LOS ANGELES PORT POLICE FEBRUARY 25, 2019

MOTOROLA PREMIERONE CAD, MOBILE, AND RECORDS

19-PS-92782/ CAP17P134A

MOTOROLA

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February 25, 2019

Anita Hayden
Police Captain
Los Angeles Port Police
330 W Centre Street
San Pedro, CA 90731

Re: Proposal 19-PS-92782/ CAP17P134A for a Motorola PremierOne CAD, Mobile, and Records

Dear Ms. Hayden:

Motorola Solutions, Inc. ("Motorola") is pleased to provide the attached Proposal to Los Angeles Port Police. This Proposal is valid for 180 days from the date of this letter.

Motorola's Proposal is subject to the terms and conditions of the attached PSA System Agreement. You may accept this Proposal by issuing a purchase order that references this Proposal for Motorola PremierOne CAD, Mobile, and Records. Alternatively, Motorola would be pleased to address any concerns you might have regarding this Proposal. Please send your order to your Motorola Public Safety Solutions Consultant listed below.

Motorola appreciates your consideration of this Proposal and please feel free to contact your Motorola SPSS Strategic Account Manager, Robin Ginther, at (785) 822-2237 or robin@motorolasolutions.com, your Motorola Account Manager, Tony McIntosh at Tony.McIntosh@motorolasolutions.com, or (858) 201-1639, Tony.McIntosh@motorolasolutions.com, with any questions.

Sincerely,
Motorola Solutions, Inc.

Chris Carroll
Director of Sales
Command and Control Solutions

Attachments

SECTION 1

TECHNICAL SOLUTION SUMMARY DOCUMENT (TSSD)

1.1 SOLUTION OVERVIEW

Motorola is pleased to present the following solution for the Los Angeles Port Police.

The solution consists of PremierOne CAD with AVL, PremierOne Mobile with Mapping, PremierOne Handheld, PremierOne Records, PremierOne Records Mobile and Motorola Citations and Forms as well as the expertise and services of our Project Managers, System Technologists, Solution Architects and Application Specialists.

The solution includes:

- A site license for PremierOne CAD clients with AVL located at the Ports Police Department that are attached to the existing CAD system at the Los Angeles Police Department and a separate CAD Reporting Data Warehouse.
- A site license for PremierOne Mobile clients with Mapping and Mobile Records
- A site license for PremierOne Handheld clients
- PremierOne Records server license
- Property & Evidence
- A site license for PremierOne Records clients
- A subscription for up to (150) users of Motorola Handheld Citations
- A subscription for up to (150) users of Motorola Forms
- Server Hardware and Operating and Database Software
- PAE EZ Street Draw – 40 Units
- Vidsys Enterprise Mobile Application software
  - (50) Mobile application licenses
  - Integration with Verint VMS

Enterprise Site License Terms

The enterprise site license is based on the current usage of application software identified above. If an agency is not currently using an application or has not rolled out the usage of an application to the full agency, the site license pricing will be based on expected usage at full roll-out.

1.2 APPLICATION DESCRIPTIONS

The following sections provide brief descriptions of PremierOne CAD, Mobile, Handheld and Records applications and Motorola Citations and Forms. For more information regarding the PremierOne features, please refer to the product Functional System Descriptions (FSDs), included as separate documents that accompany this response.

1.2.1 PremierOne CAD with AVL

Motorola has designed PremierOne CAD to be the central convergence point for communications from multiple sources and systems, mission-critical information and resource management.

PremierOne CAD is used to manage multiple communications centers, manage multiple agency types, and multiple agencies within agency types. Security controls provide the ability to access and control necessary information and features without jeopardizing the integrity and protection of data.

Users can perform commands and functions whether using a mouse, command lines, function keys, shortcuts, or user definable right click menus. The user interface also offers quick access to information via a location-based, Esri standard GIS map. The GPS-aided resource management tool displays the location and identity of GPS equipped vehicles.

1.2.2 PremierOne Mobile with Mobile Mapping

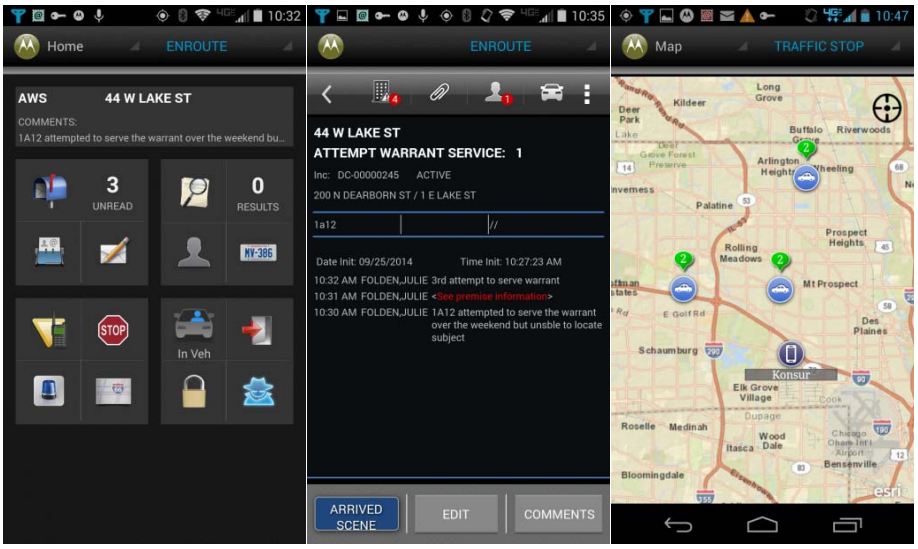
PremierOne Mobile provides public safety personnel the ability to assess and prepare for a situation while en route to the scene. Users access information via screen configurations that provides navigation throughout the PremierOne Mobile application.

The integrated map provides the user the ability to display call location, drive directions, premise hazards and the location of other units. PremierOne Mobile leverages the same common map platform used in PremierOne CAD, which is managed and provisioned from a centralized location and deployed to all systems remotely.

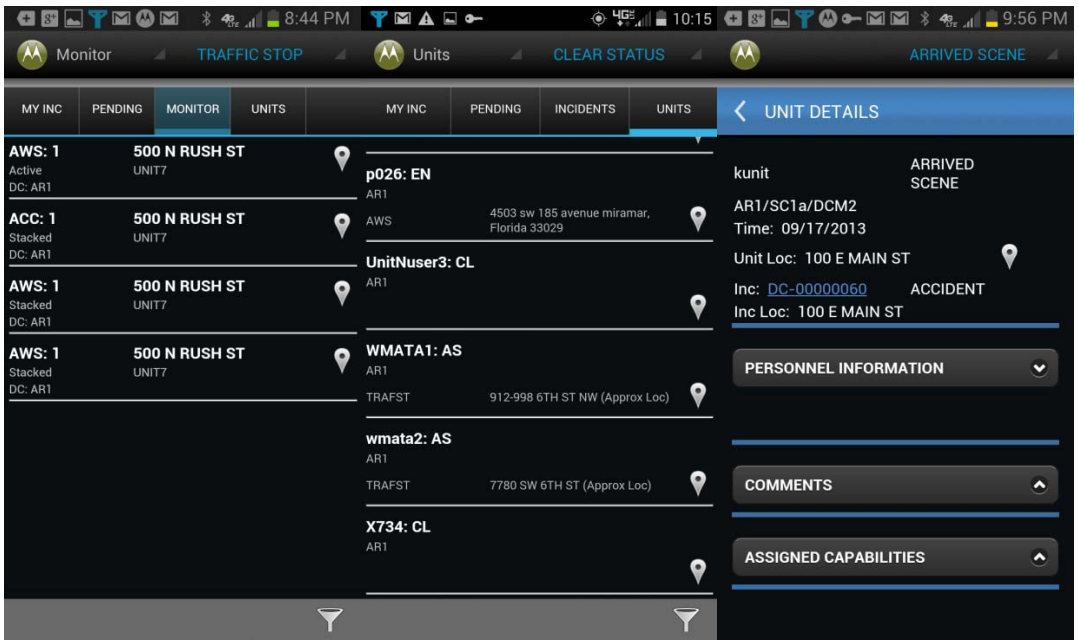
PremierOne Mobile obtains location information from a collocated GPS receiver. It supports either the Trimble ASCII Interface Protocol (TAIP) or National Marine Electronics Association (NMEA) standard. The PremierOne Mobile client application can send its location to PremierOne CAD via a cellular data modem. The vehicle location information is used by PremierOne CAD to support location dependent features including: Mapping, Track-It, Follow-It, and Recommendations.

1.2.3 PremierOne Handheld

PremierOne Handheld expands the PremierOne Suite to the Android and iOS platforms including embedded functionality with PremierOne CAD, Mobile, Mapping and Provisioning. The integrated client is a mobility solution, offering the first responder: database look-up/query, messaging, mapping, status updates, status monitoring, and dispatch capabilities on smart devices.

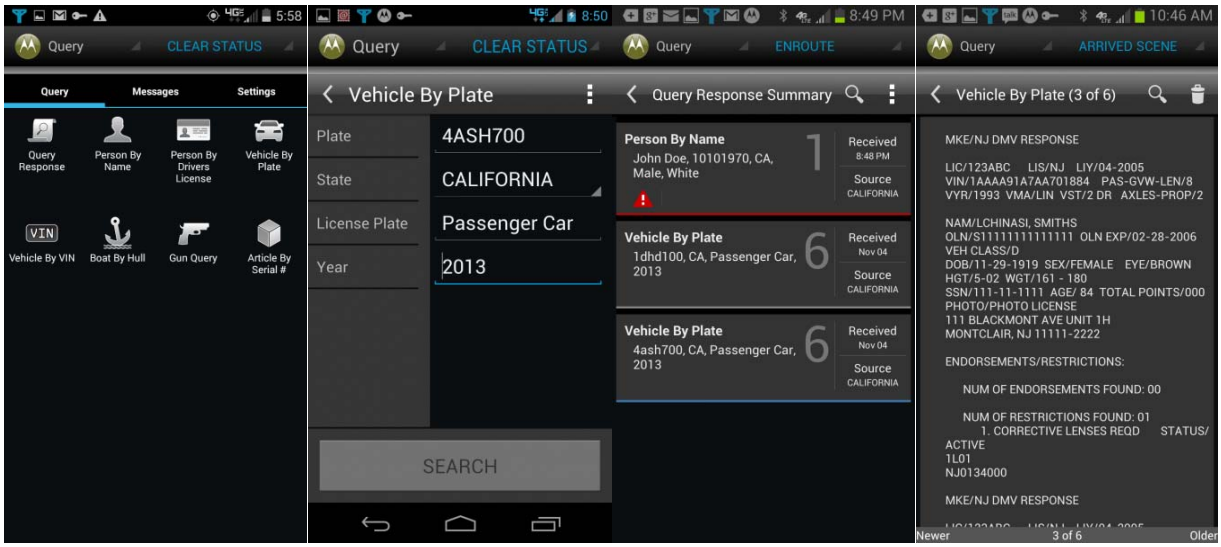


PremierOne Handheld's five (5) status monitors allow the Command Staff to have a constant view to active incidents, pending incidents and unit activities in their jurisdiction and beyond. This enables Sergeants, Lieutenants, and Chiefs to keep a pulse on their staff to monitor the operations of the department even when they are away from the office or their vehicles.



PremierOne Handheld offers seven (7) standard queries including the ability to scan a driver's license barcode to submit a person query, plus the ability to cascade queries allowing the officer to enter a plate to get both the vehicle returns and information on the registered owner of the vehicle.

PremierOne Handheld supports the CJIS Security Requirements for FIPS 140-2 encryption, audit logs, device swipes, and inactivity locks. Two-factor authentication is supported with RSA SecureID. RSA is not included in this proposal, but can be quoted on request. A Mobile Device Management (MDM) Tool has not been included in the solution. The Los Angeles Port Police Department has indicated that it will provide JAMF as an MDM tool.



PremierOne Handheld provides a true connected officer solution providing officers situational awareness such as previous incidents, premise and hazard information, location of other officers, geofencing, and critical incident updates in the palm of their hand. The solution requires

- Android 5.0 – 7.0 or higher or iOS 9 - 11 smart devices
- Data Network with 4G coverage
- Static IP address

Users can log on to both PremierOne Mobile and Handheld simultaneously as a single user and single unit. Tasks performed on either client apply to both logged on sessions. Messaging, Query Responses, Incidents, and Status are synchronized across the client platforms for that logged in user. PremierOne Handheld also includes responder location tracking both inside and outside of the vehicle.

The PremierOne client application is natively built for Android and iOS operating systems, and there are some client differences to note. PremierOne handheld for iOS does not have at this time, the following features found in the Android versions:

- Messaging, Bolos, and Address book
- Self Dispatch
- Unit Status Monitor Filtering

1.2.4 Motorola Citations and Forms

Motorola Citation and Forms is an Android and iOS Field Based Reporting solution that can be used in a standalone environment or integrated with PremierOne. This proposal includes the integrated solution to leverage the benefits of the PremierOne Records investment allowing the agency defined field reports to be configured for use across Windows, Android and iOS platforms for access in the reporting room, in the vehicle, on-the-scene and elsewhere as needed.

Field Reports including Citations can be defined using the PremierOne Advanced Configuration Tool (ACT). This allows agencies to define and enforce standard code tables in addition to custom formatting through PremierOne Records. While the ACT reports are reused in the handheld environment, formatting, field mapping, query access, image capture, electronic signature, and barcode scanning are configured for optimization on the smart device form factors through a browser-based administration portal.

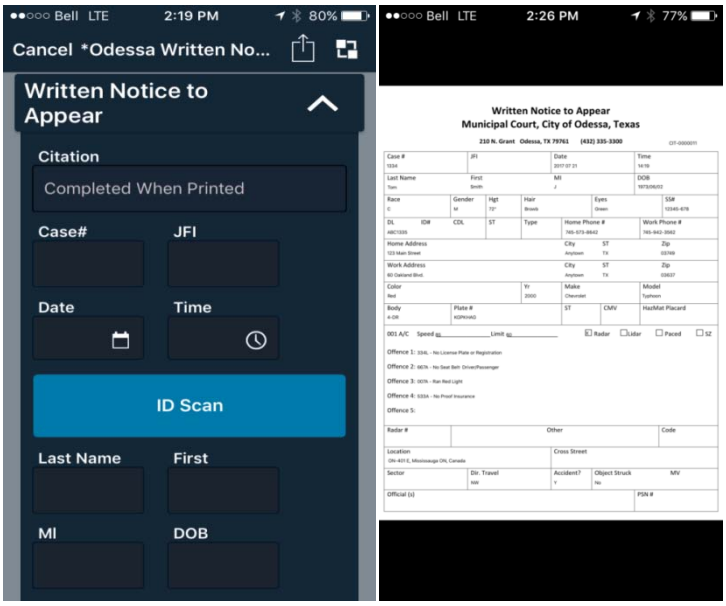


Figure 1-1: Sample Citation Data Entry Form and Citation Print Preview

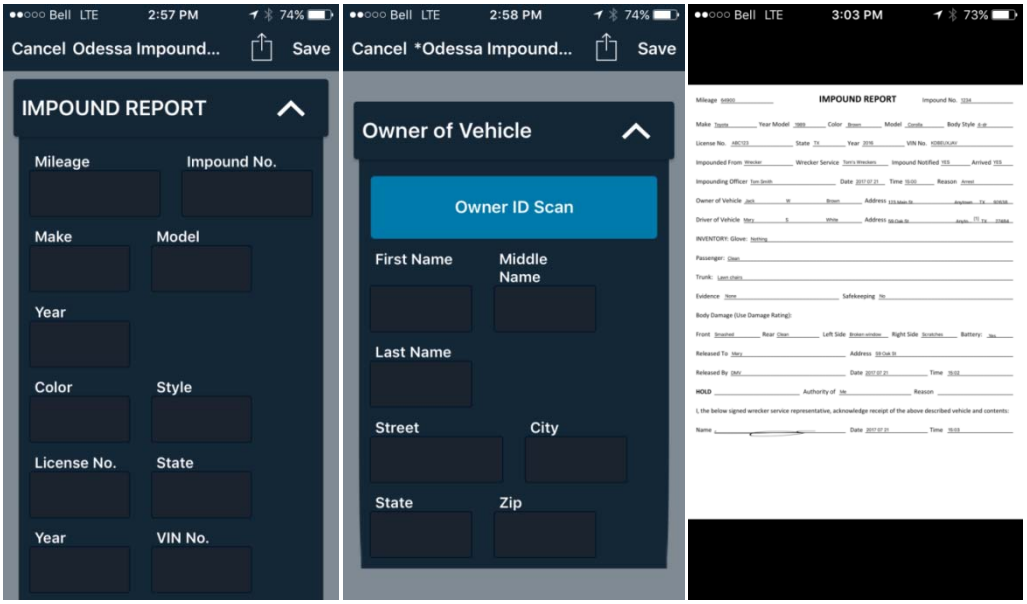


Figure 1-2: Impound Report **Impound Report ID Scan** **Impound Print Preview**

The Citation and Forms are automatically populated with information from the device, such as GPS derived location, current date and time, and system information such as the officer name and badge number. Subject information may be populated from a driver's license barcode scan or from a query response. Vehicle information may also be populated from query responses.

In PremierOne Suite environments upon saving a report, the information is stored in PremierOne Records as well as in a secure Public Safety cloud environment. The Forms and Citations are also available for immediate printing via Bluetooth printers in the field. Field based reporting workflow is managed through PremierOne Records where supervisors can approve the reports or return them for

additional information. Reports can be edited through the PremierOne Records and Records Mobile products.

1.2.5 PremierOne Records

PremierOne Records is a fourth generation law records management product that is designed from the ground up with the current and future needs of public safety agencies in mind. The system leverages the experience gained from decades of public safety experience and utilizes modern graphical user interface design and development techniques. PremierOne Records is built on a service oriented architecture. PremierOne Records provides data integrity with class-leading security, auditing and logging functions that provide a “chain of custody” for all records.

Agencies can tailor PremierOne Records with data entry methodology to match specific business processes resulting in searchable, presentable and shareable data across multiple agencies and jurisdictions. Working with Advanced Configuration Tool (ACT) certified agency system administrators, PremierOne Records allows administrators 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. The ACT is a data entry editor that presents standardized data in a document for PremierOne Records. It provides a graphical interface for tailoring Motorola Documents within PremierOne Records.

1.2.6 PremierOne Records Mobile

PremierOne Records Mobile provides the same records functionality to the officer in the field using a mobile client as the records bureau user accessing the system through a LAN-connected desktop computer.

The PremierOne Records Mobile client provides the officer the ability to continue to use PremierOne Records Mobile either in a connected or disconnected mode. PremierOne Records Mobile is used in situations where network connectivity is not assured or non-existent. All services and data required to operate as a standalone client are configured and deployed. Over the wire update and caching services assure that all clients are kept up to date with application updates, changes to forms, code tables, etc.

1.2.7 Data Migration

Motorola will convert mutually agreed upon data set that exists in the legacy RMS to conform to the data structure of the PremierOne Records application and that is available in PremierOne Records system.

Please refer to the Statement of Work, Records Data Conversion section in Section 3.1.15.3~~3.1.14.2~~ for further details.

1.2.8 Intelligent Data Discovery Services (IDD) for PremierOne CAD

PremierOne IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features which will allow for the connection, extraction, and display of data from PremierOne CAD in tailored and customized dashboards.

IDD’s use of Microsoft’s SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data. The PremierOne IDD services include the following dashboards:

- 3 Tailored Standard Dashboards
  - Roll Call Briefing Dashboard
  - Intelligent Resource Deployment Dashboard
  - COMPSTAT Dashboard
- View Only CAD IDD bundle
  - Unit Status
  - Unit History
  - Map
  - Incident Search
- 2 Customized Dashboards (built during IDD Training)
- 2 days of consultative services pertaining to reports and dashboards for PremierOne
- 3 days of PremierOne Intelligent Data Discovery (IDD) Training

IDD is limited to data existing in the PremierOne dataset. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the RDW server. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

1.2.9 Intelligent Data Discovery Services (IDD) for PremierOne Records

PremierOne IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features which will allow for the connection, extraction, and display of data from PremierOne Records in tailored and customized dashboards.

IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data. The PremierOne IDD services for PremierOne Records include the following dashboards:

- 3 Tailored Standard Dashboards
  - Master Index Search Dashboard
  - Records CompStat Dashboard
  - Major Crimes Activity Dashboard
- 2 Customized Dashboards
- 2 days of consultative services pertaining to reports and dashboards for PremierOne
- 3 days of PremierOne Records Intelligent Data Discovery (IDD) Training (*Additional dashboards are built during the training class)

Records IDD is limited to data existing in the PremierOne dataset. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the Records reporting data warehouse server. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

1.2.10 Third Party Products

1.2.10.1 Vidsys Mobile Client Application

Vidsys Enterprise Mobile Application is part of the Vidsys CSIM ecosystem and works in partnership with Vidsys CSIM Enterprise 2018 servers. Vidsys Enterprise Mobile provides Live and Recorded video playback and Pan/Tilt/Zoom (PTZ) capability to smartphones and tablets connected to a compatible CSIM server. Users of the conventional Control Room web client and users of the new Enterprise Mobile App share access to the same Vidsys Enterprise server. This allows resources to be

easily identified and referenced by a single set of names thus reducing sources of confusion during incident response.

1.3 SYSTEM ARCHITECTURE

In that the CAD system is already installed, and the PremierOne Mobile servers will be installed at the Los Angeles Police Department CAD system the architecture discussed in this section will relate specifically to the Records Management System being deployed at the Port Police Department.

PremierOne is architected around a virtualized server configuration and supports VMware vSphere 6.5 (or later) for the hypervisor. Server virtualization provides application isolation providing the ability to isolate specific services for ease of diagnostics and hardware resource management.

PremierOne is built on the principles of Service Oriented Architecture (SOA) allowing separation of servers and services to modular components. PremierOne is also architected to have no single point of failure. Its software design is redundant, as database replication occurs across multiple servers. The solution is built on industry standard components from Microsoft .NET architecture using Microsoft Windows and Microsoft SQL Server. The system can be expanded through the allocation of additional physical or logical resources as needs grow

CJIS and Compliance

PremierOne when combined with the agency's policies assist the agency in meeting the CJIS requirements of the State.

As a mission critical application, PremierOne is designed to be deployed within a secure environment. Motorola's PremierOne CAD and Mobile supports FIPS 140-2 encryption for enhanced data security through the use of Microsoft encryption libraries. CAD call data communicated between the client and server is encrypted to FIPS 140-2 compliance.

PremierOne utilizes Windows Server Enhanced Cryptographic Provider (RSAENH) by Microsoft Corporation which has been certified by the National Institute of Standards and Technology (NIST). The NIST Certificate Number is #1894. Some of the features in PremierOne that support CJIS Security Requirements include:

- Two-Factor Authentication (using RSA SecurID)
- FIPS 140-2 compliant SHA256/RSA4096 certificates for Client to server communication and encryption.
- AES 128 or AES 256-bit encryption in mobile over the air transport.
- AES 256-bit encryption in CAD client transport.
- FIPS 140-2 compliant SHA256 or SHA512 hashing and AES encryption throughout the entire application allowing PremierOne to work on Windows computers with FIPS-compatibility policy turned on – both servers and clients
- Implementation of application level two-factor authentication with 6-digit pin for access to CJIS Query functionality in all clients.
- Provides the ability to secure all web traffic to and from the solution with a FIPS Compliant TLS 1.2 SSL certificate which can be linked to a public key infrastructure (PKI).
- Complex Password Configurations
- Inactivity Time Outs
- Removing all CJIS information from the device at logoff
- Audit Logging
- System Reports such as - Interface Query Summary Report, Login and Logoff Report, Mobile Query Report, Officer Activity Report, and the Purged Records History Report

1.3.1 PremierOne High Availability

PremierOne's logical architecture is highly available. 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. Application and database failovers operate independent of one another within PremierOne. An application server failover does not require a database server failover. 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 1-1. Fault Tolerant Components

Component	Type
F5 Application Delivery Control services to provide load balanced network traffic to the application services. - Proactive Component PremierOne monitors active services and restarts them as necessary. - 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
Replicated databases across database services on different servers. Servers are replicated in a cluster set. - Reactive Component In the case of the active database server's failure, the system transitions the inactive server to an active status without interruption.	Reactive
NIC teaming on the servers to provide fault tolerance across multiple network adapters. - Proactive Component 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. - Reactive Component If a NIC fails, the Operating System will send all packets out the teamed NIC.	Reactive and Proactive
Mirrored and replicated databases across database services on different servers. - Reactive Component 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	Reactive

Component	Type
Redundant operations servers in a fault tolerant configuration. - Reactive Component 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.	Reactive

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

1.3.2 Microsoft Active Directory Service

PremierOne provides directory services to support the secure management and operations of PremierOne through an isolated Microsoft Active Directory (AD) environment. The servers provided with the solution contain computer accounts in this AD tree. Service and Administrator user accounts and groups will be setup in the isolated Active Directory with the appropriate group memberships set.

In order to facilitate ease of user account management, PremierOne can use the Customer's AD environment for authentication. Once the user account is built in PremierOne provisioning, it can then use LDAP to query the Customer's environment for the account authentication. By using this configuration, the Customer can enforce password policy, retention, and complexity requirements across the enterprise with a user having a singular identity.

Motorola Solutions will provide a one-way forest trust from the PremierOne local domain to the Customer's Active Directory environment providing users with Domain Administrator privileges on the Customer's AD instance to access and administer the PremierOne environment while preserving authentication and logon information. Motorola recommends that this trust be non-transitive in nature. Motorola does not recommend a two-way trust as none of the PremierOne service accounts need authentication or resources on the Customer's network.

Reference: https://technet.microsoft.com/en-us/library/cc771397(v=ws.11).aspx

1.3.2.1 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, the Customer must configure their DNS servers to forward PremierOne name resolution requests to PremierOne DNS servers. This will allow devices on the Customer network to find systems within the PremierOne environment.

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

1.3.3 PremierOne Common Services

PremierOne Common Services provides system administrators the flexibility to manage internal services throughout the platform from a single point. PremierOne Common Services include GIS, System Security, Reporting, and the system tools for provisioning.

1.3.3.1 Geographic Information System (GIS)

- PremierOne uses the power of GIS for display and location validation. 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.
- 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.
- The GIS data requirements for PremierOne are identified in Section 5: PremierOne Geofile Build Requirements.
- The use of remote and/or ESRI Online services is not supported. Motorola is not responsible for map availability or any degradation of client performance caused by the use of third party hosted internet map services; as these services are outside the domain of the PremierOne infrastructure and are not managed by Motorola. PremierOne is a mission critical application that must control the import/access of the GIS data.

1.3.3.2 System Security

- The PremierOne Suite is deployed within its own Microsoft Active Directory (AD) domain in its own local area network. Active Direction Domain Controllers authenticate and authorize users to perform actions within the domain making sure authorized users have appropriate access to data and services. The PremierOne user provisioning environment can be setup to query your AD environment (using LDAP) allowing for a single point of user and password management across all applications.
- The PremierOne network contains multiple virtual local area networks that are used to secure and segment traffic for purposes of user access as well as data storage and replication. PremierOne architecture resides behind dual redundant firewalls to protect the PremierOne network from unauthorized intrusion and security threats. These firewalls are provisioned in a high availability configuration so if either of the two fails, traffic and security will remain intact across the other.

1.3.3.3 Microsoft Reporting Services

PremierOne uses Microsoft SQL Server Reporting Services (SSRS) for reporting purposes. SQL Server 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.

PremierOne also fully supports the use of Crystal Reports. The PremierOne Report Data Warehouse (RDW) contains Criminal Justice Information System (CJIS) compliant data for the purposes of report generation.

1.4 TECHNICAL ASSUMPTIONS AND DESIGN REQUIREMENTS

Motorola's solution is for the PremierOne server hardware, PremierOne server networking hardware, system software, PremierOne application software, PremierOne client software, as stated in the detail pricing page, interfaces and services as stated in the Statement of Work.

1. Motorola's server hardware is sized based on the following usage scenario. This may differ from the license count provided:
   - Up to 90,000 Case Reports annually
   - Up to 25 PremierOne Records concurrent users
   - Up to 250 PremierOne Records Mobile users
   - 3.5% annual growth for 5 years
2. For PremierOne Records, unless and/or except as explicitly stated in this document, this solution does not include the generation of any customer-specific (ACT) modules, forms, printouts, reports or queries.
3. The PremierOne version being provided is a minimum version of R4.3. The specific version of PremierOne that will be installed will be provided at project initiation.
4. The products included in this solution are COTS. Motorola understands COTS to mean: No software development to the application framework.
5. PremierOne's Active Directory schema is for servers and services. Active Directory user authentication (if desired) will be against the Customer's Active Directory schema.
6. All server names and IP addresses behind Motorola Firewalls cannot be changed
7. The 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 the Customers network.
8. The hardware and licensing identified in this solution may be subject to change. As technology continues to advance, Motorola may take advantage of new and different offerings for the betterment of the Customer. Any changes will be reviewed with the Customer and initiated via the change provision of the contract

Note: All other components not listed as being provided by Motorola including but not limited to the following, are the responsibility of the Customer.

1.4.1.1 Customer Responsibilities:

1. The Customer will supply Windows Server Client Access Licenses (CALs) for all CAD, Mobile, Handheld, Records, and Records Mobile client devices accessing PremierOne CAD, PremierOne Mobile, and PremierOne Records.
2. The Customer will supply Mobile Device Management (MDM) software for Mobile devices, if desired.
3. The Customer will supply workstation hardware, operating systems, and all other software not included in this solution.
4. The Customer will provide Microsoft Visual Studio for the creation of In-Module reports.
5. The Customer will provide a single geodatabase data including any preparation and/or editing, if necessary, to meets PremierOne GIS Build Requirements for the purpose of address validation.

6. The maintenance of all equipment. The space provided must be able to contain the entire rack dimensions as specified in Site Requirements, Section 1.6.
7. The Customer will provide the appropriate power connectivity (power receptacles, and any other receptacles required within manufacturer recommended cable run lengths of the equipment and all supplemental components), power distribution units, and power to the system in the designated installation location. The anticipated quantity and type of connectivity as well as the power draw of the system have been identified in Site Requirements, Section 1.6. The final system specifications will be provided during deployment as part of the hardware ordering process.
8. The Customer 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 1.6. The final system specifications will be provided during deployment as part of the hardware ordering process.
9. The Customer will provide network connectivity to clients as specified in the Network Requirements, Section 1.5.6. Motorola has included network hardware for the PremierOne server architecture. Networking hardware for the connectivity outside the PremierOne LAN must be provided by the Customer.
10. The Customer 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.
11. The Customer will provide IP addresses on the Customer's network for the PremierOne Servers and third-party application servers.
12. The Customer will provide external interface connection demarcation points at locations agreed to by Motorola. These locations shall normally be adjacent to the PremierOne equipment rack.
13. The Customer 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.
14. The Customer will provide 24-hour access to a secured two-way Internet connection to the PremierOne firewalls for the purposes of deployment, maintenance and monitoring.
15. The Customer will provide for outbound Internet connectivity initialized by PremierOne Servers.
16. The Customer will provide, install maintain and service any software as required for anti-viral, anti-malware protection on the system. If the software requires connectivity to a central server for maintenance and updates, the connectivity including ports and access needs to be provided.
17. The Customer 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 the Customer.

1.5 MOTOROLA PROVIDED SYSTEM PLATFORM AND COMPONENTS

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

1.5.1 System Configuration

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

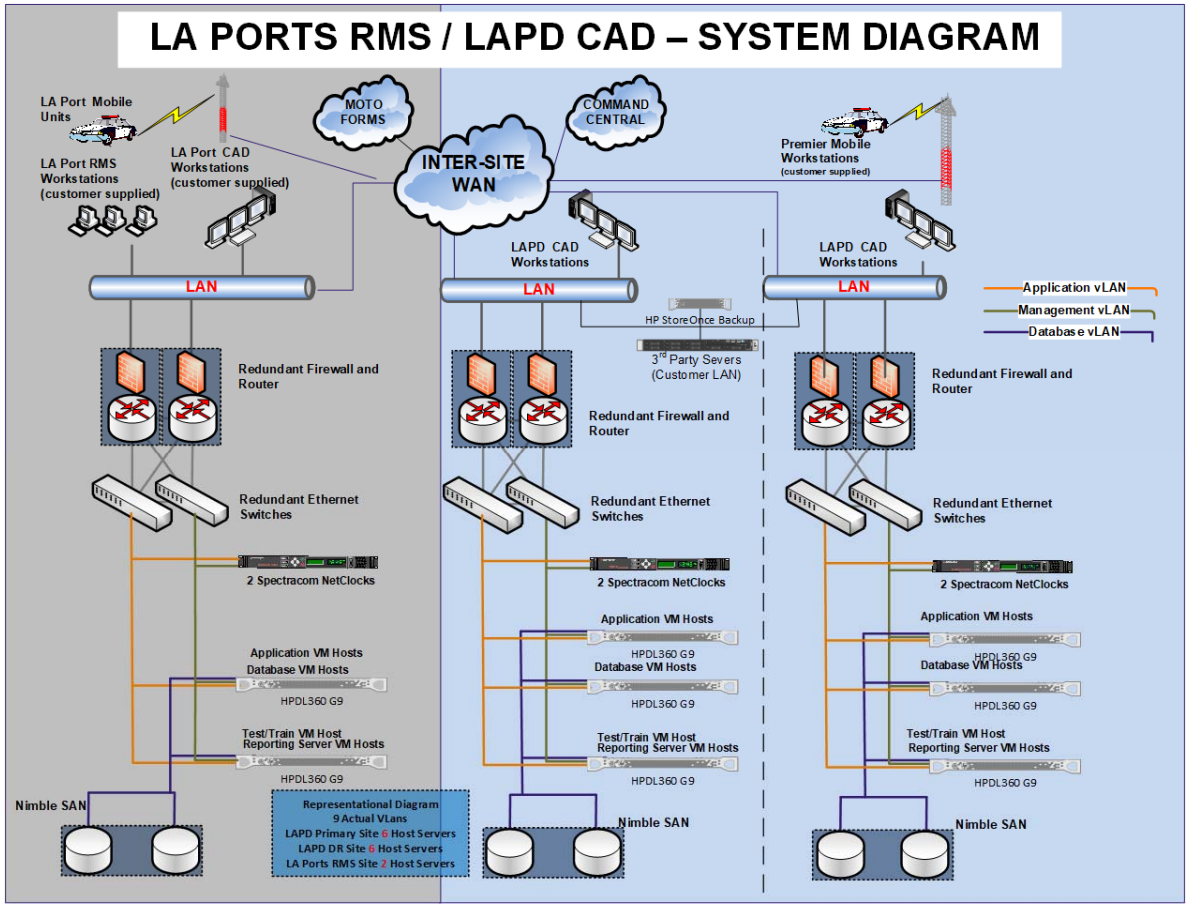


Figure 1-3. System Diagram

The configuration consists of PremierOne servers and storage area network (SAN). 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, the ADC automatically redistributes the workload among the remaining servers.

The database servers are clustered using SQL Server Mirroring. 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 thirty (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 the Customer. The deployment of one test interface will be provided for each interface included in the solution.

1.5.2 PremierOne Servers

Motorola's hardware solution utilizes HP DL360c servers as physical hosts to offer a high-density configuration with robust and flexible management capabilities. Motorola architected the PremierOne solution to operate on HP DL360c Systems, as these systems provide many integrated redundant components, ease of management, and efficient power management and cooling.

The following two sections describe components of the HP DL Systems that are part of Motorola's solution design.

Host Servers

Host servers are HP DL360c servers configured with:

- Dual 12-Core Intel® Xeon® E5-2687W v4 processor, running at 3.0 GHz, with a 30MB L3 Cache
- Each server also contains direct attached storage in the form of two 8GB microSD hard drives with Smart Array controllers in a RAID configuration
- Four (4) - 10 Gigabit network ports
- Each server is configured with 384GB RAM.

1.5.3 PremierOne Storage and Backup

PremierOne's Backup and Recovery subsystem includes online storage and a means to back up the system offline through Nimble Storage and HP StoreOnce disk arrays.

Motorola provides storage area arrays that are utilized by the host servers for storage and for online backups with near real-time data recovery.

The Nimble Storage CS 1000H Series SAN provides 11TB of RAW storage. This storage is comprised of eleven 1TB HDD along with two 240 GB SSD (480 GB flash) iSCSI connected drives.

1.5.3.1 HP StoreOnce Backup

The PremierOne solution includes an HP StoreOnce Enterprise-class Backup and Recovery system. This system uses backup to disk and data de-duplication techniques to enable very high speed backup of Big Data sets. The HP StoreOnce is controlled by an application server running HP Data Protector software for the purposes of application and database server backup and recovery. In addition, this backup solution provides mechanisms for data encryption for offsite storage as needed. Best Practices and Motorola recommendation are to locate this device in an alternative geo-diverse location from the PremierOne system.

HP Data Protector 9.0

HP Data Protector Software automates high performance backup and recovery, from disk or tape, over unlimited distances, to enable "24x7" business continuity and improve IT resource utilization. HP Data Protector is integrated with the HP StorageWorks disk and tape family of products.

Backup schedules are dependent upon Customer tolerance for data loss balanced with performance. Motorola will collaborate with the Customer to aid the in determining proper backup intervals.

Motorola recommends a starting point of one full backup each night, a differential backup once each day but twelve hours after the full backup, and transaction log backups every fifteen minutes.

1.5.4 Microsoft and VMware Licensing

The following table lists type and number of Microsoft and VMware licenses.

License	Primary Site
Microsoft DataCenter 2016 OS	2
Microsoft SQL 2017 Standard	4
Microsoft System Center Operation Manager 2016 (SCOM)	2
VMware vCenter Standard	1
VMware vSphere Ent+ CPU	4

Motorola recommends the purchase of software assurance or maintenance for all the software listed above. To insure the customer has access to the required version at the time of a PremierOne upgrade.

1.5.5 Ancillary Components

1.5.5.1 FortiGate Network Devices

Motorola will provide server component isolation from other systems within the Customer's data center by means of a firewall router. Component isolation ensures reliability, availability and performance. Motorola's solution is based on FortiGate devices to provide the perimeter network router, firewall, and Virtual LAN (VLAN) configurations for the PremierOne solution.

1.5.5.2 F5 BigIP Application Delivery Controllers

Motorola will be providing virtual Application Delivery Controllers (ADC) for the PremierOne system. These are purpose built appliances that reside outside of the application servers that present a "virtual server" address to the outside world and upon user connection; these appliances will forward the connection to the most appropriate real server using bi-directional network address translation (NAT).

1.5.5.3 SolarWinds System/Network Management Tools

Motorola provides a dedicated virtual server to host an instance of the SolarWinds management tools. SolarWinds is setup to monitor and log traffic flow data through the FortiGate firewalls and load balancers through the server side network interface cards. Additionally, it monitors and logs CPU and memory utilization on the switches and firewalls as well as the hardware layer for the server hosts in the solution. As part of the firewall monitoring it also indirectly monitors the WAN link for replication. This data provides the Motorola support teams with the information necessary to support the system and provide historical measurements of system performance.

1.5.5.4 Equipment Rack

In addition to the server components listed above, PremierOne also contains supplemental components. These components provide cable management, power distribution and monitors environmental conditions.

The following sections detail each of these supplemental components.

Keyboard and Monitor

Motorola will supply a rack-mounted keyboard and monitor. The HP Rack Model BW904A with rack mount keyboard and monitor provides direct console access to the servers.

Server Rack

The server solution at a site is housed in a single HP BW904A 42U rack. The various components of the system will ship in the rack. The physical specifications of the rack are:

- Total Cabinet Dimensions
  - 78.9 in. x 39.7 in. x 24 in.
- Shipping Dimensions (with packaging materials)
  - 86.2 in. x 48 in. x 35.6 in.
- Installed Weight
  - 385 lb. – Rack
  - 300 lb. – Equipment
  - 695 lb. – Total
- Shipping Weight
  - 900 lb. – Total
- Maximum Load of Rack
  - 3000 lb.

Also included for deployment in the rack are HP 4.9kVA 208V power distribution units for powering various components of the system, and a sliding shelf for ease of use within the rack.

The customer must ensure that access to the loading dock at appropriate facilities for the delivery of equipment is able to receive and secure the storage of equipment shipped. A temporary staging area for the unpacking and assembly of equipment must be provided.

Hallways, doorways, and elevators must be sufficient to accommodate the shipping container(s) and/or the rack dimensions and weight provided above.

Note: It is the responsibility of the Customer to provide any specialized hardware and installation to ensure compliance with any local, State or Federal natural disaster safety regulations.

1.5.6 Network Requirements

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

The Customer will supply IP addresses and a mechanism for maintaining IP persistence. Desktop, Mobile, and Handheld clients require a persistent IP address from the time the application is opened to the time the application is closed.

PremierOne CAD Network Requirements

PremierOne is dependent on the Customer's LAN for client workstation performance. The estimated network requirement per CAD client with typical usage is 0.8Mbps – 1.2Mbps. The recommended built-to bandwidth for new deployments is 1.2Mbps per workstation. Peak load events (e.g. login)

require higher bandwidth and higher bandwidth will generally be required for sites with higher quantities of users and greater data intensive operations such as complex map annotation sets and map manipulation if the data resides on the server. The bandwidth recommendations account for the operation of the LAN client to not exceed the values with the map data being stored locally on the client workstation. Additional bandwidth will be required for the transfer of large multi-media files, premise hazard data files and other large attachments.

Network latency plays a key role in the responsiveness of CAD client operations. PremierOne is designed for optimal use on a local network environment where latency is very low (1ms round-trip). It is important that efforts be made to provide the lowest latency possible between the PremierOne CAD servers and each PremierOne CAD client. PremierOne requires latency of no greater than 20ms round-trip from the client to the servers and back.

PremierOne Mobile and PremierOne Records Mobile Network Requirements

Both PremierOne Mobile and PremierOne Records Mobile's functionality is designed for 3G and 4G networks. 3G network connectivity is required but, 4G connectivity is highly recommended.

The Customer will need to provide 3G/4G wireless network infrastructure and connectivity with routing between the Mobile clients and both the primary data center.

PremierOne Records Network Requirements

PremierOne Records is dependent on the Customer’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 this 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. The Customer 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. The Customer will need to supply IP addresses for Mobile clients.

Motorola encourages the Customer to test and evaluate the level of service being provided by their carriers on a regular basis to ensure mobile applications are not affected by provider changes.

1.5.6.1 Network Bandwidth Calculations

The following bandwidth specifications are required for system performance and have been calculated based on the solution being provided for the Customer. These figures represent the requirements needed to accommodate the environment. Also provided are bandwidth specifications after 5 years of annually compounded growth of 3.5% resulting in up to 5 client workstations. As this is a recommendation, the values represented are rounded up. If Customer usage exceeds the figures Motorola used in its considerations, Customer will need to provide additional hardware and or software as needed.

Table 1-2. Network Bandwidth Calculations

Bandwidth Specifications for Year 1 Assuming 4 CAD Clients		
CAD Client to Server Bandwidth (typical range of 0.8 Mbps to 1.2 Mbps)	3 to 5	Mbps
CAD Client to Server Bandwidth (recommended bandwidth of 2Mbps)	8	Mbps

Bandwidth Specifications for Year 5 Assuming 5 CAD Clients		
CAD Client to Server Bandwidth (typical range of 0.8Mbps to 1.2Mbps)	4 to 6	Mbps
CAD Client to Server Bandwidth (recommended bandwidth of 2Mbps)	10	Mbps

1.6 SITE REQUIREMENTS

1.6.1 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 the Customer 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 the Customer after project kickoff and the hardware list has been finalized.

Table 1-3. Power Requirements and Heat Output

Component	Max Total Power (Watts)	Total Heat Generation (BTU/hr.)
PremierOne Rack	3612	14000

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, the Customer must ensure that an accurate assessment of airflow into and out of the server equipment is performed. This is essential for reliable server operation.

Table 1-4. Temperature and Humidity Ranges

Specification	Operating
Temperature Range	50°F to 95°F
Relative Humidity Range	20% to 80% (non-condensing)

Circuit Requirements

The PremierOne racks require a specific type of connector due to the type of equipment housed in each rack. The power circuit requirements for each PremierOne server rack are contained in the table below.

Table 1-5. PremierOne Server Rack Circuit Requirements (per rack)

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

1.7 PREMIERONE WORKSTATION SPECIFICATIONS

The following specifications are provided for the Customer's reference.

Workstation specifications are representative of workstations used in the testing of the latest release of PremierOne software and do not take into account any other applications. The following .net Framework versions are both required in the workstations of any PremierOne client application: Microsoft .Net Framework V3.5 SP1 and Microsoft .Net Framework V4.5.2.

Future releases of PremierOne may dictate changes to the workstation specifications. Each agency should consider their own technology replacement lifecycles and policies for specific purchase decisions.

1.7.1.1 PremierOne CAD Recommended Specifications

- 3.5 GHz quad-core processor (E5-1620v4 CPU 3.5 GHz)
- 8 GB memory
- 20 GB available on a SSD disk.
- 1Gigabit or faster Ethernet network adapter
- Three (3) - 1024x768+ pixel, 16+ bit color displays
- QWERTY Keyboard with 12 function keys
- Windows 10 Professional 64-bit
- NVS 510 Graphics card.
- Adobe PDF reader (for help files)
- 2 Mbps network bandwidth (to server) with 1ms or less round-trip latency
- Microsoft .Net Framework V3.5 SP1 and Microsoft .Net Framework V4.5.2

1.7.1.2 Motorola PremierOne Records Workstation Recommended Specifications

- Intel® Dual Core (2.8 GHz)

- 4 GB memory
- 1024 X 768 or higher pixel, 16+ bit color display
- QWERTY Keyboard

1.7.1.3 PremierOne CAD Mobile and Records Mobile Recommended Specifications

- Intel or AMD 1.6 GHz dual core processor
- 8 GB memory Minimum
- 40 GB available disk space
- One (1) - 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 10 Professional 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)
- Microsoft .Net Framework V3.5 SP1 and Microsoft .Net Framework V4.5.2

1.8 PREMIERONE INTERFACES AND INTEGRATIONS

PremierOne can support interfaces to a wide variety of external public safety systems. Interfaces allow PremierOne to integrate with a public safety agency's ecosystem of applications, data, and workflows. Examples include alerting systems, records management systems, and Business Intelligence reporting tools. PremierOne has a large number of Standard Interfaces that can be configured for specific environments. Motorola can also provide customized or new interfaces based on agency requirements.

Interfaces are divided into six general 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. Data feeds present from the CAD environment to the target in near real time. These interfaces only allow information to be sent from CAD and RMS to the remote a target.

  (Customers can create their own Data-feeds or Data-views only from RDW. Requisite training can be obtained from Microsoft to build these objects. RDW data familiarization can be provided by Motorola RDW documentation. Motorola provided and maintained Data-feeds or Data-Views from RDW cannot be customer modified.)
- One way interfaces. 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. 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".

- Application Programming Interfaces (API). An API is a method for a third party to write to standard capabilities made available by several PremierOne applications. Writing to an API, a third party can develop interface with PremierOne application(s). APIs are licensed for each instance of use on a vendor-by-vendor basis. Writing to a PremierOne API means that a third-party is taking responsibility for interface with standard PremierOne functionality. Additional third party services may be required to write to the API and are the responsibility of the Customer.
- Query only interfaces. If information is needed from within CAD or RMS which is contained in an external system with no updates in target system, then a query interface is appropriate. An example would be a regional law records system.

1.8.1 PremierOne Interfaces

The table(s) below include a list of the specific interfaces included with this proposal. An Interface Specification Document (ISD) is included for each interface. The ISD details the specific features of the interface and describes the implementation process and responsibilities.

The attached ISD documents contain the functionality of the proposed interfaces based on either existing/developed interfaces or upon requirements outlined in the RFP. Functionality outside of the scope of the attached ISDs would require additional scope as identified through the change order process.

Table 1-6. PremierOne Interfaces

INTERFACE	GROUP	TYPE
ALPR Query	RMS	Query
Logging Recorder (NICE)	CAD	One way
Radio PTT	CAD	One Way
MCC 7500 Console	CAD	Two way
Evidence.com (report)	RMS	SSRS Report
VidSys	CAD	Two Way
VESTA 911 / TDD	CAD	One-way

1.9 INTERFACE SPECIFICATION DOCUMENTS

The Interface Specification Documents are provided on the following pages.

1.9.1 ASTRO Radio Push-To-Talk Interface

1.9.1.1 Introduction

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD ASTRO Radio Push-To-Talk Interface and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.9.1.2 Interface Overview

The ASTRO Radio Push-To-Talk (PTT) Interface allows PremierOne CAD to receive PTT and Emergency button messages from Motorola Solutions ASTRO Radio. PremierOne CAD user can view the radio status in the PTT Status Monitor with additional information about the unit or personnel associated with the radio. This interface also triggers any Emergency or Unit Status Change processing provisioned in PremierOne CAD.

When the radio key is toggled or the emergency button is pressed, the message is sent through the ASTRO Radio System to the CADICAD server. The CADICAD application processes the message and stores it in the database on the CADICAD server and sends each radio event to the PremierOne CAD system.

The ASTRO Radio PTT Interface only supports integration with a single ASTRO Radio System. But multiple zones from the single radio system are supported by the interface.

Note: A distributor (like Genesis) forwards messages from the ASTRO Radio System to multiple systems. In this case, the CADICAD server will connect to the distributor, and the distributor will need to be configured to forward data to the CADICAD server.

Figure 1-1, ASTRO Radio PTT Interface Diagram shows the connectivity and primary data flow across the system. Blue shaded boxes represent the new systems and software that will be deployed to implement the interface. Green shaded boxes represent existing systems required for the interface.

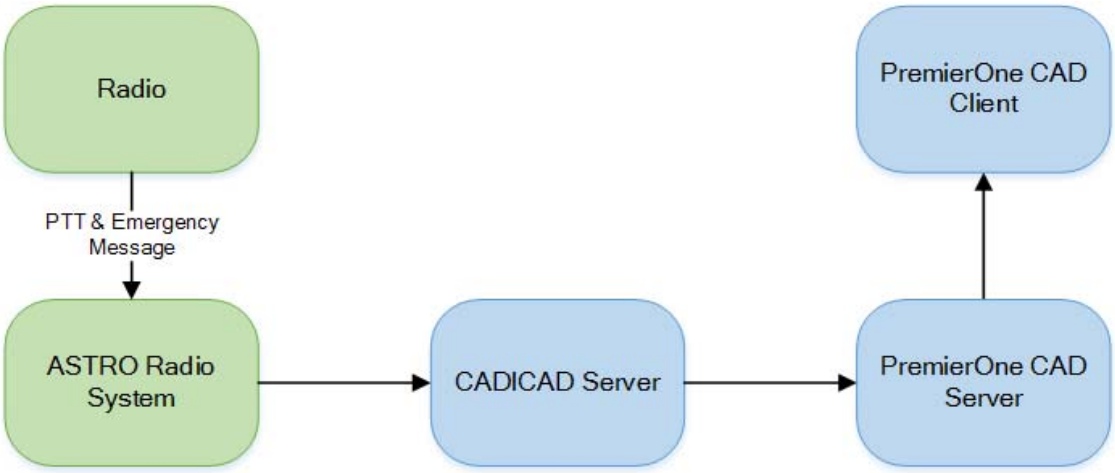


Figure 1-4. ASTRO Radio PTT Interface Diagram

Information required for installation, configuration, test and support purposes regarding this ASTRO Radio PTT Interface will be gathered during the ISD review.

1.9.1.3 Data Exchange

The CADICAD program manages the data exchange between the ASTRO Radio System and PremierOne CAD.

PremierOne CAD requires PTT data in one of the standard formats, ATIA, CADI or AIS.

The data flow diagram captures the events, triggers and message exchange between the systems.

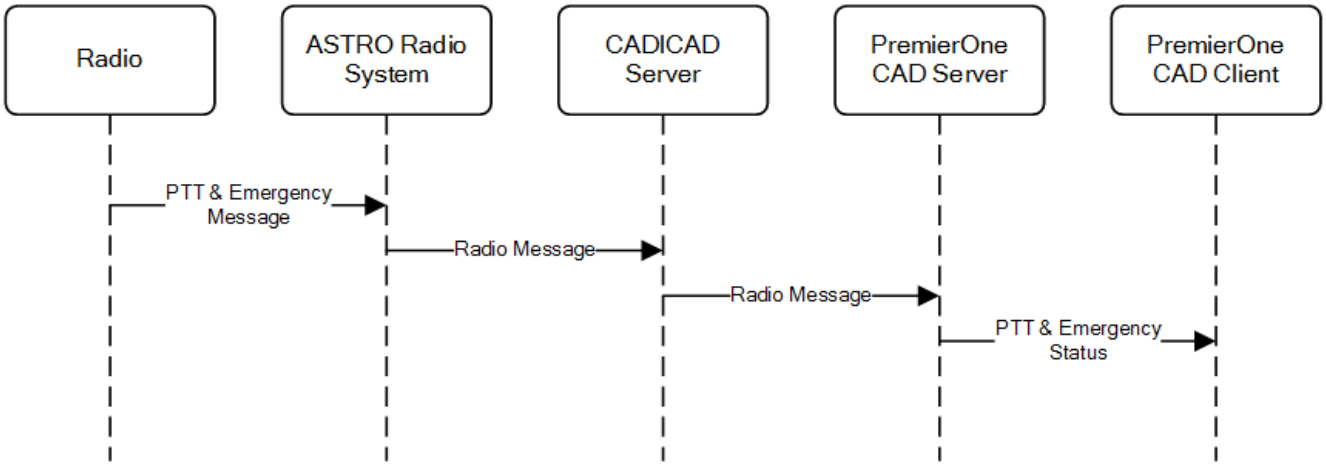


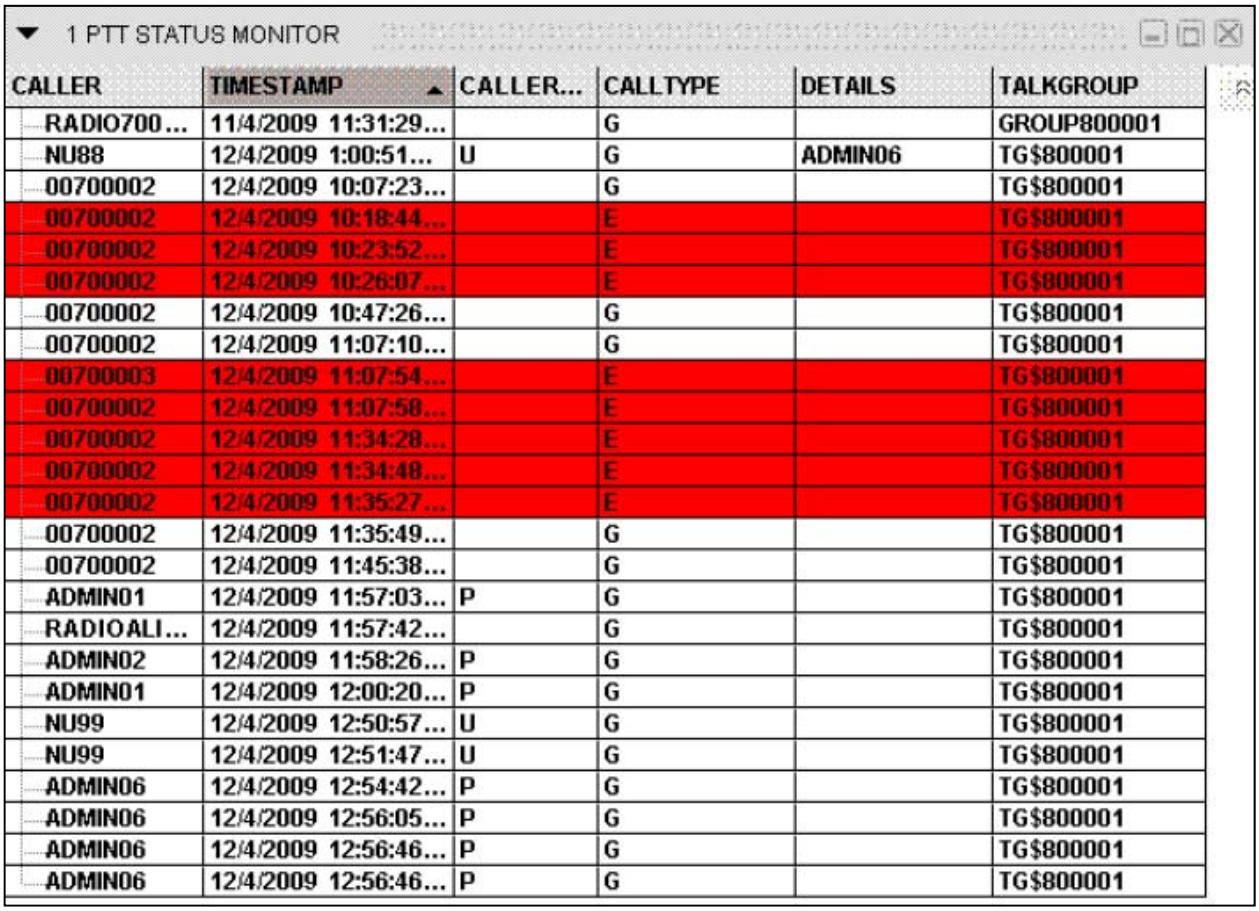
Figure 1-5. ASTRO Radio PTT Data Flow Diagram

1.9.1.4 Business Process

None.

1.9.1.5 User Experience

PremierOne CAD user can view the PTT and Emergency information of the talk groups that they currently monitor in the PTT Status Monitor. “CT” command can be used to select specific talk groups to monitor. The Emergency messages are highlighted in the monitor.



1 PTT STATUS MONITOR

CALLER	TIMESTAMP	CALLER...	CALLTYPE	DETAILS	TALKGROUP
RADIO700...	11/4/2009 11:31:29...		G		GROUP800001
NU88	12/4/2009 1:00:51...	U	G	ADMIN06	TG$800001
00700002	12/4/2009 10:07:23...		G		TG$800001
00700002	12/4/2009 10:18:44...		E		TG$800001
00700002	12/4/2009 10:23:52...		E		TG$800001
00700002	12/4/2009 10:26:07...		E		TG$800001
00700002	12/4/2009 10:47:26...		G		TG$800001
00700002	12/4/2009 11:07:10...		G		TG$800001
00700003	12/4/2009 11:07:54...		E		TG$800001
00700002	12/4/2009 11:07:58...		E		TG$800001
00700002	12/4/2009 11:34:28...		E		TG$800001
00700002	12/4/2009 11:34:48...		E		TG$800001
00700002	12/4/2009 11:35:27...		E		TG$800001
00700002	12/4/2009 11:35:49...		G		TG$800001
00700002	12/4/2009 11:45:38...		G		TG$800001
ADMIN01	12/4/2009 11:57:03...	P	G		TG$800001
RADIOALI...	12/4/2009 11:57:42...		G		TG$800001
ADMIN02	12/4/2009 11:58:26...	P	G		TG$800001
ADMIN01	12/4/2009 12:00:20...	P	G		TG$800001
NU99	12/4/2009 12:50:57...	U	G		TG$800001
NU99	12/4/2009 12:51:47...	U	G		TG$800001
ADMIN06	12/4/2009 12:54:42...	P	G		TG$800001
ADMIN06	12/4/2009 12:56:05...	P	G		TG$800001
ADMIN06	12/4/2009 12:56:46...	P	G		TG$800001
ADMIN06	12/4/2009 12:56:46...	P	G		TG$800001

Figure 1-6. PTT Status Monitor Sample

An Emergency Notification window pops up on PremierOne CAD and Mobile when the emergency button is pressed. The message includes the radio identification information and the last known location of the unit. This message needs to be acknowledged by all the recipients and reset using the “RE” command or the Reset Emergency Notifications form.

Acknowledging or resetting emergency notification in PremierOne CAD does not acknowledge or reset it in the ASTRO Radio System.

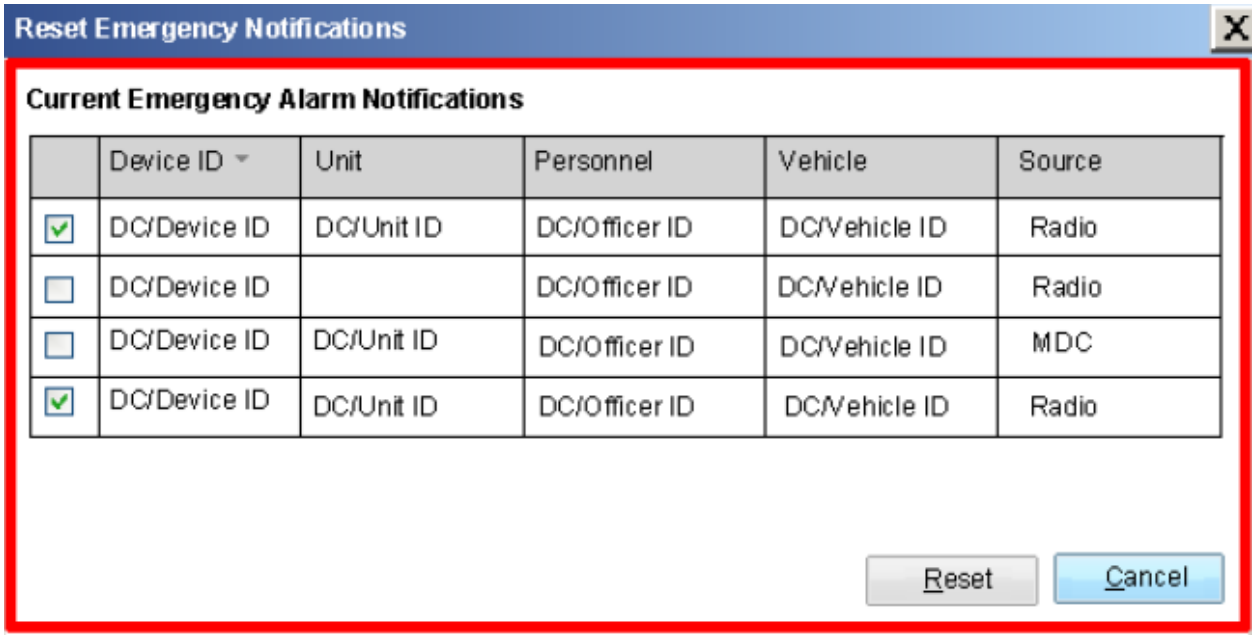


Figure 1-7. Reset Emergency Notification Sample

1.9.1.6 Use Case

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-7. Use Case

Use Case	Description
UC-01	PremierOne system can receive PTT and Emergency messages.
UC-02	PremierOne user can view PTT and Emergency information.
UC-03	PremierOne user can select a specific talk group to monitor.
UC-04	PremierOne system executes Emergency processing, like highlight emergency message and notification pop-up, when Emergency message is received.
UC-05	PremierOne user can acknowledge the Emergency notification.
UC-06	PremierOne user can reset the Emergency notification.
UC-07	PremierOne system updates unit status and executes Unit Status Change processing when unit status change message is received.

1.9.1.7 Operational Considerations

Connectivity

The ASTRO Radio System and the PremierOne CAD are connected to the CADICAD server, over the Customer Enterprise Network.

If a distributor (like Genesis) exits, then the CADICAD server will be connected to it.

Connectivity details will be defined by the Motorola Solutions Radio Systems Engineer, Motorola Solutions Architect and Customer Infrastructure Team.

Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

Radio Network connectivity issues are logged in the CADICAD database. PremierOne CAD users are not notified of connectivity issues; they will just not see any PTT or Emergency information in the PTT Status Monitor.

PremierOne can be configured to log incoming messages from the Radio system.

Security

There are no additional security requirements for the interface, beyond the standard implementation for PremierOne CAD.

Performance

There are no explicit performance requirements for the interface. The Emergency, PTT and Status Change messages are sent over the control channel. Therefore, the ASTRO Radio System data network capacity is not impacted by these messages.

1.9.1.8 High Availability and Disaster Recovery

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne CAD.

The CADICAD server is not setup for high-availability. In case of failure, user will use the MCC7500 Radio Console to monitor the PTT and Emergency information. The Unit Status Change option will not be available to the radio users.

A separate CADICAD server will be deployed at the DR site.

1.9.1.9 System Administration

Customer is responsible for contacting Motorola Solutions when changes occur in the ASTRO Radio PTT Interface or Customer Enterprise Network, which might affect the interface.

New radios will need to be provisioned in PremierOne CAD.

1.9.1.10 Statement of Work

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

Responsibilities

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding ASTRO Radio PTT Interface.

b) Implement the ASTRO Radio PTT Interface and configure for operation with a single ASTRO Radio System.

c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d) Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Provide PTT data in one of the standard formats, ATIA, CADI or AIS. Procure and configure distributor, like Genesis, that may be needed for providing the PTT data.

c) Familiarize themselves with this ISD and Interface Test Procedure for the interface.

d) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

e) The customer’s third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

f) Witness the functional demonstration of the interface.

g) Protect the Enterprise Network against unauthorized access.

h) Provide secure connections between PremierOne and ASTRO Radio PTT Interface.

i) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

j) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

Implementation Plan

Table 1-8. Implementation Plan

Task	Owner
Procure CADICAD license	Motorola Solutions
Provide IP address for the CADICAD Server on the Customer Enterprise Network	Customer
Provide talk group filters for the CADICAD	Customer
Build and configure CADICAD Server	Motorola Solutions
Establish network connectivity between CADICAD Server and PremierOne CAD	Motorola Solutions
Establish network connectivity between CADICAD Server and Radio Network	Customer / Motorola Solutions
Provision radios in PremierOne CAD - Radios, Alias, Talk Groups, Assignments	Customer
Provision Status Monitor and Off-Duty Radio Emergency in PremierOne CAD	Motorola Solutions
Configure ASTRO Radio PTT interface in PremierOne CAD	Motorola Solutions
Program Radios for Unit Status Change selections	Customer / Motorola Solutions
Provide Radio Unit Status code and their associated PremierOne Unit Status mapping	Customer / Motorola Solutions
Configure Radio Unit Status code and their associated PremierOne Unit Status mapping	Motorola Solutions
Provide Radio for Testing	Customer

1.9.2 ASTRO Radio Console (MCC 7500) Interface

1.9.2.1 Introduction

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD ASTRO Radio Console Interface and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.9.2.2 Interface Overview

This interface provides integration between Motorola Solutions MCC7500 Radio Console and PremierOne CAD. The integration between the two systems will provide PremierOne end users the capability of channel group control for Priority Transmissions over the radio system. This enables end

users to quickly perform Channel Select, Multi-Channel Select and Priority Transmissions (APBs) without having to switch to the radio console workstation.

The Console interface on PremierOne CAD V4.3 and later implements an API based on a RESTful and Websocket architecture. Provisioning includes a section under Resources – Devices – Workstation/MDT/Handheld which includes an Interface Settings subtab for configuring the REST API. The “Console CAD Proxy” also provides the necessary TCP/IP Socket connection for the PremierOne CAD client communications.

This interface is between the PremierOne CAD client and the MCC7500 client. Data flows between the two clients directly; it does not pass through the PremierOne CAD servers. However, the data does not flow between the PremierOne CAD client and the MCC7500 client in the event the PremierOne client becomes disconnected from the PremierOne server.

Figure 1-1, The ASTRO Radio Console Interface Diagram shows the connectivity and primary data flow across the system. Blue shaded boxes represent the new systems and software that will be deployed to implement the interface. Green shaded box represents existing systems required for the interface.

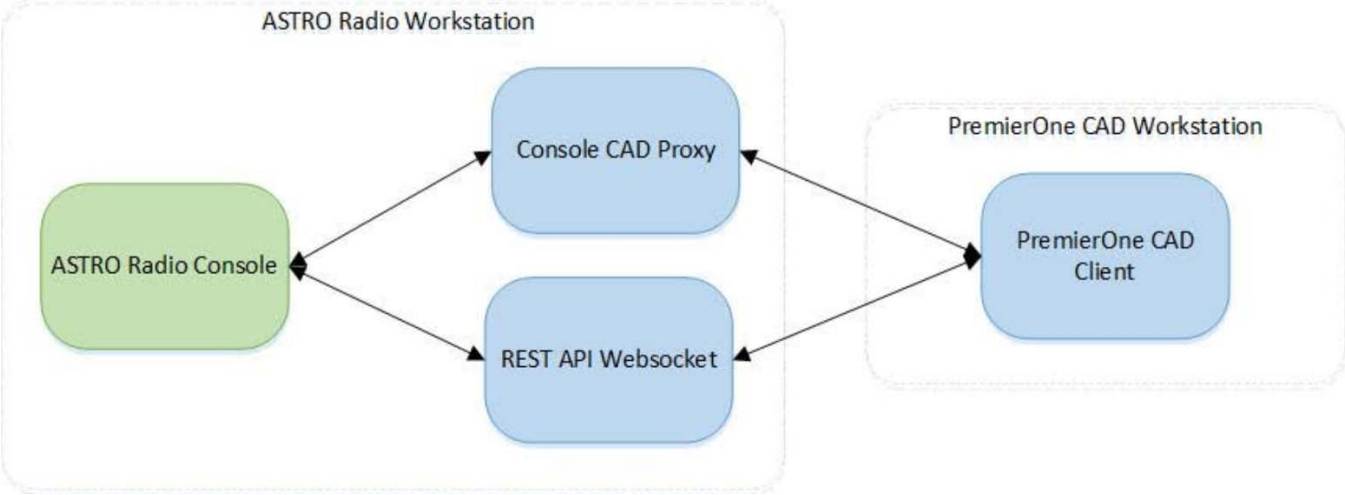


Figure 1-8. ASTRO Radio Console Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Console Interface will be gathered during the ISD review.

1.9.2.3 Data Exchange

The REST API – websocket architecture manages the data exchange between MCC7500 Consoles and PremierOne CAD workstations.

The data flow diagram captures the events, triggers and message exchange between the systems.

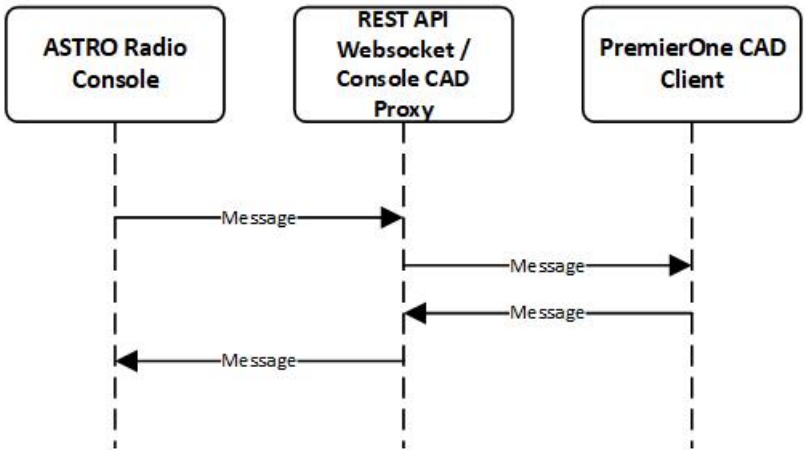


Figure 1-9. ASTRO Radio Console Data Flow Diagram

1.9.2.4 Business Process

None.

1.9.2.5 User Experience

The functions supported by this interface allow the dispatcher to communicate with different resources over the radio system. The resources can be predefined or grouped dynamically via MultiSelect options.

The ability to create these temporary groups for transmission directly from their PremierOne CAD client allows dispatchers to remain focused on their CAD status monitors and maps, and to be attentive to the units dispatched, without shifting focus to their radio console workstation. CAD users will have the following abilities:

- Create MultiSelect groups
- Load MultiSelect groups
- Open MultiSelect groups
- Close MultiSelect groups
- Reset MultiSelect groups

The CAD client can dynamically manage, on an associated Radio Console, a single dedicated MultiSelect consisting of the Talkgroups of all the units assigned to an incident. Dispatchers can then transmit to all the assigned units on the incident, regardless of their Talkgroup affiliations. While the Dynamic MultiSelect is active, and as units are added or cleared from the incident, any radio affiliation changes are processed to determine if the Talkgroup list has changed. If it has changed, the CAD system provides an updated Talkgroup list to the Radio Console. Again, Users can add incidents and combine up to five active incidents in a single Dynamic MultiSelect.

The radio capabilities are accessed from the PremierOne CAD client by selecting the Radio item in the Utilities menu. When the Radio feature is opened, the Radio Console dialog box appears with the MultiSelects tab in focus.

MultiSelect

The list of available channels displays on the left side of the dialog box and the selected channels display on the right side of the dialog box. The status of each channel in the Selected Channels box is dynamically updated whenever any change occurs in the radio system and is indicated by colored highlights. The following list describes the various channel status displays and when they occur:

- **White Background (no highlight**). Indicates the channel is idle (not transmitting) and is available for transmission.
- **Red Highlight.** Indicates the channel is being used for transmission by the operator on the workstation. This channel is considered available to this workstation.
- **Yellow Highlight.** Indicates the channel is busy at another workstation and is not available to the workstation/position.
- **Black Highlight with White Crisscross.** Indicates the channel is defined as a valid channel within the radio system, but is not available to the workstation.
- **Black Background/Faint Crisscross.** Indicates the channel is not a valid channel within the radio system, but the workstation operator is attempting to use it.

Priority Transmit (APB)

An All-Points-Bulletin (APB) is a method of quickly transmitting to a MultiSelect group without first opening the group. This allows the dispatcher to make a broadcast announcement to all of the resources contained within the desired MultiSelect group, either predefined or created dynamically from the PremierOne CAD Client.

Channel Request

The Channel Request functionality allows a dispatcher to notify other dispatchers that they have the channel for transmit capability, typically for an APB for all or a large number of units. Once the Channel Request notification goes out, other dispatchers can then transmit over the designated channels.

For further details on Dynamic MultiSelect, please refer to the PremierOne 4.3 Radio Console User Guide.

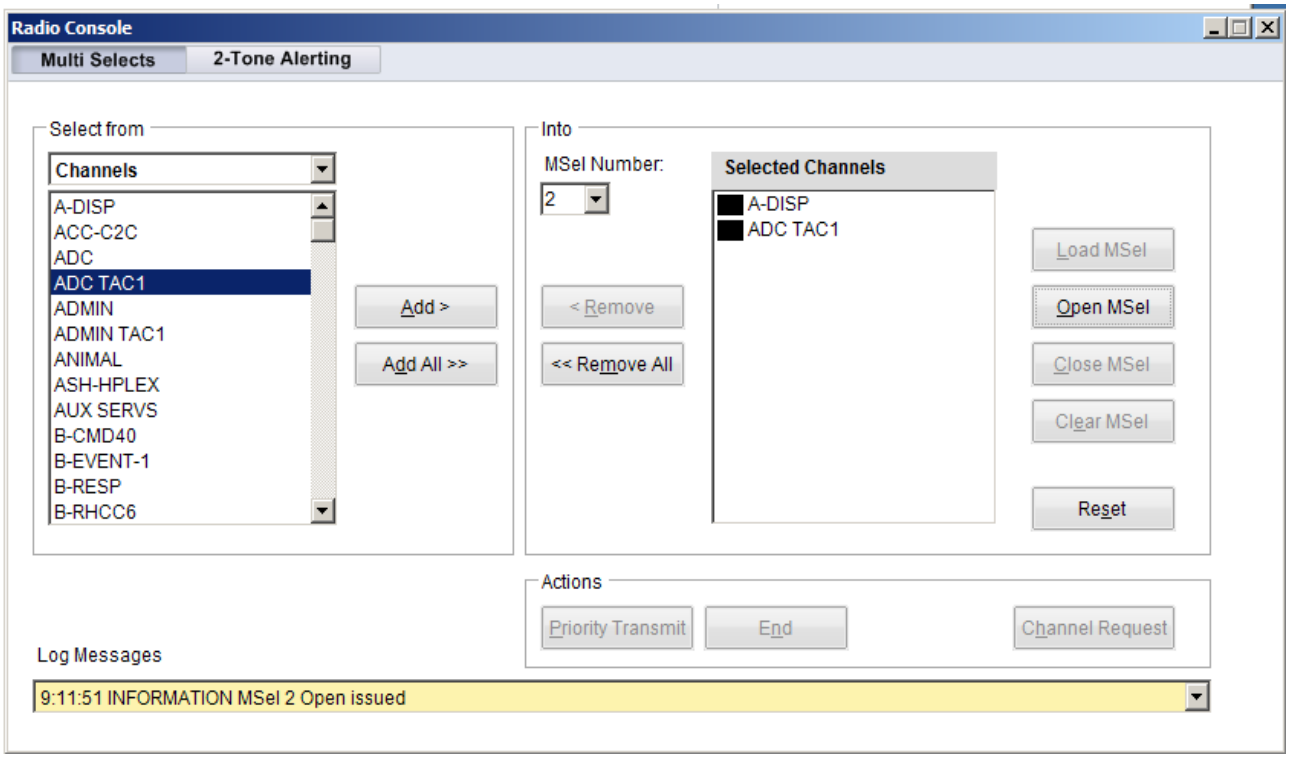


Figure 1-10. Radio Console Sample

Two-tone Radio Alerting

Two-tone radio alerting (sometimes referred to as two-tone paging) is a method of sending tones out to a group of pagers. These tones alert the person carrying the pager. Optionally, the tones can be followed by a voice message from a dispatcher, if ASTRO system supports this. This option is called Talk Extend. When Talk Extend is used, the tones are followed by an open microphone and voice is transmitted from the dispatcher's radio console to all of the pagers/radios in the group. Then, all of the queued two-tone alerts are sent in parallel (at the same time) so the transmission channel is open for all of them at the same time. When Talk Extend is disabled, the two-tone radio alerts are sent sequentially (one after another). Therefore, when Talk Extend is disabled, one group will start and finish before the next group starts. This action continues until the pager queue is empty. Two-tone radio alerts can be sent just like any other toning event. They are supported from the II, ID, and UX commands using the Alerting button.

1.9.2.6 Use Case

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-9. Use Case

Use Case	Description
UC-01	User can view radio console information in PremierOne CAD.
UC-02	User is able to Dynamic and Automatic MultiSelect Talkgroups of all the units assigned to an incident.
UC-03	User is able to send broadcast messages to the group (Priority Transmit).
UC-04	User is able to perform a two-tone Radio alert from the CAD console.

1.9.2.7 Operational Considerations

Connectivity

Connectivity needs to be established between PremierOne CAD Workstation and MCC7500 Workstation, over the Customer Enterprise Network. Certain TCP/IP ports need to be open across the Radio and CAD network.

Connectivity details will be defined by the Motorola Solutions Radio Systems Engineer, Motorola Solutions Architect and the Customer Infrastructure Team.

Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

You can view event messages in the Event Log at any time. The Event Log displays the last 30 event messages. The most recent message displays at the top of the list. To view the Event Log: Click the arrow for the Log Messages drop-down list at the bottom of the dialog box. The Radio Console utility displays a “Not Ready” status when there is a communication issues between the interfaces.

Security

There are no additional security requirements for the interface, beyond the standard implementation for PremierOne CAD.

Performance

There are no explicit performance requirements for the interface.

1.9.2.8 High Availability and Disaster Recovery

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne CAD.

1.9.2.9 System Administration

Customer is responsible for contacting Motorola Solutions when changes occur in the MCC7500 Console or Customer Enterprise Network, which might affect the interface.

Customer is responsible for keeping the reference data synchronized between PremierOne CAD and the MCC7500 system.

1.9.2.10 Statement of Work

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

Responsibilities

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the Console Interface.

b) Implement the interface.

c) Provision the REST API and install the console proxy.

d) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

e) Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Familiarize themselves with this ISD and Interface Test Procedure for the interface.

c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d) The customer’s third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

e) Witness the functional demonstration of the interface.

f) Protect the Enterprise Network against unauthorized access.

g) Provide secure connections between PremierOne and the Console Interface.

h) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

i) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

Implementation Plan

Table 1-10. Implementation Plan

Task	Owner
Establish network connectivity between ASTRO Radio Workstation and PremierOne CAD Workstation	Customer / Motorola Solutions
Provision ASTRO Radio Workstations and their associated PremierOne CAD Workstations in PremierOne CAD	Customer
Provision radios in PremierOne CAD - Radios, Alias, Talk Groups, Assignments	Customer
Install REST API and Console Proxy on ASTRO Radio Workstation	Motorola Solutions
Configure ASTRO Radio Console interface in PremierOne CAD	Motorola Solutions
Provide ASTRO Radio Workstation for testing	Customer

1.9.3 E911/TDD Interface

1.9.3.1 Introduction

This Interface Specification Document (ISD) provides a description of the capabilities of the PremierOne CAD E911/TDD Interface and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.9.3.2 Interface Overview

The E911 interface allows Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to be passed from the 911 system to PremierOne CAD, so Call Takers have the essential data to initiate a call. When the 911 system receives the ANI/ALI data feed from the provider, it passes it to PremierOne CAD, via a Lantronix device. When the call is picked up by a Call Taker, the call handling system determines the call position and routes the parsed data to the associated PremierOne CAD Workstation, where the data is displayed in the Incident Initiation form.

If the E911 telephone system supports the Telecommunications Device for the Deaf (TDD) over the ANI/ALI interface, PremierOne can associate the transcripts of the conversation with an incident. This occurs when the call is disconnected from the phone system.

The interaction between the call taker and the caller occurs on the phone system. The phone system will be used to view whatever the caller is saying and to type responses. Upon the phone system sending a disconnect message to PremierOne CAD, PremierOne CAD prompts the call taker to enter an incident number to which to attach the TDD conversation.

Figure 1-1, the PremierOne CAD E911/TDD Interface Diagram shows the connectivity and primary data flow across the system. Blue shaded boxes represent the new systems and software that will be deployed to implement the interface. Green shaded boxes represent existing systems required for the interface.

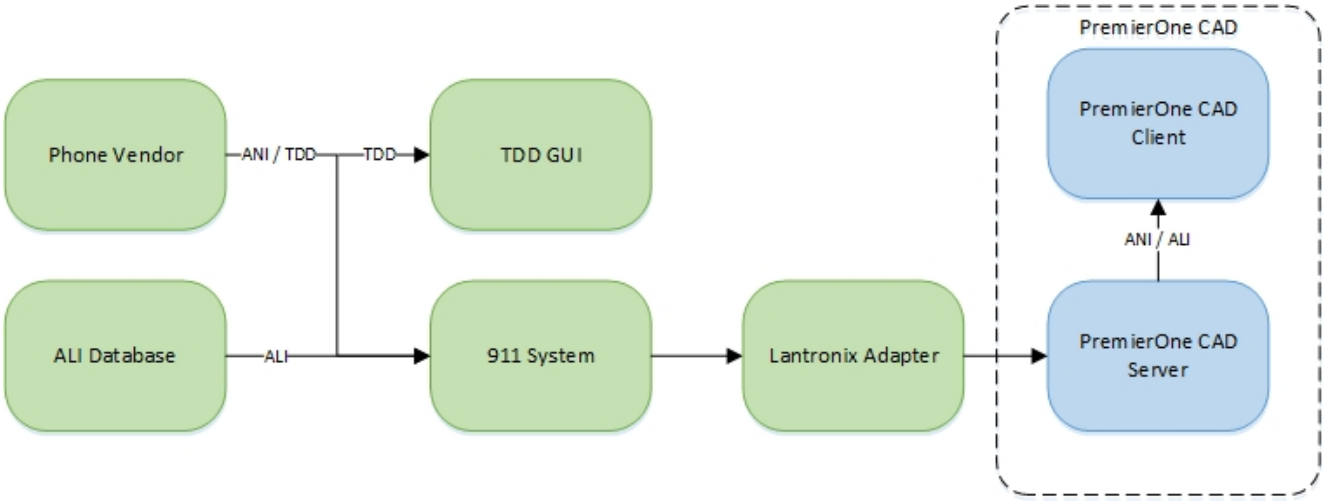


Figure 1-11. E911/TDD Interface Diagram

Information required for installation, configuration, test and support purposes regarding this E911/TDD Interface will be gathered during the ISD review.

1.9.3.3 Data Exchange

The 911 system requires a RS-232 serial interface. Lantronix xDirect Single Port RS232 10/100 Device Server is used to facilitate network connectivity between PremierOne CAD and the 911 system. The Lantronix adapter converts the serial data to TCP/IP and transmits it to PremierOne CAD, over the Customer Enterprise Network.

The E911 interface in PremierOne CAD is configured to accept, parse and store the ANI/ALI data from the 911 system.

The data flow diagram captures the events, triggers and message exchange between the systems.

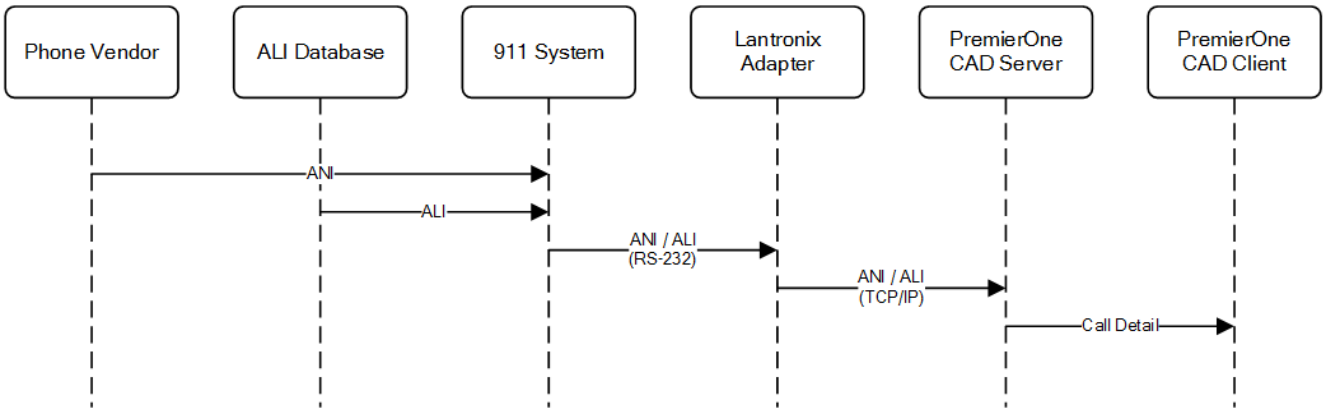


Figure 1-12. E911 Interface Data Flow Diagram

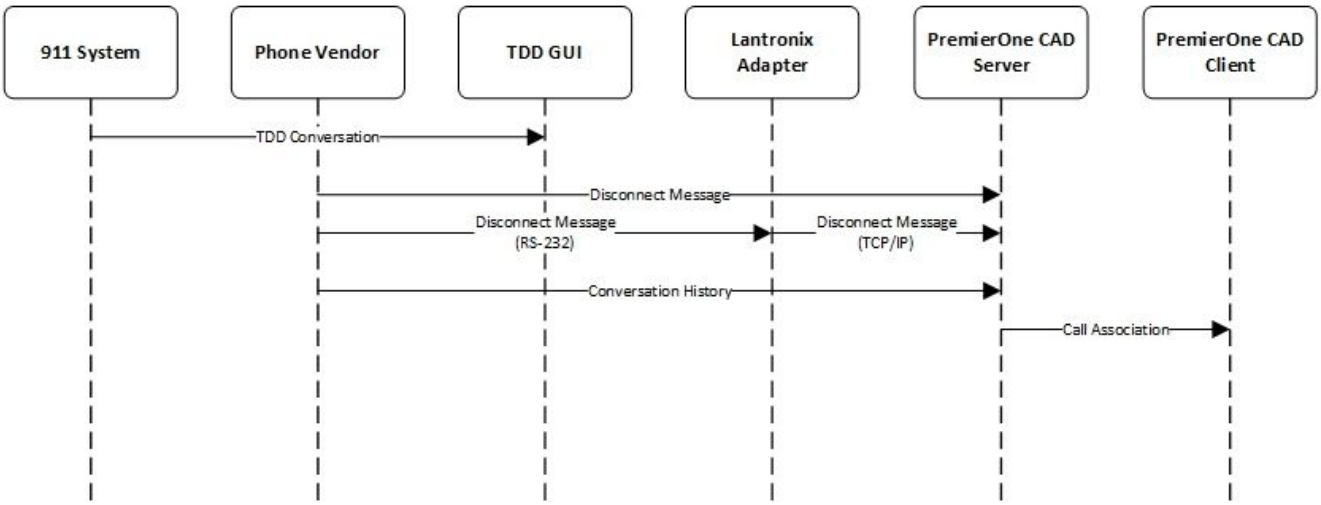


Figure 1-13. TDD Data Flow Diagram

Data Mapping

The table provides details about the ANI/ALI data from the 911 system and their display on the General and Subject tabs in the Incident Initiation form in PremierOne CAD.

Table 1-11. User Interface Data Mapping

ANI/ALI Data	General Tab in Incident Initiation Form	Subject Tab in Incident Initiation Form	Description
Type of Service	Services	Service	Type of services: WPH1, WPH2, RESD, BUSN, VOIP, WRLS.
Street Address	Location - Location Caller – Address	Address	For landline calls, it is the caller address received For wireless calls, PremierOne locates the nearest address for the coordinates received within the search radius and displays the approximate location (prefixed with APPROX LOC) Subject tab is not automatically populated for wireless calls.
City	Location - City Caller – City	City	City field in the Subject tab is not automatically populated for wireless calls.
Location Information - Location	Location - Loc Name	N/A	Landline Location Information (e.g. Business Name). Also placed in the Caller First Name field.

ANI/ALI Data	General Tab in Incident Initiation Form	Subject Tab in Incident Initiation Form	Description
Caller Name	Caller - First, Middle, Last	First, Middle, Last ANI/ALI Data - Name	For residential and VoIP calls, Name is expected to be in the LAST, FIRST MIDDLE format. For other landline calls, the Location Information (e.g. Business Name) might be placed in the Caller First Name field in the General tab Subject tab is not automatically populated for wireless calls.
Caller Phone	Caller – Phone	Phone ANI/ALI Data - Phone	Phone number.
Class of Service	Caller – Service	ANI/ALI Data - Service	Class of Service – i.e. residential, business, wireless phase 1, wireless phase 2, etc.
ESN	Caller – ESN	ANI/ALI Data - ESN	Emergency Service Number.
Mobile Carrier	N/A	ANI/ALI Data - Carrier	Wireless only.
Latitude and Longitude	Location – Description	ANI/ALI Data - Lat/Lon	Wireless only.
Mobile Cell Site	N/A	ANI/ALI Data - Cell Site	Wireless only.
Mobile Uncertainty Factor	N/A	ANI/ALI Data - Uncert Factor	Wireless Phase II only.
Mobile Confidence Factor	N/A	ANI/ALI Data - Confid Factor	Wireless Phase II only.

1.9.3.4 Business Process

None.

1.9.3.5 User Experience

When a 911 call is answered, the ANI/ALI information is passed to the PremierOne CAD client. The system will automatically populate the Incident Initiation form or user can request a manual refresh using shortcut keys (e.g. Shift + F11).

Refer to User Interface Data Mapping for more details on ANI/ALI data displayed in the Incident Initiation form.

TDD User Experience

When the phone system receives a request for a TDD call/session, the method of interacting with the TDD caller will vary according to vendor brand phone system, but in no case does this interaction occur on PremierOne CAD. Upon completion of the TDD call and the receipt of a disconnect message from the phone system, the PremierOne CAD user can associate the conversation transcript to an incident, by waiting on the automatic pop-up and specifying an incident number.

The PremierOne CAD user can then view the conversation as a TDD/SMS message in the in the Incident History.

Figure 1-4 shows the dialog box that allows the call taker to attach the conversation history to an incident.

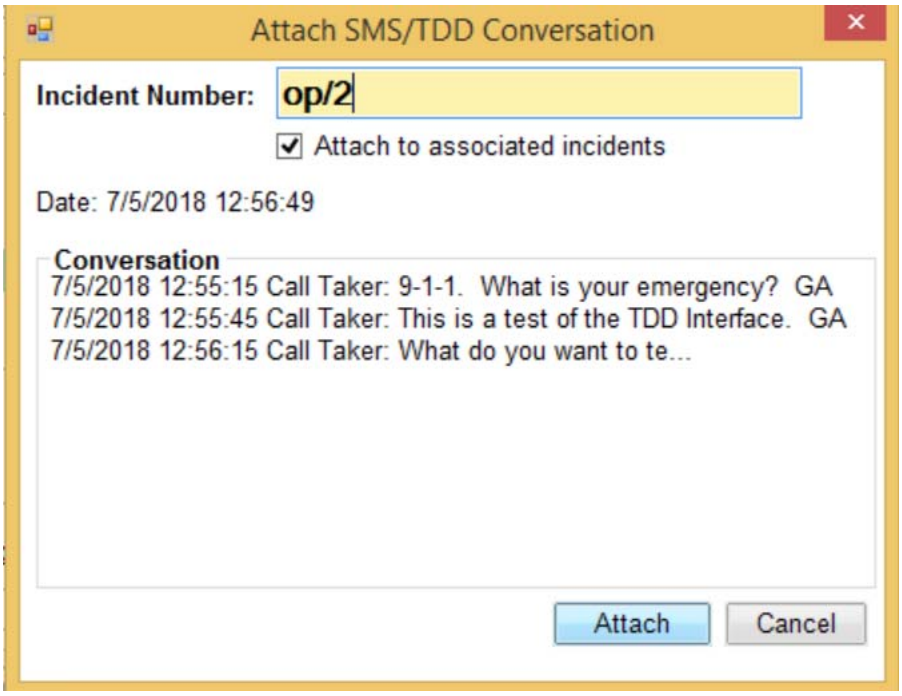


Figure 1-14. Attaching the conversation history.

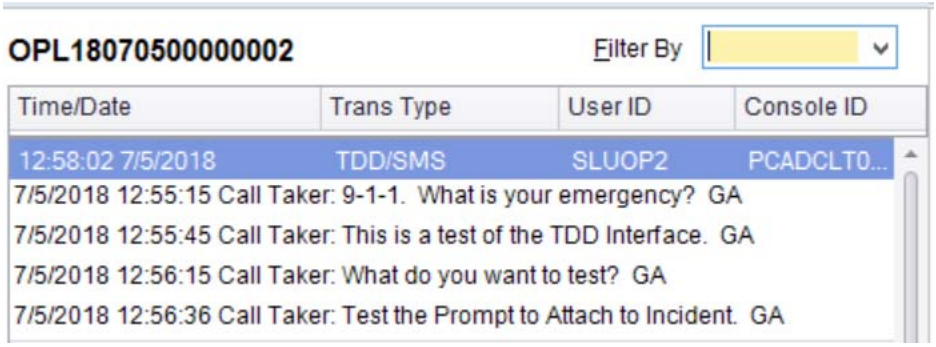


Figure 1-15. Conversation history

1.9.3.6 Use Case

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-12. Use Case

Use Case	Description
UC-01	PremierOne system can populate Incident Initiation form with ANI/ALI data.
UC-02	PremierOne system can display services for WPH1, WPH2, RESD, BUSN, VOIP and WRLS.
UC-03	PremierOne user can populate Incident Initiation form with ANI/ALI data using shortcut keys.
UC-04	PremierOne system can place ALI data in CAD Incident Queue, when user is working on an active incident.
UC-05	PremierOne system can process re-bid request for wireless call.
UC-06	PremierOne user can associate a TDD conversation to an incident.
UC-07	PremierOne user can view the TDD conversation of an incident.

1.9.3.7 Operational Considerations

Connectivity

Connectivity needs to be established between PremierOne CAD and the E911 data feed via the Lantronix xDirect adapter, over the Customer Enterprise Network, using TCP.

The 911 system is connected to the Lantronix xDirect adapter and communicates using RS-232 serial protocol. The Lantronix adapter is assigned a static IP address on the Customer Enterprise Network. The Lantronix adapter translates the 911 calls and TDD messages to TCP/IP for PremierOne CAD.

Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

If ALI data is not available for a call, PremierOne CAD will display one of the following messages in the ALI data field

- No communication with database
- No information available
- ALI receive error, press RTX
- Conversion NPA-NPD error

PremierOne CAD can be configured to log incoming messages from the 911 system.

Security

There are no additional security requirements for the interface, beyond the standard implementation for PremierOne CAD.

Performance

There are no explicit performance requirements for the interface.

High Availability and Disaster Recovery

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for the PremierOne CAD E911/TDD Interface.

System Administration

Customer is responsible for contacting Motorola Solutions when changes occur in the PremierOne CAD E911/TDD Interface or Customer Enterprise Network, which might affect the interface.

1.9.3.8 Statement of Work

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

Responsibilities

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding location of E911 equipment and whether TDD is going to be utilized.

b) Implement the interface.

c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d) Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Familiarize themselves with this ISD and Interface Test Procedure for the interface.

c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d) Witness the functional demonstration of the interface.

e) Protect the Enterprise Network against unauthorized access.

f) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

g) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

h) Provide test call routing (secondary feed) for interface implementation testing and functional demonstration.

Implementation Plan

Table 1-13. Implementation Plan

Task	Owner
Procure Lantronix xDirect Adapter	Motorola Solutions
Provide static IP for the Lantronix Adapter on the Customer Enterprise Network	Customer
Provide physical serial port on the 911 system for the Lantronix Adapter	Customer

Task	Owner
Install and configure the Lantronix Adapter	Motorola Solutions
Establish network connectivity between PremierOne CAD and the Lantronix Adapter	Motorola Solutions
Configure Lantronix Adapter to connect to PremierOne CAD	Motorola Solutions
Configure E911 interface in PremierOne CAD	Motorola Solutions
Provision 911 Positions and their associated PremierOne CAD Workstations in PremierOne CAD	Customer
Provide sample data for WPH1, WPH2, RESD, BUSN, VOIP and WRLS.	911 Vendor / Customer
Provide test call routing for testing (secondary feed)	Customer

1.9.4 ALPR Query Interface

1.9.4.1 Introduction

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne Suite External Query Interface and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If Customer desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.9.4.2 Interface Overview

The External Query Interface allows PremierOne users to submit transactions to a Third-Party System. These transactions are most typically ones that perform inquiries, although transactions that enter, modify, locate, and clear information are also possible.

Query requests made on PremierOne CAD, Records or Mobile clients are routed to one of the PremierOne application servers. The PremierOne Query Service processes the request and determines which data source(s) can fulfill the request. This information is passed to the PremierOne Common Services Interface (CSI) component, which translates the request to a query string and handles the connection to the data source. When a structured response is received, CSI parses the response and forwards it to PremierOne Messaging Service, which handles the routing of the query response to the requestor.

The CSI service can call a Stored Procedure on the Third-Party System database or call an Application Programming Interface (API) published by the Third-Party System to get the data. CSI has built-in connectors for Open Database Connectivity (ODBC), REST Web Service and Transmission Control Protocol (TCP) connection.

Figure 1-1, External Query Interface Diagram shows the connectivity and primary data flow across the system. Blue shaded boxes represent the new systems and software that will be deployed to implement the interface. Green shaded boxes represent existing systems required for the interface.

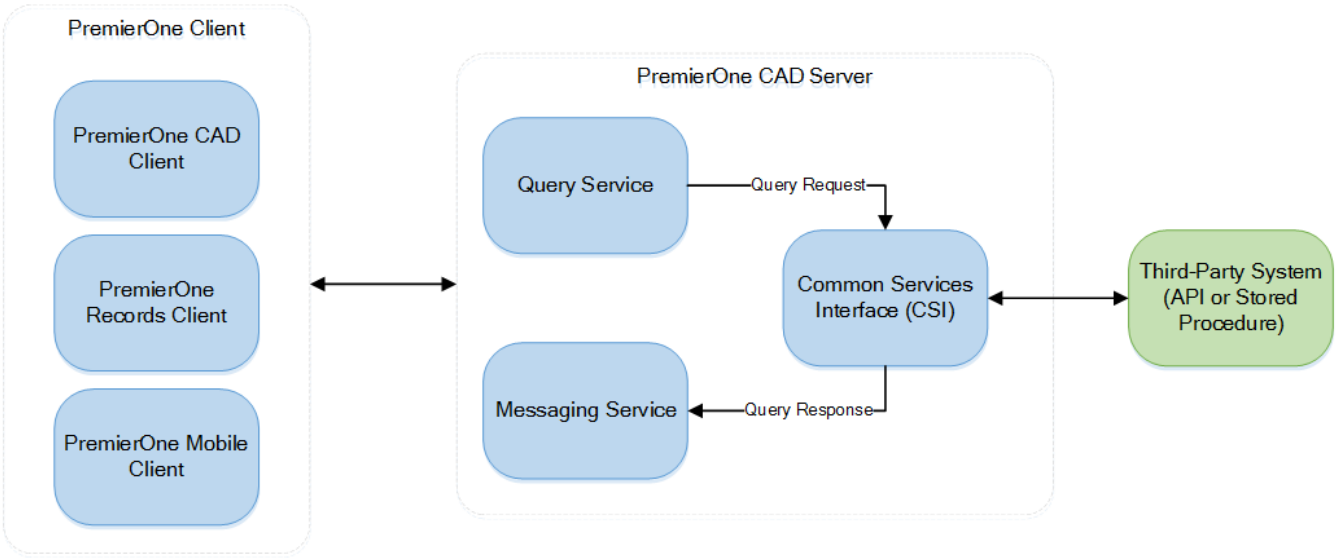


Figure 1-16. External Query Interface Diagram

This interface implementation is limited to 6 forms with basic response formatting and 2 response types per request. Motorola Solutions will provide 8 hours of training and support for Customer to provision additional queries. This interface requires modification to PremierOne CSI service. Motorola Solutions is reliant on receipt of the API or Stored Procedure and the associated design documents from the Customer to implement the interface.

Information required for installation, configuration, test and support purposes regarding this External Query Interface will be gathered during the ISD review.

1.9.4.3 Data Exchange

PremierOne services manage the data transformation and exchange process. CSI may direct a single query request to multiple systems, and each system will provide its own response.

The data flow diagram captures the events, triggers and message exchange between the systems.

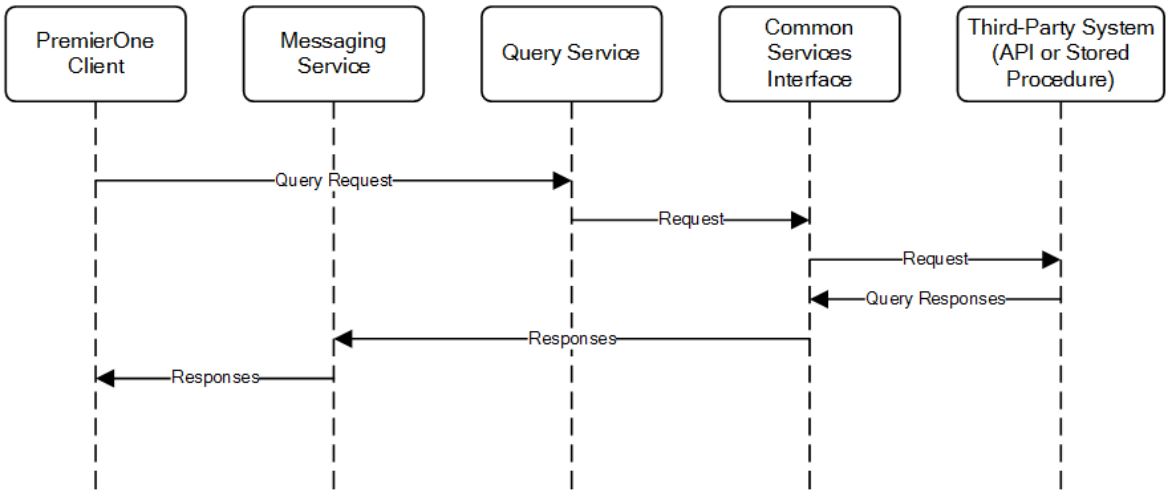


Figure 1-17. External Query Data Flow Diagram

1.9.4.4 Business Process

None.

1.9.4.5 User Experience

PremierOne user can select a query type, enter the required query parameters and submit the query using a Query Request form similar to the sample in Figure 1-3. The same query forms are available throughout the PremierOne Suite: CAD, Records and Mobile client. User access to the query forms is managed by the user roles provisioned in PremierOne.

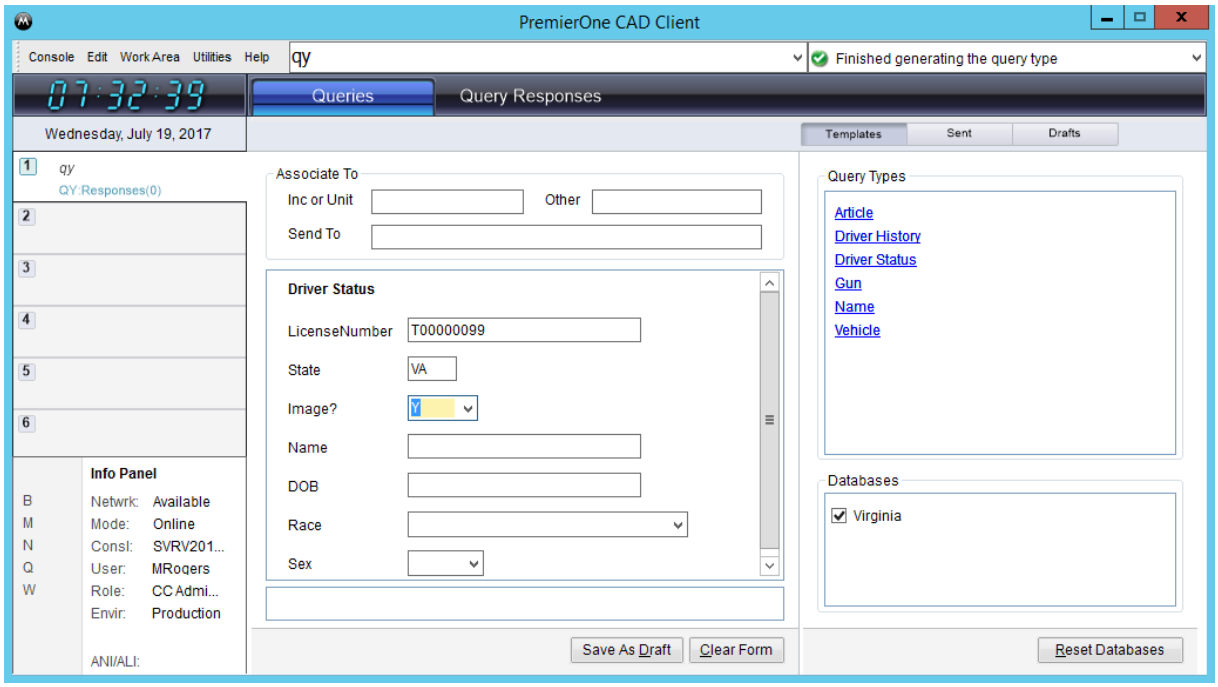


Figure 1-18. Query Request Sample

PremierOne administrator may also create a command line version of a query form, similar to Figure 1-4 command line query sample. This allows users to quickly submit frequently used queries. The administrator may also configure the system so queries can be submitted using person and vehicle information entered in an incident.

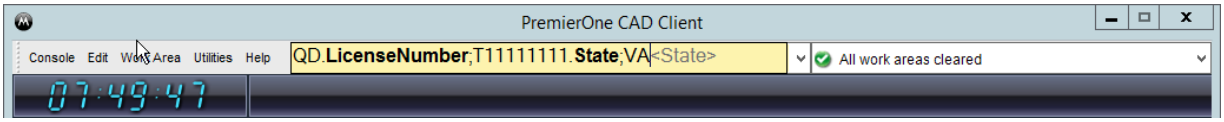


Figure 1-19. Command Line Query Sample

Query Request forms are built upon the underlying data supplied by the Third-Party System. A form could use one or more underlying data sources. Thus, query responses from a particular form could be from multiple data sources.

Query responses are displayed in the Query Responses tab of the query window similar to the sample in Figure 1-5. They may also be displayed in a dedicated window outside of the main CAD client window.

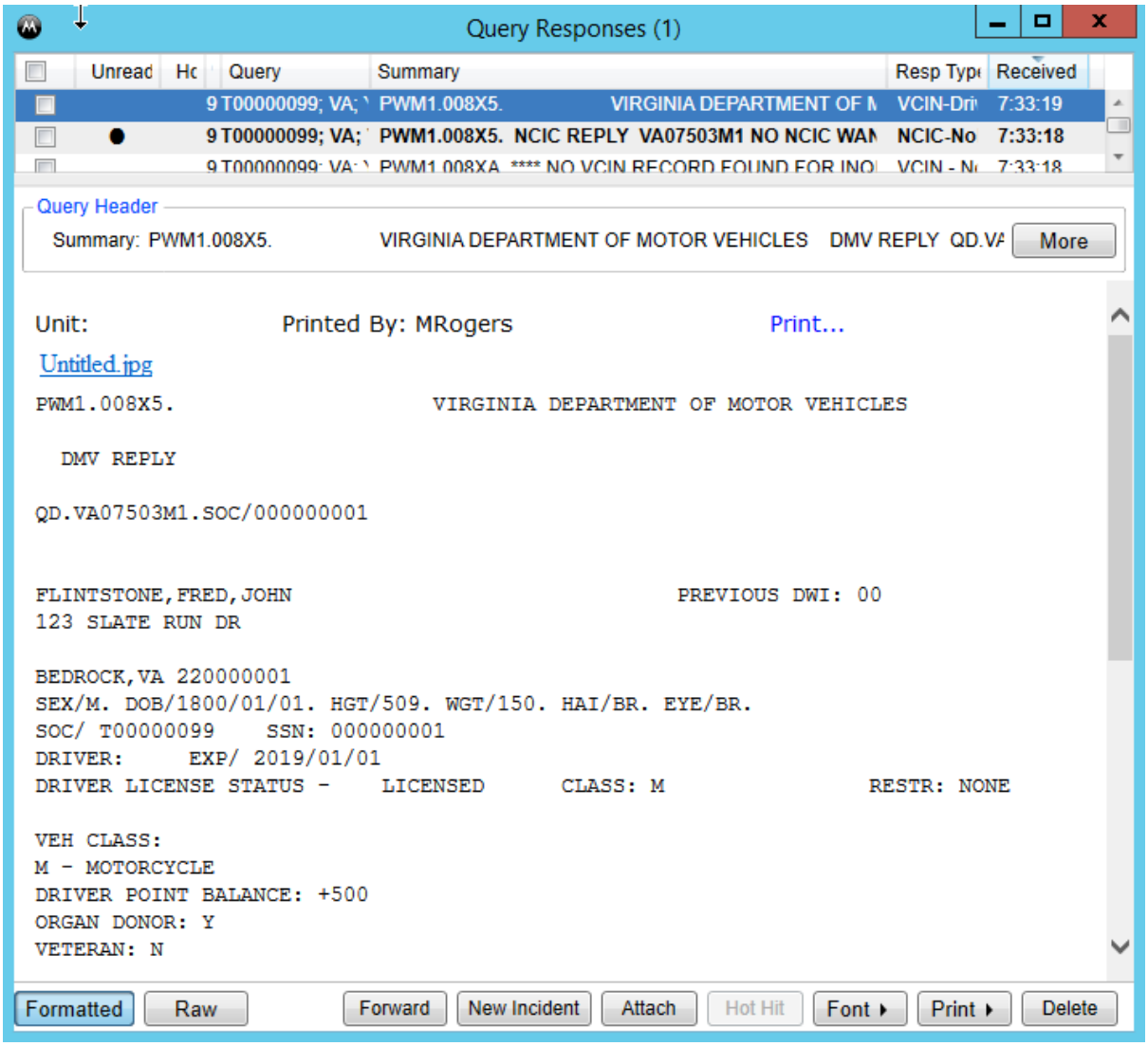


Figure 1-20. Query Response Sample

If the Third-Party System provides a structured response, then this data is available as discrete values to PremierOne. This can be used to provide a visually formatted response that emphasizes key information. Figure 1-6 provides a representative sample of a formatted query response.

Query Responses can be formatted for Workstations and Mobile clients. Query formatting is done using Extensible Stylesheet Language Transformations (XSLT) and the result is displayed using Hypertext Markup Language (HTML). The HTML transformation provides an enhanced level of formatting beyond the raw text that is returned in the query responses. The enhanced formatting can be helpful to call out specific data elements, or display images if they are included in the response from the Third-Party System.

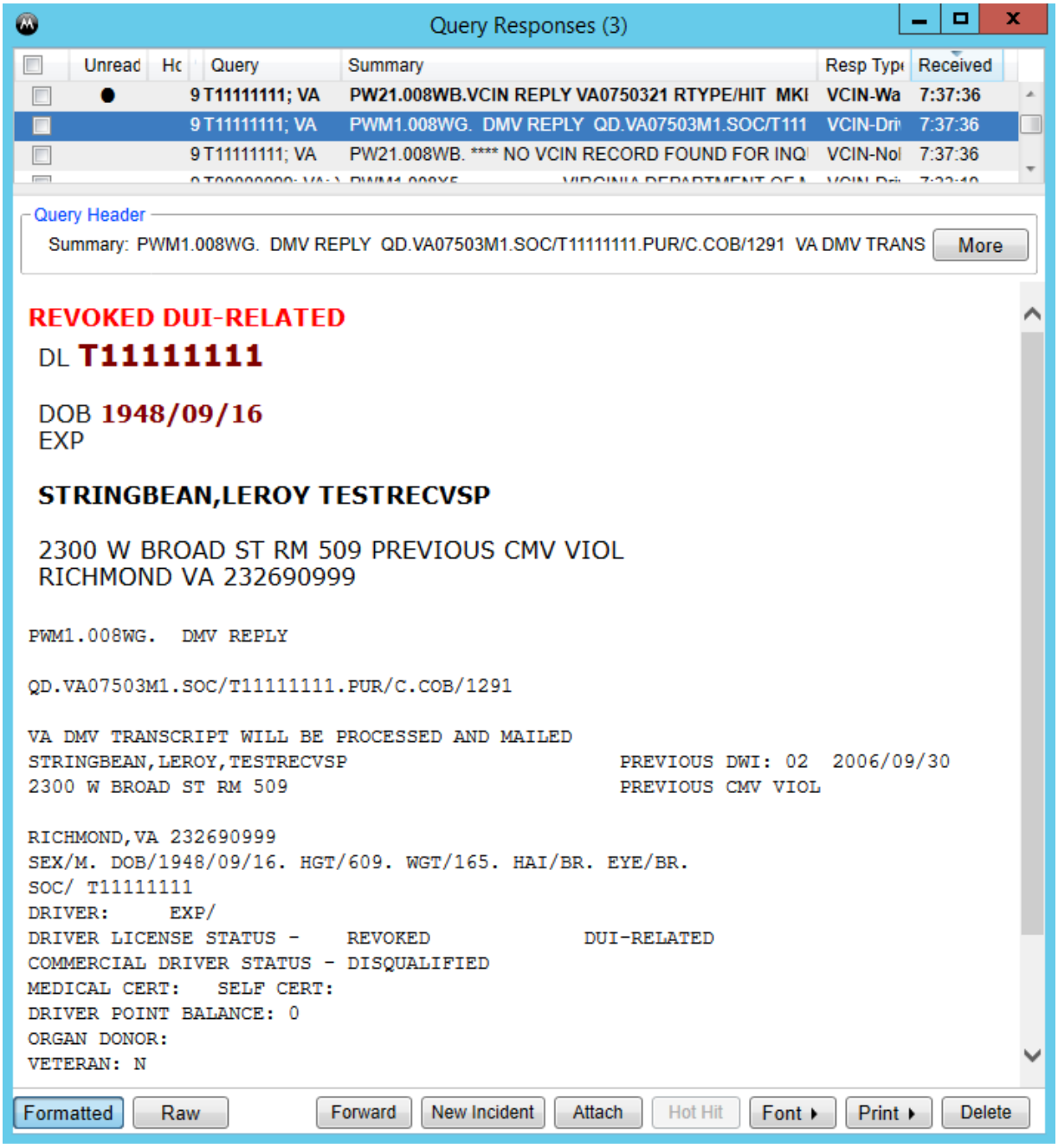


Figure 1-21. Formatted Query Response Sample

A structured response may also be used to populate the person or vehicle information in an incident, without requiring the retyping of the information from a response. The user may run a query on a driver using their operator license number, and then use this feature to populate the person form with the person's details from the query response.

Cascading and drill-down queries can be provisioned by using details from the structured query response as input to subsequent queries. Cascading queries run automatically using these results and a drill-down query is run when the user clicks on the hyperlink on the response form.

The HTML transformation and structured response services are not in scope of the External Query interface implementation. If these additional features are desired by the Customer, Motorola Solutions will provide a change order for Customer consideration for the enhanced response formatting during the interface discovery phase.

1.9.4.6 Use Case

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-14. Use Case

Use Case	Description
UC-01	PremierOne user can submit a transaction from a form and view the responses.
UC-02	PremierOne user can submit a transaction from a command line and view the responses.
UC-03	PremierOne user can submit a transaction using the data in an incident and view the responses.
UC-04	PremierOne user can incorporate details from a response into an incident.

1.9.4.7 Operational Considerations

Connectivity

Connectivity needs to be established between PremierOne Suite and External Query Interface over the Customer Enterprise Network. Connectors supported by PremierOne are ODBC, REST Web Service and TCP.

Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

PremierOne logs query requests in the PremierOne reporting database.

Security

There are no additional security requirements for the interface, beyond the standard implementation for PremierOne Suite. User access to the query forms are managed by user roles in PremierOne.

Access needs to be provided to the Third-Party System API or Stored Procedure. A SQL account with access to the Stored Procedure will be created in the Third-Party System database for PremierOne.

Performance

There are no explicit performance requirements for the interface.

The query response is dependent on the Third-Party System connection and response time of the data sources. Query response is displayed as it is received from the Third-Party System.

High Availability and Disaster Recovery

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne Suite.

If available, the PremierOne recovery servers will be setup to access the Third-Party System for the interface.

System Administration

Customer is responsible for contacting Motorola Solutions when changes occur in External Query Interface or Customer Enterprise Network, which might affect the interface.

Customer is responsible for contacting Motorola Solutions when the Third-Party System changes the parameters or the response formats of the API or the Stored Procedure.

Customer is responsible for keeping the reference data synchronized between PremierOne and External Query Interface system.

Customer is responsible for regularly purging data and files from the servers and maintaining optimal system performance.

1.9.4.8 Statement of Work

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

Responsibilities

Motorola Solutions Responsibilities

a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding External Query Interface including connector type, connection details, transaction types, query criteria and response transformation.

b) Implement the External Query Interface for 6 forms with basic response formatting and 2 response types per request. Provide 8 hours of training and support for Customer to provision additional queries.

c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.

d) Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

b) Familiarize themselves with this ISD and Interface Test Procedure for the interface.

c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

d) Provide the external database driver to enable ODBC connection, if required.

e) Assist with provisioning Query Forms, Hot Hits, Pick Lists and Response Formats.

f) Procure all customer third-party licenses and API documentation, as required.

g) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.

h) Coordinate Customer third-party involvement with the implementation and testing of the interface, as required.

i) Witness the functional demonstration of the interface.

j) Protect the Enterprise Network against unauthorized access.

k) Provide secure connections between PremierOne and External Query Interface.

l) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

m) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

Implementation Plan

Table 1-15. Implementation Plan

Task	Owner
Provide Stored Procedure or API to query the Third-Party System	Third-Party System Vendor / Customer
Provide associated user guide or design documentation for the Stored Procedure or API	Third-Party System Vendor / Customer
Establish network connectivity between PremierOne and the Third-Party System	Customer
Provide the external database driver software and user's guide to enable ODBC access.	Customer
Develop and install CSI component to query the Third-Party System	Motorola Solutions
Configure Query Interface in PremierOne	Motorola Solutions
Provision Query Request Form in PremierOne	Motorola Solutions / Customer
Configure Query Response in PremierOne for Workstation and Mobile	Motorola Solutions / Customer
Provision user roles to access the query in PremierOne	Customer

1.9.5 Logging Recorder Interface

1.9.5.1 Introduction

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD Data View Interface and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If Customer

desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.9.5.2 Interface Overview

The Data View interface allows third-party systems to retrieve information from PremierOne CAD RDW. PremierOne is setup to post transactional updates from CAD to the RDW database within 30 seconds. Standard SQL Views are available in PremierOne CAD RDW, a SQL account with read-only access to these Views will be created for the third-party system. The third-party system can retrieve PremierOne data using a SQL connection.

Figure 1-1, PremierOne CAD Data View Interface Diagram shows the connectivity and primary data flow across the system. Blue shaded box represents the new systems and software that will be deployed to implement the interface. Green shaded box represents existing systems required for the interface.

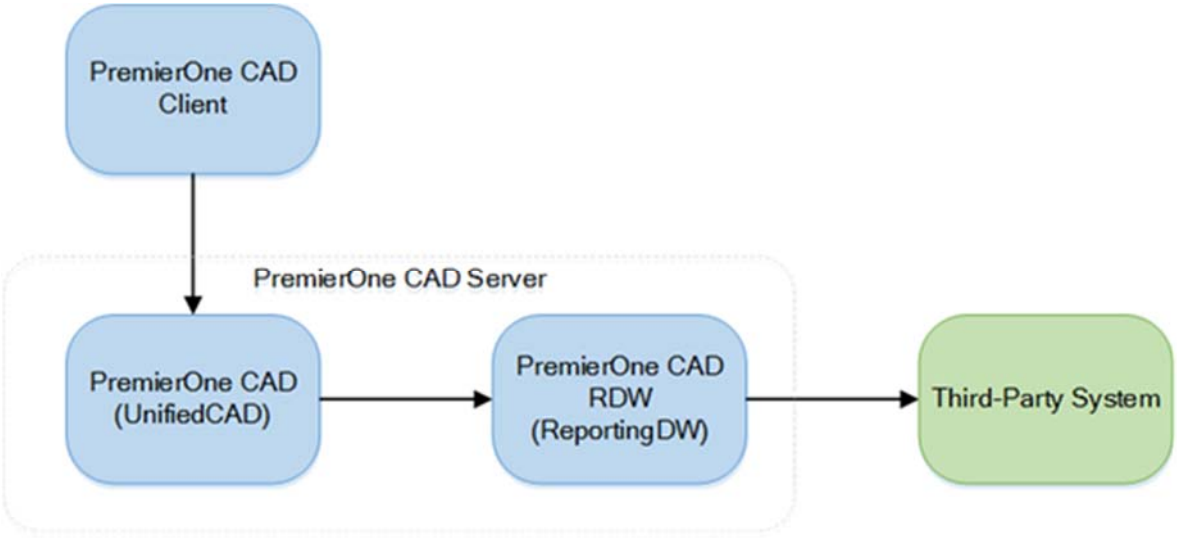


Figure 0-1. Data View Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Data View Interface will be gathered during the ISD review.

1.9.5.3 Data Exchange

The third-party system will have access to data via SQL Views (MV_*) in PremierOne CAD RDW database (ReportingDW). The PremierOne CAD RDW Data Dictionary will provide details about the standard Views.

The data flow diagram captures the events, triggers and message exchange between the systems.

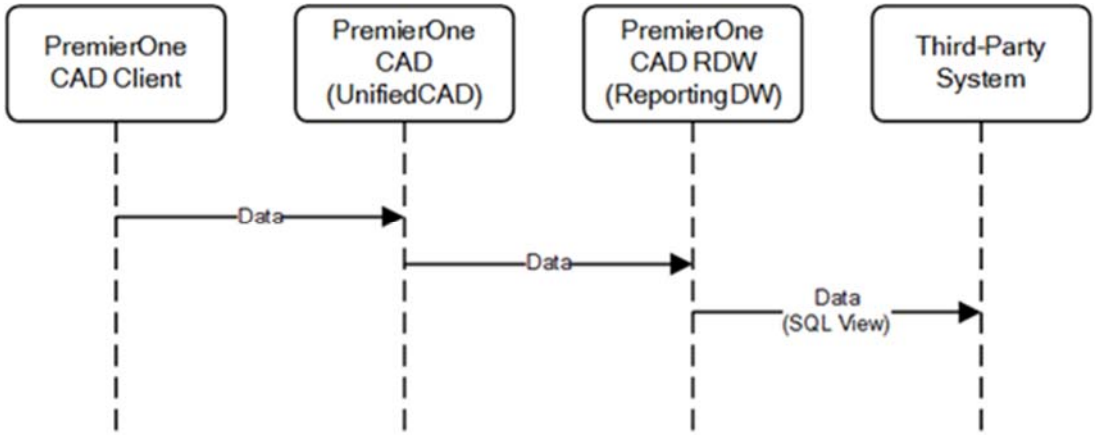


Figure 0-2. Data View Data Flow Diagram

1.9.5.4 Business Process

None.

1.9.5.5 User Experience

The data transfer occurs in the background and is transparent to PremierOne CAD user. Third-party system users may view the information in their application.

1.9.5.6 Use Case

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 0-1. Use Case

Use Case	Description
UC-01	Third-party system can query PremierOne CAD RDW.

1.9.5.7 Operational Considerations

Connectivity

Connectivity needs to be established between SQL instance of PremierOne CAD RDW and the third-party system, over the Customer Enterprise Network. Appropriate firewall ports must be open to allow TCP communication.

Exception Handling and Logging

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

Security

A SQL account with read-only access to the required Views in PremierOne CAD RDW will be created for the third-party system.

Customer is responsible for ensuring the data is encrypted and protected during transfer, and the Customer Enterprise Network is protected against unauthorized access.

Performance

None

High Availability and Disaster Recovery

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne CAD.

System Administration

Customer is responsible for contacting Motorola Solutions when changes occur in the PremierOne CAD Data View or Customer Enterprise Network, which might affect the interface.

1.9.5.8 Statement of Work

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

Responsibilities

Motorola Solutions Responsibilities

a) Conduct interface discovery session with the Customer subject matter experts and vendors to obtain details regarding the connection details, data element and filter criteria list (agency, incident type, status).

b) Implement the Data View interface.

c) Review third-party system queries to PremierOne CAD RDW, prior to implementation.

d) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation, use, and maintenance, prior to implementation.

e) Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with this ISD.

Customer Responsibilities

a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.

e) Familiarize themselves with this ISD and Interface Test Procedure for the interface.

f) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.

g) Witness the functional demonstration of the interface.

h) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.

i) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

Implementation Plan

Table 0-2. Implementation Plan

Task	Owner
Provide PremierOne CAD RDW Data Dictionary documentation	Motorola Solutions
Provide PremierOne CAD RDW connection information	Motorola Solutions
Establish network connectivity between PremierOne CAD RDW and the third-party system	Customer
Provide filter criteria for PremierOne CAD RDW View - Agency, Incident Type, Status	Customer
Apply filter criteria on the standard Views in PremierOne CAD RDW	Motorola Solutions
Configure the third-party system to query and consume PremierOne CAD RDW data	Customer / third-party system Vendor

1.9.6 VidSys City Protect Converged Security and Information Management System Interface

1.9.6.1 Introduction

This Interface Specification Document provides a description of the capabilities of PremierOne, the interface between PremierOne and the City Protect Converged Security and Information Management (CSIM) System (“System”), and the scope of work involved in delivering an interface between System and the Los Angeles Port Police (“Customer”) PremierOne CAD. It is not representative of the full capabilities of the System. Motorola Solutions will deploy the interface and verify the functionality described in this Interface Specification Document. If Customer desires any changes from this standard interface implementation, those changes can be address via the change provision of the contract.

1.9.6.2 Interface Overview

The CSIM interface allows PremierOne to receive Call for Service (CFS) request from the City Protect CSIM system, and create an incident in PremierOne CAD. This allows Dispatchers to process incidents initiated by external systems and devices. PremierOne CAD will acknowledge the receipt of each incident initiation message and send incident updates to the City Protect CSIM system. PremierOne can also be configured to send PremierOne initiated incidents to the City Protect CSIM system. The PremierOne CAD and Mobile Clients display City Protect sensors on the PremierOne map, and allow users to launch the Internet Explorer browser with the City Protect CSIM link from the PremierOne clients.

The CSIM system will call the PremierOne Application Programming Interface (API) with CFS data. The PremierOne Common Services Interface (CSI) uses this information to create an incident in PremierOne CAD, and send acknowledgements and updates to the CSIM system. PremierOne will call CSIM API to get a list of sensors and display them on the PremierOne System Map. The interface will use REST Web Service or Transmission Control Protocol (TCP) connection for communication.

The interface diagram shows the connectivity and primary data flow across the system. Blue shaded box represents the new systems and software that will be deployed to implement the interface. Green shaded box represents existing systems required for the interface.

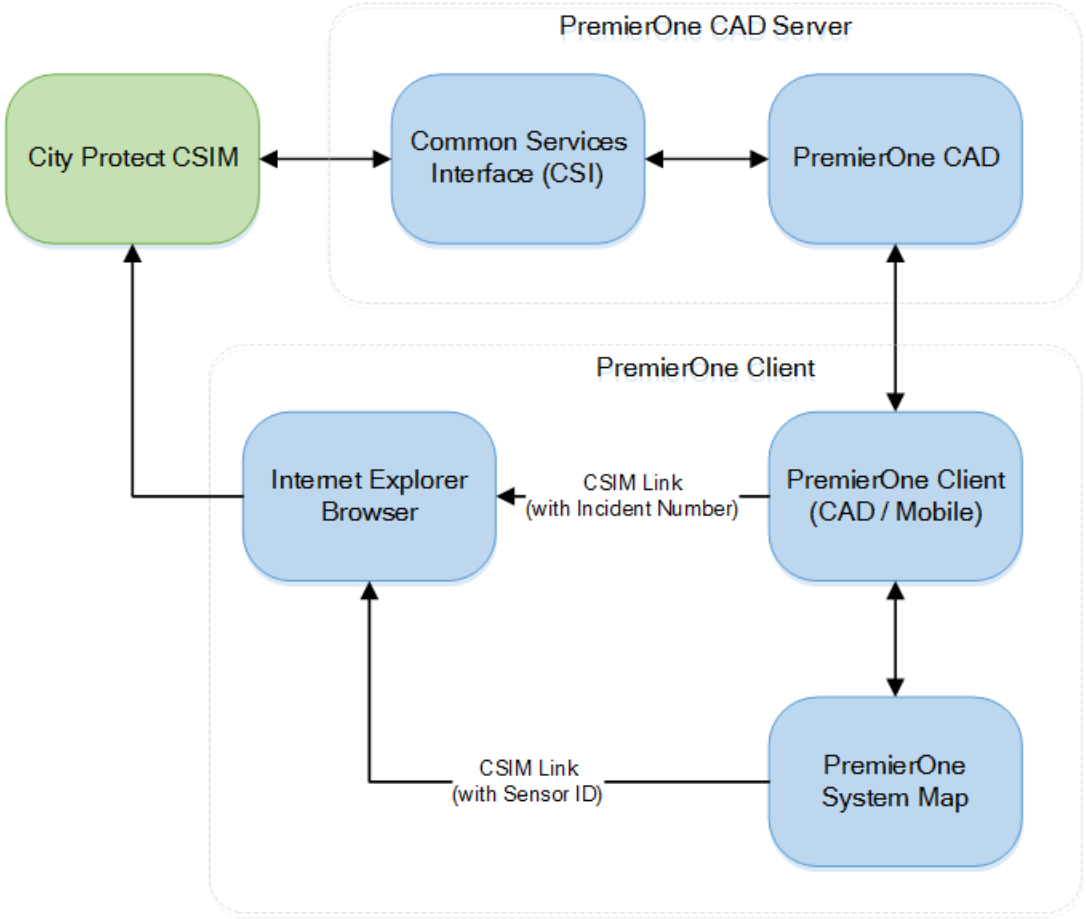


Figure 0-1. CSIM Interface Diagram

Details regarding the type of CFS data exchanged between the systems, reference data translation and a process for populating the required fields in the new incident will be defined during the interface discovery phase, and will be documented in the Technical Specification Document. This interface requires modification to PremierOne CSI service, Motorola Solutions is reliant on receipt of the finalized business process from the Customer to implement the interface.

Integration of the PremierOne Handheld client with the CSIM system is not included as part of the CSIM interface. If any additional features or data elements are desired by the Customer, Motorola Solutions will document the requirements during the discovery phase in the Technical Specification Document and provide a change order for Customer consideration.

1.9.6.3 Data Exchange

The third-party system will have access to data via SQL Views (MV_*) in PremierOne CAD RDW database (ReportingDW). The PremierOne CAD RDW Data Dictionary will provide details about the standard Views.

The data flow diagram captures the events, triggers and message exchange between the systems.

The CSI service will receive the CFS request and create an incident in PremierOne CAD. The service will send an acknowledgement with the CSIM request ID, and the associated incident number and details. PremierOne does not save the CSIM request ID, PremierOne CAD Incident Number will be

used by both the systems to reference a specific incident. PremierOne will send updates to the incident, when key fields like incident location, incident status, incident type, response type, alarm level or comments are changed or when units are dispatched. Incident updates received from the CSIM system are added to the incident history as comments, the incident detail will not be updated.

The data flow diagram captures the events, triggers and message exchange between the systems.

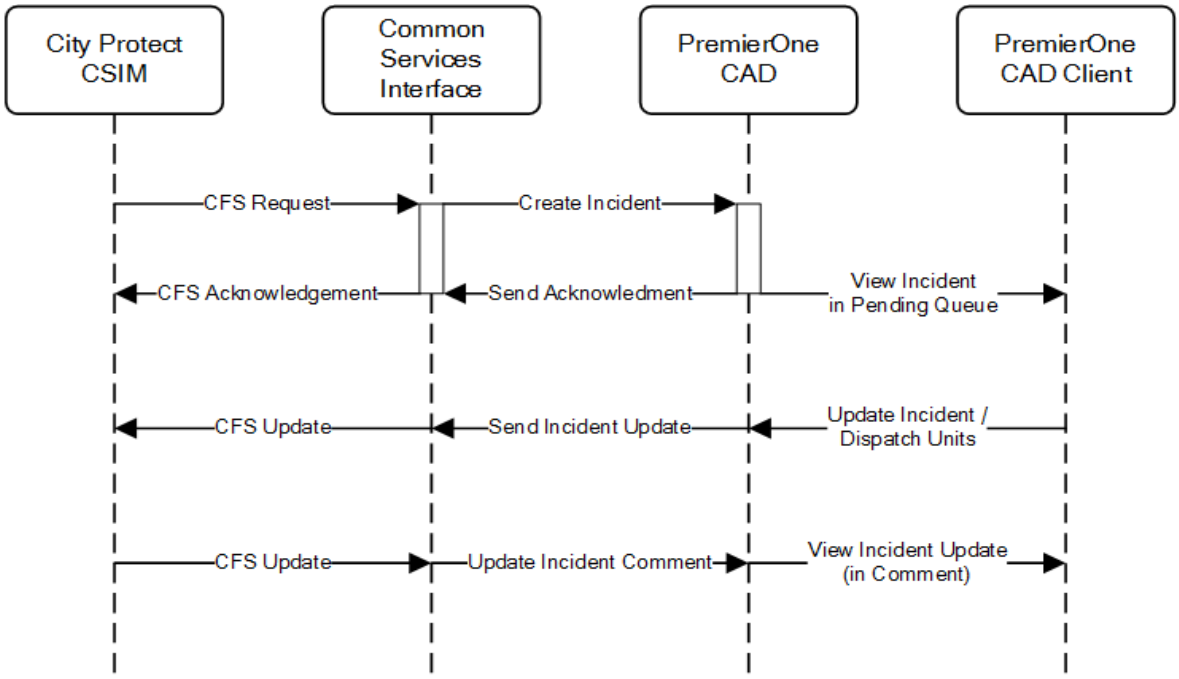


Figure 0-2. CSIM Incident Data Flow Diagram

PremierOne can be provisioned to send PremierOne initiated incident, created by other external systems like 911 calls or alarms, to the CSIM system.

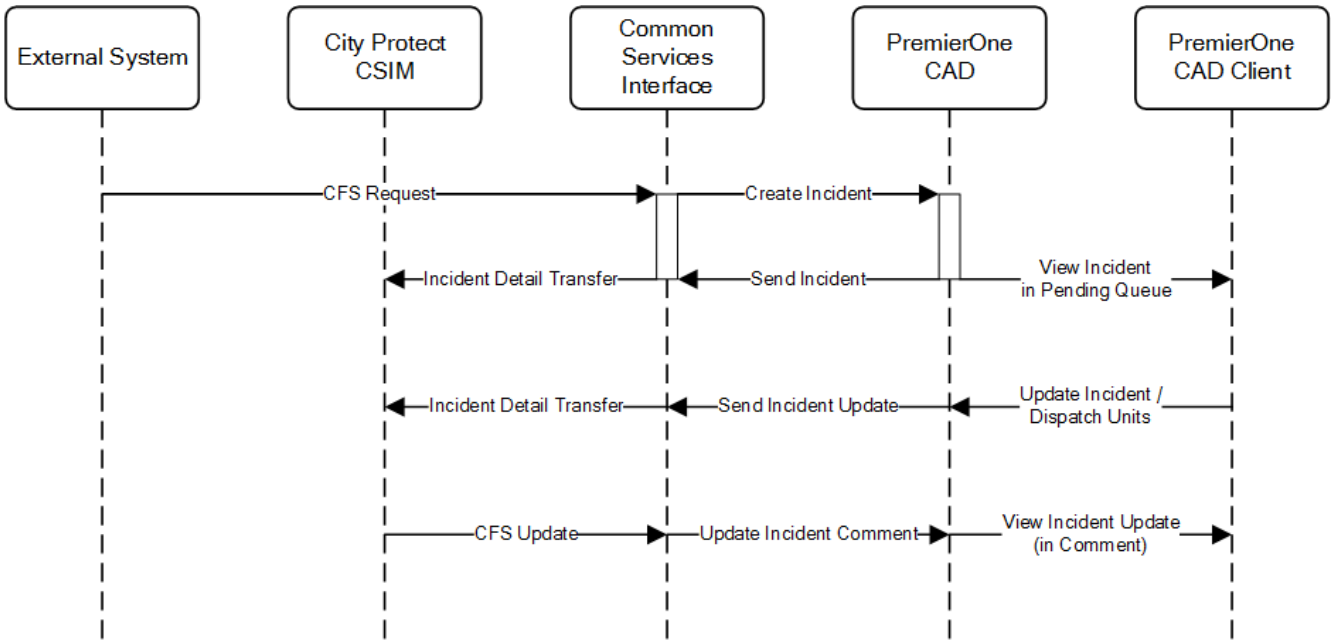


Figure 0-3. External System Incident Data Flow Diagram

PremierOne will get a list of sensors from the CSIM system and display them on the PremierOne System Map. PremierOne clients can launch the Internet Explorer browser with the CSIM link using the sensor ID or the incident number. This will cause the CSIM web based client to display the video feed from the associated cameras.

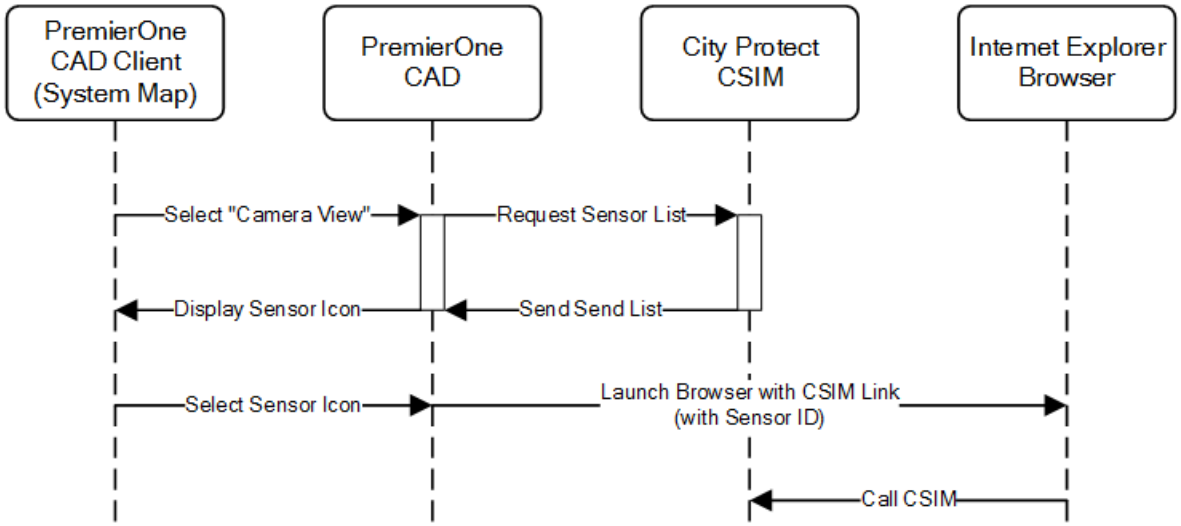


Figure 0-4. Launch Browser from Map Data Flow Diagram

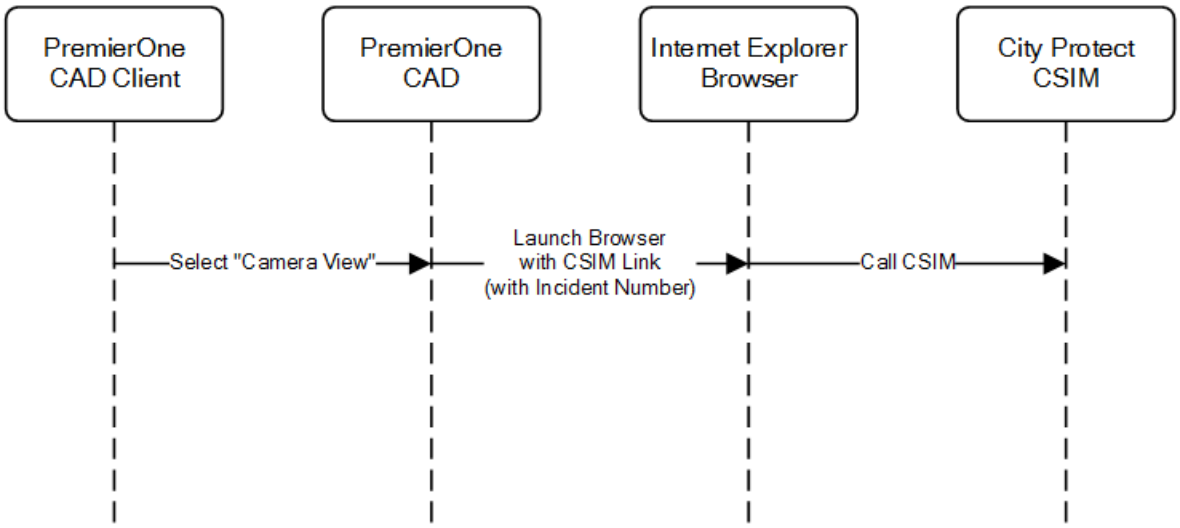


Figure 0-5. Launch Browser from Incident Form Data Flow Diagram

1.9.6.4 Business Process

None.

1.9.6.5 User Experience

The data transfer occurs in the background and is transparent to PremierOne user. A pending incident containing the information supplied by the CSIM system appears in the Dispatcher's pending status monitor and is handled in the same fashion as any other incident. Updates received from the CSIM system are displayed as comments on the incident.

Users can view the CSIM sensors by selecting the "Camera View" on the PremierOne System Map. They can launch the Internet Explorer browser with the CSIM link and view the sensor details, by clicking on the sensor icon. PremierOne user can also launch the Internet Explorer browser with the CSIM link from the Incident Initiate Form and view the associated situation details in the CSIM application.

1.9.6.6 Use Case

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 0-1. Use Case

Use Case	Description
UC-01	PremierOne system can create an incident from CSIM request.
UC-02	PremierOne system can update incident comment from CSIM update.
UC-03	PremierOne system can send CFS acknowledgement to CSIM.
UC-04	PremierOne system can send incident update to CSIM.
UC-05	PremierOne system can send PremierOne initiated incident to CSIM.
UC-06	PremierOne user can view the incident.
UC-07	PremierOne user can view sensors on the map.

1.9.6.7 Operational Considerations

Connectivity

Connectivity needs to be established between PremierOne CAD servers and the CSIM system over the Customer Enterprise Network. PremierOne will use REST Web Service and TCP connection.

Exception Handling and Logging

PremierOne exceptions are logged in the Windows Event Log on the application server. CSI exceptions are logged in the PremierOne database.

Security

There are no additional security requirements for the interface, beyond the standard implementation for PremierOne CAD.

Performance

There are no explicit performance requirements for the interface. The incident creation and processing are expected to occur immediately after the CFS request is received from the CSIM system.

The CSIM camera feed performance on the PremierOne Mobile client is dependent on the user's mobile network.

High Availability and Disaster Recovery

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne CAD and City Protect CSIM.

System Administration

Customer is responsible for contacting Motorola Solutions when changes occur in the Customer Enterprise Network, which might affect the interface.

Customer is responsible for keeping the reference data synchronized between PremierOne CAD and CSIM system.

Statement of Work

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

Responsibilities

Motorola Solutions Responsibilities

A. Conduct interface discovery session with the Customer subject matter experts to obtain details regarding the type of CFS data exchanged between the systems, reference data translation and a process for populating the required fields in the new incident.

B. Configure the interface between PremierOne CAD and the CSIM system.

C. Provide guidance on network connectivity as needed to support the interface, prior to implementation.

D. Conduct functional demonstration validating the interface works in accordance with the Interface Specification Document.

Customer Responsibilities

A. Participate in the interface discovery session and provide details for the Technical Specification Document, as mentioned in Motorola Solutions Responsibility (a).

B. Familiarize themselves with the Interface Specification Document for the interface.

C. Provide network connectivity not specifically provided by Motorola Solutions, prior to implementation.

D. Witness the functional demonstration of the interface and conduct additional testing of the interface as desired.

Implementation Plan

Table 0-2. Implementation Plan

Task	Owner
Define type of CFS data exchanged between the systems, reference data translation and a process for populating the required fields in the new incident	Customer / Motorola Solutions
Establish network connectivity between PremierOne CAD Servers and the CSIM System	Customer
Establish network connectivity between PremierOne CAD and Mobile clients and the CSIM Web Server.	Customer
Install CSI component for the CSIM Interface in PremierOne CAD	Motorola Solutions
Configure CSIM interface in PremierOne CAD	Motorola Solutions

IMPLEMENTATION PLAN

2.1 PROJECT ORGANIZATION

The Motorola 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 team that will be assigned to the LA Harbor Department ("Customer") project includes the project manager (PM), solution architect (SA), system technologist (ST), and application specialists (AS).

- The PMs will have full responsibility for the successful completion of the implementation life cycle in accordance with the approved schedule, including managing Motorola's subcontractors and third party partners, maintaining regular communications with the Customer's PM, participating in status meetings, providing status reports, maintaining action item logs, and managing change orders, risk and quality issues.
- The SA's own the technical solution and have full responsibility for system design and performance, ensuring the technical integrity of the system design from contract throughout the entire project life-cycle. The SA's design the preliminary system and participate in the Contract Design Review (CDR) to finalize and confirm the system design to meet the Customer's requirements.
- ST's 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 CAD/Mobile AS works with the Customer to perform business process reviews of dispatch and mobile operations so that the provisioning and functional usage of the system meets their operational needs, then works with the Customer to provision the system accordingly and conduct training.
- The GIS BA will work with the Customer's GIS Administrator to perform data analysis of the current data, review new/additional data and assist the GIS Administrator in creating data requirements based on the CAD operational needs. The GIS BA will work with the CAD/Mobile AS to be sure the GIS data is consistent with the defined provisioning approach.
- Other groups support the efforts of the core team to ensure the successful implementation of the PremierOne solution.

The Customer's core project team should consist of a PM, a transformation lead, an application administrator, system administrator, subject matter experts (SMEs) from each primary discipline (CAD, Mobile) who will become system "super users" and who are empowered to make provisioning decisions on behalf of the agency, a GIS administrator, IT personnel, and training representatives. Note that in some cases, one person may fill more than one role. The project team must be committed to participate in activities for a successful deployment. Team member roles are generally described below:

- The PM shall be the business representative and primary point of contact and is responsible for coordination of resources and activities. The PM shall schedule all activities and resources as

required to execute tasks, initiate review meetings, provide status information to the Motorola PM, and generally oversee the execution of this plan.

- The transformation lead may or may not be your project manager. This resource must be able to holistically represent your organization and be able to work cross functionally between Motorola, your organization and all stakeholders involved in the deployment of your new system. The transformation lead must be empowered to acknowledge the resource and time commitments required of your organization and authorize Motorola to proceed with scheduling the Project Kickoff event. The transformation lead.
- The application administrator(s) will participate in overall implementation and training activities to gain an understanding of the equipment, infrastructure, interfaces and functionality of the system. This/these resources will participate with the SMEs during the business process review, provisioning process and training and should have the authority to making global provisioning choices and decisions, and will be the point(s) of contact for reporting and verifying problems and maintaining provisioning. This includes obtaining inputs from other user agency stakeholders related to business processes and provisioning.
- The SMEs (super users) are the core group of users that will be involved with the business process reviews and analysis, the provisioning process, including making global provisioning choices and decisions, and training. These members should be experienced users in the working area(s) they represent, (i.e. dispatch, patrol) and should be empowered to make decisions related to provisioning elements, workflows, screen layouts, etc.
- The GIS administrator provides GIS data in the correct schema and develops, maintains and updates GIS data elements for use on the PremierOne server, CAD consoles and mobile units. The GIS administrator must have an in-depth knowledge (preferably 3-5 years of working experience) of ArcGIS to include ArcMap, ArcCatalog and ArcToolbox. They should have a working knowledge of MXD creation. It is highly recommended that the GIS Administrator also have a working knowledge of database structure, SQL, SQL Management Studio and the CAD dispatch process.
- IT personnel provide required information related to LAN, WAN, wireless networks, server and client infrastructure and must also be familiar with connectivity to internal, external and third party systems to which PremierOne will interface. These resources will be responsible for maintaining the system infrastructure, performing backups, Windows/firmware updates, and other system administration and maintenance activities.
- Training representatives will be the point of contact for the Motorola AS when policy and procedural questions arise, act as course facilitators and are the Customer’s educational monitors.
- Additional resources, such as trainers and database administrators may also be required. One or more resource with a background in public safety and with a familiarity with information technology are appropriate for developing modules. For example, resources that will be responsible for ad-hoc reporting should have experience with database reporting experience.
- User agency stakeholders, if the system is deployed in a multi-agency environment, are those resources representing agencies outside of the contracting/primary agency. These resources will provide provisioning inputs to the SMEs if operations for these agencies differ from that of the core agency.

2.2 PROJECT MANAGEMENT

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

Motorola employs intelligent project management processes and tools such as Microsoft Project for schedule development and control and managing schedule and budget, and systematic Risk Management to assist the project team in accurately forecasting and effectively controlling project activities. The use of these tools results in higher quality system design and operation, quicker implementation, reduced project risk and total cost of ownership, and greater end user satisfaction.

The assigned PM for each organization shall be the business representative and point of contact for the organization, responsible for coordination of the organization's resources and activities. The PM shall schedule all activities and resources as required to execute tasks, initiate review meetings, provide status information to their counterpart, and generally oversee the execution of 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.

2.2.1 Motorola PM

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

1. Maintaining project communications with the Customer's PM.
2. Managing the efforts of Motorola staff and coordinate Motorola activities with the Customer's project team members.
3. Managing Motorola's 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 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 status meetings in person on a monthly basis and/or via teleconference or as may 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 and action item log.
11. Providing timely responses to issues related to project progress raised by the Customer's PM.

2.2.2 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. Responsibilities of the Customer PM include:

1. Maintaining project communications with Motorola's 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. Consolidate all project-related questions and queries from Customer staff to present to the Motorola PM.
4. Reviewing the project schedule with Motorola's PM and assisting Motorola in finalizing the detailed tasks, task dates and Motorola and Customer Responsibilities.
5. Measuring and evaluating progress against the project schedule.
6. Monitoring the project to ensure that support resources are available as scheduled.
7. Attending status meetings with Motorola's PM.
8. Providing timely responses to issues related to project progress raised by Motorola's PM.
9. Liaising and coordinating with other agencies, Customer vendors, contractors and common carriers.
10. Reviewing and administering change control procedures, hardware and software certification, and all related project tasks required to maintain the implementation schedule.
11. Ensuring Customer vendors' adherence to overall project schedule and plan. Identifying signatory personnel authorized to approve and release payment and approving and releasing payments in a timely manner.
12. Assigning one or more personnel who will work with Motorola staff as needed for the duration of the project, including at least one application administrator for CAD and one or more representative(s) from the IT department.
13. Identify the resource that has the authority to formally acknowledge and approve change orders, approval letter(s) and milestone recognition certificates and to approve and release payments in a timely manner.
14. Providing building access to Motorola personnel to all facilities where the system is to be installed during the project. Temporary identification cards should be issued to Motorola personnel if required for access to Customer facilities. Access must be available twenty-four (24) hours a day during the course of this project.
15. As applicable to Motorola's installation, assuming responsibility for all fees for licenses and inspections and for any delays associated with inspections due to required permits.
16. Providing reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service. Ensure a safe work environment for Motorola personnel. If problems are encountered with hazardous materials, Motorola will immediately halt work and the Customer will be responsible for the abatement of the problem or Motorola and the Customer will jointly come to a mutual agreement on an alternative solution. Motorola will be excused from timely performance of its obligations pending such resolution.

2.3 PROJECT SCHEDULE

Implementation of this project will proceed in accordance with a project schedule that is jointly approved by the Motorola 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 representative project schedule has been provided in Exhibit XX.~~

2.4 PROJECT COMMUNICATIONS

Motorola 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 (*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).

2.5 RISK MANAGEMENT

Motorola's Project Management Plan includes the processes required to ensure project risks are managed. Motorola will develop the Risk Management Plan. Motorola 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 Identification, Quantification, Impact, Control and Status.

2.6 ACTION ITEM/ISSUES LOG

Motorola's Project Management Plan includes the development of an Action Item/Issues Log that will be used throughout the project. Motorola's 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.

2.7 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 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 changes
- Modification to the Terms and Conditions of the contract

The Motorola 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 before work on the change order can begin.

2.8 STATUS REPORTING

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 project manager will monitor and communicate project performance via project status reporting to the Customer as well as internally to Motorola team members. Status reports will be provided for each status meeting.

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

2.9 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 department.

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 Department is responsible for the following:

- Establishing, achieving, and maintaining Motorola 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
- 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's 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 recognizes that each Customer's needs and configurations are different. As such, Motorola's 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.

2.10 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's responses to Customer requirements. The Acceptance Test Plan will be jointly developed by Motorola 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.

2.11 MILESTONES

At specified times throughout the project, milestone events will occur that require the event be memorialized by both parties' acknowledgement of the event. At such time a milestone event takes place, Motorola will submit a completed Deliverable Milestone Notification either via an informal email for minor milestones or in the form of a milestone certificate for major milestones.

The Customer will identify the resource that has the authority to formally acknowledge and approve the Deliverable Milestone Notifications to whom Motorola will deliver the Notifications. Upon receiving a Deliverable Milestone Notification, the Customer will have fifteen (15) business days to approve or reject the Notification, including reasons for the rejection, in written form or electronically via email.

If the Deliverable Milestone Notification is rejected within the fifteen days, Motorola will address the reasons for rejection and resubmit the Deliverable Milestone Notification. The fifteen business day cycle will then be repeated until approval is achieved. Failure to acknowledge Milestone Notifications within the fifteen-day period may adversely impact the project schedule.

STATEMENT OF WORK

3.1 CAD/MOBILE STATEMENT OF WORK

This Statement of Work ("SOW") defines the principal activities and responsibilities of all parties for the addition of the Los Angeles Harbor Department ("Customer") as an additional agency on the PremierOne CAD System that is being installed for the Los Angeles Police Department ("LAPD").

When assigning responsibilities, the phrase "Motorola will" includes Motorola subcontractors and third-party partners. Deviations and changes to this SOW are subject to mutual agreement between Motorola and the Customer and will be addressed in accordance with the change provisions of the Contract.

3.1.1 PremierOne CAD Implementation Assumptions

The following assumptions apply to the implementation of PremierOne CAD as an add-on agency to the LAPD PremierOne system:

1. The Customer will work with LAPD to execute any inter-agency agreements or memorandums of understanding necessary for Customer to use the LAPD's PremierOne CAD system.
2. System configuration options and parameters may be limited by the LAPD. Motorola assumes that the Customer will communicate with the LAPD in making all configuration decisions prior to implementing such decisions. In the event of any conflicts, the Customer and LAPD will work together to resolve any conflict. Motorola shall not be involved in resolving any potential conflicts.
3. No GIS build services are included in the proposal. Motorola will conduct the GIS Services Gathering task described below to ensure an understanding of the GIS requirements for the Customer. LAPD will make all geofile modifications necessary to accommodate the service boundaries required by the Customer. Subsequently, the Customer will request LAPD to update geofile data and apply all regular updates to the PremierOne CAD system.
4. Workstation hardware is not a part of this proposal. Customer will provide workstation hardware that meets or exceeds Motorola's recommended hardware specifications.
5. If required, any training for System Administration will be provided by LAPD. Motorola is providing Provisioning, CAD Train the Trainer, CAD End-User, and SSRS Report Builder Training.
6. The software client provided to the Customer will be the same versions as LAPD's current application software. The software application is COTS and no customizations are included in this proposal.
7. The CAD User Interface (UI) provided to the Customer will be the same version as the LAPD's UI.
8. The Customer's use of the LAPD's CAD interfaces and/or any additional interfaces included in this Agreement will be included in the inter-agency agreement or memorandum of understanding.

9. CAD acceptance testing is not included in this scope. CAD Acceptance testing falls under the purview of the contract between Motorola and the LAPD. Prior to commencement of production use of the system by the Customer, LAPD must acknowledge acceptance of the system.
10. All changes in scope to this project will be made in accordance with the change-order provision of the contract and all changes will be by mutual agreement of all parties.

3.1.2 Contract Award

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

3.1.3 Contract Administration and Project Initiation

After the contract is executed, the project is set up in the Motorola information and management systems and Motorola and the Customer assign project resources. The kick-off meeting is scheduled.

3.1.4 Customer Commitment for Project Success

A clear understanding of the needs and expectations of Motorola, the Customer and the LAPD are critical to the successful implementation of PremierOne CAD/Mobile. In order to establish initial expectations for system deployment and to raise immediate visibility to ongoing operation and maintenance requirements, Motorola will work with you to ensure your understanding and preparedness for the implementation of the PremierOne system. This activity is a one-day review of the scope of implementation requirements, resource commitment requirements, cross functional team involvement, a review of the required technical resource aptitudes, and a validation of existing skills, and resource readiness.

Shortly after contract signing, Motorola will work with your designated Transformation Lead and the application administrator from the LAPD to review the task requirements of each phase of the project and help to identify areas of potential risk due to lack of resource availability, experience or skill.

Motorola Responsibilities

1. Discuss the overall project deployment methodologies and inter-agency/inter-department decision considerations.
2. Discuss system provisioning and data gathering requirements.
3. Discuss the scope and magnitude of provisioning a PremierOne system, within the constraints of LAPD’s global provisioning.
4. Review user training requirements (the Application Specialist may participate remotely)
   A. Review the Motorola provided training classes and the training to be delivered by the customer’s trainers to end users
   B. Deliver the available PremierOne CAD and Mobile training videos
   C. Discuss training time commitment
5. Review client application updates and support
   A. Applicability and process of updating each PremierOne software client type
6. Present Customer with the Transformation Readiness Checklist that memorializes common understanding of the scope, impact and resource commitment required to successfully transform

current operations and authorizes Motorola to proceed with scheduling the Project Kickoff Meeting.

Customer Responsibilities

1. Coordinate with the LAPD to schedule the availability of the LAPD application administrator to meet with Motorola and the Transformation Lead to confirm understanding of project scope, resource requirements, resource skill requirements, dependencies, risks and time requirements.
2. Ensure Customer's GIS Administrator participation.
3. Provide written acknowledgement of the Transformation Readiness Checklist authorizing Motorola to proceed with scheduling the Project Kickoff Meeting.

Motorola Deliverable

Title
Transformation Readiness Checklist

3.1.5 GIS Services Gathering

It is expected that PremierOne customers are already maintaining their GIS data in ArcGIS. The Motorola GIS BA will conduct a teleconference with the Customer's GIS Administrator and the LAPD GIS Administrator to discuss the GIS requirements for PremierOne.

Motorola Responsibilities

1. Schedule the GIS Services teleconference.
2. Provide GIS requirements to the Customer.

Customer Responsibilities

1. Ensure availability of the GIS Administrator for the teleconference.
2. Gather and provide the required GIS data to LAPD in accordance with the established deadline.

Motorola Deliverables

Title	Description
PremierOne GIS Build Requirements Document	Document describes the data format, required attributes and optional attributes for GIS data submitted for use with PremierOne CAD.

3.1.6 Project Kickoff Teleconference

The purpose of the Project Kickoff call is to introduce project participants, review the scope of the project, project schedule, training plan and test plans.

Motorola Responsibilities

1. Schedule and facilitate the kick-off meeting to clarify roles and responsibilities and establish team working relationships.
2. Review the proposed applications.
3. Review and work toward finalizing the project schedule dates.
4. Review the equipment bill of materials (RDW server HW) and note any necessary modifications.

5. Review the Training Plan and note any necessary modifications.
6. Discuss the preliminary test plan that will include test procedures that define steps to be taken to validate functionality, pass/fail criteria, and the resolution for deficiencies. The Test Plan will be reviewed and finalized after System Provisioning and Interface Requirements Documents are completed.
7. Plan installation activities with the Customer.
8. Review and memorialize project completion criteria and definition of completion of project.

Customer Responsibilities

1. Identify and ensure participation of key team members and appropriate resources from the LAPD in kickoff and project initiation activities.
2. Provide input to the final Project schedule dates.
3. Review the final hardware and operating system software configuration with the Motorola project team.
4. Participate in reviewing the Training Plan.
5. Provide written acknowledgement of project completion criteria.

Motorola Deliverables

Title	Description
Project Kickoff Meeting Minutes	Meeting minutes that include topics discussed and actions taken during the meeting
Project Schedule	A project schedule reflective of mutually agreeable task dates
Bill of Materials	A document that describes the system hardware and software that will be ordered
Final Training Plan	A document that describes the agreed-upon training courses.

3.1.7 Product Overview and Discovery

The purpose of this task is to provide an introduction of PremierOne CAD/Mobile and PremierOne Records/Records Mobile, provide access to PremierOne product videos, conduct product demonstrations, review the GIS information the Customer has gathered and discuss the relationship and dependencies between CAD, Records and GIS.

Motorola Responsibilities

1. Provide access to product and training videos.
2. Schedule a 3-day on-site visit to meet with Customer’s CAD/Mobile and Records SMEs and GIS administrator.
3. Conduct product demonstrations of base features and functions.
4. Review site's current GIS data, including boundary information and collect sample data. Establish consistent terminology for response boundaries, agencies and beats.
5. Determine customer specific requirements for the GIS data to support the PremierOne data development and provisioning – Agency type(s), Agency name(s), Beat names, Response boundaries, street names (prefix/suffix/county road, interstates, etc.), and common place names.

Customer Responsibilities

1. Ensure product videos are viewed by key project team members prior to the Project Kickoff meeting.
2. Provide sample GIS data.
3. Determine agency types and agency names and beat names to support the PremierOne geodatabase development.

Motorola Deliverables

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

3.1.8 IP Network Analysis

The objective of this activity is to ensure the local and wide area networks will support the contracted solution. A Motorola Network Systems analyst will conduct an on-site assessment of the existing network.

Motorola Responsibilities

1. Perform on-site network assessment.
2. Analyze data.
3. Prepare recommendations.
4. Present and discuss recommendations with the Customer.

Customer Responsibilities

1. Provide access to all required facilities and locations necessary to perform assessment.
2. Provide information on current network architecture and configuration.
3. Review and discuss recommendations with Motorola.
4. Complete any physical and/or network improvements necessary to support the PremierOne solution in order to avert potential performance issues or project delays.

Motorola Deliverables

Title	Description
Site Preparation and Network Recommendations	A document that outlines the physical and network improvements necessary to support the contracted Motorola solution.

3.1.9 Business Process Reviews (BPR) and System Provisioning

3.1.9.1 GIS Scope Review

The GIS BA meets with the Customer's GIS Administrator to discuss the approach to developing the GIS data for use with the PremierOne Records system.

Topics that will be discussed include routing requirements and specifics for using common places, address points, and premise hazard areas.

Following this meeting, the GIS BA will develop a GIS Project Plan that documents the processes and the tasks to be completed and the timeline and provisioning dependencies.

Motorola Responsibilities

1. Review City/County/Customer GIS data
2. Discuss current GIS business practices
3. Discuss frequency of GIS updates to current system and desired frequency with PremierOne.
4. Develop and deliver GIS Project Plan.

City/County/Customer Responsibilities

1. Ensure availability of GIS administrator for this meeting.

Motorola Deliverables

Title
GIS Project Plan

3.1.9.2 Draft Geodatabase

The draft geodatabase will be created and uploaded to the PremierOne Records server.

Error reports that are produced as a result of developing the draft geodatabase will be delivered to the customer.

The final geodatabase will be delivered during the GIS training, which is described in the Training Plan.

Motorola Responsibilities

1. Create the draft geodatabase and draft maps.
2. Provide a report of any issues found during the geodatabase build.
3. Provide up to forty (40) hours of remote assistance to the Customer GIS Administrator.

Customer Responsibilities

1. Correct any GIS errors identified in report from geodatabase build.

Motorola Deliverables

Title
Draft geodatabase
Draft Maps

3.1.9.3 CAD Business Process Review (BPR) and System Provisioning

System provisioning includes user configurable parameters (i.e. specific values for unit names, timing of events, officer or user identification, street names, to name a few) that are defined within the system. Motorola will conduct a meeting after the kickoff meeting to begin the BPR process. During

this meeting the information required to provision the system to best meet the agency's functional requirements, business processes and workflows will be identified, reviewed and collected. The Customer's SMEs and GIS Administrator will participate in these activities.

The BPR and Provisioning process will be conducted with personnel from the contracting/primary agency or for the primary communications center. The contracting/primary agency is responsible for engaging all user agencies that will be provisioned on the system to obtain required inputs. A single instance of the activities and a single provisioning profile described in this phase will be conducted for law enforcement and fire dispatch unless specifically stated otherwise. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order process.

The resulting BPR workbook will reflect the features that will be provisioned during the provisioning activities.

The requirements for the Geographic Information System (GIS) data will also be reviewed. The PremierOne GIS Requirements document will be the basis of the GIS review.

3.1.9.4 CAD Business Process Review (BPR) and Requirements Gathering

Motorola Responsibilities

1. Deliver the BPR workbook prior to the workshop.
2. Review the BPR workbook and information needed to complete it.
3. Review site's current GIS data, including boundary information and collect sample data for LAPD GIS Administrator use. Establish consistent terminology for response boundaries.
4. Conduct operational reviews during Dispatch sit-alongs and patrol ride-alongs.
5. Review completed BPR workbook.

Customer Responsibilities

1. Schedule dispatch, police and fire/EMS sit-alongs and ride-alongs
2. Provide resources knowledgeable in the Customer's business processes to review workflows and provide relevant documentation on workflow and operating procedures.
3. Prepare call and unit statistics
4. Gather and document required data in the BPR workbook.
5. Review the documented business processes and provide input into best available configuration options
6. Deliver completed Provisioning Workbooks, having all provisioning data collected prior to the start of the provisioning effort.
7. Finalize agency and beat names for the CAD geodatabase. All of the data will be required but the streets, address points and common places can be works in progress that can be updated as the project moves along. The agency and beat names should be final by provisioning
8. Review the completed BPR workbook with Motorola.

Motorola Deliverables

Title
Pre-BPR Checklist
Completed BPR Workbook

3.1.9.5 CAD Data Gathering

Following the completion of the BPR Workbook, Motorola will work with the Customer to identify the specific data elements (i.e. incident types, status codes, offenses, etc.) required to provision the system. The Customer must provide data on the worksheets Motorola delivers.

Motorola Responsibilities

1. Provide Provisioning worksheets.
2. Review the Provisioning worksheets and identify the information required for provisioning data tables.

Customer Responsibilities

1. Capture required data elements in the Provisioning worksheets.
2. Complete the provisioning worksheets at least 10 business days prior to the scheduled start of the Provisioning activity.

NOTE: The project schedule is highly reliant upon receipt of the completed Provisioning worksheets.

Motorola Deliverables

Title
Provisioning Worksheets

3.1.9.6 CAD Provisioning

Motorola Solutions will provide guidance and instruction on CAD/Mobile provisioning based on the data gathered during the BPRs and completion of the CAD provisioning workbooks.

Motorola Solutions will provide the CAD User Interface (UI) in use by LAPD. The Customer will have the opportunity to request that Motorola make changes to the UI, limited to a customization effort of up to forty (40) hours.

Motorola Responsibilities

1. Review tables (configurable items) and associated data.
1. Complete foundational data entry for the primary provisioning profile.
2. Remotely conduct checkpoints to verify accuracy of the provisioned data.
3. Update the CAD user interface in accordance with the UI Screen Tailoring document.
4. Review provisioning decisions for the mobile client.
5. Perform Provisioning training in accordance with the Training Plan
6. Provide remote support while the Customer completes system provisioning (data entry).

Customer Responsibilities

1. Verify primary provisioning profile.
2. Gather/document all data elements required to complete provisioning.
1. Supply a suitably configured classroom, with a workstation for the instructor and at least one workstation for every two students.

2. Ensure availability of the SMEs to participate in the training.
3. Complete CAD/Mobile provisioning (data entry).
4. Participate in checkpoints.

Motorola Deliverables

Title
Provisioning Training
Checkpoint Reports

3.1.10 Records Detailed Design Review

The Detailed Design Review is a multifaceted approach for observing and documenting your current business processes, standard operating procedures, workflows, reports and print out usage and current operational challenges; Business Process Review. A Detailed Design Document is provided memorializing mutual understanding of the customer's business requirements and how the delivered system will fulfill the requirements. Motorola will also recommend the best approach to provisioning the PremierOne system, based on the workflow analysis.

3.1.10.1 Business Process Review

The BPR and Provisioning process will be conducted with personnel from the contracting/primary agency or for the primary Records department. The contracting/primary agency is responsible for engaging all user agencies that will be provisioned on the system to obtain required inputs. A single instance of the activities and a single provisioning profile described in this phase will be conducted for contracting/primary agency unless specifically stated otherwise. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order process.

Customer personnel that participate in this activity should include resources very familiar with Records operations.

Motorola Solutions Responsibilities

1. Meet with the Customer personnel to gather information regarding current business processes, operating goals, standard operating procedures, and current operational pain points.
2. Analyze current legacy system(s), business workflows and operating procedures with PremierOne functionality and the provisioning constructs described above.
3. Conduct Records sit-alongs and patrol ride-alongs.
4. Conduct detailed, field-by-field review of the citations and forms
5. Capture the end-to-end workflow for the current citations process
6. Provide the draft Detailed Design Document

Customer Responsibilities

1. Prepare call and unit statistics
2. Provide resources knowledgeable in current business processes to review workflows and provide relevant documentation on workflow and operating procedures
3. Schedule police ride-alongs
4. Review draft Detailed Design Document

Motorola Solutions Deliverables

Title
Initial/Draft Detailed Design Document

3.1.10.2 Detailed Design Documentation (Specification)

Motorola will review the draft Detailed Design Document with the Customer and solicit feedback. Motorola will then make modifications based on the feedback and present the updated package for approval. We expect the potential for iterative updates to occur over a ten (10) business day period in order to reach mutual agreement. The approved Detailed Design Document constitutes the features and functional specifications of the system and becomes the basis for functional acceptance testing.

Motorola will provide a level of effort (LOE) analysis for each of the work products identified in the Detailed Design Documentation that require development.

Motorola Responsibilities

1. Review the Detailed Design Document to obtain mutual understanding of the scope of work, levels of effort, work duration and resources needed to complete the work.
2. Memorialize mutual understanding and agreement of the Detailed Design Document via signature.
3. Develop 1-10 Citations and Forms.
4. Develop modules that correspond with the 1-10 forms that will be developed for Citations and Forms that will be used with the PremierOne Handheld devices.
5. Develop applicant module.
6. Modify the PremierOne Activity Report module to conform with the Daily Field Activities Report form provided by the Customer.
7. Provide 250 hours to develop/modify modules or develop reports as defined in the Detailed Design Document. If the LOE for such development exceeds 300 hours, a change order will be required to either incorporate that effort or to remove affected modifications from the project scope.

Customer Responsibilities

1. Provide Motorola with forms, reports and templates to be created in PremierOne Records to aid Motorola in developing the Detailed Design Document.
2. Review the Detailed Design Document with Motorola.
3. Memorialize mutual understanding and agreement of the Detailed Design Document via signature.
4. Request additional Motorola assistance via the change provision of the contract if Motorola efforts to modify modules or develop reports exceed 200 hours.

Motorola Deliverables

Title
Detailed Design Document to include: Business Process Flows Module-Based Requirements Documents including: • Field Definition (Pane Name, Group Name, Grid Name, Caption, DB Name, Field Type, Per View: Read Only, Required, Visible, Display Length, Max Length, Code Table, Dependencies / Actions, Mask / Conversions, Validations, Indexing, Data Grid configurations, RDW Configurations, Expungement Types, CI Master Mappings, Smart Copy settings)

- Custom Code Tables
- Document Views
- Security Groups
- Interface Mappings
- Data Conversion Mappings
- Document Workflows
- Printouts
- RDLC Reports
- Data Views
- Estimated level of effort to develop

List of Identified SSRS Reports

- Short Description
- Priority
- Due By [Training, Go-Live, Post Go-Live <time frame>]
- Responsible Party
- Estimated level of effort to develop

Motorola developed Citations and Forms

Motorola-developed modules and reports

Field Test scenario recommendations

Provide recommendations to the role based training approach

3.1.10.3 Advanced Configuration Tool

The Advanced Configuration Tool (ACT) is an application development tool designed to provide skilled PremierOne Records resources the ability to modify and develop Records functionality. Using ACT, trained resources can design the navigation flow for modules, develop application components such as search fields, data grids, default views, and in-module reports. ACT is also used to modify and develop modules in order to provide functionality to support city/county/customer-specific business processes. Unlike configuration or provisioning, development done in ACT creates additional database structures and application code.

The skilled resource will be familiar with relational database logic, data types, and understand data theory. The skilled resource must understand the agency's end-to-end business operation, anticipate specific reporting needs and envision the required inputs to support the desired reporting outputs.

The Customer representative(s) will attend ACT training.

If modifications to the Customer system are desired after Records go-live, a Module Based Requirements Document must be created by the Customer and reviewed and approved by Motorola Solutions before the modifications will be supported by Motorola during warranty/maintenance.

Motorola Responsibilities

1. Provide ACT training
2. Review, advise and or approve of Customer submitted Module Based Requirements Document

Customer Responsibilities

1. Attend the ACT training.
2. Draft Module Based Requirements document as needed
3. Submit to the Motorola Solutions Solutions-Support representative for review and approval to make ACT changes.

NOTE: Failure to submit Module Based Requirements documents for review and approval prior to making changes using ACT could negatively impact the system and impair Motorola Solutions' ability to support the system.

Motorola Deliverable

Title
Advanced Configuration Tool
Advanced Configuration Training

3.1.10.4 Records Provisioning

After the Customer approves the Detailed Design, Motorola Solutions will conduct Provisioning training. Provisioning includes but is not limited to entering personnel into CAD/Services Hub, building/populating the code tables, building out security groups and workflows. The Customer will complete application provisioning following training.

Motorola Solutions Responsibilities

1. Review Detailed Design Document, configurable items and associated data.
2. Perform provisioning training in accordance with the training plan.
3. Remotely conduct checkpoints to verify accuracy of the Customer-provisioned data.

Customer Responsibilities

1. Supply a suitably configured classroom for provisioning training with a workstation for the instructor and at least one workstation for every two students.
2. Ensure availability of the SMEs to participate in the training.
3. Complete all provisioning data entry.
4. Participate in checkpoints.

Motorola Solutions Deliverables

Title
Provisioning Training
Checkpoint Reports
Provisioned system (training ready)

3.1.11 Vidsys Enterprise Mobile Application Installation

Motorola will install and configure the mobile application software on select mobile devices. The interface between PremierOne and the VidSys CSIM will be performed in accordance with the ISD.

Motorola Responsibilities

1. Install VidSys client software on up to fifty (50) mobile devices.
2. Provision mobile devices.
3. Configure Verint VMS connector.
4. Work with Customer to add devices/users to Active Directory and Vidsys Mobile User Group(s)
5. Test deployment to ensure operation in accordance with the product documentation and defined use cases.

6. Provide training to core group of Customer trainers.

Customer Responsibilities

1. Identify and make available up to fifty (50) mobile devices.
2. Ensure handheld or tablet devices have either Apple iOS v10 or later or Google Android v6 or later and Chrome and Firefox browsers are installed.
3. Ensure mobile laptops or devices have Chrome and Firefox browsers installed.
4. Provide the pertinent camera locations and coordinates in decimal longitude & latitude notation.
5. Work with Motorola to add devices/users to Active Directory and Vidsys Mobile User Group(s).
6. Participate in functional testing.

Motorola Deliverables

Title
VidSys mobile client software installation
Functional test results

3.1.12 Hardware and Software

Motorola will procure the system equipment in accordance with the approved Bill of Materials.

3.1.12.1 System Staging

The objective of this activity is to install the Motorola procured hardware and software components at Motorola's staging facility. The system will then be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to the City/County/Customer's location for installation.

Motorola Responsibilities

7. Order all hardware, software and related components and deliver them to Motorola's staging facility.
1. Rack and install all hardware components.
2. Install and configure system software.
3. Load preliminary provisioning data.
4. Verify PremierOne functionality in accordance with release criteria.
5. Ship staged system to the Customer's site.

Customer Responsibilities

1. Provide appropriate receiving facility for the system equipment.
2. Acknowledge receipt of delivered equipment.

Motorola Deliverables

Title
Equipment Inventory

Title
Staged System Delivery

3.1.12.2 On-Site Installation

The objective of this activity is to install the system at the Customer's site. The output of the activity will be an installed PremierOne system. This activity addresses physical installation activities and system connectivity verification.

Motorola Responsibilities

1. Install the staged system in the City/County/Customer's environment.
2. Conduct a Power On test to validate that the installed hardware and software are ready for configuration.

Customer Responsibilities

1. Certify that the server room is available and meets agreed upon specifications.
2. Assist Motorola with the installation of the system equipment.

Motorola Deliverable

Title
Power On/Installation Verification

3.1.12.3 Client Software Installation

Client software will be installed on the specified number of workstations/mobile devices to facilitate provisioning training and testing and provide instruction to Customer personnel who will complete software installation on the remaining workstations.

Motorola Responsibilities

1. Request client software.
2. Provide instruction on client software installation on up to five (5) CAD workstations and (5) Mobile devices.
3. Verify client software installation

Customer Responsibilities

1. Provide workstation/mobile device hardware in accordance with specifications
2. Assign personnel to observe software installation training
3. Complete installation of client software on remaining workstations and mobile devices.

Motorola Deliverables

Title
Pre-Install Prep Checklist
Software installation media
Installation Guide

3.1.12.4 Records Mobile Client Package Configuration/Installation

Motorola will configure the Records Mobile clients to support offline use.

Motorola Responsibilities

1. Install and configure SQL Express on up to five (5) mobile devices.
2. Verify Records Mobile client software functionality in offline mode.

City/County/Customer Responsibilities

1. Provide access to client workstations.

Motorola Deliverables

Title
Records Mobile Client Package

3.1.13 Records Interfaces

The interfaces that Motorola will install and configure are listed in the Technical Solution Summary Document (TSSD).

Motorola has provided Interface Specification Documents (ISD) that reflect Motorola's understanding of the connectivity and functionality for each interface. If the desired functionality differs from Motorola's understanding of the functionality as stated in the ISD, the ISD will be updated to reflect the new requirement(s) and, if required, a cost analysis of the new effort will be conducted and provided to the Customer.

3.1.13.1 ISD Review

Motorola and the City will review the connectivity and functionality described in the ISDs.

Motorola Responsibilities

1. Conduct reviews of the ISDs to explain how the existing interfaces function.
2. Document variances between the Customer's expectations and the ISDs.
3. Work with the Customer's third-party vendors, if required, to update the ISDs.
4. Provide updated ISDs, if required and, if applicable, prepare a cost analysis between the functionality described in the ISD and the updated specification.

Customer Responsibilities

1. Make knowledgeable individuals available for the ISD reviews.
2. Provide input on the current use of the interface and verify that the functional specification in the ISD meets the use case or identify desired changes to the specifications.
3. Acknowledge approval of the ISDs.

Motorola Deliverables

Title
Finalized Interface Specification Documents

3.1.13.2 Interface Installation and Configuration

Connectivity will be established between PremierOne applications and the external and/or third-party systems to which PremierOne will interface. Motorola will configure PremierOne to support each contracted interface. The City is responsible for engaging third-party vendors if and as required to facilitate connectivity and testing of the interfaces.

Motorola Responsibilities

1. Establish connectivity to external and third-party systems.
2. Configure interfaces to support the functionality described in the ISDs.
3. Perform unit testing of each interface.

Customer Responsibilities

1. Act as liaison between Motorola and third-party vendors or systems as required to establish interface connectivity with PremierOne.
2. Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.
3. Provide network connectivity between PremierOne and the third-party systems.

Motorola Deliverables

Title
Contracted Interfaces

3.1.13.3 California Uniform Crime Reporting (CA UCR)/National Incident Based Reporting System (NIBRS)/Interface

Motorola will deliver PremierOne Records software that supports CA UCR and NIBRS reporting requirements.

Motorola Responsibilities:

1. Deliver the CA UCR/NIBRS reporting capability.
2. In the event of an initial failed submission, collaborate with the Customer to understand any provisioning parameters that may be or are impacting CA UCR/NIBRS submission acceptance.
3. As required by the State, and upon receipt of an official state communication, modify the state layer to account for any requirements necessary to be compliant with state specific reporting requirements.

Customer Responsibilities:

1. Initiate a CA UCR or NIBRS submission to the State.
2. Resolve any provisioning issues that are impacting State submission acceptance.
3. Serve as the intermediary between Motorola and the State in clarifying reporting requirements between state requirements, Customer requirements, and PremierOne Records CA UCR/NIBRS submission functionality.
4. Facilitate any required meetings between Motorola and the State.
5. Communicate the discrepancy in reporting requirement to the State.

6. Obtain an official state communication clearly articulating the State's requirement.
7. Forward a copy of the official state communication to Motorola.

Motorola Deliverables:

Deliverable
UCR/NIBRS Reporting

3.1.13.4 Crash Report (TAR)

Motorola will provide the California Crash Report (CHP555 (Rev 11-06) for printing.

Motorola Deliverables:

Deliverable
California Crash Report

3.1.14 CAD/Mobile Reports and Dashboards

3.1.14.1 Reports

Motorola will deliver the standard reports library and has not included the effort to develop any Customer-specific or Customer-defined reports. A list of the standard reports delivered with the installed version will be provided upon request.

Motorola Responsibilities

1. Review existing reports

Motorola Deliverables

Title
~~Customer~~ CAD/Mobile Standard Reports Library

3.1.14.2 CAD Intelligent Data Discovery (IDD)

The objective of this task is to introduce the functionality available via the IDD tool, review the three (3) standard CAD dashboards and the View Only CAD IDD Bundle described in the TSSD, and define and develop two (2) custom dashboards as described in the TSSD. (IDD Training will be conducted in accordance with the training plan.)

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

Customer Responsibilities

1. Assign resource(s) that have received the CAD SSRS Report Builder training to participate in the initial dashboard consultation and review delivery of the dashboards.

Motorola Solutions Deliverable

Title
CAD Dashboards (standard and custom)

3.1.15 Records Reports and Data Conversion

3.1.15.1 Reports

Motorola will deliver the standard reports library, one report to deliver data to Evidence.com and one report for the Daily Field Activity Report output. A list of the standard reports delivered with the installed version will be provided upon request.

Motorola Deliverables

Title
~~CAD/Mobile~~Records Standard Reports Library
Custom Report – Deliver data to Evidence.com
Custom Report – Daily Field Activity Report

3.1.15.2 Records Intelligent Data Discovery (IDD)

The objective of this task is to introduce the functionality available via the IDD tool (advanced SQL Server's Reporting Service features), review the three (3) standard dashboards and define and develop two (2) custom dashboards as described in the TSSD. (Records IDD Training will be conducted in accordance with the training plan.)

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

Customer Responsibilities

1. Assign resource(s) that have received the SSRS Report Builder training to participate in the initial dashboard consultation and review delivery of the dashboards.

Motorola Solutions Deliverable

Title
Records Dashboards (standard and custom)

3.1.15.3 Records Data Conversion

Motorola will convert specified data that exists in the legacy Records Management System to conform to the data structure of the PremierOne Records application and is available in PremierOne Records system. Motorola has included the effort to convert case reports, calls for service, citations and field interviews.

While Motorola 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 throughout the conversion process.

The legacy databases must be relational databases and Motorola must be able to link directly to the legacy databases from MS SQL Server.

Motorola does not provide any data clean up or manipulation of the provided data and conducts a single, one time, bulk load of legacy data. The City/County/Customer should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly and resolve those issues prior to Motorola extracting the data to be converted.

Motorola Responsibilities

1. Work with the City/County/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 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 Deliverables

Title
Data Conversion Guide
Converted Data

3.1.16 PremierOne Training

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

Training to be provided by Motorola to Customer will be described herein and in the Training Plan. in Customer will notify Motorola immediately if a date change for a scheduled training program is required. If Motorola incurs additional costs because Customer reschedules a training program less than thirty (30) days before its scheduled start date, Motorola may recover these additional costs.

Motorola has included one (1) CAD Train the Trainer course and one (1) Records Train the Trainer course.

Motorola Responsibilities

1. Deliver User Guides and training materials in electronic format.
2. Perform training in accordance with the Training Plan.
3. Provide limited remote support following the Train the Trainer courses while Customer trainers conduct end user training.

Customer Responsibilities

1. Supply suitably configured classrooms with a workstation for the instructor and at least one workstation for every two students.
2. Designate training representatives who will work with the Motorola trainers in the development and delivery of training.

Deliverables

Title
Classroom Training Materials
Attendance Rosters
Training Completion

3.1.17 PremierOne Acceptance Testing

Acceptance tests will be performed to confirm that the PremierOne system performs in accordance with the Acceptance Test Plan. Note that Motorola will not conduct Functional Acceptance Testing for PremierOne CAD.

COMMENCEMENT OF ACCEPTANCE TESTING. Motorola will provide to Customer at least ten (10) days notice before the Acceptance Tests commence. System testing will occur only in accordance with the Acceptance Test Plan.

3.1.17.1 Project Test Plan

The objective of this series of tasks is to finalize the test activities that will be conducted in accordance with the mutually developed Acceptance Test Plan. 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.

This plan will cover the following types of testing activities:

- Records Functional Acceptance Testing
- CAD and Records Interface Testing
- System Level Testing

Motorola Solutions Responsibilities

1. Review the schedule of test activities.

Customer Responsibilities

1. Schedule appropriate resources to participate in test activities.
2. Review the Project Test Plan and notify the Motorola Solutions Project Manager of any items that require discussion

Motorola Deliverable

Title
Test Schedule

3.1.17.2 Records 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. Conduct functional acceptance testing according to the approved test plan.
2. Develop remediation plan for features that fail the test.

Customer Responsibilities

1. Witness the functional acceptance testing and acknowledge its successful completion.
2. Participate in the documentation of items that fail testing and note the remediation action.

Motorola Solutions Deliverable

Title
Completed Records Functional Acceptance Test Plan
Remediation Plan/Schedule for failed issues, if required

3.1.17.3 CAD and Records Interface Testing

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

- Motorola Solutions is not responsible for issues arising from lack of engagement of third-party and/or Customer resources to perform work related to the interface, or troubleshooting any issues on the Customer's third-party systems.
- Interfaces that cannot be tested due to connectivity issues to external systems or the unavailability of Customer's third party vendors will be tested to the degree the PremierOne functionality can be demonstrated and considered successful upon that demonstration.

Motorola Solutions Responsibilities

1. Conduct interface functional testing according to the approved test plan.
2. Develop remediation plan for features that fail the test.

Customer Responsibilities

1. Provide access to a resource with access to the interfacing system to validate functionality.
2. Witness the execution of the test and acknowledge successful completion.
3. Participate in the documentation of items that fail testing and work with Motorola Solutions to develop remediation action(s).

Motorola Solutions Deliverable

Title
Completed Interface Acceptance Test Plan

3.1.17.4 System Level Testing

Upon successful completion of the functional and interface tests, the system will be exercised to demonstrate system operation from end-to-end.

Motorola Solutions Responsibilities

1. Develop test scenarios.
2. Perform testing.
3. Develop remediation for test failures.

Customer Responsibilities

1. Schedule appropriate resources to participate in test activities.
2. Review the test scenarios and notify the Motorola Solutions Project Manager of any items that require discussion.

Motorola Solutions Deliverable

Title
Remediation Plan/Schedule for failed issues, if required

3.1.18 Go Live

The objective of this task is to transition operations to the PremierOne system.

Motorola 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 to the PremierOne system. One abbreviated plan will be developed for the CAD go-live after LAPD goes live and one will be developed for the Records go-live.

The outcome of this activity is the beginning of production use of the new system and commencement of the warranty period.

Motorola Responsibilities

1. Facilitate meetings with Customer 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
Cutover Plan
Go Live Briefing
Go Live

3.1.19 System Acceptance

System Acceptance will occur upon successful completion of the Acceptance Tests. Upon System Acceptance, the Parties will memorialize this event by promptly executing a System Acceptance Certificate. If the Acceptance Test Plan includes separate tests for phases of the System, acceptance of the individual phase will occur upon the successful completion of the Acceptance Tests for the phase, and the Parties will promptly execute an acceptance certificate for the phase. If Customer believes the System has failed the completed Acceptance Tests, Customer will provide to Motorola a written notice that includes the specific details of the failure. If Customer does not provide to Motorola a failure notice within thirty (30) days after completion of the Acceptance Tests, System Acceptance will be deemed to have occurred as of the completion of the Acceptance Tests. Defects classified as non-critical, Sev 3, (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), or inconvenience, Sev 4, (an inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow), will not postpone System Acceptance or Subsystem acceptance and may be corrected in a Standard Release (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) or according to a mutually agreed schedule.

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

Final System Acceptance will occur after System Acceptance when all deliverables and other work have been completed. When Final System Acceptance occurs, the Parties will promptly memorialize this final event by so indicating on the System Acceptance Certificate.

3.1.20 Project Closure – Transition to Support

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

The PM will record Customer contact information and a meeting will be scheduled with the Customer Support Manager ("CSM").

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

Motorola Responsibilities

1. Initiate the transition to the customer support organization.
2. 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
Customer Support Plan

TRAINING PLAN

4.1 COURSE LISTING

The following matrix delineates the classes that have been proposed for the PremierOne product line. The matrix includes the number of classes per course type, the maximum number of participants per class and the location of each of the classes. Additional class modules may be obtained by the Customer for an additional fee.

Course Module	Maximum No. Attendees Per Class	Number of Classes Included	Total Users Trained	Location	Not To Exceed (hours) per Class
PremierOne CAD/Mobile Client Installation	4	1	4	Customer	4
PremierOne CAD/Mobile Provisioning Training	6	1	6	Customer	40
PremierOne Computer Aided Dispatch Train-the-Trainer	12	1	12	Customer	40
PremierOne Mobile/Handheld Train-the-Trainer	12	1	12	Customer	8
SSRS Report Builder Training in PremierOne for CAD/Mobile	6	1	6	Customer	24
CAD Intelligent Data Discovery Training	6	1	6	Customer	24
PremierOne Records Provisioning Training	6	1	6	Customer	40
PremierOne Records Train-the-Trainer	12	1	12	Customer	40
PremierOne Records Mobile Train the Trainer	12	4	48	Customer	8
PremierOne Records Advanced Configuration Tool (ACT) Training	4	1	4	Customer	40
PremierOne Records System Administrator Training	4	1	4	Customer	16
SSRS Report Builder Training in PremierOne for Records	6	1	6	Customer	24
Records Intelligent Data Discovery Training	6	1	6	Customer	24

4.2 TRAINING OVERVIEW

Motorola considers training to be an extremely important aspect of the system installation and requires working closely with the Customer. Prior to the start of training, the Customer will designate a Customer Training Representative. This individual must be familiar with the Customer's daily operations and must attend each Motorola educational course. Motorola trainers will rely on this representative to be the one point of contact for Motorola staff when policy and procedural questions arise, act as course facilitator, and act as the Customer's educational monitor. The Customer will also identify the personnel who will serve as trainers. These individuals must participate in all the Train-the-Trainer courses. In addition to the skills described below, the Customer's trainers must have prior experience as a classroom instructor and a thorough understanding of the Customer's operations. Other courses will require participants from different areas of the Customer's operations as shown in the individual course descriptions, detailed in Motorola training course descriptions.

4.2.1 System Administrator

The Los Angeles Police Department is responsible for all system administration responsibilities, including reporting/verifying problems, completing and maintaining application configuration, and performing system administrative duties such as system back-ups, archives, etc.

4.2.2 Training Facilities and Schedules

The Customer shall provide facilities for training courses which are alcohol and smoke-free. Both the classroom and workshop classes will require a white-board for instructor's use and shall accommodate student note taking. The workshop format also requires multi-monitor student workstations. Students and instructors will dedicate class time to training and will not be subject to interruptions. At least two days prior to each training course, the instructor shall have access to the training facility and all workstations for setup and workstation configuration. All training will be held at the Customer's site; the instructor shall notify the Customer in advance of any teaching 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.

4.2.3 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.

4.2.4 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

4.3 COURSE DESCRIPTIONS

The following tables provide detailed descriptions of training courses that will be provided as part of the system at the location indicated.

Figure 4-1. PremierOne CAD/Mobile Client Installation

Goal:	Provide selected personnel with sufficient knowledge to install PremierOne CAD and/or Mobile client software on workstations. Includes prerequisite third-party software. If the customer desires, an imaging solution can be presented.
Course Materials:	Course Outline
Location:	Customer's facility
Duration:	4 hours of training Contract may include time for Motorola to install on a maximum of 10 workstations
Participants:	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:	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:	.5 Days

Figure 4-2. PremierOne CAD/Mobile Provisioning Training

Goal:	Provide detailed instruction on Mobile and Computer Aided Dispatch (CAD) provisioning data files.
Course Materials:	PremierOne CAD/Mobile Provisioning Guide Course Outline
Location:	Customer's facility
Duration:	Up to 40 hours over 5 continuous days
Participants:	Those responsible for making the decisions on configuration options and have participated in the business process review.
Class Size:	Maximum of six (6) students
Prerequisite:	Knowledge of current Mobile and CAD application and configuration and agency SOPs.
Instructor:	Motorola Business Analyst
Environment Setup:	One (1) workstation for each participant Instructor's workstation(s) Projector White board (if possible) Microsoft Excel should be installed on at least one training workstation
Motorola Staff Days:	5 days

Figure 4-3. PremierOne Computer Aided Dispatch Train-the-Trainer

Goal:	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.
Course Materials:	CAD User Guide Course Outline
Location:	Customer's facility
Duration:	Up to 40 hours over five consecutive business days
Participants:	Instructors who are responsible for the in house training of employees and for ongoing user training.
Class Size:	Maximum of twelve (12) students
Prerequisite:	Knowledge of current CAD application and customer operations.
Instructor:	Motorola Business Analyst
Environment Setup:	A workstation for each participant with network connection Instructor's workstation(s) with network connection Projector White board (if possible)
NOTE:	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customer to build site-specific documentation and outline for end user classes. The Motorola Business Analyst will be available for remote consultation in producing documentation and outline.
Motorola Staff Days:	One (1) day of preparation on site Five (5) days training

Figure 4-4. PremierOne Mobile and Handheld Train-the-Trainer

Goal:	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program on the functionality of PremierOne Mobile and PremierOne Handheld.
Course Materials:	PremierOne Mobile User Guide PremierOne Handheld User Guide Course Outline
Location:	Customer's facility
Duration:	8 Hours
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:	Completion of relevant Mobile provisioning, to include the setup of user accounts. Knowledge of customer's current Mobile application and operations.
Instructor:	Motorola Application Specialist
Environment Setup:	A mobile device or single-screen workstation A handheld device for each participant with network connection Instructor's workstation(s) with network connection Projector White board (if possible)
NOTE:	The Motorola Application Specialist will be available for remote consultation in producing documentation and outline as the customer desires for the generation of their own end user training materials.

Figure 4-5. SSRS Report Builder Training in PremierOne CAD/Mobile

Goal:	Provide selected personnel with knowledge on how to create custom reports against the PremierOne Reporting Data Warehouse using Microsoft's SQL Server Reporting Service (SSRS) software.
Course Materials:	SSRS Training Guide
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days
Participants:	Personnel who will create custom reports
Class Size:	Maximum of six (6) students
Prerequisite:	Class participants have some knowledge of creating "on demand" reports.
Instructor:	Motorola SSRS and Reports specialist
Environment Setup:	Workstations installed with Microsoft IE browser. Microsoft SQL Server Reporting Services is installed, configured, and working. Existing data in the Reporting Data Warehouse (data is typically propagated during the TTT course) Instructor's workstation(s) with network connection Projector White board (if possible)
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 CAD Train the Trainer to facilitate the need for data in the PremierOne Reporting Data Warehouse.
Motorola Staff Days:	One (1) day prep Three (3) days training

Table 4-1. Intelligent Data Discovery (IDD) Training in PremierOne CAD

Goal:	Provide selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using SQL Server Reporting Services tools (SSRS).
Course Materials:	Reporting and Analytics Intelligent Data Discovery Training Guide
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days.
Participants:	Personnel who will be responsible for building Business Intelligence Dashboards and reports used for statistical analysis.
Class Size:	Maximum of six(6) students
Prerequisite:	Participation in "SSRS Reporting Training for PremierOne Records". Experience in creating Reports using Microsoft SQL Server Reporting Services. Familiarity with T-SQL statements for querying data within a SQL Server database
Instructor:	Motorola SSRS specialist
Environment Setup:	Microsoft SQL Server Reporting Services is installed, configured, and working. Workstations installed with Microsoft IE browser (training is conducted using IE only, as some features do not workproperly when using other browsers). All Training workstations are installed with SQL Server Management Studio. Existing data in the Reporting Data Warehouse (data is typically propagated during the TTT course) Instructor's workstation(s) with network connection Projector White board (if possible)

Figure 4-6. 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 40 hours over five consecutive days
Participants:	Administrators who are responsible for configuring agency information
Class Size:	Maximum of six (6) students
Prerequisite:	Knowledge of current business practices
Instructor:	Motorola Application Specialist
Environment Setup:	A workstation for each participant with network connection Instructor's workstation(s) with network connection Projector White board (if possible)
NOTE:	Allow at least four weeks from the end of provisioning training to perform the necessary work prior to the PremierOne Records Train-the-Trainer classes This course can be broken down into modules based on which personnel need to be in attendance. There will also be working sessions to aid the Agency with proper provisioning

Figure 4-7. PremierOne Records Train-the-Trainer

Goal:	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.
Course Materials:	PremierOne Users Guide Course Outline
Location:	Customer's facility
Duration:	Up to 40 hours over five consecutive business days
Participants:	Instructors who are responsible for the in house training of employees and for ongoing user training.
Class Size:	Maximum of twelve (12) students
Prerequisite:	Knowledge of current FBR application and customer operations.
Instructor:	Motorola Application Specialist
Environment Setup:	A workstation for each participant with network connection Instructor's workstation(s) with network connection Projector White board (if possible)
NOTE:	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customer to build site-specific documentation and outline for end user classes. The Motorola Application Specialist will be available for remote consultation in producing documentation and outline.

Figure 4-8. PremierOne Records Advanced Configuration Tool (ACT) Training

Goal:	To learn to make user interface (UI) modifications in PremierOne Records using the Advanced Configuration Tool (ACT). ACT is a development tool provided for the Customer's use to make changes to forms, printouts, and navigation. The class will provide guidelines for the allowable changes.
Course Materials:	PremierOne Records Advanced Configuration Guide Course Outline
Location:	Customer's facility
Duration:	40 hours
Participants:	Personnel responsible for system configuration
Class Size:	Maximum of four (4) students
Prerequisite:	Knowledge of current Records application and customer operations. Participants should have a working knowledge of computer systems. Database knowledge is preferable.
Instructor:	Motorola Application Specialist or Motorola Solutions Architect
Environment Setup:	• A workstation for each participant with network connection • Instructor's workstation(s) with network connection • Projector • White board (if possible)
NOTE:	This training will include hands on work with the on-site trainer to help configure the application. Not all configuration may be accomplished during class, so please allow additional time after the end of training in order to configure the application further. This class is not an extension of the PremierOne Records Provisioning class, and requires an advanced level of expertise.

Figure 4-9. PremierOne System Administrator Training

Goal:	Provides practical techniques for system administration and maintenance of the CAD and/or Mobile components of the PremierOne system.
Course Materials:	PremierOne System Administration Guide Course Outline
Location:	Customer's facility
Duration:	Up to 16 hours over two consecutive business days
Participants:	System Administrators - personnel responsible for the day-to-day management of the system.
Class Size:	Maximum of four (4) students
Prerequisite:	Knowledge of customer site network, IT policies and operations. Microsoft proficiency as defined in the Prerequisites Section.
Instructor:	Motorola Application Specialist
Environment Setup:	Instructor's workstation(s) with network connection. Projector White board (if possible)

Figure 4-10. SSRS Report Builder Training in PremierOne Records

Goal:	Provide selected personnel with knowledge on how to create ad hoc reports against the PremierOne DHStoreAnalysis using Microsoft's SQL Server Reporting Service (SSRS) software. Also provides training on the use of Visual Studio 2008 software to generate module reports within PremierOne Records.
Course Materials:	SSRS Training Guide Course Outline
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days
Participants:	Personnel who will create ad hoc reports
Class Size:	Maximum of six (6) students
Prerequisite:	• Some knowledge of creating ad hoc reports • A full version of Visual Studio 2008 should be installed that includes Visual C# templates. • Records TTT or End User Training courses have already been conducted • Data pre-exist in the Reporting Data Warehouse (data is typically propagated during the TTT course) • Class participants must have some knowledge/experience of creating "on demand" reports. • Class participants should have experience working with relational database structures and writing and understanding transact SQL code.
Instructor:	Motorola SSRS and Reports specialist
Environment Setup:	Microsoft SQL Server Reporting Services is installed, configured, and working A workstation for each participant with network connection Instructor's workstation(s) with network connection Projector White board (if possible)

Table 4-2. Intelligent Data Discovery (IDD) Training in PremierOne Records

Goal:	Provide selected personnel with knowledge to create Business Intelligence dashboards and analytical reports in PremierOne using SSRS.
Course Materials:	Reporting and Analytics Intelligent Data Discovery Training Guide for Records
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days.
Participants:	Personnel who will create Business Intelligence Dashboards or reports used for statistical analysis
Class Size:	Maximum of six (6) students
Prerequisite:	Participation in "SSRS Reporting Training for PremierOne Records". Experience in creating Reports using Microsoft SQL Server Reporting Services. Familiarity with T-SQL statements for querying data within a SQL Server database.
Instructor:	Motorola SSRS specialist
Environment Setup:	Microsoft SQL Server Reporting Services is installed, configured, and working All training workstations are installed with Microsoft IE browser, as Motorola has found some features do not work properly when using other browsers and training is conducted using IE only. All Training workstations are installed with SQL Server Management Studio. Data pre-exist in the Reporting Data Warehouse (data is typically propagated during the TTT course) Instructor's workstation(s) with network connection Projector White board (if possible)

PREMIERONE GIS DATA REQUIREMENTS

5.1 OVERVIEW

This document contains information regarding Motorola PremierOne GIS data requirements.

A Geographic Information System (GIS) is a system used to collect, manage, analyze, and display geographic data. This document is intended for use by personnel who are responsible for administering the GIS components of the PremierOne suite. System administration requires an understanding of both current agency system administration rules and procedures and how PremierOne functions. For more information about specific applications, see the *PremierOne CAD User Guide*, the *PremierOne Mobile User Guide*, and the *PremierOne Provisioning Guide*.

5.2 PREMIERONE SERVICES GEODATABASE

A “Geodatabase” is the common data storage and management framework for ArcGIS. Among other things, it provides the ability to define table columns that use a spatial, or geometric, data type. Database tables used to implement the Geodatabase are stored in an underlying RDBMS, such as Microsoft SQL Server. Geodatabase tables that contain a spatial data type are called “Feature Classes”. Feature Classes with the same spatial reference can be logically grouped within a “folder”-like entity called a “Feature Dataset”. The PremierOne Data Import Tools import the customer’ GIS data into an SQL Server environment. The schema of the PremierOne Geodatabase has been designed to provide optimal performance of the GIS services required by PremierOne.

5.3 GIS DATA REQUIREMENTS AND RECOMMENDATIONS

This document will describe the data values that must be available in any feature class that will be imported into PremierOne. The names of the source feature classes and their fields do not need to follow any standard. The data import tools will prompt the user to specify the source field name associated with a logical value, such as “street name” or “city”.

There are two categories of GIS data utilized by PremierOne:

- **Services data** – Data imported from the customer’s GIS source for access by PremierOne’s application services. This data is in a schema that is optimized for PremierOne’s address verification, geocoding, routing, and jurisdiction determination services. Because this data is in a specialized schema, it is not intended to be displayed on a map for visualization by dispatch or mobile users.
- **Map data –** Data that is displayed as geographic features on a map. As such, a map data source must contain a spatial attribute. Map data sources are copied into the PremierOne database using a customer-defined schema and are used as data sources for layers in a map document (.mxd). In addition to the spatial attribute, map data sources typically contain text/numeric attributes, such as feature names and other information of operational value.

It is expected that PremierOne customers already maintain GIS data in ArcGIS. A customer's GIS data may represent data that is used for a variety of municipal purposes such as growth planning, zoning, utilities, public safety, et cetera.

5.4 GIS DATA SUPPORTED BY PREMIERONE SERVICES

The following GIS feature types that can be utilized by PremierOne are:

- Street Centerlines
- Address Points
- Common Places
- Response Boundaries
- Reporting District Boundaries
- Contractor Boundaries
- Map Book Page Boundaries
- Premise Hazard Areas

The following is a high level description of the required data used for PremierOne and the optional data that is not required but may be included by the customer. An in depth discussion of data structure and formats is covered during the Customer Kickoff meeting.

5.4.1 Street Centerline

The **Street Centerline** data source **must** contain at a minimum the following data (Table 5-1):

Table 5-1. Street Centerline Minimum Data:

Field	Required	Data Type	Description
Left Low House	Yes	String(25)	Field contains the starting house number on the left side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Left High House	Yes	String(25)	Field contains the ending house number on the left side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Right Low House	Yes	String(25)	Field contains the starting house number on the right side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Right High House	Yes	String(25)	Field contains the ending house number on the right side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Street Name Part Fields	Yes	String(100)	A list, in order, of the fields in the source Feature Class that make up the street name. This may include parsed fields containing the prefixes, suffixes, and name or the street name may be stored entirely in a single concatenated field.
Left CITY	Yes	String(150)	City Name. ** *Postal City Name is required for PremierOne Records*
Right CITY	Yes	String(150)	City Name. ** *Postal City Name is required for PremierOne Records*
Left Zip Code	Yes	String(20)	Postal Zip Code *Required for PremierOne Records*

Field	Required	Data Type	Description
Right Zip Code	Yes	String(20)	Postal Zip Code *Required for PremierOne Records*
Cost (Time)	Yes	Double	There must be a field in the source street centerline feature class that represents the average time required to traverse the segment. There may be separate values for the left and right side of the street segment if necessary. A formula to determine the travel cost: Minutes: (length of segment in feet x .0114) / speed (mph) or Seconds: (length of segment in feet x .682) / speed (mph)
State	Yes	String(50)	The State/Province in which the street exists. *Required for PremierOne Records*

The following table (Table 5-2) exhibits the additional data fields that are not required but may be used with PremierOne:

Table 5-2. Additional Data Fields

Field	Required	Data Type	Description
Left Subdivision	No	String(150)	The name associated with a small area (neighborhood, business park, etc.) within a city on the left side of the street.
Right Subdivision	No	String(150)	The name associated with a small area (neighborhood, business park, etc.) within a city on the right side of the street.
Description	No	String(100)	The field in the source Feature Class containing a free-text description of the street segment. This can be used to differentiate street segment features with similar names and address ranges.
Low Cross Street Override	No	String(100)	PremierOne automatically generates the cross streets based on the street centerline file during the import process. If a different low cross street is desired it must be entered in this field to override the automatic assignment.
High Cross Street Override	No	String(100)	PremierOne automatically generates the cross streets based on the street centerline file during the import process. If a different high cross street is desired it must be entered in this field to override the automatic assignment.
Cross Street Bypass Field	No	String(2)	Denotes which cross street fields need to be protected – L represents the Low Cross Street Name, H represents the High Cross Street name, and LH represents both the Low and High Cross Street names.
Routing Fields			
FromElevation	No	Long Integer	Specifies the ‘elevation’ of a segment FROM node. This field does not require actual elevation in terms of real-world measurements. The value is only used to determine whether a turn is allowed from one street to a street that intersects it in a 2-dimensional space.

Field	Required	Data Type	Description
ToElevation	No	Long Integer	Specifies the 'elevation' of a segment TO node. This field does not require actual elevation in terms of real-world measurements. The value is only used to determine whether a turn is allowed from one street to a street that intersects it in a 2-dimensional space.
OneWay	No	Double	Specifies the allowed traffic flow on a street segment with respect to the **FROM** and **TO** nodes. Valid Values are: **FT** that specifies the traffic may only flow in the direction from the FROM node to the TO node. **TF** which specifies the traffic may only travel from the TO node to the FROM node. **NT** which specifies that traffic does not flow on the segment. **NULL** or any other designation defines that traffic may flow in either direction (FROM node to TO node, TO node to FROM node)

5.4.2 Street Name Alias Table

Street Name Aliases are maintained in a separate table. The GIS BA provides a blank Street Name Alias table to the customer. The schema definition for this table is exhibited in the table below (Table 5-3):

Table 5-3. Street Name Aliases Schema Definitions

Field	Data Type	Description
GRID	String (8)	Alpha "grid" part – required for alphanumeric house numbers
LOW_HOUSE	Long integer	The low house numbers for which the alias should be applied. If the alias should be applied to the entire range of the street, simply use 1-999,999,999.
HIGH_HOUSE	Long integer	The high house numbers for which the alias should be applied. If the alias should be applied to the entire range of the street, simply use 1-999,999,999.
REAL_PRE_DIR	String (4)	Prefix Direction of "real" street name
REAL_PRE_TYPE	String (8)	Prefix Street Type of "real" street name.
REAL_STREET_NAME	String (76)	"Real" street name
REAL_SUF_TYPE	String (8)	Street suffix type of "real" street name
REAL_SUF_DIR	String (4)	Street suffix direction of "real" street name
ALIAS_PRE_DIR	String (4)	Prefix direction of "alias" street name
ALIAS_PRE_TYPE	String (8)	Prefix street type of "alias" street name
ALIAS_STREET_NAME	String (76)	"Alias" street name
ALIAS_SUF_TYPE	String (8)	Street type of "alias" street name
ALIAS_SUF_DIR	String	Suffix direction of "alias" street name

Field	Data Type	Description
CITY	String (150)	Name of the city in which the street belongs. Aliases will only be applied to street segments where the street name parts **and** the city name match **exactly**

5.4.3 Street Name Standardization Exceptions Table

The Street Name Standardization Exception table is used to assure that street names that match a predefined directional name are parsed correctly when loaded into the PremierOne data schema. For instance, a street name of **W ST** would be interpreted as a prefix of **W** and street name of **ST** when loaded into the PremierOne data schema.

- Example of predefined directionals are: **S, N, W, E, NW, NE, SW, SE**, etc.

Street Name Standardization Exceptions are maintained in a separate table. The GIS BA provides a blank Street Name Standardization Exceptions table (Table 5-4) to the customer. The schema definition for this table is:

Table 5-4. Street Name Standardization Exceptions

Field	Data Type	Description
Full_Street	String(100)	The entire street name with prefixes and suffixes.
Pre_Dir	String(4)	Prefix Direction.
Pre_Type	String(8)	Prefix Street Type
Street_Name	String(76)	Street Name.
Suf_Type	String(8)	Street Type.
Suf_Dir	String(4)	Suffix Direction

5.4.4 Location Point Layer Requirements

There are two Location Point layers that can be used with PremierOne – **Address Points** and **Common Place Points**.

5.4.4.1 Address Point Feature

Address Points are optional, however if they are used it is Motorola's recommendation that they are used sparingly and only for those locations where house numbers do not follow standard addressing rules (i.e. odd/even addresses on the same side of the street, etc.) or where they would provide better geocoding accuracy than interpolating a location using a street centerline feature.

NOTE: the street naming conventions for the address points must match the street naming conventions on the street centerline file and both the city and zip code must match the street centerline data.

The source feature class containing Address Points must contain the following information (Table 5-5):

Table 5-5. Address Points Required Information

Description	Required	Data Type	Description
Address	Yes	String(100)	The main street address (including house number) of the location, not including apartment or building numbers if applicable. The values may exist in the source feature class as a single field, or parsed into two or more separate fields.
CITY	Yes	String(150)	City name. *Postal City Name is required for PremierOne Records* *Data in this field must match the CITY data in the Street Centerline and the Common Place feature classes*
Zip Code	Yes	String(20)	Zip (Postal Code) in any format. *Required for PremierOne Records*
State	Yes	String(50)	Name of State, Province, etc. *Required for PremierOne Records*

The following are additional data fields that are not required but may be used with PremierOne (Table 5-6):

Table 5-6. Additional Non-Required Data Fields

Description	Required	Data Type	Description
SUBHOUSE	No	String(18)	Used to store supplemental address information, such as a unit, space, or suite number (if applicable).
BUILDING	No	String(20)	Used to store building name or number (if applicable)
Subdivision	No	String(150)	A well-known name associated with a small area (neighborhood, business park, etc.) within a city.
Description	No	String(256)	A description can be helpful in situations where locations need to be distinguished from each other, such as in a case where a particular street intersects another street in two distinct places.

5.4.4.2 Common Place Point Feature

It is Motorola's recommendation to use Common Place points for locations commonly referenced by a name instead of an address (i.e. Government Buildings, Churches, Grocery Stores, Malls, Retail Stores, etc.). These types of common places have valid addresses but are not often referenced by the caller using the address. In the chart below the **Address** field is noted as **Required = No** however, if there is a known address it should be included with the record for address validation purposes.

There are common places that do not have a valid address. This would include locations that are known by a specific name such as mile markers. Other types are locations that are well known in the community similar to locations like 4 corners, the bronze statue, the Towers, etc., where the address field would be blank.

NOTE: the naming conventions for the street names in the address field must match the naming conventions on the street centerline file, and both the city and zip code must match the street centerline data.

The source feature class containing Common Places must contain the following information (Table 5-7):

Table 5-7. Common Places Required Information

Description	Required	Data Type	Description
Place Name	Yes	String(100)	The name used to refer to the location.
Address	No*	String(100)	The main street address (including house number) of the location, not including apartment or building numbers if applicable. The values may exist in the source feature class as a single field, or parsed into two or more separate fields. **It is recommended that if the location has a valid address that it be included with the record.*
CITY	Yes	String(150)	The name of the city for which the address point belongs.
Zip Code	No	String(20)	Zip (Postal Code) in any format.
State	No	String(50)	Name of State, Province, etc.

The following are additional data fields that are not required but may be used with PremierOne (Table 5-8):

Table 5-8. Non-Required Data Fields

Description	Required	Data Type	Description
Place Type	No	String(25)	A user-defined category for which the location belongs (i.e. SCHOOL, BUSINESS, POLICE STATION, etc.)
SUBHOUSE	No	String(18)	Used to store supplemental address information, such as a unit, space, or suite number (if applicable).
BUILDING	No	String(20)	Used to store building name or number (if applicable). If the location represents a store in a mall, the BUILDING value could be used to store the name of the mall. This allows for alternate search methods by Place Name or Building Name.
Subdivision	No	String(150)	A well-known name associated with a small area (neighborhood, business park, etc.) within a city.
Description	No	String(256)	A description can be helpful in situations where locations need to be distinguished from each other, such as in a case where a particular street intersects another street in two distinct places.
Place Name Alias	No	String(100)	One or more fields containing place name aliases can be defined.

5.4.4.3 Common Place Alias Table

Common place aliases may reside in the common place feature class or they may be maintained in a separate table. Maintaining alias names in the common place feature class requires one column per alias (i.e. a common place with 3 alias names would require 3 alias fields, a common place with 5 alias names would require 5 alias fields, etc.). There is no limit to the number of aliases per record.

Common place alias names may be maintained in the Common Place Alias table (Table 5-9). The GIS BA provides a blank Common Place Alias table to the customer. The schema definition for this table is:

Table 5-9. Common Place Alias Table

Field	Data Type	Description
ALIAS_PLACE_NAME	Text (100)	Alias common place name
REAL_PLACE_NAME	Text (100)	“Real” common place name
REAL_PLACE_ADDRESS	Text (100)	“Real” common place address.
REAL_PLACE_CITY	Text (150)	“Real” common place city identifier

5.4.5 Response Boundaries

Response Boundaries are represented by closed shape polygons in the GIS data. The purpose of creating boundaries, for use in CAD, is to recommend the streets, intersections, and common places to the boundaries they fall within. The polygons will represent the smallest named geographic area used to determine agency and beat-assigned resource responsible for responding to incidents. The boundary layers are user-defined and may include law beats (for agencies requiring law dispatch), fire zones (for agencies requiring fire dispatch), EMS zones (for agencies requiring emergency medical dispatch, etc.

The source feature class(es) containing Response Boundaries must contain the following information (Table 5-10):

Table 5-10. Response Boundaries Required Information

Column	Required	Data Type	Description
NAME	Yes	String(100)	The name of the boundary(beat), such as “BEAT 100”, F10, “STATION 5”, or “WEST SUBURBS”
AGENCY	Yes	String(25)	The PremierOne Agency ID corresponding to the agency responsible for responding to incidents created within this boundary

5.4.6 Reporting District Boundaries

Reporting District Boundaries are features that are represented geometrically by a polygon (area) which represent the geographic areas used for reporting. Each reporting district boundary feature is specific to a single agency. Motorola Solutions recommends that all reporting district boundaries for a particular agency type (i.e. Law, Fire, Medical, et cetera) be maintained in a single GIS data source.

The source feature class(es) containing Reporting District Boundaries must contain the following information (Table 5-11):

Table 5-11. Reporting District Boundaries Required Information

Column	Required	Data Type	Description
Name	Yes	String(50)	The name of the boundary, such as “A100”, NW14, 362, etc…
Agency	Yes	String(25)	The PremierOne Agency ID corresponding to the agency associated with the reporting district.

5.4.7 Contractor Boundaries

Contractor Boundaries are features represented geometrically by a polygon (area). These features represent the geographic areas used to define Contractor rotations. Each Contractor boundary feature is specific to a single agency. Motorola recommends that all Contractor boundaries for a particular contractor type (i.e. Tow, Taxi, Board Up, etc.) be maintained in a single GIS data source per agency type. Using Contractor Boundaries is optional.

The source feature class(es) containing Contractor Boundaries must contain the following information (Table 5-12):

Table 5-12. Contractor Boundaries Required Information

Column	Required	Data Type	Description
Name	Yes	String(25)	The name of the boundary, such as “BEAT 100”, “STATION 5”, or “WEST SUBURBS”
Agency	Yes	String(20)	The Agency ID corresponding to the agency responsible for responding to incidents create within this boundary

5.4.8 Map Book Features

Map Book Page Boundaries are features that are represented geometrically by a polygon (area) which represent the geographic areas defined in a paper map book. Typically, these polygons are square or rectangular depending on the pages of the physical map book. Map Book boundaries are not specific to an agency or agency type.

The source feature class containing Map Book Boundaries may contain the following information (Table 5-13):

Table 5-13. Map Book Boundaries Required Information

Field	Required	Data Type	Description
BOOKNAME	Yes	String(25)	The name of the map book
PAGE NUMBER	No	String(8)	
GRID REFERENCE	Yes	String(8)	The grid name specific to the page (for example, “A1”).

5.4.9 Premise Hazard Areas

Premise Hazard Areas are features that are represented geometrically by a polygon (area) which represent geographic areas associated with specific premise/hazard information. The purpose of the Premise Hazard area(s) is to provide the ability to assign the same premise hazard information (i.e. gate code, etc.) to multiple addresses within a polygon area instead of provisioning each address within that area manually on CAD. Premise Hazard areas are not specific to an agency.

A premise hazard boundary data source requires the following attributes:

- Premise Hazard Area Layer Name – Unlike the other Data Import Tools, the Premise Hazard Area Import tool does not accept a geodatabase feature class as the input source. Rather, it accepts a layer file which can be exported from a layer item in ArcMap. By using a layer file, the color and transparency properties configured for the map layer can be imported along with the data, allowing the layer display properties to be carried over when the premise hazard areas are displayed on the PremierOne Client maps.
- Area Name – Field containing a short name associated with the Premise Hazard Area

PremierOne also supports an attribute for a Description. This can be used to associate a longer description to describe the premise hazard area than the Area Name value supports.

5.4.10 Map Display

The PremierOne map display uses ArcMap documents (*.mxd files). The ArcMap document should contain all layers used for the PremierOne data upload and may include additional layers not required for dispatching (i.e. parks, fire hydrants, water, railroads, etc.). The data for the Map Display is not required for the initial data upload and will be reviewed during the PremierOne Import Tool training class.

PRICING

6.1 PRICING SUMMARY

Description	Pricing
PremierOne CAD	
Application Software	**$177,467**
Interface Fees	**$12,500**
Third Party Software and Implementation	**$103,414**
Implementation/Installation	**$726,347**
CAD Training	**$25,843**
Hardware Devices and Peripherals to support CAD and Records	**$100,349**
PremierOne Records	
Application Software	**$393,304**
Interface Fees	**$23,000**
Hardware/Software	**$276,822**
State Reporting (Existing State)	**$0**
Third Party Software and Implementation	**$14,230**
Implementation/Installation	**$834,946**
Records Training	**$50,000**
Services to support CAD and Records	**$97,350**
Motorola Forms	
Software Subscription	**$92,500**
Implementation/Installation	**$26,131**
Sub Total	**$2,954,203**
System Discount	**$-456,203**
System Total	**$2,498,000**

6.2 PREMIERONE CAD EQUIPMENT DETAIL

Category / Description	QTY
PremierOne Software	
PremierOne CAD & Mobile Reporting Service Server License	1
PremierOne CAD Software	
P1 CAD Dispatch (CAD Client and Mapping)	4
PremierOne Enterprise Site License for CAD Client Usage	1
CAD to CAD Interface minimum version 3.2	1
Other Hardware and Software	
Lantronix UDS1100 (one required for each 911 interface)	2
Hardware Devices and Peripherals to support CAD and Records	--
Motorola Interfaces	
Motorola-ASTRO Radio PTT (Motorola)	1
NICE-NICE Inform Logging: Data View (NICE)	1
Motorola-ASTRO Radio Console (Motorola)	1
Vesta 911-TDD	1
City Protect	1
Third Party Partners	
VidSys - City Protect Components Software Licenses Implementation Services	1
VidSys Mobile Clients (50 Concurrent) Software Licenses Implementation Services	1
Warranty Enhancement Services – CAD and Mobile	
Warranty Enhancement Services – CAD and Mobile	N/A

6.3 PREMIERONE RECORDS EQUIPMENT DETAIL

PremierOne Software	
PremierOne Records Reporting Service Server License	1
PremierOne Mapping Server License	1
PremierOne Handheld Software	
P1 Handheld Integrated Suite License (Per Concurrent User)	50
PremierOne Mobile Software	
P1 Mobile Server License (Primary)	1
PremierOne Enterprise Site License for Mobile Client usage	1
P1 Mobile With Mapping & Records Concurrent User	30
P1 Handheld Mapping Server License (for Integrated Suite)	1
PremierOne Records Software	
PremierOne Records Tier 3 Server License (1 to 50 users)	1
PremierOne Enterprise Site License for Records Client Usage	1
PremierOne Records Client Concurrent User License	50
Property & Evidence	1
Advanced Configuration Tool	1
Server Hardware and Software	
PremierOne HPE 42U Enterprise rack, with Console, KVM Switch, and monitored PDUs	1
Panduit cable strain relief bar for PremierOne	4
PremierOne HPE DL360 Gen10 Host Server	2
PremierOne HPE DL360 Gen10 Host 5Yr 24x7 Maintenance	2
PremierOne HPE DL360 Gen10 Monitor Server	1
PremierOne HPE DL360 Gen10 Moni 5 Yr 24x7 Maintenance	1
VMWare vSphere 6 Ent+ CPU	5
VMWare vSphere 6 Ent+ CPU 1 Yr 24x7 Maintenance	5
VMWare vCenter 6 Std	1
VMWare vCenter 6 Std 1 Yr 24x7 Maintenance	1
VM, Monitoring and ADC SW SolarWinds Network Performance Monitor SL100 License+ 1st Year Maintenance	1
VM, Monitoring and ADC SW SolarWinds NetFlow Traffic Analyzer SL100 License + 1st Year Maintenance	1

VM, Monitoring and ADC SW F5 BIG-IP LTM VE200 Load Balancer	2
F5 BIG-IP LTM VE200 Load Balancer 1 Yr 24x7 Maintenance	2
Network Hardware	
Extreme Networks Summit X620-16t switch	3
Extreme Networks Summit X620-16t switch maintenance	3
PremierOne FortiGate FG-501E Firewall Device	2
PremierOne FortiGate FG-501E FortiCare24X7,12 Months of Support Services	2
PremierOne FortiGate AC Power Supply for FG-300/301E AND FG-500/501E	2
Storage Hardware and Software	
Storage Nimble Storage CS1000H SAN 12TB RAW 11x1TB HDD+ 2x240GB SSD (.480TB flash) iSCSI BUNDLE	1
Nimble Storage CS1000H SAN 1 Yr 24x7 Maintenance	1
Storage HP StoreOnce 3520	1
HP StoreOnce 3520 1 Yr 24x7 Maintenance	1
Other Hardware and Software	
PremierOne Cable RJ-45(M) to RJ45(M) STP 2.44M CAT6a BLUE	2
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.44M CAT6a AQUA	8
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.44M CAT6a BLACK	4
PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.13M CAT6a ORANGE	9
PremierOne Cable RJ-45(M) to RJ45(M) UTP 30.5cm CAT6a BLUE	2
PremierOne Cable RJ-45(M) to RJ45(M) UTP 15.2cm CAT6 RED	1
PREMIERONE 10GBASE50CM TWINAXIAL CABLE	4
Microsoft Windows Server 2016 Std -(16 Core)	2
Microsoft Windows Server 2016 DataCenter (16 Core)	2
Microsoft Windows Server 2016 DataCenter (2 Core) Add lic	8
Microsoft SQL Server Standard 2017 4 Core STN Base Lic	4
Microsoft®SysCtrDatacenter 2016 2 Core Base and Add Lic	24
Microsoft®SysCtrDatacenter 2016 2 Core Add Lic Maintenance	24
Motorola-Interfaces	
State TAR	1
State UCR	1

ALPR Query	1
SMTP Server Interface	1
Third Party Partners	
PAE -- EZ Street Draw 40 units Software Licenses Implementation Services	1
Warranty Enhancement Services - Records	
Warranty Enhancement Services - Records	1

6.4 MOTOROLA FORMS EQUIPMENT DETAIL

Category	Name	Qty.
Third Party Partners		
	NCIC Query Interface for Citations and Forms Software Licenses Implementation Services	1
Motorola Solutions Citations and Forms		
	Citations Annual Subscription	150
	Forms Annual Subscription	150
	Court Interface Annual Subscription	1
Citations and Forms Development		
	Citations and Forms Development	1

6.5 OPTIONAL PRINTERS

Category	Name	------Qty------	Total
Other Hardware and Software			
	Brother RuggedJet RJ-4040 - Label printer - B/W - direct thermal - Roll (11.8 cm) - 203 dpi - up to 127 mm/sec - Serial, USB, 802.11b, 802.11g, 802.11n Brother - Part#: RJ4040	1	**$ 536.00**
	Brother PocketJet PJ-763 - Printer - monochrome - thermal paper - A4/Legal - 300 x 300 dpi - up to 8 ppm - USB 2.0, Bluetooth 2.1 EDR Brother - Part#: PJ763	1	**$ 465.00**

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SECTION 7

PSA SYSTEM AGREEMENT

The PSA System Agreement is on the following pages.

PRELIMINARY PSA System Agreement

Motorola Solutions, Inc. ("Motorola") and Los Angeles Port Police ("Customer") enter into this "Agreement," pursuant to which Customer will purchase and Motorola will sell the System, as described below. Motorola and Customer may be referred to individually as a "Party" and collectively as the "Parties." For good and valuable consideration, the Parties agree as follows:

Section 1 EXHIBITS

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

Exhibit A Software License Agreements
- A-1 Motorola "Software License Agreement"
- A-2, 3 &4 Microsoft "End-User License Agreement(s)", if applicable

Exhibit B "Payment Schedule"
Exhibit C "Technical and Implementation Documents"
- C-1 "Pricing Summary & Equipment List" dated February 25, 2019
- C-2 "Implementation Plan" dated February 25, 2019
- C-3 "Acceptance Test Plan" or "ATP" (to be mutually developed during implementation)
- C-4 "Performance Schedule" dated TBD

Exhibit D "Preliminary Maintenance and Support Agreement"
Exhibit E "System Acceptance Certificate"
Exhibit F "Three Party Master Depositor Escrow Service Agreement" (Source Code Escrow)

Section 2 DEFINITIONS

Capitalized terms used in this Agreement have the following meanings:

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

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

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

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

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

2.6. "Equipment" means the equipment listed in the Bill of Materials that Customer purchases from Motorola under this Agreement.

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

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

2.9 “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.”

2.10. “Motorola Software” means Software that Motorola or its affiliated company owns.

2.11. “Non-Motorola Software” means Software that another party owns.

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

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

2.14. “Software” means the Motorola Software and Non-Motorola Software, in object code format that is furnished with the System or Equipment.

2.15. “Specifications” means the functionality and performance requirements that are described in the Technical and Implementation Documents.

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

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

2.18. “System Acceptance” means the Acceptance Tests have been successfully completed.

2.19. “Warranty Period” means one (1) year from the date of System Acceptance or Beneficial Use, whichever occurs first.

Section 3 SCOPE OF AGREEMENT AND TERM

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

3.2. CHANGE ORDERS. Either Party may request changes within the general scope of this Agreement. If a requested change causes an increase or decrease in the cost or time required to perform this Agreement, the Parties will agree to an equitable adjustment of the Contract Price, Performance Schedule, or both, and will reflect the adjustment in a change order. Neither Party is obligated to perform requested changes unless both Parties execute a written change order.

3.3. TERM. Unless terminated in accordance with other provisions of this Agreement or extended by mutual agreement of the Parties, the term of this Agreement begins on the Effective Date and continues and continues until the expiration of the Warranty Period or three (3) years from the Effective Date, whichever occurs last.

3.4. ADDITIONAL EQUIPMENT, SOFTWARE, OR SERVICES. For three (3) years after the Effective Date, Customer may order additional Equipment, Software or services if they are then available. Each order must refer to this Agreement and must specify the pricing and delivery terms. Notwithstanding any additional or contrary terms in the order, the applicable provisions of this Agreement (except for pricing,

delivery, passage of title and risk of loss to Equipment, warranty commencement, and payment terms) will govern the purchase and sale of the additional Equipment, Software, or services. Title and risk of loss to additional Equipment will pass at shipment; warranty will commence upon delivery; and payment is due within twenty (20) days after the invoice date. Motorola will send Customer an invoice as the additional Equipment is shipped, Software is licensed, or, for services, on a monthly basis as they are performed.

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

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

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

3.8. THIRD PARTY PRODUCTS.

3.8.1 MICROSOFT PRODUCTS

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

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

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

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

a. The use of ESRI OEM Software is restricted to executable code.

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

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

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

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

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

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

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

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

3.10. OPTIONAL EQUIPMENT OR SOFTWARE. This paragraph applies only if a "Priced Options" exhibit is shown in Section 1, or if the parties amend this Agreement to add a Priced Options exhibit. During the term of the option as stated in the Priced Options exhibit (or if no term is stated, then for one (1) year after the Effective Date), Customer has the right and option to purchase the equipment, software,

and related services that are described in the Priced Options exhibit. Customer may exercise this option by giving written notice to Seller which must designate what equipment, software, and related services Customer is selecting (including quantities, if applicable). To the extent they apply, the terms and conditions of this Agreement will govern the transaction; however, the parties acknowledge that certain provisions must be agreed upon, and they agree to negotiate those in good faith promptly after Customer delivers the option exercise notice. Examples of provisions that may need to be negotiated are: specific lists of deliverables, statements of work, acceptance test plans, delivery and implementation schedules, payment terms, maintenance and support provisions, additions to or modifications of the Software License Agreement, hosting terms, and modifications to the acceptance and warranty provisions.

3.11 SOURCE CODE ESCROW. Motorola, after final system acceptance and upon Customer's written request, will deposit the source code for the installed and accepted Motorola software applications with Iron Mountain Intellectual Property Management, Inc. in accordance with an established Three Party Master Depositor Escrow Service Agreement, Exhibit F, ("Escrow Agreement") naming the Customer as a "Beneficiary" thereto, provided the Customer is in good standing with this Agreement, the Software License Agreement and a Maintenance and Support Agreement. Once Customer is established as a Beneficiary to the escrow account, deposits of source code associated with any future releases that the Customer installs will be deposited into the same escrow account provided the Customer remains in good standing with license and support agreements for the applicable software. The cost of the escrow will be allocated between Motorola and the Customer as provided in the Escrow Agreement.

The deposited source code will be released to the Beneficiary in the event the Motorola becomes bankrupt, discontinues business operations or materially breaches the Maintenance and Support Agreement, all pursuant to the terms as more fully stated in the Escrow Agreement. In the event the source code is released to the Beneficiary, the Beneficiary agrees to use the code exclusively for internal purposes under terms and conditions of the Software License Agreement, and solely for trouble analysis, namely isolating, diagnosing, and fixing problems in the applicable Software. Motorola retains all of its intellectual property rights in and to the source code. Nothing in this provision provides for escrow of source code associated with any third party products or Motorola's firmware, embedded, or radio software. In the event the Customer materially breaches the PSA System Agreement, Software License Agreement, Escrow Agreement or fails to keep the Maintenance and Support Agreement in effect, Seller's obligations under this provision will cease.

Section 4 PERFORMANCE SCHEDULE

The Parties will perform their respective responsibilities in accordance with the Performance Schedule. By executing this Agreement, Customer authorizes Motorola to proceed with contract performance.

Section 5 CONTRACT PRICE, PAYMENT, AND INVOICING

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

5.2. INVOICING AND PAYMENT. Motorola will submit invoices to Customer according to the Payment Schedule. Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within twenty (20) days after the date of each invoice. Customer will make payments when due in the form of a wire transfer, check, or cashier's check from a U.S. financial institution. Overdue invoices will bear simple interest at the maximum allowable rate. For reference, the Federal Tax Identification Number for Motorola Solutions, Inc. is 36-1115800.

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

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

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

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

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

Section 6 SITES AND SITE CONDITIONS

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

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

Section 7 TRAINING

Any training to be provided by Motorola to Customer will be described in the Statement of Work. Customer will notify Motorola immediately if a date change for a scheduled training program is required. If Motorola incurs additional costs because Customer reschedules a training program less than thirty (30) days before its scheduled start date, Motorola may recover these additional costs.

Section 8 SYSTEM ACCEPTANCE

8.1. COMMENCEMENT OF ACCEPTANCE TESTING. Motorola will provide to Customer at least ten (10) days notice before the Acceptance Tests commence. System testing will occur only in accordance with the Acceptance Test Plan.

8.2. SYSTEM ACCEPTANCE. System Acceptance will occur upon successful completion of the Acceptance Tests. Upon System Acceptance, the Parties will memorialize this event by promptly executing a System Acceptance Certificate. If the Acceptance Test Plan includes separate tests for individual Subsystems or phases of the System, acceptance of the individual Subsystem or phase will occur upon the successful completion of the Acceptance Tests for the Subsystem or phase, and the Parties will promptly execute an acceptance certificate for the Subsystem or phase. If Customer believes the System has failed the completed Acceptance Tests, Customer will provide to Motorola a written notice that includes the specific details of the failure. If Customer does not provide to Motorola a failure notice within thirty (30) days after completion of the Acceptance Tests, System Acceptance will be deemed to have occurred as of the completion of the Acceptance Tests. Defects classified as non-critical, Sev 3, (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), or inconvenience, Sev 4, (an inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow), will not postpone System Acceptance or Subsystem acceptance and may be corrected in a Standard Release (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) or according to a mutually agreed schedule.

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

8.4 FINAL SYSTEM ACCEPTANCE. Final System Acceptance will occur after System Acceptance when all deliverables and other work have been completed. When Final System Acceptance occurs, the Parties will promptly memorialize this final event by so indicating on the System Acceptance Certificate.

Section 9 REPRESENTATIONS AND WARRANTIES

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

9.2. EQUIPMENT WARRANTY. During the Warranty Period, Motorola warrants that the Equipment under normal use and service will be free from material defects in materials and workmanship. If System Acceptance is delayed beyond six (6) months after shipment of the Equipment by events or causes within Customer's control, this warranty expires eighteen (18) months after the shipment of the Equipment.

9.3. Motorola Software Warranty. Unless otherwise stated in the Software License Agreement, during the Warranty Period, Motorola warrants the Motorola Software in accordance with the terms of the Software License Agreement and the provisions of this Section 9 that are applicable to the Motorola Software. If System Acceptance is delayed beyond six (6) months after shipment of the Motorola Software by events or causes within Customer's control, this warranty expires eighteen (18) months after the shipment of the Motorola Software. TO THE EXTENT, IF ANY, THAT THERE IS A SEPARATE LICENSE AGREEMENT PACKAGED WITH, OR PROVIDED ELECTRONICALLY WITH, A PARTICULAR PRODUCT THAT BECOMES EFFECTIVE ON AN ACT OF ACCEPTANCE BY THE END USER, THEN THAT AGREEMENT SUPERCEDES THE ATTACHED SOFTWARE LICENSE AGREEMENT AS TO THE END USER OF EACH SUCH PRODUCT.

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

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

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

9.5.2. Microsoft Corporation is providing the Microsoft Products “as-is” with no warranty of any kind and disclaims all warranties, express and implied, to the maximum extent allowed by applicable law. Microsoft further disclaims any liability of Microsoft for any damages, whether direct, indirect incidental or consequential, as a result of the use or installation of the Products. Additionally, to the extent permitted under applicable law, Microsoft Corporation excludes for itself and its suppliers all warranties of any kind, including:

a. any warranties of title, non-infringement, merchantability and fitness for a particular purpose;
b. any implied warranty arising from course of dealing or usage of trade;
c. any common law duties relating to accuracy or lack of negligence with respect to the Microsoft Products, any Master Copy, and any Software Documentation; and
d. that the products will operate properly in connection with the System, the Motorola products or on any Customer system(s).

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

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

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

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

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

9.6. WARRANTY CLAIMS. To assert a warranty claim, Customer must notify Motorola in writing of the claim before the expiration of the Warranty Period. Upon receipt of this notice, Motorola will investigate the warranty claim. If this investigation confirms a valid warranty claim, Motorola will (at its option and at no additional charge to Customer) repair the defective Equipment or Motorola Software, replace it with the same or equivalent product, or refund the price of the defective Equipment or Motorola Software. That

action will be the full extent of Motorola's liability for the warranty claim. If this investigation indicates the warranty claim is not valid, then Motorola may invoice Customer for responding to the claim on a time and materials basis using Motorola's then current labor rates. Repaired or replaced product is warranted for the balance of the original applicable warranty period. All replaced products or parts will become the property of Motorola.

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

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

Section 10 DELAYS

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

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

Section 11 DISPUTES

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

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

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

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

11.4. LITIGATION, VENUE and JURISDICTION. If a Dispute remains unresolved for sixty (60) days after receipt of the Notice of Mediation, either Party may then submit the Dispute to a court of competent

jurisdiction in the state in which the System is installed. Each Party irrevocably agrees to submit to the exclusive jurisdiction of the courts in such state over any claim or matter arising under or in connection with this Agreement.

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

Section 12 DEFAULT AND TERMINATION

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

12.2. FAILURE TO CURE. If a defaulting Party fails to cure the default as provided above in Section 12.1, unless otherwise agreed in writing, the non-defaulting Party may terminate any unfulfilled portion of this Agreement. In the event of termination for default, the defaulting Party will promptly return to the non-defaulting Party any of its Confidential Information. If Customer is the non-defaulting Party, terminates this Agreement as permitted by this Section, and completes the System through a third Party, Customer may as its exclusive remedy recover from Motorola reasonable costs incurred to complete the System to a capability not exceeding that specified in this Agreement less the unpaid portion of the Contract Price. Customer will mitigate damages and provide Motorola with detailed invoices substantiating the charges.

Section 13 INDEMNIFICATION

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

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

13.3. PATENT AND COPYRIGHT INFRINGEMENT.

13.3.1. Motorola will defend at its expense any suit brought against Customer to the extent it is based on a third-party claim alleging that the Equipment manufactured by Motorola or the Motorola Software ("Motorola Product") directly infringes a United States patent or copyright ("Infringement Claim"). Motorola's duties to defend and indemnify are conditioned upon: Customer promptly notifying Motorola in writing of the Infringement Claim; Motorola having sole control of the defense of the suit and all

negotiations for its settlement or compromise; and Customer providing to Motorola cooperation and, if requested by Motorola, reasonable assistance in the defense of the Infringement Claim. In addition to Motorola's obligation to defend, and subject to the same conditions, Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim or agreed to, in writing, by Motorola in settlement of an Infringement Claim.

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

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

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

Section 14 LIMITATION OF LIABILITY

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, indemnification, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of the Equipment, Software, or services with respect to which losses or damages are claimed. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT, THE SALE OR USE OF THE EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT. This limitation of liability provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account.

Section 15 CONFIDENTIALITY AND PROPRIETARY RIGHTS

15.1. CONFIDENTIAL INFORMATION. During the term of this Agreement, the Parties may provide each other with Confidential Information. Each Party will: maintain the confidentiality of the other Party's Confidential Information and not disclose it to any third party, except as authorized by the disclosing Party in writing or as required by a court of competent jurisdiction; restrict disclosure of the Confidential Information to its employees who have a "need to know" and not copy or reproduce the Confidential Information; take necessary and appropriate precautions to guard the confidentiality of the Confidential

Information, including informing its employees who handle the Confidential Information that it is confidential and is not to be disclosed to others, but these precautions will be at least the same degree of care that the receiving Party applies to its own confidential information and will not be less than reasonable care; and use the Confidential Information only in furtherance of the performance of this Agreement. Confidential Information is and will at all times remain the property of the disclosing Party, and no grant of any proprietary rights in the Confidential Information is given or intended, including any express or implied license, other than the limited right of the recipient to use the Confidential Information in the manner and to the extent permitted by this Agreement.

15.2. PRESERVATION OF MOTOROLA'S PROPRIETARY RIGHTS. Motorola, the third party manufacturer of any Equipment, and the copyright owner of any Non-Motorola Software own and retain all of their respective Proprietary Rights in the Equipment and Software, and nothing in this Agreement is intended to restrict their Proprietary Rights. All intellectual property developed, originated, or prepared by Motorola in connection with providing to Customer the Equipment, Software, or related services remain vested exclusively in Motorola, and this Agreement does not grant to Customer any shared development rights of intellectual property. Except as explicitly provided in the Software License Agreement or the End-User License Agreement, Motorola does not grant to Customer, either directly or by implication, estoppel, or otherwise, any right, title or interest in Motorola's Proprietary Rights. Customer will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, distribute, sublicense, sell or export the Software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner.

Section 16 GENERAL

16.1. TAXES. The Contract Price does not include any excise, sales, lease, use, property, or other taxes, assessments or duties, all of which will be paid by Customer except as exempt by law. If Motorola is required to pay any of these taxes, Motorola will send an invoice to Customer and Customer will pay to Motorola the amount of the taxes (including any interest and penalties) within twenty (20) days after the date of the invoice. Customer will be solely responsible for reporting the Equipment for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income or net worth.

16.2. ASSIGNABILITY AND SUBCONTRACTING. Except as provided herein, neither Party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event. Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

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

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

16.5. INDEPENDENT CONTRACTORS. Each Party will perform its duties under this Agreement as an independent contractor. The Parties and their personnel will not be considered to be employees or agents

of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership or formal business organization of any kind.

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

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

16.8. NOTICES. Notices required under this Agreement to be given by one Party to the other must be in writing and either personally delivered or sent to the address shown below by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as Federal Express, UPS, or DHL), or by facsimile with correct answerback received, and will be effective upon receipt:

Motorola Solutions, Inc. 7237 Church Ranch Blvd. Westminster, CO 80021	Customer _____ _____
Attn: Law Department	Attn: _____

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

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

16.11. SURVIVAL OF TERMS. The following provisions will survive the expiration or termination of this Agreement for any reason: Section 3.6 (Motorola Software); Section 3.7 (Non-Motorola Software); if any payment obligations exist, Sections 5.1 and 5.2 (Contract Price and Invoicing and Payment); Subsection 9.7 (Disclaimer of Implied Warranties); Section 11 (Disputes); Section 14 (Limitation of Liability); and Section 15 (Confidentiality and Proprietary Rights); and all of the General provisions in Section 16.

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

Motorola Solutions, Inc.	**Customer**
By: _____	By: _____
Name: _____	Name: _____

Title: _____ Title: _____

Date: _____ Date: _____

Exhibit A-1

Software License Agreement

This Software License Agreement ("Agreement") is between Motorola Solutions, Inc., (“Motorola"), and Los Angeles Port Police (“Licensee”).

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

Section 1 DEFINITIONS

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

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

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

1.4 “Open Source Software License” means the terms or conditions under which the Open Source Software is licensed.

1.5 “Primary Agreement” means the agreement to which this exhibit is attached.

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

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

Section 2 SCOPE

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

Section 3 GRANT OF LICENSE

3.1. Subject to the provisions of this Agreement and the payment of applicable license fees, Motorola grants to Licensee a personal, limited, non-transferable (except as permitted in Section 7) and non-exclusive license under Motorola’s copyrights and Confidential Information (as defined in the Primary Agreement) embodied in the Software to use the Software, in object code form, and the Documentation solely in connection with Licensee's use of the Designated Products. This Agreement does not grant any rights to source code. The license grant for PremierOne CAD Clients, PremierOne Handheld Clients, PremierOne Records and Records Mobile Data Client Software is a site license under which Licensee

may use the PremierOne Client Software without limitation on quantity of Licensee's users, further defined as employees of the Los Angeles Port Police.

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

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

Section 4 LIMITATIONS ON USE

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

4.2. Licensee will not, and will not allow or enable any third party to: (i) reverse engineer, disassemble, peel components, decompile, reprogram or otherwise reduce the Software or any portion to a human perceptible form or otherwise attempt to recreate the source code; (ii) modify, adapt, create derivative works of, or merge the Software; (iii) copy, reproduce, distribute, lend, or lease the Software or Documentation to any third party, grant any sublicense or other rights in the Software or Documentation to any third party, or take any action that would cause the Software or Documentation to be placed in the public domain; (iv) remove, or in any way alter or obscure, any copyright notice or other notice of Motorola's proprietary rights; (v) provide, copy, transmit, disclose, divulge or make the Software or Documentation available to, or permit the use of the Software by any third party or on any machine except as expressly authorized by this Agreement; or (vi) use, or permit the use of, the Software in a manner that would result in the production of a copy of the Software solely by activating a machine containing the Software. Licensee may make one copy of Software to be used solely for archival, back-up, or disaster recovery purposes; *provided* that Licensee may not operate that copy of the Software at the same time as the original Software is being operated. Licensee may make as many copies of the Documentation as it may reasonably require for the internal use of the Software.

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

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

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

Section 5 OWNERSHIP AND TITLE

Motorola, its licensors, and its suppliers retain all of their proprietary rights in any form in and to the Software and Documentation, including, but not limited to, all rights in patents, patent applications, inventions, copyrights, trademarks, trade secrets, trade names, and other proprietary rights in or relating to the Software and Documentation (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, emulations to or derivative works from the Software or Documentation, whether made by Motorola or another party, or any improvements that result from Motorola’s processes or, provision of information services). No rights are granted to Licensee under this Agreement by implication, estoppel or otherwise, except for those rights which are expressly granted to Licensee in this Agreement. All intellectual property developed, originated, or prepared by Motorola in connection with providing the Software, Designated Products, Documentation or related services, remains vested exclusively in Motorola, and Licensee will not have any shared development or other intellectual property rights.

Section 6 LIMITED WARRANTY; DISCLAIMER OF WARRANTY

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

6.2 Motorola’s sole obligation to Licensee and Licensee’s exclusive remedy under this warranty is to use reasonable efforts to remedy any material Software defect covered by this warranty. These efforts will involve either replacing the media or attempting to correct significant, demonstrable program or

documentation errors or Security Vulnerabilities. If Motorola cannot correct the defect within a reasonable time, then at Motorola's option, Motorola will replace the defective Software with functionally-equivalent Software, license to Licensee substitute Software which will accomplish the same objective, or terminate the license and refund the Licensee's paid license fee.

6.3. Warranty claims are described in the Primary Agreement.

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

Section 7 TRANSFERS

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

Section 8 TERM AND TERMINATION

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

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

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

Section 9 UNITED STATES GOVERNMENT LICENSING PROVISIONS

This Section applies if Licensee is the United States Government or a United States Government agency. Licensee's use, duplication or disclosure of the Software and Documentation under Motorola's copyrights or trade secret rights is subject to the restrictions set forth in subparagraphs (c)(1) and (2) of the Commercial Computer Software-Restricted Rights clause at FAR 52.227-19 (JUNE 1987), if applicable, unless they are being provided to the Department of Defense. If the Software and Documentation are being provided to the Department of Defense, Licensee's use, duplication, or disclosure of the Software

and Documentation is subject to the restricted rights set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 (OCT 1988), if applicable. The Software and Documentation may or may not include a Restricted Rights notice, or other notice referring to this Agreement. The provisions of this Agreement will continue to apply, but only to the extent that they are consistent with the rights provided to the Licensee under the provisions of the FAR or DFARS mentioned above, as applicable to the particular procuring agency and procurement transaction.

Section 10 CONFIDENTIALITY

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

Section 11 LIMITATION OF LIABILITY

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

Section 12 NOTICES

Notices are described in the Primary Agreement.

Section 13 GENERAL

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

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

13.3. ASSIGNMENTS AND SUBCONTRACTING. Motorola may assign its rights or subcontract its obligations under this Agreement, or encumber or sell its rights in any Software, without prior notice to or consent of Licensee.

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

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

13.6. SURVIVAL. Sections 4, 5, 6.3, 7, 8, 9, 10, 11 and 13 survive the termination of this Agreement.

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

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

Exhibit A-2

Microsoft End User License Agreements

A Sample Microsoft End User License Agreement is included on the following pages. The final completed agreement(s) will be provided during negotiation.

Exhibit B

Payment Schedule for PSA System Agreement

Payment Milestone	Payment
Contract Execution & Design Review - Completion of Functional Specification - Document Review, Interface Overview, - Schedule and Bill of Materials, Completion of Site - Survey and Infrastructure Planning, Network Analysis	20%
Delivery of applicable System Hardware and Application Software to Customer Site	35%
Train the Trainer - CAD	5%
Train the Trainer - Records	5%
Successful Completion of System Live Cut – CAD/Mobile	10%
Successful Completion of System Live Cut – Records	10%
Final Acceptance	15%

Exhibit C

Technical and Implementation Documents

C-1 ”Pricing Summary & Equipment List” dated February 25, 2019
C-2 ”Implementation Plan and Statement of Work” dated February 25, 2019
C-3 “Acceptance Test Plan” or “ATP” (to be mutually developed during implementation)
C-4 “Performance Schedule” dated TBD.

Exhibit D

Maintenance and Support Agreement

The Motorola Maintenance and Support Agreement is on the following pages.

This page intentionally left blank.

PRELIMINARY 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 Los Angeles Port Police ("Customer"), having a place of business located at 330 A. Centre St., San Pedro, CA 90731, 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"
Exhibit D "PROFESSIONAL UPGRADE SERVICES STATEMENT OF WORK

Section 2 DEFINITIONS

"CSR" means Motorola Solutions Customer Service Request System

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

“Start Date” means the date upon which this Agreement begins. The Start Date is specified in the Covered Products, Support Options and Pricing Exhibit.

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

“Technical Support Services” means the remote 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 initial term of this Agreement is one year, beginning on the Start Date, which is presumed to start after the expiration of the one-year warranty period. 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. Motorola's responsibilities under this Agreement to provide Technical Support Services in accordance with the package selected by the customer and as further detailed in the statement of work, customer support plan. will be limited to the current Standard Release plus the two (2) prior Standard Releases (collectively referred to in this section as "Covered Standard Releases"). Notwithstanding the preceding sentence, Motorola will provide Technical Support Services for a Severity Level 1 or 2 error concerning a Standard Release that precedes the Covered Standard Releases unless such error has been corrected by a Covered Standard Release (in which case Customer will need to have the Standard Release that fixes the reported error installed or terminate this Agreement as to the applicable Software).

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3.8. The Customer hereby agrees to:

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

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

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

3.8.4. Appoint one or more qualified employees to perform System Administration duties, including acting as a primary point of contact to Motorola's Technical Support organization for reporting and verifying problems and performing System backup. At least one member of the System Administrators group must have completed Motorola's End-User training and System Administrator training (if available). The combined skills of this System Administrators group includes proficiency with: the Products, the system platform upon which the Products operate, the operating system, database administration, network capabilities such as backing up, updating, adding, and deleting System and user information, and the client, server and stand alone personal computer hardware. The System Administrator will follow the Residual Error reporting process described herein and make all reasonable efforts to duplicate and verify problems and assign a Severity Level according to definitions provided herein. Customer agrees to use reasonable efforts to ensure that all problems are reported and verified by the System Administrator before reporting them to Motorola. Customer will assist Motorola in determining that errors are not the product of the operation of an external system, data links between system, or network administration issues. If a Severity Level 1 or 2 Residual Error occurs, any Customer representative may contact Motorola's Customer Support by telephone, but the System Administrator must follow up with Motorola's Customer Support as soon as practical thereafter.

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

3.10 Customer will permit and cooperate with Motorola so that Motorola may periodically conduct audits of Customer's records and operations pertinent to the Services, Products, and usage of application and data base management software. If the results of any such audit indicate that price has been understated, Motorola may

correct the price and immediately invoice Customer for the difference (as well as any unpaid but owing license fees).

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

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

Section 4. RIGHT TO SUBCONTRACT AND ASSIGN

Except as provided herein, neither party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event. Motorola may subcontract any of the work; however, subcontracting will not relieve Motorola of its duties under this Agreement.

Section 5. PRICING, PAYMENT AND TERMS

5.1 Prices in United States dollars are shown in the Covered Products, Support Options and Pricing Exhibit. At the time of contract execution, the budgetary price for the first year is $257,782.00. The term prices shown in the Covered Products, Support Options and Pricing Exhibit will be invoiced annually in advance of the period of service. Motorola will provide to Customer an invoice, and Customer will make payments to Motorola within thirty (30) days after the date of each invoice; such payments will be in the form of a check, cashier's check, or wire transfer drawn on a United States financial institution. Customer affirms that a purchase order or notice to proceed is not required to pay for annual support and maintenance. The Customer will pay all invoices as received from Motorola and any changes in scope will be subject to the change order process as described in this Agreement. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment per this Agreement.

5.2. Motorola's annual maintenance and support pricing for Motorola products increases each year 5% over the previous term's pricing. Third-party products will increase annually based on a current vendor supplied maintenance and support quote. In addition, if the Covered Products or Support Options change, the pricing will correspondingly change.

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

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

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

5.6. If Customer is purchasing Services for multiple years, if the Pricing includes a multiyear discount, and if Customer terminates this Agreement before the expiration of the full Term, then Customer will pay to Motorola upon termination an early termination fee in an amount equal to the multiyear discount applicable to the three (3) years immediately preceding the early termination.

5.7. If Customer is purchasing Upgrade or similar Services where the annualized price is based on the fulfillment of a two-year payment cycle, if Customer terminates this service during a two-year cycle except for

Motorola's default, and if the Upgrade for the two-year cycle has been implemented before the termination, then Customer will pay to Motorola upon termination an early termination fee in an amount equal to the balance of payments owed for the two-year cycle.

Section 6. LIMITATION OF LIABILITY

Except for personal injury or death, Motorola Solutions total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Service provided under this Agreement. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA SOLUTIONS WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF SERVICES BY MOTOROLA SOLUTIONS PURSUANT TO THIS AGREEMENT. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account. This limitation of liability will survive the expiration or termination of this Agreement and applies notwithstanding any contrary provision.

Section 7. DEFAULT/TERMINATION

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

7.2. If Customer breaches a material obligation under this Agreement (unless Motorola or a Force Majeure causes such failure of performance); if Customer breaches a material obligation under the Software License Agreement that governs the Software covered by this Agreement; or if Customer fails to pay any amount when due under this Agreement, indicates that it is unable to pay any amount when due, indicates it is unable to pay its debts generally as they become due, files a voluntary petition under bankruptcy law, or fails to have dismissed within ninety (90) days any involuntary petition under bankruptcy law, Motorola may consider Customer to be in default. If Motorola asserts a default, it will give Customer written and detailed notice of the default and Customer will have thirty (30) days thereafter to (I) dispute the assertion, (ii) cure any monetary default (including interest), or (iii) provide a written plan to cure the default that is acceptable to Motorola. If Customer provides a cure plan, it will begin implementing the cure plan immediately after receipt of Motorola's approval of the plan.

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

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

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

Section 8. GENERAL TERMS AND CONDITIONS

8.1. Notices required under this Agreement to be given by one party to the other must be in writing and either

delivered in person or sent to the address shown below by certified mail, return receipt requested and postage prepaid (or by a recognized courier service), or by facsimile with correct answerback received, and will be effective upon receipt.

Customer: _____
Attn: _____
_____
_____

Motorola Solutions, Inc.
Attn: Law Dept.
1301 E. Algonquin Road
Schaumburg, IL 60196

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

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

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

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

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

Section 9. CERTIFICATION DISCLAIMER

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

Section 10. COMPLIANCE WITH APPLICABLE LAWS

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

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

MOTOROLA SOLUTIONS, INC.	**CUSTOMER**
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

Exhibit A

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT **TERM:** 1 year

CUSTOMER AGENCY	Los Angeles Port Police	**BILLING AGENCY**	
Address	330 A. Centre St.	Address	
City, State, Zip	San Pedro, CA 90731	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
Case Management 24x7
Technical Support 9x5
Third-party Vendor Coordination
On-site Support (when applicable)
Software Releases, as defined
Virtual Private Network VPN Tool
System Self Monitoring Tools (P1)
Access to Users Group Site

MOTOROLA SUPPORTED PRODUCTS

Product	Description	Technical Service Level	Qty.	Term Fees
PremierOne CAD Software	PremierOne CAD and Mobile Reporting License, PremierOne CAD client licenses with AVL (Site), CAD to CAD IF, City Protect, ASTRO Radio PTT IF, NICE Inform Logging IF (Data view), ASTRO Radio Console IF, VESTA E911 IF		Lot	$34,784.00
PremierOne Records Software	PremierOne Records Server license, PremierOne Records client licenses (Site), Property & Evidence license, State TAR, State UCR/IBR		Lot	$48,211.00
PremierOne Mobile Software	PremierOne Mobile Server license, PremierOne Mobile client licenses with Mapping and Mobile Records (Site)		Lot	$29.997.00
			TOTAL	**$82,995.00**

Product	Description	Technical Service Level	Qty.	Term Fees
Citations and Forms Subscription	Citations Forms		150	$92,500
			TOTAL	**$92,500.00**

THIRD-PARTY VENDOR SUPPORTED PRODUCTS

Vendor	Description	Vendor Service Level	Qty.	Term Fees
HP				$16,870.00
Microsoft				$2,151.00
PAE EZ Street Draw				$4,698.00
VidSys City Protect Components and Mobile Clients				$4,698
			TOTAL	**$28,417.00**

Exhibit A Continued

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT **TERM:** 1 year

Additional Services:

Professional Services Upgrades*

Users Conference Registration**

**Require Multi-year Agreement*

****USERS CONFERENCE REGISTRATION ADVANCE PURCHASE DETAILS**			
Users Conference Registration ($800 per Attendee) Includes:	**Year**	**Number Attendees**	4
• **Registration fee**			

ADDITIONAL SUPPORT SERVICES

Service	Description	SOW Reference	Qty	Term Fees
Users Conference	Registration Fees for (4) Attendees			$3,360.00
Records Software Refreshes	Onsite Upgrade Services Associated with PremierOne Standard Software Release - Up to Once Every 2 Years			$37,906.00
Additional Services to Support CAD and Records	Up to 80 hours application support including one 3-day trip			$20,400.00
			TOTAL	**$61,666.00**

SUPPORT FEES SUMMARY

Product	Service Level	Term Fees
Motorola Product ™		$175,495.00
	Multi-System Discount - 5%	($5,649.00)
	Multi-Year Discount - 2%	($2,147.00)
	SUBTOTAL MOTOROLA SUPPORT	**$167,699.00**
HP, Microsoft, PAE EZ Street Draw, VidSys		$28,417.00
	SUBTOTAL THIRD PARTY SUPPORT	**$28,417.00**
Additional Support Services		$61,666.00
	SUBTOTAL OPTIONAL SUPPORT SERVICES	**$61,666.00**
	GRAND TOTAL	**$257,782.00**

ANNUAL MAINTENANCE SUMMARY

Year 2	Year 3	Year 4
$257,782.00	$286,049.00	$293,939.00

Exhibit B

CUSTOMER SUPPORT PLAN

MAINTENANCE AND SUPPORT AGREEMENT **TERM:** 1 yrs.

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:

Service Offerings

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

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

Service Levels

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

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

Accessing Customer Support

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**

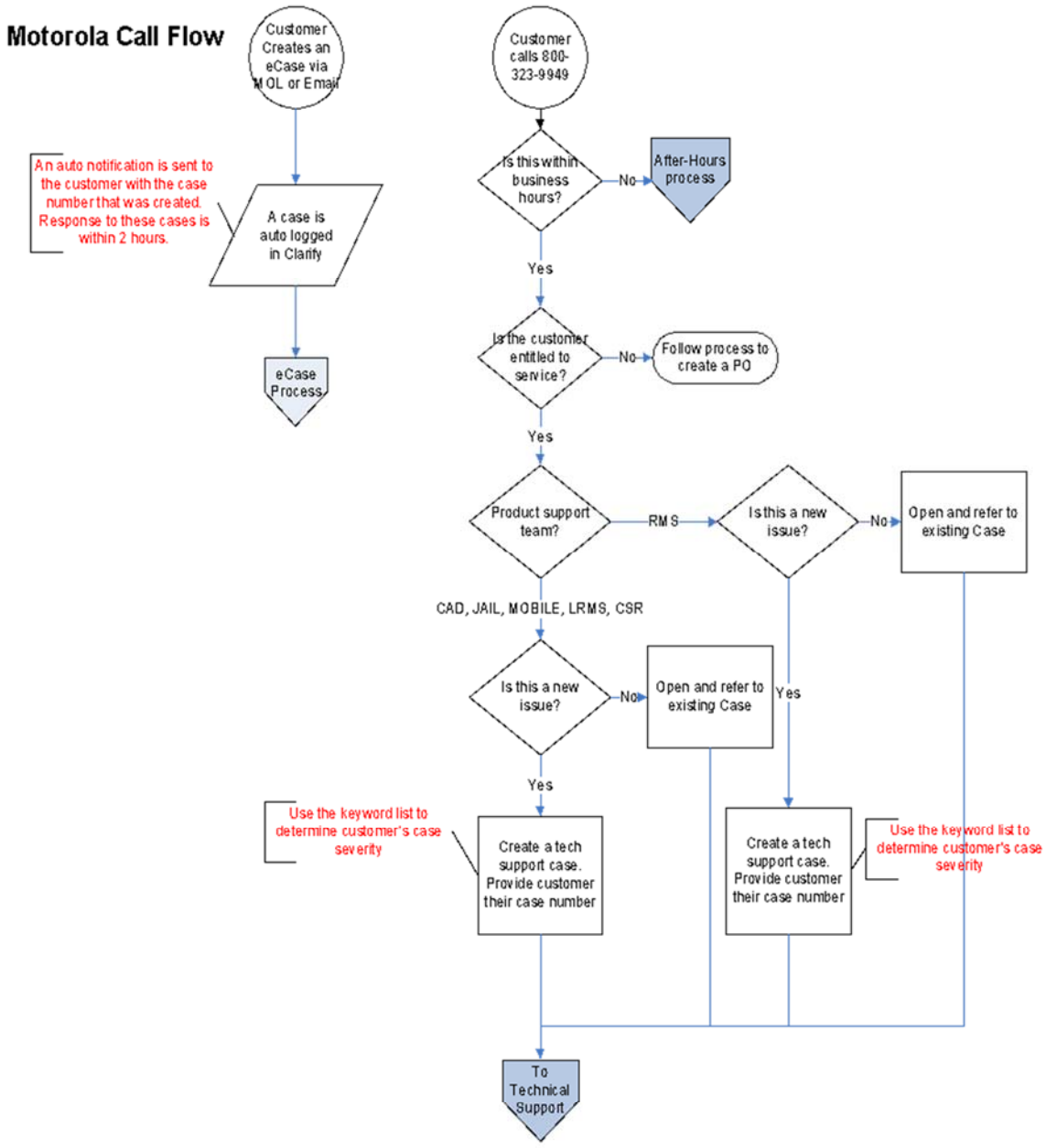
Option 1 - Call Motorola Solutions System Support Center

Call Motorola Solutions Toll free 800-323-9949

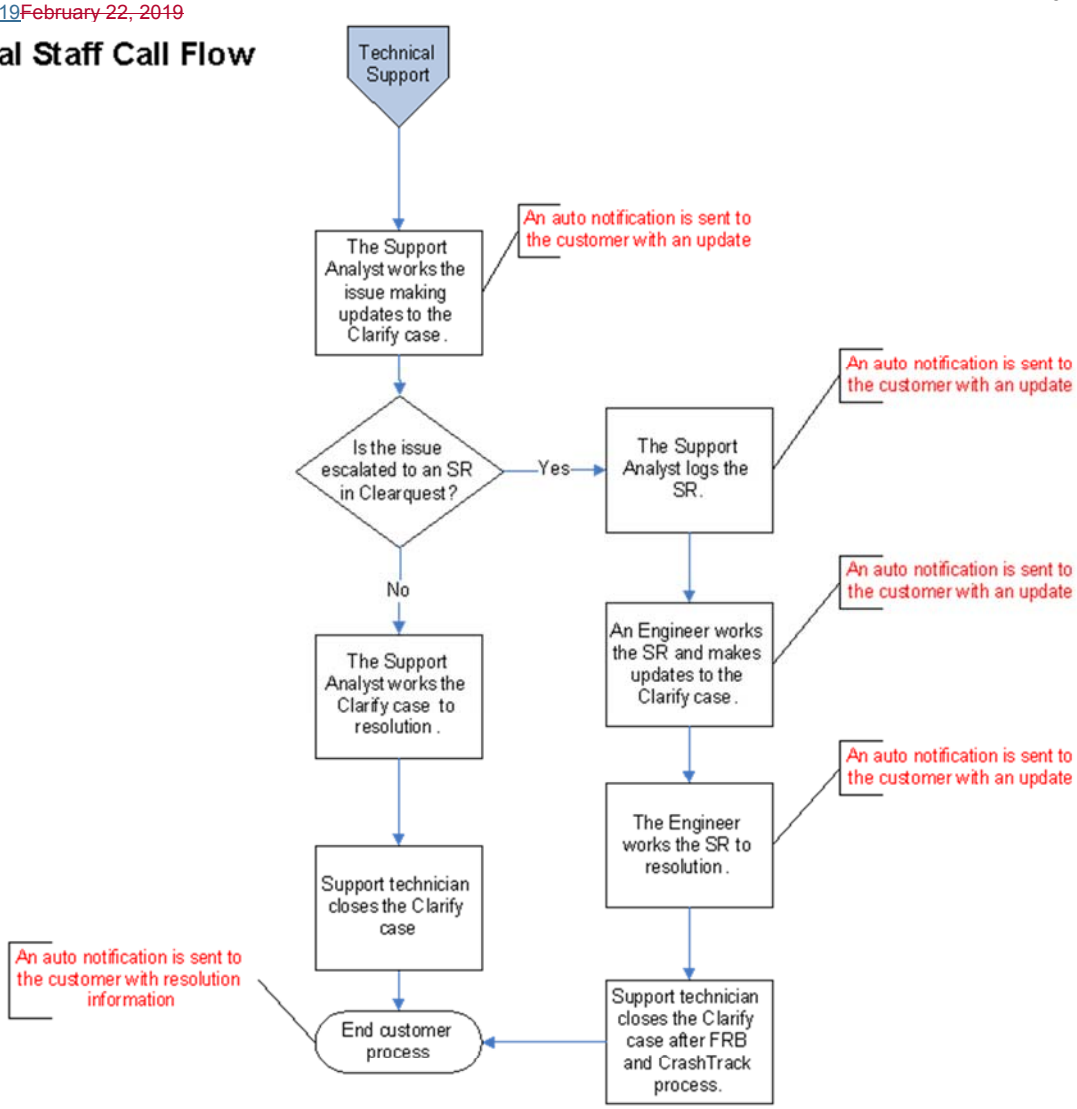
- Select from the auto attendant as follows:
  - **Option 2** – Technical Support of Infrastructure Products
  - Then select **Option 6** – Public Safety Applications
  - Next select the appropriate system type option
    1. CAD
    2. RMS, Records
    3. Mobile Applications
    4. Jail Management Systems
    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
Customer Creates an eCase via MOL or Email
An auto notification is sent to the customer with the case number that was created. Response to these cases is within 2 hours.
A case is auto logged in Clarify
eCase Process
Customer calls 800-323-9949
Is this within business hours?
No
After-Hours process
Yes
Is the customer entitled to service?
No
Follow process to create a PO
Yes
Product support team?
RMS
Is this a new issue?
No
Open and refer to existing Case
CAD, JAIL, MOBILE, LRMS, CSR
Is this a new issue?
No
Open and refer to existing Case
Yes
Yes
Use the keyword list to determine customer's case severity
Create a tech support case. Provide customer their case number
Create a tech support case. Provide customer their case number
Use the keyword list to determine customer's case severity
To Technical Support

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 On-Line 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 On-Line 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 On-Line account set up. In approximately 4-5 business days an additional email will be sent which includes details about your On-Line 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 ➋ Open Case**, and select **System Support Issue** from the Issue Type drop-down.

Primary Features of On-Line Technical Case Management

Motorola customers have three main functions available through Motorola On-Line to manage their cases:

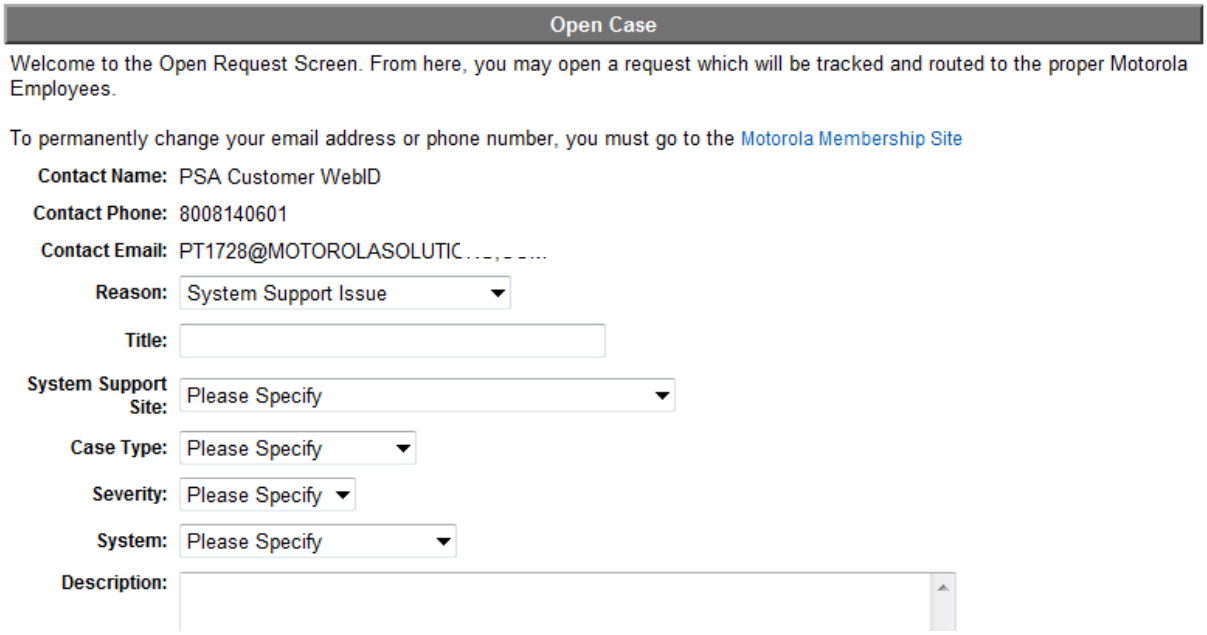
A. Open new cases
B. Search for existing cases and view details of the existing case
C. Update existing cases by adding notes

A. Open a New Case

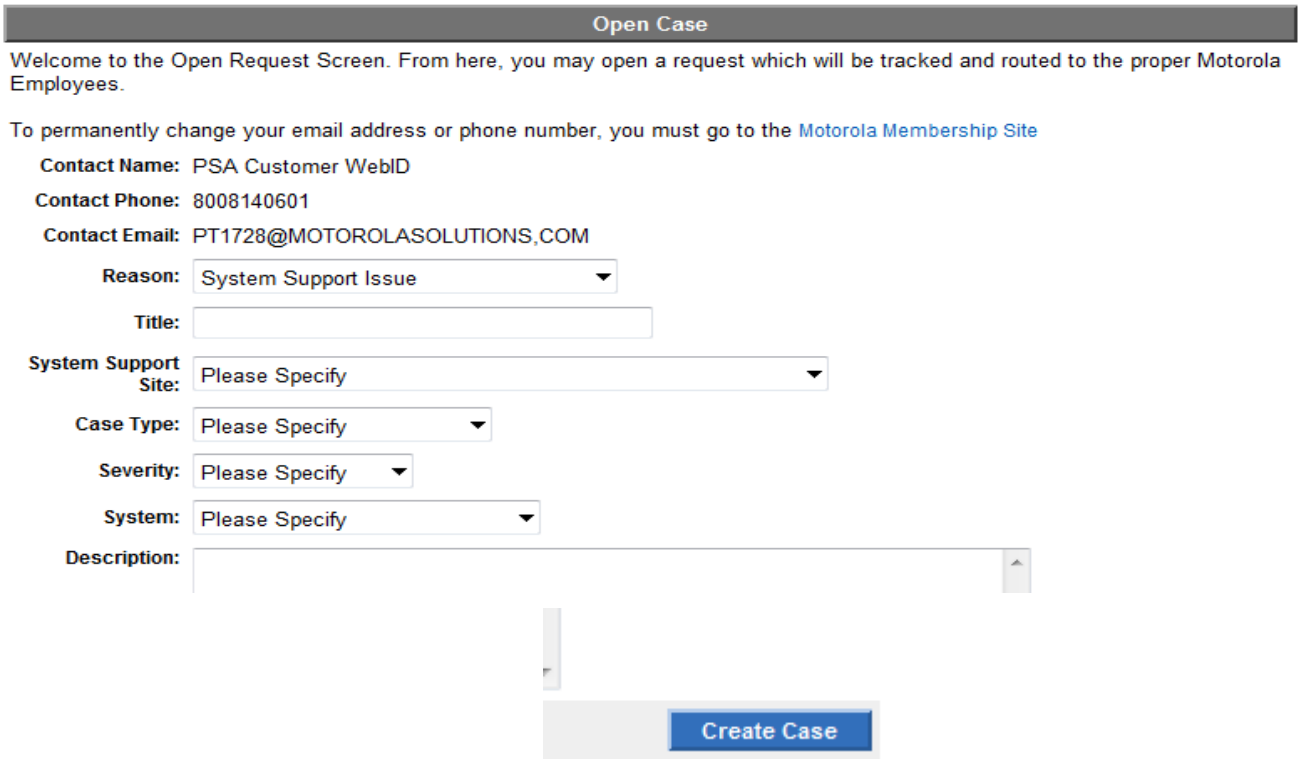
1. Log into Motorola Solutions On-Line
2. Click on the "Case Mgmt" ➋ Open Case

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

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”



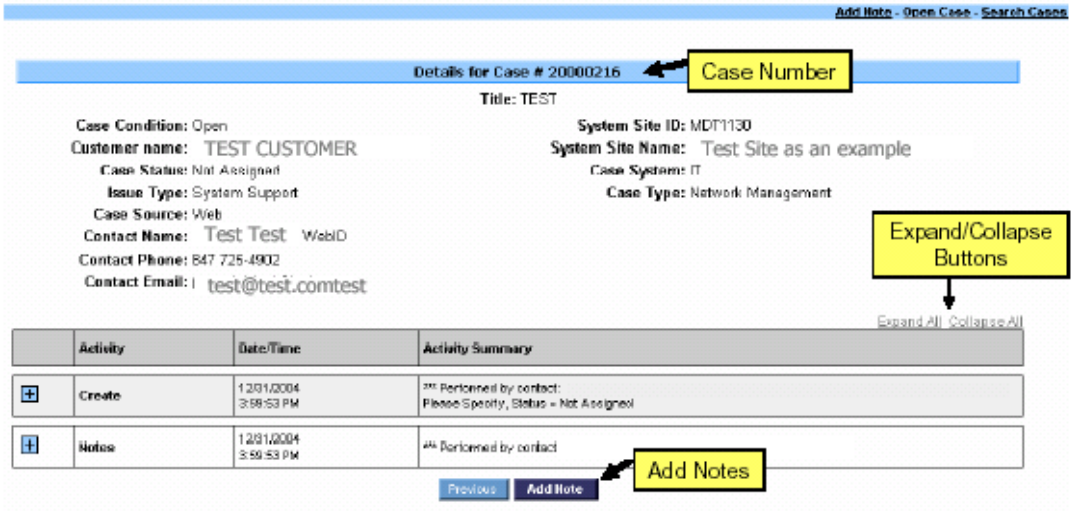
8. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long), Note: The confirmation screen includes “expand all” and “collapse all” buttons for case notes.

B. *Search for an Existing Case*

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

C. Update an Existing Case

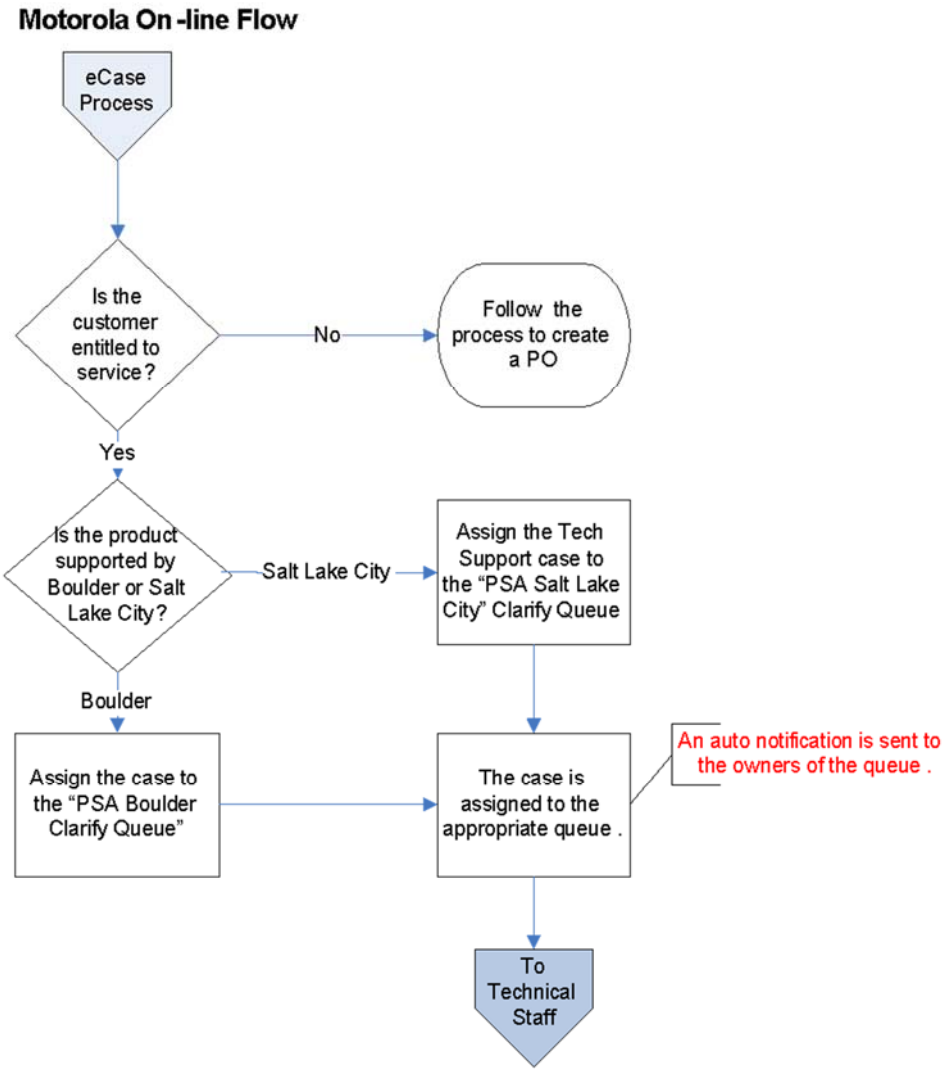
1. You can also add notes after submitting your case, by clicking on the “Add Notes” button



Motorola Solutions On-Line Support

1. Motorola does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.
3. When updating case notes, please provide contact information, which includes phone number, email, etc.
4. For questions on Motorola 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
eCase Process
Is the customer entitled to service?
No
Follow the process to create a PO
Yes
Is the product supported by Boulder or Salt Lake City?
Salt Lake City
Assign the Tech Support case to the "PSA Salt Lake City" Clarify Queue
Boulder
Assign the case to the "PSA Boulder Clarify Queue"
The case is assigned to the appropriate queue .
An auto notification is sent to the owners of the queue .
To Technical Staff

Option 3 - Submit a ticket via Email Case Management

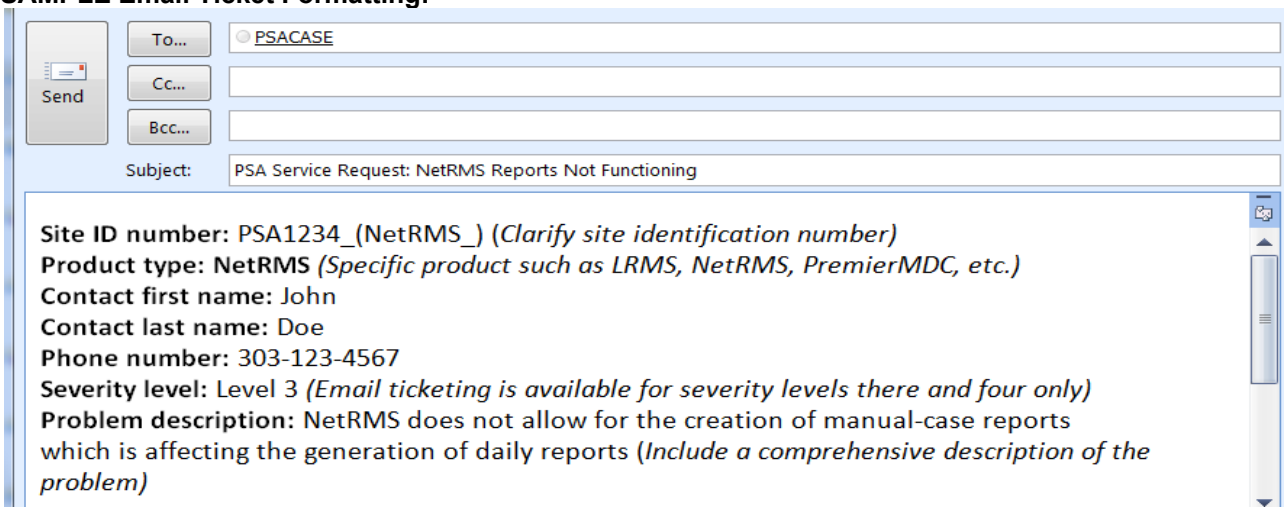
An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating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

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

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

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

SAMPLE Email Ticket Formatting:



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.

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.

February 25, 2019~~February 22, 2019~~

Trouble Report Form

Agency Name:		**Motorola Case Number:**	
Contact Name:		**E-mail Address:**	
Contact Phone:		**Contact Fax:**	
Severity Level:		**CAD Correction#:**	
Subject:			
Product/Version:			
Problem Description:	Please ensure that the description provided is as detailed as possible. Including accurate details, helps Motorola to resolve the issue promptly and successfully. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola probability of locating a root cause and achieving a timely resolution.		
Steps to Duplicate:	Motorola understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help.		
Step One:			
Step Two:			
Step Three:			
Step Four:			
Step Five:			
Step Six:			
Step Seven:			
Additional Steps:			
Expected Results:			
Actual Results:			
Configuration Checked:			

Customer Call Flow

To Be Provided By Customer

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
CSM Title E-mail Address	Phone# - office

Customer Contacts (to be provided by Customer)

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

Exhibit C – Labor Rates

MAINTENANCE AND SUPPORT AGREEMENT **TERM:**

CUSTOMER:

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

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

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

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

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

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

Exhibit D – Professional Upgrade Services Statement of Work

MAINTENANCE AND SUPPORT AGREEMENT
CUSTOMER: Los Angeles Port Police **TERM**: TBD

This document describes the scope of work involved in providing Standard software release refresh services throughout the duration of the maintenance and support period. These services are provided in accordance with the terms and conditions of the Maintenance and Support Agreement.

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

Note that a hardware refresh is expected to be required in approximately five (5) years. The hardware and services to install hardware are not included in the Professional Upgrade Services and must be contracted for separately.

Upgrade Services

Upgrade Services are a component of Lifecycle Services and are defined in scope as the labor services required to execute on the planning, delivering, testing and training of Motorola Standard Releases of software to the Customer when and if Standard Releases of PremierOne Records software.

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

- PremierOne Software of:
  - PremierOne Records/Records Mobile

Upgrade Timing and Delivery Overview

Per the terms of this Agreement, when and if a Standard Release version becomes available, Motorola will perform services described in this Statement of Work for up to one Standard Release software upgrade every two years of the maintenance term (requires at least a 2-year term) . The upgrade activities are expected to be performed remotely. If Motorola determines on-site services are required, they will be provided at no additional cost. If the Customer requests on-site services that Motorola doesn't consider necessary the Customer will incur additional charges for travel costs.

The existing hardware and the existing PremierOne interfaces will be re-utilized with the upgraded PremierOne System software when feasible. Should changes in hardware or additional hardware be required for the new release, Motorola will notify Customer. Note that it is expected the server hardware and software is expected to require a refresh in approximately five years.

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

Upgrade service activities may require components of the PremierOne system be down and unavailable for production use while upgrade activities are performed. During this time period, the Customer will need to be prepared to operate in a manual mode. Motorola is providing no consultation or preparation on the "manual" mode operation during upgrade activities.

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

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

All firmware and BIOS on all devices must be at a currently supported level. The Customer may elect to contract with MSI for the services to perform such updates.

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

If the version of PremierOne Records/Records Mobile from which the Customer is upgrading is more than two versions behind the version to be upgraded to, the Customer must be prepared to uninstall and reinstall client software on each workstation and mobile device prior to cutover to the upgraded system.

Upgrade Kickoff Teleconference

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

The objectives of this task are:

- To introduce all project participants
- Review roles of key participants
- Review overall upgrade scope and objectives
- Review resource and scheduling requirements
- Review testing methodology
- Review the list of interfaces
- Discuss client upgrade procedures and coordination
- Review and finalize project schedule with Customer.
- Review test plan and acceptance criteria.
- Review features/functions introduced in the new software release version

Motorola Responsibilities

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

1. Schedule and facilitate the kickoff teleconference
2. Discuss GIS requirements and schedule GIS training
3. Maintain project communications with the Customer's project manager
4. Manage the efforts of Motorola project team and coordinate Motorola activities with the City's project team members.
5. Coordinate and oversee the installation of required additional hardware and all licensed Motorola application software.
6. Deliver product release documentation.

Customer Responsibilities

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

1. Maintain project communications with the Motorola Project Manager.
2. Provide input to the final project schedule dates
3. Identify the efforts required of Customer staff and assign appropriate resources to meet the Customer's task requirements described in this Statement of Work.
4. Act as liaison and coordinate with other Customer agencies, other governmental agencies and the Customer's vendors, contractors and common carriers, as applicable
5. Review and mutually approve upgrade acceptance criteria

Completion Criteria

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

Upgrade Preparation

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

Motorola Responsibilities

1. Perform scheduling and coordination tasks necessary to obtain required resources that will perform the upgrade of the PremierOne server software.
2. Confirm resource availability with Customer and reconfirm task dates.

Customer Responsibilities

1. Perform backup of PremierOne system software and data files.
2. Provide Motorola with a copy of the backed up software and data files.

Completion Criteria

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

Upgrade Implementation – Primary System

The objective of this task is to conduct activities required to complete the migration of production operations to the upgraded PremierOne system.

Motorola Responsibilities

1. Install upgraded software.
2. Reconfigure the data volumes on each of the existing servers, as needed.
3. Convert PremierOne system files and or provisioning data files as required.
4. Test each interface connection to ensure operational use of each interface with the newly installed Standard Release version.
5. Modify those interfaces affected by the installation of the Standard Release version and modify each as needed to provide same functionality as was provided prior to the installation of the Standard Release version.
6. With Customer's assistance, test system and subsystem interfaces to validate operation in accordance with the originally installed interface requirement document.
7. Assist in Customer testing as requested by Customer and verify that each PremierOne subsystem component is ready to resume production operations.

Customer Responsibilities

1. Support Motorola's software upgrade installation activities.
2. Provide and make available (during business hours, 8:00am to 5:00pm) the appropriate lines for the testing of interfaces, to include 911, WWVB, Toning, etc.
3. Install the PremierOne client software on workstations.
4. Verify that the system is ready to resume production operations.

Completion Criteria

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

PremierOne Production Cutover

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

Motorola Responsibilities

1. Provide assistance to the Customer staff in resuming production operations on the upgraded system.

Customer Responsibilities

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

Completion Criteria

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

PremierOne Upgrade Acceptance

The objective of this task is to certify completion of the PremierOne subsystem upgrade.

Completion Criteria

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

Exhibit E

SYSTEM ACCEPTANCE CERTIFICATE
Public Safety Applications

Customer Name: _____

Project Name: _____

This System Acceptance Certificate memorializes the occurrence of System Acceptance. Motorola and Customer acknowledge that:

9. The Acceptance Tests set forth in the Acceptance Test Plan have been successfully completed, and all System or product documentation promised under the Agreement has been provided.
10. The System is accepted, except for any items listed on a punch list. The Parties will promptly complete their respective punch list responsibilities according to a mutually agreed schedule.

Customer Representative:	Motorola Representative:
Signature: _____	Signature: _____
Print Name: _____	Print Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

FINAL SYSTEM ACCEPTANCE:

Motorola has provided and Customer has received all deliverables, and Motorola has performed all other work required for Final System Acceptance.

Customer Representative:	Motorola Representative:
Signature: _____	Signature: _____
Print Name: _____	Print Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

Exhibit F

Three Party Master Depositor Escrow Service Agreement

Not Applicable.