

AGENDA PLACEMENT FORM

(Submission Deadline – Monday, 5:00 PM before Regular Court Meetings)

Date: _____

Meeting Date: 01/08/2024

Submitted By: County Judge's Office

Department: _____

Signature of Elected Official/Department Head:

<p>Court Decision: This section to be completed by County Judge's Office</p>
 <p>January 8, 2024</p>

Description:

Discuss Creating a Secondary Radio Prime Site; Discuss Applying for Grant to Fund Upgrades with Possible Action to Authorize Application for Grant

Motion to Authorize County Judge to Apply for Grant

(May attach additional sheets if necessary)

Person to Present: _____

(Presenter must be present for the item unless the item is on the Consent Agenda)

Supporting Documentation: (check one) PUBLIC CONFIDENTIAL

(PUBLIC documentation may be made available to the public prior to the Meeting)

Estimated Length of Presentation: _____ minutes

Session Requested: (check one)

Action Item Consent Workshop Executive Other _____

Check All Departments That Have Been Notified:

County Attorney IT Purchasing Auditor

Personnel Public Works Facilities Management

Other Department/Official (list) _____

**Please List All External Persons Who Need a Copy of Signed Documents
In Your Submission Email**

Proposal

Johnson County, TX

Geo-Prime Addition

November 27, 2023

The design, technical, and price information furnished with this proposal is proprietary information of Motorola Solutions, Inc. (Motorola). Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the proposal, without the express written permission of Motorola Solutions, Inc.

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Motorola Solutions, Inc.
500 W. Monroe St
Chicago, IL 60661

November 27, 2023

Douglas O'Neal, CETsr
Radio System Manager
Johnson County
810 E. Kilpatrick St.
Cleburne, Texas 76033

Subject: Simulcast Geo-Prime Site Addition

Dear Mr. O'Neal,

Motorola Solutions, Inc. ("Motorola Solutions") is pleased to have the opportunity to provide Johnson County with quality communications equipment and services. The Motorola Solutions project team has taken great care to propose a solution that will meet your needs and provide unsurpassed value.

To best meet the functional and operational specifications of this solicitation, our solution includes a combination of hardware, software, and services. Specifically, this solution is to provide a geo-prime site for Johnson County's ASTRO25 simulcast radio system. To facilitate the addition of the geo-prime site, the existing ASTRO25 G-Series prime site at the Cleburne Landfill site will be migrated to Motorola's ASTRO 25 virtual prime site platform. The geographically redundant prime site to be installed at the Precinct two site.

This proposal is subject to the terms and conditions of the Texas DIR-TSO-4101 contract and remains valid for a period of sixty (60) days from the date of this letter. This proposal may be accepted by issuing a purchase order that specifically references "the terms and conditions of the Texas DIR-TSO-4101 contract and this proposal." Alternatively, Motorola would be pleased to address any concerns the County may have regarding the proposal. Any questions can be directed to your Motorola Account Executive, Casey Moore, at 817-368-8683.

We thank you for the opportunity to furnish Johnson County with "best in class" solutions and we hope to strengthen our relationship by implementing this project. Our goal is to provide you with the best products and services available in the communications industry.

Sincerely,



Brad Rice
Area Sale Manager
Motorola Solutions, Inc.

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Section 1

System Description

1.1 System Overview

Motorola Solutions, Inc. is pleased to provide a proposal to Johnson County to add a geographically redundant prime site and to perform a virtualization update to the existing prime site on the radio system.

This project provides a redundant simulcast prime site to keep critical communications infrastructure running and in wide-area operation during outage events at the primary simulcast prime site. The existing G-Series prime site, located at the Cleburne Landfill site will be upgraded to the new virtualized architecture to comply with the new voting infrastructure that will be added when the geographically redundant prime site is switched on. The Precinct 2 site will receive a complete virtualized prime site that will act as the geographically redundant prime site and will provide backup voting and simulcast timing to the simulcast cell in the event of a critical failure at the Landfill site. These additions and upgrades will provide emergency responders with continued wide-area operation even in the event of a hardware failure at one of the prime sites – greatly increasing the ability of first responders to stay connected even in the event of a prime site outage.

A description of the features, benefits, system architecture, hardware components, and software components are provided in this system description.

1.2 Virtualized ASTRO 25 Prime Sites

The Virtualized Prime Site is the next generation Simulcast/Voting Prime Site for ASTRO 25 trunking systems. Site Controller and Comparator voting applications are virtualized onto a common hardware platform, consolidating Fault Management and Configuration capabilities into a centralized location and allowing for easier implementation and maintenance. Virtualization also enables software-only expandability. For example, when adding base stations to a simulcast sub-system the Prime Site only needs to add voting software licenses to expand the capacity. As no additional hardware is required, this expansion can be done remotely.

This fully redundant platform offers a new, web-based configuration tool and access to critical applications for more advanced support without the need for additional hardware. With less equipment to maintain, less power being consumed, and a smaller physical footprint, the Virtualized Simulcast Prime Site lowers the Johnson County cost of ownership.

The proposed Virtualized Simulcast Prime Site supports the following features and configurations:

- FDMA Voice Calls.
- Integrated Data.
- Local, Full Redundancy.
- Up to 18 Channels/Carriers

- Up to 32 Remote Sub-sites.

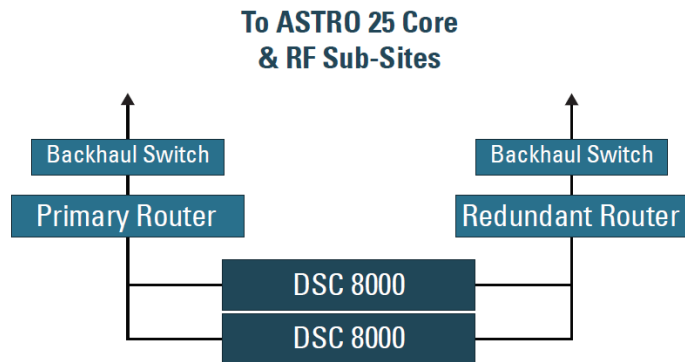
DSC 8000

As part of the Virtualized Prime Site, the DSC 8000 consolidates the capabilities of a site controller and voting comparator of the ASTRO 25 trunking simulcast sub-system into a single hardware unit. The DSC 8000 assigns voice and data channels, manages and reports alarms, provides Ethernet switching capabilities, and offers a timing reference for simulcast synchronization. An internal GPS reference with rubidium backup is integrated into the DSC 8000, but is also capable of receiving timing from an external source.

The DSC 8000 also provides an IP-based voting and simulcast operation for trunking channels, picking up audio from multiple sites and performs a frame-by-frame analysis to build a high quality composite audio package for transmission. The DSC 8000 is provided in a redundant configuration, which means no single point of failure will cause the loss of any functionality or capacity at the Prime Site.

Networking

The Virtualized Prime Site routers are redundant and provide connectivity to both the ASTRO 25 core and RF sub-sites. In addition, two redundant backhaul switches connect to Ethernet links (e.g. point-to-point Ethernet links, or to connect to multiple ports on the Ethernet WAN transport backhaul network).



Virtualized Prime Site Architecture

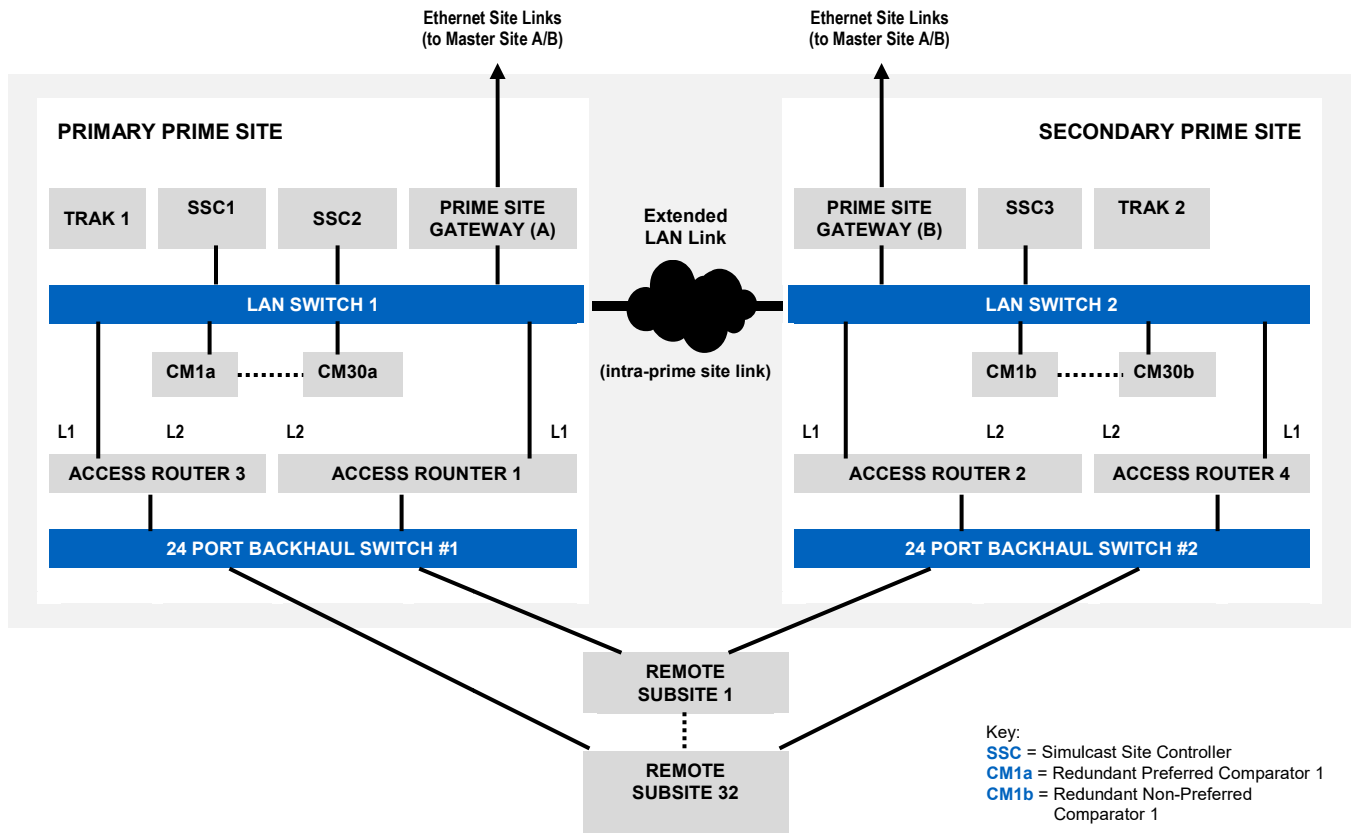
1.3 Geographically Redundant ASTRO 25 Prime Sites

Geographically redundant ASTRO 25 prime sites keep wide-area simulcast subsystems operating even after a catastrophic loss of one of the prime sites. If the prime site becomes unavailable, the system automatically restores wide area operation with the secondary prime site.

The ASTRO 25 system keeps users connected through a major catastrophe:

- Full functionality is provided on all the channels at the subsites.
- Redundant systems are easy to operate
 - All equipment is centrally managed
 - Simple, familiar system configuration and maintenance
 - Multiple locations appear to the system as a single prime site
 - Switchover is fast and automatic.

A typical configuration is shown below.



Sample Geographically Redundant Prime Site Configuration
Sample Redundant Prime Site Configuration.

1.4 Cutover Plan

A tentative cutover plan is detailed below:

- Install the virtualized geo-prime site at Precinct 2
- Switch all subsites to the Precinct 2 Geo-Prime
- Perform the prime site virtualization upgrade at Landfill
- Switch all subsites back to Landfill
- Update MPLS and Subsite configurations to reflect the primary voting site as Landfill and secondary as Precinct 2.

Section 2

Statement of Work

Motorola Solutions is proposing to Johnson County the installation and configuration of the equipment listed above. The document delineates the general responsibilities between Motorola Solutions and Johnson County as agreed to by contract.

Tasks	Motorola Solutions	Customer
PROJECT INITIATION		
Contract Finalization and Team Creation		
Execute contract and distribute contract documents.	X	X
Assign a Project Manager as a single point of contact.	X	X
Assign resources.	X	X
Schedule project kickoff meeting.	X	X
Deliverable: Signed contract, defined project team, and scheduled project kickoff meeting.		
Project Administration		
Ensure that project team members attend all meetings relevant to their role on the project.	X	X
Set up the project in the Motorola Solutions information system.	X	
Record and distribute project status meeting minutes.	X	
Maintain responsibility for third-party services contracted by Motorola Solutions.	X	
Complete assigned project tasks according to the project schedule.	X	X
Submit project milestone completion documents.	X	
Upon completion of tasks, approve project milestone completion documents.		X
Conduct all project work Monday thru Friday, 7:30 a.m. to 5:00 p.m.).	X	
Deliverable: Completed and approved project milestones throughout the project.		
Project Kickoff		

Tasks	Motorola Solutions	Customer
Introduce team, review roles, and decision authority.	X	X
Present project scope and objectives.	X	
Review SOW responsibilities and project schedule.	X	X
Schedule Design Review.	X	X
Deliverable: Completed project kickoff and scheduled Design Review.		
Design Review		
Review the Customer's operational requirements.	X	X
Present the system design and operational requirements for the solution.	X	
Present installation plan.	X	
Present preliminary cutover plan and methods to document final cutover process.	X	
Validate that Customer site can accommodate proposed equipment.	X	X
Provide approvals required to add equipment to proposed existing sites.		X
Review safety, security, and site access procedures.	X	
Present equipment layout plans and system design drawings.	X	
Provide heat load and power requirements for new equipment.	X	
Provide information on existing system interfaces.		X
Assume liability and responsibility for providing all information necessary for complete installation.		X
Assume responsibility for issues outside of Motorola Solutions' control.		X
Review and update design documents, including System Description, Statement of Work, Project Schedule, and Acceptance Test Plan, based on Design Review agreements.	X	
Execute Change Order in accordance with all material changes to the Contract resulting from the Design Review.	X	
Deliverable: Finalized design documentation based upon "frozen" design, along with any relevant Change Order documentation.		

Tasks	Motorola Solutions	Customer
SITE PREPARATION AND DEVELOPMENT		
Site Planning		
Provide necessary site for installation of system equipment.		X
Provide the R56 requirements for space, power, grounding, HVAC, and connectivity requirements at each site.	X	
Provide adequate electrical power in proper phase and voltage at sites.		X
Conduct site walks to collect pertinent information (e.g. location of telco, power, structures, etc.)	X	
Ensure that each site meets the R56 standards for space, grounding, power, HVAC, and connectivity requirements.		X
Ensure that required rack space is available for installation of the new equipment.		X
Deliverable: Information requirements completed		
General Facility Improvements		
Provide adequate HVAC, grounding, lighting, cable routing, and surge protection		X
Ensure the resolution of environmental and hazardous material issues at each site including, but not limited to, asbestos, structural integrity (tower, rooftop, water tank, etc.), and other building risks.		X
Ensure that electrical service will accommodate installation of system equipment, including isolation transformers, circuit breakers, surge protectors, and cabling.		X
Provide obstruction-free area for the cable run between the demarcation point and equipment.		X
Supply interior building cable trays, raceways, conduits, and wire supports.		X
Deliverable: Sites meet physical requirements for equipment installation.		
SYSTEM INSTALLATION		
Equipment Order and Manufacturing		
Create equipment order and reconcile to contract.	X	
Manufacture Motorola Solutions-provided equipment necessary for system based on equipment order.	X	

Tasks	Motorola Solutions	Customer
Procure non-Motorola Solutions equipment necessary for the system.	X	
Deliverable: Equipment procured and ready for shipment.		
General Installation		
Deliver solution equipment to installation location.	X	
Coordinate receipt of and inventory solution equipment with designated contact.	X	
Install all proposed fixed equipment as outlined in the System Description based upon the agreed-upon floor plans, connecting audio, control, and radio transmission cables to connect equipment to the power panels or receptacles, and audio/control line connection points. Installation performed in accordance with R56 standards and state/local codes.	X	
Provide system interconnections that are not specifically outlined in the system design, including dedicated phone circuits, microwave links, or other types of connectivity.		X
Install and terminate all network cables between site routers and network demarcation points, including microwave, leased lines, and Ethernet.	X	
Ensure that Type 1 and Type 2 AC suppression is installed to protect installed equipment.		X
Connect installed equipment to the provided ground system.	X	
Label equipment, racks, and cables.	X	
Perform preliminary audit of installed equipment to ensure compliance with requirements and R56 standards.	X	
Note any required changes to the installation for inclusion in the "as-built" system documentation.	X	
Remove, transport, and dispose of old equipment.		X
Deliverable: Equipment installed.		
SYSTEM OPTIMIZATION AND TESTING		
Functional Acceptance Testing		
Verify the operational functionality and features of the solution supplied by Motorola Solutions, as contracted.	X	
Witness the functional testing.		X
Document all issues that arise during the acceptance tests.	X	

Tasks	Motorola Solutions	Customer
If any major task for the system as contractually described fails during the Customer acceptance testing or beneficial use, repeat that particular task after Motorola Solutions determines that corrective action has been taken.	X	
Resolve any minor task failures before Final System Acceptance.	X	
Document the results of the acceptance tests and present for review.	X	
Review and approve final acceptance test results.		X
Resolve any minor task failures before Final System Acceptance.	X	
Deliverable: Completion of functional testing and approval by Customer.		
Cutover		
Finalize Cutover Plan.	X	X
Provide ongoing communication with users regarding the project and schedule.	X	X
Resolve punchlist items, documented during the Acceptance Testing phase, in order to meet all the criteria for final system acceptance.	X	
Assist Motorola Solutions with resolution of identified punchlist items by providing support, such as access to the sites, equipment and system, and approval of the resolved punchlist items.		X
Deliverable: Migration to new system completed, and punchlist items resolved.		
Transition to Warranty		
Review the items necessary for transitioning the project to warranty support and service.	X	
Motorola Solutions to provide services during year 1 warranty which align with the proposed services.	X	
Provide a Customer Support Plan detailing the warranty support associated with the contract equipment.	X	
Participate in the Transition Service/Project Transition Certificate (PTC) process.		X
Deliverable: Service information delivered and approved by Customer		
Finalize Documentation and System Acceptance		

Tasks	Motorola Solutions	Customer
Provide part list and other related material to Customer upon project completion.	X	
Provide an electronic as-built system documentation	X	
Receive and approve documentation.		X
Execute Final Project Acceptance.	X	X
Deliverable: All required documents are provided and approved. Final Project Acceptance.		

2.1 Design Assumptions

Motorola has based the system design on information gathered during customer communication. All assumptions have been listed below for review. Should Motorola’s assumptions be deemed incorrect or not agreeable, a revised proposal with the necessary changes and adjusted costs may be required. Changes to the equipment or scope of the project after contract may require a change order.

- Any approved local, State or Federal permits may be required for the installation and operation of the proposed equipment are the customer’s responsibility.
- 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.
- Precinct_2 has room for the geo-Virtual Prime Site rack and has adequate electrical capacity to support the extra load. Initial analysis appears that the UPS and generator have sufficient capacity to power the existing equipment as well as the new Virtual Prime equipment. A new OP820 will need to be added to the top of the Virtual Prime Site rack which is the responsibility of Motorola.
- The Cleburne Landfill site has room for the new Virtual Prime Site rack and has adequate electrical capacity to support the extra load. Initial analysis appears that the UPS and generator have sufficient capacity to power the existing equipment as well as the new Virtual Prime equipment.
- The TRAK units at the Precinct_2 site has room for a new DDM module to support the Virtual Prime Site equipment timing.
- At the Cleburne Landfill site, Motorola will reuse the existing equipment in the existing Prime Site rack that is not being replaced by the new Virtual Prime Site equipment. This equipment will be moved from the old rack to the new rack.
- Any requisite R56 upgrades will be the responsibility of the customer.
- The customer will be responsible for any electrical or grounding work required to implement this solution.
- Any facility upgrades will be a responsibility of the customer including grounding, R56, etc.
- Prior to implementation Motorola Solutions assumes that the customer will have upgraded their networking infrastructure to comply with the new virtualized prime site router specifications (SRX 1500).

- Motorola is not responsible for interference caused or received by the Motorola provided equipment except for interference that is directly caused by the Motorola provided transmitter(s) to the Motorola provided receiver(s). Should the customer’s system experience external interference, Motorola can be contracted to investigate the source and recommend solutions to mitigate the issues
- The upgrade of the Prime Site to use Juniper SRX 1500 routers will be done as part of this project. The NTIRN ASTRO Zone 1 Core must be compatible with this upgrade.
- No new FCC licensing or frequency coordination services are required.
- Inter-local agreements required between Johnson County and NTIRN will be the responsibility of the County.
- This project assumes that site grounding at all site locations is sufficient and all the R56 criteria are met at the sites. Any R56 upgrades will be the responsibility of the customer. Customer is also responsible for any wall, ceiling, and floor penetrations necessary for equipment installation, antenna system installation, and cable routing at all of the proposed site locations.
- Motorola is not responsible for interference caused or received by the Motorola provided equipment except for interference that is directly caused by the Motorola-provided transmitter(s) to the Motorola provided receiver(s). Should the Radio System experience interference, Motorola can be contracted to investigate the source and recommend solutions to mitigate the issue.
- Johnson County is responsible for any building and tower modifications to accommodate new equipment (if and when required).
- No coverage guarantees are provided with this offering.
- The existing network backhaul links to the Cleburne and Precinct 2 sites are adequate to handle the capacity of the new Virtual Prime architecture.
- No subscribers are provided with this offering.

2.2 Project Schedule

Below is a high level schedule of tasks with an approximate timeline and order of events. A final project schedule will be developed based upon mutual agreement between Motorola Solutions and Johnson County at the Detailed Design Review (DDR). The equipment order/ship timeline reflected below is the average lead time for materials. The duration may be impacted by global supply chain shortages.

Project Phase	Month 1	Month 2	Month 3-12	Month 13	Month 14	Month 15
Design / Order						
Manufacture						
Install FNE						
Program / Config / Optimize						
Testing, Acceptance						
Cut-Over (Go-Live)						
Closeout						

Section 3

Premier Services

3.1 Overview

Modern mission-critical communication networks support robust features, but their complexity usually requires specialized personnel to monitor and maintain. Motorola Solutions is proposing Premier Services for ASTRO[®] 25 infrastructure, which provide the personnel and tools necessary to maintain network performance. With Premier Services, Johnson County will be able to rely on Motorola Solutions instead of having to assemble and maintain a qualified support team.

Premier Services provide a tailored set of service elements to maintain performance so Johnson County can focus on core objectives. These elements include:

- Service Assurance:
 - Network Event Monitoring.
- On-site Infrastructure Response.
- Network Hardware Repair with Advanced Replacement.
- Annual Preventive Maintenance.
- Network Updates.
- Change Management.
- Service Delivery Management:
 - Availability and Service Metrics.
 - Performance Management.

Motorola Solutions commits to a defined service level for Johnson County's ASTRO 25 network, measured according to Key Performance Indicators (KPI). The included service elements maintain network components to keep performance at defined levels.

3.2 Premier Services Element Descriptions

The following sections describe the elements proposed for Johnson County's ASTRO 25 infrastructure.

3.2.1 Service Assurance

Timely detection of developing issues will help keep Johnson County's ASTRO 25 network at optimum availability, ready to serve mission-critical communications needs. Motorola Solutions uses sophisticated tools to monitor network and backhaul elements and identify potential issues. Motorola Solutions' experienced personnel can then respond swiftly to minimize issue impact on network performance.

Network Event Monitoring

Motorola Solutions will continuously monitor Johnson County's ASTRO 25 network to detect potential issues or communications outages, maximizing network uptime. Motorola Solutions assesses each alert with advanced event detection and correlation algorithms to determine how to respond. Potential responses include remote restoration or dispatching a local field technician to resolve the incident on-site.

3.2.2 On-site Infrastructure Response

Motorola Solutions will provide repair service from trained and qualified technicians. Once dispatched, technicians will travel to Johnson County's ASTRO 25 network location to diagnose issues and restore functionality. These technicians will run diagnostics on hardware to identify defective components, and repair or replace them as appropriate. Infrastructure Response times are based on a given issue's impact on overall system function.

Travel times and service levels are governed by local geography. Motorola Solutions will provide additional information in the Statement of Work for ASTRO 25 Premier Services and in the Customer Support Plan agreed between Johnson County and Motorola Solutions.

3.2.3 Network Hardware Repair with Advanced Replacement

To restore Johnson County's ASTRO 25 network components if they malfunction, Motorola Solutions will repair Motorola Solutions-provided infrastructure equipment. This includes select third-party infrastructure equipment supplied by Motorola Solutions. Motorola Solutions will ship and return repaired equipment, and will coordinate the repair of third-party solution components.

To reduce the impact of a malfunction, Motorola Solutions will exchange malfunctioning equipment with Advanced Replacement units or Field Replacement Units (FRU), as available. Motorola Solutions' repair depot will diagnose and repair malfunctioning components, and once repaired, add those to the depot's FRU inventory. Replacement components will remain in Johnson County's ASTRO 25 network to maintain continued network functionality.

If Johnson County prefers to maintain their existing FRU inventory rather than using Motorola Solutions' depot inventory, Motorola Solutions can provide "loaner" FRUs during the repair process.

3.2.4 Annual Preventive Maintenance

Motorola Solutions will annually test and service network components. Qualified field technicians will perform routine hands-on examination and diagnostics of network equipment to keep them operating according to original manufacturer specifications.

3.2.5 Network Updates

The Network Updates service provides public safety radio system release updates on a consistent, budgeted plan. These updates maintain reliable network operations and cybersecurity protection. In addition, Network Updates keeps Johnson County's ASTRO 25 network compatible with expansion elements, as well as new products or features. With Network Updates, Johnson County's network will remain on a release that qualifies for support services.

Motorola Solutions will deliver updates based on a predefined cadence of upgrade windows, with up to one update in each window. The Network Updates service includes the following:

- **Software Release Updates** - Motorola Solutions-certified software that improves network functions over previous releases. This also includes commercial operating system and application software updates.
- **Hardware Update** – When needed to support a software release update, Motorola Solutions provides new hardware. New hardware will both support the new software update, as well as maintain existing functions and features.
- **Professional Implementation Services** – Motorola Solutions will plan and implement updates at Johnson County’s site. This includes factory integration, testing, and supply chain management for new software and hardware.
- With these services, Johnson County will have access to the technology, support, and planning expertise needed for an effective upgrade.

3.2.6 Change Management

Motorola Solutions’ personnel will work with Johnson County to control changes to configurable elements or network activities, implementing them with minimal disruption and risk. When a change is proposed, Motorola Solutions personnel will gauge its impact. They will then communicate with key stakeholders to get authorization to implement the change based on its projected impact. Once a change is approved, Motorola Solutions personnel will notify affected groups in advance of implementation so they can prepare.

3.2.7 Service Delivery Management

Motorola Solutions delivers the proposed services to support specific performance and availability targets. To determine performance and guide service activity, Motorola Solutions will regularly review KPIs with Johnson County.

Availability Commitment and Service Metrics

Motorola Solutions will work with Johnson County to develop specific availability targets and KPIs to measure ASTRO 25 network performance. Motorola Solutions’ proposed services maintain network elements to keep the network operating at defined target levels.

Performance Management

Tracking, measuring, and reporting on Johnson County ASTRO 25 network performance will verify that the network is meeting expectations and can identify potential improvements. Motorola Solutions will design, implement, and maintain the network’s performance data collection and report generation systems. On a pre-determined schedule, Johnson County will receive a defined set of network performance reports. Motorola Solutions personnel will review those performance reports and network KPIs with Johnson County to make sure performance meets targeted levels.

3.3 Motorola Solutions Service Delivery Ecosystem

Premier Services are delivered through a tailored combination of field service personnel, centralized teams, product repair depots, and MyView Portal. These service resources will collaborate to swiftly

analyze network issues, accurately diagnose root causes, and efficiently resolve issues to return the network to normal operation.

Motorola Solutions services will be delivered by staff experienced in servicing mission-critical networks. Motorola Solutions uses the Information Technology Infrastructure Library (ITIL) framework to define service tasks based on industry-recognized best practices. As staff perform tasks, service incident information will be available to Johnson County administrators and personnel through MyView Portal.

Service activities and Motorola Solutions' service team are described in more detail below.

3.3.1 Centralized Managed Support Operations

The cornerstone of Motorola Solutions' support process is the Centralized Managed Support Operations (CMSO) organization. This TL 9000/ISO 9001-certified organization is staffed 24x7x365 by experienced service desk specialists, security analysts, and operations managers. The CMSO houses critical central functions, including the Service Desk.

The CMSO Service Desk will serve as a single point of contact for services. It processes service requests, service incidents, change requests, and dispatching. The Service Desk communicates necessary information to stakeholders, bridging communications among Johnson County, Motorola Solutions, and third-party subcontractors.

Service Desk teams record, track, and update incidents through the Motorola Solutions Customer Relationship Management (CRM) system. They document and respond to inquiries, requests, concerns, and service tickets. When an incident is initiated, the CMSO will engage with teams to resolve that incident. The CMSO will escalate to new teams when needed. Depending on the incident, the CMSO will coordinate incident resolution with local field service and authorized repair depots.

Motorola Solutions will brief assigned personnel on Johnson County ASTRO 25 network configuration, availability commitments, and end user needs. These individuals will be able to analyze network trends and identify areas of potential performance improvement. This in-depth knowledge will help personnel to understand alarms and incidents, so they can resolve potential network issues more quickly.

3.3.2 Governance

Complex land mobile radio (LMR) networks need sophisticated governance to coordinate services with stakeholders, and to perform service tasks efficiently. Motorola Solutions' service team will provide a framework for collaboration between stakeholders. The service team will work with Johnson County to define the individuals that need to receive LMR network notifications and approve decisions.

3.3.3 Field Service

Motorola Solutions authorized and qualified field service technicians will perform the On-site Infrastructure Response service, repair malfunctioning hardware in the field, and conduct preventive maintenance tasks. These technicians will coordinate with the Service Desk, technical support teams, and product engineering as needed to resolve incidents.

3.3.4 Repair Depot

The Motorola Solutions Repair Depot will provide Johnson County with a central repair location. This will eliminate the need to send network equipment to multiple vendor locations for repair. Motorola

Solutions tracks products sent to the Depot via a case management system throughout the repair process. This system will enable Johnson County representatives to check repair status, from inbound shipment to return.

3.3.5 Service Delivery Management

Service Delivery Management uses standard procedures to provide and communicate committed service performance levels. The Service Delivery Management resource evaluates Johnson County's feedback, and establishes quality improvement processes through cooperation with Motorola Solutions teams. Service Delivery Management defines success criteria during service transition and manages ongoing end-to-end service delivery.

3.3.6 Customer Support Manager

A Motorola Solutions Customer Support Manager (CSM) will be Johnson County's key point of contact for the definition and administration of services. The CSM will work with Johnson County to define service delivery details to address Johnson County's specific priorities.

3.3.7 MyView Portal

To provide Johnson County with quick access to service details, Motorola Solutions will provide our MyView Portal online network information tool. MyView Portal provides our customers with real-time critical network and services information through an easy-to-use graphical interface.



Figure 3-1: MyView Portal offers real-time, role-based access to critical network and services information.

With MyView Portal, Johnson County administrators will be able to monitor system health and maintenance updates. Capabilities include:

- Viewing network and support compliance.
- Viewing incident reports.
- Updating and creating incidents.

- Checking system update status.
- Receiving pro-active notifications regarding updates.
- Viewing Premier performance reports.

Available 24x7x365 from any web-enabled device, the information provided by MyView will be based on your needs and user access permissions, ensuring that the information displayed is secure and pertinent to your operations.

Section 4

System Upgrade Agreement II

The System Upgrade Agreement II (SUA II) service provides public safety radio system release updates on a consistent, budgeted plan. These updates maintain reliable network operations and cybersecurity protection. In addition, SUA II keeps Johnson County's ASTRO 25 network compatible with expansion elements, as well as new products or features. With SUA II, Johnson County's network will remain on a release that qualifies for support services.

Motorola Solutions will deliver SUA II in two-year periods, with up to one update in each period. The SUA II service includes the following:

- **Software Release Updates** - Motorola Solutions-certified software that improves network functions over previous releases. This also includes commercial operating system and application software updates.
- **Hardware Update** – When needed to support a software release update, Motorola Solutions provides new hardware. New hardware will both support the new software update, as well as maintain existing functions and features.
- **Professional Implementation Services** – Motorola Solutions will plan and implement updates at Johnson County's site. This includes factory integration, testing, and supply chain management for new software and hardware.

With these services, Johnson County will have access to the technology, support, and planning expertise needed for an effective upgrade.

Section 5

Pricing Summary

Motorola is pleased to provide the following equipment and services to the Johnson County.

Description	Price
Geo-Prime and Virtual Prime – Equipment, Software and Licenses (Credit applied to this proposal for the existing trunking multisite voting license and the multisite prime trunking license is only valid until December 31, 2023)	\$372,395.00
Professional Services – Project Management, Engineering, Installation, Integration, Optimization, Functional Testing, and Documentation.	\$316,005.00
Warranty Service – Year 1	Included
DIR-TSO-4101 Contract Discounts and Fort Worth System User Discount	\$91,917.00
Total	\$596,483.00

Discount

Credit applied to this proposal for the trunking multisite voting license and the multisite prime trunking license is only valid until December 31, 2023.

Section 6

Payment Terms

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

System Purchase (excluding Subscribers, if applicable)

- 1. 25% of the Contract Price due upon contract execution (due upon effective date);**
- 2. 60% of the Contract Price due upon shipment of equipment from Staging;**
- 3. 10% of the Contract Price due upon installation of equipment; and**
- 4. 5% of the Contract Price due upon Final Acceptance.**

For Lifecycle Support Plan:

Motorola will invoice Customer annually in advance of each year of the plan

For multi-year agreements, at the end of the first year of the Agreement and each year thereafter, a CPI percentage change calculation shall be performed using the U.S. Department of Labor, Consumer Price Index, "All Items," Unadjusted Urban Areas (CPI-U). Should the annual inflation rate increase greater than 3% during the previous year, Motorola shall have the right to increase all future maintenance prices by the CPI increase amount exceeding 3%. "All Items," not seasonally adjusted shall be used as the measure of CPI for this price adjustment. The adjustment calculation will be based upon the CPI for the most recent twelve (12) month increment beginning from the most current month available as posted by the U.S. Department of Labor (<http://www.bls.gov>) immediately preceding the new maintenance year. For purposes of illustration, if in Year 5 the CPI reported an increase of 8%, Motorola may increase the Year 6 price by 5% (8%-3% base). Any pricing change would be documented in a change order executed with the Customer.

Section 7

Contractual Documentation

This proposal is subject to the terms and conditions of Texas DIR-TSO-4101 contract. Johnson County may accept this proposal by issuing a purchase order referencing “Motorola’s Proposal, associated addendum and the terms and conditions of the Texas DIR-TSO-4101 contract.”