2

SUBJECT: Piggyback State of Minnesota Sourcewell Contract pursuant to RFP 042021-MOT – Public Safety Communications Technology and Hardware Solutions

BID #: PSC-0287-23 **OPEN DATE:** N/A

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: PIGGYBACK CONTRACT – PERIOD OF SERVICE FROM JULY 4, 2021 THROUGH JUNE 23, 2025

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: PIGGYBACK CONTRACT

NUMBER OF BIDS INVITED: N/A **NUMBER RECEIVED:** N/A **OTHER:** N/A

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to amend and increase the award by $1,600,000.00 for Piggyback State of Minnesota Sourcewell Contract pursuant to RFP 042021-MOT Public Safety Communications Technology and Hardware Solutions with Motorola Solutions, Inc. for system and device security enhancements. The revised total award expenditure not-to-exceed $4,849,815.00. The term of service will remain the same.

FUNDING SOURCE: Multiple funding sources to be executed by formal contract amendment #2 (City Contract #70168-23) through the Office of General Counsel and process by purchase order(s).

ATTACHMENTS: Recommendation Memo; Vendor Proposal; Previous Awards

ANALYST: _____ Corey Sidlo

RESPECTFULLY SUBMITTED: _____ DUSTIN FREEMAN, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Wanyonyi Kendrick, Chief of Information Technologies Division/Interim CIO

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE

_____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

INFORMATION TECHNOLOGIES DIVISION

A NEW DAY

PUBLIC RECORDS EXEMPT, per F.S. 119.0725 - Agency Cybersecurity Information

DATE: November 29, 2023

TO: Dustin L. Freeman, Chief of Procurement Division

THROUGH: Wanyonyi Kendrick, Chief of Information Technologies / CIO

Wanyonyi Kendrick — Digitally signed by Wanyonyi Kendrick Date: 2023.12.01 17:06:46 -05'00'

FROM: Elizabeth Brown, IT Operations Manager

Elizabeth Brown — Digitally signed by Elizabeth Brown Date: 2023.11.29 16:15:13 -05'00'

SUBJECT: **2nd Amendment – Piggyback State of Minnesota Sourcewell Contract pursuant to RFP 042021 – Public Safety Communications Technology & Hardware Systems**

The Information Technologies Division (ITD) requests authorization to piggyback State of Minnesota Sourcewell contract #042021-MOT, pursuant to RFP 042021, for system and device security enhancements. These enhancements will include 3,486 licenses, implementation services, testing, and training. The term of service will remain the same through October 31, 2024.

The total not-to-exceed amount for this agreement is $3,249,815.00 and will increase by $1,600,000.00. The new not-to-exceed amount will be $4,849,815.00.

Upon award approval, a request for a formal contract amendment will be made through the Office of General Counsel.

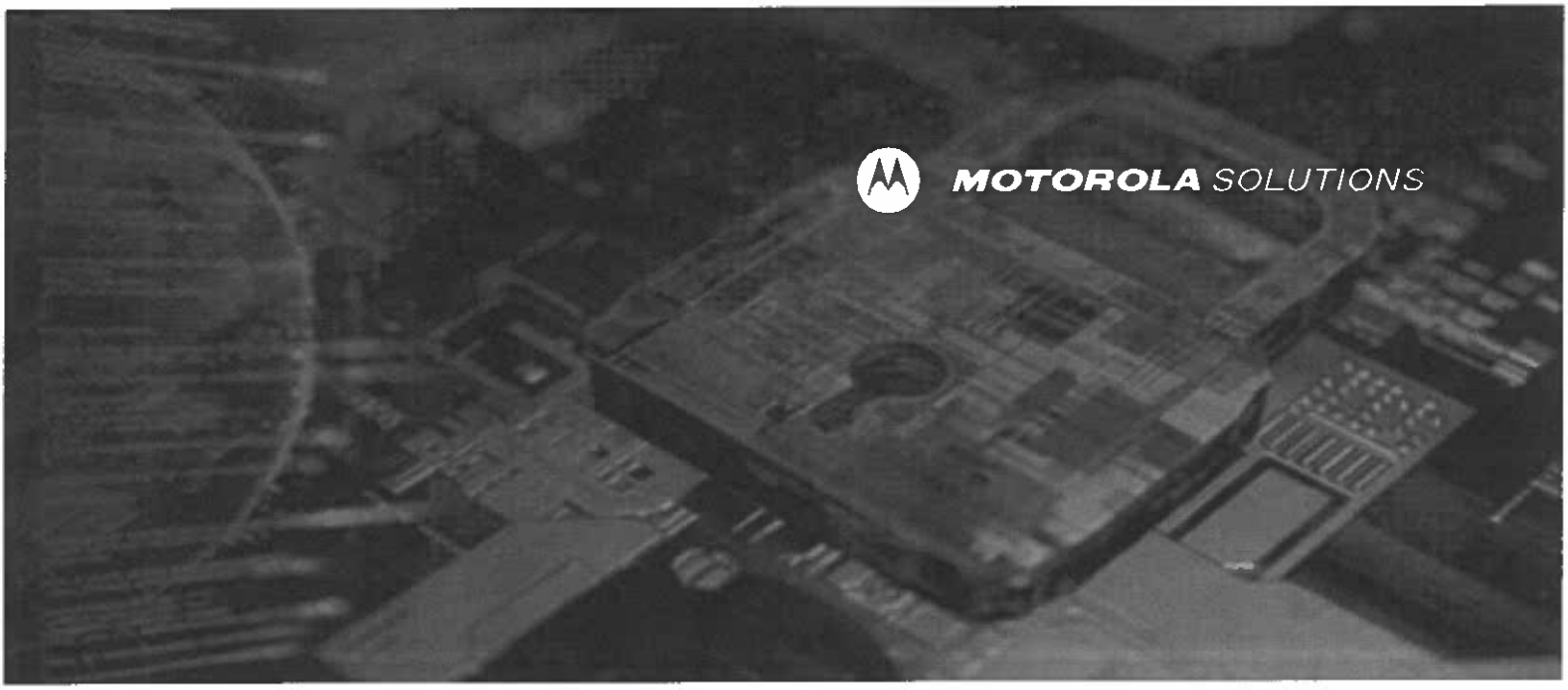
Funding Sources: Multiple

Tracy Geake — Digitally signed by Tracy Geake Date: 2023.12.01 12:42:41 -05'00'

Your favorable consideration of this public safety request is greatly appreciated.

Attachments: City Contract 70168-23 & Amendment 1
Motorola Proposal & Quote dated November 22, 2023
PSC-0287-23 Award & Increase dated 7/28/23
Sourcewell contract with Motorola Solutions, Inc. 042021-MOT
Sourcewell RFP 04201 – Public Safety Communications Technology & Hardware Solutions

cc: Bill Costa, Technology Infrastructure Manager
Alexander Ciprian, Radio Communications Manager
Thomas Ossi, Technology Contracts & Records Manager



City of Jacksonville

System and Device Security Enhancements

November 22, 2023

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PS-000146976

MOTOROLA SOLUTIONS

Motorola Solutions, Inc.
500 W Monroe Street, Ste 4400
Chicago, IL 60661-3781
USA

November 22, 2023

Alex Ciprian
Radio Communications Manager
City of Jacksonville | Information Technologies
Division 1020 Superior Street
Jacksonville, FL 32254

Subject: Radio System Security Enhancements – DES to AES Encryption

Dear Alex,

Motorola Solutions, Inc. ("Motorola") is pleased to have the opportunity to provide the City of Jacksonville with quality communications equipment and services.

Industry Background
When the APCO P25 Encryption and OTAR and Key Fill Interface standards were created, the Digital Encryption Standard (DES) 128-bit was a National Institute of Standards & Technology (NIST) approved encryption algorithm. DES was widely understood by manufacturers and was supported on then-current radio hardware from all P25 manufacturers. It did not require extensive advances in hardware, processing, or radio bandwidth; and, universal Key Management Facilities could support creating hardware and software keys across multiple manufacturers. Meanwhile, the Advanced Encryption Standard (AES) 256-bit did not have widely adopted software key capability and required physical dongles for storing keys. As time went on and as computer technology advanced, NIST's position changed and DES was no longer considered reliable. Thus, AES became the endorsed encryption algorithm for P25 around 2005. During this era, manufacturers developed hardware and firmware updates which could support both standards, along with software keying. It was during this time in which Jacksonville began to purchase and deploy APX Radios which were equipped with the then-current DES, but also capable of AES encryption in the future. DES still appears in P25 Encryption and OTAR documents for purposes of backwards compatibility; enabling manufacturers building to the current standards to have a product that is backwards compatible with legacy equipment built to the original (DES) standards.

Jacksonville Context
In 2009 the City issued an RFP to upgrade the FCRS to the APCO P25 Standard. Radio replacement was not included in the RFP, only infrastructure. The XTS/XTL radios used by the Sheriff's Office could only contain one encryption key and the City desired to continue the use of DES. In 2015, Jacksonville ITD began an 8 year phased approach to replace legacy mobiles, initiated in the ITD 5 Year Capital Plan and concluded in 2022. All JSO mobiles purchased in this capital plan contain AES & DES with Multi-Key capabilities. In addition, in 2018 ITD began replacement of legacy portables in the 5 Year Capital Plan and concluded in 2022. All JSO portables, both the APX6000 and the APX NEXT, purchased in this capital plan contain AES & DES with Multi-Key capabilities.

Therefore, this solution is to facilitate the conversion of JSO radios from DES to AES. Inclusive in this encryption conversion:

- Over the Air Re-Keying (OTAR) functionality to JSO APX 6000 Portables and APX 6500 Mobiles which includes:
    - Quantity 1,420 Portable Radio OTAR w/ Multikey Flash Upgrades.

    - Quantity 2,062 Mobile Radio OTAR w/ Multikey Flash Upgrades.
    - Quantity 4 Consolette Radio OTAR w/ Multikey Flash Upgrades.
- P25 Advanced Encryption Standard (AES) Algorithm to quantity 59 JSO VPM Based consoles.
- Upgrade the City's existing Key Management Facility (KMF) with AES while increasing the KMF's capacity to allow for automatic encryption key changes.
- Radio Management functionality and licenses for quantity 3,486 JSO radios to support logging, tracking and configuration of radio programming.
- SI Services to include:
    - Radio Management setup and training.
    - APX 6000 series subscriber fleet OTAR flash upgrades to be done in tandem with updating the configurations for OTAR and reading the radios into the new RM database & KMF.
    - OTAR/KMF training.
    - Upgrading the 59 JSO consoles to the new AES algorithm.

This proposal shall remain valid through December 22, 2023 and is subject to the terms and conditions of the existing GC# 1537744 FCRS Site Expansion Agreement (Utilizing State of Minnesota Sourcewell Contract 042021-MOT, Solicitation Number: RFP #042021), or a mutually agreed version thereof. Any questions may be directed to your Motorola Account Executive, Eric Lazo, at 239-776-8143.

Motorola Solutions, Inc.

Daniel Sanchez
Territory Vice President - Florida

Table of Contents

Table of Contents 1
Solution Description 3
1.1 Introduction 3
1.2 MOP for AES Keyset Switchover via OTAR 3
1.2.1 Subscriber Fleet Preparation for Switchover 3
1.2.2 Switchover to AES Keyset 4
1.3 Key Management Facility (KMF) System Components 4
1.3.1 KMF Server 4
1.3.2 KMF Web-Based Client 4
1.3.3 CryptR 5
1.4 Proposed KMF/OTAR Training Overview 5
1.4.1 Technician Training Plan 5
1.4.2 Course Descriptions for the City of Jacksonville 6
Device Management Service Offer 7
2.1 APX Radio Services Overview 7
2.1.1 Services Descriptions 7
Statement of Work 10
3.1 Motorola Responsibilities 10
3.2 City of Jacksonville Responsibilities 11
3.3 Assumptions 11
Statement of Work for Device Management Services 13
4.1 Overview 13
4.2 On-Premises Radio Management 13
4.2.1 Scope 13
4.2.2 Motorola Responsibilities 13
4.2.3 Limitations and Exclusions 13
4.2.4 City of Jacksonville Responsibilities 13
4.3 Motorola On-site Setup Assistance 15
4.3.1 Scope 15
4.3.2 Motorola Responsibilities 15
4.3.3 Limitations and Exclusions 16
4.3.4 City of Jacksonville Responsibilities 16
4.4 Radio Management Training 16
4.4.1 Motorola Solutions Responsibilities 16
4.4.2 City of Jacksonville Responsibilities 16
Service/Warranty 17
Equipment List 18
Pricing Summary 20

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Section 1

Solution Description

1.1 Introduction

Motorola Solutions is pleased to offer this proposal which includes the items necessary to provide AES encryption, Over-the-Air-Rekeying (OTAR) and Radio Management. The KMF provides encryption key management services for Motorola's ASTRO 25 Systems. The KMF and Radio Management Systems will reside on the Customer Enterprise Network (CEN).

- Setup and configuration of the existing KMF Server
  - Increase capacity to handle the existing radio fleet
  - APX Next Touchless Key Provisioning
  - Necessary software upgrades to the server and CryptR
- AES licensing for 59 Voice Processing Module (VPM) based consoles
- OTAR licensing for 2,062 mobile, 4 consolettes, and 1,420 portable subscribers.
- Services to include Radio Management setup and training, APX 6000 & APX 6500 subscriber fleet OTAR flash upgrades to be done in tandem with importing the fleet to the new RM database & KMF, OTAR/KMF training, and upgrading the JSO consoles to the new AES algorithm.

1.2 MOP for AES Keyset Switchover via OTAR

In order to meet the customers stated goal of transitioning to AES encryption, with the ability to roll keys via OTAR, there is a specific order of operations that is required and outlined below:

1.2.1 Subscriber Fleet Preparation for Switchover

1. All APX 6000 series radios must have the OTAR keys flashed into the radios.
2. All APX 6000 series radios must then be read into the KMF. It is assumed that all APX NEXT series radios are already in the KMF and have OTAR enabled in their configuration.
3. Any radios that do not have a programming configuration with OTAR enabled will need to be reprogrammed to enable OTAR.
4. Read the APX 6000 series radios into the Radio Management database.
   - This step is unnecessary for the purposes of AES encryption, but to be able to provide the "one-touch" programming solution that is included in this proposal this step must be done at

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the same time as the OTAR flashes and reading the radios into the KMF.

5. Deploy the radios back to the field.
6. Working in groups of less than 1000 radios begin setting-up the OTAR jobs to add the new AES key to the radios. As radios receive the new AES key via OTAR they will continue to use the old DES-OFB key until the system maintainer activates the key switchover.
    - Note - Any radios that do not receive the OTAR job before the switchover to the new AES key occurs will receive the new AES key the next time the radio attempts to affiliate with the system, provided the radio was already read into the KMF.

1.2.2 Switchover to AES Keyset

Once a majority of the subscriber fleet has received the new AES keyset the team should follow the below steps to roll the keys.

1. Load the AES keys into half of the JSO consoles via the KVL.
2. Initiate the switchover to make the AES keyset the active keyset in the subscriber radios.
3. Load the AES keys into the remaining JSO consoles via the KVL. At this point all consoles and subscribers will now be operating on the new AES keyset

1.3 Key Management Facility (KMF) System Components

1.3.1 KMF Server

The Key Management Facility (KMF) is a robust encryption key management solution that supports Motorola Solutions specific and P25 features, including Over-the Air-Rekeying (OTAR). Utilizing the KMF, information can be created, inventoried, and distributed to encryption endpoints including consoles and radios.

1.3.2 KMF Web-Based Client

The KMF Web-Based Thin Client application provides KMF users with a modern, web-based client interface with improvements to installation, network traffic, and graphical reporting capabilities. This application enables personnel to generate detailed reports, receive at-a-glance status updates via a web-based interface, and monitor data visualizations to analyze system key material information

The below figure provides examples of the at-a-glance status and data visualization screens.

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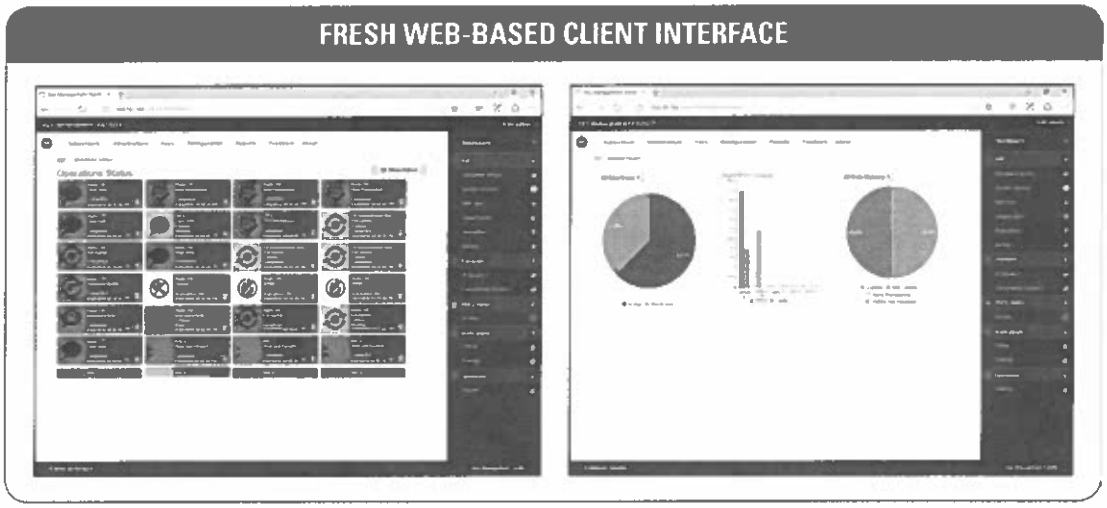

Figure-1: KMF Web-Based Thin Client Sample Screens

1.3.3 CryptR

The KMF CryptR is a device that performs encryption and decryption for all security critical key management messages. Encryption Modules equipped with AES are APCO Project 25 and FIPS 140-2 compliant.

1.4 Proposed KMF/OTAR Training Overview

In order to achieve the training goals identified by the City of Jacksonville, we propose the following courses.

It is necessary that participants bring their laptop computers for all system administrator and technician classes. Materials will be delivered electronically via USB drives.

1.4.1 Technician Training Plan

Course Title	Target Audience	Sessions	Duration	Location	Date	Participants
ASTRO® 25 IV&D Secure Communications Workshop (OTAR) Course#: AST4207 (Instructor-led)	Technicians	1	4.5 days	Jacksonville, FL	Prior to maintaining	Up to 12

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1.4.2 Course Descriptions for the City of Jacksonville

Course descriptions for the City of Jacksonville are included below.

1.4.2.1 ASTRO® 25 IV&D Secure Communications Workshop

AST4207

Course Synopsis and Objectives:	This workshop describes planning, installation, configuration, operations, and troubleshooting of Secure Communications within the ASTRO 25 IV&D System. After completing the course the participant will be able to: • Plan, organize, and implement Secure Communications in an ASTRO 25 IV&D system. • Install and configure a Key Management Facility (KMF) system and related components. • Demonstrate centralized key management using Over-the-Air-Rekeying (OTAR). • Perform System Administrator functions using the KMF server and KMF client. • Troubleshoot installation and configuration problems for the KMF server, KMF client, and KMF database.
Delivery Method:	Instructor-led
Duration:	4.5 days
Participants:	• System Technicians • System Administrators • Technical System Managers
Class Size:	Up to 12
Prerequisite:	• Completion of the following courses or equivalent knowledge: • Bridging the Knowledge Gap—Technicians (ACT100-E) • Networking Essentials in Communication Equipment (NST762)
Curriculum:	• Module 1: Secure Communications Foundation • Module 2: Secure Communications Organization • Module 3: Secure Communications Equipment • Module 4: Secure Communications Configuration • Module 5: Secure Rekeying Operations • Module 6: Secure KMF Performance Monitoring • Module 7: Secure KMF Troubleshooting

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Section 2

Device Management Service Offer

2.1 APX Radio Services Overview

To ensure that your organization has the tools and expert support needed to efficiently manage your radio fleet, Motorola Solutions proposes our APX Radio Services offering. This Device Management Service (DMS) offering provides critical services to protect your investment and keep your APX two-way radio fleet up-to-date and organized. Motorola Solutions will provide your organization with a subscription to our Radio Management (RM) Programming Tool licenses for each unit, as well as access to our Service Support Center technical personnel.

The proposed offering consists of the following specific services:

- Radio Management Software Licensing.
- Technical Support.
- On-Site training and assistance with setup/commissioning with up to 100 devices

For this offer, Motorola Solutions will provide:

- Radio Management licenses for 3,486 subscribers
  - Required servers for database and job processors.

2.1.1 Services Descriptions

2.1.1.1 Radio Management Software Licensing

Radio Management (RM) is a tool created by Motorola Solutions to streamline the radio programming process and is widely used today. Radio management enriches each agency's management of radio inventory, reduces initial programming time, optimizes routine programming maintenance and aids in software updates on a regular basis. The control, ease of use and efficiency Radio Management provides compliments the APX radio subscriber fleet and offers a dynamic and well organized fleet management solution.

Using Radio Management (RM), APX Radios are assigned a codeplug template that can be unique or shared among a large group of radio users. Changes to these templates can then be performed via RM either individually or scheduled as part of a batch job by a radio technician. Radio Management will track if the radios have been successfully programmed, providing a clear view of the entire radio fleet and each radio's codeplug history.

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Radio Management can also be used to manage the Software Flash Versions, or enabled feature sets, as well as the firmware of each APX Subscriber. These updates can be performed on an individual or group basis using the RM server to manage the process.

Radio Management is agnostic to how the APX radio is connected to the RM system and is able to use multiple methods to communicate with the subscriber. Regardless to how the APX radio is updated the RM server will provide a report to the radio technician of current programming status of each radio.

Motorola Solutions' ASTRO 25 feature offers users many unique enhancements. These include:

- **Differential Write** - APX radios in conjunction with RM use a differential write process whereby only **changes** to the subscriber codeplug are transmitted, minimizing data usage and allowing for more subscribers to be programmed.
- **Batch Programming** - APX subscribers can be batch programmed via RM rather than having to program each radio, one by one. This programming can also be set as a job within the RM server, allowing for codeplug changes to be made ahead of time and then disseminated.

Motorola Solutions' APX subscribers are also able to have their firmware updated over Wi-Fi via this process.

By using Radio Management and Wi-Fi, the APX radio fleet can be kept up to date with the latest software and features with minimal downtime, allowing First Responders to focus on the task at hand and not their radios. The resultant operational efficiencies translate into significant costs savings by significantly reducing the time your personnel need to spend on administrative task such as codeplug and firmware updates, and the complete history of each Subscriber Unit is instantly available.

2.1.1.2 Technical Support

The Motorola Solutions Technical Support Center will be available to assist with any questions, issues, or problems related to APX user radio hardware or software. Remote support will be available during normal business hours, excluding U.S. holidays.

2.1.1.3 On-Site Setup, Commissioning, and Training

Motorola Solutions will provide on-site deployment of Radio Management hardware and software. MSI will load the APX radios into Radio Management as long as this is done concurrently with the subscriber OTAR flashes. This deployment and commissioning provide a unique opportunity for your technicians to receive on-the-job training for Radio Management in an immersion-like setting.

Included in this offering are two (2) 1-hour online, recorded sessions of AST2003, APX Radio Management Overview, training. This course provides an overview of the features and functions of the APX series Radio Management software. Participants will learn what the Radio Management software is designed to do, and will also learn how to use it to program large and small groups of subscribers.

By the end of the course, you will be able to:

- Identify the solution that Radio Management provides
- Differentiate between All-in-One PC needs and Distributed Use needs regarding Radio Management
- Locate the APX Radio Management

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- Navigate the APX Radio Management screens
- Populate the database
- Schedule a Read job
- Manage multiple APX radios simultaneously
- Create, modify, and select programming templates
- Schedule a Write job
- Conduct a search
- Search, sort, and group radios
- Sort and manage information in the Table view
- Identify the function of the Job view

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Section 3

Statement of Work

Motorola is proposing to the City of Jacksonville the installation and configuration of the following equipment at the specified locations.

Solution Name	Major Equipment
Jacksonville Existing KMF	Upgrade the software on one (1) existing KMF server
Dispatch Locations	Provide and install AES licensing for 59 consoles
Subscribers / Radio Management	Provide Radio Management solution for 3,486 subscribers, and OTAR licensing for 2,062 mobile, 4 consolettes, and 1,420 portable subscribers. Includes new RM Database and Job Processor servers.

The document delineates the general responsibilities between Motorola and the City of Jacksonville as agreed to by contract.

3.1 Motorola Responsibilities

Motorola's general responsibilities include the following:

- The proposal assumes the APX NEXT radios in the customer's fleet have already been provisioned in the KMF.
- Perform the installation of the Motorola-supplied equipment described above.
- Perform initial setup and commissioning of Radio Management servers.
- Perform software upgrades to the existing KMF Server and AES license upgrades to 59 JSO Consoles.
- Perform APX 6000 & 6500 subscriber fleet OTAR flash programming while simultaneously cloning the radios with a new OTAR enabled configuration. Import the radios into the new Radio Management server and KMF following the OTAR flashes.
    - MSI will provide notes on best practices for OTAR configuration development, but the City is responsible for making the necessary changes to their existing codeplug configurations to enable OTAR functionality. The City is also responsible for testing the configurations before fleetwide programming commences, and communicating to the programming team which configuration a radio is supposed to receive.
    - MSI programming subcontractor will provide up to 9 Technicians a day for a period equal to 180 total Technician days for the purposes of the OTAR flashes, configuration updates, and reading the radios into RM and the KMF. E.G. – If 9 Technicians are scheduled every day then programming will span 20 working days.
        - Technician days are determined on the basis of a 8 hour shift, but the hours and days of when those shifts will begin and end is flexible between the hours of 8:30 am to 8:30 pm Monday - Friday.
        - The determination of how those Technician days will be scheduled will be

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negotiated between the MSI Project Manager, and the City's System Manager, for a mutually agreed to period.

- Schedule the implementation in agreement with the City of Jacksonville.
- Coordinate the activities of all Motorola subcontractors under this contract.
- Schedule and provide the training courses and materials as outlined in this proposal
- Administer safe work procedures for installation.
- Provide the City of Jacksonville with the appropriate system interconnect specifications.

3.2 City of Jacksonville Responsibilities

The City of Jacksonville will assume responsibility for the installation and performance of all other equipment and work necessary for completion of this project that is not provided by Motorola. General responsibilities for the City of Jacksonville include the following:

- Provide all buildings, equipment shelters, and towers required for system installation.
- Ensure communications sites meet space, grounding, power, and connectivity requirements for the installation of all equipment.
- Obtain all licensing, site access, or permitting required for project implementation.
- Provide required system interconnections.
- The City of Jacksonville will provide a dedicated delivery point, such as a warehouse, for receipt, inventory, and storage of equipment prior to delivery to the site(s).
- Coordinate the activities of all the City of Jacksonville vendors or other contractors.
- The City is responsible for ensuring timely access to the subscriber fleet for programming. Programmers will be stationed at a limited number of mutually agreed to locations during the mutually agreed to scheduled times. Any subscribers that cannot be provided to the MSI programming team during the mutually agreed to period of programming will become the responsibility of the City of Jacksonville to commission.
- The City is responsible for making the necessary updates to the subscriber radio codeplugs to enable OTAR functionality, and testing the new configurations, prior to fleet wide programming. MSI will provide notes on best practices for OTAR enabled codeplug development.
- The City is responsible for communicating to the MSI programming team what configurations are to be assigned to each radio prior to fleet wide programming.
- During the programming phase the City will need to provide VPN access to the CEN for the programmer's laptops. Programmers will need to be able to access the KMF and RM database from the mutually agreed to programming locations.
- The City is responsible for providing the hardware for the Radio Management Client and Device programmer computers. RM Client and Device Programmer software can reside on the same computer. MSI has included the necessary hardware in the equipment list for the Radio Management Database and Job Processor servers.
- The City of Jacksonville is responsible for providing access to all locations for Motorola and any Motorola Subcontractors.

3.3 Assumptions

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Motorola has made several assumptions in preparing this proposal, which are noted below. In order to provide a firm quote, Motorola will need to verify all assumptions or seek alternate solutions in the case of invalid assumptions.

- All existing sites or equipment locations will have sufficient space available for the system described as required/specified by R56.
- All existing sites or equipment locations will have adequate electrical power in the proper phase and voltage, and site grounding to support the requirements of the system described.
- Any site/location upgrades or modifications are the responsibility of the City of Jacksonville.
- Approved local, State, or Federal permits as may be required for the installation and operation of the proposed equipment are the responsibility of the City of Jacksonville.
- Any required system interconnections not specifically outlined here will be provided by the City of Jacksonville. These may include dedicated phone circuits, microwave links, or other types of connectivity.
- No coverage guarantee is included in this proposal.
- Motorola is not responsible for interference caused or received by the Motorola-provided equipment except for interference that is directly caused by the Motorola-provided transmitter(s) to the Motorola-provided receiver(s). Should the City of Jacksonville system experience interference, Motorola can be contracted to investigate the source and recommend solutions to mitigate the issue.
- There is adequate space, power, and networking needs in the customer's existing rack at the appropriate sites for the Radio Management servers.
- OTAR &/or AES encryption licenses for subscribers and consoles are included per the quantities requested by the City of Jacksonville and itemized in the equipment section.
- No KVLs are included in this quote. Assumes that the City of Jacksonville has a sufficient number of KVLs and that they have the necessary AES licensing.
- This proposal assumes that the necessary programming for the subscribers will be able to be done in "one touch".

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Statement of Work for Device Management Services

4.1 Overview

Radio Management On-Premises - (RM) for APX™ subscriber radios provides the City of Jacksonville with use of programming software licensed on a per subscriber radio basis.

This Statement of Work (SOW) is subject to the terms and conditions of the Motorola Solutions, Inc. (Motorola) Subscription Service Agreement for radio management, Service Agreement for repair services, or other applicable agreement in effect between the parties (Agreement). The terms of this SOW are an integral part of an Agreement with the City to which this SOW is appended and is made a part thereof by this reference. In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only. The SOW applies to the device specifically named in the Agreement.

4.2 On-Premises Radio Management

4.2.1 Scope

Motorola will provide Radio Management software that is deployable on computing equipment located entirely on City of Jacksonville premises.

4.2.2 Motorola Responsibilities

- Provide access to a web portal to enable the City to download Radio Management software and security patches.
- Provide Entitlement ID for subscriber radios covered by Radio Management.

4.2.3 Limitations and Exclusions

The following activities are outside the scope of Radio Management:

- Firmware updates, patching, creating required aliases, and other OTAP setup activities.
- Wi-Fi network changes or implementation, including security, bandwidth, coverage, design, and maintenance.

4.2.4 City of Jacksonville Responsibilities

- Provide contact information (including email addresses) for the Radio Management

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Motorola Solutions

administrator.

- Provide contact information (including email addresses) for the subscriber radio provisioning agency or agencies.
- Administer provisioning agency Radio Management accounts.
- Any measures required to facilitate continuity and/or restoration of Radio Management database in the event of any software or hardware fault in the production system.
- Provide a fully functional WPA2 Wi-Fi network with Internet access for device programming. Other security methods, including WPA2-Enterprise, are not supported.
- To program APX™ subscriber radios over Wi-Fi, the City of Jacksonville must have enabled Wi-Fi on them.
- Provide and maintain on-premises computing hardware and operating systems for Radio Management elements in accordance with the Radio Management System Planner.
- Any measures necessary to maintain the City's IT security policies for the on-premises Radio Management elements, including any necessary maintenance. Maintenance and security practices may also include application of Operating System patches, Antivirus support, and Configuration Management.
- Maintain the Radio Management client software and device programmer on a supported version.
- Maintain the configuration database.
- Program subscriber radios using Radio Management as needed.

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4.3 Motorola On-site Setup Assistance

4.3.1 Scope

Motorola On-site Setup activities will assist the City of Jacksonville with the deployment and initial commissioning of Radio Management elements, hardware, and software, at one Customer location. The City's representative(s) are expected to participate in all activities, through which they may acquire a foundational understanding of the core features and functions of the tool and its configuration.

This engagement consists of three parts:

- Pre-deployment. One pre-deployment teleconference call for planning the on-site activities.
- On-site. Motorola at a City of Jacksonville location for three consecutive, 8-hour business days unless otherwise specified by contract.
- Wrap-up. One follow-up teleconference call to close out the engagement.
- The City and Motorola will collaborate to establish mutually agreeable times and days for the engagement.

4.3.2 Motorola Responsibilities

- Review deployment details agreed to during the pre-deployment phase, including network connectivity, computer locations, and codeplugs.
- Install Radio Management Server and Job Processor software on server.
- If secure Radio Management Client connectivity is required outside of the City's enterprise network (e.g. to radio shop) test secure internet access over VPN for one internet connected client. Assist the City's IT with resolving connectivity issues.
- Install and configure Radio Management Client and Radio Management Device Programmer software on City-provided computers (one location).
- Configure Wi-Fi and OTAP Device Programmers at this location, if applicable.
- Input a sample group of subscriber radio serial numbers, including at least a few subscriber radios per user group and radio type. Select and write a proper template to the sample subscriber radio group.
- Test subscriber radio configuration for each user group and subscriber radio type.
- Test subscriber radio connectivity over each available connection type. This will include via USB, as well as OTAP and Wi-Fi if the City has those connections types available.
- Onboard up to 100 subscriber radios, including subscriber radios added as test runs, into the Radio Management user database if the City has made subscriber radios available for onboarding.
- Introduce solution to the City (mini training). This introductory, on-the-job training is not intended to replace in-depth training available through Motorola's detailed education courses.
- Allow the City's technicians to join deployment to informally learn about Radio Management functions and subscriber radio commissioning. This introductory, on-the-job training is not intended to replace in-depth training available through Motorola's detailed education courses.
- Successfully demonstrate a radio programming job over the City's available connection types.

Use or disclosure of this proposal is subject to the restrictions on the cover page.

4.3.3 Limitations and Exclusions

- Configuration of the City's Wi-Fi network is outside the scope of the On-site Setup service.
- Template and fleet map design and creation, production of codeplugs.
- Customer IP Network design or modifications.

4.3.4 City of Jacksonville Responsibilities

- Prior to deployment:
  - Establish codeplug and template for each user group and subscriber radio type.
  - Establish working internet access for all Device Programmer and Radio Management Client computers.
  - Set up machine names for all Device Programmer and Radio Management Client computers.
  - Create a list of users.
  - Ensure Wi-Fi and OTAP connectivity has been established, if programming via those connections.
- The City will deploy the computing hardware and software for radio programming stations not located at the main location.
- Provide subscriber radios to Motorola for commissioning by start of the on-site activities.
- Have the City's technicians available to shadow the on-site setup team while they install Radio Management elements.
- Remaining subscriber radios will be commissioned during the OTAR Flash programming process. Any radios that cannot be provided to MSI in a timely manner during the OTAR flash programming process will become the responsibility of the City's Technicians to commission.
- Provide IT representation to address network connectivity, routing, and access.

4.4 Radio Management Training

Radio Management Training provides detailed instruction for radio technicians on how to use the Radio Management programming tool, how to manage a fleet of devices, and how to administer access to Radio Management. Upon completing the training, participants will be able to provision and program their subscriber radio fleet.

Training includes access to a virtual course, conducted for 1 hour.

4.4.1 Motorola Solutions Responsibilities

- Provide access to the training class via Motorola's Learning website.

4.4.2 City of Jacksonville Responsibilities

- Provide PC and Internet connection to take the online training class.

Use or disclosure of this proposal is subject to the restrictions on the cover page.

Section

Service/Warranty

One year of warranty is included on the RM servers that are proposed in the equipment section.

Section

Equipment List

Below is the list of equipment being supplied by Motorola Solutions Inc.

QTY	NOMENCLATURE	DESCRIPTION
1	T8063	MCC 7500 SECURE VPM ALGORITHM UPGRADE FOR KVL.
59	CA00182AB	ADD: AES ALOGRITHM.
1	T8754	KMF UPGRADE LICENSE CD ONLY
1	CA03651AA	ADD: 15,000 CAPACITY.
1	CA03643AA	ADD: TOUCHLESS KEY PROVISIONING.
1	T7766	KMF CRYPTR ENCRYPTION CD UPGRADE KIT.
1	CA00182AV	ADD: AES 256 ENCRYPTION KIT.
1	T7914	RADIO MANAGEMENT ONLINE
3486	UA00049AA	ADD: RADIO MANAGEMENT LICENSES ONLINE.
1	HKVN4289A	APX CPS DOWNLOAD - CURRENT VERSION.
1	DSSUBSERVER4	RACK MOUNT WINDOWS SERVER
1	DSSUBSERVER2	RACK MOUNT WINDOWS SERVER
1	T7664	DIGITAL SMARTZONE
500	Q498BA	ENH: ASTRO 25 OTAR W/ MULTIKEY
1	T7664	DIGITAL SMARTZONE
500	Q498BA	ENH: ASTRO 25 OTAR W/ MULTIKEY
1	T7664	DIGITAL SMARTZONE
420	Q498BA	ENH: ASTRO 25 OTAR W/ MULTIKEY
1	T7697	DIGITAL SMARTZONE
500	G298AV	ENH: ASTRO 25 OTAR W/ MULTIKEY
1	T7697	DIGITAL SMARTZONE

Use or disclosure of this proposal is subject to the restrictions on the cover page.

Section

500	G298AV	ENH: ASTRO 25 OTAR W/ MULTIKEY
1	T7697	DIGITAL SMARTZONE
500	G298AV	ENH: ASTRO 25 OTAR W/ MULTIKEY
1	T7697	DIGITAL SMARTZONE
500	G298AV	ENH: ASTRO 25 OTAR W/ MULTIKEY
1	T7697	DIGITAL SMARTZONE
62	G298AV	ENH: ASTRO 25 OTAR W/ MULTIKEY
1	T7562	DIGITAL SMARTZONE
4	G298AU	ADD: ASTRO 25 OTAR W/MULTIKEY

Section 7

Pricing Summary

Motorola is pleased to provide the following equipment and services to the City of Jacksonville.

Description	Price($)
Equipment	$3,775,780
Implementation Services	$862,792
Subtotal	$4,638,572
Contract Discount	-$743,421
KMF Upgrade License Credit	-$27,150
Multikey Flash Credit	-$1,446,403
***FY '24 Service and Project Credit**	-$821,598
Total System Price	$1,600,000

All pricing and incentives above are valid through December 22, 2023.

***FY '24 Volume & Loyalty Discount** is contingent upon the following 2 terms agreed upon between Motorola and Jacksonville during a negotiation meeting on November 13, 2023:

1. Execution of all Service Agreements & Projects listed below no later than December 22, 2023.
   - Service Agreements
     1) 6 Year SUA II Renewal $6,869,454
     2) JSO/JFRD CAD Maintenance $1,142,540
     3) JSO RTCC Maintenance $389,416
   - Project
     1) 41 New Officers Mobiles/Portables & Annual Subscriptions $1,085,046
     2) Payment of Contract Execution Milestone ($1,000,000) for this Encryption project received by Motorola by December 29, 2023.

This pricing is subject to the terms and conditions of the existing GC# 1537744 FCRS Site Expansion Agreement (Utilizing State of Minnesota Sourcewell Contract 042021-MOT, Solicitation Number: RFP #042021), or a mutually agreed version thereof.

Payment Milestones

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a check, cashier's check, or wire transfer drawn on a U.S. financial institution. If Customer has purchased additional Professional or Subscription services, payment will be in accordance with the applicable addenda. Payment for the System purchase will be in accordance with the following milestones.

System Purchase Payment Milestones

1. **$1,000,000.00 of the System Price due upon contract execution (received by Motorola no later than 12/29/23);**
2. **$600,000.00 of the System Price due upon Final Acceptance**

Motorola reserves the right to make partial shipments of equipment and to invoice upon shipment of such equipment. In addition, Motorola reserves the right to invoice for installations completed on a site-by-site basis, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value. Unless otherwise specified, contract discounts are based upon all items proposed and overall system package. For invoicing purposes only, discounts will be applied proportionately to the FNE and Subscriber equipment values to total contract price.

SUBJECT: Piggyback State of Minnesota Sourcewell Contract pursuant to RFP 042021 – Public Safety Communications Technology and Hardware Solutions

BID #: PSC-0287-23 **OPEN DATE: 4/20/2021**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: PIGGYBACK CONTRACT – PERIOD OF SERVICE FROM JULY 4, 2021 THROUGH JUNE 23, 2025.

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: Piggyback State of Minnesota Sourcewell Contract pursuant to RFP 042021 – Public Safety Communications Technology and Hardware Solutions

NUMBER OF BIDS INVITED: ( ) NUMBER RECEIVED: ( ) OTHER ( )

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to amend and increase the award by $251,315.00 to Piggyback State of Minnesota Sourcewell Contract pursuant to RFP 042021 – Public Safety Communications Technology and Hardware Solutions with Motorola Solutions, Inc. for replacement accessories of APX6000 portable radios. Period of service will remain the same until October 31, 2024. The revised total award expenditure not-to-exceed $3,249,815.00.

FUNDING SOURCE: 11415.194094.564290.010349.00000000.00000.0000000, to be executed by formal contract amendment #1 (City Contract #70168-23) through the Office of General Counsel and process by purchase order(s).

ATTACHMENTS: Recommendation Memo; Vendor Proposal; Previous Award

ANALYST: _____ RUBEN OLA

RESPECTFULLY SUBMITTED _____ DUSTIN FREEMAN, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Paul Freeman, Interim Chief of Information Technologies Division/Interim CIO

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)

ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 3 MEMBERS DISAPPROVING 0 DATE: 7/27/2023

_____ _____ OTHER: _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE 7/28/23

APPROVED ✓ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Karen Bowling
Chief Administrative Officer
For: Mayor Donna Deegan
Under Authority Of:
Executive Order No: 2023-02

SUBJECT: Piggyback State of Minnesota Sourcewell Contract pursuant to RFP 042021 – Public Safety Communications Technology and Hardware Solutions

BID #: PSC-0287-23 **OPEN DATE: 4/20/2021**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: PIGGYBACK CONTRACT – PERIOD OF SERVICE FROM JULY 4, 2021 THROUGH JUNE 23, 2025.

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: Piggyback State of Minnesota Sourcewell Contract pursuant to RFP 042021 – Public Safety Communications Technology and Hardware Solutions

NUMBER OF BIDS INVITED: ( ) NUMBER RECEIVED: ( ) OTHER ( )

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to Piggyback State of Minnesota Sourcewell Contract pursuant to RFP 042021 – Public Safety Communications Technology and Hardware Solutions with Motorola Solutions, Inc. for P25 Radio Site Expansion. Project description is Montgomery P25 site equipment including tower and MSB, project management, engineering, system technologist, factory staging, and local Motorola Services. Period of service will be from date of contract execution through October 31, 2024. The requested total expenditure not-to-exceed $2,998,500.00.

FUNDING SOURCES: 32124.153103.565051.010551.00000000.00000.0000000, to be executed by formal contract through Office of General Counsel and process by purchase order(s).

ATTACHMENTS: Recommendation Memo; Risk Approval; Vendor Quote; Contract

ANALYST: _____ RUBEN OLA

RESPECTFULLY SUBMITTED _____ DUSTIN FREEMAN, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies Division/CIO

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 3 MEMBERS DISAPPROVING 0 DATE: 12/15/2022

OTHER: _____

ACTION OF AWARDING AUTHORITY DATE 12/15/2022

APPROVED ✓ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Brian Hughes
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of:
Executive Order No: 2019-02