SINGLE SOURCE AWARD **BID # SS-0268-19**

Subject: Motorola PremierCAD and PremierMDC

Department: Jacksonville Sheriff's Office

Description of Purchase: Recommend approval of Single Source award to Motorola for PremierCAD and PremierMDC Maintenance Renewal for 2019. The Motorola software is proprietary and no other organizations are authorized to perform maintenance services on this software.

Recommend approval to ratify the period of service from the date of execution of agreement through September 30, 2019. The not to exceed expenditure amount is $299,628.00.

Funding Source: SHPS011SSIT-04662 To be executed by Purchase Order.

Single Source Award To: Motorola Solutions

Price Justification: See Attached

Total Award: $299,628.00 **Requisition #:** N/A

Attachments: Single Source Form, Vendor Letter, Vendor Quote

Certification as to Single Source: Tony Davis, Director of Police Services

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

Marleen Doran

Analyst: Marleen Doran

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY DATE: _____

APPROVED_____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

SINGLE SOURCE REQUEST

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

REQUESTING AGENCY (DEPT./DIVISION): JSO/PPS/IS

FUNDING SOURCE: SHPP011ISM - 04662

BRIEF DESCRIPTION OF GOODS/SERVICES:

This quote is for the annual maintenance and support renewal of the Motorola CAD and MDC systems. The CAD system is used to track incoming calls for service and dispatch officers. The MDC communicates information from the Comm Center to the officers' computers

AMOUNT OF PROJECT (attach quote): $299,628.00

PROVIDE A SUMMARY OF THE SCOPE OF GOODS/SERVICES TO BE PROVIDED; IDENTIFY EACH ITEM, COMPONENT OR SERVICE BEING PROCURED (ATTACH QUOTE/PROPOSAL):

Maintenance & Support Agreement Premier: 24 x 7 ppm, supplemental releases, technical support services. CAD & PMDC.

PROVIDE A DETAILED JUSTIFICATION AS TO WHY THE REQUESTED GOODS/SERVICES CAN ONLY BE EFFICIENTLY AND EFFECTIVELY PROCURED THROUGH THE RECOMMENDED SINGLE SOURCE PROVIDER:

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

Maintenance Period: 10/1/18 - 09/30/2019

ASSERT THAT YOU HAVE RESEARCHED THE AVAILABILITY OF THE REQUESTED GOODS/SERVICES FROM OTHER SOURCES IN APPLICABLE MARKETS AND HAVE DISCUSSED AND EVALUATED THE SAME WITH COJ'S PROCUREMENT AND EBO DIVISIONS:

It is industry standard that a software company be the only providers of maintenance for their software product with very few exceptions. Motorola does not allow other companies to resell maintenance on their products. We have confirmed this information.

Submitted by: A/C Oldham — Assistant Chief

(Name) — **(Title)**

Date: 10/11/2018

Requesting Agency's Director's Signature: Director J. R. Daniels 2017

Procurement Division ____

March, 2017

Jacksonville Sheriff's Office

Duval County, Florida

Mike Williams, Sheriff

501 E. Bay Street
Jacksonville, FL 32202

To: Gregory Pease
Chief of Procurement

Thru: Bill Clement, CPA
Chief of Budget

From: Tony Davis
Director of Police Services

Subject: Single Source Award – Motorola PremierCAD and PremierMDC

Date: October 2, 2018

The Jacksonville Sheriff's Office is requesting a single source award with Motorola for PremierCAD and PremierMDC Maintenance Renewal for 2019. The period of service is from October 1, 2018, through September 30, 2019. The not to exceed expenditure amount for the period is $299,628.00. The funding source is SHPS011SSIT - 04662. Attached is the single source request and their proposal. The request will be processed through a purchase order.

Please let me know if you need any additional information.

OFFICE OF THE SHERIFF
ORDER REQUEST FORM

Request For: Information Systems Management / JSO (Work Unit) | Support Services (Division) | Services (Dept.)

Requestor: Nancy Fraser (Name) | 5295 (ID #) | 630-6456 (Phone) | 9/18/2018 (Date)

Deliver To Location: 501 E. Bay Street, Catherine Street Loading Dock, Attn: Chris Burns, Jacksonville, FL 32202

Item No.	Description and Model No.	JSO Stock No.	QTY.	Unit Cost	Total
1	PremierCAD and PremierMDC Annual Maintenance and Support		1	#########	$ 299,628.00
2	Full software Support Period: 10/1/18 - 9/30/19				
3					
4					
5					
6					
7					
8	Sole Source				
9					
10	Replaces PO# 8a02018				
11	Previous Yr WO 215898				
12					
13	WO# 235941				
14	Deliver to ISM Only				
15	End Customer: Communications				
				TOTAL REQUEST	$ 299,628.00

Suggested Vendor: Motorola

Vendor Phone: Tanya Mansell 949-716-8884

Vendor Address / E-mail: JaxPro Vendor # 00001142

☐ Proprietary
☐ Sole Source

If Proprietary / Sole Source, attach appropriate form and letter from vendor.

Special funding to be used for this purchase?
☐ Loan Pool / Banking Fund
☐ Grant *
☐ Trust Fund *

* Enter name and # of Grant or Trust Fund

2018 SEP 24 A 10 56
OFFICE OF THE SHERIFF
FISCAL ADM. DIV

Justification / Repetitive Request Authorization / Notes:

2019 renewall of MDC/CAD. Period - 10/31/2018 to 9/30/2019. Used by Communications

Approvals:

1. A. C. Johnny Oldham (Signature) | 6521 (ID #) | ~~9/18/2018~~ 09-24-18 (Date)
2. (Signature) | (ID #) | (Date)
3. (Signature) | (ID #) | (Date)
4. (Signature) | (ID #) | (Date)

Required approval level (per General Order 54):
$0 to $2,500 - Assistant Chief or higher
$2,501 to $5,000 - Chief or higher
$5,001 or more - Director or higher

Budget Office Use Only
Index ____ Subobject ____
Analyst ____ Date ____

P-1532 Rev 2010-09

MOTOROLA SOLUTIONS

September 17, 2018

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

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

Dear Mr. Van Gorder:

By means of this letter, Motorola Solutions, Inc. hereby extends City of Jacksonville Sheriff's Office's maintenance and support agreement as referenced above. As Motorola previously announced, **PCAD** is at End of Support as of 08/31/18. Motorola has agreed to extend support on the **Jacksonville Shreiff's Office's PCAD** system for **an additional year** from **10/01/18** to **09/30/19.** Enclosed is one (1) copy of the updated Exhibit A Covered Products, Support Options and Pricing, Exhibit B Customer Support Plan, and Exhibit C Labor Rates for the period **10/01/18** through **09/30/19.** Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

Please indicate acceptance of this extension by signing the acceptance block below and returning one copy to my attention by e-mailing it to tanyamansell@motorolasolutions.com or faxing it to **847-761-4989** on or before **10/19/18.** If you have any questions or need further clarification, please contact me directly at **949-716-8884** or by e-mailing me.

Sincerely,

Tanya Mansell

Tanya Mansell
Customer Service Manager
Motorola Solutions, Inc.

Accepted by:

MOTOROLA SOLUTIONS, INC.	**CITY OF JACKSONVILLE SHERIFF'S OFFICE**
By: Chris Carroll	By:
Name: Chris Carroll	Name:
Title: MSSSI Vice President and Director, Sales	Title:
Date: 09/17/18	Date:

Exhibit A

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT 561 **TERM:** 10/01/18-09/30/19

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

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

Site Identification Numbers

Product Group	*Site Identification Number*	*Phone Prompt*	*Location*
PremierCAD™	PSA811100_(CAD)	1	Jacksonville SO
PremierMDC™	PSA811100_(PMDC)	3	Jacksonville SO
PremierCAD™	PSA74600_(CAD)	1	City of Jacksonville

Standard Services Include:

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

MOTOROLA SUPPORTED PRODUCTS

Product	Description	Technical Service Level	Qty	18-19 Term Fees
PremierCAD™	PCAD Server License Includes WWVB, Soundex & Email	24x7 Limited Support*	1	$215,944.00
	External Interfaces: E9-1-1, TDD, Radio ANI, A18, FDLE/FCIC, MDT		1	
	MGU		1	
	UDT License		1	
	UDT License PO# PO005771 dtd 3/4/10		1	
	CAD Workstation License		52	
	AWW Workstation License		52	
	CAD with Mapping (CAD, AWW, ATM)		5	
	CAD DSS License		1	
	Open Query Server License		1	
	Open Query Client License		1	
	ATM CAD License		1	
	ATM Client License		42	
PremierMDC™ Add On	CAD with Mapping (CAD, AWW, ATM)		10	$4,689.00
	RDF Interface		1	$3,037.00
			TOTAL	**$223,670.00**

Exhibit A

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MOTOROLA SUPPORTED PRODUCTS

Product	Description	Technical Service Level	Qty	17-18 Term Fees
PremierMDC™	PMDC Message Switch 1- 1000 Server License	24x7	1	$98,230.00
	PMDC Mobile Client License		Site	
	PMDC In-House Client License		Site	
	In-Vehicle Paging Server Software Module		Site	
	In-Vehicle Paging Mobile Client Module		Site	
	Wireless File Transfer Integration Module		Site	
	Wireless File Transfer Client Site License		Site	
	CAD Integration Module		Site	
			TOTAL	$98,230.00

HPE SUPPORTED PRODUCTS, NS Server# 78330

Product#	Description	HPE Service Level	Qty	17-18 Term Fees
	Hardware			
CM8713-02	HP NONSTOP 6G SAS PCIE 3.0 HBA	24x7	1	$22,551.00
M23A2M16	HP NONSTOP NS2300 2P 16GB HW BNDL		1	
M8212-24	HP NONSTOP 24 PORT MTNT LAN SWITCH		1	
M8331-6	HP NONSTOP SINGLE PH UPS NA/JPN R2		1	
M8331-ERM	NONSTOP EXTENDED RUN TIME MODULE R2		1	
M8415-146	146 GB 15K SAS 6G SFF HDD		6	
M8415-300	300GB 15K SAS 6G SFF HDD		2	
M8801-4	HP NS VIO EXPANSION BOARD ENET/FC		2	
M8805A	HP NONSTOP TABLE TOP SAS TAPE DRIVE		1	
M90110	HP NONSTOP 42U INTELLIGENT RACK		1	
M90112	HP NONSTOP 42U RACK SIDE PANEL KIT		1	
M90210	HP NONSTOP INTELLIGENT EXT BAR		4	
M90230	HP NONSTOP NA/JP 1PH INTELIGNT PDU		2	
NSCR213	HP RACK MOUNT SYSTEM CONSOLE		1	
NSCRMKM1	NSC RACKMOUNT MONITOR		1	

Exhibit A

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

HPE SUPPORTED PRODUCTS, NS Server# 78330 Continued

Product#	Description	HPE Service Level	Qty	17-18 Term Fees
	Software			
Q9640	VIEWPOINT	24x7	2	$7,958.00
QNTS01V1	NONSTOP TIME SYNC - NONSTOP EDITION		2	
QSA32	PERFORMANCE MGMT BUNDLE - HOST		2	
QSA44V1	REMOTE DATABASE FACILITY/IMPX		2	
QSA57	EXPAND		2	
QSB02	COBOL RUNTIME FOR TNS/E		2	
QSB81	COBOL85 RUNTIME FOR TNS		2	
QSM58V1	RSC/MP HOST		2	
QSM67V1	RSC/MP WINDOWS 32 CLIENT V1.0 UPD 7		1	
QSN01	NONSTOP OS, MISSION CRITICAL EDITION		2	
QSN52	HP NONSTOP OS SECURITY BUNDLE		2	
QSR78	PATHWAY WITH TS/MP (ACS)		2	
			TOTAL	$30,509.00

Optional Services Available:

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

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

**USERS CONFERENCE ATTENDANCE ADVANCE PURCHASE DETAILS				
Users Conference Attendance ($2,650 per Attendee) Includes:	Year	2017	Number Attendees	0

- Registration fee
- Roundtrip travel for event (booked by Motorola)
- Hotel accommodations (booked by Customer Agency per Motorola website instructions)
- Ground Transportation (booked by Motorola)
- Daily meal allowance[1]

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

OPTIONAL SUPPORT SERVICES

Service	Description	Qty	Term Fees
Service Level	24x7 Technical Support	1	Included
		TOTAL	Included

Exhibit A Continued

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT **561** **TERM:** **10/01/18-09/30/19**

SUPPORT FEES SUMMARY

Product	Service Level	Term Fees
PremierCAD™ Software	24x7 Limited Support*	$215,944.00
Add-On PremierCAD™ Software		$7,726.00
PremierMDC™ Software	24x7	$98,230.00
	Multi-System Discount – 2.5%	($8,048.00)
	Bridge Program Discount – 20%	($44,733.00)
	MOTOROLA SUPPORT SUBTOTAL	**$269,119.00**
HP Hardware/Software NS System# 78330	24x7	$30,509.00
	THIRD PARTY SUPPORT SUBTOTAL	**$30,509.00**
24x7 Technical Support		Included
	OPTIONAL SUPPORT SERVICES SUBTOTAL	**Included**
	GRAND TOTAL	**$299,628.00**

***Limited Support Definition**

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

Exhibit B
CUSTOMER SUPPORT PLAN

MAINTENANCE AND SUPPORT AGREEMENT **561** **TERM:** **10/01/18-09/30/19**

CUSTOMER: **Jacksonville Sheriff Office**

Introduction

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

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

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

Below are the topics outlined in this Customer Support Plan:

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

I. Service Offerings

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

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

Service Levels

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

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

II. Accessing Customer Support

The Motorola Solutions System Support Center Operations

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

The System Support Center offers total call management including:

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

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

There are three options for accessing Support at Motorola:

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

Option 1 - Call Motorola Solutions System Support Center

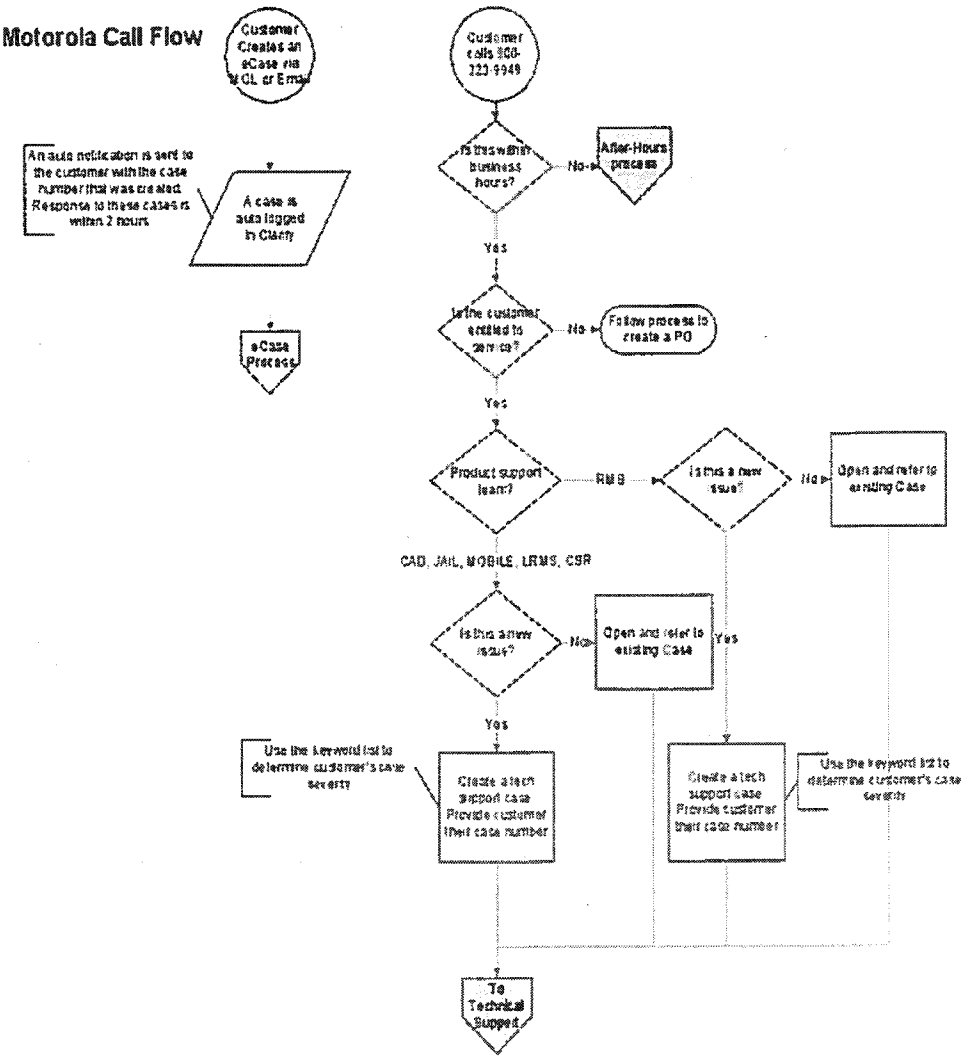
Call Motorola Solutions Toll free 800-323-9949

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

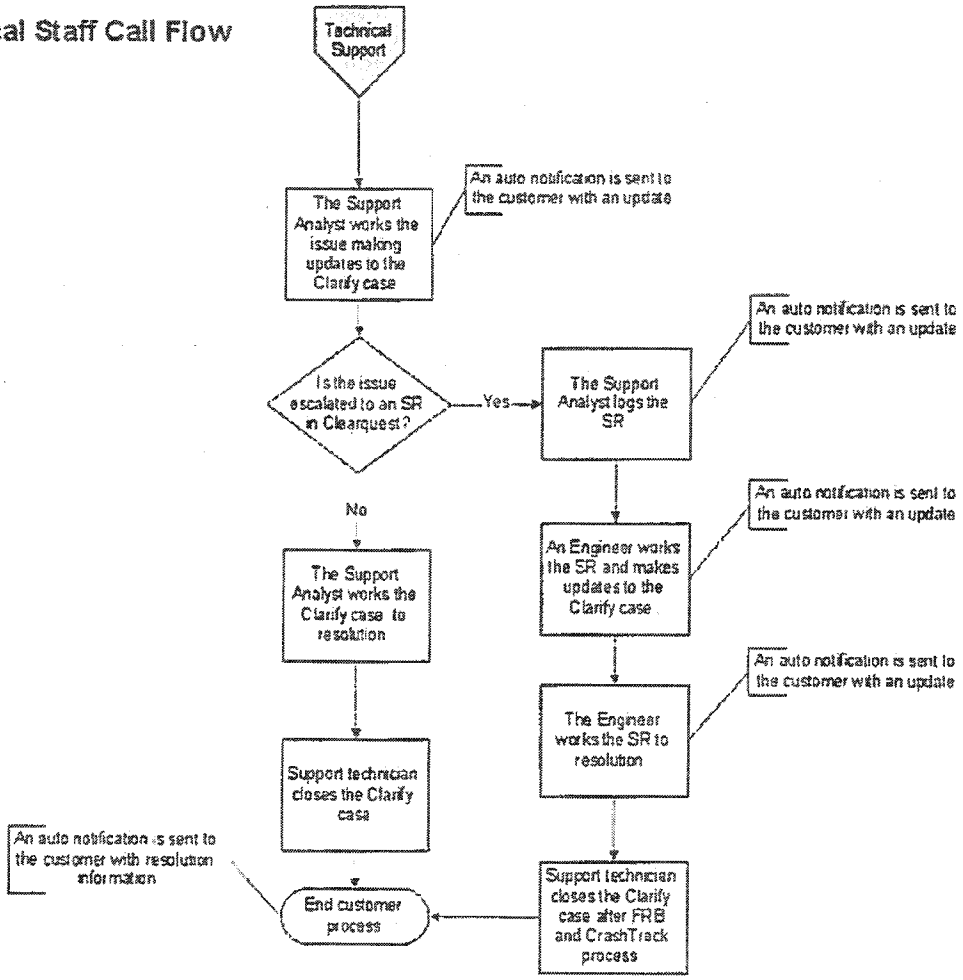
Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola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

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

Motorola Call Flow



Technical Staff Call Flow



How to Obtain Technical Support for Products

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

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

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

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

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

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

Setting Up a Motorola Solutions Online Account

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

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

Accessing the Technical Case Management web site

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

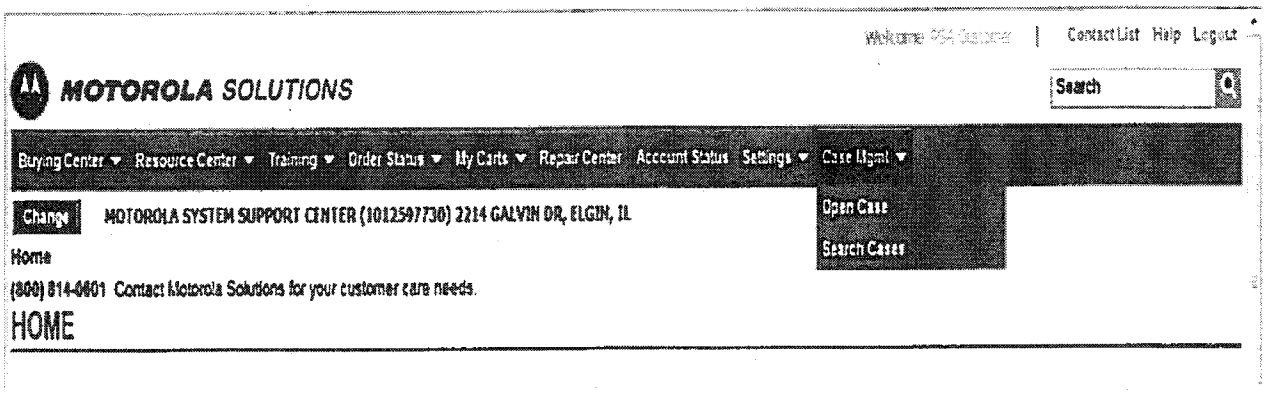
Primary Features of Online Technical Case Management

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

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

A. Open a New Case

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



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

Open Case

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

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

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

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

Open Case

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

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

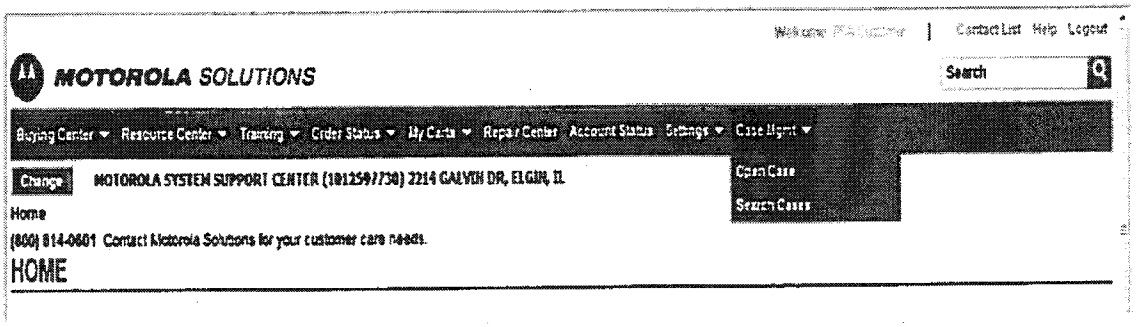
Contact Name: PSA Customer WebID
Contact Phone: 8008140601
Contact Email: PT1728@MOTOROLASOLUTIONS.COM
Reason: System Support Issue
Title:
System Support Site: Please Specify
Case Type: Please Specify
Severity: Please Specify
System: Please Specify
Description:

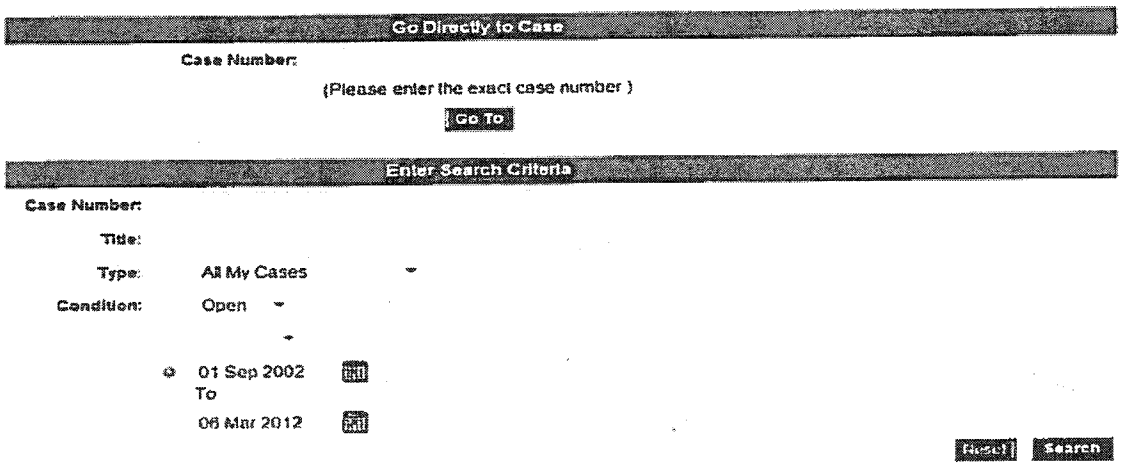
Create Case

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

B. *Search for an Existing Case*

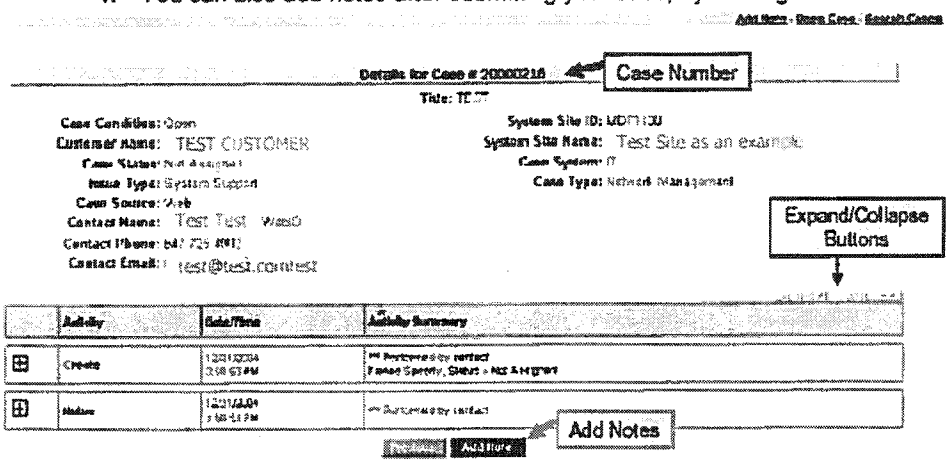
1. Log into Motorola Online
2. Click on the "Case Mgmt" ➊ Search Case
3. *Enter the exact* case number or enter search criteria to find a range of tickets
4. Click "Got To" or "Search"





C. *Update an Existing Case*

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

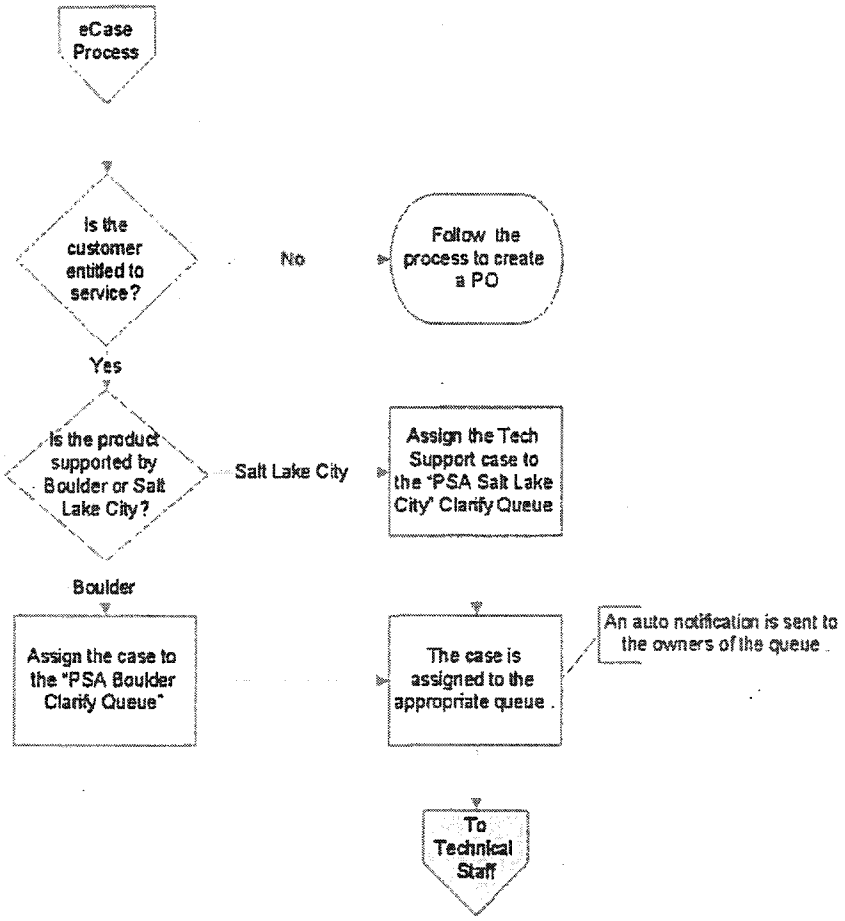


Motorola Solutions On-Line Support

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

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

Motorola On-line Flow



Option 3 - Submit a ticket via Email Case Management

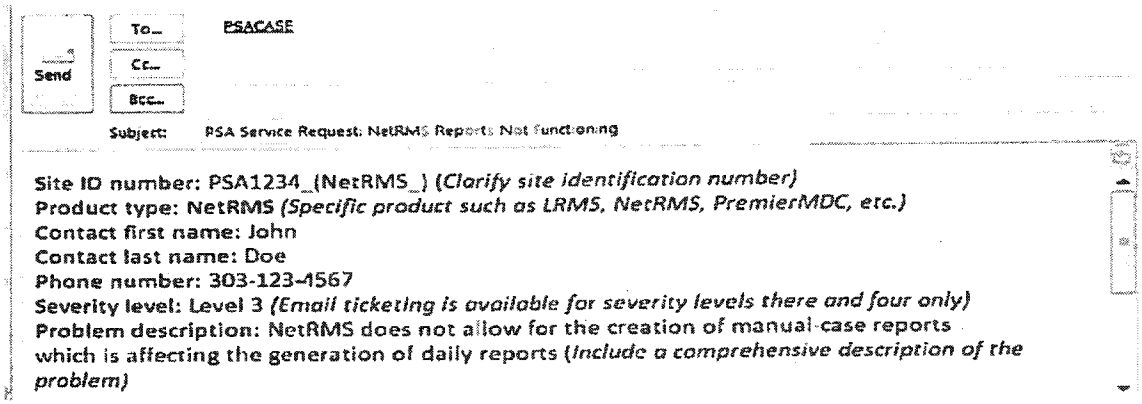
An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating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

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

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

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

SAMPLE Email Ticket Formatting:



III. Severity Levels and Case Management

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

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

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

Severity Level One Escalation

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

Escalation Policy- Severity Level 1		
CRITICAL	**ACTION**	**RESPONSIBILITY**
0 Hours	Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level.	Support Analyst
2 Hours	If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration	Support Analyst 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 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 detailed error capture/logging process to monitor the System. If Motorola is unable to correct the reported Residual Error within a reasonable time, Motorola will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.

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

IV. Key Responsibilities

4.1 Motorola Responsibilities

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4.2 Customer Responsibilities

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

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

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

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

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

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

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

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

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

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

Trouble Report Form

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

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

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

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

V. Customer Call Flow

To Be Provided By Customer

VI. Contact Information

Motorola Contacts

CONTACT	PHONE NUMBER
Motorola Solutions System Support Center	**(800) 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
Tanya Mansell Customer Service Manager tanyamansell@motorolasolutions.com	(949) 716-8884 - 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 **561** **TERM:** **10/01/18-09/30/19**

CUSTOMER: **Jacksonville Sheriff Office**

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

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

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

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

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

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