

OCT 18 2020

REQUEST FOR AGENDA PLACEMENT FORM

Approved

Submission Deadline - Tuesday, 12:00 PM before Court Dates

SUBMITTED BY: Douglas O'Neal
TODAY'S DATE: October 6, 2020

DEPARTMENT: Radio System Management

SIGNATURE OF DEPARTMENT HEAD:

REQUESTED AGENDA DATE: 13 Oct 2020

SPECIFIC AGENDA WORDING: Consideration for change order to add Astro Connectivity Service to our existing Motorola service contract.

PERSON(S) TO PRESENT ITEM: Douglas O'Neal

SUPPORT MATERIAL: (Must enclose supporting documentation)

TIME: 10

ACTION ITEM: x

WORKSHOP _____

(Anticipated number of minutes needed to discuss item) CONSENT: _____

EXECUTIVE: _____

STAFF NOTICE:

COUNTY ATTORNEY: X

IT DEPARTMENT: _____

AUDITOR: x _____

PURCHASING DEPARTMENT: _____

PERSONNEL: _____

PUBLIC WORKS: _____

BUDGET COORDINATOR: _____ OTHER: _____

*****This Section to be Completed by County Judge's Office*****

ASSIGNED AGENDA DATE: _____

REQUEST RECEIVED BY COUNTY JUDGE'S OFFICE _____

COURT MEMBER APPROVAL _____ Date _____

Change Order No. 001

Date: 10/05/2020

Project Name: Motorola System Services USC000090269/
USC000015779

Customer Name: Johnson County TX

CSM: Kevin Douglas

The purpose of this Change Order is to:

Add Astro Connectivity Services to USC000090269 / USC000015779 beginning December 2020 and continuing for the contract until September 30, 2023

Contract # USC000090269 /
USC000015779

Contract Date: September 2018

In accordance with the terms and conditions of the contract identified above between Johnson County and Motorola Solutions, Inc., the following changes are approved:

Contract Price Adjustments

Original Contract Value:	\$ 1,072,285.04
Previous Change Order amounts for Change Order numbers 0 through 0	\$0
This Change Order:	\$ 430,596.28
New Contract Value:	\$1,502,881.32

Completion Date Adjustments

Original Completion Date:	9/30/23
Current Completion Date prior to this Change Order:	9/30/23
New Completion Date:	9/30/23

Changes in Equipment: (additions, deletions or modifications) Include attachments if needed
N/A

Changes in Services: (additions, deletions or modifications) Include attachments if needed
Addition of Astro Connectivity Services

Schedule Changes: (describe change or N/A)
No

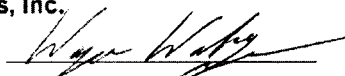
Pricing Changes: (describe change or N/A)
See updated Pricing Table


Customer Responsibilities: (describe change or N/A)
See SOW below

Payment Schedule for this Change Order:
(describe new payment terms applicable to this change order)
See updated Pricing Table

Unless amended above, all other terms and conditions of the Contract shall remain in full force. If there are any inconsistencies between the provisions of this Change Order and the provisions of the Contract, the provisions of this Change Order will prevail.

IN WITNESS WHEREOF the parties have executed this Change Order as of the last date signed below.

Motorola Solutions, Inc.
By: 
Printed Name: Wayne Walfgen
Title: Services Director
Date: 10/22/2020
Previously signed 10/5/2020

Customer
By: 
Printed Name: Roger Harmon
Title: County Judge
Date: 10/13/2020

Reviewed by: Kevin Douglas
Motorola Solutions CSM

Date: 10/05/20

STATEMENT OF WORK: ASTRO CONNECTIVITY SERVICES

SERVICE LEVEL AGREEMENT / KEY PERFORMANCE INDICATORS

This Statement of is an integral part of the ASTRO Connectivity Services Agreement between Motorola Solutions, Inc. (Motorola) and Customer or other applicable signed agreement between the parties ("Agreement") and is subject to the terms and conditions set forth in the Agreement.

1.1 SERVICE LEVEL OBJECTIVES

1.1.1 AVAILABILITY

Details of Service Level: For the ASTRO Connectivity service, the availability metric of the connectivity link per physical circuit will be provided to the customer. If the link has backup, this is factored into the availability calculation.

Availability (%) = (1 - (Total Eligible Hard Outage Minutes per Service per month 30 days * 24 hours/day * 60 minutes/hour)) x 100.

Availability is influenced by a number of factors including network design, equipment, backhaul, and environmental factors. Any delay, act or omission on the part of the customer or other third party other than a local access provider over which MSI exercises control that causes or extends an outage shall be excluded from the availability calculation. These are inclusive but not limited to:

- Delays in installation related to Customer actions, moves or scheduling difficulties
- Delays resulting from changes to a previously accepted order for Service from Customer
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required for service
- Delays attributed to extending the Local Access demarcation point
- Delays resulting from inaccurate or incorrect order information from Customer
- Delays resulting from an order suspension due to credit issues involving Customer

A planned outage is defined as an outage where Motorola is able to give the Customer advanced notice of an outage and the maintenance window does not exceed greater than 10% of what was predicted. If a planned outage exceeds 10% of the time that was predicted, the outage will be identified as an agenda item for discussion the next meeting. The group will then determine how to categorize the outage as a result.

Hard Outage is when there is a complete loss of connectivity service where Customer cannot use the service and is prepared to release it for immediate testing. Planned outages are not eligible for inclusion in calculation of the connectivity availability metric.

Service metric:

The target connectivity availability metric per link at the various sites (e.g., core sites, remote sites) is 99.9% per calendar month

The metric will be provided with connectivity availability determined by computing the total number of eligible hard outage minutes per priority 1 trouble tickets in a calendar month for a specific customer connectivity service link divided by the total number of minutes based on a 30-day calendar month. Availability is calculated after a trouble ticket is opened and represents the percentage of time that the circuit is available within a given calendar month.

Force Majeure shall apply to Connectivity Availability. Motorola shall provide continuous commercially reasonable effort to restore any System components affected by a Force Majeure event.

Minimum Measurement: All active network sites during the reporting period, i.e., mobile sites will only be included when active.

Measurement Window: 7x24

Key performance indicators

Key Performance Indicators (KPI) are important performance measurements for the network that are measured and reported on a continuous basis. KPIs are a mutually agreed upon set of measures between Motorola Solutions and the customer.

SERVICE PRIORITY LEVELS

This Section provides descriptions of the Service Priority Levels associated with incident handling and availability measurements.

Priority	Criteria
Critical P1	Total loss of Connectivity Service or degraded Connectivity Service to the extent that it is unusable by Customer and Customer is prepared to release its Service for immediate testing. A Hard Outage has Priority 1 Service restoration priority.
High P2	Degraded Connectivity Service; however Customer is able to use the Service and is not prepared to release its Service for immediate testing.
Medium P3	A problem with the Service that does not impact the functionality of the Service.
Low P4	Non Service affecting requests (e.g. a Customer request for an incident report) and all other queries not covered by Priority 1 – 3 above. Scheduled maintenance.

Reporting Period: Monthly

System	Connectivity Service Level	Target Service Level
Core Connectivity	Baseline	99.9%
Remote Site Connectivity	Baseline	99.9%

1.1.2 *Corrective Actions*

If an SLA falls below the Commit level in a calendar month, Motorola Solutions commits to perform a root-cause analysis, and create an action plan how to remedy the problem and restore the service at or above Commit level. The action plan will be presented to the customer on an on-going basis. Corrective actions may be a shared responsibility between Motorola Solutions and the customer. Actions not taken by the customer will negate service level objectives.

Updated Pricing Detail

	FY 19	FY20	FY21	FY22	FY23
	Oct 1, 2018 - Sept 30, 2019	Oct 1, 2019 - Sept 30, 2020	Oct 1, 2020 - Sept 30, 2021	Oct 1, 2021 - Sept 30, 2022	Oct 1, 2022 - Sept 30, 2023
Repair Astro System Premier Package	\$179,177.99	\$184,553.32	\$190,089.92	\$195,792.63	\$201,666.40
Nice Gold Package	\$23,351.88	\$24,052.44	\$24,052.44	\$24,774.01	\$24,774.01
Astro Connectivity Services*			\$122,709.17	\$151,668.53	\$156,218.59
Total	\$202,529.87	\$208,605.76	\$336,851.53	\$372,235.17	\$382,659.00
Grand Total					\$1,502,881.32

* FY21 Astro Connectivity Services are prorated for 10 months to go from December to September