SINGLE SOURCE AWARD **BID # SS-11679-22**

Subject: Purchase of 1,331 APX NEXT Portable Radio Refresh for the Jacksonville Sheriff's Office

Department: Information Technologies Division

Description of Purchase:
Recommend approval of Single Source Award to Motorola Solutions, Inc. for the purchase of 1,331 APX NEXT Portable Radio Refresh for the Jacksonville Sheriff's Office. The purchase is part of the Eight-Year Refresh Plan to upgrade and replace the end of life portable radios currently in use. APX NEXT devices are Motorola's proprietary next-generation P25 platform for first responders to access and act on information while maintaining their focus in critical situations. The term of the agreement will begin on the radio in service acceptance date and continue for three (3) years, with three (3) one (1) year renewal options. Total requested expenditure not to exceed $7,994,612.00.

Funding Source: 11415.194094.564290.010349 and 11415.194094.531090.010349, to be executed by formal contract through the Office of General Counsel and process by purchase order(s).

Single Source Award To: Motorola Solutions, Inc.

Price Justification: See Attached

Total Award: $7,994,612.00 **Requisition #** FAIT-501202-22

Attachments: Agency Memo, Single Source Form, Vendor Letter, Vendor Quote

Certification as to Single Source: Kenneth Lathrop, Chief of Information Technologies Division/CIO

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 _____

FORM GB-114, Revised 12/2007

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

DATE: November 12, 2021

TO: Greg Pease, Chief of Procurement Division

THRU: Kenneth E. Lathrop, Chief of Information Technologies / CIO

Kenneth E. Lathrop — Digitally signed by Kenneth E. Lathrop Date: 2021.11.12 10:26:41 -05'00'

FROM: Thomas Ossi, Technology Contract and Records Manager

THOMAS OSSI — Digitally signed by THOMAS OSSI Date: 2021.11.12 10:14:42 -05'00'

RE: **Motorola Solutions – APX NEXT Portable Radio Refresh for the Jacksonville Sheriff's Office – Single Source**

The Information Technologies Division (ITD), in collaboration with the Jacksonville Sheriff's Office (JSO), requests approval to purchase APX NEXT portable radios for JSO from Motorola Solutions, Inc. (Motorola). The purchase is part of the Eight-Year Refresh Plan to upgrade and replace the end of life portable radios currently in use. APX NEXT devices are Motorola's proprietary next-generation P25 platform for first responders to access and act on information while maintaining their focus in critical situations. The term of the agreement will begin on the radio in service acceptance date and continue for three (3) years, with three (3) one (1) year renewal options.

The purpose of the request is to purchase 1,331 APX NEXT portable radios, to include licenses, programming, system integration services, and training.

The APX NEXT portable radios are distributed to the end-user exclusively through Motorola's direct sales force. The products are not available through the Motorola dealer/reseller network. Internet research found that Motorola is the single source supplier for the APX NEXT portable radio equipment, software, licenses, technical support and professional services. Motorola submitted a single source letter confirming this status.

The total not-to-exceed amount for this request is $7,994,612.00

FUNDING SOURCES: 11415.194094.564290.010349
11415.194094.531090.010349

Tracy Geake — Digitally signed by Tracy Geake Date: 2021.11.12 10:18:25 -05'00'

Your favorable consideration of ITD's request is appreciated.

Attachments: Supplier Proposal State-Of-The-Art Technology 11-1-2021
Single Source Form

CC: Alexander Ciprian, Radio Communications Manager, ITD
William J. Costa, Technology Infrastructure Manager, ITD
Elizabeth Brown, IT Operations Manager, ITD
Andre Conyers, IT Contract Administrator, ITD
Deloris L. O'Neal, Director of Support Services, JSO

SINGLE SOURCE REQUEST

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

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

The Information Technologies Division (ITD), in collaboration with the Jacksonville Sheriff's Office (JSO), requests approval to purchase 1,331 APX NEXT portable radios for JSO from Motorola Solutions, Inc. (Motorola). The APX NEXT portable radios will replace the handheld legacy radios that have reached end-of-life. The APX NEXT radios will provide State-Of-The-Art Technology. The purchase of the equipment will also include licenses, programming, system integration services and training. The term of the agreement will begin on the Effective Date of the contract and continue for three (3) years, with three (3) one (1) year renewal options.

The total not-to-exceed amount for this request is $7,994,612.00

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 APX NEXT portable radios are built with proprietary technology, compatible with our existing radio system and only distributed to the end user exclusively through Motorola's direct sales force. These products are not available through the Motorola dealer/reseller network.

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:

Internet research found that Motorola is the single source supplier for APX NEXT equipment, software, technical support, services. Motorola submitted a single source letter confirming this status.

Procurement Division_____ **March, 2020**

MOTOROLA SOLUTIONS

CITY OF JACKSONVILLE, FLORIDA

STATE-OF-THE-ART TECHNOLOGY FOR A SAFE AND RESILIENT COMMUNITY NOVEMBER 1, 2021

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

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PS-000117296

MOTOROLA SOLUTIONS

Motorola Solutions, Inc.
2300 Lakeview Parkway, Suite 700
Alpharetta, Georgia 30009
USA

November 1, 2021

Ken Lathrop, CIO
The City of Jacksonville
214 N. Hogan Street
Jacksonville, Florida 32202

Subject: State-Of-The-Art Technology for a Safe and Resilient Community

Dear Ken,

Motorola Solutions, Inc. (Motorola Solutions) appreciates the opportunity to provide the City of Jacksonville (City) a leadership position in Florida by providing your first responders with the APX NEXT™ technology. For the first time, APX NEXT combines LMR and LTE protecting your citizens and first responders with the best new and emerging technology for voice and data. This is life-saving technology that will continue to change the way your first responders operate for years to come. Our design includes:

- 1,331 APX NEXT radios for the Sheriff's Office to upgrade and modernize your existing 2002 technology.
- RadioCentral® for device management.
- PremierOne® CAD Mapping for Dispatch to display location data from Sheriff's Office APX NEXT subscribers by importing SmartLocate data.
- CommandCentral Aware® Mapping for the RTCC to display location data from Sheriff's Office APX NEXT subscribers.

In response to your inquiry concerning alternate sourcing for the public safety enterprise network described above, these products are distributed to the end user exclusively through Motorola's direct sales force. These products are not available through the Motorola dealer/reseller network.

Motorola Solutions' proposal is conditional upon the City of Jacksonville's acceptance of the terms and conditions included in this proposal, or a negotiated version thereof. Pricing will remain valid until December 15, 2021.

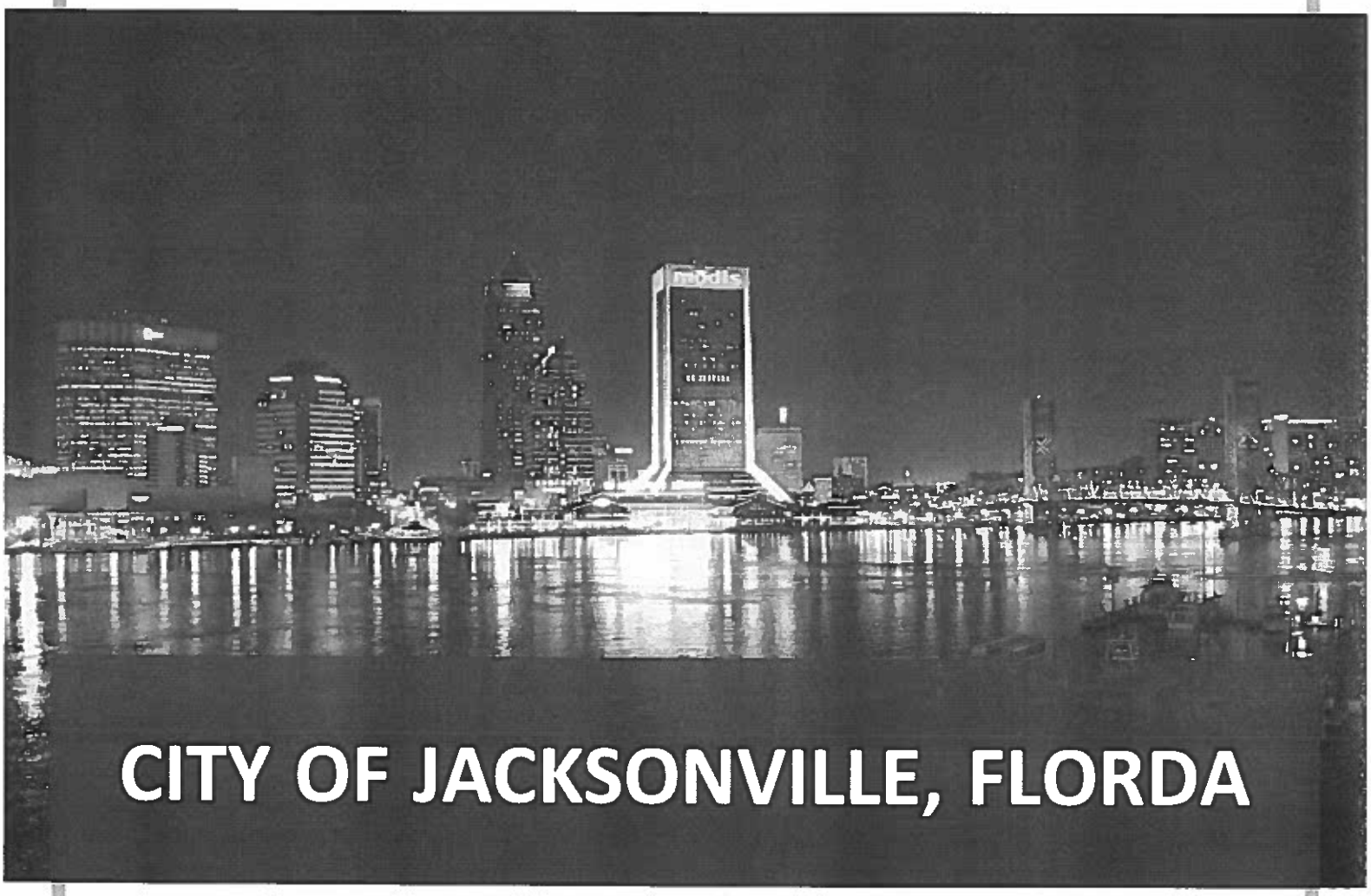
Any questions the City has regarding this proposal can be directed to Marie Ventura, Senior Account Manager, at 386-268-0314, or at marie.ventura@motorolasolutions.com. Our goal is to provide the City of Jacksonville with the best products and services available in the communications industry. We thank you for the opportunity to present our proposed solution and to be of service to you now and in the year to come.

Sincerely,

MOTOROLA SOLUTIONS, INC.

Daniel Sanchez
MSSSI Vice President
Government & Public Safety
Florida Government Market

EXECUTIVE SUMMARY

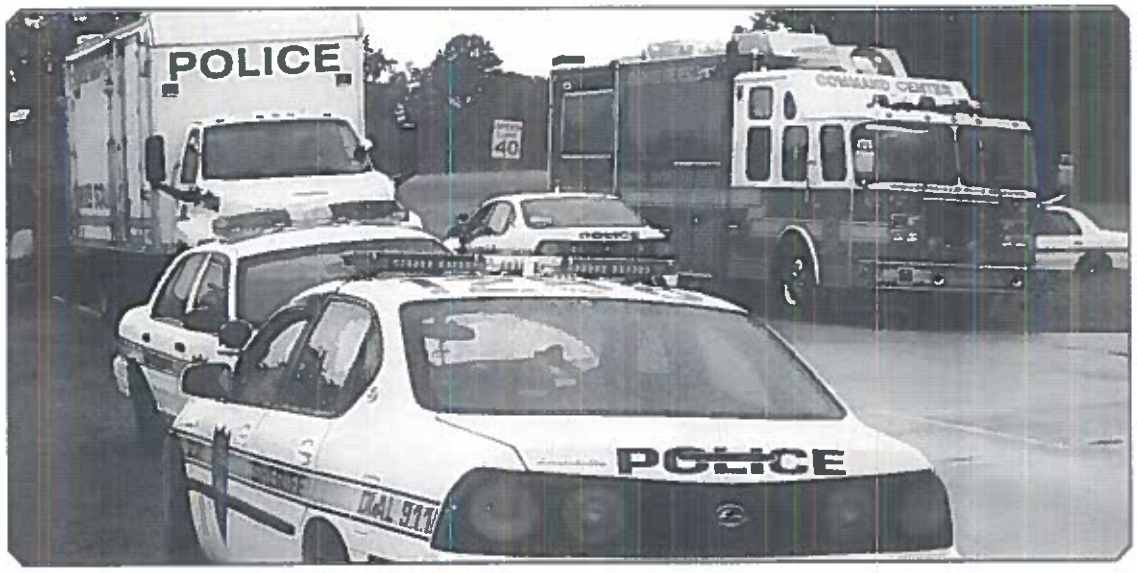


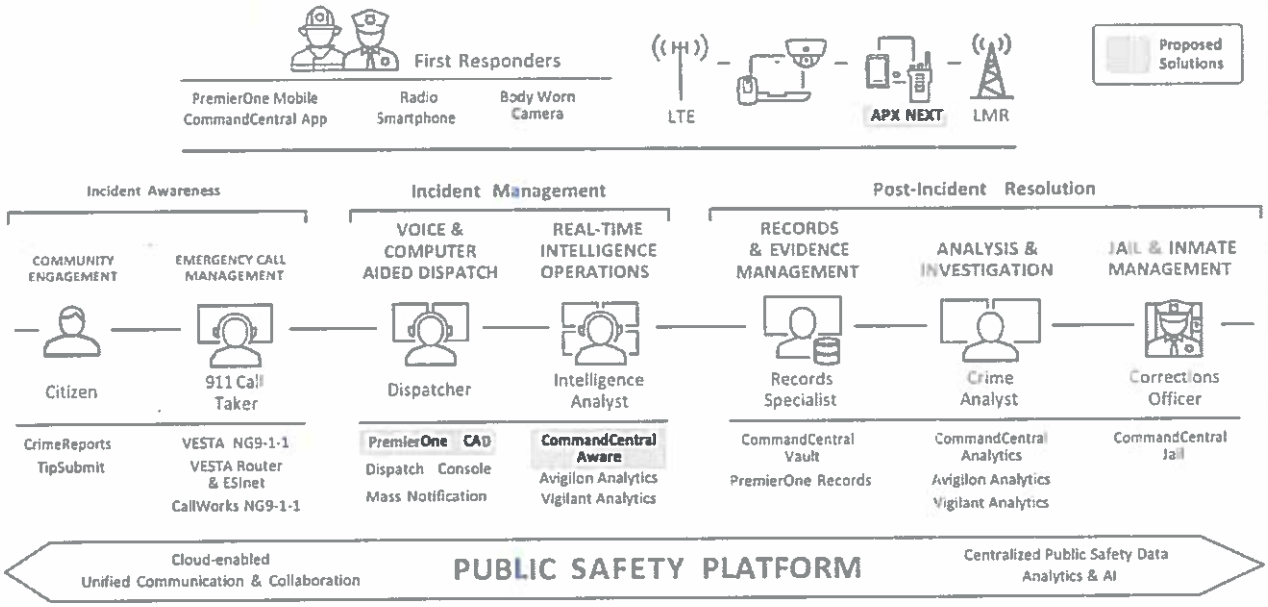
CITY OF JACKSONVILLE, FLORDA

STATE-OF-THE-ART TECHNOLOGY | FOR A SAFE & RESILIENT COMMUNITY

SOLUTION OVERVIEW

Motorola Solutions' proposed end-to-end suite of mission-critical voice and data technology is the future of proactive and technology-driven public safety. It combines our proven P25 infrastructure with the industry's only fully integrated LMR/LTE device and leveraging a wealth of leading-edge advancements in PremierOne CAD and CommandCentral Aware applications to deliver better results in the suppression and prevention of crime. In combination with the rest of Motorola Solutions' end-to-end solution for public safety and communications, APX NEXT is the ideal replacement for the City of Jacksonville's legacy, end-of-factory XTS portable radios, serving as the catalyst for an evolutionary leap forward in public safety.





VOICE AND DATA ON ONE DEVICE

FASTER DECISION MAKING, BETTER OUTCOMES

The APX NEXT combines voice and data capabilities on a single, rugged and easy-to-use device, preserving the lifeline between first responders, and improving their link to the command center with high-speed data capabilities for improved connectivity and real-time operational insight.

ViQi Virtual Assistant

Officers can run routine database queries autonomously. Dispatchers can focus on responding to the most critical situations. And the intelligence that keeps first responders safe is moved to the field faster than ever.

SmartProgramming

Your radios should be in the field, not in the shop. SmartProgramming enables you to update your APX radios with zero touch. Encryption keys and software patches can be automatically pushed via broadband LTE.

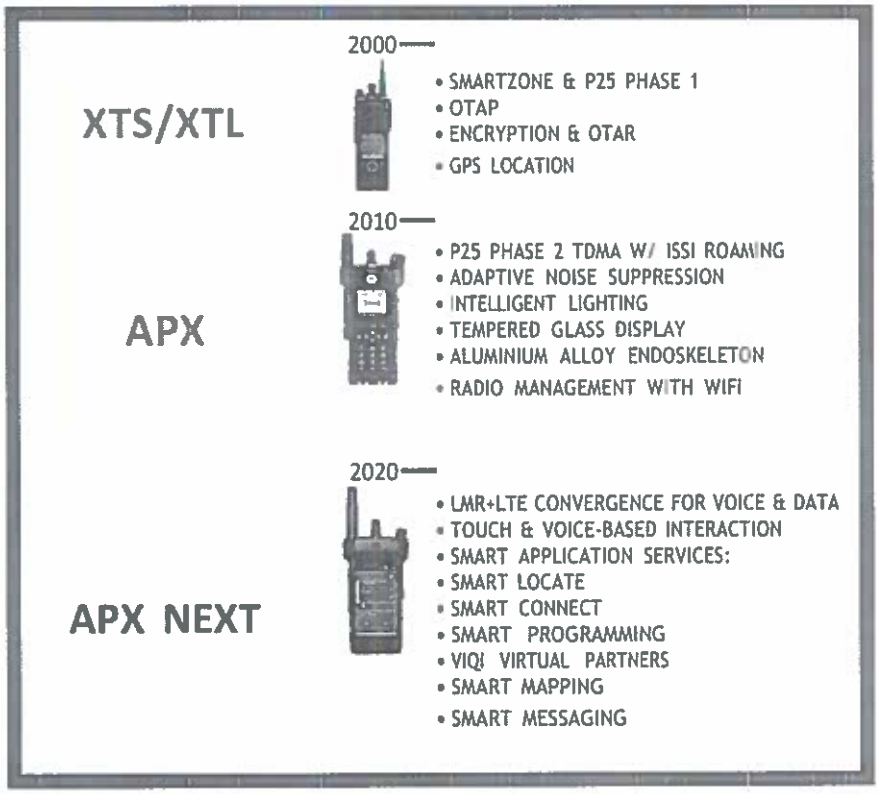
SmartLocate

Location updates every few seconds, so you always know where your team is, while freeing capacity on your 800 MHz system for other uses. Broadband LTE connectivity radically improves location refresh rates and expands the number of devices that can be tracked simultaneously.

SmartConnect

Stay connected to your P25 system, even outside of 800 MHz coverage. SmartConnect maintains your P25 voice and data communications by automatically switching between P25 and broadband.

Currently, there is an 8 Year Refresh Plan, SUBFUND 53105, to replace the aged handheld devices incrementally each year. This funding methodology means a subset of City of Jacksonville's first responders utilizing 2002 devices until FY26. In addition to the age of the equipment, and equally important, are the advances in technology since 2002 which now converge the FCRS technology with Broadband for both voice and data. See the figure below of Motorola Solutions' historical radio platform releases.



STATE-OF-THE-ART TECHNOLOGY FOR A SAFE AND RESILIENT COMMUNITY

The current proposal offers a complete vision for the future of public safety and communications. It builds on your investments, using new technology to build end-to-end operational efficiencies that will improve outcomes for the whole community:

- APX NEXT subscribers enhance your capabilities over existing ASTRO 25 architecture for a pioneering and technology-driven first responders
- CommandCentral Aware streamlines operations and provides real-time situational awareness to project citizens and first responders
- PremierOne Mapping to drive faster and more convenient services for better outcomes for citizens and first responders

We believe that this is an opportunity for the City of Jacksonville to become a leader in the State of Florida, seizing the opportunity to deploy this technology, combining LMR and LTE for the first time, and protecting citizens and first responders with the best new and emerging technology for voice and data. This is life-saving technology that will continue to change the way first responders operate for years to come.

APX NEXT DEVICES

Motorola Solutions is proposing 1,331 APX NEXT single band radios for Sheriff's Office single band portable radios to upgrade and modernize your existing technology.

Feature	XTS	APX 6000	APX NEXT
SmartConnect* – Seamless PTT over LTE & LMR	✗	✓ (over WiFi)	✓
SmartLocate* – Seamless Location Tracking over LTE & LMR	✗	✗	✓
SmartMapping* – Location Tracking on Device Screen	✗	✗	✓
SmartMessaging* – Multimedia Messaging	✗	✗	✓
ViQi Virtual Partner* – Voice Database Query	✗	✓ (over LMR)	✓
ViQi Voice Control	✗	✗	✓
Broadband	✗	✓ WiFi	✓ LTE & WiFi
Text Messaging	✗	✓	✓
Man-down Sensor Alerting	✗	✓	✓
GPS/GLONASS	✗	✓	✓
Integrated Voice and Data	✗	✓	✓
Enhanced Data	✗	✓	✓
P25 Phase II (TDMA) Trunking	✗	✓	✓
All-Band Option	✗	✓	✓
Standard Channels	48-870	1000-3000	3000
Multi-Key	48	128	128
Encryption over LTE	✗	✗	✓
Ingress Protection / Ruggedization	IP67	IP68: 2m, 2hr	IP68: 2m, 4hr
HazLoc	FM Certified	Class I, Div 1 & 2	Class I, Div2
Adaptive Noise Suppression	✗	✓	✓
Integrated Bluetooth	✗	✓ 4.0	✓ 5.0

*Available only with LTE

COMMANDCENTRAL AWARE MAPPING

Included in the options to replace the entire fleet of radios is Motorola Solutions' real time mapping solution called CommandCentral Aware. The CommandCentral Aware platform provides a consolidated, map-based common operating picture needed to enhance decision-making at any part of your operation. You can view all your location-based data together, on a single map display.

- Geospatial Event Mapping
- Event Monitors
- Geographical Information System (GIS) Integration
- Data Layer Panel
- Event Information Display
- Historical Map
- Breadcrumbing

The full potential of your existing technology investments, such as ASTRO 25 Land-based Mobile Radio, Vigilant License Plate Recognition, and CommandCentral Aware Mapping Application is realized when combined with Motorola Solutions' proposed APX NEXT subscribers. Imagine using our CommandCentral Aware situational awareness client to view the location of a 911 caller, the location of the closest officer to that call, and view streaming surveillance video surrounding the 911 call to provide a complete operating picture, integrating real-time intelligence to provide better outcomes for both the citizen and the first responder.

Bringing together all of these views into one operating view is critical, especially during an incident that demands a critical, timely response. The power of this is illustrated here, showing how a unified platform with applications working together seamlessly offers that "single pane of glass" that improves your response.

LOCATION, MAPPING & ALERTS

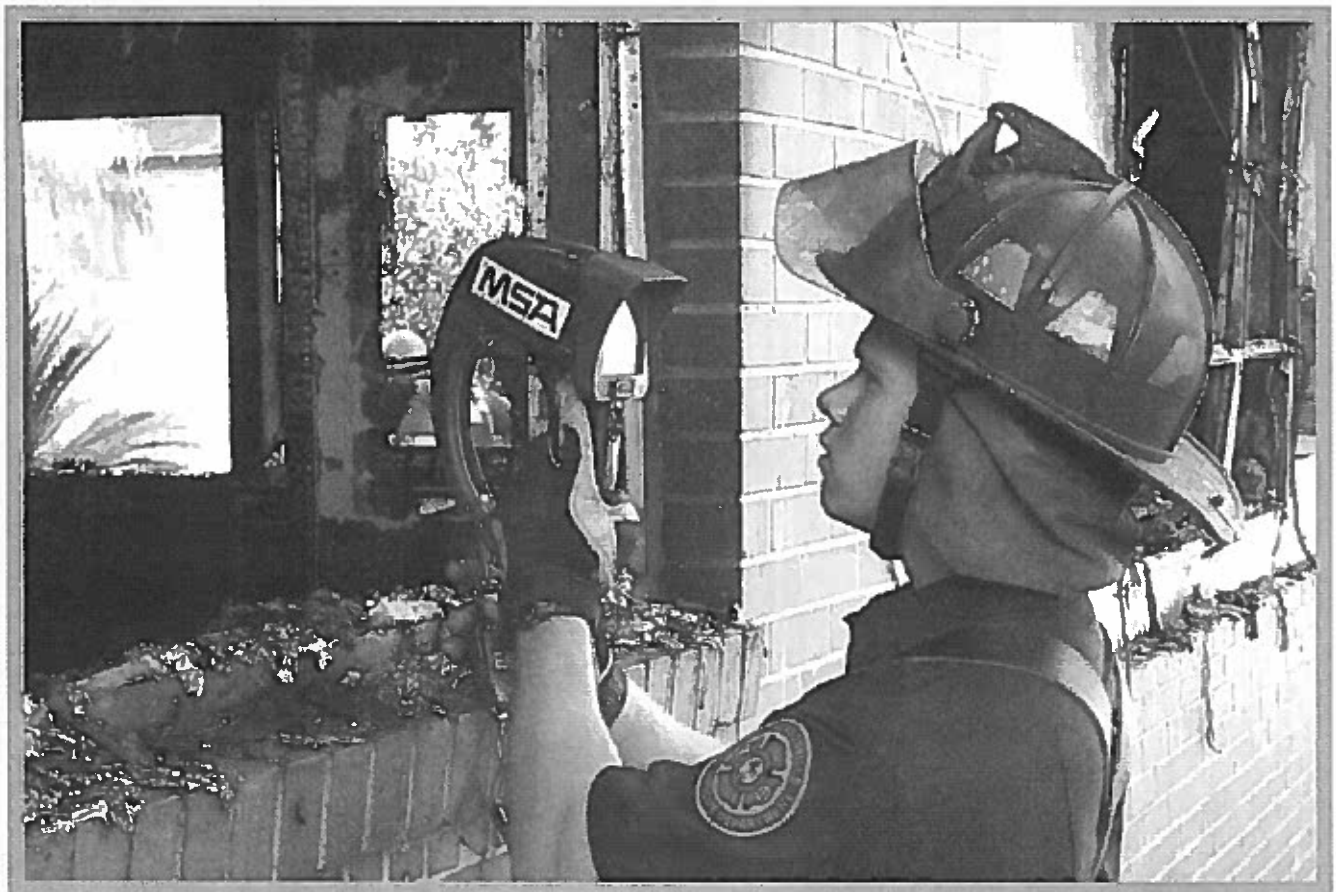
FIRST RESPONDERS AND CITIZENS SAFE ON THE STREETS

RESPOND QUICKLY TO ESCALATING INCIDENTS

Responder alerts automatically show the command center and dispatch what's happening to first responders during an incident, whether that be an emergency, man down alert or other type of alert. Alerts showing the location and type of incident on the consolidated map help personnel enhance situational awareness and improve first responder and citizen safety.

Every day, our public safety customers rely on effortless and reliable communications to keep their communities safe. They call it their lifeline. At Motorola Solutions, we not only build that lifeline - with mission-critical services, software, video, and analytics, backed by secure, resilient land mobile radio communications - we advance it every day through our commitment to innovation.

Our drive for continuous innovation and partnership with the City of Jacksonville enables you to be ready - in the day-to-day moments, and in the moments that matter most.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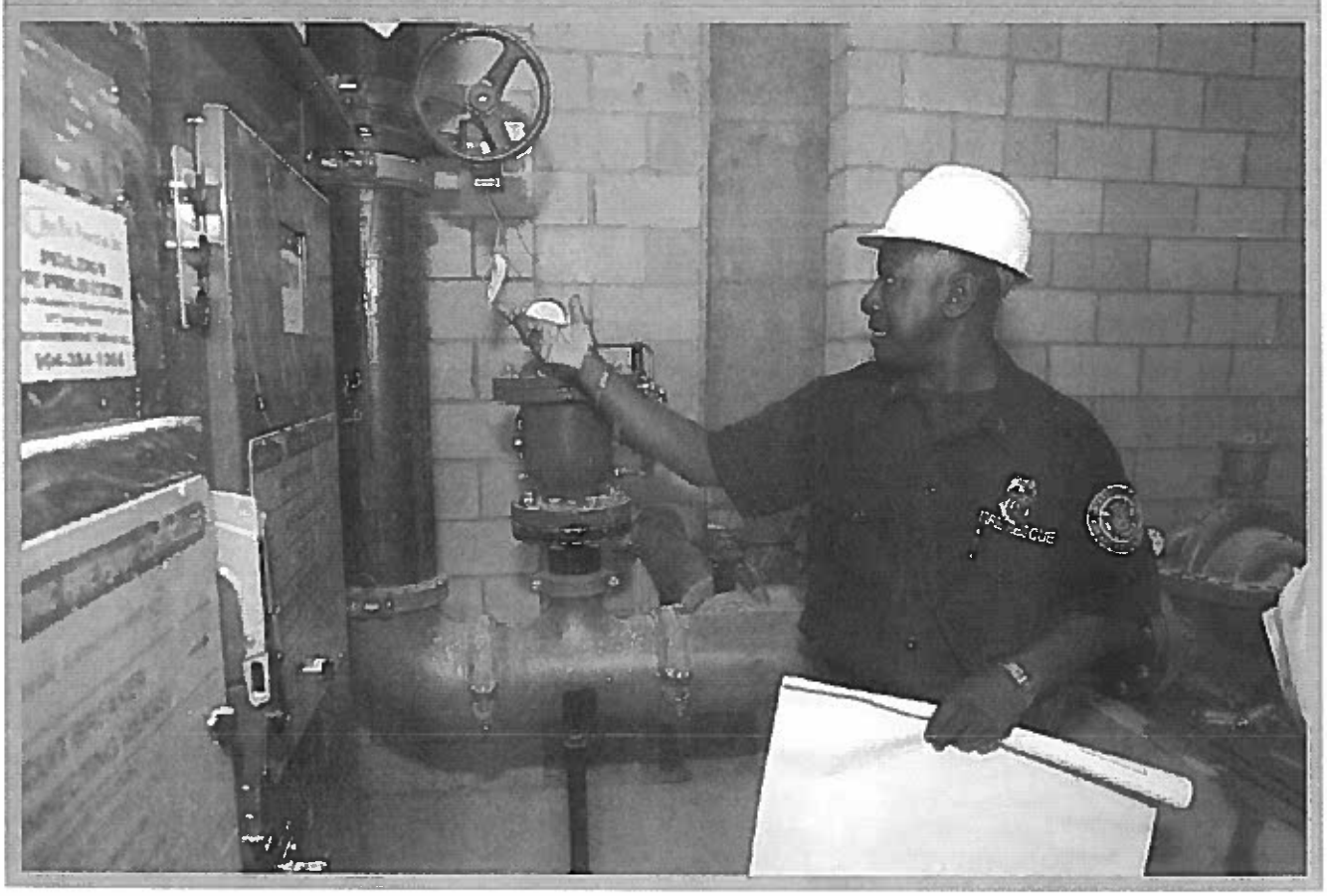

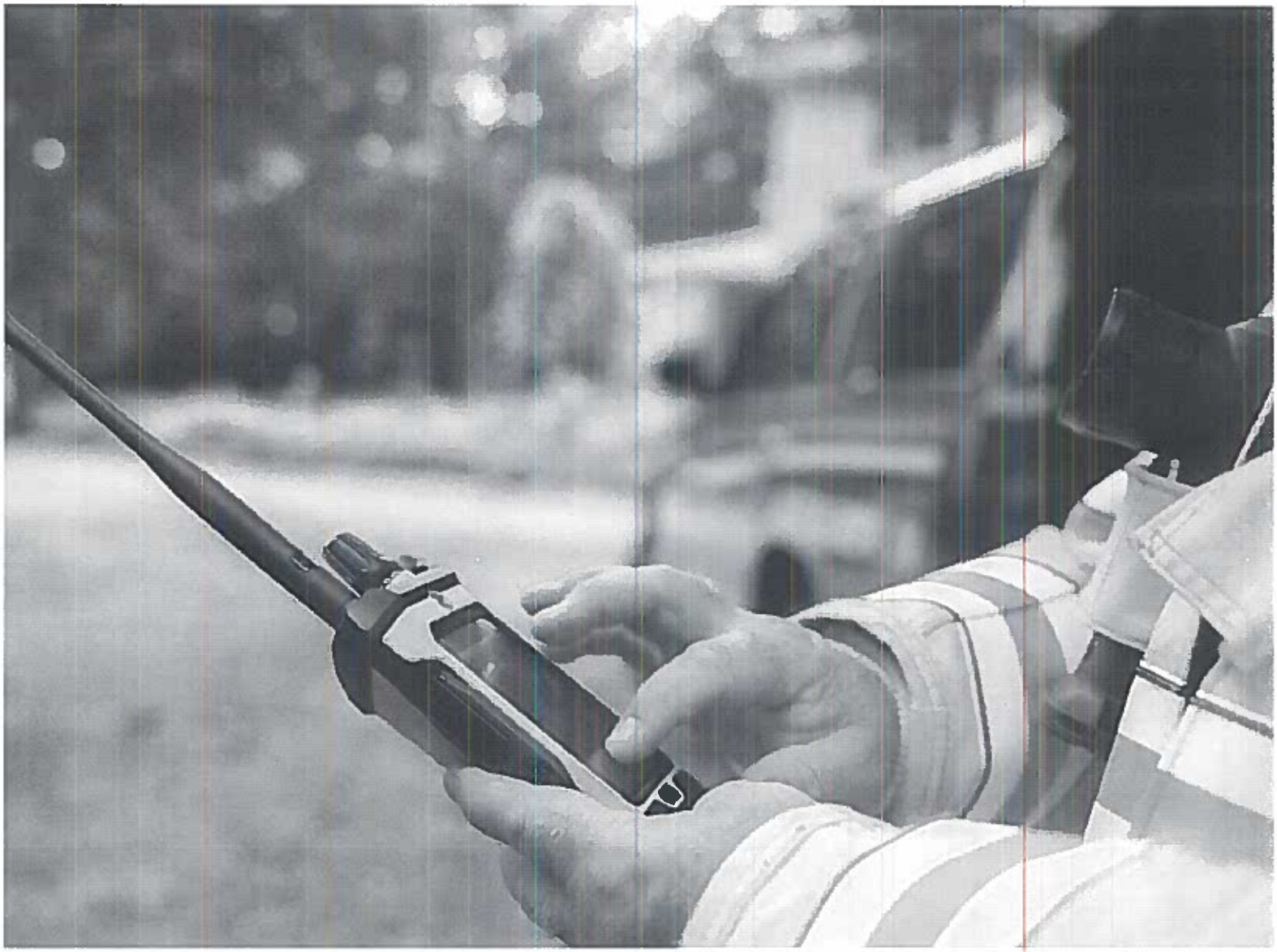

For more information, please visit us on
the web at: www. motorolasolutions. com

MOTOROLA SOLUTIONS

Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U. S. A. motorolasolutions. com

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SECTION 1

SOLUTION DESCRIPTION

1.1 APX NEXT PORTABLE RADIOS

1.1.1 Introduction

The City of Jacksonville currently has an 8 Year Refresh Plan, SUBFUND 53105, to replace the aged handheld devices incrementally eachyear. This funding methodology means a subset of Jacksonville's first responders utilizing 2002 devices until FY26. In addition to age of the equipment, and equally important, are the advances in technology since 2002 which now converge the FCRS technology with Broadband for both voice and data. Proposed accelerated Capital Investment needed to retire remaining radios:

Proposed Fleet Ratio	Quantity
Jacksonville Sheriff Office (JSO) - APX NEXT Portable	1,331

Motorola Solutions is proposing APX NEXT devices for the City of Jacksonville. APX NEXT are Motorola Solutions' next-generation P25 platform,purpose-built for first responders to access and act on information while maintaining their focus in critical situations. With natural and accessible touch interface, best-in-class audio optimized for high- noise environments, and extended coverage through broadband connectivity, APX NEXT deliver actionable intelligence to the point of engagement for personnel to stay connected and in control wherever the mission takes them.

1.1.2 APX NEXT

Your radio is your lifeline. APX NEXT is our next step in advancing it. It's designed to military standards for extreme ruggedness. The touchscreen works with or without gloves—in rain, dirt, and dust. High dynamic range microphones and high-power speakers deliver our best audio ever, while SmartConnect keeps you connected even beyond your P25 system. The result is a radio that works when you need it, virtually without pause, distraction or doubt.

APX NEXT is designed for effortless usability when everything is on the line. Intuitive knobs and buttons are easily distinguished by touch. A mission-critical touchscreen makes it fast and easy to operate your radio. And ViQi understands a huge range of natural language voice commands, so you can operate the radio with eyes-up awareness. Every interaction is simple, fast and logical. You stay focused on what matters—your mission and your safety.

APX NEXT mission-critical apps bring new intelligence to the field. ViQi enables natural language database queries, rapidly giving vital information, and letting dispatchers stay focused on critical situations. And because APX NEXT is built on our mission-critical big data platform, data and operations are secure, and new capabilities can be seamlessly added as your needs evolve.

APX NEXT gives you back time: a cloud-based provisioning system prepares radios before they arrive. Remote updating keep radios in the field, with zero touch and zero downtime. MyView Portal provides direct access to subscriptions, warranties and licenses, and a range of services helps you to manage your operation. With APX NEXT, your ownership experience is streamlined, so your valuable resources stay focused and ready.

Key benefits for City of Jacksonville first responders include:

- **Longer battery life** means you can power through back-to-back calls throughout your shift (14 hours with standard battery compared to 12 hours).
- **Touchscreen for better user experience** is protected by toughened glass, and works in the hottest, wettest and grittiest conditions, with and without gloves. A heavy-duty digitizer recognizes touches even through gloves, while rejecting false touches from water, snow, ice or debris. And with a transflective display, you are set for indoor and outdoor readability.
- **ViQi Voice Control** uses a set of commands to enable radio operation in low or high noise environments, helping maintain eyes-up awareness. ViQi button allows for quick access to voice controls, enabling responders to perform actions such as changing channels, check battery status, and adjusting volume without breaking focus.
- **Shorter and more flexible antennas** deliver great coverage in a compact form factor that won't snag on clothing or equipment, with 40% more flexibility.

- **Enhanced audio quality** with:
  - **Two high dynamic range microphones** improve intelligibility with extremely loud and soft inputs, and reduce noise and distortion across the range.
  - Our proven **adaptive audio engine** includes advanced noise suppression and works in tandem with the multiple HDR microphones to reduce the effects of unpredictable background noise in loud or windy environments. The microphones feed into sophisticated algorithms which track your voice and filter out the surrounding noise for superior intelligibility. Arranged for all-round coverage, multiple microphones ensure your voice is heard from every direction and different usage positions.
  - Set the radio volume once. **Automatic Receive Volume Leveling** ensures radio communications are heard at similar loudness, so there's no need to constantly adjust the volume between loud and soft talkers throughout your shift.
- **Enlarged full color top screen** displays critical information at a glance; all of that in addition to all the LTE features.

1.1.2.1 Xtreme Voice Remote Speaker Microphone (XV RSM)

The Xtreme Voice Remote Speaker Microphone is the next generation mission-critical RSM designed to deliver the clearest and loudest audio communications. The XV RSM is equipped with Motorola Solution's latest technology, including sophisticated noise-reduction techniques, in a sleek, compact package. Instantly access ViQi, your virtual AI assistant, to change radio channels and receive critical information. Create functional short cuts with 3 configurable buttons that are protected against accidental activation.

Built as a system, the XV RSM and the APX NEXT radio strengthen the most important thread of your lifeline: ultra-clear voice communications. So no matter where you are or how you speak, you can be confident that, for every message, you'll hear and be heard clearly.

Key benefits of the XV RSM include:

- **Loudest, Clearest Speaker**—Engineered for clearer and cleaner speech, the speaker cuts through typical first responder scene sirens and turmoil to deliver critical communications so you can hear and understand. Even in stressful situations that lead to shouting, your officers will transmit more intelligible speech.
- **Four Digital Microphones with new Adaptive Noise Suppression**—Four digital microphones feed into sophisticated algorithms which track your voice and filter out the surrounding noise for superior clarity. The mics are arranged for all-round coverage, so the technology is effective from every direction.
- **Enhanced Windporting**—In order to reduce the roar of wind noise, the RSM housing has been engineered to direct airflow away from those sensitive microphones.
- **Dedicated ViQi Button**—The dedicated ViQi button on your XV RSM allows you to operate ViQi from your shoulder.

1.2 EVOLVING WITH APPLICATION SERVICES

If proposed, a host of application services will enhance the APX NEXT device's capabilities in the following ways:

- Quick access to immediate, actionable intelligence via intuitive voice control and ViQi—a virtual partner that can run tags and provide detailed information through voice.
- Better coverage through automatic switching between LMR and broadband connectivity via SmartConnect.
- Accurate location data over a broadband network for more informed decision making via SmartLocate.
- Immediate software and security updates in the field using high-speed bandwidth and extended coverage of LTE networks via SmartProgramming.
- Precise and accessible location information for field users on a modernized map interface via SmartMapping.
- Seamless and discrete multimedia communications over a broadband connection via SmartMessaging.

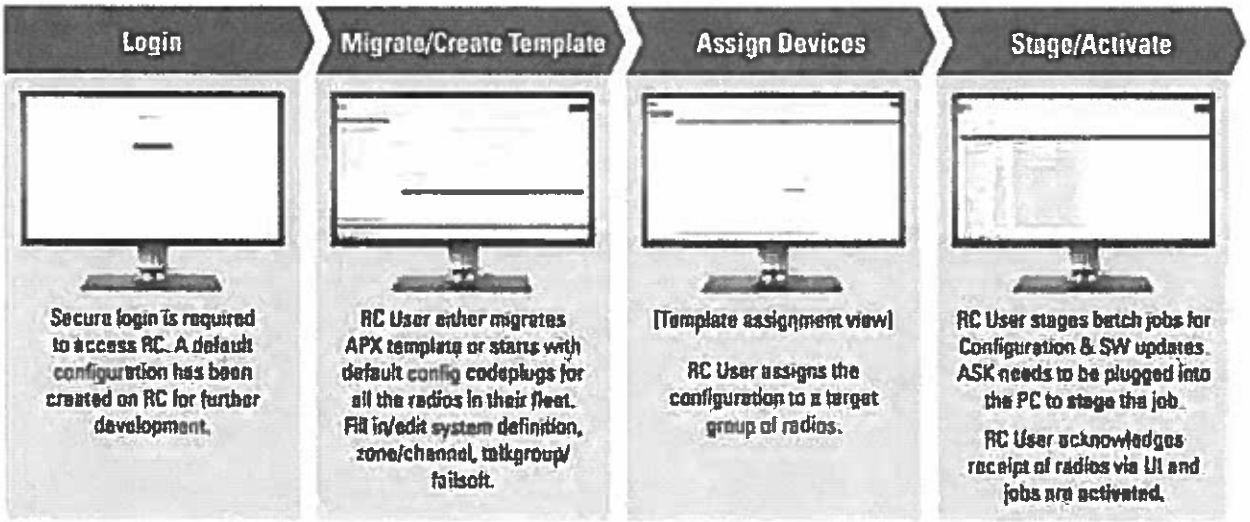
1.2.1 Managing and Provisioning Devices

APX NEXT delivers greater awareness and faster management of radio fleets with optimized provisioning, networking, and monitoring tools that transform accurate data into smarter action. These features enable dispatchers and network managers to make more informed operational decisions, keep radios in the field, and, above all, protect first responders' focus and safety.

Device Management Services (DMS) packages provide programming, management, and maintenance services to maximize the effectiveness of this APX NEXT solution, while reducing maintenance risk, workload, and total cost of ownership. The DMS packages are separated into tiers designed for a range of customer needs, whether the solution is self-maintained or managed by Motorola Solutions.

Using Motorola Solutions' cloud-based RadioCentral (RC) programming, APX NEXT supports faster provisioning and deployment to get devices in the hands of responders and out into the field. Parameters such as talk groups, interface options, and security keys can be programmed remotely within minutes. Access to RadioCentral is provided through the Device Management Service package.

The figure below illustrates the expedited RC provisioning process of APX NEXT.



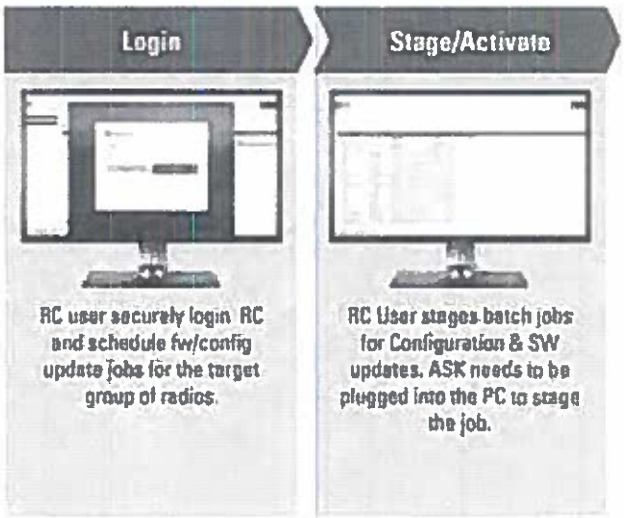
APX NEXT Provisioning Process via RadioCentral

The APX NEXT out-of-the-box experience is streamlined with a few simple steps. Users will power on the device and view a boot-up animation with startup. Status bar icons on the front display indicate when a connection is made and an update download is initiated. If the APX NEXT device is being started for the first time, a "peek-in" device management notification will indicate that the default configuration is detected. When the update download is complete, the device reboots and installs the update. When the install is complete, the device goes back to the full home screen and notifies the user that the update is complete. For Encryption and Authentication users, a KVL needs to be connected to the radio for those services. From power on to provisioning completion takes less than a minute.

1.2.2 Evolving with Updates and Upgrades

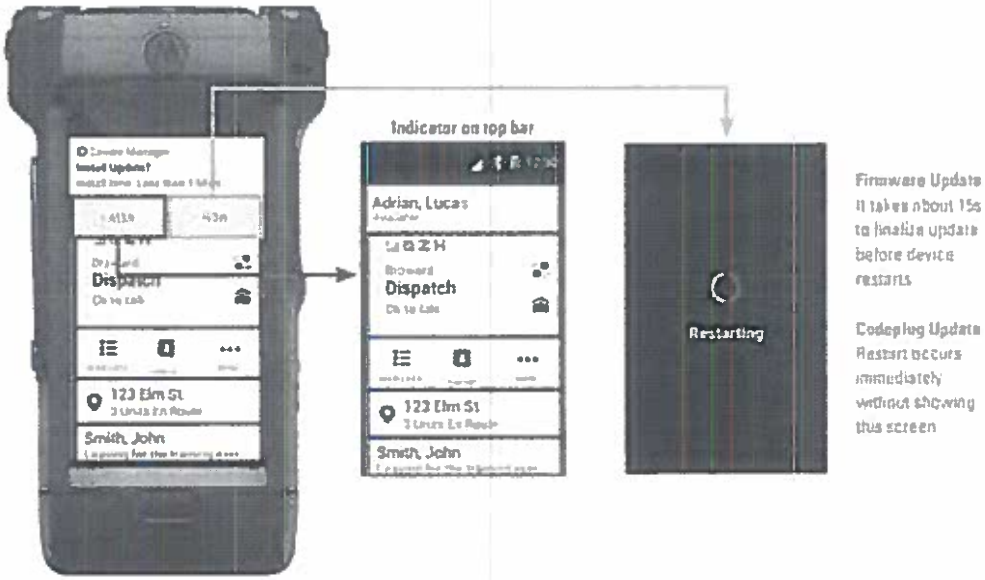
APX NEXT is a future-ready platform that will evolve alongside users through updates and upgrades, delivering expanded mission-critical capabilities while keeping personnel in the field where they are needed. To this end, APX NEXT eliminates the extended downtime and shop visits often associated with device upgrades; now, software patches can be automatically installed regardless of geographic location over a broadband connection, or, if proposed, immediately pushed to the field over LTE with Motorola Solutions' SmartProgramming service.

This streamlined process eliminates bottlenecks in the upgrade process and delivers important new features into users' hands. Firmware upgrades will also fit more seamlessly into workflows to avoid unnecessary disruptions. The figure below illustrates how feature updates are easily deployed to the entire radio fleet.



Typical Firmware and Configuration Update Process via RadioCentral

If a situation occurs where users do not have the time for an update, those updates can be delayed through a prompt until the next power cycle. This puts personnel directly in control of when updates work best for responders, especially in the chaotic environment of public safety. A snapshot of the APX NEXT device with "Install Update" prompt is shown below.

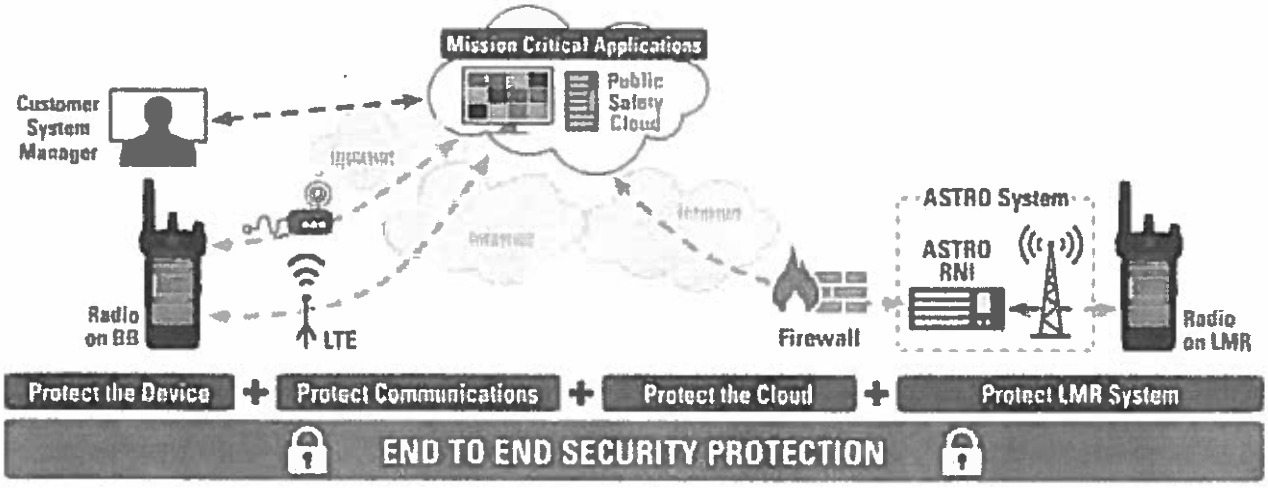


APX NEXT In-Field Update on the Device

1.2.3 Securing Communications

APX NEXT uses Motorola Solutions' hardened End-to-End security to protect communications and allow only authorized units in the system to listen to transmissions. End-to-End security provides seamless protection from the device and data in transit to the cloud and the LMR system.

This solution ensures each component in the system is designed and validated against ongoing threat assessments to ensure vulnerabilities are detected and remedied, while potential new vulnerabilities will be addressed with seamless security updates. This offers transparent, real-time protection and keeps critical information and infrastructure safe.

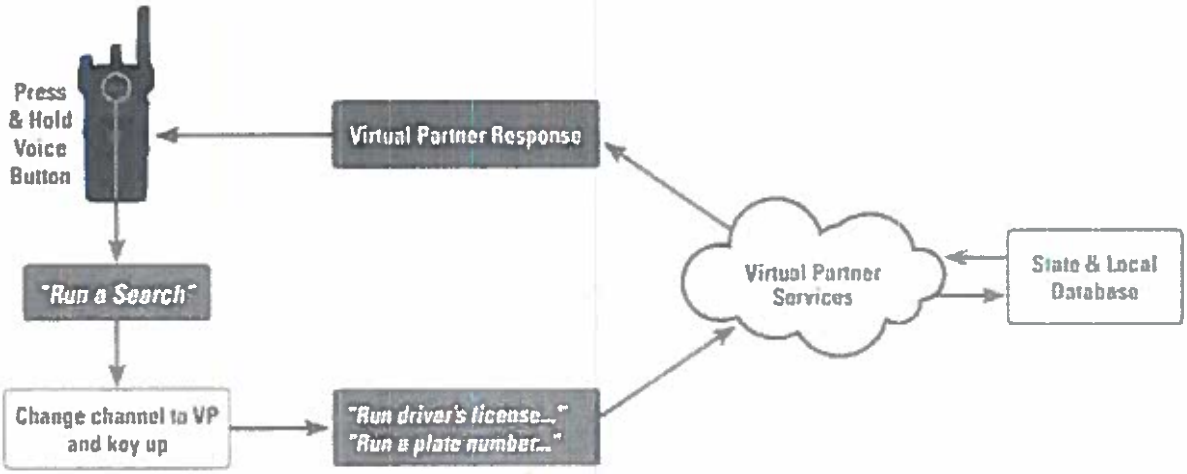


Motorola Solutions' End-to-End Security Solution

1.2.4 ViQi Virtual Partner Application Service (Optional)

Maintaining situational awareness and first responder safety through natural operation is integral to the APX NEXT radio. This outcome is achieved through ViQi™ Virtual Partner—a cloud-based service that provides vital public safety information via voice. With a single button press and simple audio prompt, your personnel can use natural language to run a license plate or driver's license, and search for vehicles with matching vehicle identification numbers straight from the field without disruption.

Virtual Partner leverages artificial intelligence capabilities to interpret voice queries and quickly deliver query results in an audible format. This empowers field personnel to submit queries with the radio without the risk of losing situational awareness while typing a manual query. The automated nature of the solution also allows officers to obtain critical information faster than relaying the query to dispatchers. The APX NEXT radio will leverage either LMR or supported broadband networks to send queries and return responses.

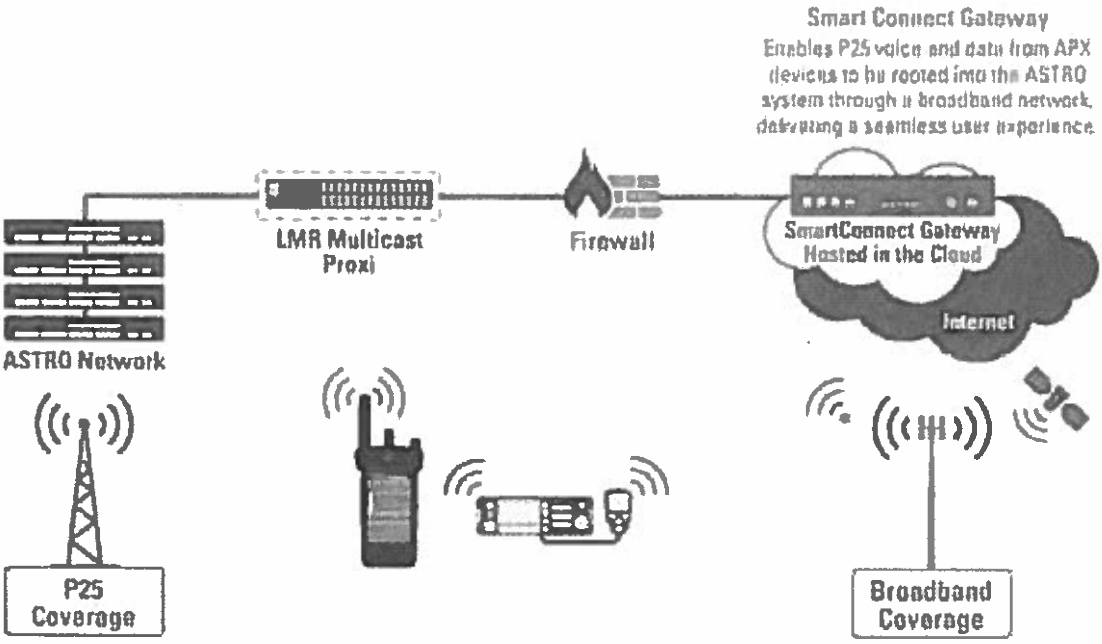


ViQi - Virtual Partner Services Flow Diagram

The Virtual Partner Application Service is proposed as a subscription-based model to optimize budget and scale to meet evolving needs.

1.2.5 SmartConnect Application Service

First responders need to know that they are covered and supported with critical intelligence no matter where the mission takes them. Leveraging APX NEXT and supported devices, SmartConnect keeps users connected and maintains critical LMR features through a broadband connection. By seamlessly switching between P25 LMR and LTE cellular networks, SmartConnect extends reliable PTT communications as radio users roam onto supported broadband networks. Authentication, status, talkgroups, and encryption are all preserved automatically, without interruptions or resets to ensure that end users continue to have access to the critical features they need in emergency situations.



APX NEXT Network Elements of SmartConnect

SmartConnect allows users to retain most P25 radio features when out of range of LMR, including the following:

- Agency Groups.
- Dynamic Regrouping.
- Call Alert.
- Emergency Call & Alarm.
- FDMA/TDMA to/from LMR System.
- Group Call Clear/Encrypted.
- Group Regrouping.
- Multigroup.
- PTT ID.
- Priority Monitor Scan.
- Radio Authentication.
- Radio Check.
- Radio Inhibit/Uninhibit.
- Radio Interrupt/Console Takeover.
- Status Update.
- ViQi Virtual Partner via LMR network.

The SmartConnect Application Service is proposed as a subscription-based model to optimize budget and scale to meet evolving needs.

1.2.6 SmartLocate Application Service

The APX NEXT SmartLocate application sends accurate GPS location information of field personnel over a broadband network, enabling dispatchers to track units more frequently and improve resource deployment. With Dynamic Mode, SmartLocate can dynamically switch from LTE to P25 to continue sending location reports, without requiring the user to change inputs. This fallback capability provides an extra layer of reliability and enhances location tracking to build an effective operating picture as situations evolve. The use of broadband increases the frequency of location reporting beyond an LMR system to allow for a higher number of users without LMR infrastructure capacity limitations.

SmartLocate also enhances location information accuracy using nearby cell-towers and WiFi access points. This leads to more accurate APX NEXT radio unit tracking and improved location performance when a user moves indoors or enters marginal conditions (deep street canyons, forested areas).

SmartLocate is seamlessly integrated with CommandCentral Aware and features location triggers such as time, distance, push-to-talk (PTT), emergency, and accelerated cadence during emergency.

The SmartLocate Application Service is proposed as a subscription-based model that optimizes budget and scales to meet evolving needs. SmartLocate provides enhanced capabilities to existing CommandCentral Aware application investments. Access to CommandCentral Aware is not included with the SmartLocate subscription. Dynamic Mode requires IMW and a cloud connector on the P25 system.

1.2.7 SmartMapping Application Service

The SmartMapping application provides precise and accessible location information for field users on APX NEXT's modernized map interface, improving situational awareness and informing response. Users can see their own location and the location/status of other officers at a glance and immediately tap to communicate with these personnel. SmartMapping streamlines engagement by providing access to the application directly from the APX NEXT home screen to best support users wherever the mission takes them.

SmartMapping Widget, Map View, and Location Pop-Up Display (Left to Right)

SmartMapping also provides the following capabilities for APX NEXT users:

- Search for specific agency users to communicate with by using accessible, on-screen navigation and search tools.
- Select map layers to get a different view of an area, including Street View, Terrain, or Satellite Image.
- Adapt to changing agency needs as new integrations and capabilities are introduced into the SmartMapping application.

1.2.8 SmartProgramming Application Service

Leveraging Device Managed Services (DMS) and RadioCentral provisioning capabilities, the SmartProgramming application allows radios to be updated anywhere within an agency's local LTE network coverage area. APX NEXT devices no longer need to be tied to a computer via USB cable, limited to WiFi network coverage, or gated by Land Mobile Radio (LMR) bandwidth. SmartProgramming allows the APX NEXT device to take advantage of LTE broadband data speeds to pull programming jobs from RadioCentral devices in minutes.

The SmartProgramming Application Service is proposed as a subscription-based model to optimize budget and scale to meet evolving needs.

1.2.9 APX NEXT Infrastructure

The enablement of Smart features requires 2 firewalls and licensing. This is included in this proposal.

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SECTION 2

OVERALL STATEMENT OF WORK

Motorola Solutions is proposing to City of Jacksonville, Florida the following subscribers:

Item	Quantity	Services Included
Jacksonville Sheriff Office (JSO) - APX NEXT Portable	1,331	Facilitate Programming
CommandCentral Aware		System Integration Services
PremierOne CAD		Licenses and System Integration Services
ASTRO 25 Infrastructure		System Integration Services to Enable APX NEXT
Training		Classes Provide both Train the Trainer and technical courses for COJ ITD Radio Shop staff.

Motorola Solutions Responsibilities

Motorola Solutions' general responsibilities include the following:

- Provide the Motorola Solutions-supplied equipment and licensing described in the Licenses List and Pricing Detail.
- Project Management implementation in agreement with City ofJacksonville, Florida.
- Initial programming service to guide COJ ITD Radio Shop staff through the transition from CPS to RadioCentral. SmartLocate and SmartConnect, also require specific configurations within the APX NEXT. The initial programming service assures that the subscribers are configured to support these applications

City of Jacksonville, Florida Responsibilities

City of Jacksonville, Florida 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 Solutions. General responsibilities for City of Jacksonville, Florida include the following:

- Obtain frequencies for project as required.
- Provide required system interconnections:
  - A 1/1 Mbps symmetric Internet connection is required for 36 simultaneous calls (for release prior to 2019.2).
  - A 5/5 Mbps symmetric Internet connection is required for 200 simultaneous calls (for release 2019.2 and onwards).
  - The Internet connection has high availability (99.99% or higher). A lower performance will decrease the reliability proportionality.
  - Packet loss at the Internet connection is less than 0.5%. A higher packet loss will lower the reliability and the audio quality.
  - The average delay introduced by the Internet Service Provider is less than 20 ms.
  - The average jitter introduced on the Internet Service Provider is less than 10 ms
- Customer will perform installations of mobile radios.
- Customer will provide a dedicated delivery point, such as a warehouse, for receipt, inventory and storage of equipment prior to delivery to the site(s)..

Assumptions

Motorola Solutions has made several assumptions in preparing this proposal, which are noted below. In order to provide a firm quote, Motorola Solutions 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.
- Any site/location upgrades or modifications are the responsibility of the customer.
- Approved FCC licensing provided by the customer.
- Approved local, State or Federal permits as may be required for the installation and operation of the proposed equipment are the responsibility of the customer, if required.
- Any required system interconnections not specifically outlined here will be provided by the Customer. These may include dedicated phone circuits, microwave links or other types of connectivity.
- No coverage guarantee is included in this proposal.
- Motorola Solutions is not responsible for interference caused or received by the Motorola Solutions-provided equipment except for interference that is directly caused by the Motorola Solutions-provided transmitter(s) to the Motorola Solutions-provided receiver(s). Should the Customer's system experience interference, Motorola Solutions can be contracted to investigate the source and recommend solutions to mitigate the issue.

SECTION 3

APX NEXT INITIAL PROGRAMMING STATEMENT OF WORK

3.1 INITIAL PROGRAMMING

Motorola Solutions' Initial Programming service assures that customers' first APX NEXT subscribers are programmed and operational on their ASTRO system. This service is provided remotely by a Motorola Solutions technician.

The APX NEXT subscriber is programmed using RadioCentral. The initial programming service is intended to guide customers and their supporting organizations (MRs, shops, etc.) through the transition from CPS or RM to the new programming tools.

APX NEXT Application Services, such as SmartLocate and SmartConnect, also require specific configurations within the APX NEXT. The initial programming service assures that the subscribers are configured to support these applications.

The service provides the following:

- Overview APX NEXT programming process and tools.
- Information on available APX NEXT training classes.
- Guided supplement to MyView and RadioCentral training.
- Guided RadioCentral access management in MyView.
- RadioCentral installation and operation.
- Guided Code Plug Conversion support.
- APX NEXT Application Services settings.
- Consultation on using RadioCentral to support existing programming processes.

At the completion of the Initial Programming service, customers are ready to support the addition of APX NEXT devices using their existing technical support services.

The APX NEXT subscriber is a smart converged device that utilizes RadioCentral for codeplug management and broadband (LTE or WiFi) connections for device programming. The following steps provide a high level overview of the programming process. The Motorola Solutions technician will guide the users through this process:

- When an APX NEXT radio is ordered, an email is sent to the specified Customer System Administrator from "noreply@radiocentral.com".

Subject: RadioCentral Devices Available

Hello Motorola Customer,

Congratulations! XX radios associated with Motorola Order #XXXXXXXXXX for Purchase Order #XXXXXXXXXX are now available on your [AGENCY NAME] provisioning agency.

The radios are shipping to:
[CUSTOMER ADDRESS]

To program your new device(s), you need to download the radio central client from MyView>Device Management section.

You should have already received access to MyView account. Please check your email for access instructions. If you have difficulty accessing your MyView account, please visit https://myaccount.motorolasolutions.com or call 800-674-4357 for assistance.

To assure proper device deployment please ensure that your organization has received the radios before scheduling specific programming jobs.

Thank you,

Motorola Solutions RadioCentral Team
+1.800.674.4357
RadioCentral@motorolasolutions.com

- Follow the link in the email to set up the MyView Portal User Accounts. User Accounts are required for each technician that will use the RadioCentral client.
- Download and install RadioCentral Client, launch the application, and login using a MyView User Account.
- Import the APX codeplug (*.mc) into RadioCentral using its Codeplug Migration function.
- Program radio. Onsite radio programming is included in this proposal.

3.2 OVERVIEW

The Statement of Work defines the principal activities and responsibilities of Motorola Solutions and the Customer during the Initial Programming service. The initial programming process is a collaborative effort between Customer system administrators, supporting organizations (shop or MR), and Motorola Solutions.

The Initial Programming service is provided remotely by a Motorola Solutions technician and involves the following steps:

Step	Description
Discovery Session	Process overview and data collection.
Account and Tool Setup	Assure technicians have the required accounts and tools
Codeplug Conversion	Convert existing Codeplugs to APX NEXT and configure applications
Application Configuration	Add APX NEXT application configurations to Codeplug

Step	Description
ASTRO 25 Provisioning	Provision APX NEXT devices on the ASTRO System.
Programming and Verification	Program APX NEXT over LTE and validate operation
Additional Training	Overview of available training on APX NEXT programming and support documentation.

These project steps are logical groupings of related activities required to complete the project. Each step includes tasks and deliverables that both Motorola Solutions and the Customer are responsible to complete. These are described in detail within the Statement of Work.

3.3 DISCOVERY SESSION

A Motorola Solutions ST will conduct a remote discovery session with the Customer System Administrator and Customer, shop, or MR technician(s) responsible for programming subscribers. The discovery session is an opportunity to document the organizations and people who will have ongoing responsibility for subscriber programming and configuration.

Motorola Solutions Responsibilities

- Conduct a remote discovery session with representatives from the Customer and any supporting organizations such as shops or MRs.
- Document the names and email addresses of the Customer System Administrator(s).
- Document the names and email addresses of the technicians responsible for subscriber programming.
- Identify existing codeplugs and determine which should be used for APX NEXT.
- Document existing Codeplug management processes.
- Identify the owners of System Keys (hardware key and/or software key) RadioCentral requires loading the system keys for all systems in the codeplug prior to scheduling a Write job to program an APX NEXT subscriber.
- Determine who controls the Key Loader if encryption is used. he KVL must be physically connected to the APX NEXT radio to load the initial encryption keys. A KVL-4000 or KVL-5000 keyloader is required for APX NEXT. Older versions are not compatible with the APX NEXT.

Customer Responsibilities

- Identify required participants from the Customer's organization, shop, or MR.
- Participate in the discovery session meeting.

Completion Criteria

Discovery session completed.

3.4 ACCOUNT & TOOL SETUP

APX NEXT subscribers are programmed using RadioCentral. Access to the RadioCentral tool requires a MyView (https://myview.motorolasolutions.com) account and the installation of RadioCentral on a local Windows computer, The Account and Tools Setup process is an opportunity for an Motorola Solutions ST to provide hands on training and guide the System Administrator through the account creation and RadioCentral installation process.

Motorola Solutions Responsibilities

- Conduct a remote configuration session to guide the Customer System Administrator through MyView navigation. For reference see: **MN006056A01 RadioCentral User Guide** on MOL or LMX.
- Guide Customer Administrator through Adding Users to MyView and Assigning the User to RadioCentral agency for each of the subscriber programming technicians. For reference see: Managing RadioCentral access through MyView.

Note that MyView does not allow Customer administrators to add Motorola Solution accounts directly. To add a Motorola Solutions employee to a customer's MyView account and assign to a RadioCentral agency, email the request to onbaording@motorolasolutions.com (for urgent requests contact John Kopinski or call 800-674-4357 #7).

- Guide Customer, shop, or MR technician through the RadioCentral download, installation, and login process.
- Customers with existing MyView or MOL accounts would use their current Login ID and Password to log into MyView and RadioCentral.
- To verify MyView Login ID or Reset Password, use https://myaccount.motorolasolutions.com or call 800-674-4357 #7.

Customer Responsibilities

- Create MyView user accounts and assign to RadioCentral agency for all technicians.
- Download and setup RadioCentral.

Completion Criteria

Programming technicians have installed RadioCentral, can access the tool, and are able to access the Customer's radios within RadioCentral.

3.5 CODEPLUG CONVERSION

The APX NEXT requires a suitable codeplug for operation on the Customer's ASTRO system. As it has with all earlier versions of programmable subscribers, the codeplug encapsulates a wide variety of device configurations including subscriber features, talkgroup assignments, button assignments, and other parameters.

The codeplug conversion process allows RadioCentral users to convert an existing APX codeplug to a format suitable for the APX NEXT. RadioCentral includes a conversion utility to simplify this process. However, there are some manual operations required if the source codeplug includes features not supported by the APX NEXT.

The objectives of the codeplug conversion process are twofold. First, it assures that the APX NEXT has an operational codeplug. Second, it enables the Customer, MR, or shop technician to convert additional codeplugs independently.

Motorola Solutions Responsibilities

- Work with Customer to identify the existing APX codeplugs suitable for the APX NEXT subscribers. The Initial Programming service provides support for converting up to three codeplugs.
- Verify that there are no errors in the source codeplugs. RadioCentral will not successfully convert Codeplugs with errors.
- Guide Customer through the APX codeplug conversion process in RadioCentral.
- Identify and document all required pre-conversion codeplug changes. Some APX features (e.g. OTAP) are no longer supported in the APX NEXT. These features must be disabled prior to the conversion process. Complete documentation of pre-conversion changes assures that Customers can repeat the process independently if required.
- Guide Customer, shop, or MR technician through the SmartProgramming process.

Customer Responsibilities

- Provide APX codeplug(s) that contains the system and subscriber configuration desired for the APX NEXT. Customers may have several codeplugs (e.g. Police, Fire, EMS).
- If required, create a new APX NEXT codeplug based on an existing Motorola Solutions XTL/S subscriber or another manufacturer's device. Please contact your Motorola Solutions Account Executive to discuss support options for this activity.

Completion Criteria

Up to three codeplugs converted from APX to APX NEXT format.

3.6 APX NEXT APPLICATION SETUP

APX NEXT Applications include SmartLocate, SmartMapping, SmartConnect, ViQi Virtual Partner, and SmartMessaging. These applications require a software subscription, subscriber Codeplug configuration, and a deployment project to fully deploy and configure the hosted and on premise ASTRO components.

If a software feature enablement project was procured in conjunction with the APX NEXT subscribers the Motorola Solutions project team will provide the specific APX NEXT application settings. If the APX NEXT subscribers were procured without an application deployment project, then the technician will provide Codeplug settings suitable for demonstrating the application capability in a test environment.

Motorola Solutions Responsibilities

- Configure subscription software settings (SmartLocate, SmartConnect, SmartMapping, SmartMessaging, or ViQi, etc.). These settings are based on either the default "Out of Box" settings or, in the event that feature enablement projects were purchased with the APX NEXT, the SI Project-specified application settings.

Customer Responsibilities

- None.

Completion Criteria

APX NEXT Application features configured in Codeplug.

3.7 ASTRO 25 PROVISIONING

APX NEXT subscribers must be provisioned in the ASTRO Provisioning Manager and assigned a Unit ID in the same fashion as APX subscribers.

Motorola Solutions Responsibilities

- No deliverables.

Customer Responsibilities

- Provision all APX NEXT devices using the ASTRO Provisioning Manager.
- Provide APX NEXT Serial Numbers and associated Unit IDs to Motorola Solutions for use provisioning the subscription applications.

Completion Criteria

APX NEXT subscribers provisioned on ASTRO System.

3.8 PROGRAMMING AND VERIFICATION

Once the APX NEXT Code plug is prepared, a technician may use RadioCentral to schedule a Write job. This uses SmartProgramming to send the configuration to the APX NEXT over either a LTE or WiFi connection.

Motorola Solutions Responsibilities

- Conduct a remote session to guide the programming technician through the SmartProgramming process.
- Guide the technician through the process of loading System Keys into RadioCentral.
- Guide the technician through the process of using the KVM to load encryption keys into the APX NEXT subscriber.
- Guide the technician through the firmware version upgrade.
- Guide the technician through scheduling a Write job to apply the updates to radios over LTE or WiFi.
- Assist with the resolution of any problems the technician encounters.

Customer Responsibilities

- Programming technician participates in the Programming and Verification session.
- Perform all hands-on tasks such as managing hardware System Keys and KVM key loaders.
- Perform all programming tasks on the local RadioCentral application using the technician's account.
- Validates the subscriber operation on the local ASTRO system.

Completion Criteria

APX NEXT subscriber operational on the Customer's ASTRO system.

3.9 FOLLOW UP TRAINING AND RESOURCES

Motorola Solutions Initial Programming service is intended to facilitate a quick transition to the APX NEXT. For Customer, shops, or MRs that would like to learn more about the programming tools the following documentation and training classes and resources are available from Motorola Solutions Training Services: https://learning.motorolasolutions.com/:

Item	Description
MN005015A01	MyView Portal User Guide
AST0082	Get Ready for APX NEXT
AST0084	APX NEXT First Steps
AST4002	APX NEXT Overview
AST4004	RadioCentral Overview
AST4005	RadioCentral Workshop
AST0086	APX NEXT Instructor's Office Hours, Prereqs: AST4004 & AST4005
MN006056A01	RadioCentral User Guide
APX NEXT:	APX NEXT Overview | Two-way Smart Radio
PMLN7996A	APX NEXT Quick Start Guide:
MN005642A01	APX NEXT User Guide: APX NEXT User Guide
MN005717A01	Out of box provisioning leaflet: APX NEXT Provisioning Leaflet
APX NEXT Programming Guide:	Programming APX NEXT
ASTRO_RCOLH	ASTRO RadioCentral Online Help
APX NEXT Help Desk:	800-MSI-HELP (800-674-4357)

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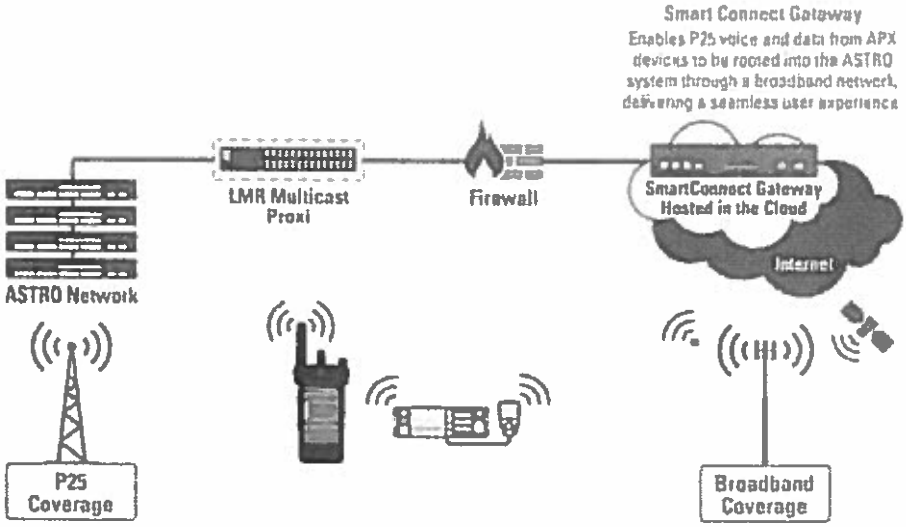
SECTION 4

APX NEXT SMARTCONNECT STATEMENT OF WORK

4.1 SMARTCONNECT

SmartConnect allows APX NEXT and suitably equipped APX subscribers to maintain critical LMR features through a broadband connection. By automatically switching between P25 LMR and LTE cellular or WiFi networks, SmartConnect ensures reliable PTT communications are extended without backend control center involvement. Authentication, status, talkgroups, and encryption are all preserved, without interruptions or resets to ensure that end users continue to have access to the critical features they need in emergency situations.



SmartConnect allows users to retain most P25 radio features while connected via LTE, including the following:

- Agency Groups.
- Dynamic Regrouping.
- Call Alert.
- Emergency Call & Alarm.
- FDMA/TDMA to/from LMR System.
- Group Call Clear/Encrypted.
- Group Regrouping.
- Multigroup.
- PTT ID.
- Priority Monitor Scan.
- Radio Authentication.
- Radio Check.
- Radio Inhibit/Uninhibit.
- Radio Interrupt/Console Takeover.
- Status Update.
- ViQi Virtual Partner via LMR network.

4.2 OVERVIEW

The Statement of Work defines the principal activities and responsibilities of Motorola Solutions and the Customer during SmartConnect deployment. The deployment process is a collaborative effort between Customer system administrators, subject matter experts, and the Motorola Solutions deployment team. Deployments involve the following steps:

Step	Description
Project Initiation	Formal project kickoff and planning sessions
Domain and Device Setup	Provision ASTRO subscribers on the cloud platform
SmartConnect Gateway Setup	Enable connection between ASTRO system and Cloud
ASTRO Preparation	Assure ASTRO system has the correct version and components
ASTRO System Configuration	Load and Configure software for SmartConnect
Demonstration	Demonstrate SmartConnect operation
Training	SmartConnect operational and administrator training
Project Finalization	Delivery of as-built documentation and hand over to support

These project steps are logical groupings of related activities required to complete the project. Each step includes tasks and deliverables both Motorola Solutions and the Customer are responsible to complete. These are described in detail within the Statement of Work.

Motorola Solutions' project manager will use the Statement of Work to guide the deployment process and coordinate the activities of all Motorola Solutions resources and teams. The project manager will also work closely with the Customer's project manager to clearly communicate the required deployment activities and schedule tasks involving Customer resources.

4.3 PROJECT ROLES

Motorola Solutions Project Manager

The Motorola Solutions Project Manager is the single point of contact with the Customer Project Manager and is responsible for scheduling and coordinating Motorola Solutions resources and task completion. The Motorola Solutions Project Manager assures the delivery of contracted components in accordance with the project schedule and is responsible for the transition of the Customer to Motorola Solutions Customer Support post deployment.

Motorola Solutions ASTRO Field Engineer

Installs and configures the ASTRO software components of the system. Configures ASTRO network components to provide connectivity to the cloud platform.

Motorola Solutions Support

Motorola Solutions Support organization provides varying levels of service up to and including technical support services. Following project finalization, ongoing service will be provided by Motorola Solutions Support in accordance with the Customer support plan.

Customer Project Manager

The Customer Project Manager is responsible for scheduling and coordinating Customer/agency resources and task completion. The Customer Project Manager works collaboratively with the Motorola Solutions PM to assure completion of Customer tasks in accordance with the project schedule.

Customer System Administrator(s)

Responsible for SmartConnect User and radio subscriber provisioning via CommandCentral Admin and ongoing coordination with Motorola Solutions System Support.

Customer Network Administrator

Responsible for network and firewall configuration. Works with ASTRO Field Engineer to provide and verify network connectivity between the ASTRO system and the cloud platform.

4.4 PROJECT DOCUMENTATION

The following documents are delivered during the deployment process. Some are standard product documentation and others are project specific and are produced during the project.

Product Documentation

CommandCentral System Administration Guide. The Administration Guide includes information about the CommandCentral Admin tool, User provisioning, and other system administration tasks.

Operational Demonstration Script. The Operational Demonstration Script provides a customer-specific procedure for validating system configuration and operation. It references the customer specifics detailed in the Configuration Document.

Project Documentation

SmartConnect Configuration Document. Describes the SmartConnect configuration including LMP parameters, config changes to the UNC, a backhaul capacity report, Internet connection information for the Internetworking firewall and CommandCentral Admin parameters. It is created during the project, used to configure and validate the application and network configurations, and finalized to serve as project as-built documentation. Provided to both the Customer and the Motorola Solutions Support Team.

4.5 INITIATION

Project initiation occurs after procurement of SmartConnect deployment services and notice to proceed is received. During this phase, the Motorola Solutions and Customer project managers are assigned, assemble their teams, and establish a working relationship. The managers jointly review the project plan, deliverables, and schedule. Each manager coordinates preparatory tasks that serve as a foundation for specific deployment activities.

Motorola Solutions Responsibilities

- Schedule a kickoff call between Customer and Motorola Solutions project managers.
- Establish a communications plan.
- Review project work plan, schedule, and resources.

- Provide standard product documentation:
  - CommandCentral System Administration Guide.
  - CommandCentral Network Connectivity Guide.
  - SmartConnect User Guide.

Customer Responsibilities

- The customer project manager coordinates with the agency(s) and identifies the subject matter experts, system administrators, and network administrators that will participate in the project and complete Customer tasks.
- Review the Solution Description and prerequisites with the customer project team. Assure that all required components are in place or initiate procurement.
- Schedule agency personnel time to participate in the deployment process.

Completion Criteria

Complete when Motorola Solutions and Customer project teams are identified and deployment tasks are assigned and scheduled.

4.6 DATA COLLECTION AND PLANNING SESSION

Motorola Solutions will conduct a remote working session with the customer System Administrators and agency user representatives to provide an overview of SmartConnect operation and collect provisioning data. This activity is performed via teleconference.

Motorola Solutions Responsibilities

1. Conduct a remote, one to two hour, planning session with representatives of each agency using SmartConnect.
2. Review SmartConnect functionality and configuration options.
3. Document each agency's configuration, admin users, initial subscribers and users.

Customer Responsibilities

1. Schedule planning session with representatives of each agency.
2. Provide Administrator, User, Subscriber, and Group information for provisioning.

Completion Criteria

Planning sessions completed.

4.7 DOMAIN AND DEVICE SETUP

The Radio Subscribers must be provisioned within the CommandCentral Cloud Platform using the Command Central Admin tool. Motorola Solutions will provision the Customer's current inventory of APX NEXT subscribers. The Customer will assume responsibility to provision all subsequently procured APX NEXT devices.

Motorola Solutions Responsibilities

1. If a SmartConnect agency has not been previously established for the ASTRO system, use the CommandCentral Admin tool to establish the Customer Domain within the CommandCentral cloud platform. This activity will be initiated during the order process.
2. Use the CommandCentral Admin tool to provision SmartConnect based on the information collected during the Data Collection and Planning Session activity:
   A. Setup Command Central administration and user passwords
   B. Provision radio subscriber devices (radio serial number and ASTRO Unit ID). All subscriber devices on an ASTRO system are provisioned by a single CC Admin agency account. This may be performed individually or by importing the device information from a .csv file.

Customer Responsibilities

1. Identify System Administrator(s).
2. Assure all System Administrators complete the CommandCentral Admin training.
3. Use the CommandCentral Admin tool to provision all APX NEXT subscribers procured after the completion of the SmartConnect enablement project.

Completion Criteria

All agencies, users and devices are provisioned.

4.8 SMARTCONNECT GATEWAY CONFIGURATION

The SmartConnect Gateway enables the connection between the Customer's ASTRO system and the SmartConnect cloud services and broadband service. The SmartConnect Gateway must be configured to accept a connection from the ASTRO system's LMP proxy.

Motorola Solutions Responsibilities

1. Enable SmartConnect Gateway service.
2. Generate the passphrase for the LMPs using CCAdmin.

Customer Responsibilities

1. None.

Completion Criteria

SmartConnect Gateway connection enabled.

4.9 ASTRO INFRASTRUCTURE PREPARATION (INCLUDE WITH ASTRO COMPONENTS OPTION)

Operation of SmartConnect requires a minimum ASTRO infrastructure software version and specific hardware components. These elements are not included with SmartConnect and must be in place prior to SmartConnect deployment. SmartConnect requires the following ASTRO infrastructure version and equipment:

- ASTRO version: 7.17 or later.
- Internetworking Firewall hardware and software (shared component).
- Suitable Server (VMS01/VMS02 or VMS 07).

Motorola Solutions Responsibilities

1. Review the current ASTRO system and document the availability and configuration of the components required for SmartConnect deployment.
2. Identify any software upgrades or additional equipment required to support SmartConnect.

Customer Responsibilities

1. Procure ASTRO infrastructure upgrades and equipment required for SmartConnect operation.

Completion Criteria

Customers ASTRO infrastructure is operational with the required software version and equipment required for SmartConnect deployment.

4.10 ASTRO SYSTEM CONFIGURATION

SmartConnect specific software components and network configurations must be added to the ASTRO System. Motorola Solutions will install and configure these items during the SmartConnect deployment.

Motorola Solutions Responsibilities

1. Install LMR Multicast Proxy (LMP) VMs on the zone core servers. Enter CommandCentral Admin generated passphrase during the installation.
2. Cable and configure the transport (core LAN switch, DMZ switch, DMZ firewall, internetworking firewall) using TNCT.
3. Verify connectivity with SmartConnect Cloud Gateway via Internetworking Firewall.
4. Configure NM with pseudo-site for Backup PTT using a UNC configlet for each Zone Controller and ATR in the target zone.
5. Assess the number of Talk Groups and Calls to determine the required backhaul capacity. Provide backhaul capacity requirements to Customer admin.

Customer Responsibilities

1. Coordinate and schedule ASTRO component software installation to minimize the impact on production operation.
2. Provide dedicated internet connection for Internetworking Firewall. Assure that the network connection meets the following service level:
   A. The internet connection between ASTRO system (LMP) and the SmartConnect Gateway in the cloud requires a base bandwidth of 25Kbps plus a bandwidth of 20k bits per second per

group call. *NOTE: If the SmartConnect Gateway is configured as "requested site" for a group in the ASTRO system, all calls on that group are routed to the SmartConnect Gateway independent whether radios have affiliated to the group or not in the broadband domain. The configuration as "requested site" ensures that the radio will be offered calls from scanned groups, but it also increases the load on the connection between the LMP and the SmartConnect Gateway.*

B. 1/1 Mbps symmetric Internet connection is required for 36 simultaneous calls (for release prior to 2019.2).
C. 5/5 Mbps symmetric Internet connection is required for 200 simultaneous calls (for release 2019.2 and onwards).
D. Availability > 99.99%. A lower performance will decrease the SmartConnect feature reliability proportionality.
E. Packet loss less than 0.5%. A higher packet loss will lower the reliability and the audio quality.
F. Average delay introduced by the Internet Service Provider less than 20 ms.
G. Average jitter introduced on the Internet Service Provider is less than 10 ms.

Completion Criteria

Customer ASTRO infrastructure is operational with the required software versions and configured to support SmartConnect operation.

4.11 SUBSCRIBER PROVISIONING

APX subscribers must be provisioned on the customer's ASTRO system prior to operation. Subscriber provisioning must include specific parameters to enable SmartConnect operation.

Motorola Solutions Responsibilities

1. Provide SmartConnect provisioning parameters (FQDN for SmartConnect GW, ports).
2. Provision one APX subscriber to validate the parameters.
3. Demonstrate the provisioning process and required parameters to customer System Administrator.

Customer Responsibilities

1. Assure that all APX and APX NEXT subscriber firmware is updated to Release 20 or later.
2. Assure that APX and APX NEXT subscribers have been previously provisioned on the ASTRO system.
3. Assure that all APX NEXT subscribers have a current SmartProgramming application service subscription.
4. Assure that APX NEXT subscribers' code plug configurations have been provisioned in RadioCentral and that the APX NEXT Subscribers have been programmed.
5. Download and install the latest version of the RadioCentral programming client.
6. Provision balance of APX NEXT subscribers for SmartConnect using the RadioCentral client.
7. Provision balance of APX subscribers for SmartConnect using Radio Management or CPS software.
8. Update the provisioning parameters of any existing subscribers that will utilize SmartConnect capability.

Completion Criteria

All subscribers covered by a SmartConnect feature subscription are provisioned with SmartConnect parameters.

4.12 OPERATIONAL DEMONSTRATION

After the solution deployment, Motorola Solutions will provide an operational demonstration to the customer project manager, system administrator, and end user representatives.

Motorola Solutions Responsibilities

1. Provide the Operational Demonstration Script.
2. Demonstrate SmartConnect operation.

Customer Responsibilities

1. Participate in SmartConnect demonstration.

Completion Criteria

Complete after successful demonstration of SmartConnect operation.

4.13 SMARTCONNECT TRAINING

SmartConnect Administrator and User training classes are available online. Access to online SmartConnect training is provided by Motorola Solutions Software Enterprise Learning Experience Portal (LXP). This subscription service provides continual access to Motorola Solutions' library of online learning content and allows users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current. Online training enables Users to participate in training at their convenience.

The Customer's LXP Administrators use Panorama, a customer specific instance of the Learning Management System, to add/modify users, run reports, and add/modify groups, and define Learning Paths. Groups are a more granular segmentation of the LXP that are generally utilized to separate learners by function (i.e. dispatchers, call takers, patrol, firefighter). A Learning Path is a collection of courses that follow a logical order, and may or may not enforce linear progress.

Motorola Solutions Responsibilities

1. Setup Panorama and add customer specified LXP administrators.
2. Provide administrators access to learning services.motorolasolutions.com.

Customer Responsibilities

1. Provide Motorola Solutions with names (first and last) and emails of Customer LXP administrators.
2. Assure all System Administrators complete LXP Administrator training. The training covers:
   A. Adding and maintaining Users.
   B. Adding and maintaining Groups.
   C. Assigning courses and Learning Paths.
   D. Running reports.
3. Advise users of the availability of the LXP and SmartConnect training class.
4. Add/modify users, run reports and add/modify groups.

Completion Criteria

Work is considered complete upon conclusion of Motorola Solutions provided LXP Administrator instruction.

4.14 PROJECT FINALIZATION AND HANDOVER TO SUPPORT

Finalization is the process of confirming that all project activities have been completed and project documentation has been delivered. During this activity, Motorola Solutions will transition responsibility for SmartConnect from the Project Manager to the Motorola Solutions support team. The Customer's Project Manager will transition support to the System Administrator(s).

Motorola Solutions Responsibilities

1. Verify project deliverables have been received by the Customer Project Manager.
2. Confirm with Customer that SmartConnect is available for Customers beneficial use.
3. Provide the SmartConnect Configuration Document.
4. Conduct a teleconference introducing Customer to Motorola Solutions Support organization. The purpose of the teleconference is to review the SmartConnect support process and obtain contact information with the Customer's assigned system administrator(s) and the Motorola Solutions Support Team.
5. Provide ongoing support in accordance with the terms and conditions of the support agreement.

Customer Responsibilities

1. Provide confirmation of receipt of project deliverables with the Motorola Solutions Project Manager.
2. Participate in the support hand over teleconference. Assure that System Administrator(s) understand the support process and have the correct contact information.

Completion Criteria

Project finalization is complete upon delivery of the final SmartConnect Configuration Document and the conclusion of the teleconference with Motorola Solutions Support organization.

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SECTION 5

APX NEXT SMARTLOCATE WITH COMMANDCENTRAL AWARE SOW

5.1 SMARTLOCATE WITH COMMANDCENTRAL AWARE

SmartLocate is an application service provided by Motorola Solutions for the APX NEXT device in North America. SmartLocate sends subscriber GPS location data from APX NEXT devices to CommandCentral Aware via a commercial LTE network. Customers are able to monitor the location of APX NEXT devices on the CommandCentral Aware client.

No matter where the mission takes personnel in the field, the APX NEXT SmartLocate feature provides dispatchers with accurate location data over a broadband network. By using the broadband network and CommandCentral Aware capabilities, SmartLocate can send faster, more accurate GPS coordinate updates from the field to Aware clients. Broadband also increases the frequency of location reporting beyond an LMR system, improving location accuracy and allowing for a higher number of users without LMR infrastructure capacity limitations. This location information is used to create an accurate operating picture of any situation.

CommandCentral Aware's consolidated, map-based, operating picture enables enhanced information sharing and informed real time decision-making. Aware's cloud-based platform enables agencies to take advantage of new capabilities as they are developed, without an intrusive upgrade experience. Updates and new features are deployed every few weeks, and users automatically get new capabilities the next time they log in. Cloud deployments also reduce the operational impact of faults and outages. This frees your staff to focus on strategic initiatives, instead of time-consuming tactical efforts, and drives greater value for public safety.

SmartLocate operation requires the following:

- APX NEXT subscriber device(s).
- SmartLocate subscription.
- Device management subscription.
- CommandCentral Aware subscription.
- APX NEXT devices must be powered up and in a supported LTE network coverage area during SmartLocate operation.

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

5.2 OVERVIEW

The Statement of Work defines the principal activities and responsibilities of Motorola Solutions and the Customer during SmartLocate deployment. The deployment process is a collaborative effort between Customer system administrators, subject matter experts, and the Motorola Solutions deployment team. Deployments involve the following steps:

Step	Description
Project Initiation	Formal project kickoff and planning sessions
Data Collection & Planning	Aware overview, provisioning planning, and data collection
APX NEXT Provisioning	Configure APX NEXT subscribers for location reporting via LTE
Mapping Configuration	Configure connection to customer's ESRI/GIS system
Agency, User, and Device Setup	Configure agency, users, and devices on Aware cloud platform
Operational Demonstration	Demonstrate SmartLocate with Aware operation
Training	SmartLocate with Aware operational and administrator training
Project Finalization	Delivery of as-built documentation and hand over to support

These project steps are logical groupings of related activities required to complete the project. Each step includes tasks and deliverables that both Motorola Solutions and the Customer are responsible to complete. These are described in detail within the Statement of Work.

Motorola Solutions' project manager will use the Statement of Work to guide the deployment process and coordinate the activities of all Motorola Solutions resources and teams. The project manager will also work closely with the Customer's project manager to clearly communicate the required deployment activities and schedule tasks involving Customer resources.

5.3 PROJECT ROLES

Motorola Solutions Project Manager

The Motorola Solutions Project Manager is the single point of contact with the Customer Project Manager and is responsible for scheduling and coordinating Motorola Solutions resources and task completion. The Motorola Solutions Project Manager assures the delivery of contracted components in accordance with the project schedule and is responsible for the transition of the Customer to Motorola Solutions Customer Support post deployment.

Motorola Solutions Cloud Activation Team Solutions Architect (SA)

Provisions CommandCentral Aware and conducts operational demonstration. Provisions initial APX NEXT location device parameters. Validates location reporting via broadband network. Performs SmartLocation demonstration.

Motorola Solutions Support

Motorola Solutions Support organization provides varying levels of service up to and including technical support services. Following project finalization, ongoing service will be provided by Motorola Solutions Support in accordance with the Customer Support Plan.

Customer Project Manager

The Customer Project Manager is responsible for scheduling and coordinating Customer/agency resources and task completion. The Customer Project Manager works collaboratively with the Motorola Solutions PM to assure completion of Customer tasks in accordance with the project schedule.

Customer System Administrator(s)

Responsible for User and radio subscriber provisioning via CommandCentral Admin, ESRI GIS system access and basemap definition, and ongoing coordination with Motorola Solutions Systems Support.

5.4 PROJECT DOCUMENTATION

The following documents are delivered during the deployment process. Some are standard product documentation and others are project specific and are produced during the project.

Product Documentation

CommandCentral System Administration Guide. The Administration Guide includes information about the CommandCentral Admin tool, User provisioning, and other system administration tasks.

Project Documentation

SmartLocate with Aware Configuration Document. Describes the SmartLocate with Aware configuration including APX NEXT provisioning parameters, and CommandCentral Aware configuration. It is created during the project, is used to configure and validate application and network configurations, and finalized to serve as project as-built documentation. Provided to both the Customer and the Motorola Solutions Support Team.

Operational Demonstration Script. The Operational Demonstration Script provides a customer-specific procedure for validating system configuration and operation. It references the customer specifics detailed in the Configuration Document.

5.5 PROJECT INITIATION

Project initiation occurs after procurement of SmartLocate Enablement and notice to proceed is received. During this phase the Motorola Solutions and Customer project managers are assigned, assemble their teams, and establish a working relationship. The managers jointly review the project plan, deliverables, and schedule. Each manager coordinates preparatory tasks that serve as a foundation for the specific SmartLocate with CommandCentral Aware deployment activities.

Motorola Solutions Responsibilities

1. Schedule a kickoff call between Customer and Motorola Solutions project managers.
2. Establish communications plan.
3. Review project work plan, schedule, and resources.

4. Provide standard product documentation:
   A. CommandCentral System Administration Guide.
   B. CommandCentral Network Connectivity Guide.
   C. User Guide

Customer Responsibilities

1. Customer project manager coordinates with agency(s) and identifies the subject matter experts, system administrators, and network administrators that will participate in the project and complete Customer tasks.
2. Review the Solution Description and prerequisites with customer project team. Assure that all required components are in place or initiate their procurement.
3. Schedule agency personnel time to participate in the deployment process.

Completion Criteria

Complete when Motorola Solutions and Customer project teams are identified and deployment tasks are assigned and scheduled.

5.6 ASTRO INFRASTRUCTURE PREPARATION

SmartLocate does not utilize the ASTRO infrastructure so there are no infrastructure software versions, ASTRO hardware components, or data capacity requirements.

It is possible to obtain the location of APX subscribers via the ASTRO system and display the location on the Aware client. This type of operation requires additional equipment, software and services including IMW, Cloud Connect, IMW Connector, and an ASTRO data capacity study. These elements are not included with SmartLocate Enablement.

Motorola Solutions Responsibilities

1. This SmartLocate with CommandCentral Aware project does not include any services related to the implementation of Aware functionality other than APX NEXT location over broadband.

Customer Responsibilities

1. Determine if any additional Aware functionality is desired and work with Motorola Solutions Sales representative to define the scope and obtain a proposal.

Completion Criteria

Information only.

5.7 DATA COLLECTION AND PLANNING SESSION

Motorola Solutions will conduct a remote working session with the customer System Administrators and agency user representatives to provide an overview of Aware operation, collect provisioning data, plan the Aware group and agency configurations. This activity is performed via teleconference.

Motorola Solutions Responsibilities

1. Conduct a remote, one to two hour, planning session with representatives of each agency using SmartLocate.
2. Review CommandCentral Aware functionality and configuration options.
3. Document each agency's configuration, admin users, initial subscribers and users.

Customer Responsibilities

1. Schedule planning session with representatives of each agency.
2. Provide Administrator, User, Subscriber, and Group information for provisioning.

Completion Criteria

Planning sessions completed.

5.8 APX NEXT PROVISIONING

APX NEXT subscribers must be configured to report their GPS location via a LTE network. Subscriber locations are then sent via the broadband network to CommandCentral Aware. Customers are able to monitor the location of APX NEXT devices on the CommandCentral Aware client.

In order for the City of Jacksonville to take advantage of location via LTE, a migration from CommandCentral Aware on-prem to the cloud is required.

Motorola Solutions Responsibilities

1. Verify that location updates are received from the Customer's provisioned APX NEXT subscribers.

Customer Responsibilities

1. Assure that APX NEXT subscribers have been provisioned on the ASTRO system.
2. Assure that the APX NEXT subscribers are programmed. Motorola Solutions includes Initial Programming support services with the first APX NEXT order.
3. Update the APX NEXT Codeplugs with the following SmartLocation parameters:
   A. Location Enable – On.
   B. Location Reporting – Broadband or Broadband Preferred (if Aware Mapping is part of the solution).

Completion Criteria

All APX next subscribers configured to report location.

5.9 COMMANDCENTRAL AWARE GEOSPATIAL MAPPING CONFIGURATION

CommandCentral Aware can display Unit location data on a generic base map or on the customer's ESRI map. A single base map layer is included with SmartLocate with Aware. Aware supports multiple map layers which may be added separately.

Motorola Solutions Responsibilities

1. Install and configure the connection to the Customer mapping system, (i.e. ESRI online, ESRI server, or static map layers).
2. Test mapping layers and links in accordance with the system Design Document.

Customer Responsibilities

1. Provide URL and access credentials for customer's ESRI/GIS system.
2. Specify and publish the desired GIS map for use with SmartLocate with Aware.

Completion Criteria

CommandCentral Aware browser client is able to display the Customer's ESRI map.

5.10 COMMANDCENTRAL AWARE AGENCY, USER, AND DEVICE SETUP

The Customer's Agency, Users, and Radio Subscribers must be provisioned within the CommandCentral Cloud Platform using the CommandCentral Admin tool. The provisioning process allows the Agency to define the specific capabilities and permissions of each user. Motorola Solutions will provision the Customer's current inventory of APX NEXT subscribers. The Customer will assume responsibility to provision all subsequently procured APX NEXT devices.

Motorola Solutions Responsibilities

1. Use the CommandCentral Admin tool to establish the Customer and Customer's agency(s) within the CommandCentral cloud platform. This activity will be initiated during the order process.
2. Provision CommandCentral Aware Users, Subscribers, Groups, and layers based on the information collected during the Data Collection and Planning Session activity.
3. Use the CommandCentral Admin tool to provision CommandCentral Aware based on the information collected during the Data Collection and Planning Session activity:
   A. Setup Command Central administration and user passwords.
   B. Provision agency's Users (officers).
   C. Provision permissions per User.
   D. Provision agency's radio subscriber devices.
   E. Provision User to radio subscriber.

Customer Responsibilities

1. Identify System Administrator(s).
2. Assure all System Administrators complete the CommandCentral Admin training.
3. Use the CommandCentral Admin tool to provision all APX NEXT subscribers procured after the completion of the SmartLocate enablement project.

Completion Criteria

All agencies, users and APX NEXT subscribers are provisioned.

5.11 COMMANDCENTRAL AWARE CLIENT

CommandCentral Aware is a SaaS application that is accessed via a web browser. The Client in this context consists of a workstation and web browser.

Motorola Solutions Responsibilities

1. Provide URL and System Administrator credentials for accessing the Aware application.

Customer Responsibilities

1. Provide client workstations, web browsers, and network connectivity suitable for accessing the Aware application.

Completion Criteria

Aware access is available from customer client(s).

5.12 OPERATIONAL DEMONSTRATION

After the solution deployment, Motorola Solutions will provide an operational demonstration to the customer project manager, system administrator, and end user representatives. The objective of the functional demonstration is to validate Customer access to CommandCentral Aware via browser client and demonstrate the map display and location updates. This activity is performed via teleconference.

Motorola Solutions Responsibilities

1. Facilitate a teleconference to perform an operational demonstration of the SmartLocate and Aware Mapping solution.
2. Demonstrate the APX NEXT subscriber location is displayed on the CommandCentral Aware web client.
3. Correct any configuration issues impacting access to Aware features, map display, or location updates.

Customer Responsibilities

1. Review and agree to the scope of the demonstration script.
2. Participate in SmartLocate with CommandCentral Aware demonstration.
3. Witness the operational demonstration and acknowledge its completion.
4. Provide Motorola Solutions with any requests for feature enhancements.

Completion Criteria

Complete after successful demonstration of SmartLocate with CommandCentral Aware operation.

5.13 COMMANDCENTRAL AWARE TRAINING

CommandCentral SmartLocate Administrator and User training classes are available online. Access to online CommandCentral Aware training is provided by Motorola Solutions Software Enterprise Learning Experience Portal (LXP) https://learning.motorolasolutions.com. This subscription service provides continual access to Motorola Solutions' library of online learning content and allows users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current. Online training enables Users to participate in training at their convenience.

- PSA4056 - CommandCentral Aware Map View Basics.
- PSA0015 - CommandCentral Aware End User Training.
- PSA4122 - CommandCentral Aware Cloud - Customer Administration.

Motorola Solutions Responsibilities

1. Provide administrators access to the Learning Experience Portal (LXP).

Customer Responsibilities

1. Provide Motorola Solutions with names (first and last) and emails of Customer LXP administrators.
2. Assure all System Administrators complete LXP Administrator training. The training covers:
   A. Adding and maintaining Users.
   B. Adding and maintaining Groups.
   C. Assigning courses and Learning Paths.
   D. Running reports.

3. Advise users of the availability of the LXP and SmartLocate with CommandCentral Aware class.
4. Add/modify users, run reports and add/modify groups

Completion Criteria

Work is considered complete upon conclusion of Motorola Solutions provided LXP Administrator instruction.

5.14 PROJECT FINALIZATION AND HANDOVER TO SUPPORT

Finalization is the process of confirming that all project activities have been completed and project documentation has been delivered. During this activity Motorola Solutions transitions responsibility for SmartLocate with CommandCentral Aware from the Project Manager to the Motorola Solutions support team. The Customer's Project Manager transitions support to the System Administrator(s).

Motorola Solutions Responsibilities

1. Verify project deliverables have been received by the Customer Project Manager.
2. Confirm with Customer that SmartLocate with Aware is available for Customer beneficial use.
3. Provide the SmartLocate with Aware Configuration Document.
4. Conduct a teleconference introducing Customer to Motorola Solutions Support organization. The purpose of the teleconference is to review the support process and obtain contact information with the Customer's assigned system administrator(s) and the Motorola Solutions Support Team.
5. Provide on-going support in accordance with the terms and conditions of the support agreement.

Customer Responsibilities

1. Provide confirmation of receipt of project deliverables with the Motorola Solutions Project Manager.
2. Participate in the support handover teleconference. Assure that System Administrator(s) understand the support process and have the correct contact information.

Completion Criteria

Project finalization is complete upon conclusion of the teleconference with Motorola Solutions Support organization.

SECTION 6

APX NEXT SMARTMAPPING SOW

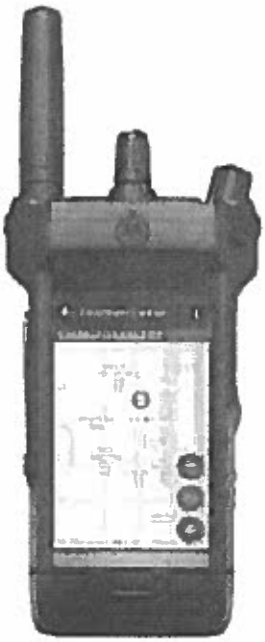
6.1 SMARTMAPPING

SmartMapping is an application service provided by Motorola Solutions for the APX NEXT device in North America. SmartMapping displays the location and CommandCentral Unit Alias of up to 500 location enabled devices on an ESRI base map. The solution improves situational awareness by allowing APX NEXT users to monitor the location of a preassigned set of devices on the radio screen.

SmartMapping can display the location of any device that is configured to report its location to an existing CommandCentral Aware implementation. Device location data may be sourced from any CommandCentral Aware compatible device including:

- APX subscribers operating over ASTRO 25 radio systems.
- APX NEXT subscribers with SmartLocate and LTE subscriptions.

The user may select one of the following ESRI basemaps: Street View (day or night version), Terrain, or Satellite Image.



SmartMapping operation requires the following:

- APX NEXT subscriber device(s) with v2020.2 release or later.
- Broadband connectivity (WiFi or LTE).
- Location reporting solution such as:
  - APX NEXT fleet with SmartLocate subscription.
  - APX fleet with location reporting via ASTRO 25 LMR. IMW and Cloud Connector are enabled as part of a CommandCentral Aware subscription.

6.2 OVERVIEW

The Statement of Work defines the principal activities and responsibilities of Motorola Solutions and the Customer during SmartMapping deployment. The deployment process is a collaborative effort between Customer system administrators, subject matter experts, and the Motorola Solutions deployment team. Deployments involve the following steps:

Step	Description
Project Initiation	Formal project kickoff and planning sessions.
Data Collection & Planning	SmartMapping overview, provisioning planning, and data collection.
SmartMapping Provisioning	Provision SmartMapping subscribers and groups.

Step	Description
APX NEXT Programming	Program APX NEXT subscribers for SmartMapping operation.
Operational Demonstration	Demonstrate SmartMapping with Aware operation.
Training	SmartMapping User and Administrator training.
Project Finalization	Delivery of as-built documentation and hand over to support.

These project steps are logical groupings of related activities required to complete the project. Each step includes tasks and deliverables that both Motorola Solutions and the Customer are responsible to complete. These are described in detail within the Statement of Work.

Motorola Solutions' project manager will use the Statement of Work to guide the deployment process and coordinate the activities of all Motorola Solutions resources and teams. The project manager will also work closely with the Customer's project manager to clearly communicate the required deployment activities and schedule tasks involving Customer resources.

6.3 PROJECT ROLES

Motorola Solutions Project Manager

The Motorola Solutions Project Manager is the single point of contact with the Customer Project Manager and is responsible for scheduling and coordinating Motorola Solutions resources and task completion. The Motorola Solutions Project Manager assures the delivery of contracted components in accordance with the project schedule and is responsible for the transition of the Customer to Motorola Solutions Customer Support post deployment.

Motorola Solutions Solutions Architect (SA)

Provides the solution overview, performs provisioning planning and data collection, provisions CommandCentral Mapping Users, Devices, and Groups, and conducts an operational demonstration.

Motorola Solutions Support

Motorola Solutions Support organization provides varying levels of service up to and including technical support services. Following project finalization, ongoing service will be provided by Motorola Solutions Support in accordance with the Customer Support Plan.

Customer Project Manager

The Customer Project Manager is responsible for scheduling and coordinating Customer/agency resources and task completion. The Customer Project Manager works collaboratively with the Motorola Solutions PM to assure completion of Customer tasks in accordance with the project schedule.

Customer System Administrator(s)

Responsible for provisioning via CommandCentral Admin after initial implementation and ongoing coordination with Motorola Solutions Systems Support.

6.4 PROJECT DOCUMENTATION

The following documents are delivered during the deployment process. Some are standard product documentation and others are project specific and are produced during the project.

Product Documentation

CommandCentral System Administration Guide. The Administration Guide includes information about the CommandCentral Admin tool, User provisioning, and other system administration tasks.

Project Documentation

SmartMapping Configuration Document. Describes the SmartMapping configuration including APX NEXT provisioning parameters, and SmartMapping configuration. It is created during the project, is used to configure and validate application and network configurations, and finalized to serve as project as-built documentation. Provided to both the Customer and the Motorola Solutions Support Team.

Operational Demonstration Script. The Operational Demonstration Script provides a customer-specific procedure for validating system configuration and operation. It references the customer specifics detailed in the Configuration Document.

6.5 PROJECT INITIATION

Project initiation occurs after procurement of SmartMapping Enablement and notice to proceed is received. During this phase the Motorola Solutions and Customer project managers are assigned, assemble their teams, and establish a working relationship. The managers jointly review the project plan, deliverables, and schedule. Each manager coordinates preparatory tasks that serve as a foundation for the specific SmartMapping with CommandCentral Aware deployment activities.

Motorola Solutions Responsibilities

- Schedule a kickoff call between Customer and Motorola Solutions project managers.
- Establish communications plan.
- Review project work plan, schedule, and resources.
- Provide standard product documentation.
- CommandCentral System Administration Guide.
- User Guide.

Customer Responsibilities

- Customer project manager coordinates with agency(s) and identifies the subject matter experts, system administrators, and network administrators that will participate in the project and complete Customer tasks.
- Review the Solution Description and prerequisites with the customer's project team. Assure that all required components are in place or initiate their procurement.
- Schedule agency personnel time to participate in the deployment process.

Completion Criteria

Complete when Motorola Solutions and Customer project teams are identified and deployment tasks are assigned and scheduled.

6.6 ASTRO 25 INFRASTRUCTURE PREPARATION

SmartMapping does not utilize the ASTRO 25 infrastructure so there are no infrastructure software version dependencies, ASTRO 25 hardware components, or data capacity requirements.

It is possible to obtain the location of APX subscribers via the ASTRO 25 system and display the location on SmartMapping clients and the Aware client. This type of operation requires additional equipment, software and services including IMW, Cloud Connect, IMW Connector, and an ASTRO 25 data capacity study. These elements are not included with SmartMapping Enablement.

Motorola Solutions Responsibilities

- No deliverables.

Customer Responsibilities

- Determine if any additional CommandCentral Aware functionality is desired and work with Motorola Solutions Sales representative to define the scope and obtain a proposal.

Completion Criteria

Information only.

6.7 DATA COLLECTION AND PLANNING SESSION

The Motorola Solutions SA will conduct a remote working session with the customer System Administrators and agency user representatives to provide an overview of SmartMapping operation, collect provisioning data, plan the SmartMapping group and agency configurations. This activity is performed via teleconference.

Motorola Solutions Responsibilities

- Conduct a remote, one to two hour, planning session with representatives of each agency using SmartMapping.
- Review SmartMapping functionality and configuration options.
- Document each agency's configuration, admin users, initial subscribers and users.
- Document the SmartMapping agency group names, display icon (pick from list), member device IDs, and Unit Alias (map display name).
- Document the SmartMapping groups visible for each SmartMapping user account.

Customer Responsibilities

- Schedule planning session with representatives of each agency.
- Provide Administrator, User, Subscriber, and Group information for provisioning.

Completion Criteria

Planning sessions completed.

6.8 SMARTMAPPING PROVISIONING

SmartMapping users, subscribers, and groups must be provisioned within CommandCentral Admin. A Motorola Solutions SA will provision SmartMapping based on the information gathered during the Data Collection and Planning sessions. After provisioning the SA will review the configuration with the customer System Administrators via teleconference.

Motorola Solutions Responsibilities

- Provision all of the Customer's APX NEXT devices covered by a SmartMapping subscription.
- Provision SmartMapping Users.
- Provision SmartMapping Groups.
- Assign each subscriber's display groups. (Total displayed devices should not exceed 500 devices. This is intended to maximize performance).
- Review CommandCentral SmartMapping provisioning with System Administrator.

Customer Responsibilities

- Review SmartMapping provisioning.
- Customer's System Admin is responsible for maintaining the SmartMapping provisioning in CommandCentral Admin and provisioning any APX NEXT subscribers or SmartMapping subscriptions procured after the initial enablement project.

Completion Criteria

SmartMapping provisioning completed.

6.9 APX NEXT PROGRAMMING

APX NEXT subscribers must be updated with the latest subscriber firmware and have SmartMapping enabled.

Customer Responsibilities

- Assure that APX NEXT subscribers have been provisioned on the ASTRO 25 system.
- Assure that a minimum-tiered DMS Essential contract is in place for each APX NEXT subscriber.
- Download and install the latest version of the RadioCentral programming client.
- Update the APX NEXT firmware to version 2020.2 or later.
- Assure that APX NEXT subscribers' code plug configurations have been provisioned in RadioCentral and that the configuration changes have been pushed to the APX NEXT subscribers.
- Provision all APX NEXT subscribers for SmartMapping using the RadioCentral client.
  - Radio wide features / location.
    - Location Enable - On
    - Mapping Mode = SmartMapping

Completion Criteria

All APX NEXT subscribers operational with suitable firmware version and SmartMapping enabled.

6.10 OPERATIONAL DEMONSTRATION

After the solution deployment, Motorola Solutions will provide an operational demonstration to the customer project manager, system administrator, and end user representatives. The objective of the functional demonstration is to validate and demonstrate the SmartMapping display on APX NEXT devices. This activity is performed via teleconference.

Motorola Solutions Responsibilities

- Create a functional demonstration script.
- Conduct the demonstrations remotely using a web meeting.
- Demonstrate that the location of devices in the specified groups are displayed on the APX NEXT SmartMapping application.
- Create a summary report documenting the activities of the functional demonstration and any corrective actions taken by Customer or Motorola Solutions during the demonstration.

Customer Responsibilities

- Review and agree to the scope of the demonstration script.
- Participate in a SmartMapping demonstration.
- Conduct the SmartMapping demonstration with remote support from Motorola Solutions. This demonstration must be performed locally with at least one APX NEXT device. Ideally, devices from all defined SmartMapping groups should be active and reporting their location during the demonstration.
- Witness the operational demonstration and acknowledge its completion.
- Provide Motorola Solutions with any requests for feature enhancements.

Completion Criteria

Complete after successful demonstration of SmartMapping operation.

6.11 SMARTMAPPING TRAINING

SmartMapping Administrator and User training classes are available online. Access to online SmartMapping training is provided by Motorola Solutions Software EnterpriseLearning Experience Portal (LXP). This subscription service provides continual access to Motorola Solutions' library of online learning content and allows users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current. Online training enables users to participate in training at their convenience.

The Customer's LXP Administrators use Panorama, a customer specific instance of the Learning Management System, to add/modify users, run reports, and add/modify groups, and define Learning Paths. Groups are a more granular segmentation of the LXP that are generally used to separate learners by function (i.e. dispatchers, call takers, patrol, firefighter). A Learning Path is a collection of courses that follow a logical order, and may or may not enforce linear progress.

Motorola Solutions Responsibilities

- Setup Panorama and add customer specified LXP administrators.
- Provide administrators access to learning services.motorolasolutions.com.

Customer Responsibilities

- Provide Motorola Solutions with names (first and last) and emails of Customer LXP administrators.
- Assure all System Administrators complete LXP Administrator training. The training covers:
  - Adding and maintaining Users.
  - Adding and maintaining Groups.
  - Assigning courses and Learning Paths.
  - Running reports.
- Advise users of the availability of the LXP and SmartMapping with CommandCentral Aware class.
- Add/modify users, run reports and add/modify groups.

Completion Criteria

Work is considered complete upon conclusion of Motorola Solutions provided LXP Administrator instruction.

6.12 PROJECT FINALIZATION AND HANDOVER TO SUPPORT

Finalization is the process of confirming that all project activities have been completed and project documentation has been delivered. During this activity Motorola Solutions transitions responsibility for SmartMapping from the Project Manager to the Motorola Solutions support team. The Customer's Project Manager transitions support to the System Administrator(s).

Motorola Solutions Responsibilities

- Verify project deliverables have been received by the Customer Project Manager.
- Confirm with Customer that SmartMapping is available for Customer beneficial use.
- Provide the SmartMapping Configuration Document.
- Conduct a teleconference introducing Customer to Motorola Solutions Support organization. The purpose of the teleconference is to review the support process and obtain contact information with the Customer's assigned system administrator(s) and the Motorola Solutions Support Team.
- Provide on-going support in accordance with the terms and conditions of the support agreement.

Customer Responsibilities

- Provide confirmation of receipt of project deliverables with the Motorola Solutions Project Manager.
- Participate in the support handover teleconference. Assure that System Administrator(s) understand the support process and have the correct contact information.

Completion Criteria

Project finalization is complete upon conclusion of the teleconference with Motorola Solutions Support organization.

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SECTION 7

COMMANDCENTRAL AWARE AND PREMIERONE STATEMENT OF WORK

7.1 INTRODUCTION

In accordance with the terms and conditions of the Agreement, this Statement of Work (SOW) defines the principal activities and responsibilities of all parties for the delivery of the Motorola Solutions system as presented in this offer to the City of Jacksonville (hereinafter referred to as Customer). When assigning responsibilities, the phrase "Motorola Solutions" includes our subcontractors and third-party partners.

Deviations and changes to this SOW are subject to mutual agreement between Motorola Solutions and the Customer and will be addressed in accordance with the change provisions of the Agreement.

Unless specifically stated, Motorola Solutions work is performed remotely. Customer will provide Motorola Solutions resources with unrestricted direct network access to enable Motorola Solutions to fulfill its delivery obligations.

Motorola Solutions and the Customer will work to complete their respective responsibilities in accordance with the mutually agreed upon governing Project Schedule. Any changes to the governing Project Schedule will be mutually agreed upon via the change provision of the Agreement.

The number and type of software or subscription licenses, products, or services provided by Motorola Solutions or its subcontractors are specifically listed in the Agreement and any reference within this document as well as subcontractors' SOWs (if applicable) does not imply or convey a software or subscription license or service that are not explicitly listed in the Agreement.

7.1.1 Award, Administration and Project Initiation

Project Initiation and Planning will begin following execution of the Agreement between Motorola Solutions and the Customer.

Following the conclusion of the Project Planning Session, the Motorola Solutions Project Manager will conduct twice monthly one-hour remote status meetings with the Customer Project Manager for the purpose of baselining progress of current activities and the planning of future activities. Following the conclusion of the Contract Design Review, the Motorola Solutions Project Manager will prepare and submit monthly status reports to the Customer Project Manager. Monthly Status Reports provide a summary of the activities completed in the month, those activities planned for the following month, project progress against the project schedule, items of concern requiring attention as well as potential project risks and agreed upon mitigation actions.

7.1.2 Completion and Acceptance Criteria

Motorola Solutions Integration Services are considered complete upon Motorola Solutions performing the last task listed in a series of responsibilities or as specifically stated in Completion Criteria. Customer task completion will occur per the project schedule enabling Motorola Solutions to complete its tasks without delay.

Customer will provide Motorola Solutions written notification that it does not accept the completion of Motorola Solutions responsibilities or rejects a Motorola Solutions service deliverable within five (5) business days of completion or receipt of a deliverable.

The Service Completion will be acknowledged in accordance with the terms of Master Customer Agreement and the Service Completion Date will be memorialized by Motorola Solutions and Customer. Software System Completion will be in accordance with the terms of the Software Products Addendum unless otherwise stated in this Statement of Work.

7.2 PROJECT ROLES AND RESPONSIBILITIES OVERVIEW

7.2.1 Motorola Solutions Project Roles and Responsibilities

A Motorola Solutions team, made up of specialized personnel, will be appointed to the project under the direction of the Motorola Solutions Project Manager. Team members will be multi-disciplinary and may fill more than one role. Team members will be engaged in different phases of the project as necessary.

In order to maximize efficiencies Motorola Solutions' project team will provide services remotely via teleconference, web-conference or other remote method in filling its commitments as outlined in this Statement of Work. Motorola Solutions project team resources will be on site at the Customer location when fulfilling commitments that are crucial to project success as noted in this Statement of Work.

The personnel role descriptions noted below provide an overview of typical project team members. There may be other personnel engaged in the project under the direction of the Project Manager. The following provided descriptions of the primary roles engaged in the delivery of the project. One or many resources of the same type may be engaged as needed throughout the project.

Motorola Solutions' project management approach has been developed and refined based on lessons learned in the execution of hundreds of system implementations. Using experienced and dedicated people, industry-leading processes, and integrated software tools for effective project execution and control, we have developed and refined practices that support the design, production, and testing required to deliver a high-quality, feature-rich system.

Project Manager

A Motorola Solutions Project Manager will be assigned as the principal business representative and point of contact for the organization. The Project Manager's responsibilities include:

1. Manage the Motorola Solutions responsibilities related to the delivery of the project.
2. Maintain the project schedule and manage the assigned Motorola Solutions personnel and applicable subcontractors/supplier resources.
3. Manage the Change Order process per the Agreement.

4. Maintain project communications with the Customer.
5. Identify and manage project risks.
6. Collaborative coordination of Customer resources to minimize and avoid project delays.
7. Measure, evaluate, and report the project status against the Project Schedule.
8. Conduct remote status meetings on a mutually agreed basis to discuss project status.
9. Prepare and submit a monthly status report that identifies the activities of the previous month, as well as activities planned for the current month, including an updated Project Schedule and action item log.
10. Provide timely responses to issues related to project progress.

Solutions Architect

The Solutions Architect is responsible for the delivery of the technical and equipment elements of the solution. They confirm the delivered technical elements meet contracted requirements. They are engaged throughout the duration of the delivery.

Customer Success Advocate

A Customer Success Advocate will be assigned to the Customer post Go Live event. By being the Customer's trusted advisor, the Customer Success Advocate' responsibilities include:

1. Assist the Customer with maximizing the use of their Motorola Solutions software and service investment.
2. Actively manage, escalate, and log issues with Support, Product Management, and Sales.
3. Provide ongoing customer communication about progress, timelines, and next steps.

Customer Support Services Team

The Customer Support Services team will provide ongoing support following commencement of beneficial use of the Customer's System(s) as defined in Customer Support Plan.

7.2.2 Customer Project Roles and Responsibilities Overview

The success of the project is dependent on early assignment of key Customer resources. It is critical these resources are empowered to make provisioning decisions based on the Customer's operational and administration needs. The Customer project team should be engaged from project initiation through beneficial use of the system. The continued involvement in the project and use of the system will convey the required knowledge to maintain the system post completion of the project. In some cases, one person may fill multiple project roles. The project team must be committed to participate in activities for a successful implementation.

Project Manager

The Project Manager will act as the primary Customer point of contact for the duration of the project. In the event the project involves multiple agencies, Motorola Solutions will work exclusively with a single Customer assigned Project Manager (the primary Project Manager). This includes the management of any third party vendors that are Customer Subcontractors.

The Project Manager's responsibilities include:

1. Communicate and coordinate with other project participants.
2. Manage the Customer project team including timely facilitation of efforts, tasks, and activities.
3. Maintain project communications with the Motorola Solutions Project Manager.
4. Identify the efforts required of Customer staff to meet the task requirements and milestones in this SOW and Project Schedule.
5. Consolidate all project-related questions and queries from Customer staff to present to the Motorola Solutions Project Manager.
6. Review the Project Schedule with the Motorola Solutions Project Manager and finalize the detailed tasks, task dates, and responsibilities.
7. Measure and evaluate progress against the Project Schedule.
8. Monitor the project to ensure resources are available as scheduled.
9. Attend status meetings.
10. Provide timely responses to issues related to project progress.
11. Liaise and coordinate with other agencies, Customer vendors, contractors, and common carriers.
12. Review and administer change control procedures, hardware and software certification, and all related project tasks required to maintain the Project Schedule.
13. Ensure Customer vendors' adherence to overall Project Schedule and Project Plan.
14. Assign one or more personnel who will work with Motorola Solutions staff as needed for the duration of the project, including at least one representative(s) from the IT department.
15. Identify the resource with authority to formally acknowledge and approve Change Orders, approval letter(s), and milestone recognition certificates as well as approve and release payments in a timely manner.
16. Provide building access to Motorola Solutions personnel to all Customer facilities where system equipment is to be installed during the project. Temporary identification cards are to be issued to Motorola Solutions personnel if required for access to facilities.
17. Ensure remote network connectivity and access to Motorola Solutions resources.
18. As applicable to this project, assume responsibility for all fees for licenses and inspections and for any delays associated with inspections due to required permits.
19. Provide reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service.
20. Ensure a safe work environment for Motorola Solutions personnel.
21. Provide signatures of Motorola Solutions-provided milestone certifications and Change Orders within five (5) business days of receipt.

Transformation Lead

The Transformation Lead, who may or may not be your Project Manager, must be able to holistically represent your organization and be able to work cross functionally between Motorola Solutions, your organization, and all stakeholders involved in the delivery of your new system. The Transformation

Lead must be empowered to acknowledge the resource and time commitments required of your organization and authorize Motorola Solutions to proceed with scheduling the Project Kickoff event.

System Administrator

The System Administrator manages the technical efforts and ongoing tasks and activities of their system as defined in the Customer Support Plan (CSP).

IT Personnel

IT personnel provide required information related to LAN, WAN, wireless networks, server, and client infrastructure. They must also be familiar with connectivity to internal, external, and third-party systems to which the Motorola Solutions system will interface.

Additional Resources

Additional resources, such as trainers and database administrators may also be required.

User Agency Stakeholders

User Agency Stakeholders, if the system is deployed in a multi-agency environment, are those resources representing agencies outside of the Customer's agency. These resources will provide provisioning inputs to the SMEs if operations for these agencies differ from that of the Customer agency.

7.2.2.1 General Customer Responsibilities

In addition to the Customer Responsibilities stated elsewhere in this SOW, the Customer is responsible for:

1. All Customer-provided equipment including hardware and third-party software necessary for delivery of the System not specifically listed as a Motorola Solutions deliverable. This will include end user workstations, network equipment, telephone, or TDD equipment and the like.
2. Configuration, maintenance, testing, and supporting the third-party systems the Customer operates which will be interfaced to as part of this project. The Customer is responsible for providing Application Programming Interface (API) documentation to those systems that document the integration process for the level of interface integration defined by Motorola Solutions.
3. Initiate, coordinate, and facilitate communication between Motorola Solutions and Customer's third-party vendors as required to enable Motorola Solutions to perform its duties.
4. Active participation of Customer Subject Matter Experts (SME's) in project delivery meetings and working sessions during the course of the project. Customer SME's will possess requisite knowledge of Customer operations and legacy system(s) and possess skills and abilities to operate and manage the system.
5. The provisioning of Customer GIS data as requested by Motorola Solutions. This information must be provided in a timely manner in accordance with the Project Schedule.
6. Electronic versions of any documentation associated with the business processes identified.
7. Providing a facility with the required computer and audio-visual equipment for training and work sessions as defined in the Training Plan.
8. Ability to participate in remote project meeting sessions using Google Meet.

7.2.3 Project Planning and Pre–Implementation Review

A clear understanding of the needs and expectations of both Motorola Solutions and the Customer are critical to the successful implementation and on–going operation of CommandCentral. In order to establish initial expectations for system deployment and to raise immediate visibility to ongoing operation and maintenance requirements, we will work with you to help you understand the impact of introducing a new solution and your preparedness for the implementation and support of the CommandCentral system.

Shortly after contract signing, Motorola Solutions will conduct a one--on–one teleconference with your designated resource to review the task requirements of each phase of the project and help to identify areas of potential risk due to lack of resource availability, experience or skill.

The teleconference discussion will focus on the scope of implementation requirements, resource commitment requirements, cross–functional team involvement, a review of the required technical resource aptitudes and a validation of existing skills, and resource readiness in preparation for the Project Kickoff meeting.

Motorola Solutions Responsibilities

1. Make initial contact with the Customer Project Manager and schedule the Pre–Implementation Review teleconference.
2. Discuss the overall project deployment methodologies, inter–agency/inter–department decision considerations (as applicable), and third party engagement/considerations (as applicable).
3. Discuss Customer involvement in system provisioning and data gathering to understand scope and time commitment required.
4. Discuss the online Learning Management System (LMS) training approach.
5. Obtain mutual agreement of the Project Kickoff meeting agenda and objectives.
6. Discuss the CommandCentral Solution Discovery Requirements checklist and verify Customer has a copy of the checklist.
7. Coordinate enabling designated Customer administrator with access to the LMS and CommandCentral Admin Console.

Customer Responsibilities

1. Provide Motorola Solutions with the names and contact information for the designated LMS and application administrators.
2. Collaborate with the Motorola Solutions PM and set the Project Kickoff meeting date.

7.2.4 Project Kickoff Teleconference

The purpose of the project kickoff is to introduce project participants and review the overall scope of the project.

Motorola Solutions Responsibilities

1. Conduct a project kickoff teleconference.
2. Validate key project team participants attend the meeting.
3. Introduce all project participants.

4. Review the roles of the project participants to identify communication flows and decision–making authority between project participants.
5. Review the overall project scope and objectives.
6. Review the resource and scheduling requirements.
7. Review the teams' interactions (meetings, reports, milestone acceptance) and Customer participation.
8. Verify Customer Administrator(s) have access to the LMS and CommandCentral Admin Console.

Customer Responsibilities

1. Validate key project team participants attend the meeting.
2. Introduce all project participants.
3. Review the roles of the project participants to identify communication flows and decision–making authority between project participants.
4. Provide VPN access to Motorola Solutions staff to facilitate delivery of services described in this Statement of Work.
5. Validate any necessary non–disclosure agreements, approvals, and other related issues are complete in time so as not to introduce delay in the project schedule. Data exchange development must adhere to third-party licensing agreements.
6. Provide all paperwork and/or forms (i.e. fingerprints, background checks, card keys and any other security requirement) required of Motorola Solutions resources to obtain access to each of the sites identified for this project.
7. Provide the contact information for the license administrator for the project. I.e. IT Manager, CAD Manager, and any other key contact information as part of this project.
8. Validate access to the LMS and CommandCentral Admin Console.
9. Provide the information required in the CommandCentral Solution Discovery Requirements checklist.

7.3 CONTRACT DESIGN REVIEW (CDR)

7.3.1 Contract Design Review

The objective is to review the contracted applications, project schedule, bill of materials, functional demonstration approach and contractual obligations of each party.

Any changes to the contracted scope can be initiated via the change provision of the Agreement.

Motorola Solutions Responsibilities

1. Review the Ordering Documents: System Description, Statement of Work and Project Schedule.
2. Review the technical, environmental and network requirements of the system.
3. Review the initial Project Schedule and incorporate Customer feedback resulting in the implementation project schedule. The project schedule will be maintained by Motorola Solutions and updated through mutual collaboration. Schedule updates that impact milestones will be addressed via the change provision of the Agreement.

4. Review and order contacted hardware.
5. Review the functional demonstration process for CommandCentral Solution and interfaces.
6. Request shipping address and receiver name.
7. Provide completed paperwork, provided to Motorola Solutions during project kickoff that enables Motorola Solutions resources to obtain site access.
8. Review the information in the Customer provided CommandCentral Solution Discovery Requirements checklist.
9. Grant Customer Administrator with access to CommandCentral Admin Console.
10. Grant Customer LMS Administrator with access to the LMS.
11. Generate a CDR Summary report documenting the discussions, outcomes and any required change orders.

Customer Responsibilities

1. Project Manager and key Customer assigned designees attend the meeting.
2. Provide network environment information as requested.
3. Providing shipping address and receiver name.
4. Provide locations and access to the existing data and video equipment that will be part of the CommandCentral system per the Agreement.

Completion Criteria

The CDR is complete upon Customer receipt of the CDR Summary report.

7.4 BUSINESS PROCESS REVIEW (BPR) AND SYSTEM PROVISIONING

7.4.1 Business Process Review

A Motorola Solutions led Business Process Review (BPR) provides Motorola Solutions and the Customer the opportunity to review current operational processes and workflows and determine the provisioning parameters that will provide the most optimal use of the PremierOne system. A BPR session will be conducted for each of the contracted Product categories: CAD/Mobile and/or Records. The information collected in the BPR will provide Motorola Solutions the framework for how the product(s) will be provisioned and configured to best meet the Customer's needs. The three day on-site BPR review will be conducted during the traditional business hours Monday through Friday 8:00 a.m. to 5:00 p.m.

A single instance of the activities described as "the BPR" will be conducted for a combined law enforcement and fire dispatch audience unless specifically stated otherwise in this SOW. The results of the BPR will be used in the creation of a single CAD provisioning profile for law enforcement and or fire/EMS dispatch.

Motorola Solutions is proposing a full implementation of the CommandCentral Aware suite and an integration of PremierOne CAD capabilities. This integration will capitalize on City of Jacksonville's existing investments and present a unified situational awareness front to inform critical timely response. CommandCentral Aware will also enable City of Jacksonville as an existing PremierOne customer to import and display SmartLocate data from the proposed APX NEXT devices on their PremierOne CAD displays. These rapid location updates will provide added istuational awareness for the City. This future capability will be available via an update to PremierOne CAD already used by the City.

The Customer is responsible for engaging all user agencies that will be provisioned in PremierOne to obtain required inputs. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order provision of the Agreement.

The BPR should be attended by senior operational decision makers, such as dispatch supervisors, senior call takers/dispatchers, senior records clerks, and records supervisors as applicable. Manager-level personnel can help guide the discussion of policies that have the potential to be improved or modified. The practical input based on experience in the Customer's operational environment is often indispensable in the later configuration of the system.

The BPR agenda will include items such as the following:

- Business Process Review Survey Responses.
- Provisioning processes for the contracted Products (CAD/Mobile and or Records).
- Overview of the contracted Products.
- Agency and Discipline Information (Agency Type, # of Personnel, shift types).
- User Permissions/Security Groups.
- Interface Field Mapping Provisioning.
- Provisioning Overview - PremierOne Agency Build Guide (provided post contract).
- For CAD deployments, discuss:
  - Agency data gathering (includes incident types, unit status codes, dispositions, unit IDs, and personnel).
  - Dispatcher/Responder workflow (incident creation to closure).
  - Notifications and Status Monitors.
  - Reporting Review.
- For Records deployments discuss:
  - Overview of the records product with designated Records users.
  - Records business process flows.
  - Standard module tailoring (Up to 8 field modifications per module).
  - Module Field Definitions: (Pane Name, Group Name, Grid Name, Captions, DB Name, Field Type, View (Read Only, Required, visible), Display Length, Max Length, Code Table, Dependencies, Actions (Mask/Conversion), Field Validations, Indexing, Data Grid and RDW Configurations, Expungement Types, CI Master Mappings, Smart Copy Settings).
  - Code tables.
  - Document Views & Workflows.
  - Printouts and RDLC Reports.
  - Data View and SSRS Reports.
  - Priority and Responsible Party.
  - Role-based training recommendations.

- For CAD BPR - Conduct one Site Visit and one Ride Along with a communications or dispatch agency and conduct a single interview session with CAD agency personnel (as designated by the Customer).
- For Records BPR - Conduct one Site Visit and one Ride Along with a Records division unit and conduct a single interview session with Records personnel (as designated by the Customer).

Motorola Solutions Responsibilities

1. Provide the BPR Agenda/Workbook prior to the meeting.
2. Complete the BPR Workbook.
3. Review the documented business processes and provide configuration options.
4. Review the completed BPR Workbook.
5. Provide provisioning worksheets for Customer to complete.
6. Conduct a single BPR session for each Product in the system (one for CAD/Mobile, one for Records) inclusive of sit-alongs and ride-alongs. CAD/Mobile BPRs will be conducted within the same on-site trip as the Records BPR, provided Customer resources are available.
7. Create and deliver the Records Operational Review document. The Records Operational Review document memorializes Motorola Solutions' understanding of Records business processes and enables Motorola Solutions to assess the best approach to provisioning the Records system to best enable existing processes.

Customer Responsibilities

1. Review the BPR Agenda/Workbook prior to the meeting.
2. Schedule applicable resources (dispatch, police and fire/EMS, and Records personnel for sit-alongs, ride-alongs and interview sessions).
3. Provide resources knowledgeable in the Customer's business processes to provide relevant documentation on the workflow and operating procedures.
4. Provide Motorola Solutions with forms, reports, and templates to be created in PremierOne Records to aid Motorola Solutions in developing the Records Operational Review Document.
5. Provide examples of forms currently being used in the Citation workflow.
6. Complete provisioning worksheets.
7. Provide required information to complete the BPR, such as:
   A. Field modification decisions.
   B. Personnel information provided.
   C. Workflow configuration.
   D. Document colors.
   E. Agency logo provided (if desired by Customer).
8. Review the completed BPR Workbook and Records Operational Review Document.

Motorola Solutions Deliverables

Description
BPR Agenda
BPR Workbook
Records Operational Review Document

7.5 HARDWARE/SOFTWARE

Hardware and software activities account for the procurement, staging and configuration of server hardware.

7.5.1 Workstation Installation and Configuration

The objective of this activity is to configure and install the Customer provided workstation and monitors.

Motorola Solutions Responsibilities

1. Verify remote access capability after Customer completes physical installation.
2. Configure workstations and monitors for CommandCentral Aware.

Customer Responsibilities

1. Perform physical installation of the CommandCentral Aware workstations. Connect to power and network. Assign IP addresses for the network.
2. Provide remote access to the CommandCentral Aware workstations.

Completion Criteria

CommandCentral Aware workstation configuration is complete.

7.5.2 Integration Activities

Proprietary processes enable the transfer and receipt of data between Motorola Solutions systems as described in the System Description.

Motorola Solutions Responsibilities

1. Establish and validate connectivity between the Motorola Solutions systems.
2. Validate each system can transmit and/or receive data.

ANY INTEGRATION SPECIFIC DEPLOYMENT TASKS (WILL COME FROM THE SA)

Customer Responsibilities

1. Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola Solutions' integration efforts.
2. Provide network connectivity between the Motorola Solutions systems.

7.5.3 ASTRO 25 Location Integration

Motorola Solutions Responsibilities

1. Configure connection between CloudConnect Server and the existing ASTRO 25 Intelligent Middleware (IMW) system.
2. Perform a remote IMW software upgrade (if required for compatible version).
3. Configure IMW location reporting parameters. The location reporting configuration will include location on PTT, location on Emergency, and location on demand Provision subscribers' software licenses as needed.

Customer Responsibilities

1. Provide IMW system.
2. Programming the subscriber fleet to support the GPS Location functionality.

7.5.4 CommandCentral Solution Geospatial Mapping Configuration

Motorola Solutions Responsibilities

1. Installation and configuration of the connection to the Customer mapping system, (i.e. ESRI online, ESRI server, or static map layers).
2. Test mapping layers and links to validate CommandCentral Solution is accessing and utilizing Customer published GIS data.

Customer Responsibilities

1. Provide access to ESRI/GIS system and/or GIS personnel.
2. Provide published GIS map layers.
3. Work with Motorola Solutions staff to publish specific maps beneficial to the Customer analysts.

Completion Criteria

CommandCentral Solution Geospatial Mapping configuration is complete.

7.5.5 CommandCentral Aware Floor Plans Configuration

Motorola Solutions Responsibilities

1. Import the floor plans into CommandCentral Solution.
2. Test floor plan layers and validate CommandCentral Solution is accessing and utilizing floor plans in the correct location and orientation.

Customer Responsibilities

1. Provide floor plan files in the acceptable formats.

Completion Criteria

CommandCentral Solution Floor Plans configuration is complete.

7.6 COMMANDCENTRAL PROVISIONING

7.6.1 CommandCentral Solution

Motorola Solutions will discuss industry best practices, current operations environment and subsystem integration in order to determine the optimal configuration for CommandCentral Solution.

Motorola Solutions Responsibilities

1. Using the CommandCentral Admin Console, provision users, groups, rules and based off Customer Active Directory data.

Customer Responsibilities

1. Supply the access and credentials to Customer's Active Directory for the purpose of Motorola Solutions conducting CommandCentral Solution provisioning.
2. Respond to Motorola Solutions inquiries regarding users/groups/agency mapping to CommandCentral Solution functionality.

Completion Criteria

CommandCentral Solution provisioning is complete upon Motorola Solutions completing provisioning activities.

7.7 COMMANDCENTRAL ONLINE TRAINING

CommandCentral training is made available to you via Motorola Solutions Software Enterprise Learning Management System (LMS). This subscription service provides you with continual access to our library of on–line learning content and allows your users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current. All Motorola Solutions tasks are completed remotely and enable the Customer to engage in training when convenient to the user.

LMS Administrators are able to add/modify users, run reports, and add/modify groups within the panorama.

Motorola Solutions Responsibilities

1. Initial set up of Panorama* and addition of administrators.
2. Provide instruction to Customer LMS Administrators on:
   A. Adding and maintaining users.
   B. Adding and maintaining Groups.**
   C. Assign courses and Learning Paths.***
   D. Running reports.

Customer Responsibilities

1. Provide Motorola Solutions with names (first and last) and emails of Customer LMS administrators.
2. Provide access to learningservices.motorolasolutions.com.

3. Complete LMS Administrator training.
4. Advise users of the availability of the LMS.
5. Add/modify users, run reports and add/modify groups.

Completion Criteria

Work is considered complete upon conclusion of Motorola Solutions provided LMS Administrator instruction.

*Panorama—A panorama is an individual instance of the Learning Management System that provides autonomy to the agency utilizing.

**Groups—A more granular segmentation of the LMS that are generally utilized to separate learners of like function (i.e. dispatchers, call takers, patrol, and firefighters). These may also be referred to as clients within the LMS.

***Learning Path—A collection of courses that follow a logical order, may or may not enforce linear progress.

7.8 COMMANDCENTRAL PROFESSIONAL CONSULTING SERVICES

Professional Consulting Services provide the Customer an opportunity to utilize Motorola Solutions subject matter experts as needed to address operational concerns: impromptu training, process re-engineering or one on one personalized support.

Motorola Solutions Responsibilities

1. Conduct a discovery teleconference with Customer's PM to understand the Customer needs prior to scheduling on-site service.
2. Provide Customer with a summary of the needs discussed during the teleconference that serve as the focus for the on-site service delivery.
3. Upon agreement of the focus of on-site service, schedule a mutually agreeable date for delivery of on-site service.
4. Provide five days total spread across two trips of on-site service Monday through Friday, 8:00 am to 5:00 pm Customer time.
5. Provide Customer with a summary report of the activities completed as part of on-site service delivery.

Customer Responsibilities

1. Participate in the discovery teleconference and agree to objectives.
2. Schedule a mutually agreeable date for delivery of on-site service.
3. Coordinate availability of people or resources required for Motorola Solutions to fulfill the focus of on-site service.

Completion Criteria

Work is considered complete upon Motorola Solutions providing Customer with the summary report.

7.9 PRODUCT VALIDATION

The system is exercised throughout the delivery of the project by both Motorola Solutions and the Customer via provisioning and training activities. To solidify Customer confidence in the system and prepare for user operation, Motorola Solutions will perform prescribed system validations in accordance with a Product Validation Plan.

7.9.1 Functional Demonstration

The objective of functional demonstration is to validate Customer access to the CommandCentral features and functions and system integration via configured interfaces (as applicable).

Motorola Solutions Responsibilities

1. Update functional demonstration script.
2. Provide script to Customer for review and acknowledgement.
3. Conduct functional demonstration.
4. Correct any configuration issues impacting access to cloud based features; i.e. map display, location updates, video display and/or interface and integrations.
5. Create a summary report documenting the activities of the functional demonstration and any corrective actions taken by Customer or Motorola Solutions during the demonstration.
6. Provide Customer instruction on using the Customer Feedback Tool for feature/enhancement requests.

Customer Responsibilities

1. Review and agree to the scope of the demonstration script.
2. Witness the functional demonstration and acknowledge its completion.
3. Resolve any provisioning impacting the functional demonstration.
4. Provide Motorola Solutions with any requests for feature enhancements.

Completion Criteria

Conclusion of the functional demonstration.

7.10 COMPLETION MILESTONE

Following the conclusion of delivery of the functional demonstration the project is considered complete and the completion milestone will be recognized.

7.11 TRANSITION TO SUPPORT

Following the completion of the functional demonstration Customer may commence using CommandCentral Solution for all purposes including productive use. Motorola Solutions and Customer will schedule a mutually agreeable time to transitions Customers on--going support to Motorola Solutions Support organization. The transition of to the Motorola Solutions' Support organization completes the implementation activities.

Motorola Solutions Responsibilities

1. Provide Customer with Motorola Solutions Support engagement process and contact information.
2. Gather contact information for Customer users authorized to engage Motorola Solutions Support.
3. Schedule and facilitate the handover call between Customer and Motorola Solutions Support organization.
4. Complete the System Configuration Workbook and provide to Motorola Solutions Support as part of the handover.

Customer Responsibilities

1. Provide Motorola Solutions with specific contact information for those users authorized to engage Motorola Solutions Support.
2. Participate in the handover call and familiarize themselves with the terms and conditions of support.
3. Engage the Motorola Solutions Support organization as needed.

Completion Criteria

Conclusion of the handover to support.

SECTION 8

SERVICE/WARRANTY

Motorola Solutions warranty applies per contract.

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SECTION 9

TRAINING PLAN

9.1 TRAINING OVERVIEW

Partnering with Motorola Solutions will enable City of Jacksonville to build personnel competency and maximize return on investment.

Effective training ensures successful implementation and use of your communications system by all personnel for the life of the system. The training plan furnished to City of Jacksonville is comprised of targeted coursework developed and delivered by our expert instructors. This plan, included below, will effectively provide City of Jacksonville's personnel with a comprehensive understanding of the proposed system and user equipment.

We will collaborate with City of Jacksonville to tailor a final training plan to enable City of Jacksonville's organization to operate, configure, and manage the proposed solution effectively and efficiently.

9.2 MOTOROLA SOLUTIONS TRAINING

Motorola Solutions provides an expanding portfolio of training delivery methods, tools, and courses to support the training needs of our customers. The figure below shows the elements of our training methodology that qualify us as the leader in the communications training industry.

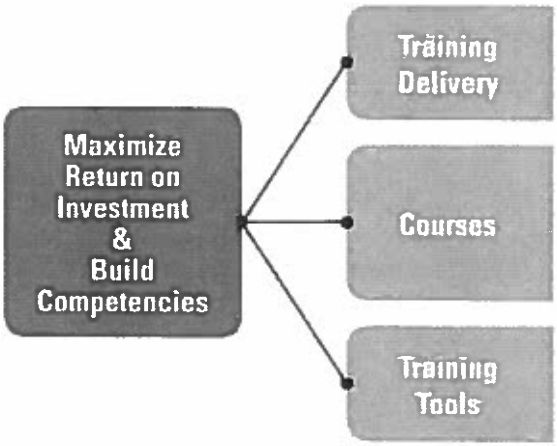

Figure 9-1: Build the competencies of City of Jacksonville personnel and maximize your return on investment with Motorola Solutions' expanding portfolio of training delivery methods, tools, and courses.

9.2.1 Training Delivery

Training Methods

Motorola Solutions' training experience and expertise enables our customers to gain the training they need to use during critical times in a variety of methods. As shown in the figure below, we offer four interactive methods of training: Online Self-Paced, Virtual Instructor-Led, Instructor-Led, and our *new* Integrated Training Environment.

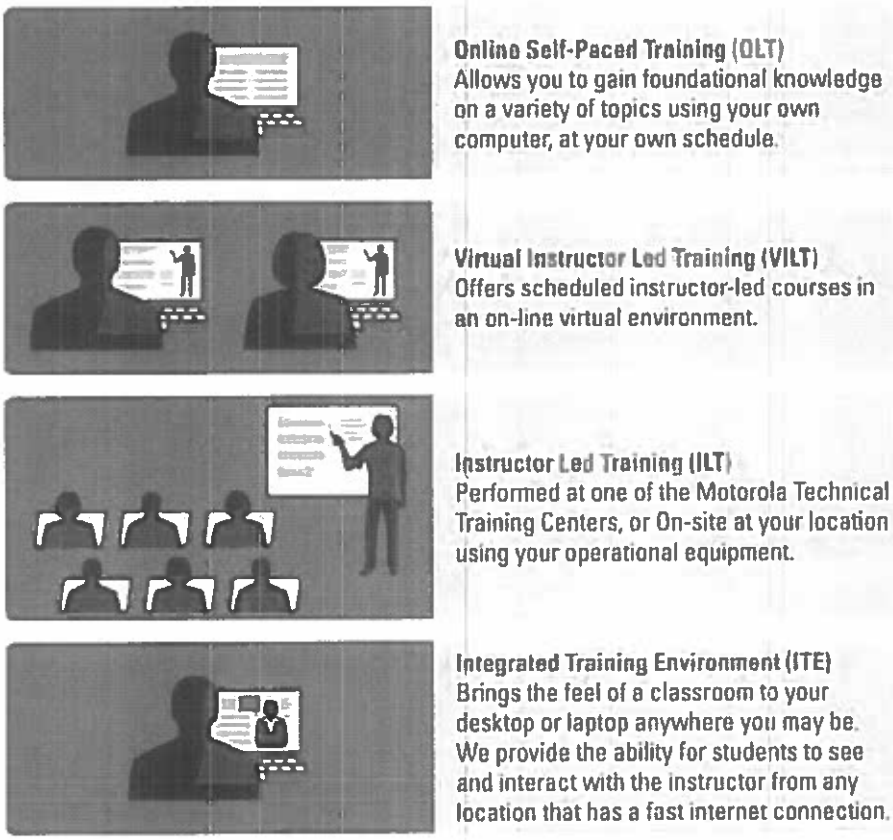

Figure 9-2: Motorola Solutions offers a variety of interactive training methods that cater to different learning techniques, allowing more effective ways to give personnel the skills they need.

These training approaches ensure our customers receive the understanding they need for the practical aspects of their jobs.

Delivery Options

Field

Field class delivery is "tailored" to the customer's specific system. We are providing classes which are not offered as standard "Open Resident" classes at our training facilities. The students benefit from working on their own systems, at their home location and within their schedules.

Motorola Solutions Facility

Resident classes are open to all Motorola Solutions customers, seating is based on availability, and participant guides and required pre-work when applicable are included in the tuition. These courses are comprehensive and are not tailored to any one customer's system. Students benefit from other students' experiences and are allowed to take systems out of service. These courses provide optimal "hands-on" training.

Motorola Solutions Facility Closed Sessions-Customer Specific

Special Resident classes are closed sessions for a particular Motorola Solutions customer. The customer is essentially renting the classroom. These courses are tailored to the customer's system as much as possible. The instructor will require the customer's system diagrams prior to the class taking place. The students will receive their ASTRO 25 IV&D manuals on CD-ROM and hard copy participant guides. Class manuals, participant guides, and required pre-work are included in the pricing of the class per student. The students are allowed to take systems out of service, which provides optimal "hands-on" training.

Motorola Solutions Instructors

We have approximately 40 instructor resources distributed across North America. These instructors are available to train customers in our Technical Training Center located in Schaumburg, Illinois, while specific training courses are available at our facility in Fort Lauderdale, Florida. Training can also be delivered directly on-site at customer locations. All instructors undergo an Instructional Skills and Technical Knowledge Program, which is a globally-recognized training and instructor assessment program.

Consultative Services

Motorola Solutions provides consultative services for our customers, which includes personalized training plans and other training-related services. Our dedicated training consultant team works with our customers and Motorola Solutions account teams to identify and meet the training needs of technical, administrative end users, and other audiences.

9.2.2 Proposed Training Overview for City of Jacksonville

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

Note: The Customer's installed and operational system is required for training.

9.2.2.1 Radio User Training Plan

Course Title	Target Audience	Sessions	Duration	Location	Date	Participants
AST4002 - APX NEXT Overview (Online/Self-Paced)	Radio Trainers	N/A	1 hour	Online	After Contract Award	Up to 60
APX NEXT Portable Train-the-Trainer (Instructor-led)	Radio Trainers	1 (up to 6 hour) Session	1 day	Onsite FL	Prior to End User Training and Cutover	15

9.2.2.2 Radio Technician Training Plan

Course Title	Target Audience	Sessions	Duration	Location	Date	Participants
AST4002 - APX NEXT Overview (Online/Self-Paced)	System Managers and Technicians	N/A	1 hour	Online	After Contract Award	12
AST0084 - APX NEXT First Steps (Online/Self-Paced)	Managers and Technicians	N/A	1/2 hour	Online	After Contract Award	12
AST4004 - APX NEXT RadioCentral and MyView Overview (Online/Self-Paced)	Managers and Technicians	N/A	1/2 hour	Online	After Contract Award	12
AST4005 - APX NEXT RadioCentral and MyView Workshop (Instructor Led)	APX NEXT Technicians	1	2 days	Onsite FL	Prior to Programming	12

9.2.3 Course Descriptions for City of Jacksonville

Course descriptions for City of Jacksonville are included on the following pages.

9.2.3.1 APX NEXT Overview (AST4002)

Course Synopsis and Objectives:	This course provides an overview of the APX NEXT radio features and capabilities. We will help you understand how they work, when they are useful, and how they impact your day-to-day tasks. By the end of this course you will be able to: • Identify the APX NEXT radio. • Understand what the new features are for APX NEXT radios. • Understand what the benefits are for Motorola Solutions customers of the APX NEXT features. • Understand and describe the new application services available for APX NEXT.
Delivery Method:	OLT – Online Training
Duration:	1 hour
Participants:	This course is intended for individuals who need to get an overview of the APX NEXT Radio.
Class Size:	Based on student numbers in the Training Plan
Prerequisite:	None
Curriculum:	Course Modules: • Module 1: APX NEXT Radio and Accessories • Module 2: APX NEXT Features and Capabilities • Module 3: New Features in SR2020.01

9.2.3.2 APX NEXT Train-the-Trainer

Course Synopsis and Objectives:	This course provides radio trainers with an introduction to the APX NEXT radio, its basic operation and tailored job aids available for assistance in operation. The learning experience is a mix of facilitation and hands-on activities to help users perform common tasks associated with the APX NEXT operation. Segmentation between user groups (i.e. Police, Fire/EMS, and Public Service) is encouraged to help focus instruction on the specific operational issues of the individual user group. This course is geared for customers who have an experienced dedicated training staff in their organization. It provides the customer's identified training personnel with the knowledge and practice applying training techniques that will enable them to successfully train their students. Trainers will use audio visual (Interactive End User Toolkits – iEUTK), facilitation and "hands-on" activities to facilitate learning events supported by tailored or customized training materials and job aides. They will become proficient in discussing common tasks associated with the operation of the customer's radios. After completing the course, the participant will be able to: • Understand a high-level overview of the customer system configuration. • Understand the general radio operation. • Understand proper operating procedures for specific customer features. • Perform basic operational tasks of the radio. • Utilize the provided job aids to perform specific tasks associated with the radio.
Delivery Method:	ILT - Instructor-led training
Duration:	8 hours
Participants:	Trainers, Supervisors and Support Personnel
Class Size:	Based on numbers in the Training Plan
Prerequisite:	Previous two-way radio and training experience
Curriculum:	**Basics:** • Controls • Buttons • Switches • Setting up APX NEXT • Mics/Speakers • Indicators **Using APX NEXT:** • On/Off/Standby • SmartTouch/OnScreen keyboard • Widgets • Adjustments • Battery Management • Updates **Specific Features:** • Changing Talkgroups/Channels • Changing Zones • Mute tones of keypad • Talkgroup Call • Private Call • Accessing Private Call Feature • Initiating Private Call • Call List Programming • Announcement/All Call (Calls involving Multiple Talkgroups) • Initiating Announcement/All Call

	• Direct/Talkaround • Failsoft • Radio Profiles • Accessing and changing Radio Profile • Secure Operations • ARS **Optional Features:** • Scan • Scan program • Priority Scan • Dynamic Priority • Telephone Interconnect • Accessing Telephone Interconnect Feature • Initiating a Phone Call • Phone List Programming • Contacts **Services:** • Smart Connect • ViQI Voice Control • ViQi Virtual Partner • SmartLocate • RadioCentral • SmartProgramming **Connectivity** • LTE • WiFi • Bluetooth **Data Services:** • Text Messaging • Accessing the Text Messaging Feature • Creating a Free Form Text Message • Sending a "Canned" Text Message • GPS • OTAP User Interface • Encryption • Emergency

9.2.3.3 APX NEXT First Steps (AST0084)

Course Synopsis and Objectives:	This training is designed to provide support in implementing and initial use of APX NEXT devices and features. After completing this course you will be able to: • Successfully assemble APX NEXT for the first time. • Power up the APX NEXT without any assistance. • Successfully run diagnostic tests on your device.
Delivery Method:	OLT (On-Line Training)
Duration:	0.5 hours
Participants:	This training is intended to support users and technicians upon receiving APX NEXT devices.
Class Size:	Based on student numbers in the Training Plan
Prerequisite:	No requisite knowledge required.
Curriculum:	N/A

9.2.3.4 APX NEXT RadioCentral and MyView Overview (AST4004)

Course Synopsis and Objectives:	This course will provide an introduction to using the MyView Portal and the RadioCentral Client to manage the basic setup and configuration of the features for your APX NEXT devices. After completing this training course you will be able to: - Navigate through the RadioCentral Client to find the editing tools and standard views - Navigate through the MyView Portal to find the editing and administrative tools - Successfully complete the configuration workflows covered in this course
Delivery Method:	OLT – Online Training
Duration:	0.5 hours
Participants:	This course is intended for individuals who need to configure, maintain, and monitor the APX NEXT Radio.
Class Size:	Based on student numbers in the Training Plan
Prerequisite:	None
Curriculum:	Course Modules: - Module 1 Solution Overview - Module 2 MyView Basic Navigation - Module 3 MyView Entitlements View - Module 4 MyView Device Management View - Module 5 MyView Administration View - Module 6 RadioCentral Basic Navigation - Module 7 RadioCentral Managing Groups - Module 8 RadioCentral Managing Sets and Configurations - Module 9 RadioCentral Scheduling Jobs - Module 10 RadioCentral Importing New Licenses - Module 11 RadioCentral Managing Radio Firmware - Module 12 RadioCentral Configuring ViQi - Module 13 RadioCentral Configuring SmartLocate - Module 14 Configuring SmartConnect

9.2.3.5 APX NEXT RadioCentral and MyView Workshop (AST4005)

Course Synopsis and Objectives:	This course provides participants with experience in the management of APX NEXT devices using the RadioCentral application. Participants will learn configuration settings and feature capabilities, updating configurations to devices, and general management of APX NEXT Devices. After completing this course, the student will be able to: - Understand the relationship between MyView and RadioCentral and its impact on radio management. - Configure APX NEXT Devices using RadioCentral. - Update devices over the air using RadioCentral. - Understand impacts of configuration changes to radio operation.
Delivery Method:	VILT (Virtual Instructor-Led Training)
Duration:	12.5 hours
Participants:	System Managers and Technical staff responsible for managing APX NEXT devices.
Class Size:	Based on student numbers in the Training Plan
Prerequisite:	No requisite knowledge required.
Curriculum:	N/A

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SECTION 10

LICENSES LIST

This section lists the licenses necessary for the proposed solution.

10.1 PREMIERONE LICENSES

Line #	Item Number	Description	Quantity	Term
1	CA02799AA	Subscriber Portable or Mobile (Messaging Services) Per Radio CA02799AA	1,331	1
2	CA02802AA	Subscriber Portable or Mobile (Person Location Tracking) Per Radio CA02802AA	1,331	1
3	CA02800AA	Subscriber Portable or Mobile (Bundle Messaging, Dispatch, RadioLocation) Per Radio CA02800AA	0	1

10.2 ASTRO 25 INFRASTRUCTURE AND LICENSES

Line #	Item Number	Description	Quantity
1	HKVN4797	LICENSE,SMARTCONNECT ENABLEMENT	1
2	T8586	FORTINET FIREWALL APPLIANCE	2
3	HKVN4829A	LICENSE,SMARTMAPPING ENABLEMENT	1

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SECTION 11

PRICING SUMMARY

Agency	Qty	Model	NASPO Unit Price	Extended Price
Sheriff's Office	1331	APX NEXT Single Band Portable	$6,953	$9,254,789
Sheriff's Office	1331	DMS Essential - 2 yrs	$64	$85,184
Sheriff's Office	6	6 Slot Charger	$913	$5,475
			Subtotal	$9,345,448
Purchase and Shipment of All Items as Proposed prior to December 15, 2021 with Trade-In of existing radios				-$1,789,381
			Subscriber Total	$7,556,067
			Systems Integration Services & Training	$215,417
			CommandCentral Aware Mapping Integration	$11,928
			PremierOne Mapping Integration	$211,200
			Professional Services Total	$438,545
			Sale Price	$7,994,612

Equipment discounts applied per Public Safety Communication Equipment, Phase 1: Radios, Antennas and Repeaters 43190000-18-NASPO-ACS-1.

JSO HANDHELD RADIOS

	MODEL #	DESCRIPTION	UNIT LIST	EXT LIST	DISCOUNT	UNIT DISC PRICE	QTY	EXT DISC PRICE
Portable	H45TGT9PW8AN	APX NEXT SINGLE BAND MODEL 4 5 PORTABLE	$4 655 00	$6 195 805	27%	$3 398 15	1331	4 522,938
Portable	QA00569AP	ADD 7/800MHZ BAND	$ -	$0	27%	$0 00	1331	0
Portable	BD00001AA	ADD CORE BUNDLE	$2,824 00	$3 758,744	27%	$2,061 52	1331	2,743 883
Portable	BD00010AA	ADD SECURITY BUNDLE	$930 00	$1 237 830	27%	$678 90	1331	903,616
Portable	QA08510AA	ALT BATTERY LI-ION IMPRES 2 IP68 5650T	$160 00	$212 960	27%	$116 80	1331	155,461
Portable	LSV01P01414A	APX NEXT DMS ESSENTIAL SERVICE-PROMO	$46 00	$61,226	0%	$46 00	1331	61,226
Accessories	NNTN9089A	BATTERY PACK IMPRES GEN2, LI-ION, IP68 5850T	$240 00	$319 440	27%	$175 20	1331	233,191
Accessories	QA07729AA	ALT HARD LEATHER CARRY HOLDER HI-CAP BATTERY	$68 00	$90,508	27%	$49 64	1331	66,071
Accessories	NNTN9199A	IMPRES 2 SUC, 3 0A, 120VAC, TYPE A PLUG, NA	$150 00	$199,650	27%	$109 50	1331	145,745
Accessories	PMMN4123A	AUDIO ACCESSORY-REMOTE SPEAKER MICROPHONE	$435 00	$578 985	27%	$317 55	1331	422,659
				$12,655,148			Subtotal	9,254,789
		Purchase and Shipment of All Items as Proposed prior to December 15, 2021 with Trade-In of existing radios						-1,788,252
							JSO Subtotal	7,466,537
							Per unit cost	5,610

	MODEL #	DESCRIPTION	UNIT LIST	EXT LIST	DISCOUNT	UNIT DISC PRICE	QTY	EXT DISC PRICE
Accessories	NNTN9115A	CHARGER, MULTI-UNIT IMPRES G2, 6-DISP US/TIA/CAN	$1 250 00	$30 000	27%	$913.00	6	5 478
				$30,000			Subtotal	5,478
		Purchase and Shipment of All Items as Proposed prior to December 15, 2021 with Trade-In of existing radios						-1,128
							JSO Subtotal	4,350
							Per unit cost	725

APX NEXT Subscription Menu

Smart Feature Subscription Choices:	Qty	Price Per Year
APX NEXT DMS ADVANCED - Radio Central w/ Batch Programming, My View, Software Updates, Tech Support, and Hardware Repair	1	$81
APX NEXT DMS ADVANCED W ACC DMG-- Radio Central w/ Batch Programming, My View, Software Updates, Tech Support, and Hardware Repair or Accidental Damage Device Replacement	1	$211
APX NEXT DMS ADVANCED SW - Radio Central w/ Batch Programming, My View, Software Updates, and Tech Support	1	$32
APX NEXT DMS SMART INSIGHT	1	$32
*APX NEXT SMART CONNECT	1	$75
*APX NEXT SMART LOCATE	1	$75
*APX NEXT SMART MAPPING	1	$75
*APX NEXT SMART PROG	1	$75
*APX NEXT SMART MESSAGING	1	$75
*APX NEXT VIQI	1	$75

SmartProgramming, SmartConnect, SmartLocate, and SmartMapping are included in the first year of service. Each additional year is priced according to the menu above.

*Bundled pricing above is valid for 4 application subscriptions or more.

CONTRACTUAL DOCUMENTATION

Provided on the following pages.

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COMMUNICATIONS PRODUCTS AGREEMENT
APXNext Radios

Motorola Solutions, Inc. ("Motorola") and the City of Jacksonville, Florida ("City") enter into this "Agreement," pursuant to which City will purchase and Motorola will sell the Products, as described below. Motorola and City may be referred to individually as a "Party" and collectively as the "Parties." For good and valuable consideration, the Parties agree as follows:

Section 1 EXHIBITS

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

Exhibit A	Motorola "Software License Agreement
Exhibit B	Subscription Services Addendum Verizon
Exhibit C	Service Terms
Exhibit D	Motorola's Proposal dated November 1, 2021

Section 2 DEFINITIONS

Capitalized terms used in this Agreement have the following meanings:

"Addendum (Addenda)" is the title of the document(s) containing a specific set of terms and conditions applicable to a particular service or other offering beyond the communication System and System implementation services. The terms in the Addendum are applicable only to the specific service or offering described therein.

"Confidential Information" means all information consistent with the fulfillment of this agreement that is (i) disclosed under this agreement in oral, written, graphic, machine recognizable, and/or sample form, being clearly designated, labeled or marked as confidential or its equivalent or (ii) obtained by examination, testing or analysis of any hardware, software or any component part thereof provided by discloser to recipient. The nature and existence of this agreement are considered Confidential Information. Confidential information that is disclosed orally must be identified as confidential at the time of disclosure and confirmed by the discloser by submitting a written document to the recipient within thirty (30) days after such disclosure. The written document must contain a summary of the Confidential Information disclosed with enough specificity for identification purpose and must be labeled or marked as confidential or its equivalent.

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

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

"Equipment" means the equipment listed in the List of Products that City purchases from Motorola under this Agreement.

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

"Motorola Software" means Software that Motorola or its affiliated company owns.

"Non-Motorola Software" means Software that another party owns.

"Open Source Software" (also called "freeware" or "shareware") software with either freely obtainable source code, license for modification, or permission for free distribution.

"Products" mean the Equipment and Software provided by Motorola under this Agreement.

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

"Software" means the Motorola Software and Non-Motorola Software in object code format that is furnished with the Products.

"Warranty Period" means three (3) years from the date of shipment of the Products.

Section 3 SCOPE OF AGREEMENT AND TERM

3.1. SCOPE OF WORK. Motorola will provide and install (if applicable) the Products, and perform its other contractual responsibilities, all in accordance with this Agreement. City will perform its contractual responsibilities in accordance with this Agreement.

3.2. CHANGE ORDERS. Either Party may request changes within the general scope of this Agreement. Neither Party is obligated to perform requested changes unless both Parties execute a written change order.

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

3.4. ADDITIONAL EQUIPMENT OR SOFTWARE. During the Term of this Agreement, City may order additional Equipment or Software if it is then available. Each purchase order must refer to this Agreement and must specify the pricing and delivery terms. Notwithstanding any additional or contrary terms in the purchase order, the applicable provisions of this Agreement (except for pricing, delivery, and payment terms) will govern the purchase and sale of the additional Equipment or Software. Payment is due within thirty (30) days after the invoice date, and Motorola will send City an invoice as the additional Equipment is shipped or Software is licensed. Alternatively, City may register with and place orders through the Motorola Solutions City Portal eCommerce Shop, and this Agreement will be the "Underlying Agreement" for those eCommerce transactions rather than the eCommerce Shop Terms and Conditions of Sale. eCommerce Shop registration and other information may be found at https://www.motorolasolutions.com/en_us/registration and the shop support telephone number is (800) 814-0601.

3.5. MAINTENANCE SERVICE. This Agreement does not cover maintenance or support of the Products except as provided under the warranty. In addition, this Agreement does not cover professional or subscription services. If City wishes to purchase maintenance or support, professional or subscription services, Motorola will provide a separate proposal and terms and conditions upon request.

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

3.7. NON-MOTOROLA SOFTWARE. Any Non-Motorola Software is licensed to City in accordance with the standard license, terms, and restrictions of the copyright owner on the Effective Date unless the copyright owner has granted to Motorola the right to sublicense the Non-Motorola Software pursuant to the Software License Agreement, in which case it applies and the copyright owner will have all of Licensor's rights and protections under the Software License Agreement. Motorola makes no representations or warranties of any kind regarding Non-Motorola Software. Non-Motorola Software may include Open Source Software. Upon request by City, Motorola will use commercially reasonable efforts to determine whether any Open Source Software will be provided under this Agreement; and if so, identify the Open Source Software and provide to City a copy of the applicable standard license (or specify where that license may be found); and provide to City a copy of the Open Source Software source code if it is publicly available without charge (although a distribution fee or a charge for related services may be applicable).

3.8. OPTIONAL EQUIPMENT OR SOFTWARE. This paragraph applies only if a "Priced Options" exhibit is shown in Section 1, or if the parties amend this Agreement to add a Priced Options exhibit. During the term of the option as stated in the Priced Options exhibit (or if no term is stated, then for one (1) year after the Effective Date), City has the right and option to purchase the equipment, software, and related services that are described in the Priced Options exhibit. City may exercise this option by giving written notice to Motorola which must designate what equipment, software, and related services City is selecting (including quantities, if applicable). To the extent they apply, the terms and conditions of this Agreement will govern the transaction; however, the parties acknowledge that certain provisions must be agreed upon, and they agree to negotiate those in good faith promptly after City delivers the option exercise notice. Examples of provisions that may need to be negotiated are: specific lists of deliverables, statements of work, acceptance test plans, delivery and implementation schedules, payment terms, maintenance and support provisions, additions to or modifications of the Software License Agreement, hosting terms, and modifications to the acceptance and warranty provisions.

Section 4 PERFORMANCE SCHEDULE

If this Agreement includes the performance of services, the statement of work attached as Exhibit B-2 will describe the performance schedule.

Section 5 CONTRACT PRICE, PAYMENT, AND INVOICING

5.1. CONTRACT PRICE. The Contract Price in U.S. dollars is $_____. The Contract Price may be further described in Exhibit B-1, Pricing.

5.2. INVOICING AND PAYMENT. Motorola will submit invoices to City for Products when they are shipped and for services when they are performed. Invoices will be mailed or emailed to City pursuant to Section 5.4, Invoicing and Shipping Addresses. City will make payments to Motorola within thirty (30) days after the date of each invoice. City will make payments when due in the form of a wire transfer, check, or cashier's check from a U.S. financial institution. Overdue invoices will bear simple interest at the maximum allowable rate. For City's reference, the Federal Tax Identification Number for Motorola Solutions, Inc. is 36-1115800

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

5.4 INVOICING AND SHIPPING ADDRESSES. Invoices will be sent to the City at the following
name:_____
address:_____
phone: _____

E-INVOICE. To receive invoices via email:
City Account Number:_____
City Accounts Payable Email:_____
City CC(optional) Email: _____

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

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

Section 6 SITES AND SITE CONDITIONS

6.1. ACCESS TO SITES. If Motorola is providing installation or other services, City will provide all necessary construction and building permits, licenses, and the like; and access to the work sites or vehicles identified in the Technical and Implementation Documents as reasonably requested by Motorola so that it may perform its contractual duties.

6.2. SITE CONDITIONS. If Motorola is providing installation or other services at City's sites, City will ensure that these work sites be safe, secure, and in compliance with all applicable industry and OSHA standards. To the extent applicable and unless the Statement of Work states to the contrary, City will ensure that these work sites have adequate: physical space, air conditioning and other environmental conditions; adequate and appropriate electrical power outlets, distribution, equipment and connections; and adequate telephone or other communication lines (including modem access and adequate interfacing networking capabilities), all for the installation, use and maintenance of the Products.

Section 7 ACCEPTANCE

7.1. "Acceptance" shall mean written notice by the City to Motorola that a Deliverable has been completed in accordance with this Agreement. Acceptance does not in any way limit City's rights under this Agreement or applicable laws, rules and regulations.

7.2. The City will make the determination when a Deliverable is completed and there is Acceptance by the City in accordance with this Agreement. Acceptance will be made by the City only in writing, and City will make all commercially reasonable efforts to accept or reject a Deliverable within five (5) business days of delivery to ensure a Deliverable has been delivered in accordance with this Agreement. The City may partially accept a Deliverable. Any Acceptance by City, even if non-conditional, shall not be deemed a waiver, or settlement or Acceptance of any nonconforming Deliverable. Notwithstanding the City's Acceptance of any Deliverable, upon delivery of any associated Deliverable or the final completed Deliverable, City shall have the right to perform additional tests on each previously accepted Deliverable to ensure full integration and compatibility with all other Deliverables. City shall take all commercially reasonable efforts to perform such testing within five (5) business days of Motorola's testing, and Motorola shall correct any non-conformities, if any, in accordance with the procedures set forth in this Section.

7.3. Notwithstanding any provision to the contrary, City's use of the Products for their operational purposes (i.e., other than for testing or training) will constitute Acceptance.

Section 8 REPRESENTATIONS AND WARRANTIES

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

8.2. MOTOROLA SOFTWARE WARRANTY. Unless otherwise stated in the Software License Agreement, during the Warranty Period, Motorola warrants the Motorola Software in accordance with the terms of the Software License Agreement and the provisions of this Section that are applicable to the Motorola Software. If Acceptance is delayed beyond six (6) months after shipment of the Software by events or causes within City's control, this warranty expires eighteen (18) months after the shipment of the Software.

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

8.4. WARRANTY CLAIMS. To assert a warranty claim, City must notify Motorola in writing of the claim before the expiration of the Warranty Period. Upon receipt of this notice, Motorola will investigate the warranty claim. If this investigation confirms a valid warranty claim, Motorola will (at its option and at no additional charge to City) repair the defective Equipment or Motorola Software, replace it with the same or equivalent product, or refund the price of the defective Equipment or Motorola Software. That action will be the full extent of Motorola's liability for the warranty claim. If this investigation indicates the warranty claim is not valid, then Motorola may invoice City for responding to the claim on a time and materials basis using Motorola's then current labor rates. Repaired or replaced product is warranted for the balance of the original applicable Warranty Period. All returned products or parts will become the property of Motorola.

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

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

Section 9 DELAYS

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

Section 10 DISPUTES

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

10.1. GOVERNING LAW. This Agreement will be governed by the laws of the State of Florida without giving effect to the conflict of law principles thereof and excluding the Convention on Agreements tor the

International Sale of Goods. Venue tor litigation under this Agreement shall be in the courts of competent jurisdiction located in Jacksonville, Duval County, Florida.

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

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

10.4. LITIGATION, VENUE and JURISDICTION. It a Dispute remains unresolved tor sixty (60) days after receipt of the Notice of Mediation, either Party may then submit the Dispute to a court of competent jurisdiction in Jacksonville, Duval County, Florida. Each Party irrevocably agrees to submit to the exclusive jurisdiction of the courts in such state over any claim or matter arising under or in connection with this Agreement.

10.5. CONFIDENTIALITY. All communications pursuant to subsections 10.2 and 10.3 will be treated as compromise and settlement negotiations for purposes of applicable rules of evidence and any additional confidentiality protections provided by applicable law. The use of these Dispute resolution procedures will not be construed under the doctrines of laches, waiver or estoppel to affect adversely the rights of either Party.

Section 11 DEFAULT AND TERMINATION

If either Party fails to perform a material obligation under this Agreement, the other Party may consider the non-performing Party to be in default (unless a Force Majeure causes the failure) and may assert a default claim by giving the non-performing Party a written and detailed notice of the default. Except for a default by City for failing to pay any amount when due under this Agreement which must be cured immediately, the defaulting Party will have thirty (30) days after receipt of the notice of default to either cure the default or, if the default is not curable within thirty (30) days, provide a written cure plan. The defaulting Party will begin implementing the cure plan immediately after receipt of notice by the other Party that it approves the plan. If City is the defaulting Party, Motorola may stop work on the project until it approves the City's cure plan. If the non-performing Party fails to cure the default, the performing Party may terminate any unfulfilled portion of this Agreement and recover damages as permitted by law and this Agreement. In the event City elects to terminate this Agreement for any reason other than default, City shall pay Motorola for the conforming Equipment and/or Software delivered and all services performed.

Section 12 INDEMNIFICATION

Motorola shall hold harmless, indemnify, and defend the City of Jacksonville and the City's members, officers, officials and employees (collectively the "City") from and against, without limitation, any and all claims, suits, actions, losses, damages, injuries, liabilities, fines, penalties, reasonable costs and expenses, which may be incurred by, charged to or recovered from any of the foregoing Indemnified Parties for:

12.1. General Tort Liability, for any negligent act, error or omission, recklessness or intentionally

wrongful conduct on the part of the Indemnifying Parties that causes injury (whether mental or corporeal) to persons (including death) or damage to tangible property, caused by the Indemnifying Party's performance of the Agreement, operations, services or work performed hereunder; and

12.2. Environmental Liability, to the extent this Agreement results in environmental exposures, arising from or in connection with any environmental, health and safety liabilities, claims, citations, clean-up or damages caused by Motorola's and its subcontractors' for their operation or other activities performed in connection with the Agreement; and

12.3. if the City exercises its rights under this Agreement, the City will (1) provide reasonable notice to Motorola of the applicable claim or liability, and (2) the City may, at its own expense, participate in the litigation of such claim or liability to protect its interests. The scope and terms of the indemnity obligations herein described are separate and apart from, and shall not be limited by any insurance provided pursuant to the Agreement. Such terms of indemnity shall survive the expiration or termination of the Agreement.

12.4. In the event that any portion of the scope or terms of this indemnity is in derogation of Section or 725.08 of the Florida Statutes, all other terms of this indemnity shall remain in full force and effect. Further, any term which offends Section 725.06 or 725.08 of the Florida Statutes will be modified to comply with said statutes.

12.5. To the extent that the coverage provided by Motorola's Professional Liability policy ("Policy") does not provide coverage to the City of Jacksonville as an additional insured for a Cyber Liability claim or loss, Motorola shall defend and indemnify the City for such Cyber Liability claim(s) or loss(es) incurred by the City up to the cumulative amount of One Million Dollars ($1,000,000), to the extent of Motorola's contributory negligence percentage determination. Cyber liability is defined as: technology/professional liability and data protection liability covering liabilities for financial loss resulting or arising from acts, errors, or omissions, in connection with the Materials and Services provided by Motorola under this Agreement, including damages Motorola is obligated to pay City or any third party associated with any Security Breach (as hereafter defined) or loss of personal data, including negligence and unlawful acts. Costs to be covered include (i) costs to notify individuals whose personal data was lost or compromised; (ii) costs to provide credit monitoring and credit restoration services to individuals whose personal data was lost or compromised; (iii) costs associated with third party claims arising from the Security Breach or loss of personal data, including litigation costs and settlement costs; and (iv) any investigation, enforcement or similar miscellaneous costs. "Security Breach" means (a) the failure by Motorola to comply with any contractual requirements it might have to properly handle, manage, store, destroy or otherwise control, or the unauthorized disclosure by the Motorola of: (1) personal data in any format or (2) Confidential Information; (b) misappropriation that results in the violation of any applicable data privacy laws or regulations; or (c) any other act, error, or omission by Motorola in its capacity as such which is reasonably likely to result in the unauthorized disclosure of personal data or Confidential Information.

12.6. PATENT AND COPYRIGHT INFRINGEMENT INDEMNIFICATION

12.6.1. Motorola will defend at its expense any suit brought against City to the extent it is based on a third-party claim alleging that the Equipment manufactured by Motorola or the Motorola Software ("Motorola Product") directly infringes a United States patent or copyright ("Infringement Claim"). Motorola's duties to defend and indemnify are conditioned upon: City promptly notifying Motorola in writing of the Infringement Claim; Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and City providing to Motorola cooperation and, if requested by Motorola, reasonable assistance in the defense of the Infringement Claim. In addition to Motorola's obligation to defend, and subject to the same conditions, Motorola will pay all damages finally awarded against City by a court of competent jurisdiction for an Infringement Claim or agreed to, in writing, by Motorola in settlement of an Infringement Claim.

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

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

12.6.4. This Section 12 provides City's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim. City has no right to recover and Motorola has no obligation to provide any other or further remedies, whether under another provision of this Agreement or any other legal theory or principle, in connection with an Infringement Claim. In addition, the rights and remedies provided in this Section 12 are subject to and limited by the restrictions set forth in Section 13.

Section 13 LIMITATION OF LIABILITY

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

Section 14 INSURANCE REQUIREMENTS

Without limiting its liability under this Agreement, Motorola shall at all times during the term of this Agreement procure prior to commencement of work and maintain at its sole expense during the life of this Agreement (and Motorola shall require its subcontractors, laborers, materialmen and suppliers to provide, as applicable), insurance of the types and limits in amounts stated below:

Insurance Coverages Schedule Limits

Worker's Compensation Florida Statutory Coverage Employer's Liability Limit

$500,000 Disease Policy
$100,000 Each Accident
$100,000 Each Employee/Disease

This insurance shall cover Motorola (and Motorola will make certain that its subcontractors, if any, have the Florida Statutory Coverage) for those sources of liability which would be covered by the latest edition of the standard Workers' Compensation policy, as filed for use in the State of Florida by the National Council on Compensation Insurance (NCCI), without any restrictive endorsements other than the Florida Employers Liability Coverage Endorsement (NCCI Form WC 09 03), those which are required by the State of Florida, or any restrictive NCCI endorsements which, under an NCCI filing, must be attached to the policy (i.e., mandatory endorsements). In addition to coverage for the Florida Workers' Compensation Act, where appropriate, coverage is to be included for the Federal Employers' Liability Act, USL&H and Jones, and any other applicable federal or state law.

Commercial General Liability

$2,000,000	General Aggregate
$2,000,000	Products & Comp. Ops. Agg.
$1,000,000	Personal/Advertising Injury
$1,000,000	Each Occurrence
$ 50,000	Fire Damage
$ 5,000	Medical Expenses

Such insurance shall be no more restrictive than that provided by the most recent version of the standard Commercial General Liability Form (ISO Form CG 00 01) as filed for use in the State of Florida without any restrictive endorsements other than those reasonably required by the City's Office of Insurance and Risk Management. An Excess Liability policy or Umbrella policy can be used to satisfy the above limits.

Automobile Liability $1,000,000 Combined Single Limit (Coverage for all automobiles, owned, hired or non-owned used in performance of the Agreement)

Such insurance shall be no more restrictive than that provided by the most recent version of the standard Business Auto Coverage Form (ISO Form CA0001) as filed for use in the State of Florida without any restrictive endorsements other than those which are required by the State of Florida, or equivalent manuscript form, must be attached to the policy equivalent endorsement as filed with ISO (i.e., mandatory endorsement).

Professional Liability (including Cyber Liability & Data Storage) $1,000,000 per Claim and Aggregate
Such insurance shall cover the following:

- Data Loss and System Damage Liability (when applicable)
- Security Liability
- Privacy Liability
- Privacy/Security Breach Response Coverage, including Notification Expenses

Such Professional Liability coverage must be provided on an Occurrence Form or, if on a Claims Made Form, the retroactive date must be no later than the first date of this Agreement and such claims-made coverage must respond to claims reported within three years following the period for which coverage is required and which would have been covered had the coverage been on an occurrence basis.

Additional Insurance Provisions

A. Additional Insured: All insurance except Worker's Compensation and Professional Liability shall include the City of Jacksonville and City's members, officials, officers, employees and agents as Additional Insured. Additional Insured for General Liability shall be in a form no more restrictive than CG2026, Automobile Liability CA2048.

B. Waiver of Subrogation. The Workers' Compensation insurance policy shall be endorsed to provide for a waiver of underwriter's rights of subrogation in favor of the City of Jacksonville and its members, officials, officers employees and agents.

C. Motorola's Insurance Primary. The insurance provided by Motorola, except Workers' Compensation and Professional Liability, shall apply on a primary basis to, and shall not require contribution from, any other insurance or self-insurance maintained by the City or any City members, officials, officers, employees and agents.

D. Deductible or Self-Insured Retention Provisions. All deductibles and self-insured retentions associated with coverages required for compliance with this Agreement shall remain the sole and exclusive responsibility of the named insured, Motorola. Under no circumstances will the City of Jacksonville and its members, officers, directors, employees, representatives, and applicable agents be responsible for paying any deductible or self-insured retentions related to this Agreement.

E. Motorola's Insurance Additional Remedy. Compliance with the insurance requirements of this Agreement shall not limit the liability of the Motorola or its Subcontractors, employees or agents to the City or others. Any remedy provided to City or City's members, officials, officers, employees or applicable agents shall be in addition to and not in lieu of any other remedy available under this Agreement or otherwise.

F. Waiver/Estoppal. Neither approval by City nor failure to disapprove the insurance furnished by Motorola shall relieve Motorola of Motorola's full responsibility to provide insurance as required under this Agreement.

G. Certificates of Insurance. Motorola shall provide the City Certificates of Insurance that shows the corresponding City Agreement Number in the Description, if known, Additional Insureds as provided above. The certificates of insurance shall be mailed to the City of Jacksonville (Attention: Chief of Risk Management), 117 W. Duval Street, Suite 335, Jacksonville, Florida 32202.

H. Carrier Qualifications. The above insurance shall be written by an insurer holding a current certificate of authority pursuant to chapter 624, Florida State or a company that is declared as an approved Surplus Lines carrier under Chapter 626 Florida Statutes. Such Insurance shall be written by an insurer with an A.M. Best Rating of A- VII or better.

I. Notice. Motorola shall provide a thirty (30) days written notice of any change in the above coverages or limits, coverage being suspended, voided, cancelled, including expiration or non-renewal.

J. Survival. Anything to the contrary notwithstanding, the liabilities of Motorola under this Agreement shall survive and not be terminated, reduced or otherwise limited by any expiration or termination of insurance coverage.

K. Additional Insurance. Depending upon the nature of any aspect of any project and its accompanying exposures and liabilities, the City may reasonably request additional insurance coverage in amounts responsive to those liabilities, which may or may not require that the City also be included as an additional insured.

Section 15 RECORDS

Motorola acknowledges and agrees that City is subject to the Florida Public Records Act, Chapter 119, Florida Statutes (the "Public Records Act") and to certain provisions of Chapter 286, Florida Statutes, relating to public meetings and records. Motorola also acknowledges and agrees that City has certain obligations to allow for inspection and copying of public records pursuant to Article I, Section 24 of the Constitution of the State of Florida (the "Constitution", and together with the Public Records Act and the applicable parts of Chapter 286, Florida Statutes, the "Sunshine Laws"). City is subject to certain disclosure requirements under the Sunshine Laws, and such disclosure requirements shall be superior to and shall supersede any confidentiality restrictions or other obligations imposed on City under this Agreement. If a request is made of City to view such Confidential Information, City will promptly notify Motorola of such request and the date that such records will be released to the requester unless Motorola obtains a court order enjoining such disclosure. If Motorola fails to obtain that court order enjoining disclosure, City will release the requested information on the date specified. Such release shall be deemed to be made with Motorola's consent and will not be deemed to be a violation of law, including but not limited to laws concerning trade secrets, copyright or other intellectual property; nor will such release be deemed to be a breach of this Agreement or any provision thereof. In addition, either party may disclose all or any portion of the Confidential Information without liability (a) as required by law, regulation, court order, (b) as requested by any governmental authority or any representative of any thereof with legal authority to compel disclosure, (c) pursuant to subpoena or other legal process, or (d) in any action or proceeding arising out of or related to this Agreement among the parties hereto, to the extent and only to the extent such disclosure is necessary for the parties to defend such action. **IN THE EVENT OF A CONFLICT BETWEEN THIS SECTION 15 AND ANY OTHER PROVISION OF THIS AGREEMENT, THIS SECTION 15 SHALL CONTROL.**

Section 16 CONFIDENTIALITY AND PROPRIETARY RIGHTS

16.1. CONFIDENTIAL INFORMATION.

16.1.1. Each party is a disclosing party ("Discloser") and a receiving party ("Recipient") under this agreement. All deliverables will be deemed to be Motorola's Confidential Information. During the term of this Agreement and for a period of three (3) years from the expiration or termination of this Agreement, Recipient will (i) not disclose Confidential Information to any third party; (ii) restrict disclosure of Confidential Information to only those employees (including, but not limited to, employees of any wholly owned subsidiary, a parent company, any other wholly owned subsidiaries of the same parent company), agents or consultants who must be directly involved with the Confidential Information for the purpose and who are bound by confidentiality terms substantially similar to those in this agreement; (iii) not copy, reproduce, reverse engineer, de-compile or disassemble any Confidential Information; (iv) use the same degree of care as for its own information of like importance, but at least use reasonable care, in safeguarding against disclosure of Confidential Information; (v) promptly notify Discloser upon discovery of any unauthorized use or disclosure of the Confidential Information and take reasonable steps to regain possession of the Confidential Information and prevent further unauthorized actions or other breach of this Agreement; and (vi) only use the Confidential Information as needed to fulfill this Agreement.

16.1.2. Recipient is not obligated to maintain as confidential, Confidential Information that Recipient can demonstrate by documentation (i) is now available or becomes available to the public without breach of this agreement; (ii) is explicitly approved for release by written authorization of Discloser; (iii) is lawfully obtained from a third party or parties without a duty of confidentiality; (iv) is known to the Recipient prior to such disclosure; or (v) is independently developed by Recipient without the use of any of Discloser's Confidential Information or any breach of this Agreement.

16.1.3. All Confidential Information remains the property of the Discloser and will not be copied or reproduced without the express written permission of the Discloser, except for copies that are absolutely necessary in order to fulfill this Agreement. Within ten (10) days of receipt of Discloser's written request, Recipient will return all Confidential Information to Discloser along with all copies and portions thereof, or

certify in writing that all such Confidential Information has been destroyed. However, Recipient may retain one (1) archival copy of the Confidential Information that it may use only in case of a dispute concerning this Agreement. No license, express or implied, in the Confidential Information is granted other than to use the Confidential Information in the manner and to the extent authorized by this Agreement. The Discloser warrants that it is authorized to disclose any Confidential Information it discloses pursuant to this Agreement.

16.2. PRESERVATION OF MOTOROLA'S PROPRIETARY RIGHTS.

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

Section 17 GENERAL

17.1 MAXIMUM INDEBTEDNESS. The maximum indebtedness of City for all fees and charges pursuant to this Agreement shall not exceed the total sum of **_____ NO/100 DOLLARS ($_____.00).** In the event funds for this Agreement are not appropriated, City may terminate this Agreement with prompt notice to Motorola. In the event of termination for non-appropriations, City agrees to pay Motorola for all services performed up to the date of termination.

17.2. RETENTION OF RECORDS/AUDIT. Motorola and its subcontractors shall maintain all books, documents, papers, accounting records and other evidence pertaining to costs incurred in the performance of the Services ("Records") and shall make such Records available at all reasonable times for inspection and/or audit by City during the period of the Agreement and for three (3) years from the date of final payment for the System and the Services under this Agreement during Motorola's regular business hours.

17.3. COMPLIANCE WITH LAWS. As required by Section 126.108(b), *Ordinance Code*, Motorola must comply with any and all federal, state, and local laws, rules, regulations, and ordinances, as the same exist and may be amended from time to time applicable to Motorola. Such laws, rules, regulations, and ordinances may include, but are not limited to, Chapter 119, Florida Statutes (the Florida Public Records Law) and Section 286.011, Florida Statutes (the Florida Sunshine Law), as they apply to the purchase of the System and the Services contemplated in this Agreement. If any of the obligations of this Agreement are to be performed by a subcontractor, Motorola must ensure that the provisions of this Section shall be incorporated into and become a part of the subcontract.

17.4. NON-DISCRIMINATION. Motorola represents that it has adopted and will maintain throughout the term of this Agreement a policy of nondiscrimination or non-harassment against any person with regard to race, color, sex (including pregnancy), sexual orientation, gender identity or expression, religion, political affiliation, national origin, disability, age, marital status, veteran status, or any other impermissible factor in recruitment, hiring, compensation, training, placement, promotion, discipline, demotion, transfers, layoff, recall, termination, working conditions, and related terms and conditions of employment. Motorola agrees that, on written request, it will permit reasonable access to its records of employment, employment advertisement, application forms and other pertinent data and records, by the Executive Director of the Community Relations Commission, or successor agency or commission, for the purpose of investigation

to ascertain compliance with the non-discrimination provisions of this Agreement; *provided however*, that Motorola shall not be required to produce, for inspection, records covering periods of time more than one (1) year prior to the effective date of this Agreement. Motorola agrees that, if any of the Services to be provided pursuant to this Agreement are to be provided by a subcontractor, the provisions of this Section shall be incorporated into and become a part of the subcontract.

17.5. PUBLIC RECORDS. In accordance with Section 119.0701, Florida Statutes, Motorola shall:

(i) Keep and maintain public records required by City to perform the Services; and
(ii) Upon request from City's custodian of public records, provide City with a copy of the requested records or allow records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided for in Chapter 119, Florida Statutes, or as otherwise provided by law; and
(iii) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of this Agreement if Motorola does not transfer the records to City; and
(iv) Upon completion of this Agreement, transfer to City at no cost all public records in possession of Motorola or keep and maintain public records required by City to perform the Services. If Motorola transfers all public records to City upon completion of this Agreement, Motorola shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Motorola keeps and maintains public records upon completion of this Agreement, Motorola shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to City upon request from City's custodian of public records in a format that is compatible with City's information technology systems.

The above requirements apply to a "Contractor" as defined in Section, 119.0701, Florida Statutes.

IF MOTOROLA HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO MOTOROLA'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CITY'S CUSTODIAN OF PUBLIC RECORDS AT (904) 630-7678; REQUEST.@COJ.NET; CITY OF JACKSONVILLE, PUBLIC RECORDS REQUEST, 214 N. HOGAN STREET, SUITE 1180, JACKSONVILLE, FLORIDA32202.

17.6. TAXES. The Contract Price does not include excise, sales, lease, use, property, or other taxes, assessments or duties, all of which will be paid by City except as exempt by law. If Motorola is required to pay any of these taxes, Motorola will send an invoice to City and City will pay to Motorola the amount of the taxes (including any interest and penalties) within thirty twenty (30) days after the date of the invoice. City will be solely responsible for reporting the Equipment for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income or net worth.

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

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

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

17.10. INDEPENDENT CONTRACTORS. Each Party will perform its duties under this Agreement only as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership or formal business organization of any kind.

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

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

17.13. COMPLIANCE WITH APPLICABLE LAWS. Each Party will comply with all applicable federal, state, and local laws, regulations and rules concerning the performance of this Agreement or use of the Products or services. City will obtain and comply with all Federal Communications Commission ("FCC") licenses and authorizations required for the installation, operation and use of the Products or services before the scheduled installation of the Equipment. Although Motorola might assist City in the preparation of its FCC license applications, neither Motorola nor any of its employees is an agent or representative of City in FCC or other matters.

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

17.15. SURVIVAL OF TERMS. The following provisions will survive the expiration or termination of this Agreement for any reason: Section 3.6 (Motorola Software), Section 3.7 (Non-Motorola Software); if any payment obligations exist, Sections 5.1 and 5.2 (Contract Price and Invoicing and Payment); Subsection 9.7 (Disclaimer of Implied Warranties); Section 10 (Disputes); Section 13 (Limitation of Liability); Section 16 (Confidentiality and Proprietary Rights; and all of the General terms in this Section 17.

17.16. ENTIRE AGREEMENT. This Agreement, including all Exhibits, constitutes the entire agreement of the Parties regarding the subject matter of the Agreement and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter. This Agreement may be executed in multiple counterparts, and shall have the same legal force and effect as if the Parties had executed it as a single document. The Parties may sign in writing, or by electronic signature, including by email. An electronic signature, or a facsimile copy or computer image, such as a PDF or tiff image, of a signature, shall be treated as and shall have the same effect as an original signature. In addition, an electronic signature, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document. This

Agreement may be amended or modified only by a written instrument signed by authorized representatives of both Parties. The preprinted terms and conditions found on any City purchase order, acknowledgment or other form will not be considered an amendment or modification of this Agreement, even if a representative of each Party signs that document.

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

Motorola Solutions, Inc.	**City of Jacksonville**
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

EXHIBIT A
MOTOROLA SOFTWARE LICENSE AGREEMENT

This Exhibit A Motorola Software License Agreement ("Agreement") is between Motorola Solutions, Inc., ("Motorola") and the City of Jacksonville, Florida ("Licensee"). For good and valuable consideration, the parties agree as follows:

Section 1 DEFINITIONS

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

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

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

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

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

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

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

Section 2 SCOPE

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

Section 3 GRANT OF LICENSE

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

3.2. If the Software licensed under this Agreement contains or is derived from Open Source Software, the terms and conditions governing the use of such Open Source Software are in the Open Source Software Licenses of the copyright owner and not this Agreement. If there is a conflict between the terms and conditions of this Agreement and the terms and conditions of the Open Source Software Licenses governing Licensee's use of the Open Source Software, the terms and conditions of the license grant of the applicable Open Source Software Licenses will take precedence over the license grants in this Agreement. If requested by Licensee, Motorola will use commercially reasonable efforts to: (i) determine whether any Open Source Software is provided under this Agreement; and (ii) identify the Open Source Software (or specify where that license may be found).

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

3.4 TO THE EXTENT, IF ANY, THAT THERE IS A SEPARATE LICENSE AGREEMENT PACKAGED WITH, OR PROVIDED ELECTRONICALLY WITH, A PARTICULAR PRODUCT THAT BECOMES EFFECTIVE ON AN ACT OF ACCEPTANCE BY THE END USER, THEN THAT AGREEMENT SUPERCEDES THIS SOFTWARE LICENSE AGREEMENT AS TO THE END USER OF EACH SUCH PRODUCT.

Section 4 LIMITATIONS ON USE

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

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

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

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

Section 5 OWNERSHIP AND TITLE

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

Section 6 LIMITED WARRANTY; DISCLAIMER OF WARRANTY

6.1. Unless otherwise stated in the Primary Agreement, the commencement date and the term of the Software warranty will be a period of ninety (90) days from Motorola's shipment of the Software (the "Warranty Period"). If Licensee is not in breach of any of its obligations under this Agreement, Motorola warrants that the unmodified Software, when used properly and in accordance with the Documentation and this Agreement, will be free from a reproducible defect that eliminates the functionality or successful operation of a feature critical to the primary functionality or successful operation of the Software. Whether a defect occurs will be determined by Motorola solely with reference to the Documentation. Motorola does not warrant that Licensee's use of the Software or the Designated Products will be uninterrupted, error-free, completely free of Security Vulnerabilities, or that the Software or the Designated Products will meet Licensee's particular requirements. Motorola makes no representations or warranties with respect to any third party software included in the Software. Notwithstanding, any warranty provided by a copyright owner in its standard license terms will flow through to Licensee for third party software provided by Motorola.

6.2 Motorola's sole obligation to Licensee and Licensee's exclusive remedy under this warranty is to use reasonable efforts to remedy any material Software defect covered by this warranty. These efforts will involve either replacing the media or attempting to correct significant, demonstrable program or documentation errors or Security Vulnerabilities. If Motorola cannot correct the defect within a reasonable time, then at Motorola's option, Motorola will replace the defective Software with functionally-equivalent Software, license to Licensee substitute Software which will accomplish the same objective, or terminate the license and refund the Licensee's paid license fee.

6.3. Warranty claims are described in the Primary Agreement.

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

arising by law, by reason of custom or usage of trade, or by course of dealing. In addition, Motorola disclaims any warranty to any person other than Licensee with respect to the Software or Documentation.

Section 7 TRANSFERS

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

Section 8 TERM AND TERMINATION

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

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

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

Section 9 Commercial Computer Software

9.1 *This Section 9 only applies to U.S. Government end users.* The Software, Documentation and updates are commercial items as that term is defined at 48 C.F.R. Part 2.101, consisting of "commercial computer software" and "computer software documentation" as such terms are defined in 48 C.F.R. Part 252.227-7014(a)(1) and 48 C.F.R. Part 252.227-7014(a)(5), and used in 48 C.F.R. Part 12.212 and 48 C.F.R. Part 227.7202, as applicable. Consistent with 48 C.F.R. Part 12.212, 48 C.F.R. Part 252.227-7015, 48 C.F.R. Part 227.7202-1 through 227.7202-4, 48 C.F.R. Part 52.227-19, and other relevant sections of the Code of Federal Regulations, as applicable, the Software, Documentation and Updates are distributed and licensed to U.S. Government end users: (i) only as commercial items, and (ii) with only those rights as are granted to all other end users pursuant to the terms and conditions contained herein.

9.2 If Licensee is licensing Software for end use by the United States Government or a United States Government agency, Licensee may transfer such Software license, but only if: (i) Licensee transfers all copies of such Software and Documentation to such United States Government entity or interim transferee, and (ii) Licensee has first obtained from the transferee (if applicable) and ultimate end user an enforceable end user license agreement containing restrictions substantially identical to the ones contained in this Agreement. Except as stated in the foregoing, Licensee and any transferee(s) authorized by this subsection 9.2 may not otherwise use or transfer or make available any Motorola

software to any third party nor permit any party to do so.

Section 10 CONFIDENTIALITY

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

Section 11 LIMITATION OF LIABILITY

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

Section 12 NOTICES

Notices are described in the Primary Agreement.

Section 13 GENERAL

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

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

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

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

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

13.6. SURVIVAL. Sections 4, 5, 6.4, 7, 8, 9, 10, 11 and 13 survive the termination of this Agreement.

13.7. ORDER OF PRECEDENCE. In the event of inconsistencies between this Exhibit and the Primary Agreement, the parties agree that this Exhibit prevails, only with respect to the specific subject

matter of this Exhibit, and not the Primary Agreement or any other exhibit as it applies to any other subject matter.

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

Exhibit B

Subscription Software Addendum

This Subscription Software Addendum (this "**SSA**") is between Motorola Solutions, Inc. ("**Motorola**") and the City of Jacksonville ("**City**"), and will be subject to, and governed by, the terms of the Communications Products Agreement (the "**Primary Agreement**") to which it is attached. These Addenda are collectively the "Agreement". Capitalized terms used in this SSA, but not defined herein, will have the meanings set forth in the Primary Agreement.

1. Addendum. This SSA governs City's purchase of Subscription Software (and, if set forth in an Ordering Document, related Services) from Motorola, and will form part of the Parties' Agreement. Additional Subscription Software-specific Addenda or other terms and conditions may apply to certain Subscription Software, where such terms are provided or presented to City.

2. Delivery of Subscription Software.

2.1. Delivery. During the applicable Subscription Term (as defined below), Motorola will provide to City the Subscription Software set forth in an Ordering Document, in accordance with the terms of the Agreement. Motorola will provide City advance notice (which may be provided electronically) of any planned downtime. Delivery will occur upon City's receipt of credentials required for access to the Subscription Software or upon Motorola otherwise providing access to the Subscription Software. If agreed upon in an Ordering Document, Motorola will also provide Services related to such Subscription Software.

2.2. Modifications. In addition to other rights to modify the Products and Services set forth in the Primary Agreement, Motorola may modify the Subscription Software, any associated recurring Services and any related systems so long as their functionality (as described in the applicable Ordering Document) is not materially degraded. Documentation for the Subscription Software may be updated to reflect such modifications. For clarity, new features or enhancements that are added to any Subscription Software may be subject to additional Fees.

2.3. User Credentials. If applicable, Motorola will provide City with administrative user credentials for the Subscription Software, and City will ensure such administrative user credentials are accessed and used only by City's employees with training on their proper use. City will protect, and will cause its Authorized Users to protect, the confidentiality and security of all user credentials, including any administrative user credentials, and maintain user credential validity, including by updating passwords. City will be liable for any use of the Subscription Software through such user credential (including through any administrative user credentials), including any changes made to the Subscription Software or issues or user impact arising therefrom. To the extent Motorola provides Services to City in order to help resolve issues resulting from changes made to the Subscription Software through user credentials, including through any administrative user credentials, or issues otherwise created by Authorized Users, such Services will be billed to City on a time and materials basis, and City will pay all invoices in accordance with the payment terms of the Primary Agreement.

2.4. Beta Services. If Motorola makes any beta version of a software application ("**Beta Service**") available to City, City may choose to use such Beta Service at its own discretion, provided, however, that City will use the Beta Service solely for purposes of City's evaluation of such Beta Service, and for no other purpose. City acknowledges and agrees that all Beta Services are offered "as-is" and without any representations or warranties or other commitments

or protections from Motorola. Motorola will determine the duration of the evaluation period for any Beta Service, in its sole discretion, and Motorola may discontinue any Beta Service at any time. City acknowledges that Beta Services, by their nature, have not been fully tested and may contain defects or deficiencies.

3. Subscription Software License and Restrictions.

3.1. Subscription Software License. Subject to City's and its Authorized Users' compliance with the Agreement, including payment terms, Motorola hereby grants City and its Authorized Users a limited, non-transferable, non-sublicenseable, and non-exclusive license to use the Subscription Software identified in an Ordering Document, and the associated Documentation, solely for City's internal business purposes. The foregoing license grant will be limited to use in the territory and to the number of licenses set forth in an Ordering Document (if applicable), and will continue for the applicable Subscription Term. City may access, and use the Subscription Software only in City's owned or controlled facilities, including any authorized mobile sites; provided, however, that Authorized Users using authorized mobile or handheld devices may also log into and access the Subscription Software remotely from any location. No custom development work will be performed under this Addendum.

3.2. End User Licenses. Notwithstanding any provision to the contrary in the Agreement, certain Subscription Software is governed by a separate license, EULA, or other agreement, including terms governing third-party software, such as open source software, included in the Subscription Software. City will comply, and ensure its Authorized Users comply, with such additional license agreements.

3.3. City Restrictions. Citys and Authorized Users will comply with the applicable Documentation and the copyright laws of the United States and all other relevant jurisdictions (including the copyright laws where City uses the Subscription Software) in connection with their use of the Subscription Software. City will not, and will not allow others including the Authorized Users, to make the Subscription Software available for use by unauthorized third parties, including via a commercial rental or sharing arrangement; reverse engineer, disassemble, or reprogram software used to provide the Subscription Software or any portion thereof to a human-readable form; modify, create derivative works of, or merge the Subscription Software or software used to provide the Subscription Software with other software; copy, reproduce, distribute, lend, or lease the Subscription Software or Documentation for or to any third party; take any action that would cause the Subscription Software, software used to provide the Subscription Software, or Documentation to be placed in the public domain; use the Subscription Software to compete with Motorola; remove, alter, or obscure, any copyright or other notice; share user credentials (including among Authorized Users); use the Subscription Software to store or transmit malicious code; or attempt to gain unauthorized access to the Subscription Software or its related systems or networks.

4. Term.

4.1. Subscription Terms. The duration of City's subscription to the first Subscription Software and any associated recurring Services ordered under this SSA (or the first Subscription Software or recurring Service, if multiple are ordered at once) will commence upon delivery of such Subscription Software (and recurring Services, if applicable) and will continue for a three (3) year period or such longer period identified in an Ordering Document (the "**Initial Subscription Period**"). Following the Initial Subscription Period, City's subscription to the

Subscription Software and any recurring Services will automatically renew for additional twelve (12) month periods (each, a "**Renewal Subscription Year**"), unless either Party notifies the other Party of its intent not to renew at least thirty (30) days before the conclusion of the then-current Subscription Term. (The Initial Subscription Period and each Renewal Subscription Year will each be referred to herein as a "**Subscription Term**".) Motorola may increase Fees prior to any Renewal Subscription Year. In such case, Motorola will notify City of such proposed increase no later than thirty (30) days prior to commencement of such Renewal Subscription Year. Unless otherwise specified in the applicable Ordering Document, if City orders any additional Subscription Software or recurring Services under this SSA during an in-process Subscription Term, the subscription for each new Subscription Software or recurring Service will (a) commence upon delivery of such Subscription Software or recurring Service, and continue until the conclusion of City's then-current Subscription Term (a "**Partial Subscription Year**"), and (b) automatically renew for Renewal Subscription Years thereafter, unless either Party notifies the other Party of its intent not to renew at least thirty (30) days before the conclusion of the then-current Subscription Term. Thus, unless otherwise specified in the applicable Ordering Document, the Subscription Terms for all Subscription Software and recurring Services hereunder will be synchronized.

4.2. Term. The term of this SSA (the "**SSA Term**") will commence upon the Effective Date of the Primary Agreement, and will continue until the expiration or termination of all Subscription Terms under this SSA, unless this SSA or the Primary Agreement is earlier terminated in accordance with the terms of the Primary Agreement.

4.3. Termination. Notwithstanding the termination provisions of the Primary Agreement, Motorola may terminate this SSA (or any Addendum or Ordering Documents hereunder), or suspend delivery of Subscription Software or Services, immediately upon notice to City if (a) City breaches **Section 3 – Subscription Software License and Restrictions** of this SSA, or any other provision related to Subscription Software license scope or restrictions set forth in an Addendum or Ordering Document, or (b) it determines that City's use of the Subscription Software poses, or may pose, a security or other risk or adverse impact to any Subscription Software, Motorola, Motorola's systems, or any third party (including other Motorola customers). City acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Subscription Software and Documentation, and that City's breach of the Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate. If City breaches this Agreement, in addition to termination, Motorola will be entitled to all available remedies at law or in equity (including immediate injunctive relief).

4.4. Wind Down of Subscription Software. In addition to the termination rights in the Primary Agreement, Motorola may terminate any Ordering Document and Subscription Term, in whole or in part, in the event Motorola plans to cease offering the applicable Subscription Software or Service to customers.

5. Payment.

5.1. Payment. Unless otherwise provided in an Ordering Document (and notwithstanding the provisions of the Primary Agreement), City will prepay an annual subscription Fee set forth in an Ordering Document for each Subscription Software and associated recurring Service, before the commencement of each Subscription Term. For any Partial Subscription Year, the applicable annual subscription Fee will be prorated based on the number of months in the Partial

Subscription Year. The annual subscription Fee for Subscription Software and associated recurring Services may include certain one-time Fees, such as start-up fees, license fees, or other fees set forth in an Ordering Document. Motorola will have the right to suspend the Subscription Software and any recurring Services if City fails to make any payments when due.

5.2. License True-Up. Motorola will have the right to conduct an audit of total user licenses credentialed by City for any Subscription Software during a Subscription Term, and City will cooperate with such audit. If Motorola determines that City's usage of the Subscription Software during the applicable Subscription Term exceeded the total number of licenses purchased by City, Motorola may invoice City for the additional licenses used by City, pro-rated for each additional license from the date such license was activated, and City will pay such invoice in accordance with the payment terms in the Primary Agreement.

6. Liability.

6.1. ADDITIONAL EXCLUSIONS. IN ADDITION TO THE EXCLUSIONS FROM DAMAGES SET FORTH IN THE PRIMARY AGREEMENT, AND NOTWITHSTANDING ANY PROVISION OF THE AGREEMENT TO THE CONTRARY, MOTOROLA WILL HAVE NO LIABILITY FOR (A) INTERRUPTION OR FAILURE OF CONNECTIVITY, VULNERABILITIES, OR SECURITY EVENTS; (B) DISRUPTION OF OR DAMAGE TO CITY'S OR THIRD PARTIES' SYSTEMS, EQUIPMENT, OR DATA, INCLUDING DENIAL OF ACCESS TO USERS, OR SHUTDOWN OF SYSTEMS CAUSED BY INTRUSION DETECTION SOFTWARE OR HARDWARE; (C) AVAILABILITY OR ACCURACY OF ANY DATA AVAILABLE THROUGH THE SUBSCRIPTION SOFTWARE OR SERVICES, OR INTERPRETATION, USE, OR MISUSE THEREOF; (D) TRACKING AND LOCATION-BASED SERVICES; OR (E) BETA SERVICES.

6.2. Voluntary Remedies. Motorola is not obligated to remedy, repair, replace, or refund the purchase price for the disclaimed or excluded issues in the Primary Agreement or **Section 6.1 – Additional Exclusions** above, but if Motorola agrees to provide Services to help resolve such issues, City will reimburse Motorola for its reasonable time and expenses, including by paying Motorola any Fees set forth in an Ordering Document for such Services, if applicable.

7. Motorola as a Controller or Joint Controller. In all instances where Motorola acts as a controller of data, it will comply with the applicable provisions of the Motorola Privacy Statement at https://www.motorolasolutions.com/en_us/about/privacy-policy.html#privacystatement, as may be updated from time to time. Motorola holds all City Contact Data as a controller and shall Process such City Contact Data in accordance with the Motorola Privacy Statement. In instances where Motorola is acting as a joint controller with City, the Parties will enter into a separate Addendum to the Agreement to allocate the respective roles as joint controllers.

8. Survival. The following provisions will survive the expiration or termination of this SSA for any reason: **Section 4 – Term**; **Section 5 – Payment**; **Section 6.1 – Additional Exclusions**; **Section 8 – Survival**.

Subscription Services Addendum

Exhibit A: Verizon Service Terms - APXNext

For purposes of this Addendum, "Service" means wireless services provided directly or indirectly by Verizon which may include but it is not limited to data transmission services between wireless devices and computer servers or other machines, or between wireless devices, with limited or no manual intervention or supervision. Customer acknowledges that Motorola is not a Telecommunications Services Provider, as defined in the 4 7 U.S.C.A sec. 153, and to include within that definition, but not be limited to, Inter-exchange Carrier, BLEC, CLEC, ILEC and/or DLEC, or wireless service provider pursuant to licenses issued by the FCC pursuant to the FCC's rules.

Customer agrees to comply with the additional responsibilities for access to and use of the Service provided by Verizon:

Service Availability. The Service uses radio technologies and is subject to transmission and service area limitations, interruptions and dropped calls caused by atmospheric, topographical or environmental conditions, cell, site availability, equipment or its installation, governmental regulations, system limitations, maintenance or other conditions or activities affecting Service operation. The Service and/or features may not be available in all areas. The Service is only available within each applicable calling plan coverage area, within the operating range of the wireless systems, and with equipment that is authorized to operate on Verizon's network.

WARRANTY DISCLAIMER. VERIZON AND ITS AFFILIATES AND CONTRACTORS MAKE NO WARRANTIES WHATSOEVER, DIRECTLY OR INDIRECTLY, EXPRESS OR IMPLIED, AS TO THE SUITABILITY, DURABILITY, FITNESS FOR USE, QUALITY, PERFORMANCE OR NON-INFRINGEMENT OF THE SERVICE OR EQUIPMENT OR THEIR USE IN CONNECTION WITH THE CUSTOMER PROVIDED EQUIPMENT OR THE COMPANY PRODUCT OR SERVICE, WITH RESPECT TO VERIZON.

Content Disclaimer. Neither Verizon nor Motorola exercises control over nor has any responsibility for the accuracy, quality, security or other aspect of any content accessed, received, transmitted, stored, processed or used through Verizon facilities or any Services (except to the extent particular Services explicitly state otherwise). Customer accesses, receives, transmits, stores, processes, or uses any content at its own risk. Customer is solely responsible for selecting and using the level of security protection needed for the content it is accessing, receiving, storing, processing or using, including without limitation Customer Data, individual health and financial content. Verizon is not responsible if the level of security protection Customer uses for any particular content is insufficient to prevent its unauthorized access or use, to comply with applicable law, or to otherwise fully protect the interests of Customer and others in that content.

Use of Customer Data. Verizon, Verizon Affiliates and their respective agents, may use, process and/or transfer Customer Data (including intra-group transfers and transfers to entities in countries that do not provide statutory protections for personal information): (a) in connection with provisioning of Services; (b) to incorporate Customer Data into databases controlled by Verizon, Verizon Affiliates or their respective agents for the purpose of providing Services; administration; provisioning; billing and reconciliation; verification of Customer identity, solvency and creditworthiness; maintenance, support and product development; fraud detection and prevention; sales, revenue and customer analysis and reporting; market and customer use analysis; and (c) to communicate to Customer regarding Services.

Network Monitoring. Transmissions passing through Verizon Facilities may be subject to legal intercept and monitoring activities by Verizon, its suppliers or local authorities in accordance with applicable local law requirements. To the extent consent or notification is required by Customer or end users under applicable data protection or other laws, Customer grants its consent under this Agreement and represents that it will have at all relevant times the necessary consents from all end users.

Customer Consent. Customer warrants that it has obtained or will obtain all legally required consents and permissions from relevant parties (including data subjects) for the use, processing and transfer of Customer Data as described in this clause.

Customer Consent to Use of U.S. Customer Proprietary Network Information ("CPNI"). [Not Applicable to Arizona customers.] Verizon and its affiliates (the "Verizon Companies") may need Customer's permission to share information about Customer as described below. The Federal Communications Commission ("FCC") and various states require Verizon to protect certain information that is made available to it solely by virtue of Customer relationship with it. This information is known as Customer Proprietary Network Information CPNI"), and it includes information relating to the quantity, technical configuration, type, destination, location, and amount of use of Customer telecommunications services purchased (including specific calls Customer makes and receives) and related local and toll billing information. CPNI does not include subscriber lists or published information (listed or unlisted), such as Customer's name, telephone number and address; such information is not subject to the CPNI rules' use limitations. The Verizon Companies acknowledge that Customer has a right under federal and state law to protect the confidentiality of Customer's CPNI, and to direct the Verizon Companies not to use Customer's CPNI or to limit use and disclosure of and access to it, and the Verizon Companies have a duty to comply with the limitations Customer designates. By its signature on this Agreement, Customer grants the Verizon Companies permission, solely for the purpose of offering Customer current and future products and services available from the Verizon Companies and from the Vodafone Companies, to use, to permit access to and to disclose Company's CPNI among the Verizon Companies, to their agents, contractors, and partners, and to the Vodafone Companies. (The "Vodafone Companies" refers to Vodafone Group PLC, Vodafone Group Service Limited, their affiliates and partner networks).

User Disclosures. THE CUSTOMER UNDERSTANDS AND AGREES THAT IT: (1) HAS NO CONTRACTUAL RELATIONSHIP WITH THE UNDERLYING SERVICE PROVIDER OR ITS AFFILIATES OR CONTRACTORS; (2) IS NOT A THIRD PARTY BENEFICIARY OF ANY AGREEMENT BETWEEN MOTOROLA SOLUTIONS INC. AND THE UNDERLYING CARRIER; AND (3) ACKNOWLEDGES AND AGREES THAT THE UNDERLYING CARRIER AND ITS AFFILIATES AND CONTRACTORS SHALL HAVE NO LEGAL, EQUITABLE, OR OTHER LIABILITY OF ANY KIND TO CUSTOMER AND CUSTOMER HEREBY WAIVES ANY AND ALL CLAIMS OR DEMANDS THEREFOR.

LIMITATION OF LIABILITY. NOTWITHSTANDING SECTION 11 OF THE AGREEMENT, NEITHER MOTOROLA NOR VERIZON AND THEIR AFFILIATES AND CONTRACTORS WILL HAVE ANY LIABILITY TO CUSTOMER OR ANY END USER:

A) IF CHANGES IN THE SERVICE OR IN THE VERIZON NETWORK, SYSTEMS, OPERATIONS, EQUIPMENT, POLICIES OR PROCEDURES RENDER OBSOLETE OR OUTDATED ANY EQUIPMENT, HARDWARE, DEVICES OR SOFTWARE;

B) FOR ANY CAUSES OF ACTION, LOSSES OR DAMAGES OF ANY KIND WHATSOEVER ARISING OUT OF (I) MISTAKES, OMISSIONS, INTERRUPTIONS, ERRORS, OR DEFECTS IN FURNISHING THE SERVICE, (II) FAILURES OR DEFECTS IN THE VERIZON NETWORK OR SYSTEMS,

C) FOR ANY INJURY TO PERSONS OR PROPERTY, LOSSES (INCLUDING ANY LOSS OF BUSINESS), DAMAGES, CLAIMS OR DEMANDS OF ANY KIND OR NATURE, INCLUDING, BUT NOT LIMITED TO, USE OR INABILITY TO USE THE SERVICE, RELIANCE BY CUSTOMER ON ANY DATA PROVIDED OR OBTAINED THROUGH USE OF THE SERVICE, ANY INTERRUPTION, DEFECT, ERROR, VIRUS, OR DELAY IN OPERATION OR TRANSMISSION, ANY FAILURE TO TRANSMIT OR ANY LOSS OF DATA ARISING OUT OF OR IN CONNECTION WITH THE AGREEMENT. IN NO EVENT SHALL VERIZON, MOTOROLA, OR ITS VENDORS BE LIABLE FOR LOSSES, DAMAGES, CLAIMS OR EXPENSES OF ANY KIND ARISING OUT OF THE USE OR ATTEMPTED USE OF, OR THE INABILITY TO ACCESS, LIFE SUPPORT OR MONITORING SYSTEMS OR DEVICES, 911 OR E911, OR OTHER EMERGENCY NUMBERS OR SERVICES; OR INTENTIONAL MISCONDUCT. FOR THE AVOIDANCE OF DOUBT, UNDER NO CIRCUMSTANCES SHALL VERIZON'S OR MOTOROLA'S EXERCISE OF ANY RIGHTS SET FORTH IN THIS ADDENDUM BE DEEMED WILLFUL OR INTENTIONAL MISCONDUCT.

Exhibit D

Motorola's Proposal dated November 1, 2021, fully incorporated herein

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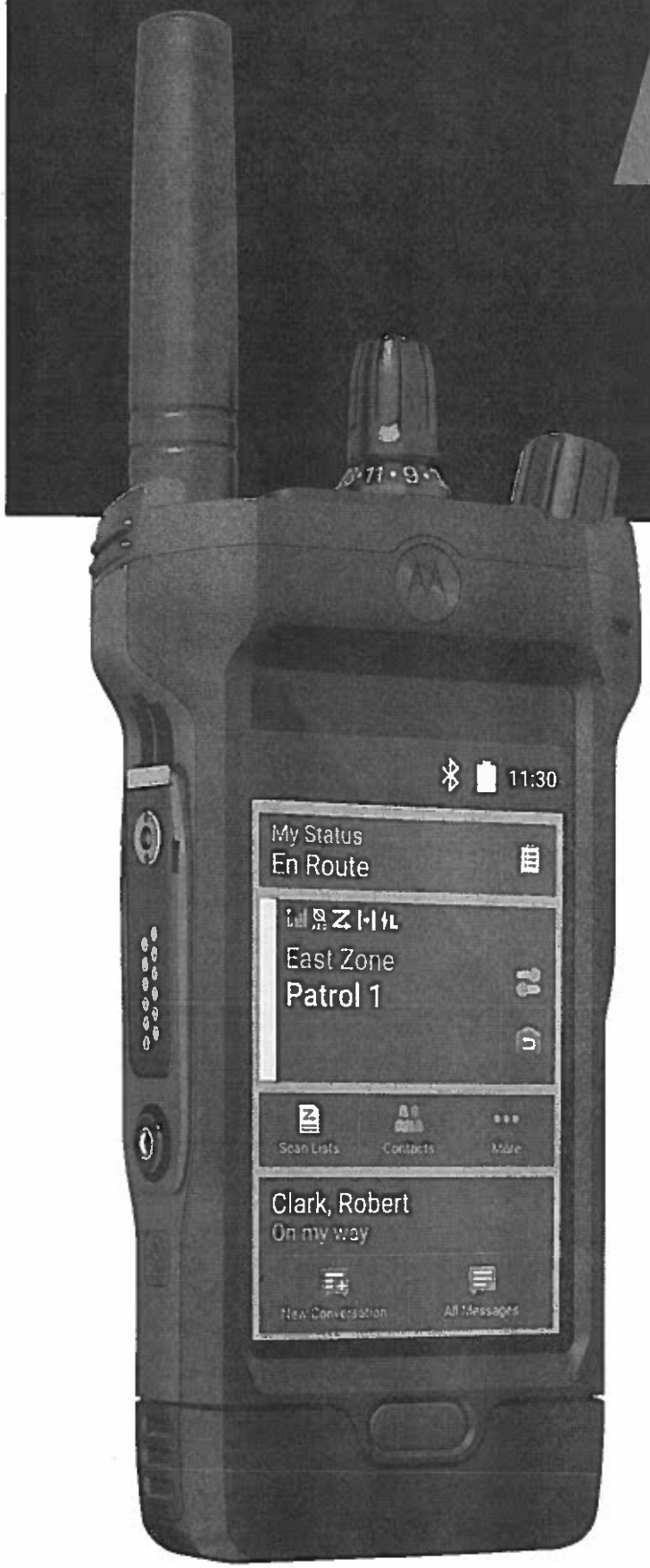
SECTION 13

LITERATURE

Provided on the following pages.

APX NEXT

PROTECT YOUR FOCUS



IN PUBLIC SAFETY, FOCUS IS YOUR GREATEST RESOURCE. MAKE SURE IT'S PROTECTED WITH APX NEXT®.

A MASSIVE ADVANCE IN MISSION-CRITICAL VOICE AND DATA

Your radio is your lifeline. APX NEXT is our next step in advancing it. It's designed to military standards for extreme ruggedness. The touchscreen works with or without gloves--in rain, dirt, and dust. Digital mics and high-power speakers deliver our best audio ever, while SmartConnect keeps you connected even beyond your P25 system. The result is a radio that works when you need it, without pause, distraction or doubt.

EFFORTLESS IS ALWAYS IN REACH

APX NEXT is designed for effortless usability when everything is on the line. Intuitive knobs and buttons are easily distinguished by touch. A mission-critical touchscreen makes it fast and easy to operate your radio. ViQi understands a huge range of natural language voice commands, so you can operate the radio with eyes-up awareness. Every interaction is simple, fast and logical. You stay focused on what matters–your mission and your safety.

BRING NEW INTELLIGENCE TO THE POINT OF ENGAGEMENT

APX NEXT mission-critical apps bring new intelligence to the field. ViQi enables natural language database queries, rapidly giving vital information, and letting dispatchers stay focused on critical situations. And as part of our unique, end-to-end public safety ecosystem, APX NEXT data and operations are secure, and new capabilities can be seamlessly added as your needs evolve.

UPDATE YOUR FLEET IN MINUTES, NOT MONTHS

APX NEXT gives you back time: a cloud-based provisioning system prepares radios before they arrive. Remote updating keeps radios in the field, with zero touch and zero downtime. MyView Portal provides direct access to subscriptions, warranties and licenses, and a range of services helps you manage your operation. With APX NEXT, your ownership experience is streamlined, so your valuable resources stay focused and ready.

MOTOROLA SOLUTIONS

MISSION-CRITICAL DESIGN

Large color top screen, for glanceable status updates

New antenna technology improves comfort and wearability

Intuitive hard controls, protected against accidental activation

Mission-critical touchscreen: rugged, usable with gloves, readable in all lighting conditions

Digital microphones, for outstanding audio capture

Large, distinctive buttons for PTT, emergency and ViQi, and two additional programmable side buttons

Standard 4400 mAh battery, with 5650 mAh high-capacity option

FEATURES

OPERATION MODES

Digital Trunking: 9600 Baud APCO P25 Phase 1 FDMA and Phase 2 TDMA
Digital Conventional: APCO 25
Analog Trunking: 3600 Baud SmartNet®, SmartZone®, Omnilink®
Analog Conventional: MDC 1200
ASTRO® 25 Integrated Voice and Data
SmartConnect Multi-net Connectivity*

FREQUENCY BANDS

All-band: Simultaneous Operation in VHF, UHF Range 1, UHF Range 2, 700 and 800 MHz Bands
Available in Multi-band and Single-band Configurations
Up to 3000 Channels
Up to 125 Zones

ADDITIONAL CONNECTIVITY

Bluetooth (Version 5.0)
WiFi (802.11a/b/g/n/ac), 2.4 and 5 GHz Bands
LTE (FirstNet®, Verizon, & Bell Mobility - certified)
NFC (Near-Field Communications)**

AUDIO FEATURES

3 W Speaker with Adaptive Equalization
2 Internal Digital Microphones
Adaptive Dual-sided Operation
Adaptive Noise Suppression Intensity
Adaptive Gain Control
Adaptive Windporting
IMPRES* Audio Accessory Compatibility

MANAGEMENT

RadioCentral*
SmartProgramming*
SmartInsight* Preview

LOCATION-TRACKING

Built-in GNSS (GPS and GLONASS)
SmartLocate and Indoor Positioning*
Mission-critical Geofence**
SmartMapping*

SECURITY

256-bit AES*
Single-key ADP Encryption*
Software Key
P25 Authentication*
Multikey for 128 Keys and Multi-algorithm*
Over-The-Air Key Loading***
Over-The-Air Rekeying (OTAR)*

INGRESS PROTECTION

IP6x Dust
IPx8 Submersion (2 m, 4 hr)
MIL-STD Delta-T, 512.X Procedure 1

MESSAGING

Text Messaging
Freeform or Canned Messages
SmartMessaging*

USER INTERFACE

3.6" Mission-critical Touchscreen: 800x480 TFT 24-bit Full Color Transflective Display, 1 mm Toughened Glass Lens
Capacitive Touch Technology: Usable with Gloves
Up to 4 mm Thick, Resistant to False Actuation from Fresh or Salt Water, Snow, Ice, Dirt or Grease
High Velocity User Interface: Large Touch Targets, Shallow Menu Hierarchy, Home Screen Information at a Glance, Integrated Applications
1.2" Top Display: 200x112 TFT 18-bit Color Transflective Screen, 1 Line of Icons, 2 Lines of Text, 14 Characters per Line, 2 mm Toughened Glass Lens
PTT Button: 1.32 x 0.54 in (33.5 x 13.8 mm)
16-position Channel Selector
Angled Power/Volume Knob
Large Orange Emergency Button
3 Programmable Side Buttons (1-dot, 2-dot, purple)
Concentric 2-position Switch
ABC Zone Switch
ViQi Button (3-dot)
Display On/Off/Home Button

ViQi VOICE INTERACTION

Customizable Voice Announcements
Voice Control: 13 Actions with Intuitive Commands*
Virtual Partner Service*

ENERGY

Standard 4400 mAh Battery
Optional High Capacity 5650 mAh Battery*
IMPRES 2 Smart Battery Technology

SENSORS

Ambient Light
Accelerometer x2 (Display Orientation, Man Down)
Magnetometer (eCompass)

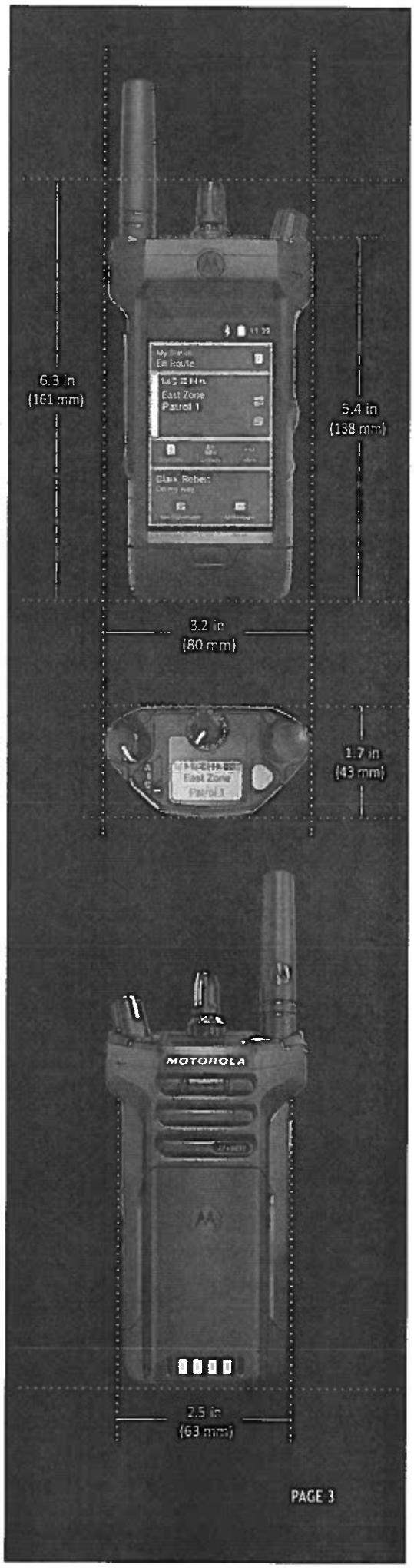
OTHER FEATURES

Radio Profiles
Enhanced Data*
Multicast Voting Scan*
Man Down*
DVRS PSU*
Digital Tone Signaling*

DIMENSIONS

Radio with Standard Battery, no Antenna
Height: 5.4 in (138 mm)
Width: 2.5 in (63 mm)
Depth: 1.7 in (43 mm)
Weight: 18.5 oz (525 g)

Radio with High Capacity Battery, no Antenna
Height: 7.1 in (180 mm)
Width: 2.5 in (63 mm)
Depth: 1.7 in (43 mm)
Weight: 22.8 oz (647 g)



*Optional Feature **Hardware-ready ***Included with OTAR

PERFORMANCE

TRANSMITTER

	Footnote	VHF	UHF Range 1	UHF Range 2	700 MHz	800 MHz
Frequency Range / Bandsplits	-	136-174 MHz	380-470 MHz	450-520 MHz	762-776, 792-806 MHz	806-825, 851-870 MHz
Channel Spacing	1	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz
Maximum Frequency Separation	-	Full Bandsplit	Full Bandsplit	Full Bandsplit	Full Bandsplit	Full Bandsplit
Rated RF Output Power (Adjustable)	2	1-6 W	1-5 W	1-5 W	1-2.5 W	1-3 W
Frequency Stability (-30 °C to +60 °C; +25 °C Ref.)	2	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm
Modulation Limiting (12.5 / 20 / 25 kHz Channel)	2	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz
Emissions (Conducted and Radiated)	2	-75 dBc	-75 dBc	-75 dBc	-75 dBc	-75 dBc
Audio Response	2	+1, -3 dB	+1, -3 dB	+1, -3 dB	+1, -3 dB	+1, -3 dB
FM Hum and Noise (12.5 / 25 kHz Channel)	2	-53 / -55 dB	-52 / -54 dB	-51 / -54 dB	-50 / -55 dB	-49 / -53 dB
Audio Distortion (12.5 / 25 kHz Channel)	2	0.75% / 0.75%	0.75% / 0.75%	0.75% / 0.75%	0.85% / 0.85%	0.85% / 0.85%

RECEIVER

	Footnote	VHF	UHF Range 1	UHF Range 2	700 MHz	800 MHz
Frequency Range / Bandsplits	-	136-174 MHz	380-470 MHz	450-520 MHz	762-776, 799-806 MHz	851-870 MHz
Channel Spacing	1	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz
Maximum Frequency Separation	-	Full Bandsplit	Full Bandsplit	Full Bandsplit	Full Bandsplit	Full Bandsplit
Frequency Stability (-30 °C to +60 °C; +25 °C Ref.)	2	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm
Analog Sensitivity (12 dB SINAD)	2	0.178 µV (-122.0 dBm)	0.211 µV (-120.5 dBm)	0.211 µV (-120.5 dBm)	0.224 µV (-120.0 dBm)	0.237 µV (-119.5 dBm)
Digital Sensitivity (1% BER)	3	0.266 µV (-118.5 dBm)	0.298 µV (-117.5 dBm)	0.298 uV (-117.5 dBm)	0.335 µV (-116.5 dBm)	0.335 µV (-116.5 dBm)
Digital Sensitivity (5% BER)	3	0.158 µV (-123.0 dBm)	0.178 µV (-122.0 dBm)	0.178 µV (-122.0 dBm)	0.224 µV (-120.0 dBm)	0.224 µV (-120.0 dBm)
Selectivity (12.5 / 25 kHz Channel)	2	77 / 84 dB	74 / 81 dB	74 / 81 dB	72 / 80 dB	72 / 79 dB
Intermodulation Rejection	2	82 dB	80 dB	80 dB	80 dB	80 dB
Spurious Rejection	2	98 dB	95 dB	95 dB	98 dB	98 dB
FM Hum and Noise (12.5 / 25 kHz Channel)	2	55 / 59 dB	54 / 58 dB	54 / 58 dB	53 / 57 dB	52 / 56 dB
Audio Distortion	2	0.90%	0.90%	0.90%	0.90%	0.90%

IMPRES™ 2 BATTERIES

	Footnote	Part No	Capacity	Availability
Standard	-	NNTN9216	4400 mAh	Included
High Capacity	-	NNTN9089	5650 mAh	Optional
Standard HazLoc	4	NNTN9217	4400 mAh	Optional
High Capacity HazLoc	4	NNTN9090	5650 mAh	Optional

ENCRYPTION

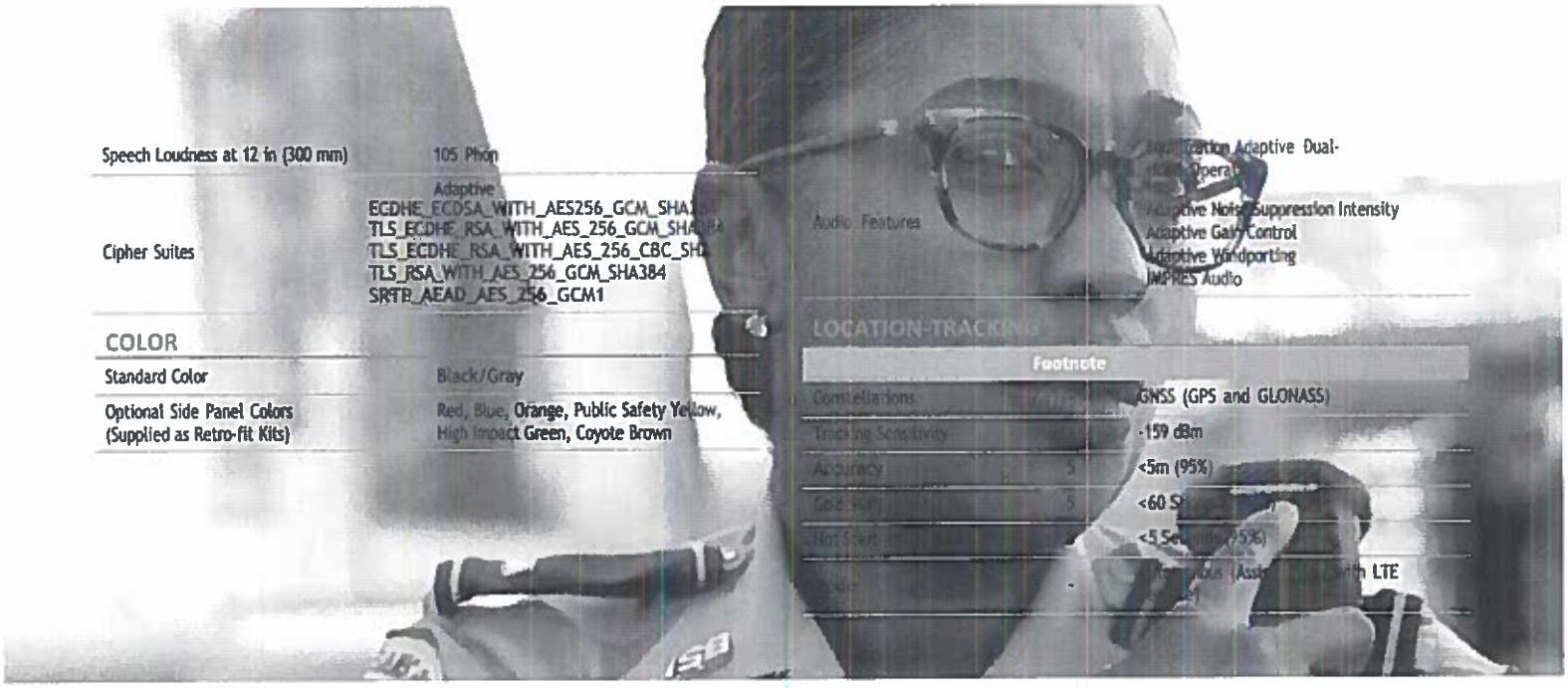
Supported Encryption Algorithms	ADP, AES, DES, DES-XL, DES-OFB, DVP-XL, Localized Algorithm
Encryption Algorithm Capacity	8
Encryption Keys per Radio	1024 Keys, Programmable for 128 Common Key References (CKR) or 16 Physical Identifiers (PID)
Encryption Keying	Local Key Loader and Over-the-Air Rekeying (OTAR)
Synchronization	XL - Counter Addressing OFB - Output Feedback
Vector Generator	NIST-Approved Random Number Generator
Encryption Type	Digital and SecureNet, TLS1.2, SRTP
Key Storage	Tamper-protected Volatile or Non-volatile Memory
Key Erasure	Keyboard Command and Tamper Detection
Standards	FIPS 140-2 Level 1 and Level 3, FIPS 197
Device Certificates	x.509v3 ECC-P384, x.509v3 RSA-2048
Standards Supported	802.11a/b/g/n/ac
Frequency Range	2400-2472, 5180-5825 MHz
Security	Supports WPA-2, WPA, WEP
Capacity	Up to 20 SSIDs
Bluetooth	
Version	5.0
Frequency Range	2402 - 2480 MHz
Security	128-bit AES-CCM Encryption

AUDIO

Audio Output Power at Rated	3 W
Audio Output Power at Max	5 W

WIRELESS

LTE	
Bands Supported	2, 4, 12, 13, 14
Bands (Hardware Ready)	5, 17
Device Category	4
Certifications	FirstNet®, Verizon, Bell Mobility
WiFi	
Audio Response (EIA)	+1, -3 dB



Speech Loudness at 12 in (300 mm)	105 Phon
Cipher Suites	Adaptive ECDHE_ECDSA_WITH_AES256_GCM_SHA TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA TLS_ECDHE_RSA_WITH_AES_256_CBC_SH TLS_RSA_WITH_AES_256_GCM_SHA384 SRTP_AEAD_AES_256_GCM1

COLOR

Standard Color	Black/Gray
Optional Side Panel Colors (Supplied as Retro-fit Kits)	Red, Blue, Orange, Public Safety Yellow, High Impact Green, Coyote Brown

Audio Features	Adaptive Dual-Mode Operation Adaptive Noise Suppression Intensity Adaptive Gain Control Adaptive Windporting IMPRES Audio

LOCATION-TRACKING

	Footnote	
Constellations		GNSS (GPS and GLONASS)
Tracking Sensitivity		-159 dBm
Accuracy	5	<5m (95%)
Cold Start	5	<60 S
Hot Start		<5 Se (95%)
Power		Continuous (Assi with LTE

ENVIRONMENTAL AND REGULATORY

MIL-STD 810

	MIL-STD 810C		MIL-STD 810D		MIL-STD 810E		MIL-STD 810F		MIL-STD 810G/H	
	Method	Proc./Cat.	Method	Proc./Cat.	Method	Proc./Cat.	Method	Proc./Cat.	Method	Proc./Cat.
Low Pressure	500.1	I	500.2	II	500.3	II	500.4	II	500.5	II
High Temperature	501.1	I, II	501.2	I/A1, II/A1	501.3	I/A1, II/A1	501.4	I/Hot, II/Hot	501.5	I/A1, II/A1
Low Temperature	502.1	I	502.2	I/C3, II/C1	502.3	I/C3, II/C1	502.4	I/C3, II/C1	502.5	I/C3, II/C1
Temperature Shock	503.1	I	503.2	I/A1, C3	503.3	I/A1, C3	503.4	I	503.5	I/C
Solar Radiation	505.1	II	505.2	I	505.3	I	505.4	I	505.5	I/A1
Rain	506.1	I, II	506.2	I, II	506.3	I, II	506.4	I, III	506.5	I, III
Humidity	507.1	II	507.2	II	507.3	II	507.4	1 Proc	507.5	II/Aggravated
Salt Fog	509.1	I	509.2	I	509.3	I	509.4	1 Proc	509.5	1 Proc
Blowing Dust	510.1	I	510.2	I	510.3	I	510.4	I	510.5	I
Blowing Sand	1 Proc	1 Proc	510.2	II	510.3	II	510.4	II	510.5	II
Submersion	512.1	I	512.2	I	512.3	I	512.4	I	512.5	I
Vibration	514.2	VIII/F, Curve-W	514.3	I/10, II/3	514.4	I/10, II/3	514.5	I/24	514.6	I/24
Shock	516.2	I, III, V	516.3	I, V, VI	516.4	I, V, VI	516.5	I, V, VI	516.6	I, V, VI
Shock (Drop)	516.2	II	516.3	IV	516.4	IV	516.5	IV	516.6	IV

ENVIRONMENTAL

	Footnote	
Operating Temperature	6	-30 to +60 °C (-22 to +140 °F)
Storage Temperature	6	-40 to +85 °C (-40 to +185 °F)
Humidity	-	Per MIL-STD 810
ESD	-	IEC 801 - 2 kV
Dust Resistance	-	IP6X
Water Resistance (Submersion)	-	IPX8 (2 meters, 4 hours) MIL-STD Delta-T, 512.X Procedure 1

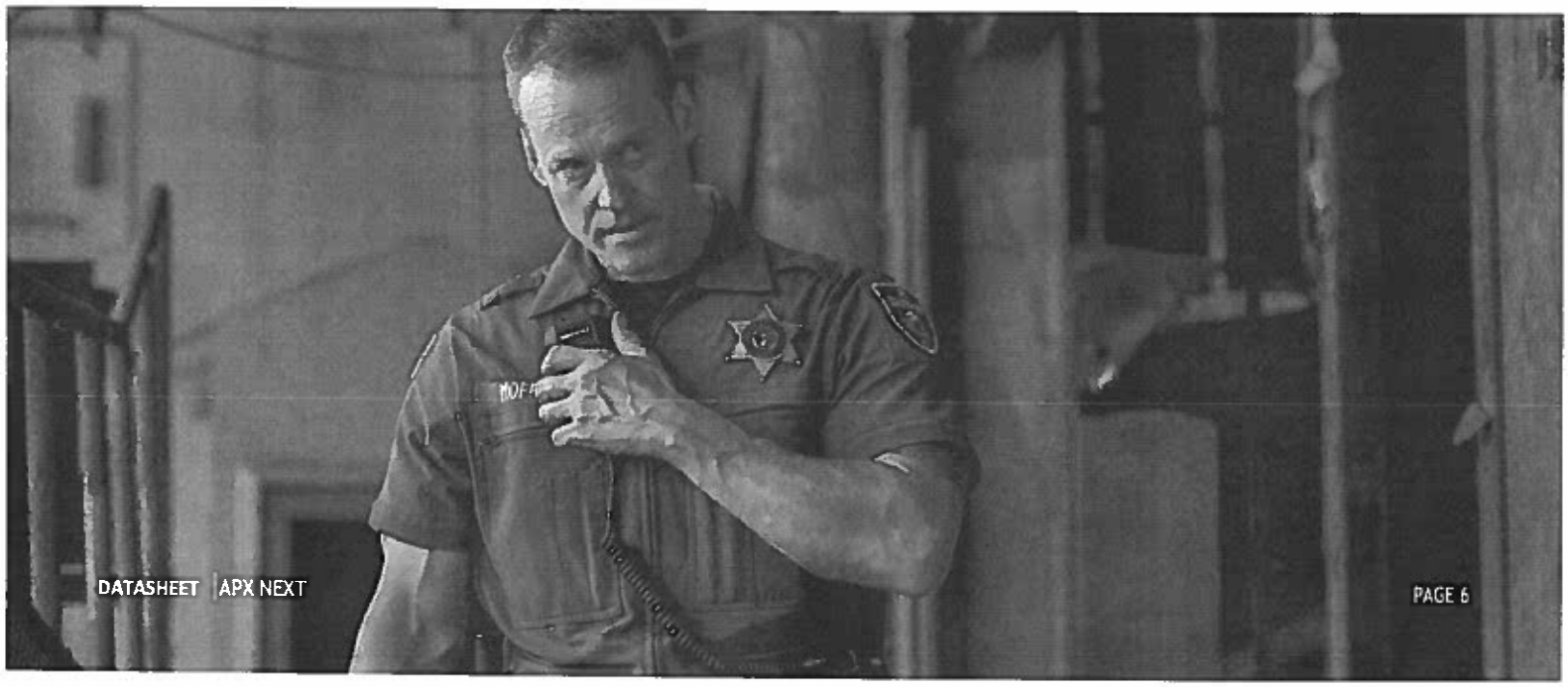
REGULATORY

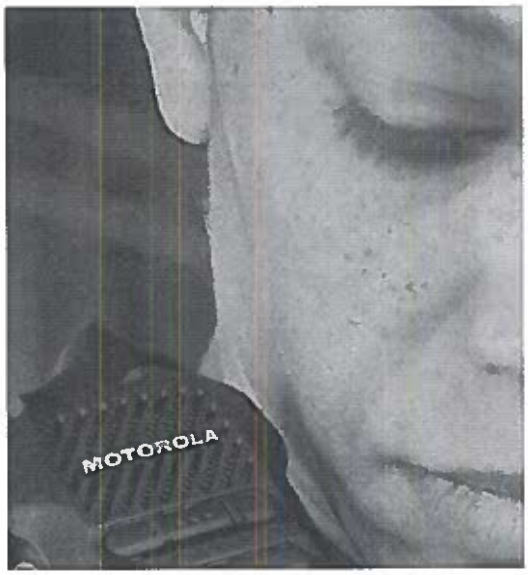
FCC ID	AZ489FT7119
IC ID	109U-89FT7119
LMR	8K10F1D, 8K10F1E, 8K10F1W, 11K0F3E, 16K0F3E, 20K0F1E
Bluetooth	1M18G1D, 1M1F1D, 2M1F1D
WiFi	12M9G1D, 16M7D1D, 17M9D1D, 36M2D1D, 17M5D1D, 18M4D1D, 36M8D1D, 76M1D1D
LTE	Band 2 (1850.7 - 1900 MHz), Modulation: *G7D, *D7W Band 4 (1710.7 - 1745 MHz), Modulation: *G7D, *D7W Band 12 (699.7 - 711 MHz), Modulation: *G7D, *D7W Band 14 (790.5 - 793 MHz), Modulation: *G7D, *D7W
All-band Model Number	H55TGT9PW8AN
Single-band Model Number	H45TGT9PW8AN

FOOTNOTES:

1. Please refer to local regulations for available channel bandwidths.
2. Measured conductively in analog mode per TIA / EIA 603 under nominal conditions, and at 1 W Rated Audio for Rx. Selectivity measured using the TIA-603 single-tone method.
3. Measured conductively in digital mode per TIA / EIA IS 102.
4. Listed by UL to non-incendive standards: UL 121201 and CAN/CSA C22.2 No. 213-17 as safe for use in Class I, Division 2, Groups A,B,C,D; Class II, Division 2, Groups F,G; Class III Hazardous Locations.
5. Measured conductively with >6 satellites visible at a nominal -130 dBm signal strength. Specs provided are 95th percentile values.
6. LMR only. Front display, LTE, WiFi, Bluetooth and GPS not available when radio internal temperature is below -20 °C (-4 °F). Hi-capacity battery required for operation between -20 °C (-4 °F) and -30 °C (-22 °F). Batteries should be charged at 0 to +45 °C (+32 to +113 °F) and stored at +20 to +25 °C (+68 to +77 °F) . Reference motorolasolutions.com/batterycare

All specifications are subject to change without notice. For full details consult product service manual, document no. MN005643A01.





ACCESSORIES

EXPAND AND CUSTOMIZE YOUR RADIO'S FUNCTIONALITY WITH BEST-IN-CLASS ACCESSORIES.

AUDIO

HEAR AND BE HEARD LIKE NEVER BEFORE

XV Remote Speaker Microphone

PMMN4123

- Loudest, clearest speaker
- Four digital microphones
- Enhanced windporting
- New adaptive noise suppression
- Dedicated ViQi button

ANTENNAS

DESIGNED FOR WEARABILITY

7/800 MHz Stubby Antenna 65 mm (760-870 MHz)

AN000296A01

Whip All-band Antenna 200 mm (V,U,7/800 MHz)

AN000297A01

Colored antenna ID bands are available for easy customization and come in packs of 10.

- 32012144001 Gray
- 32012144002 Yellow
- 32012144003 Green
- 32012144004 Blue
- 32012144005 Purple

CARRY

SECURE, EASY ACCESS

Classic Holster

PMLN7947

Hybrid Leather Carry Case

PMLN7948
Standard Capacity

PMLN7964
High Capacity

ENERGY

MAXIMIZED POWER, LIFE AND MANAGEMENT

IMPRES 2 Multi-Unit Charger

NNTN9115

IMPRES 2 Single-Unit Charger

NNTN9199

IMPRES 2 Standard Capacity Battery

NNTN9126
4400 mAh

NNTN9127
4400 mAh UL Div 2 (see footnote 4)

IMPRES 2 High Capacity Battery

NNTN9089
5650 mAh

NNTN9090
5650 mAh UL Div 2 (see footnote 4)

For a complete list of accessories, please visit motorolasolutions.com/apxnext

MANAGED AND SUPPORT SERVICES

ACHIEVE MISSION CRITICAL PERFORMANCE

IN PUBLIC SAFETY, FOCUS IS YOUR GREATEST RESOURCE. APX NEXT PROTECTS YOUR FOCUS WHEN IT MATTERS MOST. YOUR MISSION-CRITICAL COMMUNICATIONS DEPEND ON THE CONSISTENT AVAILABILITY OF YOUR RADIOS.

Essential and Advanced Services provide the tools and expert support needed to efficiently manage your radio fleet. With Premier Services, you transfer your APX NEXT two-way radio operations to our managed services professionals who are focused on maximizing performance.

Rely on us to help you achieve your performance targets with the right service level you need for systems, devices and applications. Each package provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.

SERVICES AT - A - GLANCE

	ESSENTIAL	ADVANCED	PREMIER
Device Preventive Maintenance			✓
Accidental Damage			✓
RadioCentral™ (full service programming)			✓
RadioCentral (with configuration and programming)		✓	✓
RadioCentral (single radio programming)	✓	✓	✓
Hardware Repair			✓
Software Maintenance			✓
Device and Radio Central Technical Support			✓
MyView Portal			✓

Note:
- Accidental damage can be offered as an add-on service with Essential and Advanced packages.
- Device management training can be offered as an add-on service with all three packages.

PROTECT YOUR FOCUS WHEN IT MATTERS MOST

For more information, please visit
motorolasolutions.com/apxnext

MOTOROLA SOLUTIONS

APX NEXT

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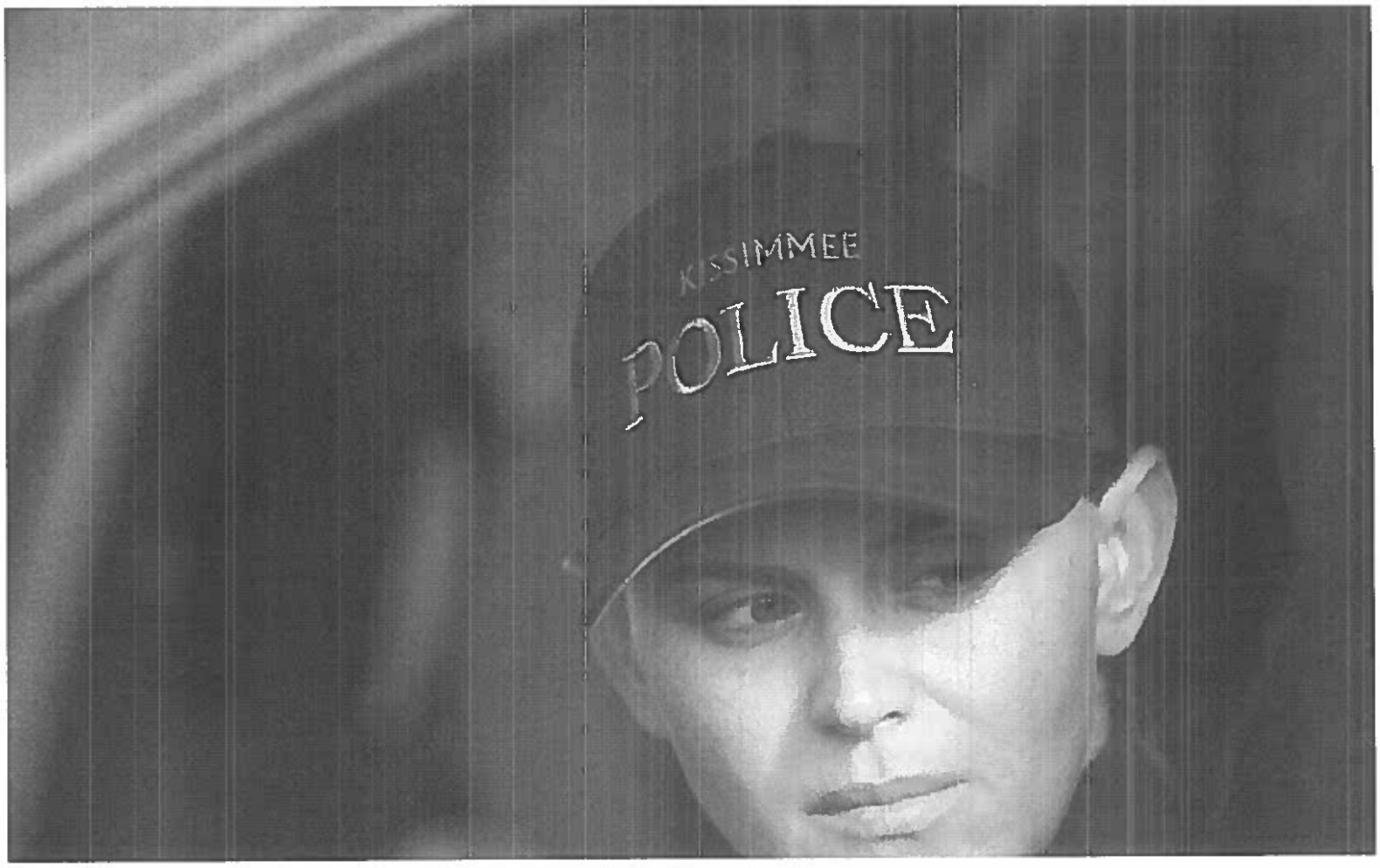
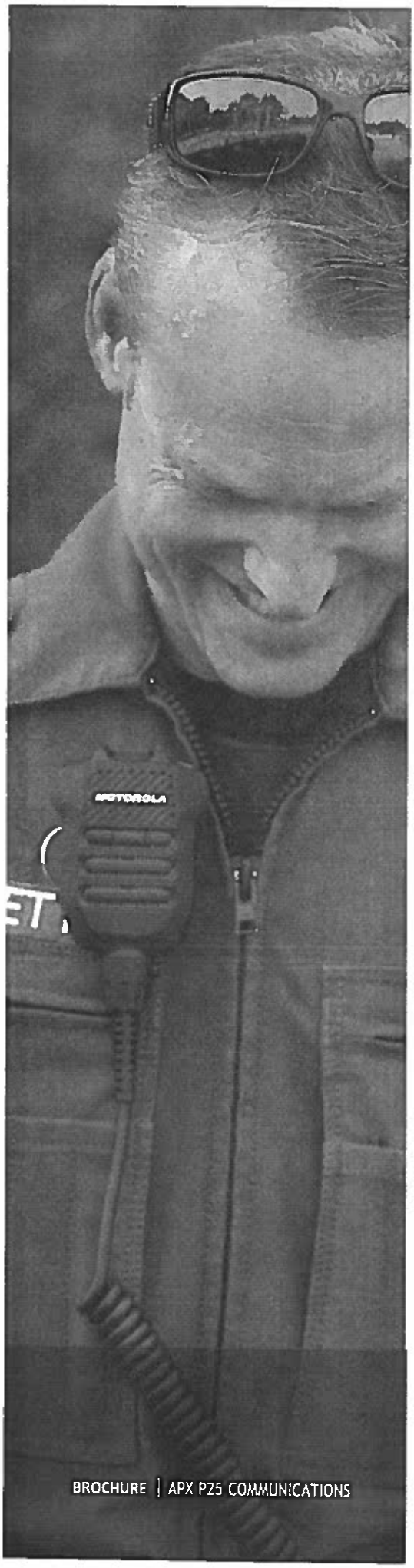


KEEP PERSONNEL AND COMMUNITIES SAFER

APX MISSION-CRITICAL P25 COMMUNICATIONS

MOTOROLA SOLUTIONS



THE BEST OF WHAT WE DO

Whether you're a state trooper, firefighter, law enforcement officer or highway maintenance technician, people count on you to get the job done. There's no room for error. This is mission critical.

APX™ radios exist for this purpose. They're designed to be reliable and to optimize your communications, specifically in extreme environments and during life-threatening situations.

Even with the widest portfolio in the industry, APX continues to evolve. The latest APX NEXT smart radio series delivers revolutionary new capabilities to keep you safer and more effective.

WE'VE PUT EVERYTHING WE'VE LEARNED OVER THE LAST 90 YEARS INTO APX. THAT'S WHY IT REPRESENTS THE VERY BEST OF THE MOTOROLA SOLUTIONS PORTFOLIO. THERE IS NO BETTER.

OUTLAST AND OUTPERFORM

RELIABLE COMMUNICATIONS ARE NON-NEGOTIABLE

APX two-way radios are designed for extreme durability, so you can count on them to work under the toughest conditions. From the rugged aluminum endoskeleton of our portable radios to the steel encasement of our mobile radios, APX is built to last.

HEAR AND BE HEARD

CLEAR COMMUNICATION CAN MAKE A DIFFERENCE

The APX family is designed to help you hear and be heard with unparalleled clarity, so you're confident your message will always get through. Multiple microphones and adaptive windporting technology minimize noise from wind, crowds and sirens. And the loud and clear speaker ensures you can hear over background sounds.

KEEP INFORMATION PROTECTED

EVERYDAY, SECURITY IS BEING PUT TO THE TEST

With the APX family, you can be sure that your calls stay private, secure, and confidential. APX supports multiple types of standard and custom encryption. The MACE hardware encryption module equipped within an APX radio provides a hardened tamper-resistant chassis for storing encryption keys.

MADE FOR THE MISSION

APX RADIOS ARE INTUITIVE AND EASY TO USE FOR YOUR MISSION

A distinctive "T-grip" shape allows devices to be easily held with gloved hands or in wet environments. Positive action controls minimize the risk of accidental operation, while extreme ergonomic models are designed for specialized conditions. Easy to read displays, day and night, placed just where you need them for 'at-a-glance' status, or no display for covert operations.

INTELLIGENCE IN ACTION

AN ECOSYSTEM OF CONNECTIVITY HELPS TO KEEP YOU SAFE

APX radios can prioritize emergency calls, send a signal automatically when they sense "man down" or a collision, provide a Bluetooth® beacon to find missing personnel, and automate responses to specific events or when detecting a geofence. And upon recognizing poor signal quality, APX radios can route voice and data over broadband.

APX NEXT SERIES ALL-BAND P25 SMART RADIO

IN PUBLIC SAFETY, FOCUS IS YOUR GREATEST RESOURCE. PROTECT THAT FOCUS WITH APX NEXT – OUR REVOLUTIONARY NEW SMART RADIOS.

The APX NEXT™ series is our next step in advancing the lifeline. Designed to military standards for extreme ruggedness, the touchscreen works with or without gloves, in rain, dirt, and snow. High Dynamic Range mics and high-power speakers deliver our best audio ever, while SmartConnect keeps you connected beyond your P25 system. The result is a radio that works when you need it, without pause, distraction or doubt.

The APX NEXT series is designed for effortless usability when everything is on the line. Intuitive knobs and buttons can be distinguished by touch. A mission-critical touchscreen makes it fast and easy to operate your radio. The ViQi virtual assistant understands natural language voice commands, giving you eyes-up awareness. Every interaction is simple, fast and logical. You stay focused on what matters: your mission and your safety.

APX NEXT
DESIGNED FOR FIRST RESPONDERS

APX NEXT XE
DESIGNED FOR FIRE AND RESCUE TEAMS

APX NEXT mission-critical apps bring new intelligence to the field. ViQi enables natural language database queries, rapidly delivering vital information to the front line. And as part of our unique, end-to-end public safety ecosystem, new capabilities can be added seamlessly as your needs evolve.

The APX NEXT series gives you back time. A cloud-based provisioning system allows radio managers to prepare radios even before they arrive, while remote updating keeps them in the field, with zero touch and zero downtime, and a range of services helps you manage your operation. With the APX NEXT series, your ownership experience is streamlined, so your valuable resources stay focused and ready.

Requisition FAIT-501202-22

Requisitioning BU	FAIT: Information Technologies	**Requisition Amount**	0.01 USD
Entered By	Andre Conyers	**Justification**	
Status	Approved	**Funds Status**	Reserved
Description	FY2022 - Motorola APX NEXT Portable Refresh - Purchase. The term of the agreement will begin on the radio in service acceptance date and continue for three (3) years, with three (3) one (1) year renewal options.		
Emergency Requisition	No		

Attachments

Title	File Name or URL	Description
Motorola Proposal Nov 1 2021 A	Motorola Proposal Nov 1 2021 APX Next FINAL.pdf	
Motorola - Radio Refresh for J	Motorola - Radio Refresh for JSO APX NEXT Portable Radios - SINGLE SOURCE FORM 10-29-2021Final__ 11.8.pdf	
Motorola - Radio Refresh - APX	Motorola - Radio Refresh -APX NEXT Portable Radios for JSO- Procurement Memo 11-1-2021 ACedits_11-12 Funding Final_.pdf.pdf	
FW_ FY2022 - Motorola APX NEXT	FW_ FY2022 - Motorola APX NEXT Portable Refresh - Purchase .pdf	

Lines

Line	Item	Description	Category Name	Quantity	UOM	Price	Amount (USD)	Status	Funds Status
1		FY2022 - Motorola APX NEXT Portable Refresh - Purchase. The term of the agreement will begin on the radio in service acceptance date and continue for three (3) years, with three (3) one (1) year renewal options.	725.74 Two-Way Radio, Portable, Including Vehicle Radio Relay Systems			USD	0.01	Approved	Reserved

Requester	Alexander Ciprian	**Supplier**	Motorola Solutions, Inc.
Urgent	No	**Supplier Site**	Ordering
Requested Delivery Date	12/2/21	**Supplier Contact**	Michelle Poole
Deliver-to Location	Communications Facility Charge	**Contact Phone**	
Deliver-to Address	1020 Superior Street, Jacksonville, FL 32254, Duval, United States	**Charge Account**	53104.113401.564290.000000.00000000.00000.0000000
Note to Buyer	Specifications per attached quote.		

I CERTIFY THAT FUNDS FOR THIS PURCHASE WERE AUTHORIZED AND PROVIDED FOR IN THE CURRENT BUDGET.