



Motorola Support Services Contract

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Bottom Line Up Front

Vendor	Motorola
Purpose:	<p>Agreement to purchase multiple system support services.</p> <ul style="list-style-type: none">• System Upgrade (in sync with radio network system partners; primary partner is Harris CO.)• Network Event Monitoring• Remote Technical Support• Remote Security Updates• NICE Gold Support• Genesis
Contract Amount:	\$ 9,020,035
Contract Term	4 years (2+2) FY23-27

Service	Description
<u>System Upgrade Agreement II (SUA II)</u>	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 the ASTRO 25 network compatible with expansion elements, as well as new products or features. With SUA II, the network will remain on a release that qualifies for support services. Service delivery schedule for SUA II is in two-year periods, with up to one update in each period. The SUA II service provides updates for software, hardware, and professional implementation services.
<u>Network Event Monitoring</u>	Real-time, continuous ASTRO 25 radio communications network monitoring and event management. Using sophisticated tools for remote monitoring and event characterization, Motorola Solutions will assess events, determine the appropriate response, and initiate that response. Possible responses include remotely addressing the issue, escalation to product technical support groups, and dispatch of designated field technical resources.
<u>Remote Technical Support</u>	Motorola Solutions will provide telephone consultation with specialists skilled at diagnosing and swiftly resolving infrastructure operational technical issues that require a high level of ASTRO 25 network experience and troubleshooting capabilities.
<u>Remote Security Update Service</u>	Motorola Solutions shall pre-test third-party security updates monthly and quarterly to verify they are compatible with the ASTRO 25 network, and remotely push the updates to the City's network. This ensures that the patches are successfully deployed in a timely manner, leaving the City's radio infrastructure less vulnerable to Cyber-attacks, lost data, and critical network downtime.
<u>NICE Gold Support</u>	3rd party vendor requirement for integration with Motorola equipment. NICE logging recorders provide a complete, reliable solution for public-safety audio recording requirements. The NICE Gold support package supports the management of the networks voice logging system, providing the City with 24x7 phone support. Priority-Level based on-site support when needed and hardware support for applicable Logging Equipment integrated within the Motorola network.
<u>GENESIS (FIRE/PD)</u>	3rd party vendor requirement for integration with Motorola equipment. These applications are used for dispatch, core applications, and data analysis of the radio network.

Annual Support Services

4 Year Spending Forecast

	Year 1	Year 2	Year 3	Year 4	Total
System Upgrade Agreement (SUAll)	\$ 1,328,739.00	\$ 1,486,232.00	\$ 1,497,825.00	\$ 1,509,920.00	\$ 5,822,716.00
Astro Network Monitoring	\$ 182,685.00	\$ 188,165.35	\$ 193,810.31	\$ 199,624.62	\$ 764,285.28
Astro Technical Support	\$ 82,950.79	\$ 85,439.32	\$ 88,002.50	\$ 90,642.57	\$ 347,035.18
Nice Gold Support	\$ 118,771.00	\$ 120,295.00	\$ 123,905.00	\$ 127,621.67	\$ 490,592.67
Genesis (HFD & HPD)	\$ 16,634.00	\$ 44,855.77	\$ 44,855.77	\$ 44,855.77	\$ 151,201.31
RSUS/SUS	\$ 149,201.00	\$ 153,677.03	\$ 158,287.35	\$ 163,036.00	\$ 624,201.38
Contingency	\$ 205,000.80	\$ 205,000.80	\$ 205,000.80	\$ 205,000.80	\$ 820,003.20
Total	\$ 2,083,981.59	\$ 2,283,665.27	\$ 2,311,686.73	\$ 2,340,701.43	\$ 9,020,035.02

AGENCY PARTNERSHIPS

COH provides radio services to 30+ external agencies



Questions?