SINGLE SOURCE AWARD **BID # SS-0255-18**

Subject: Motorola PremierOne Computer Aided Dispatch (CAD) System – Ten (10) Year Maintenance and LifeCycle Services
Department: Information Technologies Division

Description of Purchase: Recommend approval to amend the contract award with Motorola Solutions, Inc to align the period of service for the Ten (10) Year Maintenance Service to begin on January 1, 2020, and continue through December 31, 2029, to correspond with the Go-Live date. In addition, ITD, JSO, and JFRD recommend amending **Exhibit A** Covered Products, Support Options, and Pricing, **Exhibit B** Customer Support Plan, and **Exhibit C** Labor Rates to City Contract #7664-13.

There are no additional fees associated with this award.
Formal contract amendment to City Contract #7664-13 will made through the Office of General Counsel.

Sole Source Award To: Motorola Solutions, Inc.

Price Justification: N/A

Total Award: N/A **Requisition:** N/A

Attachments: Recommendation Memo, Vendor Proposal, Previous Award

Certification as to Single Source: Kenneth Lathrop, Chief, Information technologies Division

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

Analyst: Ruben Ola

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 _____

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

DATE: June 8, 2020

TO: Greg Pease, Chief of Procurement Division

TG 6/19/20 **THRU:** Kenneth Lathrop, Chief of Information Technologies / CIO

FROM: Thomas Ossi, Technology Contract and Records Manager, ITD

RE: **SS-0255-18 Motorola PremierOne Computer Aided Dispatch (CAD) System – Ten (10) Year Maintenance and LifeCycle Service – Amendment Request**

The Information Technologies Division (ITD) in collaboration with the Jacksonville Sheriff's Office (JSO) and the Jacksonville Fire and Rescue Department (JFRD) request approval to amend BID # SS-0255-18 Motorola PremierOne Computer Aided Dispatch (CAD) System – Ten (10) Year Maintenance and LifeCycle Service.

This request will align the period of service for the Ten (10) Year Maintenance Service to begin on January 1, 2020, and continue through December 31, 2029, to correspond with the Go-Live date. In addition, ITD, JSO, and JFRD recommend amending **Exhibit A** Covered Products, Support Options, and Pricing, **Exhibit B** Customer Support Plan, and **Exhibit C** Labor Rates to City Contract #7664-13. All other terms and conditions of the original contract shall remain in full force and effect.

Upon award approval, a request for a formal contract amendment to City Contract #7664-13 will be made through the Office of General Counsel.

There are no additional fees associated with this award.

Your favorable consideration of ITD's request is greatly appreciated.

Attachment: BID # SS-0255-18
Revised Exhibit A Covered Products, Support Options, and Pricing
Revised Exhibit B Customer Support Plan
Revised Exhibit C Labor Rates

CC: Gary Steffens, Enterprise Architect Manager
Pieter Jansen, Senior Project Manager
AC Alexander Ciprian, IT Contract Administrator

MOTOROLA *SOLUTIONS*

03/02/2020

Tom Ossi
City of Jacksonville
214 North Hogan St
Ed Ball Bldg, Ste 900
Jacksonville, FL 32202

RE: **Amendment to Maintenance and Support Agreement: 561**
Product: PremierOneCAD™ and PremierOneMobile™

Dear Mr. Tom Ossi:

By means of this letter, Motorola Solutions, Inc. hereby extends the City of Jacksonville's maintenance and support agreement as referenced above. 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 **01/01/2020** through **12/31/29**. 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.comon or before **02/28/2020**. If you have any questions or need further clarification, please contact me directly at **858-324-6305** or by e-mailing me.

Sincerely,

Tanya Mansell

Tanya Mansell

Contracts Manager
Motorola Solutions, Inc.

Accepted by:

MOTOROLA SOLUTIONS, INC.	**CITY OF JACKSONVILLE**
By: Chris Carroll	By:
Name: Chris Carroll	Name:
Title: MSSSI Vice President and Director, Sales	Title:
Date: 03/02/2020	Date:

Exhibit A

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT 561 TERM: 01/01/2020-12/31/2029

CUSTOMER AGENCY	City of Jacksonville	BILLING AGENCY	City of Jacksonville
Address	214 North Hogan St	Address	214 North Hogan St
City, State, Zip	Jacksonville, FL 32202	City, State, Zip	Jacksonville, FL 32202
Contact Name	Tom Ossi	Contact Name	Accounts Payable
Contact Title	Technology Contracts and Records Mgr	Contact Title	
Telephone Number		Telephone Number	
Email Address	tossi@coj.net	Email Address	

For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP (800-674-4357) Option 4 Software Products/Public Safety Applications:

Option 2) Computer Aided Dispatch and Mobile

Option 2) PremierOne, Legacy CAD/Mobile

Site Identification Numbers

Product Group	Site Identification Number	Phone Prompt	Agency
PremierOneCAD	PSA811100_(CAD)	4, 2, 2	JSO
PremierOneMobile	PSA811100_(P1MOB)		
PremierOneCAD	PSA0244_(CAD)		JFRD
PremierOneMobile	PSA0244_(P1MOB)		
PremierOneCAD	PSA74600_(CAD)		Cecil Field DR PSAP
PremierOneMobile	PSA74600_(P1MOB)		

Standard Services Include:

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

On-site Support (when applicable)

MOTOROLA SUPPORTED PRODUCTS

Product	Description	Technical Service Level	Qty	Full Term Fees
PremierOne Common Query, Reporting & GIS	P1 Query Service Server License	24x7	1	$161,338
	P1 GIS Editing Client Plug-In License		1	
	P1 CAD&Mobile Reporting Service Server License		1	
	P1 CAD&Mobile Reporting Service Server License (2nd RDW)		1	
	PremierOne Mapping Server License		2	

Exhibit A

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MOTOROLA SUPPORTED PRODUCTS CONTINUED

Product	Description	Technical Service Level	Qty	Full Term Fees
PremierOne CAD	P1 CAD Server License (Primary)	24x7	1	$3,613,534
	P1 CAD Server License (DR Backup Site)		1	
	P1 CAD Dispatch (CAD Client and Mapping)		78	
	CAD Client Without Mapping		11	
	P1 ARL Vehicle Tracking Module License		1	
	P1 CAD Dispatch (CAD Client and Mapping) Fire Mobile Command Vehicle		4	
	P1 Enterprise Site License for CAD Client Usage		1	
PremierOne Mobile	P1 Mobile Server License (Primary)		1	$4,215,576
	P1 Mobile Server License (DR Backup Site)		1	
	P1 Mobile Client License (Concurrent User) -- No Mapping		750	
	P1 Mobile Mapping Client License (concurrent user)		750	
	P1 Mobile Client License with Mobile Mapping (Per MDT License)		160	
	P1 Mobile Client License with Mobile Mapping (Per MDT License)		40	
	P1 Enterprise Site License for Mobile Client usage		1	
	P1 Mobile Client API		1	
PremierOne NGICC	Responder Location Server License		1	$69,469
PremierOne Interfaces	Solacom CPE ANI/ALI		1	$304,363
	Solacom CPE TDD		1	
	MCC 7500 Radio Console		1	
	Motorola Astro Flexible ATIA		1	
	PTT		1	
	ProQA		1	
	InDigital TETXTY		1	
	PM-AM False Alarm Billing - Bidirectional		1	
	State/NCIC		1	
	SMTP Server		1	
	State Query Interface Transaction Bundle		1	
	Purvis IF		1	
	P1 Responder Location Integration		1	
MOTOROLA P1 SUPPORT TOTAL BEFORE DISCOUNT				**$8,364,280**

Exhibit A

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

THIRD-PARTY VENDOR SUPPORTED PRODUCTS

Vendor	Description	Vendor Service Level	Qty	FullTerm Fees
ESRI	ArcGIS Engine with Network Analyst Extension	24x7	82	Included
	ArcGIS Engine, Geo Database Update Extension, ArcSDE for Microsoft SQL Server, Network Analyst Extension		2	
	ArcGIS Engine, Network Analyst Extension		750	
	ArcGIS Engine with Network Analyst Extension		160	
CommSys	CommSys	24x7	1	$23,212
Microsoft	Microsoft SQL Upgrade	N/A	1	$525,725
	Microsoft Data Center	24x7	1	
HPE	VMw vCenter Server Std for vSph	24x7	2	
	VMw vSphere EntPlus 1P		17	
HPE	HPE_Servers (Serial# Primary: MXQ8340506, MXQ83401KQ, MXQ83401KM, MXQ83401KN, MXQ83401KL, DR: MXQ83401KS, MXQ83401KK, MXQ83401KP and MXQ83401KR)	24x7, Hardware Problem Diagnosis, Onsite Support, Parts and Material provided, 4 Hr Onsite Response, Defective Media Retention	9	$959,822
HPE	Nimble (Serial# Nimble AF-20259 DR, AF-201212)	24x7, 4 Hour Onsite Response	2	
HPE	StoreOnce (Serial# USE733C01)		1	
Extreme Network	Extreme Switches (Serial# Primary: 1826N-41726, 1826N-41680, 1826N-41701, DR: 1826N-41722, 1826N-41690, 1826N-41695)		6	
Fortinet	Fortigate devices (Serial# DR: FG5H1E5818902372, FG5H1E5818902548, Primary: FG5H1E5818902442, FG5H1E5818902606)	24x7, Next Business Day Response	4	
CDW	F5 Loadbalancer (Serial#ZYQLQDPJ, ZDJUFZPA, ZCVLSVXH, ZDOSNWOD)	24x7, 4 Hour Response	4	
SolarWinds	SolarWinds Network Performance Monitor	24x7	1	
	SolarWinds NetFlow Traffic Analyzer Module		1	
			TOTAL	$1,508,759

Exhibit A Continued

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT **561** **TERM:** **01/01/2020-12/31/2029**

Optional Services Available:

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

Professional Services Training
On-site Support Dedicated Resource
GeoFile Services
Users Conference Advance Purchase**

USERS CONFERENCE ADVANCE PURCHASE OPTION					
			Attendees	Qty	Fees
Users Conference Attendance	Year	2020 thru 2029	Standard Attendance[1]	6 per yr	$15,900 per yr
			Registration Only		

Standard Attendance Fees Includes the following:

- **Registration fee**
- **Round trip travel for event (booked by Motorola)**
- **Hotel accommodations (booked by Customer Agency per Motorola website instructions)**
- **Ground Transportation (booked by Motorola)**
- **Daily meal allowance[2]**

[1] Standard Attendance includes above accommodations for the regular conference days. Any offer for pre-training outside of the standard conference days is not included in this offer. Customers who wish to attend pre-conference training may do so at their own lodging and food expense. Adjustment to travel dates and times to attend pre-conference training is allowed

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

OPTIONAL SUPPORT SERVICES

Service	Description	Qty	Full Term Fees
*Onsite Support	Annual Onsite Technical Support - 40 hours (32 hours onsite + 8 hours of travel per year)	1	$160,488
*Remote Support	Annual Remote Technical Support - 14 hours	1	$47,289
SW Upgrade Svcs	Software Professional Upgrade with DR Services (up to 5 over 10 years)	5	$856,222
HW Upgrade Svcs	Hardware Professional Upgrade Services (up to 1 over 10 years)	1	$271,096
HW Refresh	Hardware Refresh (up to 1 over 10 years)	1	$662,738
User Conference	(6) User Conference Attendees per year	6	$159,000
		TOTAL	**$2,156,833**

*Note: The City has the option to use the annual onsite and remote support dollars for any P1CAD/Mobile related work or for additional attendees to User Conference. The City also has the option to use the dollars to purchase add-on Motorola software, interfaces or 3rd party software/hardware related to PremierOne, but an amendment may need to be negotiated at the time of request.

Exhibit A Continued

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

SUPPORT FEES SUMMARY

Product	Coverage	Jan20-Sep20 Term Fee (9 mos)	Oct20-Sep21 Term Fee	Oct21-Sep22 Term Fee	Oct22-Sep23 Term Fee	Oct23-Sep24 Term Fee	Oct24-Sep25 Term Fee
PremierOne CAD Software	24x7	$199,598.00	$305,190.00	$330,143.00	$346,649.00	$363,981.00	$382,179.00
PremierOne Mobile Software	24x7	$148,149.00	$322,680.00	$378,062.00	$396,965.00	$416,813.00	$437,653.00
PremierOne Interfaces	24x7	Warranty	$20,700.00	$28,635.00	$30,068.00	$31,572.00	$33,151.00
PremierOne NGICC	24x7	Warranty	$4,725.00	$6,536.00	$6,863.00	$7,206.00	$7,567.00
Motorola Software Maintenance Total		**$347,747.00**	**$653,295.00**	**$743,376.00**	**$780,545.00**	**$819,572.00**	**$860,550.00**
ESRI SW Embedded Support	24x7	Warranty	Included	Included	Included	Included	Included
PremierOne HW Support	24x7	Warranty	$85,285.00	$90,311.00	$94,826.00	$99,567.00	$104,546.00
Microsoft, VMWare Support	24x7	Warranty	$35,759.00	$49,466.00	$51,939.00	$54,536.00	$57,263.00
CommSys Support	24x7	Warranty	$1,579.00	$2,184.00	$2,293.00	$2,408.00	$2,529.00
3rd Party Vendor Support Total		**Warranty**	**$102,623.00**	**$141,961.00**	**$149,058.00**	**$156,511.00**	**$164,338.00**
Multi-Product Discount		-$8,694.00	-$16,335.00	-$18,586.00	-$19,515.00	-$20,491.00	-$21,517.00
Multi-Year Discount		-$6,781.00	-$12,739.00	-$14,496.00	-$15,221.00	-$15,982.00	-$16,781.00
Additional Multi-Year Discount based on 10 Year Contract		-$56,374.00	-$107,527.00	-$93,002.00	-$87,339.00	-$89,129.00	-$90,373.00
Maintenance Grand Total		**$265,898.00**	**$619,317.00**	**$759,253.00**	**$807,528.00**	**$850,481.00**	**$896,217.00**

Optional Upgrade Services						
Annual Onsite Technical Support-40 hours (32 hours on-site + 8 hours of travel per year)	Not Included	$11,244.00	$15,611.00	$16,411.00	$17,232.00	$18,095.00
Annual Remote Technical Support-14 hours	Not Included	$2,888.00	$3,937.00	$4,115.00	$4,320.00	$4,536.00
SW Professional Upgrade with DR Services (up to 5 over 10 years)	$63,599.00	$84,799.00	$84,799.00	$84,800.00	$84,800.00	$86,034.00
SW Professional Upgrade Discount	-$12,720.00	-$16,960.00	-$16,960.00	-$16,960.00	-$16,960.00	-$17,207.00
Hardware Professional Upgrade Services (up to 1 over 10 years)	$40,664.00	$54,219.00	$54,219.00	$54,219.00	$54,220.00	$13,555.00
Hardware Refresh (up to 1 over 10 years)	$99,411.00	$132,548.00	$132,548.00	$132,547.00	$132,547.00	$33,137.00
(6) User Conference Attendees per Year	$11,925.00	$15,900.00	$15,900.00	$15,900.00	$15,900.00	$15,900.00
Optional Upgrade Services Total	**$202,879.00**	**$284,638.00**	**$290,054.00**	**$291,032.00**	**$292,059.00**	**$154,050.00**

Maintenance and Services Grand Total	**$468,777.00**	**$903,955.00**	**$1,049,307.00**	**$1,098,560.00**	**$1,142,540.00**	**$1,050,267.00**

Exhibit A Continued

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

SUPPORT FEES SUMMARY CONTINUED

Product	Coverage	Oct25-Sep26 Term Fee	Oct26-Sep27 Term Fee	Oct27-Sep28 Term Fee	Oct28-Sep29 Term Fee	Oct29-Dec29 Term Fee (3 mos)	10 Year Term Total
PremierOne CAD Software	24x7	$401,287.00	$421,351.00	$442,419.00	$464,541.00	$117,535.00	$3,774,873.00
PremierOne Mobile Software	24x7	$459,536.00	$482,513.00	$506,640.00	$531,972.00	$134,595.00	$4,215,578.00
PremierOne Interfaces	24x7	$34,806.00	$36,549.00	$38,381.00	$40,304.00	$10,198.00	$304,364.00
PremierOne NGICC	24x7	$7,945.00	$8,343.00	$8,760.00	$9,197.00	$2,327.00	$69,469.00
Motorola Software Maintenance Total		**$903,574.00**	**$948,756.00**	**$996,200.00**	**$1,046,014.00**	**$264,655.00**	**$8,364,284.00**
ESRI SW Embedded Support	24x7	Included	Included	Included	Included	Included	Included
PremierOne HW Support	24x7	$109,774.00	$115,262.00	$121,025.00	$127,075.00	$32,152.00	$959,823.00
Microsoft, VMWare Support	24x7	$60,127.00	$63,133.00	$66,289.00	$69,604.00	$17,611.00	$525,727.00
CommSys Support	24x7	$2,655.00	$2,788.00	$2,927.00	$3,073.00	$778.00	$23,214.00
3rd Party Vendor Support Total		**$172,556.00**	**$181,183.00**	**$190,241.00**	**$199,752.00**	**$50,541.00**	**$1,508,764.00**
Multi-Product Discount		-$22,592.00	-$23,726.00	-$24,917.00	-$26,166.00	-$6,621.00	-$209,160.00
Multi-Year Discount		-$17,620.00	-$18,501.00	-$19,426.00	-$20,397.00	-$5,161.00	-$163,105.00
Additional Multi-Year Discount based on 10 Year Contract		-$99,717.00	-$115,328.00	-$133,132.00	-$152,376.00	-$39,320.00	-$1,073,617.00
Maintenance Grand Total		**$936,201.00**	**$972,384.00**	**$1,008,966.00**	**$1,046,827.00**	**$264,094.00**	**$8,427,167.00**

Optional Upgrade Services						
Annual Onsite Technical Support - 40 hours (32 hours on-site + 8 hours of travel per year)	$19,000.00	$19,951.00	$20,949.00	$21,995.00	Not Included	$160,488.00
Annual Remote Technical Support - 14 hours	$4,764.00	$5,002.00	$5,252.00	$5,515.00	$6,960.00	$47,289.00
Software Professional Upgrade with DR Services (up to 5 over 10 years)	$86,445.00	$86,445.00	$86,445.00	$86,445.00	$21,611.00	$856,222.00
SW Professional Upgrade Discount	-$17,289.00	-$17,289.00	-$17,289.00	-$17,289.00	-$4,322.00	-$171,245.00
Hardware Professional Upgrade Services (up to 1 over 10 years)	Not Included	Not Included	Not Included	Not Included	Not Included	$271,096.00
Hardware Refresh (up to 1 over 10 years)	Not Included	Not Included	Not Included	Not Included	Not Included	$662,738.00
(6) User Conference Attendees per year	$15,900.00	$15,900.00	$15,900.00	$15,900.00	$3,975.00	$159,000.00
Optional Upgrade Services Total	**$108,820.00**	**$110,009.00**	**$111,257.00**	**$112,666.00**	**$28,224.00**	**$1,985,588.00**

Maintenance and Services Grand Total	**$1,045,021.00**	**$1,082,393.00**	**$1,120,223.00**	**$1,159,393.00**	**$292,318.00**	**$10,412,754.00**

Other agencies running off of Jacksonville's P1 system include: Atlantic Beach Police, Duval Co School Police Dept, Jacksonville Aviation Authority and University of North Florida. P1Mobile covered under support P1CAD support will be covered under separate contracts with each agency.

Exhibit B
CUSTOMER SUPPORT PLAN

MAINTENANCE AND SUPPORT AGREEMENT **561** **TERM:** **01/01/2020-12/31/2029**

CUSTOMER: **City of Jacksonville**

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

For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP

Option 4 Software Products/Public Safety Applications:

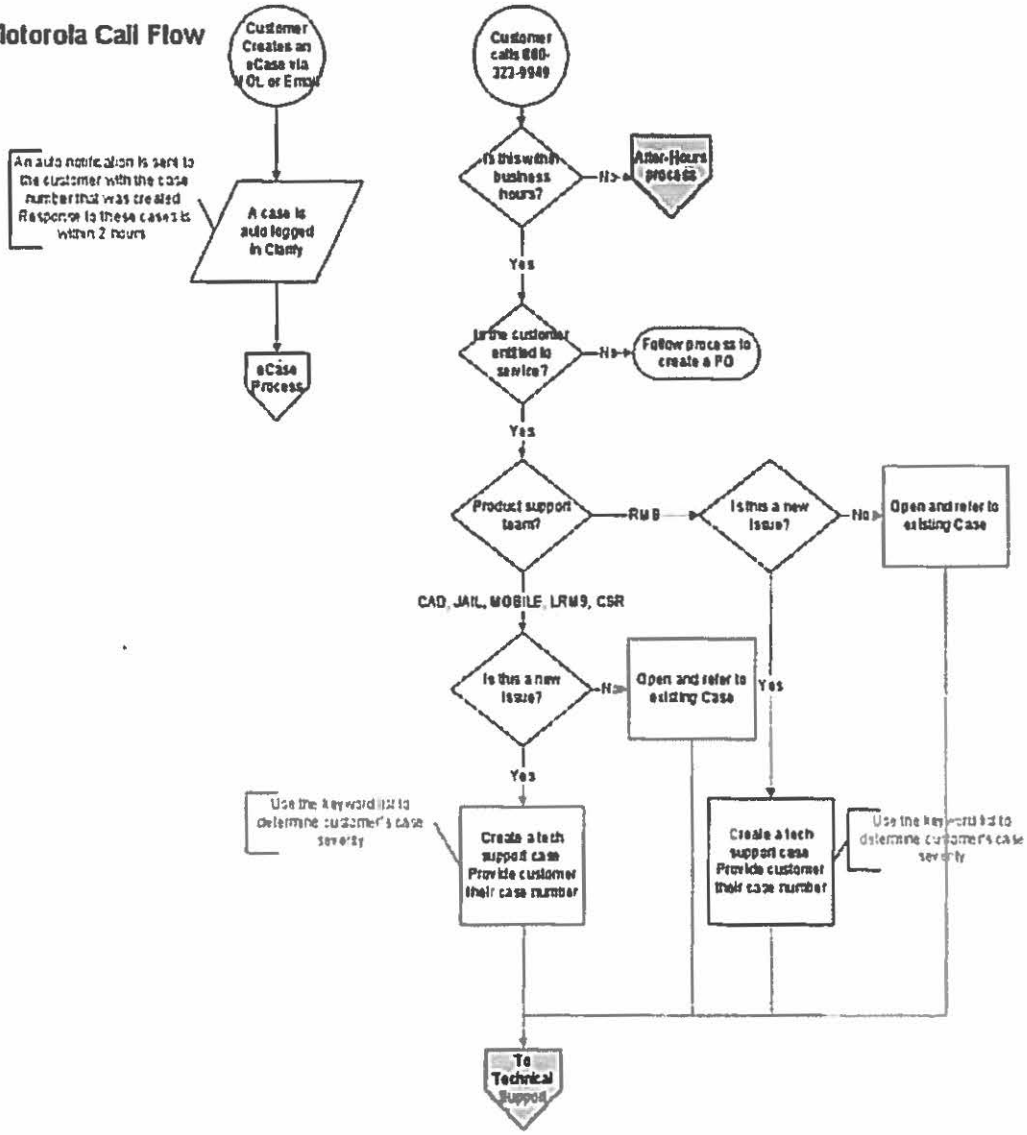
Option 2) Computer Aided Dispatch and Mobile

Option 2) PremierOne, Legacy CAD/Mobile

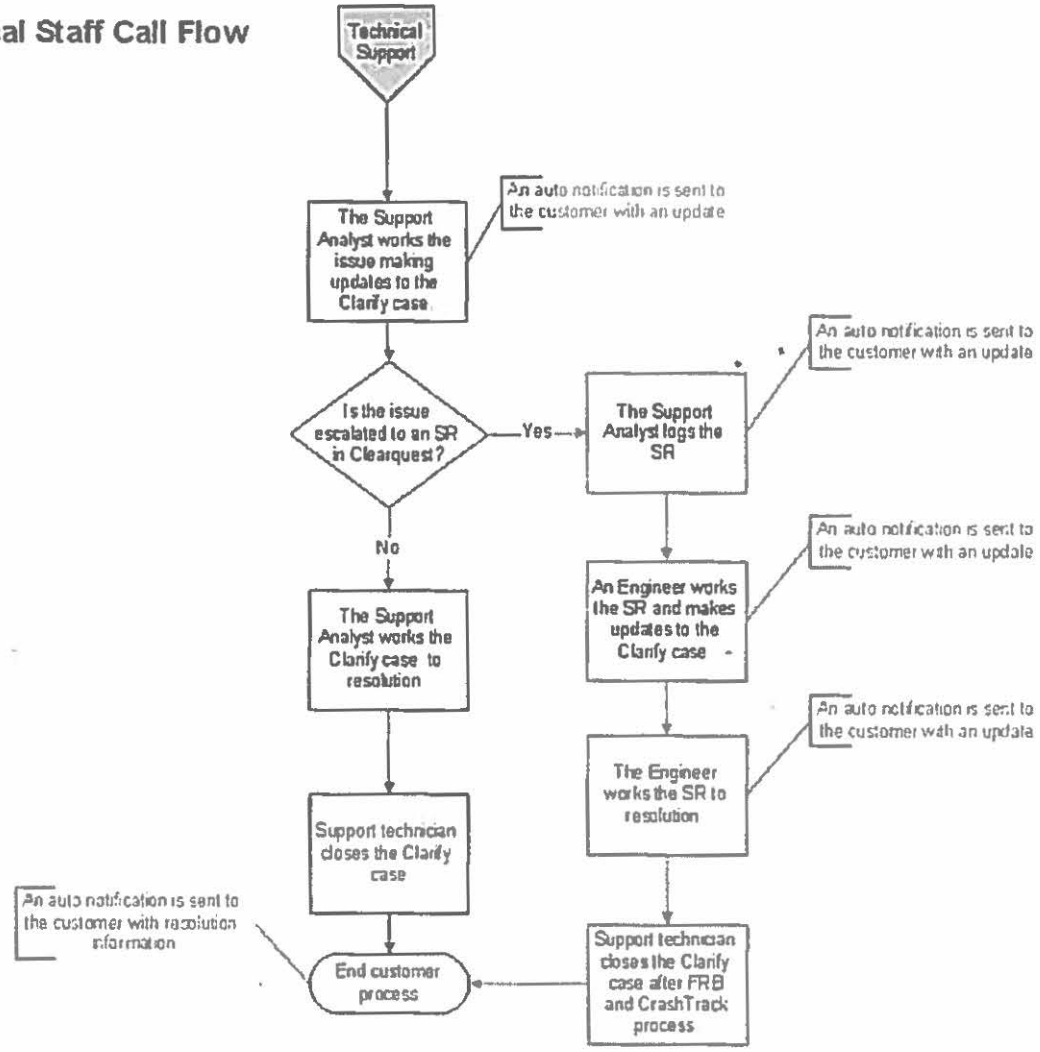
Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola 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-MSI-HELP **Step 2.** Select option 4 (Software Products/Public Safety Applications) **Step 3.** Select option 2 (CAD/Mobile) or Select option 4 (Records/Jail) **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.

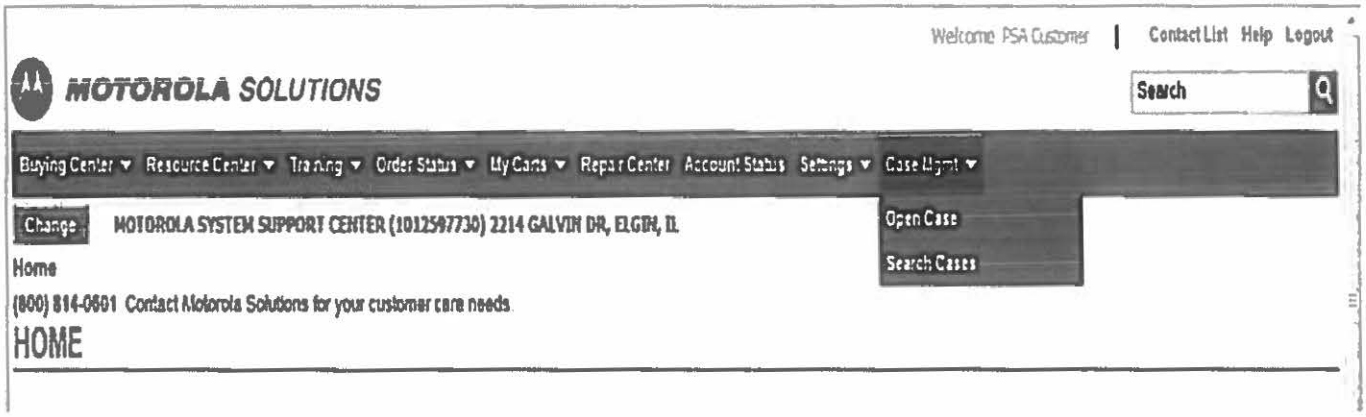
Primary Features of Online Technical Case Management

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

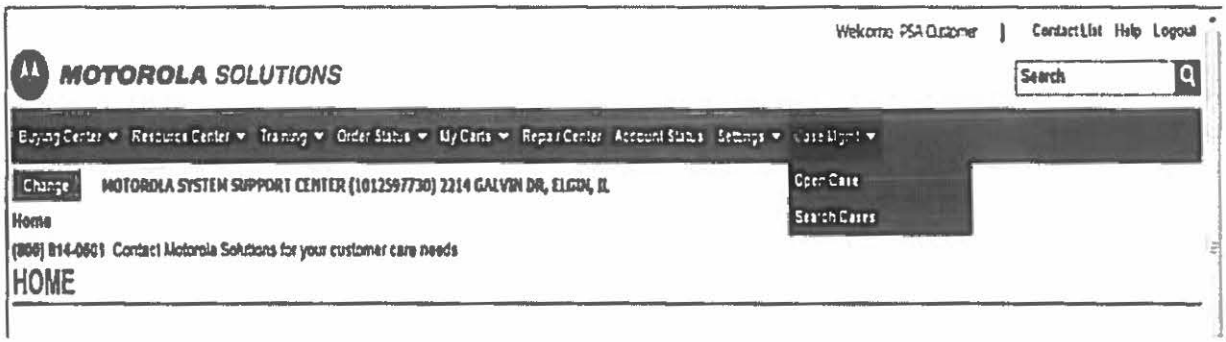
Description:

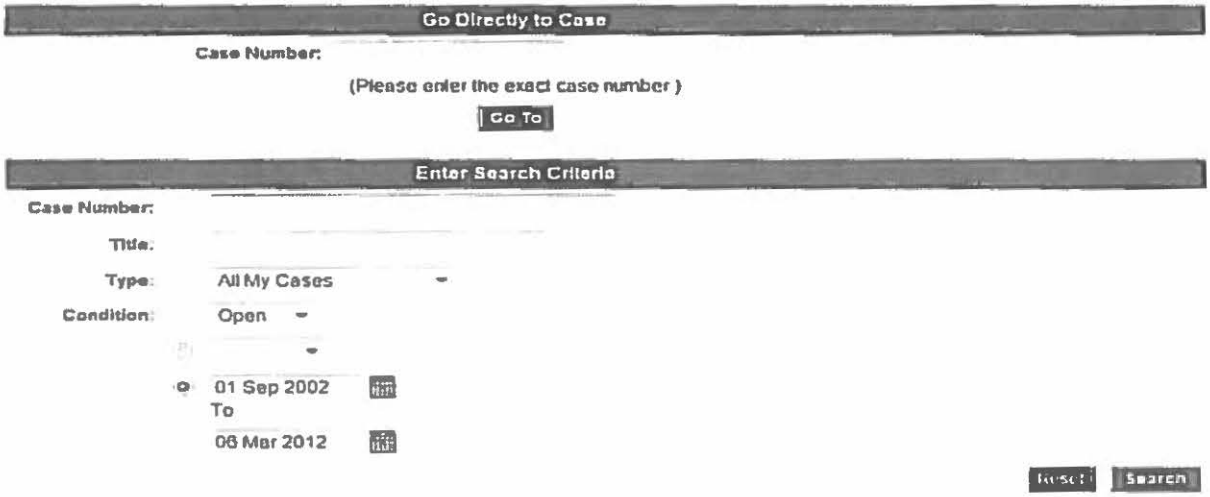
Create Case

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*

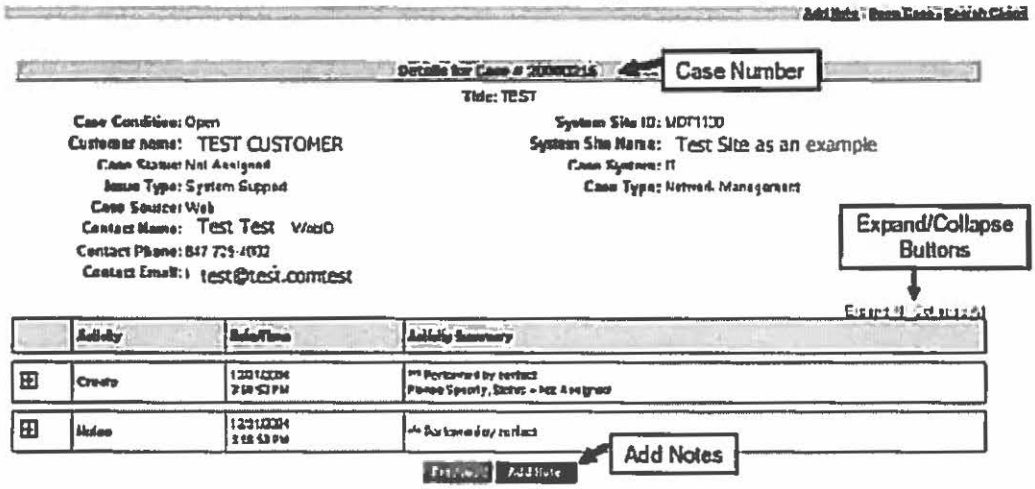
1. Log into Motorola Online
2. Click on the "Case Mgmt" ➐ Search *Case*
3. *Enter the exact* case number or enter search criteria to find a range of tickets
4. Click "Got To" or "Search"





C. *Update an Existing Case*

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

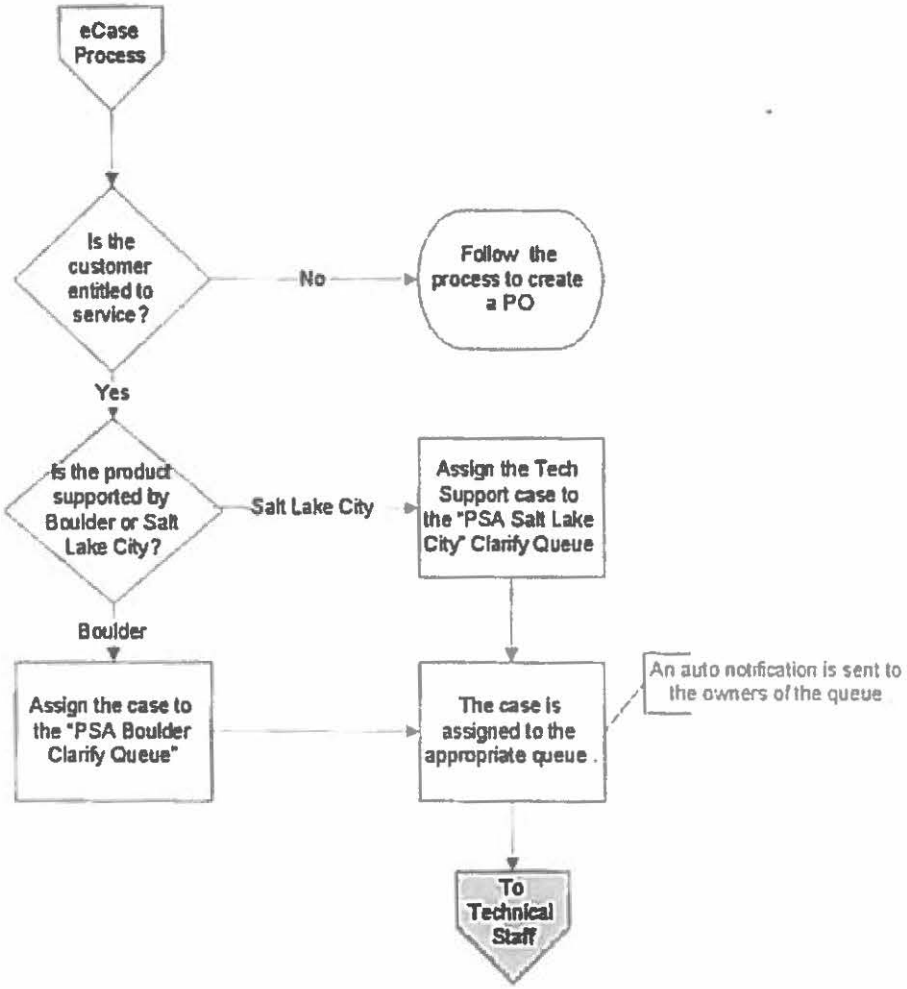


Motorola Solutions On-Line Support

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-MSI-HELP 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 by calling 800-MSI-HELP and following the appropriate prompts.
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

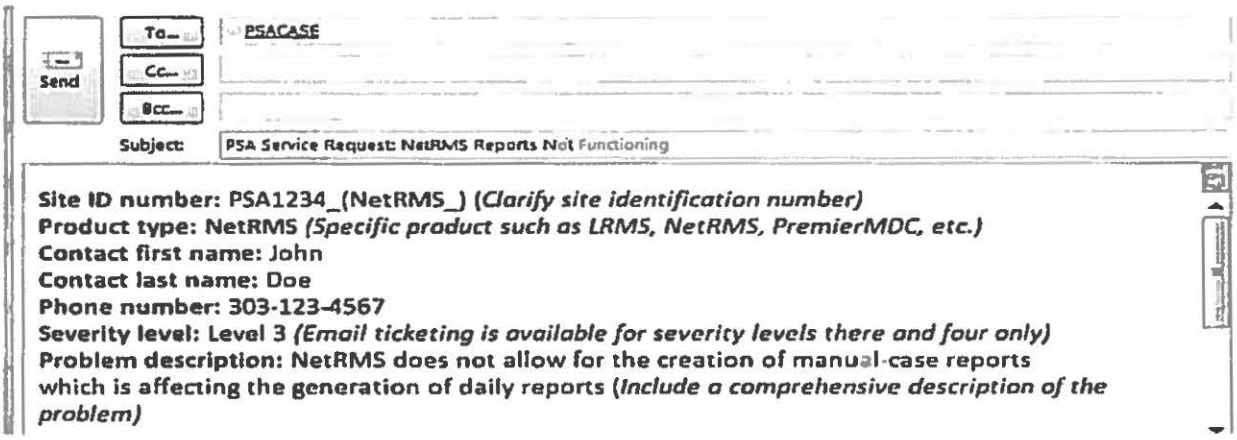
An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating 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 by calling 800-MSI-HELP and following the appropriate prompt 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	**Non-Critical Major 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 Minor Failure** - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround. This level is meant to represent a minor issue that does not preclude use of the System, Subsystem, Product, or critical features.	**Telephone conference within 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) MSI-HELP Option 4 Software Product/Public Safety Apps: ***Option 2) Computer Aided Dispatch and Mobile;*** ***Option 2) PremierOne, Legacy CAD/Mobile***
Timothy Leach Senior Manager, Technical Support Timothy Leach@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
Tanya Mansell Customer Service Manager tanyamansell@motorolasolutions.com	(858) 324-6305 - office
Clark McCall Sr. Sales Consultant, Public Safety Solutions clark.mccall@motorolasolutions.com	(352) 589-5721 - 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:** **01/01/2020-12/31/2029**

CUSTOMER: **City of Jacksonville**

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.

SINGLE SOURCE AWARD **BID # SS-0255-18**

Subject: Motorola PremierOne Computer Aided Dispatch (CAD) System – Ten (10) Year Maintenance and LifeCycle Services
Department: Information Technologies Division

Description of Purchase: Recommend approval of single source award to Motorola Solutions, Inc.to provides 10-year Maintenance and LifeCycle Services for JSO and JFRD 911 Public Safety Motorola PremierOne CAD System. Total expenditure not to exceed $10,412,754.00 for the 10-year period, to be funded annually upon budget approval.

Funding Source: AFIT531CSCS-04662 – To be executed by formal contract through the Office of General Counsel and encumbered by purchase order.

Sole Source Award To: Motorola Solutions, Inc.

Price Justification: N/A

Total Award: $10,412,754.00 **Requisition:** N/A

Attachments: Single Source Form and Vendor Letter and Quote

Certification as to Single Source: Kenneth Lathrop, Chief, Information technologies Division

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

Analyst: Annette Burney

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

Teresa R. Eibner
CHAIRMAN

9/07/17
DATE

ACTION OF AWARDING AUTHORITY **DATE:** 9/08/17

MR **APPROVED** **DISAPPROVED**

OTHER

SIGNATURE OF AUTHENTICATION

Sam E. Mousa
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of:
Executive Order No. 2015-05

FORM GB-113, Revised 12/2007

SS- 0225-18

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): Finance & Administration / Information Technologies Division

FUNDING SOURCE: AFIT531CSCS - 04662

BRIEF DESCRIPTION OF GOODS/SERVICES:
Ten (10) Year Maintenance and LifeCycle Services of the JSO and JFRD 911 Public Safety Motorola PremierOne Computer Aided Dispatch (CAD) system.

AMOUNT OF PROJECT (attach quote): $10,412,754.00

PROVIDE A SUMMARY OF THE SCOPE OF GOODS/SERVICES TO BE PROVIDED; IDENTIFY EACH ITEM, COMPONENT OR SERVICE BEING PROCURED (ATTACH QUOTE/PROPOSAL):
Ten (10) Year Maintenance and LifeCycle services for PremierOne CAD JSO & JFRD agencies. The Ten (10) year agreement includes five (5) software upgrades and one (1) hardware upgrade for Primary and Recovery sites.

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 CAD Maintenance and LifeCycle services for PremierOne products are developed, by Motorola Solutions Inc. Motorola would be required to perform software upgrades and maintenance to the PemierOne System.

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:
The City has verified that Motorola is the only vendor to provide the CAD systems Maintenance and LifeCycle services which is substantiated with the attached Motorola single source validation document.

LEI 8-21-2017

Submitted by: Michael Turner PMO Manager

8/28/2017

Date: 8/20/17 **(Name)** **(Title)**

Requesting Agency's Director's Signature:

Procurement Division ____

March, 2017

Information Technologies Division

CITY OF JACKSONVILLE

August 21, 2017

TO: Greg Pease, Chief of Procurement
Procurement Division

FROM: Michael Turner, PMO Manager
Information Technologies Division

THRU: Kenneth Lathrop, Chief of Information Technologies/CIO
John Proctor, Finance Officer Information Technologies
Kurtis Wilson, Director of Fire and Rescue
Patrick Ivey, JSO Undersheriff

SUBJECT: Request for Single Source Award for the Computer Aided Dispatch Upgrade

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The Information Technologies Division (ITD) in conjunction with the Jacksonville Sheriff Office (JSO) and Jacksonville Fire Rescue Department (JFRD) request the approval for a Single Source purchase to Motorola Solutions, Inc. for the upgrade of the existing Premier Computer Aided Dispatch (CAD) systems to the PremierOne CAD system.

Emergency call taking and public safety dispatching services are provided to the City of Jacksonville by JSO and JFRD as separate entities. JSO is the primary Public Safety Answering Point (PSAP) and JFRD is the secondary. Currently, each department operates independently on different versions of the Motorola Premier CAD system.

In order to support a more efficient emergency call taking process, we request to procure a single CAD system with combined configuration and functionality to meet both JSO and JFRD dispatching requirements. With the proposed upgrade, fully functional primary and backup systems would be procured, implemented and supported to meet the needs of both agencies and improve emergency response time.

Through collaborative efforts, JSO, JFRD, and ITD have determined that the upgrade from the two existing Motorola Premier CAD systems to a unified PremierOne CAD platform is the preferred path and is in the best interest of the City.

Total award for implementation and Ten year maintenance not to exceed: $14,081,590

Implementation and Ten year maintenance break out

CAD Upgrade/ Migration and Implementation	$ 3,668,836
CAD Ten year Maintenance and Life Cycle Services	$10,412,754
Not To Exceed	$14,081,590

CITY OF JACKSONVILLE

CAD Ten Year Maintenance and Life Cycle Services Summary		Year
Year 1	$ 625,036	2019
Year 2 Software Upgrade	$ 996,928	2020
Year 3	$ 1,066,767	2021
Year 4 Software Upgrade	$ 1,109,157	2022
Year 5 Hardware Upgrade	$ 1,153,667	2023
Year 6 Software Upgrade	$ 1,015,800	2024
Year 7	$ 1,054,761	2025
Year 8 Software Upgrade	$ 1,091,604	2026
Year 9	$ 1,129,763	2027
Year 10 Software Upgrade	$ 1,169,271	2028
Total Ten Year Maintenance	$10,412,754	

CAD Upgrade / Migration Cost and Funding Sources:

Index Code	FAMIS Project Number	Sub Object	Description	FY2018 Amount	FY2019 Amount	Total Amount
AFIT536	ITCAD1 - 02	069427	Debt Service – Computer Equipment	$846,012	$1,269,019	$2,115,031
AFIT536	ITCAD1 - 02	069509	Debt Service – Capital Professional Services	$621,522	$932,283	$1,553,805
Total						$3,668,836

CAD Upgrade Ten year Maintenance and Life Cycle Services

Index Code	FAMIS Project Number	Sub Object	Description	Refer to 10 year schedule	Total Amount
AFIT531CSCS		04662	Recurring Maintenance	Refer to 10 year schedule	$10,412,754
Total					$10,412,754

Attachments:
- -Single Source Request Form (CAD Upgrade)
- -Single Source Request Form (Maintenance & LifeCycle Services)
- -Proposal Price Summary
- -Vendor Single Source Validation
- - CAD Upgrade Requirements Summary GAP Analysis
- -PremierOne CAD and Mobile Migration/Scope of Work

Your favorable consideration of this request is appreciated.

CC: Pieter Jansen, Senior Project Manager
Tom Ossi, Technology Contract and Records Manager