Angeline Woods
Director
Budget and Finance

PINAL COUNTY
OFFICE OF BUDGET & FINANCE

Leo Lew
County Manager

MaryEllen Sheppard
Deputy County Manager

To: Pinal County Board of Supervisors

From: Lorina Gillette, Procurement Officer

Date: November 20, 2024

Re: Contract Amendment for RFP #194225 Property and Evidence Management System.

It is requested the Board approve a contract term extension with FileOnQ, who provides property and evidence management for the Sheriff's Office.

The County has spent approximately $25,000 on this contract in the last year and $25,000 is anticipated in the next year of the contract.

The current term of this contract expired on June 16, 2024. The new term, if approved, will begin retroactively on June 17, 2024, and will continue through June 16, 2025. After this extension, no further extensions remain.

It is also requested the Board authorize the Director of the Office of Budget and Finance to approve and sign resulting purchase orders and related administrative documents. All other terms and conditions remain unchanged.

Respectfully submitted,

Lorina Gillette

Lorina Gillette, CPPB
Procurement Officer
(520) 866-6262
Lorina.Gillette@pinal.gov

PINAL COUNTY

Contract Amendment

The Office of Budget and Finance – Purchasing Division
31 N. Pinal Street, PO Box 1348
Florence, AZ 85132
(520) 866-6008

Contract: #194225
Amendment #4
Procurement Officer: Lorina Gillette
Lorina.Gillette@pinal.gov

Property and Evidence Management System

Contractor Name: **FileOnQ, Inc.**

Pursuant to Paragraph 2 (Contract Extension), the referenced Contract shall be amended as follows:

1. Contract Term. Pursuant to Paragraph 2 (Contract Extension), the term of this Contract is hereby extended to June 16, 2025.

Except as otherwise expressly modified or amended herein, all other terms, conditions, and pricing contained in the Contract shall remain in full force and effect and shall not be altered or changed by this Amendment.

Pinal County hereby executes its right to unilaterally amend the above referenced contract on this date.

X _____ X November 20, 2024

Mike Goodman, Chairman
Pinal County Board of Supervisors

Date

Leo Lew
County Manager

Angeline Woods
Director, Office of Budget & Finance

PINAL COUNTY
WIDE OPEN OPPORTUNITY

To: Pinal County Board of Supervisors

From: Kristen Grieco, Procurement Officer

Date: November 20, 2024

Re: Contract Amendment for RFP #203026 Public Defense Services – Attorney Services

It is requested that the Board approve a contract amendment with James Soslowsky of Soslowsky Law Firm to add Paralegal Services to his Attorney Services for the Public Defense Services Office Department.

It is also requested that the Board authorize the Director of the Office of Budget and Finance to approve and sign resulting purchase orders and related administrative documents. All other terms and conditions remain unchanged.

Respectfully submitted,

Kristen Grieco

Kristen Grieco
Procurement Officer
(520) 866-6639
Kristen.Grieco@pinal.gov

PINAL COUNTY

Contract Amendment

The Office of Budget and Finance – Purchasing Division
31 N. Pinal Street, PO Box 1348
Florence, AZ 85132
(520) 866-6008

Contract: 203026RFP
Amendment #5
Procurement Officer: Kristen Grieco
Kristen.Grieco@pinal.gov

Public Defense Services Office – Attorney Services

Contractor Name: **James Soslowsky of Soslowsky Law Firm**

Pursuant to Paragraph 15 (Contract Changes), the referenced Contract shall be amended as follows:

1. Modified Exhibit C (Responder's Proposal) of the Contract. Pursuant to Paragraph 15 (Contract Changes), Exhibit C – Responder's Proposal is modified and superseded in its entirety by the attached Exhibit C – Responder's Proposal.

Except as otherwise expressly modified or amended herein, all other terms, conditions, and pricing contained in the Contract shall remain in full force and effect and shall not be altered or changed by this Amendment.

Contractor hereby acknowledges receipt and understanding of the above amendment.

BY: James Soslowsky
(Name)

Attorney
(Title)

(Signature)

James Soslowsky
(Contractor Name)

DATE: 10/25/24

The above reference contract amendment is hereby executed this date by the County.

BY: Mike Goodman
(Name)

Chairman, Pinal County Board of Supervisors
(Title)

(Signature)

DATE: November 20, 2024

PINAL COUNTY

Attachment B-6

Response Form

Follow the instructions under each greyed heading. Additional pages may be added, provided they are clearly referenced in the spaces provided.

A. GENERAL ATTORNEY INFORMATION

To be considered responsive, Contractor (Attorney) shall complete this section in its entirety.

1. Attorney Contractor Name: Click here to enter text.
2. List Attorney's State Bar of Arizona number: Click here to enter text.
3. Contractor shall describe their experience providing attorney services to entities of similar size and scope to that of Pinal County. Describe how Contractor has supplied expertise for similar contracts and include the extent of Contractor's experience, expertise, and knowledge as a contractor for these services.

   Click here to enter text.
4. Contractor shall detail their formal education as it applies to this solicitation. Contractor shall also list all continuing education they have attended for the last three (3) years that relate to the specialty or areas of practice to which they are responding. Include any relevant classes where Contractor served as a presenter. Documentation of education and any relevant certifications shall be included in the proposal response.

   Click here to enter text.
5. Has Contractor been a member in good standing of the State Bar of Arizona for at least the two (2) years immediately preceding the date of this solicitation response? If not, explain in detail.

   Click here to enter text.
6. Is Contractor presently or has Contractor recently applied to practice law in other states. If so, provide applicable dates, license number, and whether status is active or inactive.

   Click here to enter text.
7. If Contractor is a named partner or has a partnership interest in a law firm, provide the name of all persons with a partnership interest and the date that the law firm came into existence. Note whether any other partner or associate with Contractor's firm has had a contract with Pinal County in the five (5) years immediately preceding the date of this solicitation response.

   Click here to enter text.
8. Has Contractor ever been terminated or suspended from a contract or Panel relating to representation of defendants in similar areas of practice for that which you are applying? Has Contractor been denied appointment as a Panel member or award of a contract for which Contractor has applied for any reason relating to qualifications or conduct? If so, explain in detail.

   Click here to enter text.
9. Contractor shall provide details about any charges of professional misconduct (including negligence) that have ever been filed against them by a State Bar or other official attorney disciplinary body in any jurisdiction that resulted in disciplinary action? Disciplinary action excludes records of professional misconduct that resulted in a completed diversion agreement or order of diversion.

   Click here to enter text.
10. If Contractor is currently subject to a diversion agreement or an order of diversion in any jurisdiction, provide details here.

    Click here to enter text.

11. Have sanctions ever been imposed upon the Contractor by any court for violation of a rule, court ruling prior to or at trial, or for any professional impropriety? If so, provide details.

Click here to enter text.

12. Describe the nature, resources and scope of Contractor's practice. Include any current or anticipated commitments that may impact Contractor's availability to fulfill any obligations to the County.

Click here to enter text.

13. Describe any firm resources that Contractor would like the County to consider.

Click here to enter text.

14. Other than the Area(s) of Practice for which Contractor is applying, detail any other areas of the law to which Contractor devotes themselves in their practice.

Click here to enter text.

15. Does Contractor maintain, or if awarded, will the Contractor maintain a "regular office presence" in Pinal County while handling court appointments?

Click here to enter text.

16. Contractor shall detail their personal performance standards and practices, such as frequency of meeting with in-custody clients, time to respond to calls, preparation in advance of hearings, and general quality and efficiency in delivery of professional services.

Click here to enter text.

17. Based on a review of the past two (2) years, how many trials has the Contractor engaged in as sole counsel where they were privately retained? Provide numbers for each case type (for example, felony, misdemeanor, dependency, etc.).

Click here to enter text.

18. Based on a review of the past two (2) years, how many multi-defendant trials has the Contractor engaged in as appointed counsel? Provide numbers for felony cases and misdemeanor cases. If this question does not apply to Contractor's area of practice, "N/A" is considered a valid response.

Click here to enter text.

19. Contractor shall list five (5) cases which they consider to be good indicators of the quality of their work. Include client/defendant name, name of the judge, case number, name of opposing counsel and name(s) of co-counsel (if any).

Click here to enter text.

20. Contractor shall detail any current or prior experience they have working with the Pinal County Superior Court (if any).

Click here to enter text.

21. Contractor shall detail their participation in any quasi-volunteer activities with the Court, if any, such as serving as an arbitrator.

Click here to enter text.

22. Contractor shall detail computer programs and systems with which they are familiar.

Click here to enter text.

23. Contractor shall provide contact information for a minimum of two (2) public entity references who can comment on the Contractor's professional work in providing legal services in the area(s) of practice designated by the Contractor. Contractor shall include name, title, phone, email address, physical address and number of years

working with each reference. References must include a valid email address. References should not include Pinal County staff or representatives who may have been appointed by the County or elected to serve the County.

Click here to enter text.

24. Contractor shall list six (6) professional references including two (2) judges, two (2) opposing counsel and two (2) co-counsel (if any) or colleagues who are familiar with the quality of their work. Contractor shall include name, title, phone, email address, physical address and number of years working with each reference. References must include a valid email address. References should not include Pinal County staff or representatives who may have been appointed by the County or elected to serve the County.

Click here to enter text.

B. AREAS OF PRACTICE: ATTORNEY CONTRACTOR

In the table below, Contractor shall indicate the Area(s) of Practice for which they are submitting a proposal by placing an X in the appropriate column next to each Area of Practice. Contractors shall then answer the questions in the corresponding Engagements section (below) for which they are applying. To be considered responsive, at least one (1) Area of Practice Engagements section (1 through 6) must be completed in its entirety.

AREA(S) OF PRACTICE	YES	NO	
Capital Engagements	☐	☐	*If yes, complete Section 1 below*
Adult Criminal Engagements	☐	☐	*If yes, complete Section 2 below*
Juvenile Delinquency / Incorrigibility Engagements	☐	☐	*If yes, complete Section 3 below*
Juvenile Dependency / Retained Counsel / Ad Hoc Engagements	☐	☐	*If yes, complete Section 4 below*
General Engagements	☐	☐	*If yes, complete Section 5 below*
Appeals and Post-Conviction Relief Engagements (non-capital)	☐	☐	*If yes, complete Section 6 below*

1. CAPITAL ENGAGEMENTS

a. Describe in detail Contractor's experience and qualifications for an assignment to capital cases, including all capital trial experience, recency of experience, qualification to handle capital litigation as lead counsel or co-counsel, appellate or PCR counsel, citations to reported cases, and specialized training:

Click here to enter text.

b. Describe current experience with providing services under this area of practice to entities of similar scope and size to that of Pinal County.

Click here to enter text.

c. Is Contractor now certified as or have they recently applied to become a Criminal Law Specialist by the State Bar of Arizona? If so, provide applicable dates and/or application status.

Click here to enter text.

d. What percentage of your firm's legal practice is devoted solely to Capital Criminal Engagements?

Click here to enter text.

e. If awarded, what would Contractor's requested limitations be (lead counsel, co-counsel, Appeals-PCR, etc.)? Are there any ranking preferences?

Click here to enter text.

2. ADULT CRIMINAL ENGAGEMENTS

a. Describe in detail Contractor's experience and qualifications for assignment to adult criminal cases, including trial experience, recency of experience, citations to reported cases, and specialized training.

Click here to enter text.

b. Describe current experience with providing services under this area of practice to entities of similar scope and size to that of Pinal County.

Click here to enter text.

c. Is Contractor now certified as or have they recently applied to become a Criminal Law Specialist by the State Bar of Arizona? If so, provide applicable dates and/or application status.

Click here to enter text.

d. What percentage of your firm's legal practice is devoted solely to Adult Criminal Engagements?

Click here to enter text.

e. If awarded, what would Contractor's requested limitations be (tier one, tier two, EDC, probation violations, misdemeanors)? Are there any ranking preferences?

Click here to enter text.

3. JUVENILE DELINQUENCY / INCORRIGIBILITY ENGAGEMENTS

a. Describe in detail Contractor's specific experience and qualifications for assignment to juvenile delinquency cases, including trial experience, recency of experience, and specialized training.

Click here to enter text.

b. Describe current experience with providing services under this area of practice to entities of similar scope and size to that of Pinal County.

Click here to enter text.

c. What percentage of your firm's legal practice is devoted solely to Juvenile Delinquency / Incorrigibility Engagements?

Click here to enter text.

d. If awarded, what would Contractor's requested limitations be? Are there any ranking preferences?

Click here to enter text.

4. JUVENILE DEPENDENCY, RETAINED COUNSEL AND/OR AD HOC ENGAGEMENTS

a. Please describe in detail Contractor's experience and qualifications for assignment to juvenile dependency, termination, adoption, and related proceedings, including trial experience, recency of experience, qualification to serve as juvenile dependency attorney, and specialized training.

Click here to enter text.

b. Describe current experience with providing services under this area of practice to entities of similar scope and size to that of Pinal County.

Click here to enter text.

c. What percentage of your firm's legal practice is devoted solely to Juvenile Dependency, Retained Counsel and/or Ad Hoc Engagements?

Click here to enter text.

d. If awarded, what would Contractor's requested limitations be (retained counsel, ad hoc counsel)? Are there any ranking preferences?

Click here to enter text.

e. If selected to provide Juvenile Dependency Retained Counsel services, will Contractor agree to limit their practice and accept no work that will materially conflict? ☐ Yes ☐ No

i. If no, explain:

Click here to enter text.

ii. If Contractor has other current commitments, by what date should those substantially end?

Click here to enter text.

5. GENERAL ENGAGEMENTS

a. Describe in detail Contractor's specific experience and qualifications for the assignments you are willing to accept as a General Hourly Engagement, including trial experience, recency of experience, and specialized training.

Click here to enter text.

b. Describe current experience with providing services under this area of practice to entities of similar scope and size to that of Pinal County.

Click here to enter text.

c. What percentage of your firm's legal practice is devoted solely to General Engagements?

Click here to enter text.

d. If awarded, what would Contractor's requested limitations be (guardian ad litem, mental health, sexual violent persons, witness representation, other)? Are there any ranking preferences?

Click here to enter text.

e. List any additional Area(s) of Practice or expertise outside of the Scope of Work which Contractor would like to offer to the County. Describe in detail Contractor's experience and qualifications for assignments in these additional areas and include experience providing these services to entities of similar scope and size to that of Pinal County.

Click here to enter text.

6. APPEALS & POST-CONVICTION RELIEF ENGAGEMENTS (non-capital)

a. Describe in detail Contractor's specific experience and qualifications for the assignments you are willing to accept in Appeals and/or Post-Conviction Relief Engagements, including trial experience, recency of experience, and specialized training.

Click here to enter text.

b. Describe current experience with providing services under this area of practice to entities of similar scope and size to that of Pinal County.

Click here to enter text.

c. What percentage of your firm's legal practice is devoted solely to Appeals and Post-Conviction Relief Engagements?

Click here to enter text.

d. If awarded, what would Contractor's requested limitations be? Are there any ranking preferences?

Click here to enter text.

C. PARALEGAL CONTRACTOR SERVICES

PINAL COUNTY

Complete this section only if Paralegal services will be included in your offer. A Paralegal Contractor may only be included in a response if they are employed by or otherwise affiliated with the Attorney who is responding to the solicitation. Offers from independent Paralegals shall not be considered. Contractor may offer the services of multiple Paralegal Contractors as part of their response. The following information shall be provided for each Paralegal Contractor. Include any supporting documents for Paralegal Contractors in the Supplemental Materials *section of your proposal response.*

1. PARALEGAL CONTRACTOR INFORMATION

a. Paralegal Contractor Name: Carol Powell

b. List all degree(s) and certification(s) held by Contractor. Documentation of education and any relevant certifications shall be included in the proposal response.

None

c. How many years of experience does the Contractor have in performing relevant job duties under the supervision of an Attorney who has the same qualifications required in the Scope of Work of this solicitation?

36 years of experience as a paralegal including at least 10 years in criminal defense. Employment summary is contained in a separate document submitted with this application.

d. How is the Paralegal Contractor associated with the Attorney who is responding to this solicitation?

Employed full time by Soslowsky Law Firm

2. PARALEGAL CONTRACTOR INFORMATION

a. Paralegal Contractor Name: Click here to enter text.

b. List all degree(s) and certification(s) held by Contractor. Documentation of education and any relevant certifications shall be included in the proposal response.

Click here to enter text.

c. How many years of experience does the Contractor have in performing relevant job duties under the supervision of an Attorney who has the same qualifications required in the Scope of Work of this solicitation?

Click here to enter text.

d. How is the Paralegal Contractor associated with the Attorney who is responding to this solicitation?

Click here to enter text.

Angeline Woods
Director
Budget and Finance

PINAL COUNTY
OFFICE OF BUDGET & FINANCE

Leo Lew
County Manager

MaryEllen Sheppard
Deputy County Manager

To: Pinal County Board of Supervisors

From: Lorina Gillette, Procurement Officer

Date: November 20, 2024

Re: Contract Amendment for ROQ #205526 On-Call Water Resources Engineering Services

It is requested the Board approve a contract amendment with JE Fuller Hydrology & Geomorphology, Inc. who provide on-call water resources engineering services for the Development Services Public Works Division.

This contract amendment adds Federal Grant contract terms to the existing contract.

It is also requested the Board authorize the Director of the Office of Budget and Finance to approve and sign resulting purchase orders and related administrative documents. All other terms and conditions remain unchanged.

Respectfully submitted,

Lorina Gillette

Lorina Gillette, CPPB
Procurement Officer
(520) 866-6262
Lorina.Gillette@pinal.gov

PINAL COUNTY

Contract Amendment

The Office of Budget and Finance – Purchasing Division
31 N. Pinal Street, PO Box 1348
Florence, AZ 85132
(520) 866-6008

Contract: 205526ROQ
Amendment #4
Procurement Officer: Lorina Gillette
Lorina.Gillette@pinal.gov

On-Call Water Resources Engineering Services

Contractor Name: **JE Fuller Hydrology & Geomorphology, Inc.**

Pursuant to Paragraph 15 (Contract Changes), the referenced Contract shall be amended as follows:

1. New Exhibit C-1 to the Contract. The attached new Exhibit C-1 is added and incorporated by this reference to the Contract.

Except as otherwise expressly modified or amended herein, all other terms, conditions, and pricing contained in the Contract shall remain in full force and effect and shall not be altered or changed by this Amendment.

Contractor hereby acknowledges receipt and understanding of the above amendment.

BY: Christopher Rod
(Name)

Vice President
(Title)

Christopher Rod
(Signature)

JE Fuller Hydrology and Geomorphology Inc.
(Contractor Name)

DATE: 10-24-2024

The above reference contract amendment is hereby executed this date by the County.

BY: Mike Goodman
(Name)

Chairman, Pinal County Board of Supervisors
(Title)

(Signature)

DATE: November 20, 2024

PINAL COUNTY

Exhibit C-1

Federal Certifications
Addendum for Agreements Funded by U.S. Federal Grant

Source of Funding:

Catalog of Federal Domestic Assistance (CFDA) Number: # 14.218
Link to program: https://sam.gov/fal/dc780f3ab3c44601a1c015c9e8f45e17/view

References:

Code of Federal Regulations ("CFR"), Title 2, Part 200 Uniform Requirements:

- CFR, Title 2: Grants and Agreements PART 200: Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
- Supplemented by the Department of Justice: 2 CFR Part 2800

Federal Grants Financial Guide: DOJ Financial Guide

Definitions:

Allocable Costs. See 2 CFR § 200.405 Allocable costs.

(a) A cost is allocable to a particular Federal award or other cost objective if the goods or services involved are chargeable or assignable to that Federal award or cost objective in accordance with relative benefits received. This standard is met if the cost:

(1) Is incurred specifically for the Federal award;

(2) Benefits both the Federal award and other work of the non-Federal entity and can be distributed in proportions that may be approximated using reasonable methods; and

(3) Is necessary to the overall operation of the non-Federal entity and is assignable in part to the Federal award in accordance with the principles in this subpart.

(b) All activities which benefit from the non-Federal entity's indirect (F&A) cost, including unallowable activities and donated services by the non-Federal entity or third parties, will receive an appropriate allocation of indirect costs.

(c) Any cost allocable to a particular Federal award under the principles provided for in this part may not be charged to other Federal awards to overcome fund deficiencies, to avoid restrictions imposed by Federal statutes, regulations, or terms and conditions of the Federal awards, or for other reasons. However, this prohibition would not preclude the non-Federal entity from shifting costs that are allowable under two

or more Federal awards in accordance with existing Federal statutes, regulations, or the terms and conditions of the Federal awards.

(d) Direct cost allocation principles. If a cost benefits two or more projects or activities in proportions that can be determined without undue effort or cost, the cost must be allocated to the projects based on the proportional benefit. If a cost benefits two or more projects or activities in proportions that cannot be determined because of the interrelationship of the work involved, then, notwithstanding paragraph (c) of this section, the costs may be allocated or transferred to benefitted projects on any reasonable documented basis. Where the purchase of equipment or other capital asset is specifically authorized under a Federal award, the costs are assignable to the Federal award regardless of the use that may be made of the equipment or other capital asset involved when no longer needed for the purpose for which it was originally required. See also 2 CFR §§ 200.310 (Insurance coverage) through 200.316 (Property trust relationship) and 200.439 (Equipment and other capital expenditures).

(e) If the contract is subject to CAS, costs must be allocated to the contract pursuant to the Cost Accounting Standards. To the extent that CAS is applicable, the allocation of costs in accordance with CAS takes precedence over the allocation provisions in this part.

Allowable Costs. See 2 CFR § 200.403 Factors affecting allowability of costs.

Except where otherwise authorized by statute, costs must meet the following general criteria in order to be allowable under Federal awards:

(a) Be necessary and reasonable for the performance of the Federal award and be allocable thereto under these principles.

(b) Conform to any limitations or exclusions set forth in these principles or in the Federal award as to types or amount of cost items.

(c) Be consistent with policies and procedures that apply uniformly to both federally-financed and other activities of the non-Federal entity.

(d) Be accorded consistent treatment. A cost may not be assigned to a Federal award as a direct cost if any other cost incurred for the same purpose in like circumstances has been allocated to the Federal award as an indirect cost.

(e) Be determined in accordance with generally accepted accounting principles (GAAP), except, for state and local governments and Indian tribes only, as otherwise provided for in this part.

(f) Not be included as a cost or used to meet cost sharing or matching requirements of any other federally-financed program in either the current or a prior period. See also 2 CFR § 200.306 (Cost sharing or matching) paragraph (b).

(g) Be adequately documented. See also 2 CFR §§ 200.300 (Statutory and national policy requirements) through 200.309 (Modifications to Period of performance).

Catalog of Federal Domestic Assistance (CFDA) Number. A five-digit number assigned by the Federal Awarding Agency in the awarding document of most grants and cooperative agreements funded by the Federal government.

Construction Work. The regulation at 41 CFR § 60-1.3 defines "construction work" as the construction, rehabilitation, alteration, conversion, extension, demolition, or repair of buildings, highways, or other changes or improvements to real property, including facilities providing utility services. The term also includes the supervision, inspection, and other onsite functions incidental to the actual construction.

Contract. A legal instrument by which a non–Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non–Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward.

Contractor. An entity that receives a contract as defined in Contract.

Cooperative Agreement**.** A legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non–Federal entity that, consistent with 31 USC §§ 6302–6305:

(a) Is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non–Federal entity to carry out a public purpose authorized by a law of the United States (see 31 USC § 6101(3)); and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use;

(b) Is distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non–Federal entity in carrying out the activity contemplated by the Federal award.

(c) The term does not include:
(1) A cooperative research and development agreement as defined in 15 USC § 3710a; or
(2) An agreement that provides only:
(i) Direct United States Government cash assistance to an individual;
(ii) A subsidy;
(iii) A loan;
(iv) A loan guarantee; or
(v) Insurance.

Federally Assisted Construction Contract. The regulation at 41 CFR § 60-1.3 defines a "federally assisted construction contract" as any agreement or modification thereof between any applicant and a person for construction work which is paid for in whole or in part with funds obtained from the Government or borrowed on the credit of the Government pursuant to any Federal program involving a grant, contract, loan, insurance, or guarantee, or undertaken pursuant to any Federal program involving such grant, contract, loan, insurance, or guarantee, or any application or modification thereof approved by the Government for a grant, contract, loan, insurance, or guarantee under which the applicant itself participates in the construction work.

Federal awarding agency. The Federal agency that provides a Federal award directly to a non–Federal entity

Federal Award. Depending on the context, in either paragraph (a) or (b) of this section:

(a) (1) The Federal financial assistance that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in 2 CFR § 200.101 (Applicability); or

(2) The cost-reimbursement contract under the Federal Acquisition Regulations that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in 2 CFR § 200.101 (Applicability).

(b) The instrument setting forth the terms and conditions. The instrument is the grant agreement, cooperative agreement, other agreement for assistance covered in paragraph (b) of 2 CFR § 200.40 Federal financial assistance, or the cost-reimbursement contract awarded under the Federal Acquisition Regulations.

(c) Federal award does not include other contracts that a Federal agency uses to buy goods or services from a Contractor or a contract to operate Federal government owned, Contractor operated facilities (GOCOs).

(d) See also definitions of Federal financial assistance, grant agreement, and cooperative agreement.

Funding Agreements**.** The regulation at 37 CFR § 401.2(a) defines "funding agreement" as any contract, grant, or cooperative agreement entered into between any Federal agency, other than the Tennessee Valley Authority, and any Contractor for the performance of experimental, developmental, or research work funded in whole or in part by the Federal government. This term also includes any assignment, substitution of parties, or subcontract of any type entered into for the performance of experimental, developmental, or research work under a funding agreement as defined in the first sentence of this paragraph.

Non–Federal entity**.** A state, local government, Indian tribe, institution of higher education (IHE), or nonprofit organization that carries out a Federal award as a recipient or subrecipient.

Nonprofit organization. Any corporation, trust, association, cooperative, or other organization, not including IHEs, that:

(a) Is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest;

(b) Is not organized primarily for profit; and

(c) Uses net proceeds to maintain, improve, or expand the operations of the organization.

Obligations**.** When used in connection with a non–Federal entity's utilization of funds under a Federal award, orders placed for property and services, contracts and subawards made, and similar transactions during a given period that require payment by the non–Federal entity during the same or a future period.

Pass-through entity**.** A non–Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program.

Reasonable Costs. See 2 CFR § 200.404 Reasonable costs.

A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. The question of reasonableness is particularly important when the non-Federal entity is predominantly federally-funded. In determining reasonableness of a given cost, consideration must be given to:

(a) Whether the cost is of a type generally recognized as ordinary and necessary for the operation of the non-Federal entity or the proper and efficient performance of the Federal award.

(b) The restraints or requirements imposed by such factors as: sound business practices; arm's-length bargaining; Federal, state, local, tribal, and other laws and regulations; and terms and conditions of the Federal award.

(c) Market prices for comparable goods or services for the geographic area.

(d) Whether the individuals concerned acted with prudence in the circumstances considering their responsibilities to the non-Federal entity, its employees, where applicable its students or membership, the public at large, and the Federal Government.

(e) Whether the non-Federal entity significantly deviates from its established practices and policies regarding the incurrence of costs, which may unjustifiably increase the Federal award's cost.

Recipient**.** A non–Federal entity that receives a Federal award directly from a Federal awarding agency to carry out an activity under a Federal program. The term recipient does not include subrecipients.

Simplified acquisition threshold**.** The dollar amount below which a non–Federal entity may purchase property or services using small purchase methods. Non–Federal entities adopt small purchase procedures in order to expedite the purchase of items costing less than the simplified acquisition threshold. The simplified acquisition threshold is set by the Federal Acquisition Regulation at 48 CFR, Part 2, Subpart 2.1 (Definitions) and in accordance with 41 USC § 1908. As of the publication of this part, the simplified acquisition threshold is $150,000, but this threshold is periodically adjusted for inflation. (Also see definition of 2 CFR § 200.67 (Micro-purchase)).

Subaward. An award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a Contractor or payments to an individual that is a beneficiary of a Federal program. A subaward may be provided through any form of legal agreement, including an agreement that the pass-through entity considers a contract.

Subcontractor. Legal entity that enters into subcontract with a “Contractor.”

Subrecipient**.** A non–Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

Termination**.** The ending of a Federal award, in whole or in part at any time prior to the planned end of period of performance.

PINAL COUNTY

Federal Grant Provisions:

The following certifications and provisions may be required and apply when Pinal County expends federal funds for any purchase. Pursuant to 2 CFR § 200.327, all contracts, including small purchases, awarded by Pinal County and Pinal County' Subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

1. Termination for Default. Pinal County reserves all rights and privileges under the applicable laws and regulations with respect to this contract in the event of breach of contract. Pursuant to 2 CFR Part 200, Appendix II, paragraph (B), the County may terminate the contract in whole or in part for cause due to Contractor's failure to:

    (a) Comply with any requirement, term, or condition of the contract;

    (b) Obtain and maintain all required insurance policies, bonds, licenses, and permits;

    (c) Make satisfactory progress in carrying out the work; or

    (d) Failure to conduct business in an ethical or legal manner.

    Procurement Officer shall give written notice of the termination and the reasons for it. Upon termination under this paragraph, all documents, data and reports prepared by Contractor under the contract and all necessary and attributable unfinished materials on hand, work in progress, work completed, and work accepted will become County's property, and Contractor shall deliver all of it immediately on demand. The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice. The County may, following termination of the contract under this paragraph, procure on terms and in the manner it determines to be appropriate materials or services to replace those that were to have been provided or performed by Contractor, and Contractor will be liable to the County for any excess cost the County incurs in procuring such substitutes.

2. Termination for Convenience. Pursuant 2 CFR Part 200, Appendix II, paragraph (B), when Pinal County expends federal funds, Pinal County reserves the right to immediately terminate any contract, in whole or in part at any time, when in the best interests of the County without penalty or recourse. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed, and materials accepted before the effective date of termination.

3. Equal Employment Opportunity. Pursuant to 41 CFR, Chapter 60, Part 60-1, the Contractor agrees as follows during the performance of this contract:

    (a) The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:

employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(b) The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(c) The Contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the Contractor's legal duty to furnish information.

(d) The Contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(e) The Contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(f) The Contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(g) In the event of the Contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the Contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(h) The Contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless

exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each Subcontractor or vendor. The Contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance: Provided, however, that in the event a Contractor becomes involved in, or is threatened with, litigation with a Subcontractor or vendor as a result of such direction by the administering agency, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

The applicant further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: *Provided,* That if the applicant so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

The applicant agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of Contractors and Subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

The applicant further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a Contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon Contractors and Subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the applicant agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the applicant under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such applicant; and refer the case to the Department of Justice for appropriate legal proceedings.

4. Compliance with Davis-Bacon Act. Pursuant to the Davis-Bacon Act (40 USC §§ 3141-3148) as supplemented by Department of Labor regulations at 29 CFR Part 5 (Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction) and 2 CFR Part 200, Appendix II(D), Contractor agrees as follows during the performance of this Contract:

   (a) The Davis-Bacon and Related Acts applies to contractors and subcontractors performing on federally funded or assisted contracts in excess of $2,000 for the construction, alteration, or repair (including painting and decorating) of public buildings or public works. Davis-Bacon is applicable to housing projects when four or more units are renovated or constructed.

(b) All transactions regarding applicable contracts shall be done in compliance with the Davis-Bacon Act (40 USC §§ 3141- 3144, and 3146-3148) and the applicable requirements of 29 CFR pt. 5. The Contractor shall comply with 40 USC §§ 3141-3144, and 3146-3148 and the applicable requirements of 29 CFR pt. 5.

(c) Contractors are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.

(d) Additionally, Contractors are required to pay wages not less than once a week.

Reference link for Labor Standards https://www.dol.gov/agencies/whd/government-contracts/construction and https://www.hud.gov/sites/documents/4010.PDF

5. Compliance with the Copeland "Anti-Kickback" Act. Pursuant to the Copeland "Anti-Kickback" Act (40 USC § 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"), Contractor agrees as follows during the performance of this contract:

   (a) Contractor. The Contractor shall comply with 18 USC § 874, 40 USC § 3145, and the requirements of 29 CFR pt. 3 as may be applicable, which are incorporated by reference into this contract.

   (b) Subcontracts. The Contractor or Subcontractor shall insert in any subcontracts the clause above and such other clauses as the Federal Awarding Agency may by appropriate instructions require, and also a clause requiring the Subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for the compliance by any Subcontractor or lower tier Subcontractor with all of these contract clauses.

   (c) Breach. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a Contractor and Subcontractor as provided in 29 CFR § 5.12."

6. Compliance with the Contract Work Hours and Safety Standards Act. Pursuant to 40 USC §§ 3702 and 3704, as supplemented by Department of Labor regulations at 29 CFR Part 5 (see 2 CFR Part 200, Appendix II (E)), Contractor agrees as follows during the performance of this Contract:

   (a) Overtime requirements. No Contractor or Subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

   (b) Violation; liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in paragraph (a) of this section the Contractor and any Subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such Contractor and Subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be

computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (a) of this section, in the sum of $27 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (a) of this section.

(c) Withholding for unpaid wages and liquidated damages. Pinal County shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the Contractor or Subcontractor under any such contract or any other Federal contract with the same prime Contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime Contractor, such sums as may be determined to be necessary to satisfy any liabilities of such Contractor or Subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (b) of this section.

(d) Subcontracts. The Contractor or Subcontractor shall insert in any subcontracts the clauses set forth in paragraph (a) through (d) of this section and also a clause requiring the Subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for compliance by any Subcontractor or lower tier Subcontractor with the clauses set forth in paragraphs (a) through (d) of this section.

7. Compliance with Section 3 Requirements. Section 3 compliance is applicable to federal contracts over $200,000 funded with the U.S. Department of Housing and Urban Development funds. If applicable, the contractor shall adhere to the following:

(a) The work to be performed under this contract is subject to the requirements of Section 3 of the Housing and Urban Development Act of 1968, as amended, 12 U.S.C. 1701u (Section 3). The purpose of Section 3 is to ensure that the employment and other economic opportunities generated by HUD assistance or HUD-assisted projects covered by Section 3, shall, to the greatest extent feasible, be directed to low - and very low-income persons in the project area.

(b) The parties to this contract agree to comply with HUD's regulations in 24 CFR part 75, which implement Section 3. As evidenced by their execution of this contract, the parties to this contract certify that they are under no contractual or other impediment that would prevent them from complying with the part 75 regulations.

(c) The contractor agrees to send to each labor organization or representative of workers with which the contractor has a collective bargaining agreement or other understanding, if any, a notice advising the labor organization or workers' representative of the contractor's commitments under this Section 3 clause, and will post copies of the notice in conspicuous places at the work site where both employees and applicants for training and employment positions can see the notice. The notice shall describe the Section 3 preference; job titles

subject to hire; availability of apprenticeship and training positions; the qualifications for each; the name and location of the person(s) taking applications for each of the positions; and the anticipated date the work shall begin.

(d) The contractor agrees to include this Section 3 clause in every subcontract subject to compliance with regulations in 24 CFR part 75 and agrees to take appropriate action, as provided in an applicable provision of the subcontractor in this Section 3 clause, upon a finding that the subcontractor is in violation of the regulations in 24 CFR part 75. The contractor will not subcontract with any subcontractor where the contractor has notice or knowledge that the subcontractor has been found in violation of the regulations in 24 CFR part 75.

(e) The contractor will certify that any vacant employment positions, including training positions, that are filled: 1) after the contractor is selected but before the contract is executed; and 2) with persons other than those to whom the regulations of 24 CFR part 75 require employment opportunities to be directed, were not filled to circumvent the contractor's obligations under 24 CFR part 75.

(f) Noncompliance with HUD's regulations in 24 CFR part 75 may result in sanctions, termination of this contract for default and debarment or suspension from future HUD assisted contracts.

8. Rights to Inventions Made Under a Contract or Agreement. Contractor agrees to comply with the requirements of 37 CFR Part 401, 2 CFR § 200, Appendix II (F), and any other applicable regulations issued by the Federal Awarding Agency during the performance of this contract.

9. Clean Air Act. The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 USC § 7401 *et seq*.

   (a) The Contractor agrees to report each violation to Pinal County and understands and agrees that Pinal County will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

   (b) The Contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by the Federal Awarding Agency.

10. Federal Water Pollution Control Act. The Contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 USC §§ 1251 *et seq*.

    (a) The Contractor agrees to report each violation to Pinal County and understands and agrees that the Pinal County will, in turn, report each violation as required to assure notification to the Federal

Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

(b) The Contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by the Federal Awarding Agency.

11. Suspension and Debarment. Pursuant to Executive Orders 12549 and 12689, Pinal County may, by written notice to Contractor, immediately terminate this Contract if Pinal County determines that the Contractor has been disbarred, suspended, or otherwise lawfully prohibited from participating in any public procurement activity, including, but not limited to, being disapproved as a Subcontractor of any public procurement unit or other governmental body. Contractor certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of this contract, the Contractor or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the Contractor will notify Pinal County.

    Contractor agrees to comply with the following during the performance of this contract.

    (a) Prior to the execution of a contract, the Contractor shall be registered in and maintain and active registration in SAM.gov. The registration shall have an account viewable by the public wherein, Pinal County may verify the Contractors compliance.

    (b) This contract is a covered transaction for purposes of 2 CFR pt. 180 and 2 CFR pt. 3000. As such, the Contractor is required to verify that none of the Contractor's *principals* (defined at 2 CFR § 180.995) or its *affiliates* (defined at 2 CFR § 180.905) are *excluded* (defined at 2 CFR § 180.940) or *disqualified* (defined at 2 CFR § 180.935).

    (c) The Contractor must comply with 2 CFR pt. 180, subpart C and 2 CFR pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.

    (d) This certification is a material representation of fact relied upon by Pinal County. If it is later determined that the Contractor did not comply with 2 CFR pt. 180, subpart C and 2 CFR pt. 3000, subpart C, in addition to remedies available to the County, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.

    (e) The Contractor agrees to comply with the requirements of 2 CFR pt. 180, subpart C and 2 CFR pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

12. Byrd Anti-Lobbying Amendment, 31 USC § 1352 (as amended). The Contractor agrees to comply with the following during the term of this Contract:

    (a) No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a

Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(b) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

(c) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

(d) The Contractor, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 USC Chapter 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

13. Procurement of Recovered Materials. Contractor agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act (See 42 USC §§ 6901 *et seq*.; and 2 CFR § 200.323) during the performance of this contract.

(a) In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired
   i. Competitively within a timeframe providing for compliance with the contract performance schedule;
   ii. Meeting contract performance requirements; or
   iii. At a reasonable price.

(b) Information about this requirement, along with the list of EPA- designated items, is available at EPA's Comprehensive Procurement Guidelines web site, https://www.epa.gov/smm/comprehensive- procurement-guideline-cpg-program.

(c) The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act.

14. Fly Ash Certification. Contractor agrees to comply with the following during the performance of this contract.

(a) The percentage of fly ash in the concrete or cement is or will be consistent with the amounts required by the EPA Guidelines, Statutes, and/or Regulations for federally funded projects involving procurement of cement and/or concrete (Solid Waste Disposal Act; Resource Conservation and Recovery Act).

15. Fingerprint and Background Checks. In accordance with ARS § 15-512(H), a Contractor, Subcontractor or vendor, any employee of a Contractor, Subcontractor or vendor who is contracted to provide services on a regular basis at an individual school may be required to obtain a valid fingerprint clearance card pursuant to ARS §§ 41-1758 *et seq*.

16. Civil Rights Act of 1964, Title VI. Contractor agrees to comply with the Civil Rights Act of 1964, as amended, (42 USC § 2000d and 28 CFR § 42.101 et seq.) that provides no person on the basis of Race, Color, or National Origin shall be excluded from participation, denied program benefits, or subjected to discrimination.

17. Rehabilitation Act of 1973, Section 504. Contractor agrees to comply with Section 504 of the Rehabilitation Act of 1973 (29 USC § 794 and 28 CFR §§ 42.501 *et seq*.), as emended, that no otherwise individual shall solely by reason of his or her handicap be excluded from participation and/or employment, denied program benefits, subjected to discrimination under any program receiving federal funds.

18. Age Discrimination Act of 1975. Contractor agrees to comply with the Age Discrimination Act of 1975 (42 USC §§ 6101-6107 and 28 CFR § 42.700 et seq.), as amended, that no person shall be excluded from participation, denied program benefits, or subjected to discrimination on the basis of age under any program or activity receiving federal funds.

19. Americans with Disabilities Act of 1990. Contractor agrees to comply with Title II of the Americans with Disabilities Act of 1990 (42 USC §§ 12131-12134 and 28 CFR pt. 35), as amended, that there shall be no employment discrimination against "qualified individuals with disabilities."

20. Other Grant Specific Regulations. Contractor agrees to comply with the following during the performance of this contract.

    N/A

21. Access to records. The following access to records requirements apply to this contract:

    (a) The Contractor agrees to provide the State of Arizona, Pinal County, the Federal Awarding Agency Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

    (b) The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

    (c) The Contractor agrees to provide the Federal Awarding Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.

(d) In compliance with the Disaster Recovery Reform Act of 2018, the Pinal County and the Contractor acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the Federal Awarding Agency Administrator or the Comptroller General of the United States.

(e) Contractor certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.334. The Contractor further certifies that Contractor will retain all records as required by 2 CFR § 200.334 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

22. Contract changes and amendments. There will be no oral changes to this Agreement. This Agreement can only be modified in a writing signed by both parties. Amendments agreed to by both parties may modify the method, price, or schedule of the work without breaching the contract. The language of the clause may differ depending on the nature of the contract and the end-item procured. No charge for extra work or material will be allowed unless approved in writing, in advance, by the County and Contractor.

23. Uniform administrative requirements, cost principles, and audit requirements. Pinal County adheres to the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for all federal awards included in 2 CFR Part 200. The federal cost principles require all costs for projects to be allowable, reasonable, and allocable. Therefore transparency of the cost proposal is required to ensure compliance.

24. Buy American provision. Contractor will purchase, to the maximum extent practicable, domestic commodities or products in accordance with 48 CFR § 52.225-1 through § 52.225-26 and 41 USC Chapter 83. The Contractor shall purchase, to the maximum extent practicable, domestic agricultural commodities or products substantially processed in the United States. “Substantially” means the final processed product contains over 51% domestically grown agricultural commodities. The provision applies to all food purchases paid from the nonprofit school food service account. There are limited exceptions to this provision, however before utilizing an exception, alternatives to purchasing non-domestic food products should be considered.

    The County has preference for domestic end products for supplies acquired for the use in the United States when spending federal funds (purchases that are made with non-federal funds or grants are excluded from the Buy America Act). Contractor certifies that it is in compliance with all applicable provisions of the Buy America Act.

    Exceptions to the Buy American provision should be used as a last resort; exceptions include: (1) the product is not produced or manufactured in the U.S. in sufficient and reasonable available quantities or of a satisfactory quality, or (2) costs of a U.S. product are significantly higher than the non-domestic product.

    To be considered for the alternative or exception to the Buy American provision, the request must be submitted in writing to the designated Pinal County procurement official, a minimum of 7 days prior to delivery date. The request must include: (1) the alternative substitutes that are domestic and meet the required specifications, with price and (2) the reason for exception, with limited/lack of availability or price. If price, include the price of the domestic food product and the price of the non-domestic product that meets the required specifications of the domestic product.

PINAL COUNTY

25. Federal awarding agency seal, logo, and flags. The Contractor shall not use the Federal Awarding Agency seal(s), logos, crests, or reproductions of flags or likenesses of the Federal Awarding Agency officials without specific pre-approval from the Federal Awarding Agency.

26. Compliance with federal law, regulations, and executive orders. This is an acknowledgement that financial assistance provided by the Federal Awarding Agency will be used to fund all or a portion of the contract. The Contractor will comply with all applicable Federal law, regulations, executive orders, Federal Awarding Agency policies, procedures, and directives.

27. No obligation by federal government. The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, Contractor, or any other party pertaining to any matter resulting from the contract.

28. Program fraud and false or fraudulent statements or related acts. The Contractor acknowledges that 31 USC Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this contract.

Contractor agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that Contractor certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.

JE Fuller Hydrology and Geomorphology, Inc.

Contractor Name

961976453

Contractor DUNS #

40 E. Helen Street, Tucson, Arizona 85705-6610

Address, City, State, and Zip Code+4 (Use the following link if needed: https://tools.usps.com/go/ZipLookup)

(O) 520-623-3112 (D) 520-207-4936

Phone Number and Email Address

Christopher Rod, - Vice President

Printed Name and Title of Authorized Representative

Christopher Rod 10-24-2024

Signature of Authorized Representative Date

PINAL COUNTY
WIDE OPEN OPPORTUNITY

Purchase Order

Pinal County Finance Department
Purchasing Division
P.O. Box 1348
Florence, AZ 85132

PO Number
253161
This number must appear on all documents pertaining to this order.

PO Date: 10/22/2024

Mail Invoice to:	Ship to:	Supplier:
Pinal County Finance Department P.O. Box 1348 Florence, AZ 85132 **Or** **email invoice to:** FinanceInvoices@pinal.gov	INFORMATION TECHNOLOGY DEPARTMENT IT RECEIVING BLDG 75 N. MAIN STREET FLORENCE AZ 85132	FORWARD TILT LLC 6340 E THOMAS RD STE 200 SCOTTSDALE AZ 85251 Phone: - Fax: - **Confirming to:**

Buyer: Riley Brimhall, Buyer	**Requested Delivery Date: 10/22/2024**
Phone: -	**Payment Terms: Net 30**
Email: Riley.Brimhall@pinal.gov	**Shipping Terms: FOB Destination**

The terms and conditions of the following contract apply to this Purchase Order:
Contract Entity State of Arizona
Contract Number CTR067401
Contract Expiry 8/31/2025

Reference: Quote: 14358-58947

Vendor Contact: Mike West 520-866-6677 michael.west@pinal.gov | John Espinoza 520-866-6232 john.espinoza@pinal.gov

Vendor Contact: Desiree Carpena - DCarpena@forwardtilt.com

Line	Quantity	UOM	Item Number	Item Description	Unit Cost	Extended Cost
1		LS		Workstations for Coolidge Bldg .	$0.00	$101,711.00
2		LS		sales tax	$0.00	$8,507.98

Total Order : $110,218.98

NOTE :
Failure to send invoice to above address will result in delay of payment.
Direct all payment questions to Accounts Payable at 520-866-6397.
Direct all other inquiries to the Buyer specified above.

By accepting this Purchase Order the supplier agrees to the terms and conditions located on the Purchasing Website unless otherwise directed on this PO

FORWARD TILT

Pinal County

PINAL COUNTY - COOLIDGE WORKSTATIONS

Date: 10/21/2024

Prepared For: John Espinoza

Quote Number: 14358-58947

Valid For 72 Days

Prepared by: Desiree Carpena

Confidential

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Forward Tilt
6340 E Thomas Rd.
Scottsdale, AZ 85251
Phone: (480) 237-3737
http://www.forwardtilt.com

FORWARD TILT

SUMMARY PAGE

Quote # 14358-58947

Project Scope

State of Arizona Contract #CTR067401

Bill To

Pinal County
BILL TO
31 N Pinal St
Florence, AZ 85132

Install To

Pinal County
Coolidge, AZ
168 S Main St
Coolidge, AZ 85128

Project Investment

Project Total	$101,711.00
Tax (9.7%)	$8,507.98
Grand Total	**$110,218.98**

Payment Schedule **Net 30**

Price Summary by Phase

Option	Phase / TAG	Price	Tax	Total
Pinal County - Coolidge Workstations	ROOM 1 - STATIONS	$21,053.00	$2,042.14	$23,095.14
	ROOM 2 - MANAGER'S STATION	$8,354.00	$810.35	$9,164.35
	ROOM 2 - STATIONS	$58,304.00	$5,655.49	$63,959.49
	LABOR	$14,000.00	$0.00	$14,000.00
		$101,711.00	**$8,507.98**	**$110,218.98**
Grand Total		**$101,711.00**	**$8,507.98**	**$110,218.98**

Forward Tilt
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FORWARD TILT

QUOTATION

 # 14358-58947

VALID UNTIL 1/1/2025

BILL TO

Pinal County
BILL TO
31 N Pinal St
Florence, AZ 85132

INSTALL TO

Pinal County
Coolidge, AZ
168 S Main St
Coolidge, AZ 85128

Salesperson
Desiree Carpena

Payment Terms
Net 30

Pinal County - Coolidge Workstations

ROOM 1 - STATIONS

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
1	12.00	EA	Z06530WR / Raceway Panel Frame w/o Top Trim 65H x 30W	Allsteel	$89.00	$1,068.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
2	3.00	EA	OH1530SD / 15H x30W Sliding Single Door Overhead	Allsteel	$177.00	$531.00
			OPTIONS			
			.YZ Stride-Dna-Optimize (System Selection) $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts) .STD Standard Random Key (Lock/OMT Opts)			
3	3.00	EA	OH1536SD / 15H x36W Sliding Single Door Overhead	Allsteel	$186.00	$558.00
			OPTIONS			
			.YZ Stride-Dna-Optimize (System Selection) $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts) .STD Standard Random Key (Lock/OMT Opts)			
4	3.00	EA	T52466SN / Primary 24Dx66W Flat Eg Lam w/o Grom	Allsteel	$130.00	$390.00
			OPTIONS			
			$(L1STD) Grd L1 Standard Laminates (Laminate Grd Opts) .LKI1 Kingswood Walnut (L1 Std Laminate Options) .KI Kingswood Walnut (Edge opt)			
5	6.00	EA	T53048SN / Primary 30Dx48W Flat Eg Lam w/o Grom	Allsteel	$105.00	$630.00
			OPTIONS			
			$(L1STD) Grd L1 Standard Laminates (Laminate Grd Opts) .LKI1 Kingswood Walnut (L1 Std Laminate Options) .KI Kingswood Walnut (Edge opt)			
6	3.00	EA	PF197-303S / Essentials Support Ped BBF 28Hx28-7/8Dx15W Sq Pull	Allsteel	$218.00	$654.00
			OPTIONS			
			$(P1) P1 Paint Opts (PF197-303A Pnt Grd Opts) .P7B Loft (Core Clr Opts) .EL Matte Silver (Square Pull Clr Opt) .STD Standard Random Key (Lock/OMT Opts)			

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Pinal County - Coolidge Workstations

ROOM 1 - STATIONS

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
7	3.00	EA	PF198-232S / Essentials Support Ped FF 28Hx22-7/8Dx15W Sq Pull	Allsteel	$212.00	$636.00
			OPTIONS			
			$(P1) P1 Paint Opts (PF198-232A Pnt Grd Opts) .P7B Loft (Core Clr Opts) .EL Matte Silver (Square Pull Clr Opt) .STD Standard Random Key (Lock/OMT Opts)			
8	6.00	EA	T6CB18L / Cantilever Bracket 18D LH Terrace	Allsteel	$13.00	$78.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts)			
9	6.00	EA	T6CB18R / Cantilever Bracket 18D RH Terrace	Allsteel	$13.00	$78.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts)			
10	3.00	EA	T6CB24R / Cantilever Bracket 24D RH Terrace	Allsteel	$14.00	$42.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts)			
11	20.00	EA	Z46048T / 60Hx48W Tackable Acoustic Non-Ported Tile	Allsteel	$89.00	$1,780.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
12	6.00	EA	T6SB / W/S Storage Bracket (1 Pr L/R)	Allsteel	$26.00	$156.00
13	1.00	EA	A871030 / Pass-Thru Cable w/o Power Block 30W	Allsteel	$37.00	$37.00
			OPTIONS			
			.P Black (P Color Option)			
14	1.00	EA	A871036 / Pass-Thru Cable w/o Power Block 36W	Allsteel	$37.00	$37.00
			OPTIONS			
			.P Black (P Color Option)			
15	3.00	EA	A871248 / Power Harness 48W	Allsteel	$69.00	$207.00
			OPTIONS			
			.P Black (P Color Option)			
16	2.00	EA	A877072 / Base Elec In-Feed 6' Sealtight Cable (3+1 2+2)	Allsteel	$76.00	$152.00
			OPTIONS			
			.P Black (P Color Option)			
17	1.00	EA	A877501 / 4-Circuit Duplex Receptacle Circuit 1	Allsteel	$12.00	$12.00
			OPTIONS			
			.EV Loft (Receptacle Data Clr Opts)			

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Pinal County - Coolidge Workstations

ROOM 1 - STATIONS

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
18	1.00	EA	A877502 / 4-Circuit Duplex Receptacle Circuit 2	Allsteel	$12.00	$12.00
			OPTIONS			
			.EV Loft (Receptacle Data Clr Opts)			
19	2.00	EA	A877504 / 4-Circuit Duplex Receptacle Circuit 4	Allsteel	$12.00	$24.00
			OPTIONS			
			.EV Loft (Receptacle Data Clr Opts)			
20	2.00	EA	A877506 / 4-Circuit Duplex Receptacle Circuit 3 (2+2)	Allsteel	$12.00	$24.00
			OPTIONS			
			.EV Loft (Receptacle Data Clr Opts)			
21	7.00	EA	Z387LL / 87-1/2H L-90 Light Block Kit with 'L' Top Cap	Allsteel	$21.00	$147.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
22	2.00	EA	A871130 / Pass-Thru Harness w/Power Block 30W	Allsteel	$40.00	$80.00
			OPTIONS			
			.P Black (P Color Option)			
23	6.00	EA	Z46036T / 60Hx36W Tackable Acoustic Non-Ported Tile	Allsteel	$79.00	$474.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
24	6.00	EA	Z5SC42 / 30W External Supt Channel for 42W W/S	Allsteel	$14.00	$84.00
25	20.00	EA	Z42248T / 22-1/2Hx48W Tackable Acoustic Non-Ported Tile	Allsteel	$42.00	$840.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
26	24.00	EA	Z46030T / 60Hx30W Tackable Acoustic Non-Ported Tile	Allsteel	$68.00	$1,632.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
27	3.00	EA	Z06536WR / Raceway Panel Frame w/o Top Trim 65H x 36W	Allsteel	$96.00	$288.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
28	10.00	EA	Z06548WR / Raceway Panel Frame w/o Top Trim 65H x 48W	Allsteel	$109.00	$1,090.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			

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Pinal County - Coolidge Workstations

ROOM 1 - STATIONS

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
29	12.00	EA	Z02230P / Stacking Panel Frame 22-1/2H x 30W	Allsteel	$79.00	$948.00
30	3.00	EA	Z02236P / Stacking Panel Frame 22-1/2H x 36W	Allsteel	$84.00	$252.00
31	10.00	EA	Z02248P / Stacking Panel Frame 22-1/2H x 48W	Allsteel	$94.00	$940.00
32	1.00	EA	Z387PF / 87-1/2H Filler Trim	Allsteel	$29.00	$29.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
33	7.00	EA	Z387PL / 87-1/2H L-90 Degree Trim	Allsteel	$32.00	$224.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
34	1.00	EA	Z387TT / 8701/2H 3-Way Light Block Kit with 'T' Top Cap	Allsteel	$23.00	$23.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
35	8.00	EA	Z3UCON / 1 Universal Connector Block	Allsteel	$8.00	$64.00
36	6.00	EA	Z387PE / 87-1/2H E-End Trim	Allsteel	$29.00	$174.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
37	3.00	EA	Z130DMK / 30W Mounting Kit for Sliding Door	Allsteel	$148.00	$444.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
38	3.00	EA	Z18042SD / Sliding Door 80H x 42W Frosted Translucent	Allsteel	$1,404.00	$4,212.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P8C Salt (Grade 1 Paint Opts) .FT Frosted Translucent (Sliding Door Material Opts)			
39	12.00	EA	Z230SK / Segment Kit 30W	Allsteel	$14.00	$168.00
			OPTIONS			
			.P Black (P Color Option)			
40	3.00	EA	Z236SK / Segment Kit 36W	Allsteel	$15.00	$45.00
			OPTIONS			
			.P Black (P Color Option)			
41	10.00	EA	Z248SK / Segment Kit 48W	Allsteel	$17.00	$170.00
			OPTIONS			
			.P Black (P Color Option)			

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Pinal County - Coolidge Workstations

ROOM 1 - STATIONS

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
42	12.00	EA	Z330PT / Flat Top Trim 30W	Allsteel	$11.00	$132.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
43	3.00	EA	Z336PT / Flat Top Trim 36W	Allsteel	$13.00	$39.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
44	10.00	EA	Z348PT / Flat Top Trim 48W	Allsteel	$17.00	$170.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
45	24.00	EA	Z42230T / 22-1/2Hx30W Tackable Acoustic Non-Ported Tile	Allsteel	$33.00	$792.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
46	4.00	EA	Z3UCON10P / 10 Universal Connector Blocks	Allsteel	$69.00	$276.00
47	6.00	EA	Z42236T / 22-1/2Hx36W Tackable Acoustic Non-Ported Tile	Allsteel	$35.00	$210.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			

Pinal County - Coolidge Workstations / ROOM 1 - STATIONS **SUBTOTAL**

subtotal	$21,053.00
sales tax	$2,042.14
total	**$23,095.14**

ROOM 2 - MANAGER'S STATION

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
48	2.00	EA	Z46024T / 60Hx24W Tackable Acoustic Non-Ported Tile	Allsteel	$63.00	$126.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
49	1.00	EA	PF197-303S / Essentials Support Ped BBF 28Hx28-7/8Dx15W Sq Pull	Allsteel	$218.00	$218.00
			OPTIONS			
			$(P1) P1 Paint Opts (PF197-303A Pnt Grd Opts) .P7B Loft (Core Clr Opts) .EL Matte Silver (Square Pull Clr Opt) .STD Standard Random Key (Lock/OMT Opts)			

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Pinal County - Coolidge Workstations

ROOM 2 - MANAGER'S STATION

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
50	1.00	EA	T52448SN / Primary 24Dx48W Flat Eg Lam w/o Grom	Allsteel	$98.00	$98.00
			OPTIONS			
			$(L1STD) Grd L1 Standard Laminates (Laminate Grd Opts) .LKI1 Kingswood Walnut (L1 Std Laminate Options) .KI Kingswood Walnut (Edge opt)			
51	1.00	EA	T52442SN / Primary 24Dx42W Flat Eg Lam w/o Grom	Allsteel	$90.00	$90.00
			OPTIONS			
			$(L1STD) Grd L1 Standard Laminates (Laminate Grd Opts) .LKI1 Kingswood Walnut (L1 Std Laminate Options) .KI Kingswood Walnut (Edge opt)			
52	1.00	EA	OH1548SD / 15H x48W Sliding Single Door Overhead	Allsteel	$203.00	$203.00
			OPTIONS			
			.YZ Stride-Dna-Optimize (System Selection) $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts) .STD Standard Random Key (Lock/OMT Opts)			
53	6.00	EA	Z46030T / 60Hx30W Tackable Acoustic Non-Ported Tile	Allsteel	$68.00	$408.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
54	8.00	EA	Z46060T / 60Hx60W Tackable Acoustic Non-Ported Tile	Allsteel	$94.00	$752.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
55	2.00	EA	Z46048T / 60Hx48W Tackable Acoustic Non-Ported Tile	Allsteel	$89.00	$178.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
56	2.00	EA	Z46042T / 60Hx42W Tackable Acoustic Non-Ported Tile	Allsteel	$84.00	$168.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
57	1.00	EA	PF198-232S / Essentials Support Ped FF 28Hx22-7/8Dx15W Sq Pull	Allsteel	$212.00	$212.00
			OPTIONS			
			$(P1) P1 Paint Opts (PF198-232A Pnt Grd Opts) .P7B Loft (Core Clr Opts) .EL Matte Silver (Square Pull Clr Opt) .STD Standard Random Key (Lock/OMT Opts)			

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Pinal County - Coolidge Workstations

ROOM 2 - MANAGER'S STATION

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
58	1.00	EA	OH1542SD / 15H x42W Sliding Single Door Overhead	Allsteel	$194.00	$194.00
			OPTIONS			
			.YZ Stride-Dna-Optimize (System Selection) $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts) .STD Standard Random Key (Lock/OMT Opts)			
59	2.00	EA	T53060SN / Primary 30Dx60W Flat Eg Lam w/o Grom	Allsteel	$131.00	$262.00
			OPTIONS			
			$(L1STD) Grd L1 Standard Laminates (Laminate Grd Opts) .LKI1 Kingswood Walnut (L1 Std Laminate Options) .KI Kingswood Walnut (Edge opt)			
60	4.00	EA	Z387PL / 87-1/2H L-90 Degree Trim	Allsteel	$32.00	$128.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
61	3.00	EA	T6CB18R / Cantilever Bracket 18D RH Terrace	Allsteel	$13.00	$39.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts)			
62	1.00	EA	T6CB24L / Cantilever Bracket 24D LH Terrace	Allsteel	$14.00	$14.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts)			
63	1.00	EA	T6SB / W/S Storage Bracket (1 Pr L/R)	Allsteel	$26.00	$26.00
64	1.00	EA	A877072 / Base Elec In-Feed 6' Sealtight Cable (3+1 2+2)	Allsteel	$76.00	$76.00
			OPTIONS			
			.P Black (P Color Option)			
65	1.00	EA	A871160 / Pass-Thru Harness w/Power Block 60W	Allsteel	$43.00	$43.00
			OPTIONS			
			.P Black (P Color Option)			
66	1.00	EA	A871230 / Power Harness 30W	Allsteel	$65.00	$65.00
			OPTIONS			
			.P Black (P Color Option)			
67	1.00	EA	A877502 / 4-Circuit Duplex Receptacle Circuit 2	Allsteel	$12.00	$12.00
			OPTIONS			
			.EV Loft (Receptacle Data Clr Opts)			
68	1.00	EA	A877506 / 4-Circuit Duplex Receptacle Circuit 3 (2+2)	Allsteel	$12.00	$12.00
			OPTIONS			
			.EV Loft (Receptacle Data Clr Opts)			

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ROOM 2 - MANAGER'S STATION

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
69	4.00	EA	Z387LL / 87-1/2H L-90 Light Block Kit with 'L' Top Cap	Allsteel	$21.00	$84.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
70	1.00	EA	A871160 / Pass-Thru Harness w/Power Block 60W	Allsteel	$43.00	$43.00
			OPTIONS			
			.P Black (P Color Option)			
71	8.00	EA	Z42260T / 22-1/2Hx60W Tackable Acoustic Non-Ported Tile	Allsteel	$47.00	$376.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
72	3.00	EA	T6CB18L / Cantilever Bracket 18D LH Terrace	Allsteel	$13.00	$39.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts)			
73	2.00	EA	Z42248T / 22-1/2Hx48W Tackable Acoustic Non-Ported Tile	Allsteel	$42.00	$84.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
74	2.00	EA	Z42242T / 22-1/2Hx42W Tackable Acoustic Non-Ported Tile	Allsteel	$38.00	$76.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
75	3.00	EA	Z06530WR / Raceway Panel Frame w/o Top Trim 65H x 30W	Allsteel	$89.00	$267.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
76	1.00	EA	Z06524WR / Raceway Panel Frame w/o Top Trim 65H x 24W	Allsteel	$83.00	$83.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
77	1.00	EA	Z06542WR / Raceway Panel Frame w/o Top Trim 65H x 42W	Allsteel	$102.00	$102.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			

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ROOM 2 - MANAGER'S STATION

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
78	1.00	EA	Z06548WR / Raceway Panel Frame w/o Top Trim 65H x 48W OPTIONS $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)	Allsteel	$109.00	$109.00
79	4.00	EA	Z06560WR / Raceway Panel Frame w/o Top Trim 65H x 60W OPTIONS $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)	Allsteel	$124.00	$496.00
80	1.00	EA	Z02224P / Stacking Panel Frame 22-1/2H x 24W	Allsteel	$75.00	$75.00
81	3.00	EA	Z02230P / Stacking Panel Frame 22-1/2H x 30W	Allsteel	$79.00	$237.00
82	1.00	EA	Z02242P / Stacking Panel Frame 22-1/2H x 42W	Allsteel	$89.00	$89.00
83	4.00	EA	Z02260P / Stacking Panel Frame 22-1/2H x 60W	Allsteel	$105.00	$420.00
84	1.00	EA	Z324PT / Flat Top Trim 24W OPTIONS $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)	Allsteel	$10.00	$10.00
85	3.00	EA	Z330PT / Flat Top Trim 30W OPTIONS $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)	Allsteel	$11.00	$33.00
86	1.00	EA	Z342PT / Flat Top Trim 42W OPTIONS $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)	Allsteel	$15.00	$15.00
87	1.00	EA	Z348PT / Flat Top Trim 48W OPTIONS $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)	Allsteel	$17.00	$17.00
88	1.00	EA	Z02248P / Stacking Panel Frame 22-1/2H x 48W	Allsteel	$94.00	$94.00
89	1.00	EA	Z130DMK / 30W Mounting Kit for Sliding Door OPTIONS $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)	Allsteel	$148.00	$148.00
90	2.00	EA	Z42224T / 22-1/2Hx24W Tackable Acoustic Non-Ported Tile OPTIONS $(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)	Allsteel	$30.00	$60.00

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QUOTATION

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VALID UNTIL 1/1/2025

Pinal County - Coolidge Workstations

ROOM 2 - MANAGER'S STATION

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
91	4.00	EA	Z360PT / Flat Top Trim 60W	Allsteel	$21.00	$84.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
92	2.00	EA	Z3UCON10P / 10 Universal Connector Blocks	Allsteel	$69.00	$138.00
93	4.00	EA	Z3UCON / 1 Universal Connector Block	Allsteel	$8.00	$32.00
94	2.00	EA	Z387PE / 87-1/2H E-End Trim	Allsteel	$29.00	$58.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
95	4.00	EA	Z260SK / Segment Kit 60W	Allsteel	$18.00	$72.00
			OPTIONS			
			.P Black (P Color Option)			
96	6.00	EA	Z42230T / 22-1/2Hx30W Tackable Acoustic Non-Ported Tile	Allsteel	$33.00	$198.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
97	1.00	EA	Z242SK / Segment Kit 42W	Allsteel	$15.00	$15.00
			OPTIONS			
			.P Black (P Color Option)			
98	3.00	EA	Z230SK / Segment Kit 30W	Allsteel	$14.00	$42.00
			OPTIONS			
			.P Black (P Color Option)			
99	1.00	EA	Z224SK / Segment Kit 24W	Allsteel	$13.00	$13.00
			OPTIONS			
			.P Black (P Color Option)			
100	1.00	EA	Z18042SD / Sliding Door 80H x 42W Frosted Translucent	Allsteel	$1,404.00	$1,404.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P8C Salt (Grade 1 Paint Opts) .FT Frosted Translucent (Sliding Door Material Opts)			
101	1.00	EA	Z248SK / Segment Kit 48W	Allsteel	$17.00	$17.00
			OPTIONS			
			.P Black (P Color Option)			

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Pinal County - Coolidge Workstations

ROOM 2 - MANAGER'S STATION

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
Pinal County - Coolidge Workstations / ROOM 2 - MANAGER'S STATION						**SUBTOTAL**
					subtotal	$8,354.00
					sales tax	$810.35
					total	**$9,164.35**

ROOM 2 - STATIONS

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
102	9.00	EA	PF198-232S / Essentials Support Ped FF 28Hx22-7/8Dx15W Sq Pull	Allsteel	$212.00	$1,908.00
			OPTIONS			
			$(P1) P1 Paint Opts (PF198-232A Pnt Grd Opts) .P7B Loft (Core Clr Opts) .EL Matte Silver (Square Pull Clr Opt) .STD Standard Random Key (Lock/OMT Opts)			
103	44.00	EA	Z46048T / 60Hx48W Tackable Acoustic Non-Ported Tile	Allsteel	$89.00	$3,916.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
104	18.00	EA	T53048SN / Primary 30Dx48W Flat Eg Lam w/o Grom	Allsteel	$105.00	$1,890.00
			OPTIONS			
			$(L1STD) Grd L1 Standard Laminates (Laminate Grd Opts) .LKI1 Kingswood Walnut (L1 Std Laminate Options) .KI Kingswood Walnut (Edge opt)			
105	18.00	EA	T6CB18L / Cantilever Bracket 18D LH Terrace	Allsteel	$13.00	$234.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts)			
106	18.00	EA	T6CB18R / Cantilever Bracket 18D RH Terrace	Allsteel	$13.00	$234.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts)			
107	4.00	EA	T6CB24L / Cantilever Bracket 24D LH Terrace	Allsteel	$14.00	$56.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts)			
108	5.00	EA	T6CB24R / Cantilever Bracket 24D RH Terrace	Allsteel	$14.00	$70.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts)			
109	9.00	EA	T6SB / W/S Storage Bracket (1 Pr L/R)	Allsteel	$26.00	$234.00

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Pinal County - Coolidge Workstations

ROOM 2 - STATIONS

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
110	18.00	EA	Z5SC54 / 42W External Supt Channel for 54W W/S	Allsteel	$17.00	$306.00
111	9.00	EA	PF197-303S / Essentials Support Ped BBF 28Hx28-7/8Dx15W Sq Pull	Allsteel	$218.00	$1,962.00
			OPTIONS			
			$(P1) P1 Paint Opts (PF197-303A Pnt Grd Opts) .P7B Loft (Core Clr Opts) .EL Matte Silver (Square Pull Clr Opt) .STD Standard Random Key (Lock/OMT Opts)			
112	18.00	EA	Z46036T / 60Hx36W Tackable Acoustic Non-Ported Tile	Allsteel	$79.00	$1,422.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
113	4.00	EA	A877506 / 4-Circuit Duplex Receptacle Circuit 3 (2+2)	Allsteel	$12.00	$48.00
			OPTIONS			
			.EV Loft (Receptacle Data Clr Opts)			
114	2.00	EA	A877072 / Base Elec In-Feed 6' Sealtight Cable (3+1 2+2)	Allsteel	$76.00	$152.00
			OPTIONS			
			.P Black (P Color Option)			
115	7.00	EA	A871130 / Pass-Thru Harness w/Power Block 30W	Allsteel	$40.00	$280.00
			OPTIONS			
			.P Black (P Color Option)			
116	9.00	EA	A871148 / Pass-Thru Harness w/Power Block 48W	Allsteel	$43.00	$387.00
			OPTIONS			
			.P Black (P Color Option)			
117	2.00	EA	A871230 / Power Harness 30W	Allsteel	$65.00	$130.00
			OPTIONS			
			.P Black (P Color Option)			
118	7.00	EA	A871030 / Pass-Thru Cable w/o Power Block 30W	Allsteel	$37.00	$259.00
			OPTIONS			
			.P Black (P Color Option)			
119	7.00	EA	A871036 / Pass-Thru Cable w/o Power Block 36W	Allsteel	$37.00	$259.00
			OPTIONS			
			.P Black (P Color Option)			
120	5.00	EA	A877501 / 4-Circuit Duplex Receptacle Circuit 1	Allsteel	$12.00	$60.00
			OPTIONS			
			.EV Loft (Receptacle Data Clr Opts)			
121	4.00	EA	A877502 / 4-Circuit Duplex Receptacle Circuit 2	Allsteel	$12.00	$48.00
			OPTIONS			
			.EV Loft (Receptacle Data Clr Opts)			

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ROOM 2 - STATIONS

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
122	5.00	EA	A877504 / 4-Circuit Duplex Receptacle Circuit 4	Allsteel	$12.00	$60.00
			OPTIONS			
			.EV Loft (Receptacle Data Clr Opts)			
123	72.00	EA	Z46030T / 60Hx30W Tackable Acoustic Non-Ported Tile	Allsteel	$68.00	$4,896.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
124	9.00	EA	T52466SN / Primary 24Dx66W Flat Eg Lam w/o Grom	Allsteel	$130.00	$1,170.00
			OPTIONS			
			$(L1STD) Grd L1 Standard Laminates (Laminate Grd Opts) .LKI1 Kingswood Walnut (L1 Std Laminate Options) .KI Kingswood Walnut (Edge opt)			
125	44.00	EA	Z42248T / 22-1/2Hx48W Tackable Acoustic Non-Ported Tile	Allsteel	$42.00	$1,848.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
126	22.00	EA	Z248SK / Segment Kit 48W	Allsteel	$17.00	$374.00
			OPTIONS			
			.P Black (P Color Option)			
127	72.00	EA	Z42230T / 22-1/2Hx30W Tackable Acoustic Non-Ported Tile	Allsteel	$33.00	$2,376.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			
128	36.00	EA	Z06530WR / Raceway Panel Frame w/o Top Trim 65H x 30W	Allsteel	$89.00	$3,204.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
129	9.00	EA	Z06536WR / Raceway Panel Frame w/o Top Trim 65H x 36W	Allsteel	$96.00	$864.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
130	22.00	EA	Z06548WR / Raceway Panel Frame w/o Top Trim 65H x 48W	Allsteel	$109.00	$2,398.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
131	36.00	EA	Z02230P / Stacking Panel Frame 22-1/2H x 30W	Allsteel	$79.00	$2,844.00
132	9.00	EA	Z02236P / Stacking Panel Frame 22-1/2H x 36W	Allsteel	$84.00	$756.00
133	22.00	EA	Z02248P / Stacking Panel Frame 22-1/2H x 48W	Allsteel	$94.00	$2,068.00

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Pinal County - Coolidge Workstations

ROOM 2 - STATIONS

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
134	9.00	EA	Z130DMK / 30W Mounting Kit for Sliding Door	Allsteel	$148.00	$1,332.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
135	9.00	EA	Z18042SD / Sliding Door 80H x 42W Frosted Translucent	Allsteel	$1,404.00	$12,636.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P8C Salt (Grade 1 Paint Opts) .FT Frosted Translucent (Sliding Door Material Opts)			
136	36.00	EA	Z230SK / Segment Kit 30W	Allsteel	$14.00	$504.00
			OPTIONS			
			.P Black (P Color Option)			
137	9.00	EA	Z236SK / Segment Kit 36W	Allsteel	$15.00	$135.00
			OPTIONS			
			.P Black (P Color Option)			
138	36.00	EA	Z330PT / Flat Top Trim 30W	Allsteel	$11.00	$396.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
139	9.00	EA	Z336PT / Flat Top Trim 36W	Allsteel	$13.00	$117.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
140	22.00	EA	Z348PT / Flat Top Trim 48W	Allsteel	$17.00	$374.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
141	13.00	EA	Z387LL / 87-1/2H L-90 Light Block Kit with 'L' Top Cap	Allsteel	$21.00	$273.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
142	11.00	EA	Z387PE / 87-1/2H E-End Trim	Allsteel	$29.00	$319.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
143	7.00	EA	Z387PF / 87-1/2H Filler Trim	Allsteel	$29.00	$203.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			

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ROOM 2 - STATIONS

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
144	13.00	EA	Z387PL / 87-1/2H L-90 Degree Trim	Allsteel	$32.00	$416.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
145	7.00	EA	Z387TT / 8701/2H 3-Way Light Block Kit with 'T' Top Cap	Allsteel	$23.00	$161.00
			OPTIONS			
			$(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Grade 1 Paint Opts)			
146	12.00	EA	Z3UCON10P / 10 Universal Connector Blocks	Allsteel	$69.00	$828.00
147	9.00	EA	OH1530SD / 15H x30W Sliding Single Door Overhead	Allsteel	$177.00	$1,593.00
			OPTIONS			
			.YZ Stride-Dna-Optimize (System Selection) $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts) .STD Standard Random Key (Lock/OMT Opts)			
148	9.00	EA	OH1536SD / 15H x36W Sliding Single Door Overhead	Allsteel	$186.00	$1,674.00
			OPTIONS			
			.YZ Stride-Dna-Optimize (System Selection) $(P1) P1 Paint Opts (Pnt Grd Opts) .P7B Loft (Core Clr Opts) .STD Standard Random Key (Lock/OMT Opts)			
149	18.00	EA	Z42236T / 22-1/2Hx36W Tackable Acoustic Non-Ported Tile	Allsteel	$35.00	$630.00
			OPTIONS			
			$(A) Grd A Fab (FAB Grd opts) .VST Vast (Grade A Fabric) 10 Tundra (Vast Color Opts)			

Pinal County - Coolidge Workstations / ROOM 2 - STATIONS **SUBTOTAL**

subtotal	$58,304.00
sales tax	$5,655.49
total	**$63,959.49**

LABOR

LINE #	QTY	UNIT	PART # / DESCRIPTION	MFG	PRICE EA	EXT PRICE
150	1.00	EA	LABOR / LABOR TO RECEIVE, DELIVER AND INSTALL DURING NORMAL BUSINESS HOURS		$14,000.00	$14,000.00

Pinal County - Coolidge Workstations / LABOR **SUBTOTAL**

subtotal	$14,000.00
sales tax	$0.00
total	**$14,000.00**

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Pinal County - Coolidge Workstations

CUSTOMER SIGN OFF

Tariff, surcharge, and freight charges are subject to change. Charges will be billed at time of invoice.

subtotal	$101,711.00
sales tax	$8,507.98
total	**$110,218.98**

Authorized Signature

Accepted Date

Print Name

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TERMS AND CONDITIONS OF PURCHASE ORDER AGREEMENT

Pricing:
The proposed prices will be held for ten (10) days from date of quotation. If the proposal is accepted after (10) days, the order may be subject to revised pricing. Applicable sales, use or excise taxes, are not included in quoted prices. Taxes will be added to the invoice at the time of billing. The customer is responsible for any and all use/sales tax for purchases made outside of the state of Arizona. Any additional/applicable freight will be charged at time of invoicing. All prices are FOB factory unless otherwise specified.

Unforeseen Changes in Pricing – Dealer may adjust pricing on affected products in case of manufacturer price adjustments, when such manufacturer price adjustments are: (a) greater than 2.5%, (b) not known at the time of specification or order entry, and (c) implemented in response to conditions or circumstances outside of the manufacturer's reasonable control (including, but not limited to unusual weather conditions, economic conditions, political disruption, pandemic or national health conditions, national transportation / related infrastructure disruption and national security issues).

Contract or "held" pricing – Dealer may adjust "contract" or "held" pricing in case of manufacturer price adjustments when such manufacturer price adjustments are: (a) greater than 2.5%, (b) not known at the time of specification or order entry, and (c) implemented in response to conditions or circumstances outside of the manufacturer's reasonable control (including, but not limited to unusual weather conditions, economic conditions, political disruption, pandemic or national health conditions, national transportation / related infrastructure disruption and national security issues).

Surcharges – Dealer may pass along manufacturer surcharges when such surcharges are: (a) greater than 0.5%, and (b) implemented in response to conditions or circumstances outside of the manufacturer's reasonable control (including, but not limited to unusual weather conditions, economic conditions, political disruption, pandemic or national health conditions, national transportation / related infrastructure disruption and national security issues).

Acceptance:
Signing of the Proposal by the Buyer constitutes the intent of the Buyer to proceed with ordering items specified; Buyer having full capacity to render payment for all products and services listed on the Proposal. This proposal together with any attachments, exhibits, or supplements, specifically referenced in this proposal, constitutes the entire agreement between Forward Tilt, LLC (hereafter referred to as Seller) and Buyer with respect to the matter contained herein and supersedes all prior oral or written representations and agreements. This order may only be modified by a purchase order amendment/alteration agreed to in writing by Seller and Buyer. Date of this agreement occurs on the date of Buyer's signed acceptance.

Credit:
Buyer agrees that the extension of credit by the Seller shall be subject to, and in consideration of the following Terms and Conditions:

Payment Terms:
Payment terms are as outlined in the proposal unless otherwise established in writing and signed by Seller and Buyer. Products are shipped FOB factory, so title passes and products are invoiced to purchaser when a carrier accepts shipment for transportation. Buyer warrants and affirms that it is financially able to meet the commitments made to Seller, and will pay promptly on or before the due date set forth on each invoice. A delinquency finance charge of 1.5% will be assessed monthly against any amounts not paid within these terms. Seller may suspend credit and/or services until any outstanding balance due is paid in full. When paying by American Express, Visa and/or Master Card a 3% processing fee will be added to the total.

Normal Payment Term Disruptions:
Installation Delays; Partial Payment for Partial Completion -- Product installations may be delayed, and partial or staged product installations may be required, in each case upon written notice to customer in case of manufacturer extended lead time and/or shipping disruption (including missed shipments, delayed shipments, and back ordered products) caused by or relating to, in whole or in part, conditions or circumstances outside of the manufacturer's reasonable control (including, but not limited to unusual weather conditions, economic conditions, political disruption, pandemic or national health conditions, national transportation / related infrastructure disruptions and national security issues). In some unplanned circumstances installations may be disrupted as certain products are not available and will require partial or disrupted installations. If partial or staged product installations are required, dealer will require partial payment commensurate with work completed within 30 days of each completed partial or staged installation.

Security Interest:
Buyer hereby grants and Seller retains a security interest in the subject matter of this Agreement to secure payment in indebtedness remaining hereunder. Buyer agrees to execute financing statements and to perform such other actions as Seller requires in connection with such security interest, including authorization to file appropriate Form UCC-1 in order to perfect the security interest created under this paragraph.

Changes/Deletions After Acceptance:
Any changes or deletions to items after acceptance of this agreement must be requested in writing by the Buyer within (5) days of the original acceptance date and may be subject to revised pricing. Seller may not accept any changes on orders after the order has been placed with the manufacturer. If Seller is able to make reasonable changes to the order, these changes may be subject to additional freight, product, administrative, and/or installation costs.

Cancellation/Returns:
Buyer acknowledges that all of the products ordered are custom manufactured to the exact needs and specification of the Buyer, and cannot be returned. Any request for cancellation must be submitted in writing to Seller within (5) days of acceptance of this Purchase Order Agreement. If products are cancelable from the manufacturer, restocking charges may be imposed for all approved cancellations at the Seller's discretion.

Lead Time Disruption:
Exceptional Lead Times: Lead-time commitments, guarantees, or estimates may be suspended in case of extended manufacturer lead times caused by or relating to, in whole or in part, conditions or circumstances outside of the manufacturer's reasonable control (including, but not limited to, unusual weather conditions, economic conditions, political disruption, pandemic or national health conditions, national transportation / related infrastructure disruptions and national security issues).

Missed Shipment, Delayed Shipment, Backorders :
Shipment and delivery commitments, guarantees, and estimates may be suspended in case of manufacturer shipping disruption (including missed shipments, delayed shipments, and back ordered products) caused by or relating to, in whole or in part, conditions or circumstances outside of the manufacturer's reasonable control (including, but not limited to unusual weather conditions, economic conditions, political disruption, pandemic or national health conditions, national transportation / related infrastructure disruptions and national security issues). Shipment / backorder guarantees in these circumstances will be suspended upon written notice.

Delivery and Installation:
Every reasonable attempt will be made by the Seller to meet Buyer's desired delivery and installation schedule. Seller will perform a pre-delivery site inspection to insure that the job site meets readiness guidelines as described below. Seller will furnish a statement to Buyer defining any/all problems to be corrected prior to installation. Failure to correct these issues may cause delays and result in additional costs for storage, and/or double-handling of product on site. Changes to scope of work shall be requested in writing by the Buyer and may be subject to additional charges.

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Site Readiness Guidelines:
Job site shall be clean, clear, and free of debris prior to installation. Any necessities, such as electrical, heat, light, hoisting/elevator service, shall be provided at no charge to the Seller. Adequate facilities for off-loading, moving, staging, and handling of merchandise shall be provided.

Delays and General Liability:
Should Buyer be unable to receive merchandise as agreed, merchandise available for delivery will be invoiced. No liability shall accrue against the Seller as a result of any breach of these terms and conditions resulting from any work stoppage, act of nature, unauthorized delays by the manufacturers, or other delays beyond Seller's control.

Warranty:
Seller expresses that all goods or services included in this order will conform to the specifications, drawings, samples or descriptions furnished in the proposal and will be of good material and workmanship, free from defect and produced in compliance with all applicable laws and regulations. Seller asserts no warranty except for that stated in the manufacturer's published warranty. There is no warranty against any expense for removal, reinstallation, loss of value or use, lost profits, or other consequential damages arising from any manufacturer's defect.

The undersigned has read and agrees to these Terms & Conditions.

Authorized Signature _____ Date _____

	Contract Amendment	**Arizona Department of Administration State Procurement Office 100 N. 15th Avenue Phoenix, AZ 85007**
	Contract: **CTR067401** Contract Amendment: **#1**	
	Effective Date: September 1, 2024	

Statewide Furniture, Products, and Related Services

Forward Tilt LLC.

This Amendment Number 1 is to extend the contract term. In accordance with Uniform Terms and Conditions, Section 5.1 Amendments, this contract is amended as follows:

1. The term of the contract is hereby extended to August 31, 2025

RECITALS

The State and Supplier entered into that certain agreement title Master Agreement pursuant to which Supplier is to provide Statewide Furniture, Products, and Related Services.

ALL OTHER REQUIREMENTS, SPECIFICATIONS, TERMS AND CONDITIONS REMAIN UNCHANGED

ACKNOWLEDGEMENT AND AUTHORIZATION

This amendment shall be fully executed upon the electronic approval in the State e-Procurement system by an authorized representative of the Contractor and applied to the contract in the State e-Procurement system by the Procurement Officer or delegate.

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Sep 17, 2024

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- Exact Phrase

e.g. 1606N020Q02

"Forward Tilt LLC" ×

Federal Organizations

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Date Modified/Updated

Showing 1 - 1 of 1 results

FORWARD TILT, LLC Active Registration

Entity

Unique Entity ID
M5TBFKXDB9N6

CAGE Code
7C6L4

Physical Address
6340 E THOMAS RD,
SCOTTSDALE, AZ
85251 USA

Expiration Date
Apr 5, 2025

Purpose of Registration
All Awards

1 of **1**

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PINAL COUNTY
WIDE OPEN OPPORTUNITY

Purchase Order

Pinal County Finance Department
Purchasing Division
P.O. Box 1348
Florence, AZ 85132

PO Number
253190
This number must appear on all documents pertaining to this order.

PO Date: 10/25/2024

Mail Invoice to:	Ship to:	Supplier:
Pinal County Finance Department P.O. Box 1348 Florence, AZ 85132 **Or** **email invoice to:** FinanceInvoices@pinal.gov	PLANNING & DEVELOPMENT 85 N FLORENCE ST FLORENCE AZ 85132	TISCHLERBISE INC 4701 SANGAMORE ROAD, SUITE S240 BETHESDA MD 20816-2508 Phone: 800 - 424-4318 Fax: 301 - 320-4860 **Confirming to:**

Buyer: Maegan Queen, Buyer
Phone: 520 - 866-6265
Email: maegan.queen@pinal.gov

Requested Delivery Date: 10/25/2024
Payment Terms: Net 30
Shipping Terms: FOB Destination

The terms and conditions of the following contract apply to this Purchase Order:
Contract Entity City of Tempe
Contract Number T20-108-01
Contract Expiry 5/30/2025

Reference: 2025 Impact Study Fees

Vendor Contact: Ben Griffin - ben@tischlerbise.com

Department Contact: Michelle Velazquez 520-866-6321 michelle.velazquez@pinal.gov | Ashlee Feliz ashlee.feliz@pinal.gov | Joe Ortiz joe.ortiz@pinal.gov | Brent Billingsley brent.billingsley@pinal.gov

Line	Quantity	UOM	Item Number	Item Description	Unit Cost	Extended Cost
1		LS		2025 IFA STUDY FUND 214 - PARKS COUNTYWIDE .	$0.00	$15,705.72
2		LS		2025 IFA STUDY FUND 215 - P/S COUNTYWIDE	$0.00	$15,705.72
3		LS		2025 IFA STUDY FUND 215 - P/S NORTH CENTRAL	$0.00	$15,705.72
4		LS		2025 IFA STUDY FUND 216 - STREETS NC	$0.00	$15,705.71
5		LS		2025 IFA STUDY FUND 216 - STREETS SC	$0.00	$15,705.71
6		LS		2025 IFA STUDY FUND 216 - STREETS EAST	$0.00	$15,705.71
7		LS		2025 IFA STUDY FUND 216 - STREETS WEST	$0.00	$15,705.71

Total Order : $109,940.00

NOTE :
Failure to send invoice to above address will result in delay of payment.
Direct all payment questions to Accounts Payable at 520-866-6397.
Direct all other inquiries to the Buyer specified above.

By accepting this Purchase Order the supplier agrees to the terms and conditions located on the Purchasing Website unless otherwise directed on this PO

Work Scope

The intent of this work scope is to update Pinal County's existing Land Use Assumptions, Infrastructure Improvement Plans for Parks and Recreational Facilities, Public Safety Facilities, and Transportation Facilities, and Development Fee Report.

TASK 1: PROJECT INITIATION / DATA ACQUISITION

During this task, we will meet with County staff to establish lines of communication, review and discuss project goals and expectations related to the project, review (and revise if necessary) the project schedule, request data and documentation related to new proposed development, and discuss County staff's role in the project. The objectives of this initial discussion are outlined below:

- Obtain and review current demographics and other land use information
- Assess additional information needs and required staff support
- Identify and collect data and documents relevant to the analysis
- Identify any major policy issues

Meetings:

One (1) meeting with County project management team/County staff as appropriate.

Deliverables:

Data request memorandum.

TASK 2: UPDATE LAND USE ASSUMPTIONS

TischlerBise will update Pinal County's current Land Use Assumptions which includes annual projections of population, employment, housing, commercial, industrial and other nonresidential square footage data for ten (10) years. This will be based on discussions with County staff and review of published information and information available from other sources. The Consultant will prepare a memorandum discussing the updated land use projections (Land Use Assumptions Document) that will serve as the basis for the updated Infrastructure Improvement Plans. TischlerBise will prepare an updated plan that includes projections of changes in land uses, densities, intensities, and population for the various service areas. A map of the area(s) to which the land use assumptions apply will also be included in this task.

Meetings:

One (1) meeting with the Development Services Department.

Deliverables:

TischlerBise will prepare an updated technical memorandum discussing the recommended Land Use Assumptions. After review and sign-off by the County, a final memorandum will be issued, which will become part of the final Development Fee Report.

TASK 3: UPDATE CAPITAL NEEDS AND COSTS

This task will update the relevant capital needs and costs due to growth. This may include a revision to the current benefit areas in the County. This Task will include the following:

1) **Long-Range Capital Need** – TischlerBise will focus on relevant documents such planning documents and master plans, the current Capital Improvements Plan, and other mapping and data that is available. Discussions will aim not only to understand the specific costs, but also to assess the size and scope of projects and whether capital facility needs are due to normal replacement, catch-up, or new demand.

2) **Service Units** – TischlerBise will update the standardized measures of consumption, use, or generation attributable to an individual unit of development.

3) **Review Cost Estimates** – TischlerBise will review the costs of infrastructure improvements, real property, financing, engineering, and architectural services associated with the projects contained in the IIP.

4) **Financing Costs** – TischlerBise will identify projected interest charges and other financial costs which are to be used for repayment of principal and interest of debt used to finance infrastructure identified in the IIP.

5) **Identify Ineligible Costs** – TischlerBise will identify costs that are not eligible for inclusion in the IIP and development fees. Ineligible costs include projects not included in the IIP; repair, maintenance, or operation of existing facilities; projects which serve existing development in order to meet stricter regulatory requirements; projects which provide a higher level-of-service to existing development; and administrative, maintenance, and operating costs.

6) **Determine Service Areas** – Specify the area(s) within the County's boundaries in which development will be served by eligible infrastructure and that a substantial nexus exists between the planned improvements and the development being served as prescribed in the IIP.

As part of calculating the fee, costs for infrastructure improvements, real property, financing, engineering, and architectural services will be considered. TischlerBise will consider all of these components in developing an equitable allocation of costs.

Meetings:

Two (2) meetings with County staff.

Deliverables:

See Task 6.

TASK 4: DETERMINE NEED FOR OFFSETS TO BE APPLIED AGAINST CAPITAL COSTS

There are two types of "offsets" that are included in the calculation of impact fees, each with specific, distinct characteristics. The first is an offset due to possible double payment situations. This could occur when a property owner will make future contributions toward infrastructure covered by the development fee. An example of this is when a developer improves more than their required ½ street improvement, a credit is owed toward their Transportation DIF.

The second is a credit toward the payment of a development fee for the required dedication of public sites and improvements provided by the developer and for which the development fee is imposed. Both types of credits will be considered and addressed in the development fee study.

Deliverables:

Memoranda as appropriate. See Task 8.

TASK 5: DISCUSS PRELIMINARY METHODOLOGIES AND POLICY OPTIONS

The requirement that development fees be based on an IIP does not equate to a requirement that only the plan-based methodology can be used in the calculations. The IIP can reflect the past capacity investments in infrastructure that will be repaid by new development with development fee revenue. Likewise, the County can plan to provide new development the same level-of-service being currently provided to existing development. TischlerBise will evaluate different allocation methodologies for each Infrastructure Improvements Plan and development fee to determine which methodology is the most appropriate measure of the demand created by new development. These methodologies include:

Cost Recovery Methodology – This methodology is best suited for infrastructure which has already been built and has excess capacity available to be utilized for new development.

Incremental Expansion Methodology – Under this approach, new development will receive the current level-of-service being provided to existing development by the existing inventory of infrastructure.

Plan-Based Methodology – This methodology primarily evaluates the CIP for new development's proportionate share of planned capital projects. It is important to note, however, that CIPs are often fiscally constrained and may not reflect the true requirements of new development. TischlerBise will therefore also evaluate master plans for different categories of infrastructure.

This comprehensive approach and consideration of alternative methodologies will allow maximization of the development fees. TischlerBise will prepare draft level-of-service tables and methodology recommendations for each infrastructure category and component. We will discuss this information with County staff to ensure understanding and acceptance. Policy alternatives will be discussed as appropriate. This should help ensure "sign-off" and prevent time delays in finalizing the analysis.

Meetings:

One (1) meeting with County staff and elected officials (if desired) to discuss and explain the preliminary findings, assumptions, and results. As a no charge option, TischlerBise can meet with a Stakeholder Group if the County desires.

Deliverables:

TischlerBise will prepare a "story board" for staff review and comment detailing proposed levels of service, cost estimates, service areas, credits, and recommended calculation methodologies.

TASK 6: PREPARE DRAFT INFRASTRUCTURE IMPROVEMENT PLANS (IIP)

In this task, TischlerBise's qualified professionals will prepare updated Infrastructure Improvement Plans using generally accepted engineering and planning practices for each "necessary public service" for which a development fee can be assessed. Development of the IIP will include the following subtasks:

- **Reserve Capacity** – The IIP will identify infrastructure capacity to be reserved to serve future development.
- **Description of Existing Necessary Public Services in the Service Area(s)** – The IIP will include a description of the existing necessary public services in the service area(s) and the costs to upgrade, update, improve, expand, correct, or replace those services to meet existing needs and usage and stricter safety, efficiency, environmental, and regulatory standards.
- **Analysis of Total Capacity** – The IIP will identify the current usage and commitments for usage of capacity of the existing necessary public services.
- **Description of "Necessary Public Services" Attributable to New Development** – The IIP will describe all parts of the necessary public services of facility expansions and their costs necessitated by and attributable to development in the service area(s) based on the approved land use assumptions. Cost forecasts will include the costs of infrastructure improvements, real property, financing, engineering, and architectural services.
- **Equivalency/Conversion Table** – The IIP will include a table establishing the specific level or quantity of use, consumption, or generation of a service unit for each necessary public service or facility expansions. The table will include the ratio of a service unit to various types of residential, commercial, and industrial land uses.
- **Projected Service Units** – The IIP will include the total number of projected service units necessitated by and attributable to new development in the service area(s), based on the approved land use assumptions.
- **Projected Demand for Necessary Public Services** – The IIP will include a ten-year projection of the demand for necessary public services or facility expansions required by new service units.
- **Forecast of Non-Development Fee Revenues from New Service Units** – The IIP will forecast revenues other than development fees generated by new service units, such as state-shared revenue, highway user revenue, federal revenue, ad valorem property taxes, construction contracting or similar excise taxes, and the capital recovery portion of utility fees attributable to development based on the approved land use assumptions. This subtask will include a plan to include these contributions in determining the extent of the burden created by new development.

These subtasks will result in a written plan that identifies necessary public services or facility expansions that are to be the subject of a development fee and complies with the requirements of State law.

Meetings:

None.

Deliverables:

Draft and Final Land Use Assumptions and Infrastructure Improvement Plan.

TASK 7: CONDUCT FUNDING AND CASH FLOW ANALYSIS; ESTIMATE ANNUAL OPERATING COSTS

In order to prepare a meaningful IIP, it is important to evaluate the anticipated funding sources. In this task, TischlerBise will prepare a ten-year cash flow analysis. This calculation will allow the County to better understand the revenue potential of the development fees and the amount which would be needed if the fees were discounted. It will also provide a good understanding of the cash flow needed to cover the infrastructure costs for new development. The cash flow analysis will indicate whether additional funds might be needed or whether the IIP might need to be altered. This could also affect the total credits calculated in the previous task. Therefore, it is likely that a number of iterations will be conducted in order to refine the cash flow analysis reflecting the capital improvement needs. Development fee revenues can only be spent on capital projects that add capacity. Operating and maintenance costs associated with these capital improvements will have to be funded from other revenue sources, mostly likely from the General Fund. To estimate the annual operational and maintenance costs of the projected infrastructure, TischlerBise will utilize several data sources, including:

- Most recently adopted operating budget.
- Most recently adopted CIP.
- Capital project/program submittal sheets from departments.

Meetings:

None.

Deliverables:

See Task 8.

TASK 8: PREPARE FINAL LAND USE ASSUMPTIONS, IIP, AND DEVELOPMENT FEE REPORT, PUBLIC PRESENTATIONS

TischlerBise will prepare a written report for the County that summarizes the need for development fees and the relevant methodologies employed, as well as documentation for all assumptions and cost factors. The report will include at a minimum the following information:

- Executive Summary.
- A detailed description of the methodology used during the study.
- A detailed description of all level-of-service standards and cost factors used and accompanying rationale.
- An IIP spanning a maximum ten-year planning horizon, listing projects, costs, timing, and financing.
- A detailed schedule of proposed fees listed by land use type and activity.
- Other information which adequately explains and justifies the resulting recommended fee schedule.
- A ten-year cash flow analysis of development fees and estimate of operating costs.

Meetings:

Two (2) presentations / work sessions with the County Board of Supervisors to present and discuss final Land Use Assumptions, IIP, and Development Fee Report as part of the legislatively required adoption process.

Deliverables:

Final Land Use Assumptions, IIP, and Development Fee Report and presentation materials for meetings.

Project Schedule

The table below indicates our proposed schedule for this assignment, assuming a contract award in November. This schedule assumes all draft work products needed to start the adoption process are completed by June 30, 2025. Once the "clock starts ticking" in July it is likely that several iterations of the IIP and/or Development Fee Report may be required to respond to stakeholder and elected official review.

PROPOSED SCHEDULE: LAND USE ASSUMPTIONS, IIP, AND DEVELOPMENT FEE STUDY

Tasks	Anticipated Dates	Meetings*	Meetings/Deliverables
Task 1: Project Initiation / Data Acquisition	December 2024	1	Data Request Memorandum
Task 2: Update Land Use Assumptions	December 2024 - January 2025	1*	Draft Land Use Assumptions Document
Task 3: Update Capital Needs and Costs	January - March 2025	2*	See Task 6
Task 4: Determine Need for Offsets to be Applied Against Capital Cost	February - March 2025	0	See Task 8
Task 5: Discuss Preliminary Methodologies and Policy Options	March - April 2025	1	"Storyboard" Presention Outlining Preliminary Methodologies and Policy Options
Task 6: Prepare Draft Infrastructure Improvement Plans (IIP)	April - May 2025	0	Draft and Final Land Use Assumptions and Infrastructure Improvement Plan
Task 7: Conduct Funding and Cash Flow Analysis; Estimate Annual Operating Costs	June 2025	0	See Task 8
Task 8: Prepare Final Land Use Assumptions, IIP, and Development Fee Report, Public Presentations	June 2025	2##	Draft and Final Land Use Assumptions, Infrastructure Improvement Plan, and Development Fee Report

*In several cases it is assumed meetings are held with multiple departments over one (1) trip.

##Meetings will occur during the adoption process

Project Pricing

The following is our fixed fee price proposal to complete the effort outlined in our Scope of Work. This price proposal shall remain valid for a period of 120 days. The proposed hourly rates align with the hourly rates used in the Tempe cooperative agreement for contract T20-108-01.

PROPOSED FEE - LAND USE ASSUMPTIONS, IIP, AND DEVELOPMENT FEE STUDY

Project Team Member:	Bise	Griffin	Total	
Hourly Rate*	$245	$200	Hours	Cost
Task 1: Project Initiation / Data Acquisition	8	16	24	**$5,160**
Task 2: Update Land Use Assumptions	24	72	96	**$20,280**
Task 3: Update Capital Needs and Costs	24	84	108	**$22,680**
Task 4: Determine Need for Offsets to be Applied Against Capital Cost	12	24	36	**$7,740**
Task 5: Discuss Preliminary Methodologies and Policy Options	12	36	48	**$10,140**
Task 6: Prepare Draft Infrastructure Improvement Plans (IIP)	24	60	84	**$17,880**
Task 7: Conduct Funding and Cash Flow Analysis; Estimate Annual Operating Costs	12	24	36	**$7,740**
Task 8: Prepare Final Land Use Assumptions, IIP, and Development Fee Report, Public Presentations	16	72	88	**$18,320**
Total Cost:	**132**	**388**	**520**	**$109,940**

* Hourly rates are inclusive of all costs, including travel.

Contract Renewal Notice

Financial Services
Procurement Office
20 E 6th Street
Tempe, AZ 85281

Contract Number T20-108-01
Contract Description Development of Infrastructure Improvement Plan,

Date February 23, 2024

88408
TischlerBise, Inc.
Carson Bise
4701 Sangamore Road S240
Bethesda, MD 20816

Renewal Information
Beginning June 1, 2024
Ending May 30, 2025
Renewal 3 of 5

Contract Renewal Information

The City of Tempe is requesting renewal of the above mentioned contract under the same terms and conditions at either current contract prices/discounts or at prices/discounts more favorable to the City of Tempe.

If the contractor has lowered the market price(s) of any item(s) on the City's contract, then such lowered prices should be offered to the City of Tempe.

Where performance bonds and/or insurance coverage were requirements of the City's original solicitation/contract, a renewing contractor must provide evidence of bonds and/or insurance extensions as applicable to ongoing City of Tempe contract. Failure to provide insurance certificates as outlined below may result in contract cancellation.

TischlerBise, Inc. certifies that it is not currently engaged in, and agrees for the duration of this Contact/Agreement that it will not engage in, a boycott of Israel, as that term is defined in A.R.S.§ 35-393

Contractor hereby acknowledges receipt and understanding of this Contract Renewal Notice and that a signed copy of this notice must be filed with the City of Tempe Procurement Office within thirty (30) days from the above noted issue date and the updated insurance certificates (City of Tempe included as additional insured) will be submitted.

Please note: If included, the Affidavit of Compliance form must be completed and returned with the renewal documents. This affidavit is related to the City's new anti-discrimination ordinance that requires compliance from all City contractors.

Procurement Officer	Lisa Goodman, NIGP-CPP, CPPO,	480-350-8533	Lisa_Goodman@tempe.gov
Procurement Specialist	Paola Leyva	480-350-8682	Paola_Leyva@tempe.gov

To Be Completed and Signed By TischlerBise, Inc.

Contract Number T20-108-01
Contract Description Development of Infrastructure Improvement Plan,

Contractor's Name **TischlerBise, Inc.**

Contractor's Mailing Address 4701 Sangamore Road S240 Bethesda, MD 20816

Printed name of person signing L. Carson Bise

Phone Number 240-401-4031

email Address carson@tischlerbise.com

Contractor's Authorized Signature _____ 3/20/24
Date

City of Tempe Contract Renewal Acceptance

Lisa Goodman

Lisa Goodman, NIGP-CPP, CPPO, CPPB Date
Procurement Officer

Michael Greene (Mar 21, 2024 17:24 PDT)

Michael Greene, CPM, CPPO Date
Procurement Administrator

AFFIDAVIT OF COMPLIANCE WITH HOUSE BILL 2488

SUPPLIER AGREES TO NOT USE THE FORCED LABOR OF ETHNIC UYGHURS IN THE PEOPLE'S REPUBLIC OF CHINA

Per House Bill 2488 approved by the Arizona Legislature, this law stipulates that a public entity may not enter into or renew a contract with a company for the acquisition or disposition of supplies, services, goods, information technology or construction unless the contract includes written certification that the company does not currently, and agrees for the duration of the contract that it will not, use:

- The forced labor of ethnic Uyghurs in the People's Republic of China;
- Any services or goods produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and
- Any suppliers, contractors or sub-contractors that use the forced labor of any services or goods produce by the forced labor of ethnic Uyghurs in the People's Republic of China

Based on the above, the supplier certifies:

Signature	Date: 3/20/24
Print Name: L. Carson Bise	Title: President
Company Name: Tischler Bise, Inc	

PINAL COUNTY
WIDE OPEN OPPORTUNITY

Purchase Requisition

Req. Number
171954

.

Req. Date: 10/22/2024

Department Contact:	Ship to:	Supplier:
TRAWLE, CHRISTINE A Phone: - Branch Plant: IT-EXECUTIVE MANAGEMENT Fund Source: COUNTY WIDE COMPUTER PROJECT	INFORMATION TECHNOLOGY DEPARTMENT IT RECEIVING BLDG 75 N. MAIN STREET FLORENCE AZ 85132	MOTOROLA SOLUTIONS, INC 13104 COLLECTIONS CENTER DR CHICAGO IL 60693 Phone: 602 - 271-7500 Fax: 602 - 438-1608

Buyer: Riley Brimhall, Buyer
Phone: -
Email: Riley.Brimhall@pinal.gov

Requested Delivery Date: 10/22/2024
Payment Terms: Net 30
Shipping Terms: FOB Destination

The terms and conditions of the following contract apply to this Purchase Order:

Contract Entity State of Arizona
Contract Number CTR046830
Contract Expiry 10/9/2026

Reference: Quote Dated August 14, 2024

Department Contact: Chris Combs 520-866-6650 chris.combs@pinal.gov | Christine Trawle 520-866-6888 itadmins@pinal.gov

Vendor Contact: Mike Colvin 520-631-5394 mike.colvin@motorolasolutions.com

ALL SOFTWARE LICENSES MUST BE EMAILED TO: ITLICENSES@PINAL.GOV

Line	Quantity	UOM	Item Number	Item Description	Unit Cost	Extended Cost
1.00		LS		Site on Wheels Trailer & RF Equipment .	$0.00	$697,442.00
2.00		LS		Site on Wheels credit	$0.00	($70,674.00)
3.00		LS		Site on Wheels System Implementation	$0.00	$183,888.00
4.00		LS		tax	$0.00	$60,170.00

Total Order: $870,826.00

MOTOROLA SOLUTIONS

Proposal

Pinal County

Site On Wheels

August 14, 2024

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.
3332 East Broadway Ave
Phoenix, AZ 85040
USA

Tel. + 1 847 576 5000
Fax + 1 847 538 6020

August 14, 2024

Chris Combs
IT Infrastructure Manager
Pinal County Information Technology
31 N Pinal Street Building A
Florence, AZ 85132

Subject: Motorola ASTRO Radio Site on Wheels

Dear Mr. Combs,

Motorola Solutions, Inc. (“Motorola”) is pleased to have the opportunity to provide Pinal County with quality communications equipment and services. The Motorola project team has taken great care to propose a solution that will address your needs and provide exceptional value. To best address the functional and operational specifications of Pinal County, Motorola’s solution will provide a Radio Frequency Site on Wheels that can be deployed in an emergency or special event.

Motorola’s proposal includes this cover letter and is subject to the terms and conditions of the State of Arizona Contract No. CTR046830 (“State Agreement”), its Exhibits and applicable Addenda. This proposal shall remain valid until December 13, 2024. Pinal County may accept the proposal by delivering to Motorola a signed Purchase Order specifically referencing “PO is subject to the terms and conditions of the State of Arizona Contract No. CTR046830 and Motorola’s proposal dated August 14, 2024.” Alternatively, Motorola would be pleased to address any concerns regarding the proposal. Any questions can be directed to your Motorola Solutions Account Executive, Mike Colvin, at 520-631-5394 or email at mike.colvin@motorolasolutions.com.

We thank you for the opportunity to furnish Pinal 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,
Motorola Solutions, Inc.



Walter Whatley
Area Sales Manager

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Use or disclosure of this proposal is subject to the restrictions on the cover page.
Motorola Solutions Confidential Restricted

Section 1

System Description

Motorola is pleased to present to Pinal County (Pinal) a proposal for one Site On Wheels (SOW) containing a three channel P25 ASR trunking system. This system will provide Pinal with the ability to deploy an emergency site where communications is needed whether it is a lack of coverage from the existing system or to cover some of the area where an existing site has gone offline.

The SOW will have one ESS P25 three channel system, associated antennas on a 55 foot retractable mast, and a generator for power when shore power is not available.

1.1 GTR Expandable Site Subsystem (ESS)

A total of 3 ASTRO 25 Repeater channels are included in this proposal. The ASTRO 25 Repeater channels will be configured for 800 MHz P25 TDMA voice and data communication. The radio equipment will be transferred to the SOW 19” rack cabinets that are on the trailer. The ESS racks will utilize the new transmit and receive antenna system installed on the trailer tower mast.

The GTR 8000 channels will be housed in the GTR Expandable Site Subsystem (ESS) racks. The GTR ESS configuration includes a transmit combiner, receiver multicoupler, site controllers and GTR 8000 channels. This particular design will contain three base radios affording Pinal with four TDMA channel talkpaths.

1.1.1 ESS Rack 1

- Three (3) GTR 8000 ASTRO 25 IV&D 800 MHz Repeater Channels within a 54” Expandable Site Subsystem (ESS) rack
- GTR 8000 repeater channels radios will be configured for P25 TDMA voice and data capability.
- Site Repeater Controllers
- Receiver multicoupler

1.1.2 ESS Rack 2

- DC distribution
- Transmitter combiner

1.1.3 ESS Rack 3

- Site controller
- Network devices

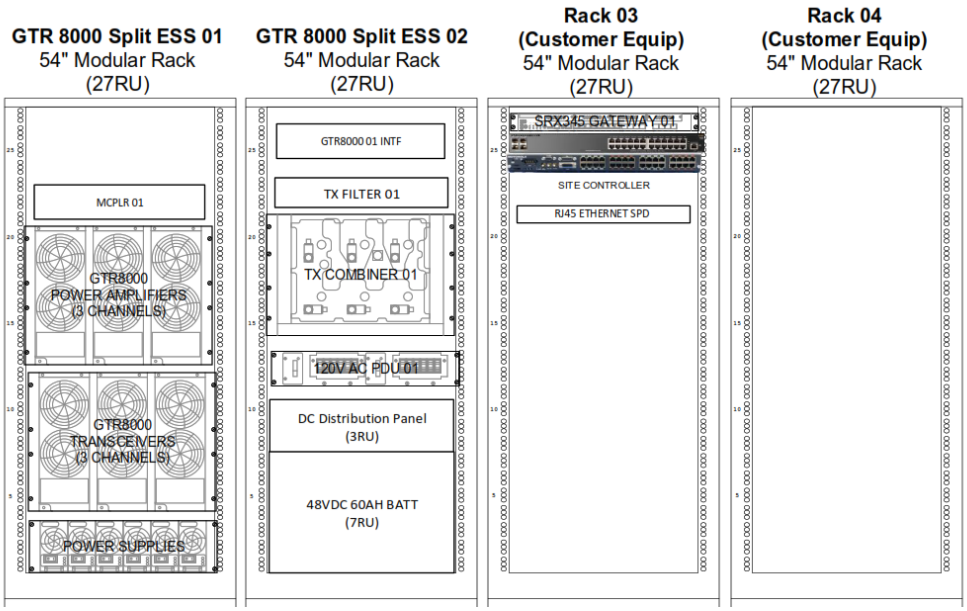
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1.2 TRAILER

The Pepro HCLP 500 Trailer, with 4 Bays, is provided for Pinal County. The trailer includes the following:

- 9kW Generator, with 60 gal diesel fuel tank
- Shore power capabilities
- 4 Shielded 54” cabinets for 19” equipment installation
- Single 18,000 BTU HVAC Unit
- 55’ telescoping mast for the antennas
- Outrigger brace supports for trailer stabilization during deployment
- Two axle trailer

1.3 Rack Diagram



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1.4 Pepro Trailer



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Section 2

Equipment List

QTY	NOMENCLATURE	DESCRIPTION
1	SQM01SUM7054	GTR 8000 EXPANDABLE SITE SUBSYSTEM
1	CA01953AA	ADD: POWER EFFICIENCY PACKAGE
1	CA03678AA	ADD: ASTRO SYSTEM RELEASE 2021.1
1	CA00855AA	ADD: 700/800 MHZ
1	X303AE	ADD: QTY (3) GTR 8000 BASE RADIOS
3	X591AE	ENH: ASTRO 25 SITE REPEATER SW
2	CA01842AA	ADD: P25 TDMA SOFTWARE
1	CA02686AA	ADD: AC DC POWER DISTRIBUTION
1	CA00861AA	ADD: CABINET RMC W/ CAPABILITY OF 6 BRS
1	CA00879AA	ADD: PRIMARY 6 PORT CAVITY COMBINER
1	CA00883AA	ADD: 800 MHZ TX FILTER W/PMU
2	CA03736AA	ADD: DSC 8000 REPEATER SITE CONTROLLER
2	CA03745AA	ADD: DSC 8000 REPEATER SITE CONTROLLER SW
1	CA01402AA	ADD: 7.0 FT OPEN RACK
1	T8492	SITE ROUTER & FIREWALL- AC
1	CA03445AA	ADD: MISSION CRITICAL HARDENING
1	CA03448AA	ADD: STATEFUL FIREWALL
1	T8501	ASTRO CERTIFIED OS FOR SRX/345/1500
1	CLN9066A	SWITCH,SWITCH,EX4100 24-PORT SWITCH NON TAA
1	DQG20GB612	POWER STRIP 6 OUTLET 15A 125VA
1	DS1101990	SPD, SHIELDED RJ-45 JACK, SINGLE LINE GBE (1000MBPS) R56 COMPLIANT
5	DSTSJADP	RACK MOUNT GROUND BAR, 19 IN FOR TSJ AND WPH SERIES DATA SPDS
1	DLN6781	FRU: POWER SUPPLY
1	SQM01SUM0323	ASTRO MASTER SITE
1	CA03517AC	ADD: CORE EXPANSION
1	UA00153AB	ADD: P25 FDMA TRUNKING OPERATION SITE
1	UA00159AB	ADD: P25 PHASE 2 TDMA TRKNG OP SITE LIC
6	UA00161AA	ADD: P25 PHASE 2 TDMA SW BASE RADIO LIC
1	CA01316AA	ADD: UNC ADDTL DEVICE LIC (QTY 10)

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QTY	NOMENCLATURE	DESCRIPTION
1	T8343	GSERIES SOFTWARE LICENSING
6	UA00401AA	ADD: GSERIES BR-P25 TRNK ST RPTR
2	UA00406AA	ADD: GSERIES SC-P25 TRNK ST RPTR
2	DSDS7C06P36UM	764-869 MHZ, SINGLE ANTENNA, OMNIDIRECTIONAL, 6 DB GAIN, LOW-PIM/HI-PI
200	DSAC012J50	1/2" FLEXIBLE (IN-CONDUIT), 50 OHM, CORRUGATED, BLACK POLYETHYLENE JAC
3	DS43FA01250B	4.3-10 FEMALE FOR 1/2" CABLE, OPTIMIZED FOR PIM (USE WITH CT01250AIO-2
6	DS43MA01250B	4.3-10 MALE FOR 1/2" CABLE, OPTIMIZED FOR PIM (USE WITH CT01250AIO-2)
2	DSTSX4310FMP	4.3-10 M/F BULKHEAD COAX RF SURGE PROTECTOR, 698MHZ - 2.7GHZ PIM
2	DSWKU	WK-U, UNIVERSAL WEATHERPROOFING KIT
2	DSGKS78AC	GK-S78AC, STD GROUND KIT FOR 7/8" AIRCELL COAX
1	DSSOW	ESS SOW
1	DS11011188	PDU, 120/240 SPLIT PH OR N+1 REDUNDANT, 60A MAX PER PHASE, SIX DEDICAT
12	DS3750297	BREAKER, 15 AMP, CB UL 489 LISTED FOR AC EDGE II (1101-1188)
1	DS9PXXR18002060S	UPS, 9PX, 1800W, 120V, SOFTWIRED, 60 MIN RUNTIME RACKMOUNT
1	DS9PXXRELAY	RELAY CARD FOR ALL 9PX MODELS
1	DS9PXXKIT2P	TWO-POST RACK-MOUNT KIT FOR 9PX 1800W THRU 5400W MODELS
1	DSNSB60FTHT	BATTERY, 12V, 60AH HT RED NORTHSTAR FRONT TERMINATING
1	DS40543601	BATTERY TRAY, BLACK, 19X21, 405-4360-1 NEWMAR
1	0310909C91	SCR LCK M6X1X13 STARPAN STL

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Section 3

Statement of Work

3.1 Responsibility Matrix

Motorola Solutions will install and configure the proposed equipment. The following table describes the tasks involved with installation and configuration.

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, 8 a.m. to 5:00 p.m. local time with the exception of Motorola Solutions' and the Customer's holidays.	X	
Deliverable: Completed and approved project milestones throughout the project.		
Project Kickoff		
Introduce team, review roles, and decision authority.	X	X
Present project scope and objectives.	X	

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Tasks	Motorola Solutions	Customer
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	
Present configuration and details of sites required by system design.	X	
Validate that Customer sites can accommodate proposed equipment.		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 backhaul performance specifications and demarcation points.	X	
Provide heat load and power requirements for new equipment.	X	
Provide information on existing system interfaces.		X
Provide frequency and radio information for each site.		X
Assume liability and responsibility for providing all information necessary for complete installation.		X
Assume responsibility for issues outside of Motorola Solutions' control.		X
Complete the required forms required for frequency coordination and licensing.		X
Ensure that frequency availability and licensing meet project requirements, and pay licensing and frequency coordination fees.		X
Review and update design documents, including System Description, Statement of Work, Project Schedule, and Acceptance Test Plan, based on Design Review agreements.	X	
Provide minimum acceptable performance specifications for customer provided hardware, software, LAN, WAN and internet connectivity.	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.		

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Tasks	Motorola Solutions	Customer
SITE PREPARATION AND DEVELOPMENT		
Site Access		
Provide site owners/managers with written notice to provide entry to sites identified in the project design documentation.		X
Maintain access roads in order to provide clear and stable entry to sites for heavy-duty construction vehicles, cement trucks and cranes. Ensure that sufficient space is available at the site for these vehicles to maneuver under their own power, without assistance from other equipment.		X
Obtain site licensing and permitting, including site lease/ownership, zoning, permits, regulatory approvals, easements, power, and telco connections.		X
Deliverable: Access, permitting, and licensing necessary to install system equipment at each site.		
Site Planning		
Provide trailer for installation of 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
Confirm that there is adequate utility service to support the new equipment and ancillary equipment.		X
Provide appropriately sized breakers in the AC panel at sites to support the needs of the proposed system.		X
Conduct site walks to collect pertinent information (e.g. location of telco, power, structures, etc.)	X	
Deliverable: Information and permitting requirements completed at each site.		
General Facility Improvements		
Provide adequate HVAC, grounding, lighting, cable routing, and surge protection based upon Motorola Solutions' Standards and Guidelines for Communication Sites (R56)		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 system equipment.		X
Provide structure penetrations (wall or roof) for transmission equipment (e.g. antennas, microwave radios, etc.).		X
Supply interior building cable trays, raceways, conduits, and wire supports.		X

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Tasks	Motorola Solutions	Customer
Pay for usage costs of power and generator fueling, both during the construction and installation effort, and on an ongoing basis.		X
Provide one-time mobilization of construction crews.	X	
Correct any R56 deficiencies.		X
Transport removed site equipment to a location designated by Customer and within Customer's jurisdiction.		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 the system based on equipment order.	X	
Procure non-Motorola Solutions equipment necessary for the system.	X	
Deliverable: Equipment procured and ready for shipment.		
Equipment Shipment and Storage		
Provide a secure location for solution equipment.		X
Pack and ship solution equipment to the identified, or site locations.	X	
Receive solution equipment.		X
Inventory solution equipment.	X	
Deliverable: Solution equipment received and ready for installation		
Site On Wheels Installation		
Deliver solution equipment to installation location at the FSO service shop.	X	
Coordinate receipt of and inventory solution equipment with designated contact.	X	
Install all proposed fixed equipment into the provided trailer 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. (see diagram and system description)	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

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Tasks	Motorola Solutions	Customer
Install and terminate all network cables between site routers and network demarcation points, including microwave, leased lines, and Ethernet. Unless noted otherwise in the proposal, network cable lengths are assumed to be 25 feet or less, and to be run within the same equipment room. Also, up to 2 network cables are assumed per site.	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 within 15 feet.	X	
Label Motorola-supplied 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	
Configure ASTRO 25 system to support the new RF site (SOW).	X	
Integrate the RF sites into the system to ensure proper operation.	X	
Remove, transport, and dispose of old equipment.		X
Deliverable: Equipment installed.		
Site Link Assessment		
Verify site link performance, prior to the interconnection of the solution equipment to the link equipment. Site links will be tested once. If the links do not pass the audit, a change order will be processed to perform link audits a second time after the customer resolves the link issues and prior to cutover.	X	
Motorola Solutions will not perform any work on non-Motorola Solutions owned equipment.		X
Provide information on customer public Internet connection for evaluation purposes.		X
Evaluate customer’s network from an IT perspective.	X	
Deliverable: Site Link Assessment completed and findings are presented to the Customer.		
Antenna and Transmission Line Installation		
Install antennas, including supplying and installing new side arm mounts. Unless otherwise noted, standard antenna mounts are included.	X	
Install transmission lines required for the system.	X	
Provide structure penetrations for transmission equipment (e.g. antennas & microwave line.).		X
Perform sweep tests on transmission lines.	X	

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Tasks	Motorola Solutions	Customer
Provide and install attachment hardware for supporting transmission lines on antenna support structure.	X	
Supply and install ground buss bar at the bottom of each antenna support structure.		X
Deliverable: Antenna and Transmission Line installed.		
SYSTEM OPTIMIZATION AND TESTING		
R56 Site Audit		
Perform R56 site-installation quality-audits, verifying proper physical installation and operational configurations.	X	
Create site evaluation report to verify site meets or exceeds requirements, as defined in Motorola Solutions' R56 Standards and Guidelines for Communication Sites.	X	
Deliverable: R56 Standards and Guidelines for Communication Sites audits completed successfully.		
Solution Optimization		
Verify that all equipment is operating properly and that all electrical and signal levels are set accurately.	X	
Verify that all audio and data levels are at factory settings.	X	
Verify communication interfaces between devices for proper operation.	X	
Ensure that functionality meets manufacturers' specifications and complies with the final configuration established during design review or system staging.	X	
Reconfigure and reoptimize 3rd party equipment that is not part of the Motorola Solutions scope of work.		X
Deliverable: Completion of System Optimization.		
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	
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	
Deliverable: Completion of functional testing and approval by Customer.		

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Tasks	Motorola Solutions	Customer
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		
Provide manufacturer's installation material, part list and other related material to Customer upon project completion.	**X**	
Provide an electronic as-built system manual on CD or other Customer preferred electronic media. The documentation will include the following: ▪ Site Block Diagrams. ▪ Site Floor Plans. ▪ Site Equipment Rack Configurations. ▪ Antenna Network Drawings for RF Sites (where applicable). ▪ ATP Test Checklists. ▪ Functional Acceptance Test Plan Test Sheets and Results. ▪ Equipment Inventory List. ▪ Console Programming Template (where applicable). ▪ Maintenance Manuals (where applicable). ▪ Technical Service Manuals (where applicable). ▪ Drawings will be delivered in Adobe PDF format.	**X**	
Receive and approve documentation.		**X**
Execute Final Project Acceptance.	**X**	**X**
Deliverable: All required documents are provided and approved. Final Project Acceptance.		

3.2 Assumptions

The following assumptions remain in need of review and verification as of the submission of this proposal. These assumptions affect the scope of responsibilities to ensure ancillary systems and facilities are fully prepared to support the solution contained in this proposal. Motorola will work with customer to determine the validity of these assumptions and determine the increased scope for which Motorola and/or customer is responsible. Should customer prefer Motorola to assume responsibility for the increased scope, Motorola will prepare and submit to customer a revised proposal or change order reflecting the revised scope, cost, and project implementation.

- Antennas will be removed and stored when SOW is not in operation.

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- Antenna lines will be stored and only connected when the SOW is being brought into operation.
- A vehicle capable of towing the aforementioned trailer is the responsibility of Pinal.
- Trailer licensing is the responsibility of Pinal.
- Subscriber programming is not included in this proposal
- The shore power presented at any intended location of operation will provide the SoW trailer with a single-phase, 3 wire 120/240 VAC power source.
- Pinal County will provide Ethernet site connectivity.

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Section 4

Support Plan

Advanced Plus Services for ASTRO® 25 infrastructure is a comprehensive program to sustain the long-term performance of the County's network. Advanced Plus Services consists of the following elements:

- ASTRO System Monitoring
- Managed Detection and Response
- Network Event Monitoring
- Remote Technical Support
- Network Hardware Repair with Advanced Replacement
- Remote Security Update Service (RSUS)
- On-site Infrastructure Response
- Annual Preventative Maintenance
- Network Updates

Together, these elements will help to avoid operational disruptions and maintain the value of the County's communications investment.

4.1 Advanced Plus Services Element Descriptions

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

4.1.1 ASTRO System Monitoring

ASTRO System Monitoring Service includes advanced network and security monitoring along with connectivity to deliver these services.

Managed Detection and Response

Experienced, specialized cybersecurity analyst at Motorola's Security Operations Center (SOC) will monitor the Customer's ASTRO® 25 radio network for security threats. SOC analysts will coordinate with the Customer through the ActiveEye℠ Security Platform to identify and mitigate threats to the Customer's networks.

Network Event Monitoring

Real-time, continuous ASTRO® 25 radio communications network monitoring and event management. Using sophisticated tools for remote monitoring and event characterization, Motorola 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.

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4.1.2 Remote Technical Support

Motorola Solutions' Centralized Managed Support Operations (CMSO) will provide Remote Technical Support for infrastructure issues that require specific technical expertise. Experienced technical support specialists will be available to consult with the County to help diagnose, troubleshoot and resolve infrastructure issues. Service Desk maintenance procedures and incident resolution techniques are based on ISO 9001 and TL 9000 standards.

4.1.3 Network Hardware Repair with Advanced Replacement

To restore the 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 the County's ASTRO 25 network to maintain continued network functionality.

If the 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.

4.1.4 Remote Security Update Service

Commercial security software updates are often designed without consideration for specialized systems like radio communications networks. These updates may inadvertently disrupt ASTRO 25 network operations and functionality.

To minimize cyber risks and software conflicts, Motorola Solutions provides the Remote Security Update Service (RSUS). With this service, Motorola Solutions deploys antivirus and operating system security updates on an ASTRO 25 network in a dedicated information assurance lab to test and validate them for use with ASTRO 25 networks.

Motorola Solutions tests whether applying these security updates degrades network service. If an update degrades performance, Motorola Solutions searches for a solution or workaround to address the issue before releasing that update.

With RSUS, Motorola Solutions will remotely install tested updates on the County's ASTRO 25 network. If there are any recommended configuration changes, warnings or workarounds, Motorola Solutions will provide detailed documentation on a secured extranet website.

4.1.5 On-site Infrastructure Response

Motorola Solutions will provide repair service from trained and qualified technicians. Once dispatched, technicians will travel to the 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.

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

4.1.6 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.

4.1.7 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 the County's ASTRO 25 network compatible with expansion elements, as well as new products or features. With Network Updates, the 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 that will support the new software update, as well as maintain existing functions and features.
- **Professional Implementation Services** – Motorola Solutions will plan and implement updates at the County's site. This includes factory integration, testing, and supply chain management for new software and hardware.

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

4.2 Motorola Solutions Service Delivery Ecosystem

Advanced Services are delivered through a tailored combination of field service personnel, centralized teams, product repair depots and Customer Hub. 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 the County's administrators and personnel through Customer Hub.

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

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4.2.1 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 the 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.

4.2.2 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.

4.2.3 Repair Depot

The Motorola Solutions Repair Depot will provide the 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 the County's representatives to check repair status, from inbound shipment to return.

4.2.4 Customer Support Manager

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

4.2.5 Customer Hub

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

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Figure 4-1: Customer Hub offers real-time, role-based access to critical network and services information.

With Customer Hub, the County's 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

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

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Section 5

Pricing Summary

Description	Price
Trailer & RF Equipment	$697,442.00
Arizona State Contract Discount	<$70,674.00>
System Implementation Services	$183,888.00
Estimated Tax on Equipment Only (9.6%)	$60,170.00
SITE ON WHEELS TOTAL*	**$870,826.00**

Price Adjustment Due to Market volatility: Motorola's proposal is conditioned upon the ability of Motorola to complete the project at the prices set forth herein. Due to significant market volatility and material price fluctuations in raw materials such as steel, copper, finished wood and concrete, Motorola reserves the right to review all material pricing prior to placing any order for materials or equipment required for new towers or shelters and related civil work at each site in order to verify price validity. In the event of a cost increase in material, equipment or energy occurring during performance of the project through no fault of Motorola, the contract price, time of completion and/or contract requirements shall be equitably adjusted by Change Order in accordance with the procedures of the contract documents. The freight rates are estimated. Motorola reserves the right to apply a fuel surcharge to the quoted freight rates on all shipments based on the cost of diesel at the time of shipment.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

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.

Motorola shall make partial shipments of equipment and will request payment upon shipment of such equipment. In addition, Motorola shall invoice for installations completed on a site-by-site basis or when professional services are completed, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value. Unless otherwise specified, contract discounts are based upon all items proposed and overall system package. For invoicing purposes only, discounts will be applied proportionately to the FNE and Subscriber equipment values to total contract price. Overdue invoices will bear simple interest at the maximum allowable rate by state law.

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Section 6

Contractual Documentation

Motorola's proposal includes this cover letter and is subject to the terms and conditions of the State of Arizona Contract No. CTR046830 ("State Agreement"), its Exhibits and applicable Addenda. This proposal shall remain valid until December 13, 2024. Pinal County may accept the proposal by delivering to Motorola a signed Purchase Order specifically referencing "PO is subject to the terms and conditions of the State of Arizona Contract No. CTR046830 and Motorola's proposal dated August 14, 2024."

Use or disclosure of this proposal is subject to the restrictions on the cover page.
Motorola Solutions Confidential Restricted

Contract Amendment

CTR046830 Amendment One (1)

Arizona Department of Administration
State Procurement Office
1802 W Jackson St., #100
Phoenix, AZ 85007

CONTRACTOR:	**STATE AGENCY:**
MOTOROLA SOLUTIONS INC 3332 E. Broadway Rd. Phoenix, AZ 85040 **CONTACT:** Walter Whately **PHONE:** (520) 457-8604 **EMAIL:** walter.whately@motorolasolutions.com	AZ Department of Administration (ADOA) State Procurement Office 1400 W Washington St. 3100 Phoenix, AZ 85007 **CONTACT:** Jim Atkins **PHONE:** (602) 245-8268 **EMAIL:** james.atkins@azdoa.gov

Public Communications Equipment and Services

Pursuant to Section 2-D: Uniform Terms and Conditions, Section 5.0 Contract Changes, 5.1 Amendments, of the above referenced contract, it is hereby amended as follow:

1) In accordance with Special Terms and Conditions, Section 3.1, Term of Contract, the contract is hereby extended through **October 9, 2026**.

ALL OTHER REQUIREMENTS, SPECIFICATIONS, TERMS AND CONDITIONS REMAIN UNCHANGED

**** Please ensure all required Certificate Of Insurance are updated and submitted to the State Procurement Office.***

ACKNOWLEDGEMENT AND AUTHORIZATION

This amendment shall be fully executed upon the electronic approval in the State e-Procurement system by an authorized representative of the Contractor and applied to the contract in the State e-Procurement system by the Procurement Officer or delegate.

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"motorola solutions inc" ×

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Showing 1 - 9 of 9 results

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Notice of Award-Dispatch Console and Deskset System

Contract Opportunities

Notice ID: FA4800-24-Q-A065

This is a Notice of Award, in which the Department of the Air Force awarded a non-competitve contract to Motorola Solutions Inc. in accordanc
...

Awardee
MOTOROLA SOLUTIONS, INC.

Unique Entity ID
HFK9V1G2B513

Department/Ind.Agency
DEPT OF DEFENSE

Subtier
DEPT OF THE AIR FORCE

Office
FA4800 633 CONS PKP

Notice Type
Original Award Notice

Updated Date
Jul 19, 2024

Published Date
Jul 19, 2024

Notice of Intent to Award Sole Source to Motorola Solutions, Inc. APX 8000

Contract Opportunities

Notice ID:

NOTICE OF INTENT TO SOLE SOURCE TO MOTOROLA SOLUTIONS, INC. - APX 8000

Action Code: Notice of Inte
...

Department/Ind.Agency
ENERGY, DEPARTMENT OF

Subtier
ENERGY, DEPARTMENT OF

Office
HEADQUARTERS PROCUREMENT SERVICES

Current Response Date
July 25, 2024 at 11:00 AM MST

Notice Type
Original Special Notice

Updated Date
Jul 10, 2024

Published Date
Jul 10, 2024

Motorola Solutions, Inc. Active Registration

Entity

Unique Entity ID
G2LUXP8ND8U6

CAGE Code
7H229

Physical Address
500 W MONROE ST FL 44, CHICAGO, IL 60661 USA

Expiration Date
Jan 25, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS CONNECTIVITY, INC. Active Registration

Entity

Unique Entity ID
KHTDDZHHW8L7

CAGE Code
56842

Physical Address
500, W. MONROE STREET, CHICAGO, IL 60661 USA

Expiration Date
Jan 22, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS, INC. Active Registration

Entity

Unique Entity ID
HFK9V1G2B513

CAGE Code
7XJC0

Physical Address
809 PINNACLE DR STE G, LINTHICUM HEIGHTS, MD 21090 USA

Expiration Date
Jan 3, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS, INC. Active Registration

Entity

Unique Entity ID
HFK9V1G2B513

CAGE Code
7XJC1

Physical Address
809 PINNACLE DR STE G, LINTHICUM HEIGHTS, MD 21090 USA

Expiration Date
Jan 3, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS, INC. Active Registration

Entity

Unique Entity ID
HFK9V1G2B513

CAGE Code
78205

Physical Address
809 PINNACLE DR STE G, LINTHICUM HEIGHTS, MD 21090 USA

Expiration Date
Jan 3, 2025

Purpose of Registration

All Awards

POLARIS NETWORKS INC Active Registration

Entity

Unique Entity ID
GT6XGMABF518

CAGE Code
783M3

Physical Address
500 W MONROE ST, FL 44,
CHICAGO, IL 60661 USA

Expiration Date
Dec 3, 2024

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS INC Active Registration

Entity

Unique Entity ID
MSJ4JJEFNDE6

CAGE Code
6H7Z2

Physical Address
2216 GALVIN DR, ELGIN, IL
60124 USA

Expiration Date
Sep 17, 2024

Purpose of Registration
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PINAL COUNTY
WIDE OPEN OPPORTUNITY

Purchase Requisition

Req. Number
171994

.

Req. Date: 11/6/2024

Department Contact:	Ship to:	Supplier:
TRAWLE, CHRISTINE A Phone: - Branch Plant: IT-EXECUTIVE MANAGEMENT Fund Source: COUNTY WIDE COMPUTER PROJECT	INFORMATION TECHNOLOGY DEPARTMENT IT RECEIVING BLDG 75 N. MAIN STREET FLORENCE AZ 85132	MOTOROLA SOLUTIONS, INC 13104 COLLECTIONS CENTER DR CHICAGO IL 60693 Phone: 602 - 271-7500 Fax: 602 - 438-1608

Buyer: Riley Brimhall, Buyer
Phone: -
Email: Riley.Brimhall@pinal.gov

Requested Delivery Date: 11/6/2024
Payment Terms: Net 30
Shipping Terms: FOB Destination

The terms and conditions of the following contract apply to this Purchase Order:

Contract Entity State of Arizona
Contract Number CTR046830
Contract Expiry 10/9/2026

Reference: Quote Dated September 19, 2024

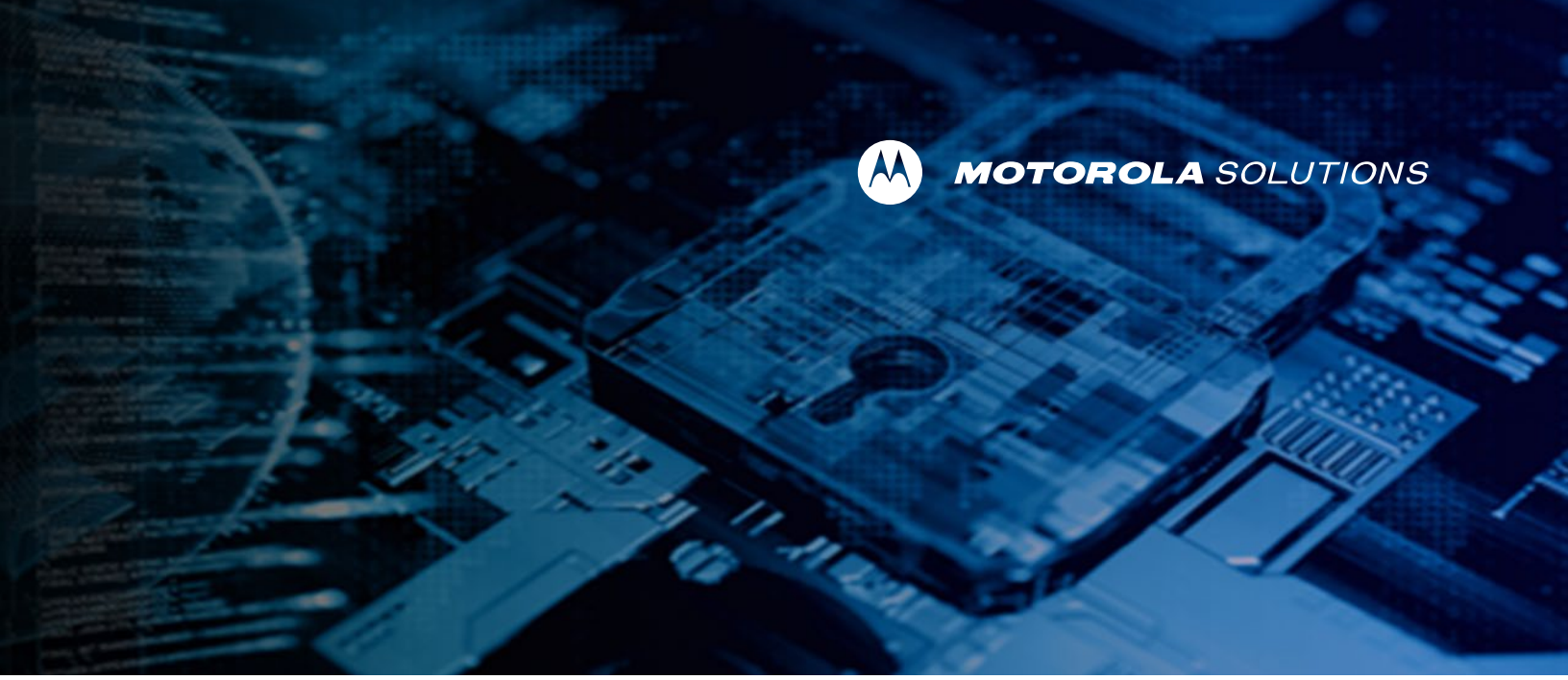
Department Contact: Chris Combs 520-866-6650 chris.combs@pinal.gov | Christine Trawle 520-866-6888 itadmins@pinal.gov

Vendor Contact: Mike Colvin 520-631-5394 mike.colvin@motorolasolutions.com

ALL SOFTWARE LICENSES MUST BE EMAILED TO: ITLICENSES@PINAL.GOV

Line	Quantity	UOM	Item Number	Item Description	Unit Cost	Extended Cost
1.00		LS		Equipment .	$0.00	$323,732.42
2.00		LS		AZ Contract discount	$0.00	($55,316.84)
3.00		LS		System Implementation	$0.00	$503,984.05
4.00		LS		EST SALES TAX	$0.00	$24,694.23

Total Order: $797,093.86



Proposal

Pinal County

San Manuel Site

September 19, 2024

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.

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PS-000174152

Motorola Solutions, Inc.
3332 East Broadway Ave
Phoenix, AZ 85040
USA

Tel. + 1 847 576 5000
Fax + 1 847 538 6020

September 19, 2024

Chris Combs
IT Infrastructure Manager
Pinal County Information Technology
31 N Pinal Street Building A
Florence, AZ 85132

Subject: New Tower and RF Site in San Manuel

Dear Mr. Combs,

Motorola Solutions, Inc. (“Motorola”) is pleased to have the opportunity to provide Pinal County with quality communications equipment and services. The Motorola project team has taken great care to propose a solution that will address your needs and provide exceptional value. To best support the communication needs of Pinal County, Motorola is proposing a new Three Channel DBR M12 RF Site in San Manuel with a sixty foot tower.

This proposal includes this cover letter and is subject to the terms and conditions of the State of Arizona Contract No. CTR046830 (“State Agreement”). This proposal shall remain valid for a period of 90 days from the date of this cover letter. Pinal County may accept the proposal by delivering to Motorola a Purchase Order referencing the State Agreement and the proposal dated September 19, 2024. Alternatively, Motorola would be pleased to address any concerns regarding the proposal. Any questions can be directed to your Motorola Solutions Account Executive, Mike Colvin, at 520-631-5394 or email at mike.colvin@motorolasolutions.com.

We thank you for the opportunity to furnish Pinal 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,
Motorola Solutions, Inc.



Walter Whatley
Area Sales Manager

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Section 6

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Section 1

System Description

Motorola Solutions, Inc. (Motorola) is pleased to provide Pinal County (Pinal) a proposal for a new tower and RF site at the San Manuel Complex (SMC). This new site will provide coverage in the San Manuel area where coverage is vacant.

The site equipment for SMC is comprised of the new DBR M12 Radio Site, with 3 Base Radios. The DBR site configuration includes a transmit combiner, receiver multicoupler, site controllers and multicarrier capability. This particular design will contain afford Pinal with four TDMA channel talkpaths.

The major components will consist of:

- 3 channel DBR rack
- AC Power Option
- RFDS equipment
- DBR Spares

Mission-critical communications is paramount to your needs and modern radio sites are a key component to delivering on that need. Available in either an open rack or cabinet configuration, the DBR M12 Radio Site integrates the key ASTRO radio site components into a single, easy to deploy unit. Built on the flexibility of modern hardware and software architectures, the DBR M12 is designed to minimize downtime, and provide ease of operation while allowing for cybersecurity updates.

The DBR M12 contains the site processors, transceivers, RF distribution systems and DC power distribution for up to 12 carriers (12 FDMA and 24 TDMA talk paths) in a single rack. Multiple racks of up to three (3) can create a site with up to 28 site repeater carriers or 30 simulcast carriers. DBR M12 sites can support up to 12 carriers per transmit antenna and up to 30 carriers per receive antenna.

The DBR M12 can support both 700 MHz and 800 MHz frequency bands. Channels from each band can be integrated into the same cabinet, sharing one antenna or be directed to separate antennas. The DBR M12 is supported on ASTRO 25 Systems starting with the A2021.x release.

1.1 Simplifying Ownership

Offering up to 12 carriers per rack, the DBR M12 can reduce the impact on space-constrained sites and ease channel expansions within the capacity of the unit. The built-in Radio Frequency Distribution System (RFDS) of multicouplers, preselectors and filters connects the DBR M12 to the receive and transmit antennas. With a narrow adjacent frequency spacing requirement of only 50 kHz, the DBR M12 offers greater flexibility than typical 150 kHz equipment, easing frequency acquisition where spectrum availability is an issue.

The DSC 8500 Site Processor provides a single point of connectivity for all of the DBR M12 components at the site. Configuration, fault management, and software upgrades are managed at the site level, rather than addressing each component individually. This provides a streamlined, intuitive user experience.

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1.2 Modernizing Cybersecurity

The DBR M12 is designed to offer protection against an ever-evolving threat landscape following recommendations of the NIST Cybersecurity Framework guidelines to help identify and detect cyber-attacks, and then how to respond, prevent and recover from such events.

1.3 Key DBR M12 Components

DSC 8500 Site Processor – The site processor contains and runs the software used throughout the radio site, including the site controller and base radios. Connections to the base radio transceivers and PAs are provided via the integrated IP switch which has additional capacity for connecting external RF equipment at the site such as conventional stations. The site processor can be optionally equipped with integrated redundant GPS references for the ability to maintain timing for a minimum of four (4) hours without a GNSS signal. The optional rubidium module is included for extended holdover time of 72 hours.

Multicarrier Amplifier Bank – The DBR M12 pools PA resources into a multicarrier amplifier bank. PA resources within this bank can be sized to provide ample power for the active carriers as well as additional capacity to cover for a PA failure in many channel configurations. The bank dynamically amplifies all channels simultaneously. The multicarrier amplifier bank eliminates the need for traditional cavity combiners. The overall result is a small and power efficient system, resilient to failure without the need for periodic combiner tuning.

DC Power System – The DBR M12 offers integrated DC power as standard (+/- 48 VDC) throughout. Designed to be powered by a site DC power system, the DBR M12 rack includes multiple breakers to distribute power to the various components, ensuring a single breaker trip won't disable the entire site.

AC Power System (included for Pinal County) – The AC power system is a modular design. Utilizing an N+1 redundancy scheme, the number of modules is sized to meet the power needs of each DBR M12 configuration. The loss of an AC circuit to the DBR M12 unit will not result in the loss of channel capacity.

1.4 New tower

A 60' monopole will be erected at the new site location. New transmit and receive antennas will be installed on the monopole along with associated feedline.

1.5 Assertions

- Motorola will assist with frequency acquisition and coordination. Required frequencies will be available prior to equipment order
- Facilitation of link connection from the master site is the responsibility of Pinal

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1.6 Site Physical Location

The RF equipment will be housed in a room within the facility determined by the County. This will constitute the equipment necessary for coverage around the San Manuel area.

1.7 Site Power and BTU

DBR DATA PER SITE

WEIGHT RACK	WEIGHT CABINET	DIMENSION RACK	DIMENSION CABINET	POWER CONSUMPTION 12 CARRIERS	BTU 6 CARRIERS
498 LB	660 LB	20.5 X 23.5 X 84.25	23.5 X 23.5 X 82.25	4700 W	12246

1.7.1 Site power supply requirements:

- Rack one will require 2 each 20 AMP circuits

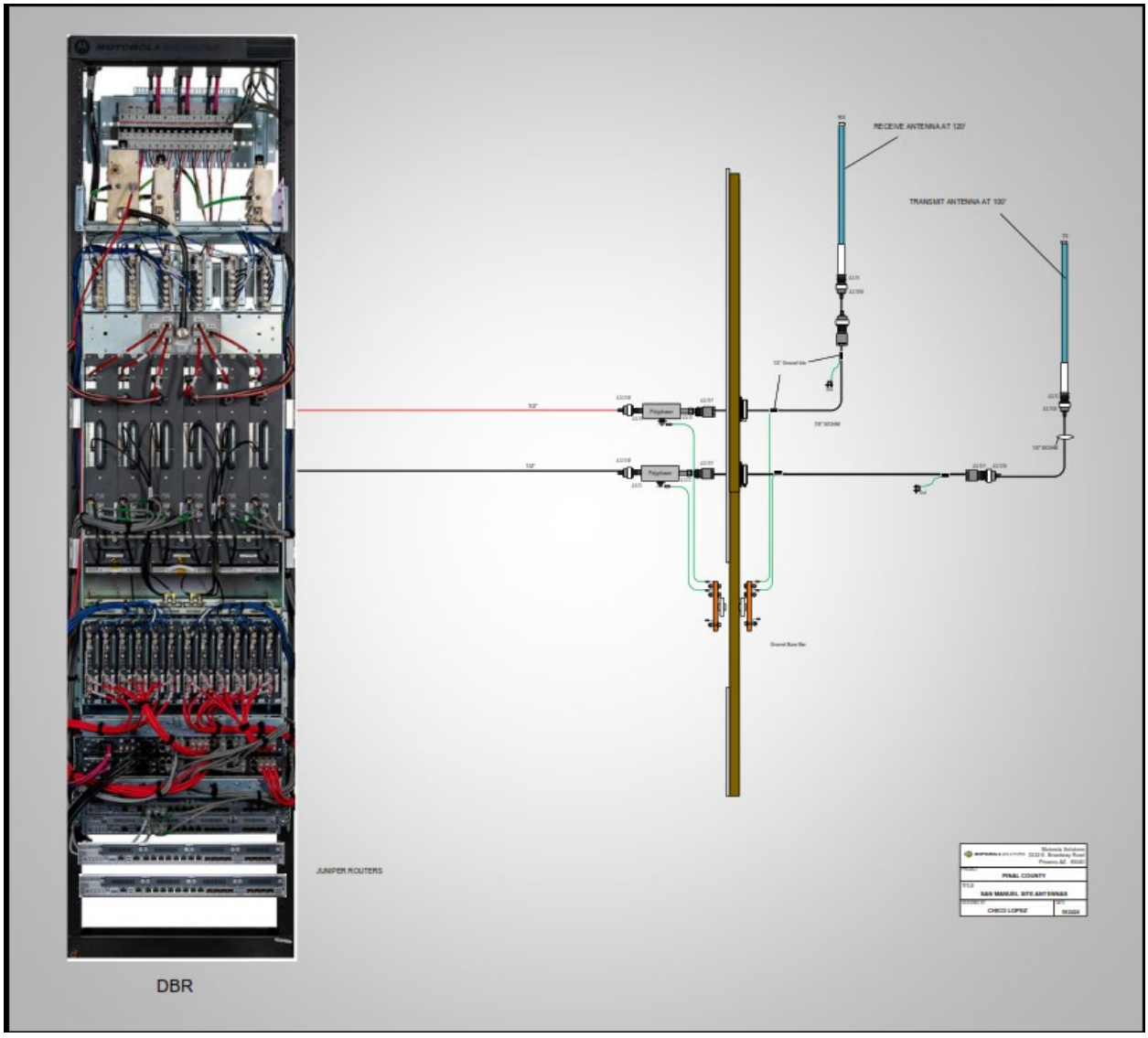
1.8 Link Backhaul Specs

NETWORK DATA

Connection Type	Bandwidth	Latency	Jitter	Loss
Prime to Master	1.544 MBPS	≤10ms	≤20ms	0.01%
Prime to Subsites	1.544MBPS	≤40ms	≤20ms	0.01%

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1.9 Diagrams



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Section 2

Statement of Work

Motorola Solutions will install and configure the proposed equipment. The following table describes the tasks involved with installation and configuration.

2.1 Responsibility Matrix

Motorola Solutions will install and configure the proposed equipment. The following table describes the tasks involved with installation and configuration.

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, 8 a.m. to 5:00 p.m. local time with the exception of Motorola Solutions' and the Customer's holidays.	X	
Deliverable: Completed and approved project milestones throughout the project.		

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Motorola Solutions

Tasks	Motorola Solutions	Customer
Project Kickoff		
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		
Present the system design and operational requirements for the solution.	X	
Present installation plan.	X	
Present configuration and details of sites required by system design.	X	
Validate that Customer sites can accommodate proposed equipment.		X
Provide approvals required to add equipment to proposed existing sites.		X
Review safety, security, and site access procedures.	X	
Finalize site acquisition and development plan.	X	
Present equipment layout plans and system design drawings.	X	
Provide backhaul performance specifications and demarcation points.	X	
Provide heat load and power requirements for new equipment.	X	
Provide information on existing system interfaces.		X
Provide frequency and radio information for each site.		X
Assume liability and responsibility for providing all information necessary for complete installation.		X
Assume responsibility for issues outside of Motorola Solutions' control.		X
Ensure that frequency availability and licensing meet project requirements, and pay licensing and frequency coordination fees.		X
Review and update design documents, including System Description, Statement of Work, Project Schedule, and Acceptance Test Plan, based on Design Review agreements.	X	
Provide minimum acceptable performance specifications for customer provided hardware, software, LAN, WAN and internet connectivity.	X	
Execute Change Order in accordance with all material changes to the Contract resulting from the Design Review.	X	

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Tasks	Motorola Solutions	Customer
Deliverable: Finalized design documentation based upon "frozen" design, along with any relevant Change Order documentation.		
SITE PREPARATION AND DEVELOPMENT		
Site Access		
Provide site owners/managers with written notice to provide entry to sites identified in the project design documentation.		**X**
Maintain access roads in order to provide clear and stable entry to sites for heavy-duty construction vehicles, cement trucks and cranes. Ensure that sufficient space is available at the site for these vehicles to maneuver under their own power, without assistance from other equipment.		**X**
Obtain site licensing and permitting, including site lease/ownership, zoning, permits, regulatory approvals, easements, power, and telco connections.		**X**
Deliverable: Access, permitting, and licensing necessary to install system equipment at each site.		
Site Planning		
Provide necessary buildings, equipment shelters, and towers for installation of system equipment.		**X**
Ensure that required rack space is available for installation of the new 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**
Provide backup power, as required.		**X**
Confirm that there is adequate utility service to support the new equipment and ancillary equipment.		**X**
Provide power to the top of each proposed rack.		**X**
Provide appropriately sized breakers in the AC panel at sites to support the needs of the proposed system.		**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**
Conduct one three-point ground resistance test of each site.	**X**	
Prepare site construction drawings showing the layout of new and existing equipment.	**X**	
Review and approve site construction drawings.		**X**
Obtain the permits needed to complete site development, including electrical, building, and construction permits.	**X**	

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Tasks	Motorola Solutions	Customer
Pay for application fees, taxes, and recurring payments for lease/ownership of property.		X
Deliverable: Information and permitting requirements completed at each site.		
General Facility Improvements		
Provide adequate HVAC, grounding, lighting, cable routing, and surge protection based upon Motorola Solutions' Standards and Guidelines for Communication Sites (R56)		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 system equipment.		X
Provide structure penetrations (wall or roof) for transmission equipment (e.g. antennas, microwave radios, etc.).		X
Supply interior building cable trays, raceways, conduits, and wire supports.		X
Pay for usage costs of power and generator fueling, both during the construction and installation effort, and on an ongoing basis.		X
Provide one-time mobilization of construction crews.	X	
Correct any R56 deficiencies.		X
Transport removed site equipment to a location designated by Customer and within Customer's jurisdiction.		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 the system based on equipment order.	X	
Procure non-Motorola Solutions equipment necessary for the system.	X	
Deliverable: Equipment procured and ready for shipment.		
Equipment Shipment and Storage		
Provide a secure location for solution equipment.		X
Pack and ship solution equipment to the identified, or site locations.	X	

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Tasks	Motorola Solutions	Customer
Receive solution equipment.		X
Inventory solution equipment.	X	
Deliverable: Solution equipment received and ready for installation		
General Installation Readiness		
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. Unless noted otherwise in the proposal, network cable lengths are assumed to be 25 feet or less, and to be run within the same equipment room. Also, up to 2 network cables are assumed per site.	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 within 15 feet.	X	
Label Motorola-supplied 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.		
Site Link Assessment		
Verify site link performance, prior to the interconnection of the solution equipment to the link equipment. Site links will be tested once. If the links do not pass the audit, a change order will be processed to perform link audits a second time after the customer resolves the link issues and prior to cutover.	X	
Motorola Solutions will not perform any work on non-Motorola Solutions owned equipment.		X

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Tasks	Motorola Solutions	Customer
Provide information on customer public Internet connection for evaluation purposes.		X
Deliverable: Site Link Assessment completed and findings are presented to the Customer.		
Antenna and Transmission Line Installation		
Install antennas, including supplying and installing new side arm mounts. Unless otherwise notes, standard antenna mounts are included.	X	
Install tower top amplifiers.(if applicable)	X	
Install transmission lines required for the system.	X	
Provide structure penetrations for transmission equipment (e.g. antennas & microwave line.).		X
Perform sweep tests on transmission lines.	X	
Provide and install attachment hardware for supporting transmission lines on antenna support structure.	X	
Supply and install ground buss bar at the bottom of each antenna support structure.		X
Deliverable: Antenna and Transmission Line installed.		
ASTRO 25 Remote Site Installation and Configuration		
Install fixed equipment contained in the equipment list and system description.	X	
Provide backhaul connectivity and associated equipment for all sites to meet latency, jitter and capacity requirements.		X
Configure ASTRO 25 system to support the new RF sites.	X	
Integrate the RF sites into the system to ensure proper operation.	X	
Deliverable: ASTRO 25 remote site equipment installation completed.		
SYSTEM OPTIMIZATION AND TESTING		
R56 Site Audit		
Perform R56 site-installation quality-audits, verifying proper physical installation and operational configurations.	X	
Create site evaluation report to verify site meets or exceeds requirements, as defined in Motorola Solutions' R56 Standards and Guidelines for Communication Sites.	X	
Deliverable: R56 Standards and Guidelines for Communication Sites audits completed successfully.		
Solution Optimization		
Verify that all equipment is operating properly and that all electrical and signal levels are set accurately.	X	

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Tasks	Motorola Solutions	Customer
Verify that all audio and data levels are at factory settings.	X	
Verify communication interfaces between devices for proper operation.	X	
Ensure that functionality meets manufacturers' specifications and complies with the final configuration established during design review or system staging.	X	
Reconfigure and reoptimize 3rd party equipment that is not part of the Motorola Solutions scope of work.		X
Deliverable: Completion of System Optimization.		
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	
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
Deliverable: Completion of functional testing and approval by Customer.		
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		
Provide manufacturer’s installation material, part list and other related material to Customer upon project completion.	X	

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Tasks	Motorola Solutions	Customer
Provide an electronic as-built system manual on CD or other Customer preferred electronic media. The documentation will include the following: ▪ Site Block Diagrams. ▪ Site Floor Plans. ▪ Site Equipment Rack Configurations. ▪ Antenna Network Drawings for RF Sites (where applicable). ▪ ATP Test Checklists. ▪ Functional Acceptance Test Plan Test Sheets and Results. ▪ Equipment Inventory List. ▪ Console Programming Template (where applicable). ▪ Maintenance Manuals (where applicable). ▪ Technical Service Manuals (where applicable). ▪ Drawings will be delivered in Adobe PDF format.	X	
Receive and approve documentation.		X
Execute Final Project Acceptance.	X	X
Deliverable: All required documents are provided and approved. Final Project Acceptance.		

2.2 Assumptions

The following assumptions remain in need of review and verification as of the submission of this proposal. These assumptions affect the scope of responsibilities to ensure ancillary systems and facilities are fully prepared to support the solution contained in this proposal. Motorola will work with customer to determine the validity of these assumptions and determine the increased scope for which Motorola and/or customer is responsible. Should customer prefer Motorola to assume responsibility for the increased scope, Motorola will prepare and submit to customer a revised proposal or change order reflecting the revised scope, cost, and project implementation

- All existing sites or equipment locations will have adequate electrical power in the proper phase and voltage, and site grounding to support the requirements of the system described.
  - Electrician services are not included.
- All Communication Sites can be accessed with a 4 wheel drive vehicle. Anything beyond the use of a 4 wheel drive vehicle will require a change order to capture the additional cost.
- 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.
- Any required system interconnections not specifically outlined here will be provided by the Customer. This may include dedicated phone circuits, microwave links, or other types of connectivity.
- No Subscriber modifications are included.
- There is no coverage guarantee provided. Coverage Testing is not included.

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- 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.

2.3 Monopole Statement of Work

Motorola is providing this preliminary Monopole Statement of work for Pinal County.

The following information details the assumptions and both Motorola and County responsibilities that have been included in this proposal.

Site Scope Summary

- Engineering services for site drawings and regulatory approvals – Included.
- Site acquisition services – Not included.
- Zoning Services – included
- NEPA Screening – Included
- Phase 1 Environmental Assessment/transaction screening – included
- Clearing type – Light.
- New tower to be used for antennas – 60' monopole
- New tower foundation– Drilled Pier Foundation

Site Engineering

- Prepare site construction drawings showing the layout of various new and existing site components.
- Prepare site construction drawings showing the layout of various new and existing site components.
- Prepare a 2C/1A letter certifying the accuracy of the surveyed data for the tower.
- Conduct up to 40-foot deep soil boring test at tower location and prepare geotechnical report of soil conditions at locations of the tower foundation. Grouting of boring holes or access by Automatic Traction Vehicle (ATV) - mounted rig is not included.
- Conduct construction inspection of foundation steel prior to pour, materials testing of concrete and field density tests of backfill to ensure quality construction.
- Check tower erection for plumbness, linearity and alignment after installation.
- Perform inspection of the site and the work performed by the Contractor to document that the site is built in accordance with the "Site Plans" and document any deviations or violations.
- Prepare, submit and track application for local permit fees (zoning, electrical, building etc.), prepare FAA filings and procure information necessary for filing.
- Perform four point soil resistivity testing at the time of site visit.

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Site Preparation

- Obtain the permits such as electrical, building, and construction permits, and coordinate any inspections with local authorities that may be needed to complete site development work.
- Provide one-time mobilization costs for the construction crews. Any remobilization due to interruptions/delays that are out of Motorola's control will result in additional costs.
- Supply and install 1 guard post

Site Components Installation

- Supply and install 1 waveguide bridge from the tower to the shelter (up to 10 linear feet).
- Provide exterior grounding for waveguide bridge, shelter, fuel tank, generator and fence located in a 2500 sq. ft compound per R56

Tower Work

- Construct drilled pier tower foundation including excavation, rebar and concrete (not to exceed 17 cubic yards).
- Monopole tower installation including the installation of tower manufacturer supplied tower lighting, antenna/dish mounts and accessories.
- Supply and install grounding for the tower base.

Antenna and Transmission Line Installation

- Install 3 antenna(s) for the RF system.
- Install up to 250 linear feet of 7/8-inch transmission line.
- Supply and install 1 ground buss bar at the bottom of the antenna support structure for grounding RF cables before they make horizontal transition.

Miscellaneous Work

- Install Cable Runway
- Install cable entry panel
- Update internal grounding and terminate near equipment locations in the equipment room
- Install ground buss bar
- Supply and install 1 wall mounted fire extinguisher
- Supply and install eye wash and first aid kits
- PM/GC Project Management

Customer Responsibilities:

- As applicable (based on local jurisdictional authority), the Customer will be responsible for any installation or up-grades of the electrical system in order to comply with NFPA 70, Article 708
- As required, provide property deed or lease agreement, and boundary survey, along with existing as-built drawings of the site and site components to Motorola for conducting site engineering.
- Provide a right of entry letter from the site owner for Motorola to conduct field investigations.

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- Maintain existing access road in order to provide clear and stable entry to the site for heavy-duty construction vehicles, cement trucks and cranes. Sufficient space must be available at the site for these vehicles to maneuver under their own power, without assistance from other equipment.
- Conduct all the testing and documentation (balloon tests, photo simulations, zoning application, expert testimony, zoning drawings etc.) required for the zoning the proposed new tower sites.
- Secure power connection to the site, associated permitting and installation of a meter and disconnect within 50 feet of the proposed shelter location.
- Provide additional temporary space for staging of the construction equipment during the construction of new site facilities (tower, shelter, generator, fuel tank etc.).
- Provide space, HVAC, backup power (UPS, generator), outlets, grounding, surge suppression, lighting, fire suppression and cabling facilities for the equipment room per Motorola's R56 specifications. Ceiling and cable tray heights in the equipment rooms should be such as to accommodate 7-1/2-foot equipment racks, and the ceiling should be 9 feet or greater.
- Confirm that there is adequate utility service to support the new equipment and ancillary equipment.
- Confirm that the existing generator is sufficient to support the new equipment and ancillary equipment loads.
- If required, remove or relocate any existing facilities, equipment, and utilities to create space for new site facilities and equipment.
- If required, provide any physical improvements (walls, roofing, flooring, painting, etc.) necessary to house the equipment in the existing room.
- Provide backup power (UPS / Generator) for the new equipment, and UPS sub-distribution panel(s) with breakers wired to dedicated outlets above the proposed equipment locations.
- Supply required standby generator power to support the additional proposed equipment. This power source shall be adequate to back up all radio equipment, future equipment growth, and ancillary equipment such as, but not limited to, interior lighting, tower lighting and HVAC.
- Supply required UPS Power to support the additional proposed equipment. This uninterruptible power source shall be adequate to back-up all radio equipment as well as future equipment growth.
- Supply dedicated 20 Amp simplex A. C. outlets at for each major piece of proposed equipment within six (6) feet of the equipment location wired to individual breakers in distribution panels.

Assumptions:

- No prevailing wage, certified payroll, mandatory union workers or mandatory minority workers are required for this work
- All work is assumed to be done during normal business hours as dictated by time zone (Monday thru Friday, 7:30 a.m. to 5:00 p.m.).
- All recurring and non-recurring utility costs [including, but not limited to, generator fuel (except first fill), electrical, Telco] will be borne by the Customer or site owner.
- All utility installations shall be coordinated and paid for by the site owner and located at jointly agreed to location within or around the new communications shelter or equipment room.
- Site will have adequate electrical service for the new tower. Utility transformer, transformer upgrades, line, or pole extensions have not been included.

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- Pricing has been based on National codes such IBC or BOCA. Local codes or jurisdictional requirements have not been considered in this proposal.
- Hazardous materials are not present at the work location. Testing and removal of hazardous materials, found during site investigations, construction or equipment installation will be the responsibility of the customer.
- A maximum of 30 days will be required for obtaining approved building permits from time of submission, and a maximum of 60 days will be required for zoning approvals from time of submittal.
- If extremely harsh or difficult weather conditions delay the site work for more than a week, Motorola will seek excusable delays rather than risk job site safety.
- In absence of geotechnical reports, foundations and subsurface conditions for tower design are based on Presumptive Clay soil parameters, as defined by EIA-222-G. Also, rock coring, piling, extensive dewatering of foundations, permanent casings or hazardous material removal has not been included.
- For zoning approvals, a maximum of 60 days will be required from time of submittal with attendance at maximum of two (2) required planning meetings.
- The new tower location will pass the FAA hazard study, zoning, FCC and environmental permitting.
- The restoration of the site surroundings by fertilizing, seeding and strawing the disturbed areas will be adequate.
- Tower and foundation sizing is based on the tower loading requirements as a result of the RF Antenna System design and the Microwave Antenna System design (i.e. - dish sizes and locations obtained from paper path studies). If after physical path studies, the dish sizes and locations change, then Motorola will then review the impact to tower structure and foundations and revise applicable costs.
- If as a result of NEPA studies, any jurisdictional authority should determine that a proposed communications facility "may have a significant environmental impact", the environmental impact studies or field testing and evaluation related to such determination have not been included.
- The site location can be finalized and lease agreement can be reached with the property owner within 60 calendar days after the start of the site acquisition effort.
- A waiver to zoning requirements like setbacks, tower height limitations, etc. can be obtained.
- The soil resistivity at the site is sufficient to achieve resistance of ten (10) ohms or less. Communications site grounding will be designed and installed per Motorola's Standards and Guidelines for Communications Sites (R56).
- Underground utilities are not present in the construction area, and as such no relocation will be required.
- Foundations for the compound, shelter, generator and fuel tank are based "normal soil" conditions as defined by TIA/EIA 222-F. Footings deeper than 30 inches, raised piers, rock coring, dewatering, hazardous material removal or wetland mitigation have not been included.
- AM tuning of towers has not been included in this proposal.
- Spoils from the tower foundations can be dispersed on the property and will not be required to be transported to a dump location.

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- "Motorola's proposal is conditioned upon the ability of Motorola to complete the project at the prices set forth herein. Due to significant market volatility and material price fluctuations in raw materials such as steel, copper, finished wood, crushed stone and concrete, Motorola reserves the right to review all material pricing prior to placing any order for materials or equipment required for new towers or shelters and related civil materials at each site in order to verify price validity. In the event of a significant cost increase in material or equipment occurring during performance of the project through no fault of Motorola, the contract price, time of completion and/or contract requirements shall be equitably adjusted by Change Order in accordance with the procedures of the contract documents. "Alarming at existing sites will be limited to new component installations and will have to be discussed and agreed to on a site-by-site basis. The site will have adequate room for installation of proposed equipment, based on applicable codes and Motorola's R56 standards. The existing utility service and backup power facilities (UPS, generators) have sufficient extra capacity to support the proposed new equipment load. A clear obstruction-free access exists from the antenna location to the equipment room.
- The floor can support the proposed new loading. Physical or structural improvements to the existing room will not be required.

Completion Criteria

- Site development completed per issued for construction (IFC) construction drawings, project requirements, contractual obligations (including any customer/Motorola approved changes) and approved by Pinal Co.(Refresh).
- This shall be confirmed by contractor and reviewed with Motorola construction manager and project manager before inspections occur.
- All jurisdictional and contractual required testing and inspections to be performed by the contractor. (Contractual testing and inspections defined and agreed to with project team and customer prior to project kick off; vendor solely responsible for conducting, coordinating and paying for all jurisdictional testing and inspections).
- Motorola site development checklist shall be completed and signed off by contractor prior to customer inspection. (Review with project team and customer and amend checklist as required at project kick off or before work begins).
- Site turn-over package completed and turned over to Motorola (As defined and agreed to with project team and customer).
- All punch list and deficiencies shall be completed prior to customer and Motorola inspections.

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Section 3

Equipment List

QTY	NOMENCLATURE	DESCRIPTION
1	DQ60MONO242709R2	Sabre 60' Monopole
1	SQM01SUM0338A	7/800 DBR M12 MULTI-CARRIER SITE
2	CA03902AA	ADD: SRX345 SITE ROUTER
2	CA03902AA-P	ADD: SRX345 SITE ROUTER PRICE
1	CA03875AA	ADD: DBR M12 PRIMARY RACK
3	CA03887AA	ADD: ANTENNA 1 CHANNELS
1	CA03906AA	ADD: 7.5 FOOT OPEN RACK
2	CA03895AA	ADD: INTEGRATED GNSS TIMING REF W/ RB
3	CA03891AA	ADD: 800 MHZ POWER AMPLIFIER
1	CA03872AA	ADD: SYSTEM RELEASE A2022.X
1	CA04069AA	ADD: NEW DBR SITE
1	CA03879AA	ADD: 800 MHZ TX ANTENNA 1 FILTER
2	UA00871AA	ADD: DSC 8500 RUBIDIUM SW LICENSE
3	UA00867AA	ADD: SITE REPEATER BR SOFTWARE
3	UA00869AA	ADD: P25 TDMA SOFTWARE
2	UA00865AA	ADD: SITE REPEATER CONTROLLER SW
1	T8926A	DBR STATION AC POWER SUPPLY CHASSIS
3	CA04062AA	ADD: POWER SUPPLY MODULE FOR DSC
1	CA04063AA	ADD: DBR RACK MOUNTING HW
3	CA04065AA	ADD: DSC AC POWER CABLE - US, 12 FT
1	DS11011188	PDU, 120/240 SPLIT PH OR N+1 REDUNDANT, 60A MAX PER PHASE, SIX DEDICAT
1	T8811A	DSC AC POWER SUPPLY CHASSIS
1	CA03781AA	ADD: DUAL POWER SUPPLIES FOR DSC
1	CA03763AA	ADD: CABINET MOUNTING HARDWARE
1	CA03534AA	ADD: DSC AC POWER CABLE - US, 6 FT.
1	T8810A	STANDALONE DSC 8000 CONTROLLER
1	CA03745AA	ADD: DSC 8000 REPEATER SITE CONTROLLER SW
1	CA03863AA	ADD: ASTRO SYSTEM RELEASE 2022.1
1	CA03762AA	ADD: DSC 8000 REPEATER SITE CONTROLLER NON-ESS

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QTY	NOMENCLATURE	DESCRIPTION
2	DSDS7C06P36UM	764-869 MHZ, SINGLE ANTENNA, OMNIDIRECTIONAL, 6 DB GAIN, LOW-PIM/HI-PIP, 4.3-10 FEMALE
200	DSAT078J50	AT078J50, 7/8" TRANSMISSION LINE,50OHM,BLACK POLYETHYLENE JCKT PER FT
3	DS43MA07850B	4.3-10 MALE FOR 7/8" CABLE, OPTIMIZED FOR PIM (USE WITH CT07850AIO-2)
3	DS43FA07850B	4.3-10 FEMALE FOR 7/8" CABLE, OPTIMIZED FOR PIM (USE WITH CT07850AIO-2
30	DSAC012J50	1/2" FLEXIBLE (IN-CONDUIT), 50 OHM, CORRUGATED, BLACK POLYETHYLENE JACKET
6	DS43MA01250B	4.3-10 MALE FOR 1/2" CABLE, OPTIMIZED FOR PIM (USE WITH CT01250AIO-2)
3	DSTSX4310FMP	4.3-10 M/F BULKHEAD COAX RF SURGE PROTECTOR, 698MHZ - 2.7GHZ PIM
3	DSHG78L	HOISTING GRIP, PRE-LACED, 7/8 IN CORRUGATED COAX
3	DSWKU	WK-U, UNIVERSAL WEATHERPROOFING KIT
6	DSGKS78AC	GK-S78AC, STD GROUND KIT FOR 7/8" AIRCELL COAX
6	DSBH78	BH-78 BUTTERFLY HANGER FOR 7/8 AIRCELL COAX,PKG OF 10
150	DSAC012J50	1/2" FLEXIBLE (IN-CONDUIT), 50 OHM, CORRUGATED, BLACK POLYETHYLENE JACKET
3	DS43FP01250	4.3-10 FEMALE, PLENUM & IN-CONDUIT FOR 1/2" CABLE (USE WITH PCT012-2 TOOL)
3	DSTSX4310FMP	4.3-10 M/F BULKHEAD COAX RF SURGE PROTECTOR, 698MHZ - 2.7GHZ PIM
3	DSBH12	BH-12 BUTTERFLY HANGER FOR 1/2 AIRCELL COAX,PKG OF 10
2	DSNMP01250	N MALE, PLENUM & IN-CONDUIT FOR 1/2" CABLE (USE WITH PCT012-2 TOOL)
1	DSDMA01250B	7/16 DIN MALE FOR 1/2 CABLE (USE WITH CT01250AIO-2)

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Section 4

Infrastructure Advanced Plus Services

Advanced Plus Services for ASTRO® 25 infrastructure is a comprehensive program to sustain the long-term performance of Pinal County's network. Advanced Plus Services consists of the following elements:

- ASTRO System Monitoring
  - Managed Detection and Response
  - Network Event Monitoring
  - ASTRO Connectivity Service (ACS) enabled for RSUS, System Monitoring
- Remote Technical Support
- Network Hardware Repair with Advanced Replacement
- Remote Security Update Service (RSUS)
- On-site Infrastructure Response
- Annual Preventative Maintenance
- Network Updates

Together, these elements will help to avoid operational disruptions and maintain the value of Pinal County's communications investment.

4.1 Advanced Plus Services Element Descriptions

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

4.1.1 ASTRO System Monitoring

ASTRO System Monitoring Service includes advanced network and security monitoring along with connectivity to deliver these services.

- **Managed Detection and Response**

Experienced, specialized cybersecurity analyst at Motorola's Security Operations Center (SOC) will monitor the Customer's ASTRO® 25 radio network for security threats. SOC analysts will coordinate with the Customer through the ActiveEye℠ Security Platform to identify and mitigate threats to the Customer's networks.

- **Network Event Monitoring**

Real-time, continuous ASTRO® 25 radio communications network monitoring and event management. Using sophisticated tools for remote monitoring and event characterization, Motorola will assess

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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.

- **ASTRO Connectivity Service**

The highly scalable ASTRO Connectivity Service provides simple, secure link connections for the services outlined in this SOW. Motorola Solutions Operation Centers internally monitor the link's performance to ensure smooth operations to deliver the above mentioned services.

4.1.2 Remote Technical Support

Motorola Solutions' Centralized Managed Support Operations (CMSO) will provide Remote Technical Support for infrastructure issues that require specific technical expertise. Experienced technical support specialists will be available to consult with the County to help diagnose, troubleshoot and resolve infrastructure issues. Service Desk maintenance procedures and incident resolution techniques are based on ISO 9001 and TL 9000 standards.

4.1.3 Network Hardware Repair with Advanced Replacement

To restore Pinal 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 Pinal County's ASTRO 25 network to maintain continued network functionality.

If the 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.

4.1.4 Remote Security Update Service

Commercial security software updates are often designed without consideration for specialized systems like radio communications networks. These updates may inadvertently disrupt ASTRO 25 network operations and functionality.

To minimize cyber risks and software conflicts, Motorola Solutions provides the Remote Security Update Service (RSUS). With this service, Motorola Solutions deploys antivirus and operating system security updates on an ASTRO 25 network in a dedicated information assurance lab to test and validate them for use with ASTRO 25 networks.

Motorola Solutions tests whether applying these security updates degrades network service. If an update degrades performance, Motorola Solutions searches for a solution or workaround to address the issue before releasing that update.

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With RSUS, Motorola Solutions will remotely install tested updates on Pinal County's ASTRO 25 network. If there are any recommended configuration changes, warnings or workarounds, Motorola Solutions will provide detailed documentation on a secured extranet website.

4.1.5 On-site Infrastructure Response

Motorola Solutions will provide repair service from trained and qualified technicians. Once dispatched, technicians will travel to Pinal 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 Advanced Services and in the Customer Support Plan agreed between the County and Motorola Solutions.

4.1.6 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.

4.1.7 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 Pinal County's ASTRO 25 network compatible with expansion elements, as well as new products or features. With Network Updates, Pinal 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 that will support the new software update, as well as maintain existing functions and features.
- **Professional Implementation Services** – Motorola Solutions will plan and implement updates at Pinal County's site. This includes factory integration, testing, and supply chain management for new software and hardware.

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

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4.2 Motorola Solutions Service Delivery Ecosystem

Advanced Services are delivered through a tailored combination of field service personnel, centralized teams, product repair depots and Customer Hub. 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 Pinal County's administrators and personnel through Customer Hub.

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

4.2.1 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 the 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.

4.2.2 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.

4.2.3 Repair Depot

The Motorola Solutions Repair Depot will provide the 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 Pinal County's representatives to check repair status, from inbound shipment to return.

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4.2.4 Customer Support Manager

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

4.2.5 Customer Hub

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



Figure 4-1: Customer Hub offers real-time, role-based access to critical network and services information.

With Customer Hub, Pinal County's 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

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

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Section 5

Pricing Summary

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

5.1 Equipment and Installation

Description	Price ($)
Equipment	$323,732.43
Arizona Contract Discount	<$55,316.84>
System Implementation	$503,984.05
Estimated Taxes on Equipment (9.2%)	$24,694.23
Total System	**$797,093.87**

5.2 Payment Terms

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 wire transfer, check, or cashier's check from a U.S. financial institution. Motorola reserves the right to make partial shipments of equipment and invoice for partial shipment. Overdue invoices will bear simple interest at the maximum allowable rate.

Motorola Solutions will use the following major milestones of the project for financial billing:

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.

Motorola reserves the right to make partial shipments of equipment and to request payment upon shipment of such equipment. In addition, Motorola reserves the right to invoice for installations or civil work completed on a site-by-site basis, when applicable.

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Section 6

Contractual Documentation

Motorola's proposal is subject to the terms and conditions of the State of Arizona Contract No. CTR046830, its Exhibits and applicable Addenda. This proposal shall remain valid for a period of 90 days from the date of the cover letter. Pinal County may accept the proposal by delivering to Motorola a signed Purchase Order specifically referencing "PO is subject to the terms and conditions of the State of Arizona Contract No. CTR046830 and Motorola's proposal dated September 19, 2024."

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Contract Amendment

CTR046830 Amendment One (1)

Arizona Department of Administration
State Procurement Office
1802 W Jackson St., #100
Phoenix, AZ 85007

CONTRACTOR:	**STATE AGENCY:**
MOTOROLA SOLUTIONS INC 3332 E. Broadway Rd. Phoenix, AZ 85040 **CONTACT:** Walter Whately **PHONE:** (520) 457-8604 **EMAIL:** walter.whately@motorolasolutions.com	AZ Department of Administration (ADOA) State Procurement Office 1400 W Washington St. 3100 Phoenix, AZ 85007 **CONTACT:** Jim Atkins **PHONE:** (602) 245-8268 **EMAIL:** james.atkins@azdoa.gov

Public Communications Equipment and Services

Pursuant to Section 2-D: Uniform Terms and Conditions, Section 5.0 Contract Changes, 5.1 Amendments, of the above referenced contract, it is hereby amended as follow:

1) In accordance with Special Terms and Conditions, Section 3.1, Term of Contract, the contract is hereby extended through **October 9, 2026**.

ALL OTHER REQUIREMENTS, SPECIFICATIONS, TERMS AND CONDITIONS REMAIN UNCHANGED

**** Please ensure all required Certificate Of Insurance are updated and submitted to the State Procurement Office.***

ACKNOWLEDGEMENT AND AUTHORIZATION

This amendment shall be fully executed upon the electronic approval in the State e-Procurement system by an authorized representative of the Contractor and applied to the contract in the State e-Procurement system by the Procurement Officer or delegate.

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"motorola solutions inc" ×

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Notice of Award-Dispatch Console and Deskset System

Contract Opportunities

Notice ID: FA4800-24-Q-A065

This is a Notice of Award, in which the Department of the Air Force awarded a non-competitve contract to Motorola Solutions Inc. in accordanc
...

Awardee
MOTOROLA SOLUTIONS, INC.

Unique Entity ID
HFK9V1G2B513

Department/Ind.Agency
DEPT OF DEFENSE

Subtier
DEPT OF THE AIR FORCE

Office
FA4800 633 CONS PKP

Notice Type
Original Award Notice

Updated Date
Jul 19, 2024

Published Date
Jul 19, 2024

Notice of Intent to Award Sole Source to Motorola Solutions, Inc. APX 8000

Contract Opportunities

Notice ID:

NOTICE OF INTENT TO SOLE SOURCE TO MOTOROLA SOLUTIONS, INC. - APX 8000

Action Code: Notice of Inte
...

Department/Ind.Agency
ENERGY, DEPARTMENT OF

Subtier
ENERGY, DEPARTMENT OF

Office
HEADQUARTERS PROCUREMENT SERVICES

Current Response Date
July 25, 2024 at 11:00 AM MST

Notice Type
Original Special Notice

Updated Date
Jul 10, 2024

Published Date
Jul 10, 2024

Motorola Solutions, Inc. Active Registration

Entity

Unique Entity ID
G2LUXP8ND8U6

CAGE Code
7H229

Physical Address
500 W MONROE ST FL 44, CHICAGO, IL 60661 USA

Expiration Date
Jan 25, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS CONNECTIVITY, INC. Active Registration

Entity

Unique Entity ID
KHTDDZHHW8L7

CAGE Code
56842

Physical Address
500, W. MONROE STREET, CHICAGO, IL 60661 USA

Expiration Date
Jan 22, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS, INC. Active Registration

Entity

Unique Entity ID
HFK9V1G2B513

CAGE Code
7XJC0

Physical Address
809 PINNACLE DR STE G, LINTHICUM HEIGHTS, MD 21090 USA

Expiration Date
Jan 3, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS, INC. Active Registration

Entity

Unique Entity ID
HFK9V1G2B513

CAGE Code
7XJC1

Physical Address
809 PINNACLE DR STE G, LINTHICUM HEIGHTS, MD 21090 USA

Expiration Date
Jan 3, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS, INC. Active Registration

Entity

Unique Entity ID
HFK9V1G2B513

CAGE Code
78205

Physical Address
809 PINNACLE DR STE G, LINTHICUM HEIGHTS, MD 21090 USA

Expiration Date
Jan 3, 2025

Purpose of Registration

All Awards

POLARIS NETWORKS INC Active Registration

Entity

Unique Entity ID
GT6XGMABF518

CAGE Code
783M3

Physical Address
500 W MONROE ST, FL 44,
CHICAGO, IL 60661 USA

Expiration Date
Dec 3, 2024

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS INC Active Registration

Entity

Unique Entity ID
MSJ4JJEFNDE6

CAGE Code
6H7Z2

Physical Address
2216 GALVIN DR, ELGIN, IL
60124 USA

Expiration Date
Sep 17, 2024

Purpose of Registration
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PINAL COUNTY
WIDE OPEN OPPORTUNITY

Purchase Requisition

Req. Number
172022

.

Req. Date: 11/1/2024

Department Contact:	Ship to:	Supplier:
TRAWLE, CHRISTINE A Phone: - Branch Plant: IT-EXECUTIVE MANAGEMENT Fund Source: GENERAL FUND	INFORMATION TECHNOLOGY DEPARTMENT IT RECEIVING BLDG 75 N. MAIN STREET FLORENCE AZ 85132	MOTOROLA SOLUTIONS, INC 13104 COLLECTIONS CENTER DR CHICAGO IL 60693 Phone: 602 - 271-7500 Fax: 602 - 438-1608

Buyer: Riley Brimhall, Buyer
Phone: -
Email: Riley.Brimhall@pinal.gov

Requested Delivery Date: 11/1/2024
Payment Terms: Net 30
Shipping Terms: FOB Destination

The terms and conditions of the following contract apply to this Purchase Order:

Contract Entity State of Arizona
Contract Number CTR046830
Contract Expiry 10/9/2026

Reference: Quote Dated August 14, 2024

Department Contact: Chris Combs 520-866-6650 chris.combs@pinal.gov | Christine Trawle 520-866-6888 itadmins@pinal.gov

Vendor Contact: Mike Colvin 520-631-5394 mike.colvin@motorolasolutions.com

ALL SOFTWARE LICENSES MUST BE EMAILED TO: ITLICENSES@PINAL.GOV

Line	Quantity	UOM	Item Number	Item Description	Unit Cost	Extended Cost
1.00		LS		SUA Agreement yr 2025 03/15/2025 - 03/14/2026 .	$0.00	$865,946.74

Total Order: $865,946.74

MOTOROLA SOLUTIONS

PINAL COUNTY

ADVANCED PLUS SERVICES/SUA **SEPTEMBER 25, 2024**

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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Motorola Solutions, Inc.
3332 East Broadway Ave
Phoenix, AZ 85040
USA

Tel. + 1 847 576 5000
Fax + 1 847 538 6020

September 25, 2024

Chris Combs
IT Infrastructure Manager
Pinal County Information Technology
31 N Pinal Street Building A
Florence, AZ 85132

Subject: Motorola Advanced Services Plus and SUA Agreement

Dear Mr. Combs,

Motorola Solutions, Inc. (“Motorola”) is pleased to have the opportunity to provide Pinal County with quality communications equipment and services. The Motorola project team has taken great care to propose a solution that will address your needs and provide exceptional value. To best support the Pinal County ASTRO Radio Network, Motorola is proposing this five year contract to continue the existing Advanced Services Plus maintenance contract and System Upgrade Assurance (SUA) agreement.

This proposal includes this cover letter and is subject to the terms and conditions of the State of Arizona Contract No. CTR046830 (“State Agreement”), its Exhibits and applicable Maintenance Support and Lifecycle Management Addendum. This proposal shall remain valid for a period of 90 days from the date of this cover letter. Pinal County may accept the proposal by delivering to Motorola a signed copy of Motorola’s proposal dated September 25, 2024.” Alternatively, Motorola would be pleased to address any concerns regarding the proposal. Any questions can be directed to your Motorola Solutions Account Executive, Mike Colvin, at 520-631-5394 or email at mike.colvin@motorolasolutions.com.

We thank you for the opportunity to furnish Pinal 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,
Motorola Solutions, Inc.

J. J. Trivedi

Jimmy Trivedi
MSSSI Vice President & Director Sales

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SECTION 1

ADVANCED PLUS SERVICES

1.1 OVERVIEW

Advanced Plus Services for ASTRO® 25 infrastructure is a comprehensive program to sustain the long-term performance of Pinal County's network. Advanced Plus Services consists of the following elements:

- ASTRO System Monitoring
  - Managed Detection and Response
  - Network Event Monitoring
- Remote Technical Support
- Network Hardware Repair with Advanced Replacement
- Remote Security Update Service (RSUS)
- On-site Infrastructure Response
- Annual Preventative Maintenance
- Network Updates

Together, these elements will help to avoid operational disruptions and maintain the value of the County's communications investment.

1.2 ADVANCED PLUS SERVICES ELEMENT DESCRIPTIONS

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

1.2.1 ASTRO System Monitoring

ASTRO System Monitoring Service includes advanced network and security monitoring along with connectivity to deliver these services.

- Managed Detection and Response

Experienced, specialized cybersecurity analyst at Motorola's Security Operations Center (SOC) will monitor the Customer's ASTRO® 25 radio network for security threats. SOC analysts will coordinate with the Customer through the ActiveEye℠ Security Platform to identify and mitigate threats to the Customer's networks.

- Network Event Monitoring

Real-time, continuous ASTRO® 25 radio communications network monitoring and event management. Using sophisticated tools for remote monitoring and event characterization, Motorola 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.

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

1.2.2 Remote Technical Support

Motorola Solutions' Centralized Managed Support Operations (CMSO) will provide Remote Technical Support for infrastructure issues that require specific technical expertise. Experienced technical support specialists will be available to consult with the County to help diagnose, troubleshoot, and resolve infrastructure issues. Service Desk maintenance procedures and incident resolution techniques are based on ISO 9001 and TL 9000 standards.

1.2.3 Network Hardware Repair with Advanced Replacement

To restore the 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 the County's ASTRO 25 network to maintain continued network functionality.

If Pinal 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.

1.2.4 Remote Security Update Service

Commercial security software updates are often designed without consideration for specialized systems like radio communications networks. These updates may inadvertently disrupt ASTRO 25 network operations and functionality.

To minimize cyber risks and software conflicts, Motorola Solutions provides the Remote Security Update Service (RSUS). With this service, Motorola Solutions deploys antivirus and operating system security updates on an ASTRO 25 network in a dedicated information assurance lab to test and validate them for use with ASTRO 25 networks.

Motorola Solutions tests whether applying these security updates degrades network service. If an update degrades performance, Motorola Solutions searches for a solution or workaround to address the issue before releasing that update.

With RSUS, Motorola Solutions will remotely install tested updates on the County's ASTRO 25 network. If there are any recommended configuration changes, warnings, or workarounds, Motorola Solutions will provide detailed documentation on a secured extranet website.

1.2.5 On-site Infrastructure Response

Motorola Solutions will provide repair service from trained and qualified technicians. Once dispatched, technicians will travel to the County's ASTRO 25 network location to diagnose

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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 Advanced Plus Services and in the Customer Support Plan agreed between the County and Motorola Solutions.

1.2.6 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.

1.2.7 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 the County's ASTRO 25 network compatible with expansion elements, as well as new products or features. With Network Updates, the 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 the County's site. This includes factory integration, testing, and supply chain management for new software and hardware.

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

1.3 MOTOROLA SOLUTIONS SERVICE DELIVERY ECOSYSTEM

Advanced Plus Services are delivered through a tailored combination of field service personnel, centralized teams, product repair depots, and Customer Hub. 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 County administrators and personnel through Customer Hub.

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

1.3.1 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 the 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.

1.3.2 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.

1.3.3 Repair Depot

The Motorola Solutions Repair Depot will provide the 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 the County representatives to check repair status, from inbound shipment to return.

1.3.4 Customer Support Manager

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

1.3.5 Customer Hub

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

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Figure 1-1: Customer Hub offers real-time, role-based access to critical network and services information.

With Customer Hub, 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.

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 2

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 the Pinal County ASTRO 25 network compatible with expansion elements, as well as new products or features. With SUA II, the Pinal County 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 the Pinal County site. This includes factory integration, testing, and supply chain management for new software and hardware.

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

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

SECTION 3

LIFECYCLE STATEMENT OF WORK

Please see section 6 Advanced Plus Statement of Work for fully details the offering to Pinal County.

SECTION 4

LIFECYCLE MANAGEMENT PRICING

The table below summarizes annual pricing for five years, providing up to **two upgrades** in that five-year period, taken not more than every two years. Customer will make payments to Motorola annually in advance of each defined yearly cycle. The initial payment will be billed upon the contract effective date, and annually thereafter. The annual pricing summary is defined below. Payments are due 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 and in accordance with the following payment schedule.

Lifecycle Products (NSAD)	2025	2026	2027	2028
Advanced Plus/ System Upgrade Agreement II (SUA II)	$865,946.74	$941,246.46	$1,023,093.98	$1,112,058.67
	2029			**TOTAL**
	$1,208,759.42			**$5,151,105.27**

In accordance with the Arizona State Contract CTR046830, Customer and Motorola agree that this proposal represents the purchase order required for contract performance or for subsequent years of service and indicates that sufficient funds have been appropriated in accordance with applicable law for this five-year Lifecycle Products order of $5,151,105.27. Customer and Motorola also agree that no further purchase orders will be required for billing of future services. The Customer will pay all invoices as received from Motorola and any changes in scope will be subject to the change order process as described in the underlying agreement. At the time of execution of this proposal, the Customer will provide all necessary reference information to include on invoices for payment in accordance with this proposal.

Motorola: Motorola Solutions, Inc.

By: _____

Name: _____

Title: _____

Date: _____

Customer: Pinal County

By: _____

Name: Mike Goodman

Title: Chairman, Pinal County Board of Supervisors

Date: November 20, 2024

INFLATION REVIEW. 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 5

CONTRACTUAL DOCUMENTATION

This proposal includes this cover letter and is subject to the terms and conditions of the State of Arizona Contract No. CTR046830 (“State Agreement”), its Exhibits and applicable Maintenance Support and Lifecycle Management Addendum. This proposal shall remain valid for a period of 90 days from the date of this cover letter. Pinal County may accept the proposal by delivering to Motorola a signed copy of Motorola’s proposal dated September 25, 2024.

MAINTENANCE, SUPPORT AND LIFECYCLE MANAGEMENT ADDENDUM

This Maintenance, Support and Lifecycle Management Addendum (this "**MSLMA**") is entered into between Motorola Solutions, Inc., with office at 500 W. Monroe, suite 4400, Chicago, IL 60661 ("**Motorola**") and the entity set forth in the signature block below or in the Primary Agreement ("**Customer**") and will be subject to, and governed by, the terms of the Master Customer Agreement or Primary Agreement entered into between the Parties, effective as of [April 1, 2025] the ("**Agreement**"). Capitalized terms used in this MSLMA, but not defined herein, will have the meanings set forth in the Agreement.

1. Addendum. This MSLMA governs Customer's purchase of Maintenance, Support and Lifecycle Management (as defined below) services (and, if set forth in an Ordering Document, related Services) from Motorola and will form part of the Parties' Agreement. In addition to the AGREEMENT, other Addenda may be applicable to the MSMLA, including the Equipment Purchase and Software License Addendum ("**EPSLA**"), with respect to Licensed Software and Equipment, and the Communications System Addendum ("**CSA**") as further described below. This MSMLA will control with respect to conflicting terms in the Agreement or any other applicable Addendum, but only as applicable to the Maintenance, Support and Lifecycle Management services purchased under this MSMLA and not with respect to other Products and Services.

2. Scope

Motorola will provide break/fix maintenance, technical support, or other Services (such as software integration Services) ("Maintenance and Support Services") and/or upgrade services ("Lifecycle Management") as further described in the applicable Ordering Documents.

3. Terms and conditions

3.1 Maintenance and Support services

3.1.1 Purchase Order Acceptance. Purchase orders for additional, continued, or expanded maintenance and software support, during the Warranty Period or after the Warranty Period, become binding only when accepted in writing by Motorola.

3.1.2 Start Date. The "Start Date" for Maintenance and Support Services will be indicated in the applicable Ordering Document.

3.1.3 Auto Renewal. Unless the applicable Ordering Documents specifically states a termination date or one Party notifies the other in writing of its intention to discontinue the Maintenance and Support Services, this Agreement will renew for an additional one (1) year term on every anniversary of the Start Date. At the anniversary date, Motorola may adjust the price of the Services to reflect the renewal rate.

3.1.4 Termination. Written notice of intent to terminate must be provided thirty (30) days or more prior to the anniversary date. If Motorola provides Services after the termination or expiration of this MSLMA, the terms and conditions in effect at the time of termination or expiration will apply to those Services and Customer agrees to pay for those services on a time

and materials basis at Motorola's then effective hourly rates. This provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision.

3.1.5 Equipment Definition. For maintenance and support services, Equipment will be defined to mean the hardware specified in the applicable Ordering Documents.

3.1.6 Additional Hardware. If Customer purchases additional hardware from Motorola that becomes part of the Communications System, the additional hardware may be added to this MSLMA and will be billed at the applicable rates after the warranty period for that additional equipment expires. Such hardware will be included in the definition of Equipment.

3.1.7 Maintenance. Equipment will be maintained at levels set forth in the manufacturer's product manuals and routine procedures that are prescribed by Motorola will be followed. Motorola parts or parts of equal quality will be used for Equipment maintenance.

3.1.8 Equipment Condition. All Equipment must be in good working order on the Start Date or when additional equipment is added to the MSLMA. Upon reasonable request by Motorola, Customer will provide a complete serial and model number list of the Equipment. Customer must promptly notify Motorola in writing when any Equipment is lost, damaged, stolen or taken out of service. Customer's obligation to pay maintenance and support fees for this Equipment will terminate at the end of the month in which Motorola receives the written notice. If Equipment cannot, in Motorola's reasonable opinion, be properly or economically maintained for any reason, Motorola may modify the scope of Services related to that Equipment; remove that Equipment from the Agreement; or increase the price to maintain that Equipment.

3.1.9 Equipment Failure. Customer must promptly notify Motorola of any Equipment failure. Motorola will respond to Customer's notification in a manner consistent with the level of Service purchased as indicated in this MSLMA and applicable Ordering Documents.

3.1.10 Intrinsically Safe. Customer must specifically identify any Equipment that is labeled intrinsically safe for use in hazardous environments.

3.1.11 Excluded Services.

a) Service excludes the repair or replacement of Equipment that has become defective or damaged from use in other than the normal, customary, intended, and authorized manner; use not in compliance with applicable industry standards; excessive wear and tear; or accident, liquids, power surges, neglect, acts of God or other force majeure events.

b) Unless specifically included in this MSLMA or the applicable Ordering Documents, Service excludes items that are consumed in the normal operation of the Equipment, such as batteries or magnetic tapes.; upgrading or reprogramming Equipment; accessories, belt clips, battery chargers, custom or special products, modified units, or software; and repair or maintenance of any transmission line, antenna, microwave equipment, tower or tower lighting, duplexer, combiner, or multicoupler. Motorola has no obligations for any transmission medium, such as telephone lines, computer networks, the internet or the worldwide web, or for Equipment malfunction caused by the transmission medium.

3.1.12 Time And Place. Service will be provided at the location specified in this MSLMA

and/or the applicable Ordering Documents. When Motorola performs maintenance, support, or installation at Customer's location, Customer will provide Motorola, at no charge, a non-hazardous work environment with adequate shelter, heat, light, and power and with full and free access to the Equipment. Waivers of liability from Motorola or its subcontractors will not be imposed as a site access requirement. Customer will provide all information pertaining to the hardware and software elements of any system with which the Equipment is interfacing so that Motorola may perform its Services. Unless otherwise stated in this MSLMA or applicable Ordering Documents, the hours of Service will be 8:30 a.m. to 4:30 p.m., local time, excluding weekends and holidays. Unless otherwise stated in this MSLMA or applicable Ordering Documents, the price for the Services exclude any charges or expenses associated with helicopter or other unusual access requirements; if these charges or expenses are reasonably incurred by Motorola in rendering the Services, Customer agrees to reimburse Motorola for those charges and expenses.

3.1.13 Customer Contact. Customer will provide Motorola with designated points of contact (list of names and phone numbers) that will be available twenty-four (24) hours per day, seven (7) days per week, and an escalation procedure to enable Customer's personnel to maintain contact, as needed, with Motorola.

3.2 **Lifecycle Management Services**

3.2.1 The Software License terms included in the Agreement and its Addendum applies to any Motorola Software provided as part of the Lifecycle Management transactions.

3.2.2 The term of this MSLMA is five years, commencing on April 1, 2025. The Lifecycle Management Price for the five years of services is $1,934,679.29, excluding applicable sales or use taxes but including discounts as more fully set forth in the pricing pages. Because the Lifecycle Management is a subscription service as more fully described in the applicable Ordering Documents, payment from Customer is due in advance and will not be in accordance with any Payment Milestone Schedule.

3.2.3 The Communications System upgrade will be scheduled during the subscription period and will be performed when Motorola's upgrade operation resources are available. Because there might be a significant time frame between when this MSLMA is executed and when a Communications System upgrade transaction is performed, Motorola may substitute any of the promised Equipment or Software so long as the substitute is equivalent or superior to the initially promised Equipment or Software.

3.2.4 Acceptance of a Lifecycle Management transaction occurs when the Equipment (if any) and Software are delivered, in accordance with the EPSLA, and the Lifecycle Management services are fully performed; there is no Acceptance Testing with a Lifecycle Management transaction.

3.2.5 The Warranty Period for any Equipment or Motorola Software provided under a Lifecycle Management transaction will commence upon shipment and not on Communications System Acceptance or Beneficial Use, and is for a period of ninety (90) days rather than one (1) year. The ninety (90) day warranty for Lifecycle Management services is set forth in the

applicable Ordering Documents.

3.2.6 In addition to the description of the Lifecycle Management services and exclusions provided in the applicable Ordering Documents, the following apply:

a) Upon reasonable request by Motorola, Customer will provide a complete serial and model number list of the Equipment.

b) Lifecycle Management services exclude the repair or replacement of Equipment that has become defective or damaged from use in other than the normal, customary, intended, and authorized manner; use not in compliance with applicable industry standards; excessive wear and tear; or accident, liquids, power surges, neglect, acts of God or other force majeure events.

c) Unless specifically included in this MSLMA or the applicable Ordering Documents, Lifecycle Management services exclude items that are consumed in the normal operation of the Equipment; accessories; and repair or maintenance of any transmission line, antenna, microwave equipment, tower or tower lighting, duplexer, combiner, or multicoupler. Motorola has no obligations for any transmission medium, such as telephone lines, computer networks, the internet or the worldwide web, or for Equipment malfunction caused by the transmission medium.

d) Customer will provide Motorola with designated points of contact (list of names and phone numbers) that will be available during the performance of the Lifecycle Management services.

3.2.7 The Lifecycle Management annualized price is based on the fulfillment of the two year cycle. If Customer terminates this service during a two year cycle, except for Motorola's default, then Customer will be required to pay for the balance of payments owed for the two year cycle if a major system release has been implemented before the point of termination.

3.2.8 If Customer terminates this Maintenance and Support or Lifecycle Management service and contractual commitment before the end of the five year term, for any reason other than Motorola's default, then the Customer will pay to Motorola a termination fee equal to the discount applied to the last three years of service payments related to the five year commitment. This provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision.

4. **Payment**

4.1 Unless alternative payment terms are stated in this MSLMA, Motorola will invoice Customer in advance for each payment period. All other charges will be billed monthly, and the Customer must pay each invoice in U.S. dollars within thirty (30) days of the invoice date. Customer will reimburse Motorola for all property taxes, sales and use taxes, excise taxes, and other taxes or

assessments that are levied as a result of Services rendered under this Agreement (except income, profit, and franchise taxes of Motorola) by any governmental entity.

4.2 INFLATION ADJUSTMENT. 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. Measurement will take place once the annual average for the new year has been posted by the Bureau of Labor Statistics. 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).

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

Motorola: Motorola Solutions, Inc.	**Customer: [Pinal County]**
By: _____	By: _____
Name: _____	Name: Mike Goodman
Title: _____	Title: Chairman, Pinal County Board of Supervisors
Date: _____	Date: November 20, 2024

END

SECTION 6

ASTRO® 25 ADVANCED PLUS SERVICES STATEMENT OF WORK - NON FEDERA

6.1 OVERVIEW

Motorola Solutions, Inc.'s (Motorola) ASTRO® 25 Advanced Plus Services (Advanced Plus Services) provide an integrated and comprehensive sustainment program for fixed end network infrastructure equipment located at the network core, RF sites, and dispatch sites. Advanced Plus Services do not include maintenance for mobile devices, portable devices, or network backhaul equipment.

Advanced Plus Services consist of the following elements:

- ASTRO System Monitoring
  - Managed Detection and Response (MDR)
  - Network Event Monitoring
- Remote Technical Support
- Network Hardware Repair
- Security Update Service (SUS)
- Remote Security Update Service (RSUS)
- On-Site Infrastructure Response
- Annual Preventative Maintenance
- System Upgrade Agreement (SUA)

Each of these elements is summarized below and expanded upon in section 6.4: Advanced Plus Services Detailed Description. In the event of a conflict between the descriptions below and an individual subsection of section 6.4: Advanced Plus Services Detailed Description, the individual subsection prevails.

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This Statement of Work (SOW), including all of its subsections and attachments is an integral part of the applicable agreement (Agreement) between Motorola and the customer (Customer).

Notwithstanding, the connectivity contemplated in the ASTRO 25 Connectivity Service will be provided by Motorola Solutions Connectivity Inc., a wholly owned subsidiary of Motorola. In order to enable delivery of these connectivity services, customers must sign the Transport Connectivity Addendum (TCA) attached to the Agreement. Any transport or connectivity will be provided by Motorola Solutions Connectivity, Inc.

Motorola Solutions Connectivity, Inc. will utilize Motorola as its billing and collection agent and Customer expressly agrees that invoices for services provided by Motorola Solutions Connectivity, Inc. may appear on invoices issued by Motorola. Charges for Motorola Solutions Connectivity, Inc. services that appear on invoices issued by Motorola shall be paid to Motorola and are fully satisfied under the billing and payment terms of the Agreement.

In order to receive the services as defined within this SOW, the Customer is required to keep the ASTRO 25 system within a standard support period as described in Motorola's Software Support Policy (SwSP).

ASTRO System Monitoring

ASTRO System Monitoring Service includes advanced network and security monitoring along with connectivity to deliver these services.

- Managed Detection and Response

Experienced, specialized cybersecurity analyst at Motorola's Security Operations Center (SOC) will monitor the Customer's ASTRO 25 radio network for security threats. SOC analysts will coordinate with the Customer through the ActiveEye™ Security Platform to identify and mitigate threats to the Customer's networks.

- Network Event Monitoring

Real-time, continuous ASTRO 25 radio communications network monitoring and event management. Using sophisticated tools for remote monitoring and event characterization, Motorola 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.

Remote Technical Support

Motorola 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.

Network Hardware Repair

Motorola will repair Motorola-manufactured infrastructure equipment and select third-party manufactured infrastructure equipment supplied by Motorola. Motorola coordinates the equipment repair logistics process.

Security Update Service

Motorola will pretest third-party security updates to verify they are compatible with the ASTRO 25 network. Once tested, Motorola posts the updates to a secured extranet website, along with any recommended configuration changes, warnings, or workarounds.

Remote Security Update Service

Motorola will pre-test third-party security updates to verify they are compatible with the ASTRO 25 network, and remotely push the updates to the Customer's network.

On-Site Infrastructure Response

When needed to resolve equipment malfunctions, Motorola will dispatch qualified local technicians to the Customer's location to diagnose and restore the communications network. Technicians will perform diagnostics on impacted hardware and replace defective components. The service technician's response time will be based on pre-defined incident priority levels.

Annual Preventive Maintenance

Qualified field service technicians will perform regularly scheduled operational testing and alignment of infrastructure and network components to verify those components comply with the original manufacturer's specifications.

System Upgrade Agreement

Utilizing the ASTRO 25 System Upgrade Agreement (SUA) service, the ASTRO 25 system is able to take advantage of new functionality and security features while extending the operational life of the system. Motorola continues to make advancements in on-premises and cloud technologies to bring value to our customers. Cloud technologies enable the delivery of additional functionality through frequent updates ensuring the latest in ASTRO 25 is available at all times.

6.2 MOTOROLA SERVICE DELIVERY ECOSYSTEM

Advanced Plus Services are delivered through a tailored combination of local field service personnel, centralized teams equipped with a sophisticated service delivery platform, product repair depots and Customer Hub. These service entities will collaborate to swiftly analyze issues, accurately diagnose root causes and promptly resolve issues to restore the Customer's network to normal operations.

6.2.1 Centralized Managed Support Operations

The cornerstone of Motorola's support process is the Centralized Managed Support Operations (CMSO) organization, which includes the Service Desk and technical support teams. The CMSO is staffed 24/7 by experienced personnel, including service desk specialists, security analysts and operations managers.

The Service Desk provides a single point of contact for all service related items, including communications between the Customer, Motorola, and third-party subcontractors. The Service Desk processes service requests, service incidents, change requests, and dispatching, and communicates with stakeholders in accordance with predefined response times.

All incoming transactions through the Service Desk are recorded, tracked, and updated through the Motorola Customer Relationship Management (CRM) system. The Service Desk also documents Customer inquiries, requests, concerns, and related tickets.

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The CMSO coordinates with the field service organization that will serve the Customer locally.

6.2.2 Field Service

Motorola authorized and qualified field service technicians perform on-site infrastructure response, field repair, and preventive maintenance tasks. These technicians are integrated with the Service Desk and with technical support teams and product engineering as required to resolve repair and maintenance requests.

6.2.3 Customer Support Manager

A Motorola Customer Support Manager (CSM) will be the Customer's key point of contact for defining and administering services. The CSM's initial responsibility is to create the Customer Support Plan (CSP) in collaboration with the Customer.

The CSP functions as an operating document that personalizes the services described in this document. The CSP contains Customer-specific information, such as site names, site access directions, key contact persons, incident handling instructions, and escalation paths for special issues. The CSP also defines the division of responsibilities between the Customer and Motorola so response protocols are pre-defined and well understood when the need arises.

The CSP governs how the services will be performed and will be automatically integrated into this SOW by this reference. The CSM and Customer will review and amend the CSP on a mutually agreed cadence so the CSP remains current and effective in governing the Advanced Plus Services.

6.2.4 Customer Hub

Supplementing the CSM and the Service Desk as the Customer points of contact, Customer Hub is a web-based platform that provides network maintenance and operations information. The portal is accessed from a desktop, laptop, tablet or smartphone web browser. The information available includes:

- **Network Event Monitoring**: Manage incidents and view self-service reports. Observe incident details by incident priority level, and track the progress of issue resolution.
- **Remote Technical Support**: Manage incidents and view self-service reports. Observe incident details by incident priority level, and track the progress of issue resolution.
- **Network Hardware Repair**: Track return material authorizations (RMA) shipped to Motorola's repair depot and eliminate the need to call for status updates. In certain countries, customers will also have the ability to create new RMA requests online.
- **On-Site Infrastructure Response**: Manage incidents and view self-service reports. Observe incident details by incident priority level, and track the progress of issue resolution.
- **Annual Preventive Maintenance**: View incident status and details of each annual change request for preventive maintenance, including completed checklist information for the incident.
- **Network Updates**: View system status overview and software update information.

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- **Managed Detection and Response**: Manage incidents and view self-service reports. Observe incident details by incident priority level, and track the progress of issue resolution.
- **Orders and Contract Information**: View available information regarding orders, service contracts, and service coverage details.

The data presented in Customer Hub is provided to support the services described in the following sections, which define the terms of any service delivery commitments associated with this data.

6.3 CONNECTIVITY SPECIFICATIONS

A monitored access link is provided via the ASTRO Connectivity Service with bandwidth necessary to support the services included in this SOW.

6.4 ADVANCED PLUS SERVICES DETAILED DESCRIPTION

Due to the interdependence between deliverables within the detailed sections, any changes to or any cancellation of any individual section may require a scope review and price revision.

6.4.1 ASTRO System Monitoring (NEW)

6.4.1.1 Managed Detection and Response

Motorola's ASTRO 25 Managed Detection and Response (MDR) provides monitoring of radio network security information by specialized cybersecurity analysts with extensive experience working with ASTRO 25 mission-critical networks.

The following sections describe the deliverables of the service, its technologies, and service obligations.

6.4.1.2 Description of Service

MDR is performed by Motorola's SOC using the ActiveEye^{SM} security platform. The SOC's cybersecurity analysts monitor for alerts 24/7. If a threat is detected, analysts will investigate and initiate an appropriate Customer engagement. Customer engagements may include, but are not limited to; requesting additional information from the Customer, continuing to monitor the event for further development, or informing the Customer to enact the Customer's documented Incident Response plan.

SOC analysts rely on monitoring elements to detect signs of a potential threat impacting the Customer's ASTRO 25 network and applicable CEN systems. These elements are described below.

The MDR service includes the deployment and optimization of these elements into the Customer's network.

6.4.1.3 Managed Detection and Response Elements

This section and its subsections describe MDR elements, and their applicability for specific infrastructure.

ActiveEye Security Platform

Motorola's ActiveEye security platform collects and analyzes security event streams from ActiveEye Remote Security Sensors (AERSS) in the Customer's ASTRO 25 network and applicable CEN systems, using security orchestration and advanced analytics to identify the most important security events from applicable systems.

The platform automates manual investigation tasks, verifies activity with external threat intelligence sources, and learns what events will require rapid response action.

The Customer will receive access to the ActiveEye platform as part of this service. ActiveEye will serve as a single interface to display system security information. Using ActiveEye, the Customer will be able to configure alerts and notifications, review security data, and perform security investigations.

Applies to included ASTRO 25 Radio Network Infrastructure (RNI), CEN, and Control Room CEN infrastructure.

ActiveEye Remote Security Sensor

One or more AERSS will be deployed into the ASTRO 25 network and if applicable to CEN environments to deliver the service. These sensors monitor geo diverse sites for security events and pass security information to the ActiveEye platform.

AERSS integrate the ActiveEye platform with network elements, enabling it to collect logs from Syslog, as well as to analyze network traffic over port(s) and scan elements for vulnerabilities.

The following are the environmental requirements and specifications the Customer must provide to prepare for the AERSS deployment.

Specifications	Requirements
Rack Space	1U
Power Consumption (Max)	550 Watts (Redundant Power Supply
Power Input	100-240V AC
Current	3.7 A – 7.4 A
Circuit Breaker	Qty. 2
Line Cord	NEMA 5-15P
Heat Disputation (max)	2107 BTU/hr

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Applies to included ASTRO 25 RNI, CEN, and Control Room CEN infrastructure.

Internetworking Firewall

Motorola shall include an Internetworking Firewall with every Internet connection that Motorola provides to the ASTRO 25 system.

The Internetworking Firewall serves as a security barrier and demarcation point between a Primary site and the Internet (or a customer network leading to the Internet). The Internetworking Firewall supports traffic for various ASTRO 25 features that require access to the Internet.

The Internetworking Firewall sits between the Demilitarized Zone (DMZ) and the Internet (or customer network leading to the Internet).

The following are the environmental requirements and specifications the Customer must provide to prepare for the Internetworking Firewall deployment.

Specifications	Requirement
Rack Space	1U
Power Consumption (Max)	28.6 W (Single Power Supply)
Power Input	100-240V AC
Current	.52 A
Circuits Breaker	Qty. 1
Heat Dissipation (Max)	97.6 BTU/hr
Line Cord	NEMA 5-15P

6.4.1.4 Deployment Timeline and Milestones

Motorola and the Customer will collaborate in order for the deployment tasks to be completed.

Phase 1: Information Exchange

After contract execution, Motorola will schedule a service kick-off meeting with the Customer and provide information-gathering documents. This kick-off meeting is conducted remotely at the earliest, mutually available opportunity. Customer is to identify and ensure participation of key team members in kickoff and project initiation activities.

Phase 2: Infrastructure Readiness

Motorola will provide detailed requirements regarding Customer infrastructure preparation actions after kick-off meeting. It is the Customer's responsibility to accomplish all agreed upon infrastructure preparations.

Phase 3: System Buildout and Deployment

Motorola will build and provision tools in accordance with the requirements of this proposal and consistent with information gathered in earlier phases. Motorola will also provide

detailed requirements regarding Customer deployment actions. The Customer must deploy tools, as applicable, in their environment, in accordance with provided requirements.

Phase 4: Monitoring "Turn Up"

Motorola will verify all in-scope assets are forwarding logs or events. Motorola will notify the Customer of any exceptions. Motorola will begin monitoring any properly connected in-scope sources after the initial tuning period.

Phase 5: Tuning/Report Setup

Motorola will conduct initial tuning of events and alarms in the service, and conduct ActiveEye training.

6.4.1.5 General Responsibilities

Motorola Responsibilities

- Provide, maintain, and when necessary repair under warranty hardware and software required to remotely monitor the ASTRO 25 network and applicable systems inclusive of the AERSS and all software operating on it.
  - If the Centralized Event Logging feature is not installed on the Customer's ASTRO 25 RNI, Motorola will install it as part of this service.
- Coordinate with the Customer on any system changes necessary to integrate the AERSS into the system and establish necessary connectivity.
- Provide software and licenses to the Customer necessary to remotely monitor the ASTRO 25 network and applicable CEN environments.
- Verify connectivity and monitoring is active prior to start of service.
- Coordinate with the Customer to maintain Motorola service authentication credentials.
- Maintain trained and accredited security analysts.
- Monitor the Customer's ASTRO 25 network and applicable CEN systems 24/7 for malicious or unusual activity.
- Respond to security incidents in the Customer's system in accordance with Section 6.4.1.8: Managed Detection & Response Priority Level Definitions & Response Times. This may include, but is not limited to, requesting additional information from the Customer, continuing to monitor the event for further development or informing the Customer to enact the Customer's documented Incident Response plan.
- Assist the Customer with identifying devices that support logging within the ASTRO 25 network and applicable CEN systems have been configured to forward Syslog events to the AERSS.
- Provide the Customer with access to the ActiveEye platform enabling Customer access to security event and incident details.

Customer Responsibilities

- Allow Motorola continuous remote access to monitor the ASTRO 25 network and applicable CEN systems. This includes keeping the connection active, providing passwords, and working with Motorola to understand and maintain administration privileges.
- Maintain an active Security Update Service (SUS) subscription, ensuring patches and antivirus definitions are applied according to the release cadence of the service. To ensure that SUS/RSUS services are deliverable, the system must be at a release that is within Standard Support as defined in the Software Support Policy (SWSP).

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- Provide continuous utility service(s) to any equipment installed or utilized at the Customer's premises to support service delivery and remote monitoring.
- Provide Motorola with contact information necessary to complete the CSP. Notify the Customer's CSM within two weeks of any contact information changes.
- Notify Motorola if any components are added to or removed from the environment as it may be necessary to update or incorporate in Managed Detection and Response. Changes to monitored components may result in changes to the pricing of the MDR service.
- As necessary, upgrade the ASTRO 25 system, on-site systems, and utilize third-party software or tools to supported releases.
- Allow Motorola dispatched field service technicians physical access to monitoring hardware when required.
- Cooperate with Motorola and perform all acts that are required to enable Motorola to provide the services described in this SOW.
- Configure and maintain networking infrastructure physical and logical configuration to mirror (typically via a port(s) on a switch) network traffic to the ActiveEye sensor for applicable CEN systems.
- Responding to Cybersecurity Incident Cases created by the Motorola SOC.

6.4.1.6 Service Modules

6.4.1.6.1 Log Collection / Analytics

The AERSS deployed in the system collects logs and other security information from applicable servers, workstations, switches, routers, Network Detection, and firewalls. This information is forwarded to the ActiveEye platform, which uses advanced analytics to identify signs of security incidents. If it identifies signs of a security incident, ActiveEye notifies the SOC for further analysis.

Motorola Responsibilities

- Consult with and advise the Customer on performing necessary system configurations to direct log sources to the appropriate Remote Security Sensor.
- The SOC will consult with the Customer to identify appropriate log sources for the level of threat detection desired in each environment.

Customer Responsibilities

- If applicable, configure customer managed networking infrastructure to allow ActiveEye Remote Security Sensor to communicate with ActiveEye as defined.
- If applicable, configure any Customer managed devices in the CEN to forward data to ActiveEye.

Applies to included ASTRO 25 RNI, CEN, and Control Room CEN infrastructure.

6.4.1.6.2 Network Detection

Network Detection is applicable to the RNI and CEN.

The AERSS supports Network Detection, constantly monitoring traffic passing across, into, or out of infrastructure. Network Detection analyzes traffic for signs of malicious activity in real time, and performs packet level and flow level analysis to enable communications

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modeling. This information is used to identify anomalous behavior that is not captured by pre-defined traffic signatures, including traffic using encrypted connections. Network Detection forwards detected suspicious activity to the SOC for further analysis.

Motorola Responsibilities

- Work with the Customer to integrate AERSS.
- Provide policies and configuration to tune out noise and highlight potential threats.
- The SOC consults with the Customer to identify the appropriate deployment of Network Detection Service Components. The SOC monitors and updates the security policy of each sensor to tune out unnecessary alerting and flow monitoring so that the system is optimized to detect true malicious activity.

Customer Responsibilities

- If necessary, configure Customer's networking infrastructure to allow AERSS to communicate with ActiveEye as defined.
- For Customer's owned CEN infrastructure, configure and maintain networking infrastructure physical and logical configuration to mirror (typically via a port(s) on a switch) network traffic to the ActiveEye sensor.
- Initiate recommended response actions when active attacks are detected.

Applies to included ASTRO 25 RNI, CEN, and Control Room CEN infrastructure.

6.4.1.6.3 Attack Surface Management

Attack Surface Management is provided for the ASTRO internet-facing, external network interfaces. The scan is enabled from an internet cloud hosted service outside the ASTRO network. Discovery and vulnerability scans will be run quarterly or on a less frequent schedule defined with the Customer.

The initial scan results will be discussed with the Customer during service onboarding. Subsequent scans will be reviewed by a cybersecurity analyst. If any new findings of interest are surfaced, a ticket will be created to communicate these findings with the customer defined contacts.

Prior to enabling this service module, an Attack Surface Management Authorization Form must be completed. The authorization form provides Motorola the following:

- Information on Customer assets authorized for scans such as IP addresses and/or domain names of the internet-facing, external assets to be scanned.
- Lists names of Customer points of contact for receipt of scan reports.
- Confirms Customer's understanding and acknowledgement of its responsibilities for updating information on Customer assets subject to vulnerability scans, and using, and securing scan reports.

Motorola Responsibilities

- Configure scans to match the Customer's preferences for external scope and schedule.
- Verify vulnerability scans are operating correctly on the agreed schedule.
- Support the Customer in troubleshooting scheduled scan issues.
- Collate and analyze the datasets generated.
- Create ticket notifications for new findings of interest.

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Customer Responsibilities

- Prior to implementation, the Customer must complete an Attack Surface Management Form. If the information required by the authorization form is not provided initially or is not current at any time during the term, Motorola will suspend scans until it is reasonably satisfied that it has been provided with the most current information.
- Work with Motorola to configure scans to match the Customer's preferences for external scope and schedule.
- Perform any remediation actions required to address identified vulnerabilities.

Applies to Internet facing assets only.

6.4.1.6.4 Advanced Threat Insights

With Advanced Threat Insights, Motorola provides continuous dark web monitoring, alerts and notifications, customer risk reviews, organization-specific threat intelligence and industry-level threat intelligence. Trained cybersecurity analysts will search the dark web looking for indications that any of the Customer's systems, customer user accounts in the monitored domain, or data sets have been compromised. In addition, cybersecurity analysts will search for evidence that the Customer's organization or primary applications may be the target of a threat actor campaign.

Motorola's cybersecurity analysts will develop threat reports and review them with the Customer. Analysts, and perform threat intelligence gathering using a combination of automated and human methods. They review threat intelligence findings during normal US business hours 8x5 on standard US business days: Monday through Friday 8 a.m. to 5 p.m. local time, excluding US Holidays.

There are four main aspects of this service:

- **Named Analyst –** A dedicated analyst will work with the Customer to understand the organization's operating environment and architecture in more detail and depth. This approach enables the analyst to provide detailed recommendations for improving the Customer's overall risk posture from a consistent single point of contact.
- **Proactive Threat Hunting –** The analyst will dedicate time each month (number of hours dependent on subscription) to evaluate available threat intelligence and sensor information (log analysis, NIDs, etc.) to identify areas of concern. This manual investigation can uncover previously undetected threats that exist outside of the scope of typical security alerting and provide a starting point for remediation and security recommendations to improve the Customer's overall security posture. The focus of this work can be directed by the customer toward the most critical assets or those assets most at risk given the threat landscape at the time.
- **Surface, Deep, and Dark Web Insights –** Risks go beyond the visible boundaries of the organization. Monitoring for key assets on the surface, deep, and dark web provides actionable insights into how the organization is being targeted and what assets are at risk, such as lost or exposed credentials and sensitive data.
- **Monthly Summary and Discussion of Findings –** The assigned analyst will present key findings for the past month, discuss new threats to consider, and suggest any additional security measures relevant to the Customer's organization.

Motorola Responsibilities

- Coordinate with the Customer to collect relevant information necessary to execute threat intelligence searches on the dark web.
- Deliver a monthly risk report detailing threat intelligence specific to the Customer.
- Provide the Customer with a monthly Public Safety Industry intelligence report detailing threat intelligence related to the Public Safety community as a whole.
- Hold recurring formal risk reviews with the Customer to evaluate threats facing the Customer and intelligence discoveries. This review also serves as an opportunity to refine the list of critical information the threat team needs to proactively search for.
- Alert the Customer immediately when critical threats or information breaches are discovered.

Customer Responsibilities

- Coordinate with Motorola to maintain relevant information necessary to execute threat intelligence searches on the dark web.
- Obtain for Motorola all rights, if any, which may be necessary to permit requested threat intelligence searches on the dark web.

Disclaimer

Scope of services do not include employee related investigative services, such as those that may target any specific employees (or other individuals) or implicate privacy rights, alleged or suspected internal conduct, or rights that may be protected or regulated by law, e.g. information bearing on an individual's character, general reputation, personal characteristics, mode of living., etc. Motorola reserves the right to withhold from Customer any information deemed outside the scope of the engagement or otherwise subject to legal restrictions and take any other action it deems to be required by law.

Customer understands that some information shared with Customer through the Advanced Threat Insights service will, by its nature, be unverifiable, will be delivered on an as-is basis, and may or may not be correct. Customer agrees any information shared is for Customer's internal business purpose use only and shall not be further distributed by Customer.

Motorola does not represent that it will identify, fully recognize, discover, or resolve all security events or threats, system vulnerabilities, malicious codes or data, backdoors, or other system threats or incompatibilities as part of the service, or that the agreed upon cadence/time of delivery will be sufficient to identify, mitigate or prevent any cyber incident.

For subscribers of the Advanced Threat Insights service, Motorola disclaims any warranty and does not guarantee to be able to locate all threat intelligence on the surface, deep or dark web. Motorola will perform an expansive search but cannot cover every forum and information source.

6.4.1.7 Security Operations Center Monitoring and Support

6.4.1.7.1 Scope

Motorola delivers SOC Monitoring using one or more SOC facilities. The SOC includes any centralized hardware and software used to deliver this Service and its service modules. The SOC and its centralized hardware and software are housed within an SSAE-18 compliant data center.

Motorola's SOC is staffed with security experts who will use ActiveEye Security Management Platform to monitor elements integrated by service modules. In addition, SOC staff will take advantage of their extensive experience to investigate and triage detected threats, and to recommend responses to the Customer.

Motorola will start monitoring the ASTRO 25 MDR service in accordance with Motorola processes and procedures after deployment, as described in Section 6.4.1.4: Deployment Timeline and Milestones.

The SOC receives system-generated alerts 24/7, and provides the Customer with a toll-free telephone number and email address for support requests, available 24/7. Support requests are stored in a ticketing system for accountability and reporting. The SOC will respond to detected events in accordance with Section 6.4.1.8: Managed Detection & Response Priority Level Definitions & Response Times.

6.4.1.7.2 Ongoing Security Operations Center Service Responsibilities

Motorola Responsibilities

If a probable security incident is detected provide phone and email support to:

- Engage the Customer's defined Incident Response Process.
- Gather relevant information and attempt to determine the extent of compromise using existing monitoring capabilities in place as part of the ASTRO 25 MDR service.
- Analysis and support to help the Customer determine if the Customer's corrective actions are effective.
- Continuous monitoring, in parallel with analysis, to support incident response.

Customer Responsibilities

- Provide Motorola with accurate and up-to-date information, including the name, email, landline telephone numbers, and mobile telephone numbers for all designated, authorized Customer escalation Points of Contact (POC).
- Provide a timely response to SOC security incident tickets or investigation questions.
- Notify Motorola at least 24 hours in advance of any scheduled maintenance, network administration activity, or system administration activity that would affect Motorola's ability to perform the Managed SOC Service, as described in this SOW.

6.4.1.7.3 Technical Support

ActiveEye Security Management Technical Support provides the Customer with a toll-free telephone number and email address for ActiveEye Security Management support requests, available Monday through Friday from 8 a.m. to 7 p.m. CST.

Motorola Responsibilities

- Notify Customer of any scheduled maintenance or planned outages.
- Provide technical support, security control, and service improvements related to ActiveEye.

Customer Responsibilities

- Provide sufficient information to allow Motorola technical support agents to diagnose and resolve the issue.

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Limitations and Exclusions

Technical support is limited to the implementation and use of the ActiveEye Security Management platform and does not include use or implementation of third-party components.

6.4.1.7.4 Incident Response

An Indicator of Compromise (IoC) is an observable event that Motorola Security Analysts have determined will jeopardize the confidentiality, integrity, or availability of the system. Examples of IoC include ransomware or malicious use of PowerShell.

When an IoC is observed by the Security Analyst, Motorola and Customer will be responsible for the tasks defined in the following subsections.

Motorola Responsibilities

- Upon the identification of an IoC, notify the Customer's documented contact and initiate the escalation plan.
- Take documented, Customer approved actions in an attempt to contain an IoC to the extent enabled via Motorola managed technology. Communicate to the Customer any additional potential containment actions and incident response resources that can be taken across the Customer’s managed IT infrastructure.
- Perform investigation using the ActiveEye MDR integrated and enabled data sources in an initial attempt to determine the extent of an IoC.
- Document and share IoC and artifacts discovered during investigation. Motorola services exclude performing on-site data collection or official forensic capture activities on physical devices.

Customer Responsibilities

- Maintain one named PoC to coordinate regular team discussions and organize data collection and capture across the Customer and Motorola teams.
- If determined to be required by Customer, contract an Incident Response service provider to perform procedures beyond the scope of this Agreement such as forensic data capture, additional malware removal, system recovery, ransomware payment negotiation, law enforcement engagement, insurance provider communications, identify patient zero, etc.

6.4.1.7.5 Event Response and Notification

Motorola will analyze events created and/or aggregated by the Service, assess their type, and notify the Customer in accordance with the following table.

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Table 6-1: Event Handling

Event Type	Details	Notification Requirement
False Positive or Benign	Any event(s) determined by Motorola to not likely have a negative security impact on the organization.	None
Event of Interest (EOI)	Any event(s) determined by Motorola to likely have a negative security impact on the organization.	Escalate to Customer in accordance with routine notification procedure. Escalate in accordance with urgent notification procedure when required by agreed-upon thresholds and SOC analysis. Notification procedures are included in Table 6-2: Notification Procedures.

Notification

Motorola will establish notification procedures with the Customer, generally categorized in accordance with the following table.

Table 6-2: Notification Procedures

Notification Procedure	Details
Routine Notification Procedure	The means, addresses, format, and desired content (within the capabilities of the installed technology) for Events of Interest. These can be formatted for automated processing, e.g., by ticketing systems.
Urgent Notification Procedure	Additional, optional means and addresses for notifications of Events of Interest that require urgent notification. These usually include telephone notifications.

Motorola will notify the Customer according to the escalation and contact procedures defined by the Customer and Motorola during the implementation process.

Tuning

Motorola will assess certain events to be environmental noise, potentially addressable configuration issues in the environment, or false positives. Motorola may recommend these be addressed by the Customer to preserve system and network resources.

Motorola will provide the Customer with the ability to temporarily suppress alerts reaching ActiveEye, enabling a co-managed approach to tuning and suppressing events or alarms. The SOC may permanently suppress particular alerts and alarms if not necessary for actionable threat detection.

Tuning Period Exception

The tuning period is considered to be the first 30 days after each service module has been confirmed deployed and configured and starts receiving data. During the tuning period, Motorola may make recommendations to the Customer to adjust the configurations of their installed software so Services can be effectively delivered. Service Availability will not be applicable during the tuning period and responses or notifications may not be delivered. However, Motorola will provide responses and notifications during this period.

Motorola may continue to recommend necessary tuning changes after this period, with no impact on Service Availability.

6.4.1.8 Managed Detection & Response Priority Level Definitions & Response Times

Priority for an alert-generated incident or EOI is determined by the ActiveEye Platform analytics that process multiple incoming alert feeds, automation playbooks, and cybersecurity analyst knowledge.

Table 6-3: Priority Level Definitions and Response Times

Priority	Definition	Service Coverage
Critical	Security incidents that have caused, or are suspected to have caused significant damage to the functionality of the Customer's ASTRO 25 system or information stored within it. Efforts to recover from the incident may be significant. Examples: ▪ Malware that is not quarantined by anti-virus. ▪ Evidence that a monitored component has communicated with suspected malicious actors.	Response provided 24 hours, 7 days a week, including United States (U.S.) public holidays.
High	Security incidents that have localized impact and may become more serious if not quickly addressed. Effort to recover from the incident may be moderate to significant. Examples: ▪ Malware that is quarantined by antivirus. ▪ Multiple behaviors observed in the system that are consistent with known attacker techniques.	Response provided 24 hours, 7 days a week, including U.S. public holidays.
Medium	Security incidents that potentially indicate an attacker is performing reconnaissance or initial attempts at accessing the system. Effort to recover from the incident may be low to moderate. Examples include: ▪ Suspected unauthorized attempts to log into user accounts. ▪ Suspected unauthorized changes to system configurations, such as firewalls or user accounts. ▪ Observed failures of security components. ▪ Informational events. ▪ User account creation or deletion. ▪ Privilege change for existing accounts.	Response provided on standard business days, Monday through Friday 8 a.m. to 5 p.m. CST/CDT, excluding U.S. public holidays.
Low	These are typically service requests from the Customer.	Response provided on standard business days, Monday through Friday 8 a.m. to 5 p.m. CST/CDT, excluding U.S. public holidays.

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6.4.1.9 Response Time Goals

Priority	Response Time
Critical	An SOC Cybersecurity Analyst will make contact with the customer technical representative within one (1) hour of the request for support being logged in the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
High	An SOC Cybersecurity Analyst will make contact with the customer technical representative within four (4) hours of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
Medium	An SOC Cybersecurity Support Engineer will make contact with the customer technical representative within the next business day of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action.
Low	An SOC Cybersecurity Support Engineer will make contact with the Customer technical representative within seven business days of the logged request for support at the issue management system.

6.4.1.10 ActiveEye Platform Availability

The platform utilizes a multi-zone architecture which can recover from failures in different data collection, enhancement, analysis, and visualization tiers. Motorola will make commercially reasonable efforts to provide monthly availability of 99.9% for the ActiveEye Platform services. Service availability is subject to limited scheduled downtime for servicing and upgrades, as well as unscheduled and unanticipated downtime resulting from circumstances or events outside of Motorola's reasonable control, such as disruptions of, or damage, to the Customer's or a third-party's information or communications systems or equipment, telecommunication circuit availability/performance between Customer sites, any on-premises core and/or between on-premises equipment and the ActiveEye Platform.

6.4.1.11 Included Services

Site Information

The following quantities are included in the scope.

Site / Location	Quantity
Primary Site	1
DSR	1
CEN (control room, co-located, remote)	2
Network Management Clients	3
Dispatch Consoles	20
AIS	2

Services Included

The ActiveEye service modules included in our proposal are viewable in the Subscribed column below. The Network Environment column designates the location of each module: ASTRO 25 RNI, CEN, or the Control Room CEN.

Service Module	Capabilities Included	Network Environment	Subscribed
Log Collection / Analytics	Online Storage Period: 30 day storage Extended Log Storage Length: 12 months	RNI CEN	YES
Network Detection	Up to 1 Gbps per sensor port	RNI CEN	YES

The following table lists any ancillary components included.

Description	Quantity
Internetworking Firewall	1

Limitations and Exclusions

Managed Detection and Response does NOT include services to perform physical containment and/or remediation of confirmed security incidents, remote or on-site. The Customer may choose to purchase additional Incident Response professional services to assist in the creation of and/or execution of a Customer's Incident Response Plan.

Motorola's scope of services does not include responsibilities relating to active protection of customer data, including its transmission to Motorola, recovery of data available through the products or services, or remediation or responsibilities relating to the loss of data, ransomware, or hacking.

Motorola does not represent that it will identify, fully recognize, discover or resolve all security events or threats, system vulnerabilities, malicious codes, files or malware, indicators of compromise or internal threats or concerns

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 CUSTOMER'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 SERVICES, OR INTERPRETATION, USE, OR MISUSE THEREOF; (D) TRACKING AND LOCATION-BASED SERVICES; OR (E) BETA SERVICES

6.4.1.11.1 Service Limitations

Cybersecurity services are inherently limited and will not guarantee that the Customer's system will be error-free or immune to security breaches as a result of any or all of the services described in this SOW. Motorola does not warrant or guarantee that this service will identify all cybersecurity incidents that occur in the Customer's system. Services and deliverables are limited by, among other things, the evolving and often malicious nature of cyber threats, conduct/attacks, as well as the complexity/disparity and evolving nature of

Customer computer system environments, including supply chains, integrated software, services, and devices. To the extent we do offer recommendations in connection with the services, unless otherwise stated in the SOW, our recommendations are necessarily subjective, may or may not be correct, and may be based on our assumptions relating to the relative risks, priorities, costs and benefits that we assume apply to you.

6.4.1.11.2 Processing of Customer Data in the United States and/or other locations.

Customer understands and agrees that data obtained, accessed, or utilized in the performance of the services may be transmitted to, accessed, monitored, and/or otherwise processed by Motorola in the United States (US) and/or other Motorola operations globally. Customer consents to and authorizes all such processing and agrees to provide, obtain, or post any necessary approvals, consents, or notices that may be necessary to comply with applicable law.

6.4.1.11.3 Customer and Third-Party Information

Customer understands and agrees that Motorola may obtain, use and/or create and use, anonymized, aggregated and/or generalized Customer Data, such as data relating to actual and potential security threats and vulnerabilities, for its lawful business purposes, including improving its services and sharing and leveraging such information for the benefit of Customer, other customers, and other interested parties. For avoidance of doubt, so long as not specifically identifying the Customer, Customer Data shall not include, and Motorola shall be free to use, share and leverage security threat intelligence and mitigation data generally, including without limitation, third-party threat vectors and IP addresses (i.e., so long as not defined as personal information under applicable law), file hash information, domain names, malware signatures and information, information obtained from third-party sources, indicators of compromise, and tactics, techniques, and procedures used, learned or developed in the course of providing Services, which data shall be deemed Service Use Data (i.e., Motorola Solution data).

6.4.1.11.4 Third-Party Software and Service Providers, including Resale

Motorola may use, engage, license, resell, interface with or otherwise utilize the products or services of third-party processors or sub-processors and other third-party software, hardware, or services providers (such as, for example, third-party endpoint detection and response providers). Such processors and sub-processors may engage additional sub-processors to process personal data and other Customer Data. Customer understands and agrees that the use of such third-party products and services, including as it relates to any processing or sub-processing of data, is subject to each respective third-party's own terms, licenses, EULAs, privacy statements, data processing agreements and/or other applicable terms. Such third-party providers and terms may include the following, if applicable, or as otherwise made available publicly, through performance, or upon request:

Third-Party Provider	Links
Palo Alto	EULA: www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/palo-alto-networks-end-user-license-agreement-eula.pdf Customer Data Processing Addendum: www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/palo_alto_networks_customer_data_processing_agreement.pdf

Motorola disclaims any and all responsibility for any and all loss or costs of any kind associated with security events. Motorola disclaims any responsibility for customer use or implementation of any recommendations provided in connection with the services. Implementation of recommendations does not ensure or guarantee the security of the systems and operations evaluated.

6.4.2 Network Event Monitoring

Network Event Monitoring provides continuous real-time fault monitoring for radio communications networks. Motorola uses a defined set of tools to remotely monitor the Customer's ASTRO 25 radio network and characterize network events. When an actionable event takes place, it becomes an incident. CMSO technologists acknowledge and assess these incidents, and initiate a defined response.

6.4.2.1 Description of Service

With Network Event Monitoring, Motorola uses a Managed Services Suite of Tools (MSST) to detect events 24/7 as they occur, analyze them, and escalate them to the Network Operation Center (NOC). Incidents will be generated automatically based on the criteria shown in Table 6-4: Alarm Threshold Rule Options for all Event Types.

Table 6-4: Alarm Threshold Rule Options for all Event Types

Standard Threshold	Optional Threshold
An incident will be triggered if an event fulfills one of the two following criteria: ▪ Event occurs 5 times in 30 minutes. ▪ Event causes 10 minutes of continuous downtime for a monitored component.	An incident will be triggered if an event fulfills one of the two following criteria: ▪ Event occurs 7 times in 30 minutes. ▪ Event causes 15 minutes of continuous downtime for a monitored component.

The CMSO NOC agent assigns a priority level to an incident, then initiates a response in accordance with the Customer Handling Procedure (CHP). Depending on the incident, Motorola's response may include continued monitoring for further incident development, remote remediation by technical support, dispatching a field service technician, or other actions Motorola determines necessary.

To prevent duplicate incidents from being generated by the same root cause, Motorola employs an auto triage process that groups related incidents. The auto triage process therefore automatically assigns grouped incidents to a field service technician, enabling the resolution of these incidents together if the root alarm has been addressed.

Motorola uses a set of standard templates to record key information on service process, defined actions, and points of contact for the Customer's service. In the event of an incident, Motorola and the Customer can reference these templates. When information is updated, it will be organized in four categories:

- **Open** – Motorola's points of contact for dispatch permissions, entitlement information, and knowledge management.
- **Vendor** – Escalation and contact information.
- **Resolution** – Incident closure information.
- **Site Arrival** – Site arrival and exit process information.

The Customer will be able to access information on Network Event Monitoring activities via Customer Hub, including incident management reports. Any specific remediation and action notes from Motorola's CMSO or field service technicians will be available for the Customer to review as well.

Service Configuration Portal-Lite (SCP-Lite), which can be accessed through Customer Hub, provides a read-only view of the Customer's current service configuration, including site parameters, notification preferences and dispatch information. If the Customer or Motorola makes changes to the network, the updated information will be incorporated into SCP-Lite allowing the Customer a view of the ASTRO 25 radio network's state.

6.4.2.2 Scope

Network Event Monitoring is available 24/7. Incidents generated by the monitoring service will be handled in accordance with section 6.4.8.5: Priority Level Definitions and Response Times.

Network Event Monitoring is a globally provided service unless limited by data export control or other applicable local and regional regulations. Timeframes are based on the Customer's local time zone.

6.4.2.3 Inclusions

Network Event Monitoring is available for the devices listed in Section 6.4.2.6: Monitored Elements.

Motorola Responsibilities

- Provide a dedicated network connection necessary for monitoring the Customer's communication network.
- Provide continuous utility service to any Motorola equipment installed or used at the Customer's premises to support delivery of the service. The Customer agrees to take reasonable due care to secure the Motorola equipment from theft or damage while on the Customer's premises.
- Create an incident, as necessary. Gather information to perform the following:
  - Characterize the issue.
  - Determine a plan of action.
  - Assign and track the incident to resolution.
- Prior to contract start date, provide Motorola with pre-defined information necessary to complete a CSP, including:
  - Incident notification preferences and procedure.
  - Repair verification preference and procedure.

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  - Database and escalation procedure forms.
- Submit timely changes in any information supplied to Motorola and included in the CSP to the CSM.
- Notify the CMSO when the Customer performs any activity that impacts the system. Activity that impacts the system may include, but is not limited to: installing software or hardware upgrades, performing upgrades to the network, renaming elements or devices within the network, and taking down part of the system to perform maintenance.
- Send system configuration change requests to Motorola's CSM.
- Allow Motorola's field service technician, if designated in the CSP, access to equipment, including any connectivity or monitoring equipment, if remote service is not possible.
- Allow Motorola's field service technician, if designated in the CSP, access to remove Motorola-owned monitoring equipment upon cancellation of service.
- Provide Motorola with all Customer-managed passwords required to access the Customer's system upon request, when opening a request for service support, or when needed to enable response to a technical issue.
- Pay additional support charges above the contracted service agreements that may apply if it is determined that system faults were caused by the Customer making changes to critical system parameters without written agreement from Motorola.
- In the event that Motorola agrees in writing to provide supplemental monitoring for third-party elements provided by the Customer, the Customer agrees to obtain third party consents or licenses required to enable Motorola to provide the monitoring service.
- Cooperate with Motorola and perform reasonable or necessary acts to enable Motorola to provide these services.
- Contact Motorola to coordinate transition of monitoring when the responsibility for monitoring needs to be transferred to or from Motorola, as specified in pre-defined information provided in the Customer's CSP. An example of a transfer scenario is transferring monitoring from Motorola for network monitoring after normal business hours.
  - Upon contact, the Customer must provide Motorola with customer name, site ID, status on any open incidents, priority level of any open incidents, brief descriptions of any ongoing incident, and action plan for resolving those incidents.
- Acknowledge that incidents will be handled in accordance with section 6.4.8.5: Priority Level Definitions and Response Times.
- Connectivity Matrix describes available connectivity options.
- If determined necessary by Motorola, provide Motorola-owned equipment at the Customer's premises for monitoring network elements. The type of equipment and location of deployment is listed in Section 6.4.2.5: Motorola Owned and Supplied Equipment.
- Verify connectivity and event monitoring prior to system acceptance or start date.
- Monitor system continuously during hours designated in the CSP, and in accordance with section 6.4.8.5: Priority Level Definitions and Response Times.
- Remotely access the Customer's system to perform remote diagnosis as permitted by the Customer.
- Provide the Customer with a link to access system configuration info, site info, system notifications, and system notes.
- Cooperate with the Customer to coordinate the transition of monitoring responsibilities between Motorola and the Customer.
- Maintain communication as needed with the Customer in the field until incident resolution.

- Provide available information on incident resolution to the Customer.

Limitations and Exclusions

The following activities are outside the scope of the Network Monitoring service:

- Motorola will not monitor any elements outside of the Customer's ASTRO 25 network, or monitor infrastructure provided by a third-party, unless specifically stated. Monitored elements must be within the ASTRO 25 radio network and capable of sending alerts to the Unified Event Manager (UEM).
- Additional support charges above contracted service agreement fees may apply if Motorola determines that system faults were caused by the Customer making changes to critical system parameters without written agreement from Motorola.
- Monitoring of network transport, such as WAN ports, WAN cloud, and redundant paths, unless provided by supplemental service outside this standard scope.
- Elements deployed outside of ASTRO RNI (E.g.: ASTRO CEN sites) are excluded from the service.
- Emergency on-site visits required to resolve technical issues that cannot be resolved by working remotely with the Customer's technical resource.
- System installations, upgrades, and expansions.
- Customer training.
- Hardware repair and/or replacement.
- Network security services.
- Information Assurance.

Customer Responsibilities

- Allow Motorola continuous remote access to enable the monitoring service.
- Provide continuous utility service to any Motorola equipment installed or used at the Customer's premises to support delivery of the service. The Customer agrees to take reasonable due care to secure the Motorola equipment from theft or damage while on the Customer's premises.
- Create an incident, as necessary. Gather information to perform the following:
  - Characterize the issue.
  - Determine a plan of action.
  - Assign and track the incident to resolution.
- Prior to contract start date, provide Motorola with pre-defined information necessary to complete a CSP, including:
  - Incident notification preferences and procedure.
  - Repair verification preference and procedure.
  - Database and escalation procedure forms.
- Submit timely changes in any information supplied to Motorola and included in the CSP to the CSM.
- Notify the CMSO when the Customer performs any activity that impacts the system. Activity that impacts the system may include, but is not limited to: installing software or hardware upgrades, performing upgrades to the network, renaming elements or devices within the network, and taking down part of the system to perform maintenance.
- Send system configuration change requests to Motorola's CSM.
- Allow Motorola's field service technician, if designated in the CSP, access to equipment, including any connectivity or monitoring equipment, if remote service is not possible.
- Allow Motorola's field service technician, if designated in the CSP, access to remove Motorola-owned monitoring equipment upon cancellation of service.

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- Provide Motorola with all Customer-managed passwords required to access the Customer's system upon request, when opening a request for service support, or when needed to enable response to a technical issue.
- Pay additional support charges above the contracted service agreements that may apply if it is determined that system faults were caused by the Customer making changes to critical system parameters without written agreement from Motorola.
- In the event that Motorola agrees in writing to provide supplemental monitoring for third-party elements provided by the Customer, the Customer agrees to obtain third-party consents or licenses required to enable Motorola to provide the monitoring service.
- Cooperate with Motorola and perform reasonable or necessary acts to enable Motorola to provide these services.
- Contact Motorola to coordinate transition of monitoring when the responsibility for monitoring needs to be transferred to or from Motorola, as specified in pre-defined information provided in the Customer's CSP. An example of a transfer scenario is transferring monitoring from Motorola for network monitoring after normal business hours.
  - Upon contact, the Customer must provide Motorola with customer name, site ID, status on any open incidents, priority level of any open incidents, brief descriptions of any ongoing incident, and action plan for resolving those incidents.
- Acknowledge that incidents will be handled in accordance with 6.4.8.5: Priority Level Definitions and Response Times.

6.4.2.4 Connectivity

The connectivity between customer's system and Motorola CMSO to enable Network Event Monitoring, MDR and RSUS should be established prior service start date.

Table 6-5: Available Connectivity

System Type	Available Connectivity	Set up and Maintenance
ASTRO 25	ASTRO Connectivity Service	Motorola

6.4.2.5 Motorola Owned and Supplied Equipment

This table identifies equipment that Motorola will supply to support the network monitoring service for the duration of the service.

Table 6-6: Motorola Owned and Supplied Equipment

Equipment Type	Location Installed
Firewall/Router	Primary Site
Service Delivery Management Server (DSR only)	Primary Site for each Zone

6.4.2.6 Monitored Elements

This table identifies the elements that can be monitored by the service. The specific quantities of each element to be monitored on the Customer's system will be inventoried in the CHP.

Table 6-7: Monitored Elements

Monitored Elements		
Active Directory	Enrichment Testing	Probe
Agent	Environmental	Core Switch
AIS	ESX	Radio Interface
AMB	Exit Router	RDM
Application Server	RNI Firewall	RFDS
APX Cloud Application	Core Server	RGU
ATR	Gateway	RNG
AUC	Gateway Router	Site Router
Backup Server	Gateway Unit	RTU
Base Radio	GIS Server	SCOM Server
Call Processor	HSS	Short Data Router
Camera	Install Server	Statistical Server
CBSD	Site Switch	Storage Networking
CCGW	Licensing Service	Consoles
Channel	Load Balancer	TRAK
Client Station	Logging Recorder	Terminal Server
CommandCentral AXS dispatch console	Logging Replay Station	Time Keeper
Controller	UNC	Training App
Conventional	UEM	Training Database
Core Router	MOSCAD Server	Trap Forwarder
Data Processing	Network Address	UCS
Database Server	Network Device	Licensing Server
Data Warehouse Server	NTP	Virtual Machine
Device Configuration Server	AIS	VMS
DNS	Application Server	VPM
Domain Controller	Packet Data Gateway	WSGU
D series Site Controller	Physical Host Environmental	ZDS
eNodeB	Physical Host Power and Network	Zone Controller

Monitored Elements		
Active directory	Power Distribution Unit	Syslog
Repeaters	Power Monitor	Proxy

6.4.3 ASTRO Connectivity Services

To establish a connection between the Customer's on-premises ASTRO 25 infrastructure core and Motorola Solutions Network and Security Operation Centers, Motorola will provide required network equipment with sufficient bandwidth as mentioned in Section 6.4.2.5: Motorola Owned and Supplied Equipment. The connectivity to customer's ASTRO 25 infrastructure core will terminate upon the Customer canceling their ASTRO 25 service package.

Motorola Responsibilities

Motorola will fulfill the following responsibilities to provide the ASTRO 25 Connectivity Service.

- Perform a site survey prior to installation to assess that all the conditions for a proper site installation can be met, including, but not limited to the presence of network facilities necessary to provide the necessary connectivity.
- Motorola will note any variations of the site that would affect the hardware specifications or estimated labor involved for a standard installation. If the site survey indicates a non-standard installation (for example, the need for construction of "last mile" network facilities), then a mutually agreed change order may be required.
- It is assumed that in the building, LTE coverage is adequate at the installation site. If, during installation, it is determined the in-building LTE coverage is not adequate for service, then a mutually agreed change order may be required for external antenna installation.
- Standard Demarc – Motorola will install cable between the Local Exchange Carrier Minimum Point of Entry (MPOE) and the Managed Elements located within the customer ASTRO infrastructure. Motorola will install the demarc standard – which includes one service call, up to two (2) total hours of on-site labor, and installation of one (1) cat 3, 5, or 5e cable drop up to 150 feet (vertical length up to 12 feet), connectors, ty-wraps, jacks, face plates, and cable. A mutually agreed change order may be required if the site survey indicates a non-standard extended demarc (for example, the need for cable through walls over 150' or multiple floors).
- Install equipment supplied by Motorola. Installation period is estimated to be within 45 business days from when Motorola and Customer execute the Agreement and related addendum or addenda.
- Cooperate with the Customer to schedule the ASTRO 25 Connectivity Service implementation.
- Administer safe work procedures for installation of the remote access circuit.

Customer Responsibilities

- Sign the Transport Connectivity Addendum (TCA).
- Provide space for the networking equipment at the core site.
- Ensure communications sites meet space, grounding, power, and connectivity requirements for equipment installation.

- Obtain all licensing, site access, or permitting required for project implementation.
- Provide a dedicated delivery point (such as a warehouse), for receipt, inventory, and storage of equipment prior to delivery to the site(s), if requested by Motorola.
- Ensure existing sites or equipment locations have sufficient space available for the system, as specified by Motorola's R56 Standards and Guidelines for Communication.
- Ensure that existing sites or equipment locations have adequate electrical power in the proper phase, in the proper voltage, and with necessary site grounding to support the requirements of the equipment provided with the ASTRO 25 Connectivity Service.
- Perform any location upgrades or modifications.
- Obtain and maintain approved local, State, or Federal permits necessary for installing and operating the proposed equipment.
- Provide any required system interconnections not specifically included in the ASTRO 25 Connectivity Service.
- Install demarcation equipment, air conditioning, and other equipment that is not provided by Motorola and is necessary to support the project.
- Perform work necessary to complete the connectivity provisioning outside the scope of the installation provided by Motorola.
- If Motorola’s design requires wireless backup and out-of-band (OOB) monitoring, Motorola may provide a wireless modem at the Customer location for OOB monitoring for Motorola Solutions Monitored Elements. The Customer shall provide access and accommodations to install the modem if required.
- The Customer will notify Motorola of any maintenance that may affect the operating status of the service using a Customer Maintenance Change Management Request via the Customer Hub. Examples of maintenance activities include: powering down the site, a Motorola Managed Element, or a third-party Network Terminating Unit; or, resetting, recabling, or moving equipment components.
- If a Motorola representative visits the Customer Site or works remotely, at the Customer’s request, to investigate an issue with the Service, and the Motorola representative determines the Service is functioning correctly or is prevented from resolving the issue because the Customer did not provide access or reasonable assistance, the Customer will be charged at published or negotiated time and material rates.
- Upon termination of the services, Customer shall promptly return to Motorola all equipment provided by Motorola in conjunction with the ASTRO 25 Connectivity Service and not explicitly owned by Customer. Motorola is entitled to invoice any and all costs arising out of or in connection with Customer’s failure to return the Motorola equipment if the Motorola equipment is not returned within sixty (60) days following termination of services.

Limitations/Exclusions

- Additional connectivity outside the scope of these services is not covered in this SOW.
- Motorola is not responsible for system faults or deficiencies that are caused by changes or modifications to the system not performed by Motorola.

6.4.4 Remote Technical Support

Motorola’s Remote Technical Support service provides telephone consultation for technical issues that require a high level of ASTRO 25 network knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola CMSO

organization by a staff of technical support specialists skilled in diagnosis and swift resolution of infrastructure performance and operational issues.

Motorola applies leading industry standards in recording, monitoring, escalating, and reporting for technical support calls from its contracted customers to provide the support needed to maintain mission-critical systems.

6.4.4.1 Description of Service

The CMSO organization's primary goal is Customer Issue Resolution (CIR), providing incident restoration and service request fulfillment for Motorola's currently supported infrastructure. This team of highly skilled, knowledgeable, and experienced specialists is an integral part of the support and technical issue resolution process. The CMSO supports the Customer remotely using a variety of tools, including fault diagnostics tools, simulation networks, and fault database search engines.

Calls requiring incidents or service requests will be logged in Motorola's CRM system, and Motorola will track the progress of each incident from initial capture to resolution. This helps ensure that technical issues are prioritized, updated, tracked, and escalated as necessary, until resolution. Motorola will advise and inform Customer of incident resolution progress and tasks that require further investigation and assistance from the Customer's technical resources.

The CMSO Operations Center classifies and responds to each technical support request in accordance with section 6.4.8.5: Priority Level Definitions and Response Times.

This service requires the Customer to provide a suitably trained technical resource that delivers maintenance and support to the Customer's system, and who is familiar with the operation of that system. Motorola provides technical consultants to support the local resource in the timely closure of infrastructure, performance, and operational issues.

6.4.4.2 Scope

The CMSO Service Desk is available via telephone 24/7 to receive and log requests for technical support. Remote Technical Support service is provided in accordance with 6.4.8.5: Priority Level Definitions and Response Times.

6.4.4.3 Inclusions

Remote Technical Support service will be delivered for Motorola-provided infrastructure, including integrated third-party products.

Motorola Responsibilities

- Maintain availability of the Motorola CMSO Service Desk via telephone (800-MSI-HELP) 24/7 to receive, log, and classify Customer requests for support.
- Respond to incidents and technical service requests in accordance with section 6.4.8.5: Priority Level Definitions and Response Times.
- Provide caller a plan of action outlining additional requirements, activities, or information required to achieve restoral/fulfillment.
- Maintain communication with the Customer in the field as needed until resolution of the incident.
- Coordinate technical resolutions with agreed upon third-party vendors, as needed.

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- Escalate support issues to additional Motorola technical resources, as applicable.
- Determine, in its sole discretion, when an incident requires more than the Remote Technical Support services described in this SOW and notify the Customer of an alternative course of action.

Limitations and Exclusions

The following activities are outside the scope of the Remote Technical Support service:

- Customer training.
- Remote Technical Support for network transport equipment or third-party products not sold by Motorola.
- Any maintenance and/or remediation required as a result of a virus or unwanted cyber intrusion.

Customer Responsibilities

- Prior to contract start date, provide Motorola with pre-defined information necessary to complete CSP.
- Submit timely changes in any information supplied in the CSP to the CSM.
- Contact the CMSO Service Desk to engage the Remote Technical Support service when needed, providing the necessary information for proper entitlement services. This information includes, but is not limited to, the name of contact, name of Customer, system ID number, site(s) in question, and a brief description of the problem that contains pertinent information for initial issue classification.
- Maintain suitably trained technical resources familiar with the operation of the Customer's system to provide field maintenance and technical maintenance services for the system.
- Supply suitably skilled and trained on-site presence when requested.
- Validate issue resolution in a timely manner prior to close of the incident.
- Acknowledge that incidents will be addressed in accordance with section 6.4.8.5: Priority Level Definitions and Response Times.
- Cooperate with Motorola, and perform all acts that are reasonable or necessary to enable Motorola to provide Remote Technical Support.
- In the event that Motorola agrees in writing to provide supplemental Remote Technical Support to third-party elements provided by the Customer, the Customer agrees to obtain all third-party consents or licenses required to enable Motorola to provide the service.

6.4.5 Network Hardware Repair with Advanced Replacement

Motorola will provide hardware repair for Motorola and select third-party infrastructure equipment supplied by Motorola. A Motorola authorized repair depot manages and performs the repair of Motorola supplied equipment, and coordinates equipment repair logistics.

6.4.5.1 Description of Service

Infrastructure components are repaired at Motorola-authorized Infrastructure Depot Operations (IDO). At Motorola's discretion, select third-party infrastructure may be sent to the original equipment manufacturer or third-party vendor for repair.

Network Hardware Repair is also known as Infrastructure Repair.

6.4.5.2 Scope

Repair authorizations are obtained by contacting the CMSO organization Service Desk, which is available 24/7. Repair authorizations can also be obtained by contacting the CSM.

6.4.5.3 Inclusions

This service is available on Motorola-provided infrastructure components, including integrated third-party products. Motorola will make a commercially reasonable effort to repair Motorola manufactured infrastructure products after product cancellation. The post-cancellation support period of the product will be noted in the product's end-of-life (EOL) notification.

Motorola Responsibilities

- Provide the Customer access to the CMSO Service Desk, operational 24/7, to request repair service.
- Provide repair return authorization numbers when requested by the Customer.
- Receive malfunctioning infrastructure components from the Customer and document its arrival, repair, and return.
- Conduct the following services for Motorola infrastructure:
  - Perform an operational check on infrastructure components to determine the nature of the problem.
  - Replace malfunctioning components.
  - Verify that Motorola infrastructure components are returned to applicable Motorola factory specifications.
  - Perform a box unit test on serviced infrastructure components.
  - Perform a system test on select infrastructure components.
- Conduct the following services for select third-party infrastructure:
  - When applicable, perform pre-diagnostic and repair services to confirm infrastructure component malfunctions and prevent sending infrastructure components with No Trouble Found (NTF) to third-party vendor for repair.
  - When applicable, ship malfunctioning infrastructure components to the original equipment manufacturer or third-party vendor for repair service.
  - Track infrastructure components sent to the original equipment manufacturer or third-party vendor for service.
  - When applicable, perform a post-test after repair by original equipment manufacturer or third-party vendor to confirm malfunctioning infrastructure components have been repaired and function properly in a Motorola system configuration.
- Reprogram repaired infrastructure components to original operating parameters based on software and firmware provided by the Customer, as required in Section 4.1.5.3: Customer Responsibilities. If the Customer's software version and configuration are not provided, shipping will be delayed. If the repair depot determines that infrastructure components are malfunctioning due to a software defect, the repair depot reserves the right to reload these components with a different but equivalent software version.
- Properly package repaired infrastructure components.
- Ship repaired infrastructure components to Customer-specified address during normal operating hours of Monday through Friday from 7:00 a.m. to 7:00 p.m. Central Standard

Time (CST), excluding holidays. Infrastructure component will be sent using two-day air shipping unless the Customer requests otherwise. Motorola will pay for shipping unless the Customer requests shipments outside of the above mentioned standard business hours or carrier programs, such as next flight out (NFO). In such cases, the Customer will be responsible for paying shipping and handling charges.

Limitations and Exclusions

Motorola may return infrastructure equipment that is no longer supported by Motorola, the original equipment manufacturer, or a third-party vendor without repairing or replacing it. The following items are excluded from this service:

- All Motorola radio infrastructure components over the post-cancellation support period.
- All third-party radio infrastructure components over the post-cancellation support period.
- All broadband infrastructure components over the post-cancellation support period.
- Physically damaged infrastructure components.
- Third-party equipment not shipped by Motorola.
- Consumable items including, but not limited to, batteries, connectors, cables, toner or ink cartridges, tower lighting, laptop computers, monitors, keyboards, and mouse.
- Video retrieval from digital in-car video equipment.
- RF infrastructure and backhaul components, including but not limited to, antennas, transmission lines, antenna dehydrators, microwave, line boosters, amplifiers (such as tower top amplifiers and bi-directional amplifiers), logging recorders, data talker wireless transmitters, short haul modems, combiners, multicouplers, duplexers, shelters, shelter HVAC, generators, UPS's, dropship nonstandard items and test equipment.
- Racks, furniture, and cabinets.
- Non-standard configurations, customer-modified infrastructure, and certain third-party dropship products.
- Firmware or software upgrades.

Customer Responsibilities

- Contact or instruct servicer to contact the Motorola CMSO organization, and request a return authorization number prior to shipping malfunctioning infrastructure components.
- Provide model description, model number, serial number, type of system, software and firmware version, symptom of problem, and address of site location for spare infrastructure components.
- Indicate if Motorola or third-party infrastructure components being sent in for service were subjected to physical damage or lightning damage.
- Follow Motorola instructions regarding including or removing firmware and software applications on infrastructure components being sent in for service.
- In the event that the Customer requires repair of equipment that is not contracted under this service at the time of request, the Customer acknowledges that charges may apply to cover shipping, labor, and parts. Motorola and the Customer will collaborate to agree on payment vehicle that most efficiently facilitates the work, commensurate with the level of urgency that is needed to complete the repair.
- Properly package and ship the malfunctioning component, at the Customer's expense. The Customer is responsible for properly packaging the malfunctioning infrastructure component to ensure it is not damaged in-transit and arrives in repairable condition.
  - Clearly print the return authorization number on the outside of the packaging.
- Maintain versions and configurations for software, applications, and firmware to be installed on repaired equipment.

- Provide Motorola with proper software and firmware information to reprogram equipment after repair, unless current software has caused this malfunction.
- Cooperate with Motorola and perform reasonable or necessary acts to enable Motorola to provide hardware repair services to the Customer.
- At the Customer's cost, obtain all third-party consents or licenses required to enable Motorola to provide the service.

6.4.5.4 Repair Process

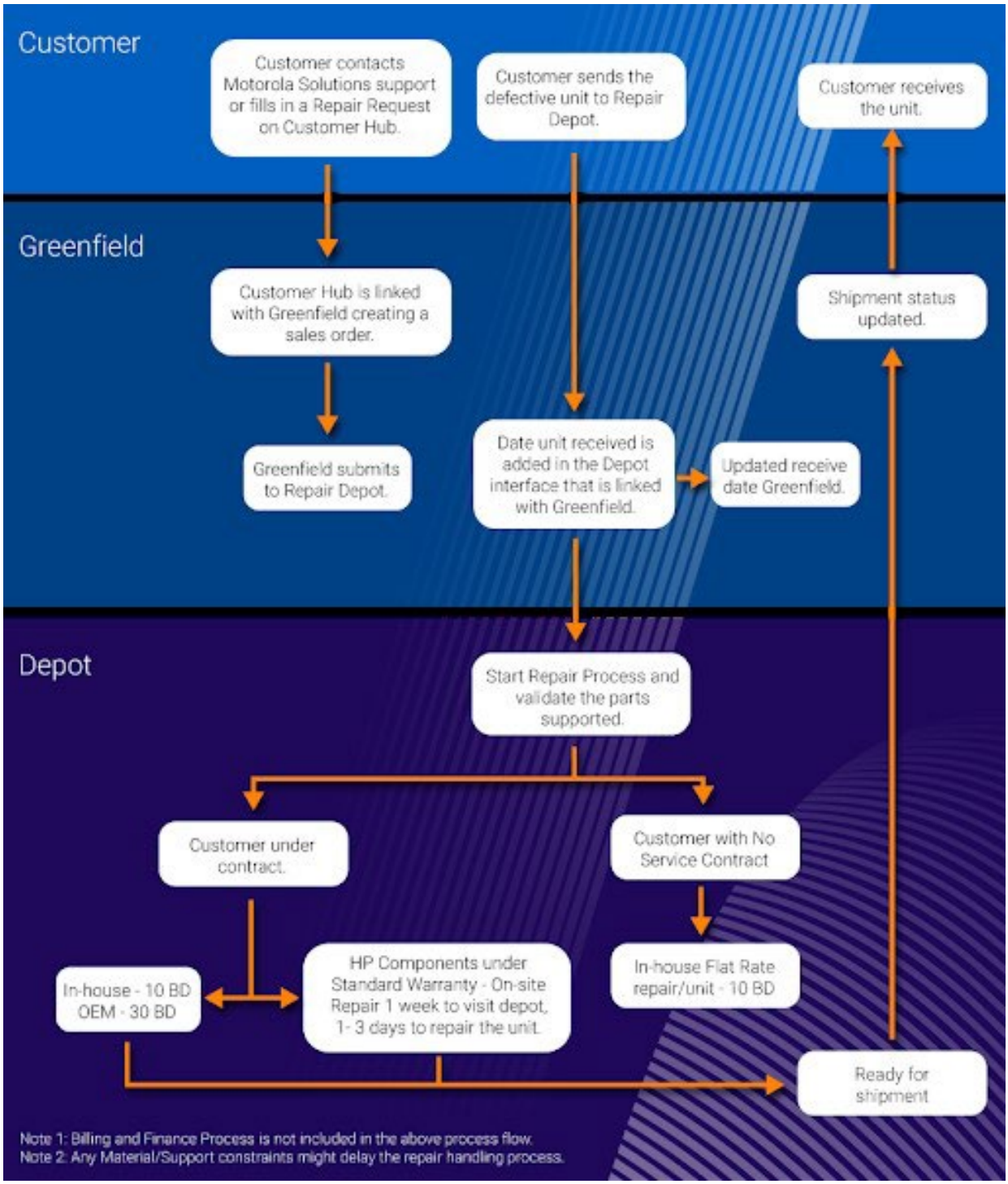


Figure 1: Repair Decision Process

6.4.5.5 Advanced Replacement

As an addition to Hardware Repair service, Advanced Replacement is a repair exchange service for Motorola and select third-party infrastructure components supplied by Motorola. When available, Motorola will provide the Customer with advanced replacement units or Field Replacement Units (FRU) in exchange for the Customer's malfunctioning equipment within the Radio Network Infrastructure (RNI). A Motorola-authorized repair depot will evaluate and repair malfunctioning equipment, and add that equipment to the depot's FRU inventory after completing repairs.

Customers who prefer to maintain their own FRU inventory may request a "Loaner" FRU while their unit is being repaired. Refer to Figure 2: Advanced Replacement or Loaner Decision Process for details on the unit loan process.

Added Motorola Responsibilities for Advanced Replacement

- Use commercially reasonable efforts to maintain FRU inventory on supported platforms.
- Provide new or reconditioned Radio Network Infrastructure (RNI), subject to availability. The FRU will be an equipment type and version similar to the Customer's malfunctioning component, and will contain equivalent boards and chips.
- Load firmware and software for equipment that requires programming. The Customer's software version information must be provided for the replacement FRU to be programmed accordingly. If the Customer's software version and configuration are not provided, shipping will be delayed.
- Package and ship FRU from the FRU inventory to Customer-specified address.
  - Motorola will ship FRU as soon as possible, depending on stock availability and requested configuration. FRU will be shipped during normal operating hours of Monday through Friday from 7:00 a.m. to 7:00 p.m. CST, excluding holidays. Motorola will pay for the shipping to the Customer, unless the Customer requests shipments outside of standard business hours or carrier programs, such as weekend or NFO shipment. In such cases, the Customer will be responsible for paying shipping and handling charges.
  - When sending FRU to the Customer, provide a return air bill in order for the Customer to send the Customer's malfunctioning component. The Customer's malfunctioning component will become property of the Motorola repair depot or select third-party replacing it, and the Customer will own the FRU.
  - For loaner equipment, Motorola will ship repaired infrastructure components to Customer-specified address during normal operating hours, Monday through Friday from 7:00 a.m. to 7:00 p.m. CST, excluding holidays. FRU will be sent using two-day air shipping unless the Customer requests otherwise. Motorola will pay for shipping unless the Customer requests shipments outside of the above mentioned standard business hours or carrier programs, such as NFO. In such cases, the Customer will be responsible for paying shipping and handling charges.
  - When sending a loaner FRU to the Customer, Motorola will pay for outbound shipping charges. Inbound shipping to Motorola for repair will be the Customer's responsibility. Motorola will repair and return the Customer's component, and provide a return air bill for the Customer to return the loaner FRU. Refer to Figure 1: Repair Decision Process for the loaner process, and Table 6-8: Shipping Charges and Default Mail Service for shipping charge details.
- Provide repair return authorization (RA) number upon Customer request to replace infrastructure components that are not classified as an advanced replacement or loaner FRU.

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- Provide a repair RA number so that returned components can be repaired and returned to FRU stock.
- Receive malfunctioning components from the Customer, carry out repairs and testing, and return it to the FRU stock.

Added Customer Responsibilities for Advanced Replacement

- Pay for Advanced Replacement or Loaner FRU shipping from Motorola repair depot if the Customer requested shipping outside of standard business hours or carrier programs set forth in Section 4.1.5.5: Added Motorola Responsibilities for Advanced Replacement. See Table 6-8: Shipping Charges and Default Mail Service for shipping charge details.
- Properly package and ship the malfunctioning component using the pre-paid air-bill that arrived with the FRU. The Customer is responsible for properly packaging the malfunctioning infrastructure component to ensure that it is not damaged in transit and arrives in repairable condition. The Customer will be subject to a replacement fee for malfunctioning components returned improperly.
- Within five business days of receipt of the advanced replacement FRU from Motorola's FRU inventory, properly package the Customer's malfunctioning FRU and ship the malfunctioning Infrastructure to Motorola's repair depot for evaluation and repair. The Customer must send the return air bill back to the repair depot in order to facilitate proper tracking of the returned infrastructure. The Customer will be subject to a full replacement fee for FRU's not returned within five business days.
- At the Customer's expense and risk of loss, the Customer may send a malfunctioning Motorola or third-party infrastructure component for repairs before a replacement has been sent. In such cases, the malfunctioning component should be properly packaged and shipped to Motorola.
- Clearly print the return authorization number on the outside of the packaging.

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6.4.5.6 Replacement Process for Advanced Replacement

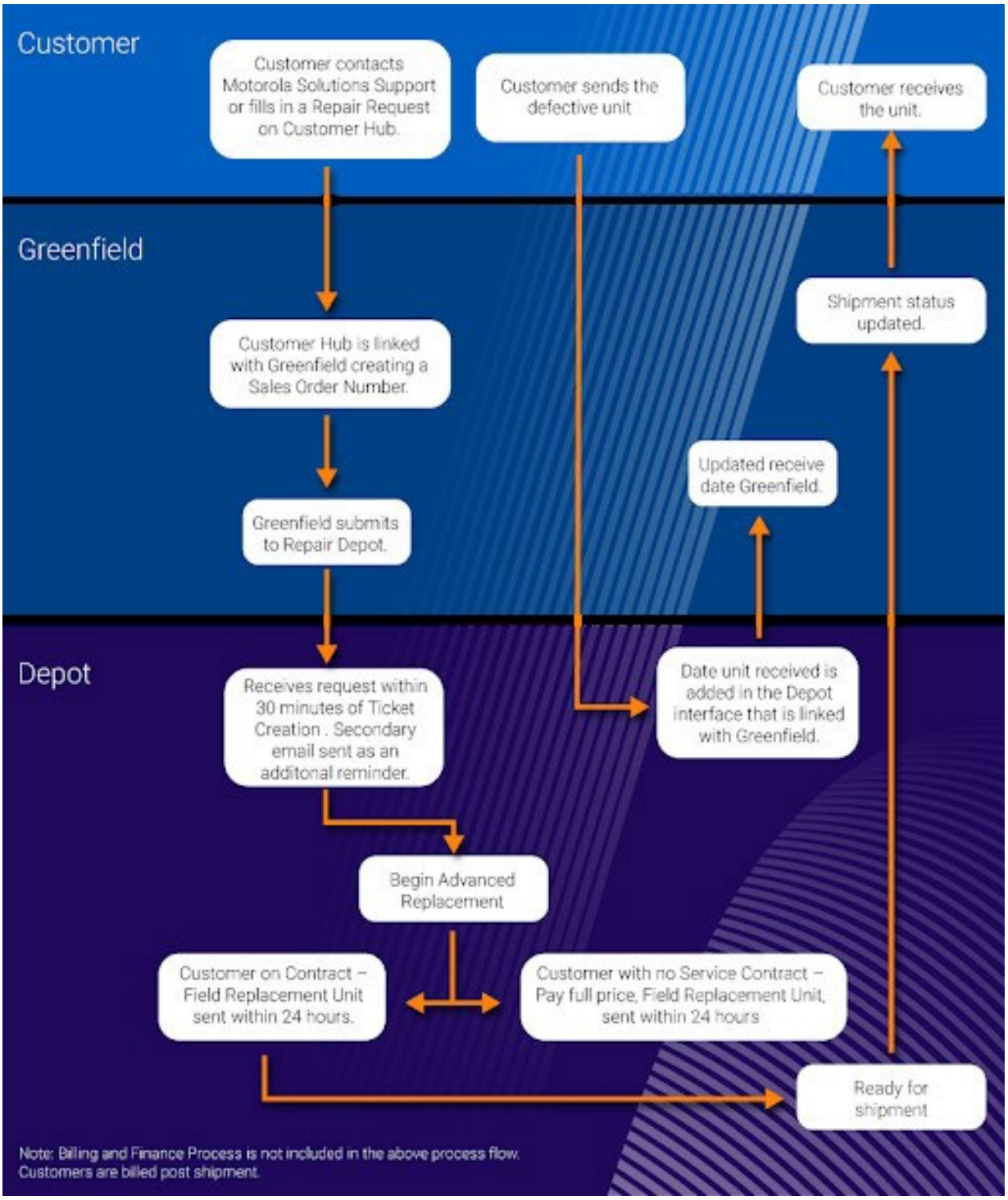


Figure 2: Advanced Replacement or Loaner Decision Process

Table 6-8: Shipping Charges and Default Mail Service

Services	Advanced Replacement Charges Responsibility
Advanced Replacements (Normal Business Hours) Shipped FedEx Overnight or equivalent	**Motorola**
Loaner Shipping Outbound to Customer	
Loaner Repair and Return Shipping Outbound to Customer	
Advanced Replacements (Next Flight Out or Other)	Customer
Exchanges or Loaners Shipped Outbound to Customer by Non-Motorola Carrier*	
Loaner Repair Shipping Inbound to Motorola	
Loaner Installation Labor	

Motorola shipping carrier – FedEx.

6.4.6 Security Update Service

Motorola's ASTRO 25 Security Update Service (SUS) provides pretested security updates, minimizing cyber risk and software conflicts. These security updates contain operating system security patches and antivirus definitions that have been validated for compatibility with ASTRO 25 systems. Security update delivery is determined by the options included as part of this service. Section 6.4.6.4: Inclusions indicates if options are included as part of this service.

6.4.6.1 Description of Service

Motorola uses a dedicated information assurance lab to test and validate security updates. Motorola deploys and tests security updates in the lab to check for and prevent potential service degradation.

Motorola releases tested, compatible security updates for download and installation. Once security updates are verified by the SUS team, Motorola uploads them to a secure website and sends a release notification email to the Customer contact to inform them that the security update release is available. If there are any recommended configuration changes, warnings, or workarounds, the SUS team will provide documentation with the security updates on the secure website.

Note, the ASTRO 25 Advanced Plus Service also includes the Remote Security Update Service. See Section 6.4.7. Customer download and self-installation of security updates is only necessary for the system components that are not covered by RSUS. See **Appendix 1** for RSUS scope and exclusions.

For RSUS exclusions, with the base SUS service, the Customer will be responsible for downloading security updates, installing them on applicable components, and rebooting updated components.

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Additional options are available for Motorola to deploy security updates, reboot servers and workstations, or both.

6.4.6.2 On-Site Delivery

If On-Site Delivery is included with SUS, Motorola provides trained technician(s) to install security updates at the Customer's location. The technician downloads and installs available security updates and coordinates any subsequent server and workstation reboots.

6.4.6.2.1 Reboot Support

If Reboot Support is included with RSUS, Motorola provides technician support to reboot impacted Microsoft Windows servers and workstations after operating system security patches have been installed.

6.4.6.3 Scope

RSUS includes pretested security updates for the software listed in Table 6-9: Update Cadence. This table also describes the release cadence for security updates.

Table 6-9: Update Cadence

Software	Update Release Cadence
Antivirus Definition Files	Weekly
Microsoft Windows	Monthly
Microsoft SQL Server	Quarterly
Microsoft Windows third party (i.e. Adobe Reader)	Monthly
Red Hat Linux (RHEL)	Quarterly
VMWare ESXi Hypervisor	Quarterly
PostgreSQL	Quarterly
McAfee Patch(es)	Quarterly
Dot Hill DAS Firmware	Quarterly
HP SPP Firmware	Quarterly
QNAP Firmware	Quarterly

6.4.6.4 Inclusions

Supported ASTRO 25 core types and security update delivery methods are included in Table 6-10: SUS Packages. This table indicates if Motorola will provide any SUS optional services to the Customer. SUS supports the current Motorola ASTRO 25 system release and aligns with the established Software Support Policy (SwSP).

Motorola reserves the right to determine which releases are supported as business conditions dictate. Additional charges may apply in the event of supporting older releases. Contact Motorola's assigned CSM for the latest supported releases.

Table 6-10: SUS Packages

Service	ASTRO 25 Core Type	Included
Security Update Service Customer Self-installed	L Core M Core Simplified Core	X
Security Update Service with Reboot Support	L Core M Core Simplified Core	
Security Update Service with On-Site Delivery	L Core M Core Simplified Core	

Responsibilities for downloading and installing security updates and rebooting applicable hardware are detailed in Section 6.4.6.5: Installation and Reboot Responsibilities.

Motorola Responsibilities

- On the release schedule in Section 6.4.6.3: Scope review relevant and appropriate security patches released by Original Equipment Manufacturer (OEM) vendors.
- Release tested and verified security patches to Motorola's secure website.
- Publish documentation for installation, recommended configuration changes, any identified issue(s), and remediation instructions for each security update release.
- Send notifications by email when security updates are available to download from the secure website.

Limitations and Exclusions

- Systems with non-standard configurations that have not been certified by Motorola's Systems Integration and Test (SIT) team are specifically excluded from this service, unless otherwise agreed in writing by Motorola.
- Interim or unplanned releases outside the supported release cadence.
- Service does not include pretested intrusion detection system (IDS) signature updates for IDS solutions.
- This service does not include releases for Motorola products that are not ASTRO 25 L, M, and Simplified Core radio network infrastructure equipment. The following are examples of excluded products: WAVE PTX™, Critical Connect, and VESTA® solutions.
- K Core ASTRO 25 systems are excluded.
- Motorola product updates are not included in these services.
- Shared network infrastructure firmware, such as transport and firewall firmware are not included in these services.
- Motorola does not represent that it will identify, fully recognize, discover, or resolve all security events or threats, system vulnerabilities, malicious codes or data, backdoors, or other system threats or incompatibilities as part of the service, or that the agreed upon

cadence/time of delivery will be sufficient to identify, mitigate or prevent any cyber incident.

Customer Responsibilities

- Provide Motorola with predefined information necessary to complete a Customer Support Plan (CSP) prior to the Agreement start date.
- Provide timely updates on changes of information supplied in the CSP to Motorola's assigned CSM.
- Update Motorola with any changes in contact information, specifically for authorized users of Motorola's secure website.
- Provide means for accessing Motorola's secure website to collect the pretested files.
- Download and apply only to the Customer's system as applicable, based on the Customer Agreement and the scope of the purchased service. Distribution to any other system or user other than the system/user contemplated by the Customer Agreement is not permitted.
- Implement Motorola Technical Notices (MTN) to keep the system current and patchable.
- Adhere closely to the Motorola Solutions Centralized Managed Support Operations (CMSO) troubleshooting guidelines provided upon system acquisition. Failure to follow CMSO guidelines may cause the Customer and Motorola unnecessary or overly burdensome remediation efforts. In such cases, Motorola reserves the right to charge an additional fee for the remediation effort.
- Upgrade system to a supported system release when needed to continue service. Contact Motorola's assigned CSM for the latest supported releases.
- Comply with the terms of applicable license agreements between the Customer and non-Motorola software copyright owners.

6.4.6.5 Installation and Reboot Responsibilities

Installation and Reboot responsibilities are determined by the specific SUS package being purchased. Table 6-11: Installation and Reboot Responsibilities Matrix contains the breakdown of responsibilities. Section 6.4.6.4: Inclusions indicates which services are included.

Microsoft Windows servers and workstations often need to be rebooted before security updates take full effect and mitigate vulnerabilities.

Table 6-11: Installation and Reboot Responsibilities Matrix

SUS Package	Motorola Responsibilities	Customer Responsibilities
Security Update Service Customer Self-installed		▪ Deploy pretested files to the Customer's system as instructed in the "Read Me" text provided on Motorola's secure website. ▪ When a security update requires a reboot, reboot servers and workstations after security updates are installed.

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SUS Package	Motorola Responsibilities	Customer Responsibilities
Security Update Service with On-Site Delivery	▪ Dispatch a technician to deploy pretested files to the Customer's system. ▪ When a security update requires a reboot, reboot servers and workstations after security updates are installed.	▪ Acknowledge Motorola will reboot servers and workstations, and agree to timing.
Security Update Service with Reboot Support	▪ When a security update requires a reboot, dispatch a technician to reboot servers and workstations after security updates are installed.	▪ Deploy pretested files to the Customer's system as instructed in the "Read Me" text provided on Motorola's secure website.

Disclaimer

This service tests OEM security updates. Delivering security updates for specific software depends on OEM support for that software. If an OEM removes support (e.g. end-of-life) from deployed software, Motorola may work with the OEM to reduce the impact, but may remove support for the affected software from this service without notice.

OEMs determine security update schedules, supportability, or release availability without consultation from Motorola. Motorola will obtain and test security updates when they are made available, and incorporate those security updates into the next appropriate release.

All security updates are important. This service is intended to balance the security and compatibility of tested updates with agreed upon time/cadence of delivery. Customer assumes the risk of this inherent tradeoff.

Motorola disclaims any warranty with respect to pretested database security updates, hypervisor patches, operating system software patches, intrusion detection sensor signature files, or other third-party files, express or implied. Further, Motorola disclaims any warranty concerning non-Motorola software and does not guarantee Customers' systems will be error-free or immune to security breaches as a result of these services.

6.4.7 Remote Security Update Service

Motorola's ASTRO 25 Remote Security Update Service (RSUS) provides pretested security updates, minimizing cyber risk and software conflicts. These security updates contain operating system security patches and antivirus definitions that have been validated for compatibility with ASTRO 25 systems. Motorola will remotely deliver tested security updates to the Customer using a network connection. Reboot responsibility is determined by which options are included as part of this service.

The ASTRO 25 Monthly Security Update Service (SUS) is a prerequisite for RSUS. Please see the Statement of Works for: ASTRO 25 SUS Statement of Work.

6.4.7.1 Description of Service

Motorola remotely installs pretested security updates on the applicable ASTRO 25 system components, as defined in Appendix 1.

Note that some ASTRO 25 system components may be covered by the self-installed SUS service and not RSUS (RSUS Exceptions).

If the Customer is unable to apply updates to RSUS exceptions, Motorola can provide On-Site SUS, whereby the Motorola field service team attend Customer premises to install the updates.

Motorola remotely installs pretested security updates on the applicable ASTRO 25 system components. Motorola tests security updates for compatibility with ASTRO 25 in a dedicated information assurance lab.

Motorola will install compatible ASTRO 25 security updates using a remote connection. After installing tested security updates remotely, Motorola provides the Customer with a report outlining the updates made to the Customer's system. This report will inform the Customer of security update network transfers and installation statuses.

6.4.7.1.1 Application of Prerequisite Motorola Technical Notices (MTN)

In some instances, MTNs must be applied to enable Motorola to remotely deploy the latest security updates. MTN installation is not part of RSUS. In the event that Motorola is prevented from deploying security updates due to incomplete implementation of prerequisite MTNs, Motorola will raise a service incident and notify the Customer. Once necessary MTNs are applied to the Customer's system, Motorola will continue to remotely deploy security updates.

6.4.7.1.2 Updates to System Components in the Customer Enterprise Network

Connections to other networks, herein referred to as Customer Enterprise Network (CEN), are delineated by firewalls. All security updates deployed by RSUS are specific to the equipment included in the ASTRO 25 radio network. The only exceptions are those identified as RSUS exceptions in Appendix 1.

The Customer may request a quote, via the CSM, for Motorola to remotely install updates to eligible systems that are in the Customer's CEN.

The Customer must make the appropriate configuration changes to their firewall giving logical access and a network path to allow Motorola to remotely install the requisite patches.

6.4.7.1.3 Microsoft Windows Reboot Following Security Update Installation

It is a critical requirement for Microsoft Windows systems to be rebooted following the installation of security updates. In the case of RSUS, this is the responsibility of the Customer.

Failure of the Customer to fulfill reboot responsibilities as described in Table 6-14: Reboot Responsibilities Matrix exposes systems to security threats. Until reboot, the system is not updated.

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It will also delay execution of future RSUS updates, with a risk of failed RSUS scheduling and unnecessary Customer impact.

If Customers require further support from Motorola to reboot following Microsoft Windows update deployment and installation, please contact your CSM who can discuss options for Reboot Support.

6.4.7.1.4 Reboot Support

If the Reboot Support service is sold to complement RSUS, Motorola provides technician(s) to reboot impacted Microsoft Windows servers and workstations after operating system security patches have been installed.

- The RSUS team will notify all listed contacts one week prior to patching to all required contacts (identified during service onboarding).
- On completion of patching, a final report is sent via email to the listed contacts.
- The notification will state that patching is complete and systems need to be rebooted.
- This process is repeated monthly.

Reboot Support requires that the Customer representative works with Motorola technicians to plan when reboots will be undertaken to reduce the operational impact.

6.4.7.2 Scope

RSUS includes pretested security updates for the software listed in Table 6-12: Update Cadence. This table also describes the release cadence for security updates.

Table 6-12: Update Cadence

Antivirus Definition Files	Weekly
Microsoft Windows	Monthly
Microsoft SQL Server	Quarterly
Red Hat Linux (RHEL)	Quarterly
VMWare ESXi Hypervisor	Quarterly
Trellix (McAfee) Patch(es)	Quarterly
Dot Hill DAS Firmware	Quarterly
HP SPP Firmware	Quarterly

Motorola installs security updates during normal business hours. Normal business hours are defined as 8 a.m. to 5 p.m. Central Standard Time Monday through Friday, excluding public holidays.

The Customer may submit a formal request that Motorola personnel work outside of these hours. The Customer will need to pay additional costs for work to be completed outside of normal business hours.

Motorola will provide an Impact Timeline (ITL) to the Customer to show installation tasks scheduled, including preparation work and the transfer of security updates to local storage

or memory. Core Server reboots or zone controller rollover will be initiated at the times shared in the ITL.

It is a critical requirement that Microsoft Windows systems are rebooted following the installation of security updates. In the case of RSUS, this is the responsibility of the Customer.

Intrusive security updates require Customer coordination, may require hardware reboots and zone controller rolling (switching from one zone controller to the other) to fully implement. Systems with redundant zone controllers (M3) have low downtime (minutes) as the zone controllers are rolled but systems with single zone controllers will be down for longer periods. While rolling the zone controllers, the system will operate in “site trunking” mode. The Customer will need to be aware of these operational impacts, and coordinate events with users.

6.4.7.3 Inclusions

Supported ASTRO 25 core types and security update delivery methods are included in Table 7: SUS Options. This table indicates if Motorola will provide any RSUS optional services to the Customer. RSUS supports the current Motorola ASTRO 25 system release and aligns with the established Software Support Policy (SwSP).

Motorola reserves the right to determine which releases are supported as business conditions dictate. Additional charges may apply in the event of supporting releases that are no longer within the Standard Support Period (as defined by the SWSP). Contact Motorola’s assigned CSM for the latest supported releases.

Table 6-13: RSUS Options

Service	ASTRO 25 Core Type	Included
Remote Security Update Service	L Core M Core Simplified Core	
Remote Security Update Service with Reboot Support	L Core M Core Simplified Core	

Responsibilities for rebooting applicable hardware are detailed in Section 6.4.7.4: Reboot Responsibilities.

Motorola Responsibilities

- Remotely deploy patches listed in Section 6.4.8.2: Scope on the Customer’s system. Patches will be installed on the cadence described in that section.
  - As outlined in Section 6.4.8.2: Scope, coordinate and communicate with the Customer when installing updates that will require server reboots, workstation reboots, or both.
  - Install non-intrusive updates, like antivirus definitions, as released without coordination.

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- In the event that no security updates are released by the Original Equipment Manufacturers (OEM), the Final RSUS Patch Report can be reviewed by the Customer to identify where no new security updates were required.
- Coordinate RSUS activities with any other Motorola system maintenance or other engineering activities with the Customer to minimize downtime, inefficiency and operational impact.

Limitations and Exclusions

- Systems with non-standard configurations that have not been certified by Motorola's Systems Integration and Test (SIT) team are specifically excluded from this service, unless otherwise agreed in writing by Motorola.
- Interim or unplanned releases outside the supported release cadence.
- Service does not include pretested intrusion detection system (IDS) signature updates for IDS solutions.
- This service does not include releases for Motorola products that are not ASTRO 25 L, M, and Simplified Core radio network infrastructure equipment. The following are examples of excluded products: WAVE PTX, Critical Connect, and VESTA solutions.
- K Core ASTRO 25 systems are excluded.
- Motorola product updates are not included in these services.
- Shared network infrastructure firmware, such as transport and firewall firmware are not included in these services.
- This service excludes the delivery of MTNs to the customer system.
- Motorola does not represent that it will identify, fully recognize, discover, or resolve all security events or threats, system vulnerabilities, malicious codes or data, backdoors, or other system threats or incompatibilities as part of the service, or that the agreed upon cadence/time of delivery will be sufficient to identify, mitigate or prevent any cyber incident.
- Motorola shall provide Customers with a list of MTNs that are prerequisite for execution of the RSUS service.

Customer Responsibilities

- This service requires connectivity from Motorola to the Customer's ASTRO 25 system. If required, procure internet connectivity before the service commences, and maintain it for the duration of the service contract.
- Refrain from making uncertified changes to the ASTRO 25 system. Consult with Motorola before making changes to the ASTRO 25 system.
- Be aware of the operational impacts of RSUS update installation, and coordinate the update process with users.
- Prerequisite Motorola Technical Notices (MTN) must be applied to enable Motorola to remotely deploy the latest security updates. The list of MTNs that must be applied are available on the SUS secure customer portal.

6.4.7.4 Reboot Responsibilities

Microsoft Windows servers and workstations often need to be rebooted before security updates take full effect and mitigate vulnerabilities. Reboot responsibilities are determined by the specific RSUS package being purchased. Table 6-14: Reboot Responsibilities Matrix contains the breakdown of responsibilities. Section 6.4.8.4: Inclusions indicates which services are included.

If a Customer chooses not to reboot after an update, whether for operational reasons or convenience, they are accepting the associated risks, which include:

- Greater exposure to cyber security threats and vulnerabilities.

- Impact to implementation of subsequent RSUS Microsoft Windows updates at the agreed delivery cadence, until the devices are rebooted and at the correct RSUS release.

If Customers require further support from Motorola to reboot following Microsoft Windows update deployment and installation, please contact your CSM who can discuss options for Reboot Support.

Table 6-14: Reboot Responsibilities Matrix

Remote SUS Package	Motorola Responsibilities	Customer Responsibilities
Remote Security Update Service	- Provide a report to the Customer's main contact listing the servers or workstations which must be rebooted to ensure installed security updates become effective.	- When a security update requires a reboot, reboot servers and workstations after security updates are installed. - When remote deployment is in progress, it may be necessary for multiple reboots to be coordinated with Motorola.
Remote Security Update Service with Reboot Support	- When a security update requires a reboot, dispatch a technician to reboot servers and workstations after security updates are installed.	-

Disclaimer

This service tests OEM security updates. Delivering security updates for specific software depends on OEM support for that software. If an OEM removes support (e.g. end-of-life) from deployed software, Motorola may work with the OEM to reduce the impact, but may remove support for the affected software from this service without notice.

OEMs determine security update schedules, supportability, or release availability without consultation from Motorola. Motorola will obtain and test security updates when they are made available, and incorporate those security updates into the next appropriate release.

All security updates are important. This service is intended to balance the security and compatibility of tested updates with agreed upon time/cadence of delivery. Customer assumes the risk of this inherent tradeoff.

Motorola disclaims any warranty with respect to pretested database security updates, hypervisor patches, operating system software patches, intrusion detection sensor signature files, or other third-party files, express or implied. Further, Motorola disclaims any warranty concerning non-Motorola software and does not guarantee Customers' systems will be error-free or immune to security breaches as a result of these services.

6.4.8 On-Site Infrastructure Response

Motorola's On-Site Infrastructure Response service provides incident management and escalation for on-site technical service requests. The service is delivered by Motorola's CMSO organization in cooperation with a local service provider.

On-Site Infrastructure Response may also be referred to as On-Site Support.

6.4.8.1 Description of Service

The Motorola CMSO Service Desk will receive the Customer's request for on-site service.

The CMSO Dispatch Operations team is responsible for opening incidents, dispatching on-site resources, monitoring issue resolution, and escalating as needed to ensure strict compliance to committed response times.

The dispatched field service technician will travel to the Customer's location to restore the system in accordance with Section 6.4.8.5: Priority Level Definitions and Response Times.

Motorola will manage incidents as described in this SOW. The CMSO Service Desk will maintain contact with the field service technician until incident closure.

6.4.8.2 Scope

On-Site Infrastructure Response is available in accordance with Section 6.4.8.5: Priority Level Definitions and Response Times. Customer's Response Time Classification is designated in the Customer Support Plan.

6.4.8.3 Geographical Availability

On-Site Infrastructure Response is available worldwide where Motorola servicers are present. Response times are based on the Customer's local time zone and site location.

6.4.8.4 Inclusions

On-Site Infrastructure Response is provided for Motorola-provided infrastructure.

Motorola Responsibilities

- Receive service requests.
- Create an incident when service requests are received. Gather information to characterize the issue, determine a plan of action, and assign and track the incident to resolution.
- Dispatch a field service technician, as required by Motorola's standard procedures, and provide necessary incident information.
- Provide the required personnel access to relevant Customer information, as needed.

- Motorola field service technician will perform the following on-site:
  - Run diagnostics on the infrastructure component.
  - Replace defective infrastructure components, as supplied by the Customer.
  - Provide materials, tools, documentation, physical planning manuals, diagnostic and test equipment, and any other material required to perform the maintenance service.
  - If a third-party vendor is needed to restore the system, the vendor can be accompanied onto the Customer's premises.
  - If required by the Customer's repair verification in the CSP, verify with the Customer that restoration is complete or system is functional. If verification by the Customer cannot be completed within 20 minutes of restoration, the incident will be closed and the field service technician will be released.
  - Escalate the incident to the appropriate party upon expiration of a response time.
- Close the incident upon receiving notification from the Customer or Motorola field service technician, indicating the incident is resolved.
- Notify the Customer of incident status, as defined in the CSP and Service Configuration Portal (SCP):
  - Open and closed.
  - Open, assigned to the Motorola field service technician, arrival of the field service technician on-site, delayed, or closed.
- Provide incident activity reports to the Customer, if requested.

Limitations and Exclusions

The following items are excluded from this service:

- All Motorola infrastructure components beyond the post-cancellation support period.
- All third-party infrastructure components beyond the post-cancellation support period.
- All broadband infrastructure components beyond the post-cancellation support period.
- Physically damaged infrastructure components.
- Third-party equipment not shipped by Motorola.
- Consumable items including, but not limited to, batteries, connectors, cables, toner or ink cartridges, tower lighting, laptop computers, monitors, keyboards, and mouse.
- Video retrieval from digital in-car video equipment.
- RF infrastructure and backhaul components, including but not limited to, antennas, transmission lines, antenna dehydrators, microwave, line boosters, amplifiers (such as tower top amplifiers and bi-directional amplifiers), logging recorders, data talker wireless transmitters, short haul modems, combiners, multicouplers, duplexers, shelters, shelter HVAC, generators, UPS's, and test equipment.
- Racks, furniture, and cabinets.
- Tower and tower mounted equipment.
- Non-standard configurations, customer-modified infrastructure, and certain third-party infrastructure.
- Firmware or software upgrades.

Customer Responsibilities

- Contact Motorola, as necessary, to request service.
- Prior to start date, provide Motorola with the following pre-defined Customer information and preferences necessary to complete CSP:
  - Incident notification preferences and procedure.
  - Repair verification preference and procedure.
  - Database and escalation procedure forms.

- Submit timely changes in any information supplied in the CSP to the CSM.
- Provide the following information when initiating a service request:
  - Assigned system ID number.
  - Problem description and site location.
  - Other pertinent information requested by Motorola to open an incident.
- Provide field service technician with access to equipment.
- Supply infrastructure spare or FRU, as applicable, in order for Motorola to restore the system.
- Maintain and store software needed to restore the system in an easily accessible location.
- Maintain and store proper system backups in an easily accessible location.
- If required by repair verification preference provided by the Customer, verify with the CMSO Service Desk and dispatch that restoration is complete or system is functional.
- Cooperate with Motorola and perform reasonable or necessary acts to enable Motorola to provide these services.
- In the event that Motorola agrees in writing to provide supplemental On-Site Infrastructure Response to Customer-provided third-party elements, the Customer agrees to obtain and provide applicable third-party consents or licenses to enable Motorola to provide the service.

6.4.8.5 Priority Level Definitions and Response Times

This section describes the criteria Motorola used to prioritize incidents and service requests, and lists the response times for those priority levels.

Table 6-15: Standard Level Definitions and Response Times

Incident Priority	Incident Definition	On-Site Response Time
Critical P1	**Core**: Core server or core link failure. No redundant server or link available. **Sites/Subsites**: Primary site down. Two RF sites or more than 10% of RF sites down, whichever is greater. **Consoles**: More than 40% of a site's console positions down. **Conventional Channels**: Conventional Channel Gateways (CCGW) down without redundant gateways available. **Security Features**: Security is non-functional or degraded.	Response provided 24/7 until service restoration. Field service technician arrival on-site within 4 hours of receiving dispatch notification.

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

Incident Priority	Incident Definition	On-Site Response Time
High P2	**Core**: Core server or link failures. Redundant server or link available. **Consoles**: Between 20% and 40% of a site's console positions down. **Sites/Subsites**: One RF site or up to 10% of RF sites down, whichever is greater. **Conventional Channels**: Up to 50% of CCGWs down. Redundant gateways available. **Network Elements**: Site router, site switch, or GPS server down. No redundant networking element available.	Response provided 24/7 until service restoration. Field service technician arrival on-site within 4 hours of receiving dispatch notification.
Medium P3	**Consoles**: Up to 20% of a site's console positions down. **Conventional Channels:** Single channel down. Redundant gateway available. **Network Elements**: Site router/switch or GPS server down. Redundant networking element available.	Response provided during normal business hours until service restoration. Field service technician arrival on-site within 8 hours of receiving dispatch notification.
Low P4	**Service Requests**: Minor events and warnings in the system. Preventative and planned maintenance activities (scheduled work).	Not applicable.

Table 6-16: Premier Priority Level Definitions and Response Times

Incident Priority	Incident Definition	On-Site Response Time
Critical P1	**Core**: Core server or core link failure. No redundant server or link available. **Sites/Subsites**: Primary site down. Two RF sites or more than 10% of RF sites down, whichever is greater. **Consoles**: More than 40% of a site's console positions down. **Conventional Channels**: Conventional Channel Gateways (CCGW) down without redundant gateways available. **Security Features**: Security is non-functional or degraded.	Response provided 24/7 until service restoration. Field service technician arrival on-site within 2 hours of receiving dispatch notification.

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

Incident Priority	Incident Definition	On-Site Response Time
High P2	**Core**: Core server or link failures. Redundant server or link available. **Consoles**: Between 20% and 40% of a site's console positions down. **Sites/Subsites**: One RF site or up to 10% of RF sites down, whichever is greater. **Conventional Channels:** Up to 50% of CCGWs down. Redundant gateways available. **Network Elements**: Site router, site switch, or GPS server down. No redundant networking element available.	Response provided 24/7 until service restoration. Field service technician arrival on-site within 2 hours of receiving dispatch notification.
Medium P3	**Consoles**: Up to 20% of a site's console positions down. **Conventional Channels**: Single channel down. Redundant gateway available. **Network Elements**: Site router/switch or GPS server down. Redundant networking element available.	Response provided during normal business hours until service restoration. Field service technician arrival on-site within 8 hours of receiving dispatch notification.
Low P4	**Service Requests**: Minor events and warnings in the system. Preventative and planned maintenance activities (scheduled work).	Not applicable.

Table 6-17: Limited Priority Level Definitions and Response Times

Incident Priority	Incident Definition	On-Site Response Time
Critical P1	**Core**: Core server or core link failure. No redundant server or link available. **Sites/Subsites**: Primary site down. Two RF sites or more than 10% of RF sites down, whichever is greater. **Consoles**: More than 40% of a site's console positions down. **Conventional Channels**: Conventional Channel Gateways (CCGW) down without redundant gateways available. **Security Features**: Security is non-functional or degraded.	Response provided during normal business hours until service restoration. Field service technician arrival on-site within 4 hours of receiving dispatch notification.

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

Incident Priority	Incident Definition	On-Site Response Time
High P2	**Core**: Core server or link failures. Redundant server or link available. **Consoles**: Between 20% and 40% of a site's console positions down. **Sites/Subsites**: One RF site or up to 10% of RF sites down, whichever is greater. **Conventional Channels**: Up to 50% of CCGWs down. Redundant gateways available. **Network Elements**: Site router, site switch, or GPS server down. No redundant networking element available.	Response provided during normal business hours until service restoration. Field service technician arrival on-site within 4 hours of receiving dispatch notification.
Medium P3	**Consoles**: Up to 20% of a site's console positions down. **Conventional Channels**: Single channel down. Redundant gateway available. **Network Elements**: Site router/switch or GPS server down. Redundant networking element available.	Response provided during normal business hours until service restoration. Field service technician arrival on-site within 8 hours of receiving dispatch notification.
Low P4	**Service Requests**: Minor events and warnings in the system. Preventative and planned maintenance activities (scheduled work).	Not applicable.

6.4.9 Annual Preventative Maintenance

Motorola personnel will perform a series of maintenance tasks to keep network equipment functioning correctly.

6.4.9.1 Description of Service

Annual Preventative Maintenance provides annual operational tests on the Customer's infrastructure equipment to monitor its conformance to specifications.

6.4.9.2 Scope

Annual Preventive Maintenance will be performed during standard business hours, unless otherwise agreed to in writing. After the service starts, if the system or Customer requirements dictate that the service must occur outside of standard business hours, an additional quotation will be provided. The Customer is responsible for any charges associated with unusual access requirements or expenses.

6.4.9.3 Inclusions

Annual Preventive Maintenance service will be delivered for Motorola-provided infrastructure, including integrated third-party products, per the level of service marked in Table 6-18: Preventive Maintenance Level.

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

Table 6-18: Preventive Maintenance Level

Service Level	Included
Level 1 Preventive Maintenance	X
Level 2 Preventive Maintenance	

Motorola Responsibilities

- Notify the Customer of any planned system downtime needed to perform this service.
- Maintain communication with the Customer as needed until completion of the Annual Preventive Maintenance.
- Determine, in its sole discretion, when an incident requires more than the Annual Preventive Maintenance services described in this SOW, and notify the Customer of an alternative course of action.
- Provide the Customer with a report in Customer Hub, or as otherwise agreed in the CSP, comparing system performance with expected parameters, along with any recommended actions. Time allotment for report completion is to be mutually agreed.
- Provide trained and qualified personnel with proper security clearance required to complete Annual Preventive Maintenance services.
- Field service technician will perform the following on-site:
- Perform the tasks defined in Section 6.4.9.4: Preventative Maintenance Tasks.
  - Perform the procedures defined in Section 6.4.9.5: Site Performance Evaluation Procedures for each site type on the system.
  - Provide diagnostic and test equipment necessary to perform the Preventive Maintenance service.
  - As applicable, use the Method of Procedure (MOP) defined for each task.

Limitations and Exclusions

The following activities are outside the scope of the Annual Preventive Maintenance service.

- Preventive maintenance for third-party equipment not sold by Motorola as part of the original system.
- Network transport link performance verification.
- Verification or assessment of Information Assurance.
- Any maintenance and/or remediation required as a result of a virus or unwanted cyber intrusion.
- Tower climbs, tower mapping analysis, or tower structure analysis.

Customer Responsibilities

- Provide preferred schedule for Annual Preventative Maintenance to Motorola.
- Authorize and acknowledge any scheduled system downtime.
- Maintain periodic backup of databases, software applications, and firmware.
- Establish and maintain a suitable environment (heat, light, and power) for the equipment location as described in equipment specifications, and provide Motorola full, free, and safe access to the equipment so that Motorola may provide services. All sites shall be accessible by standard service vehicles.
- Submit timely changes in any information supplied in the CSP to the CSM.
- Provide site escorts, if required, in a timely manner.
- Provide Motorola with requirements necessary for access to secure facilities.

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

- In the event that Motorola agrees in writing to provide supplemental Annual Preventive Maintenance to third-party elements provided by Customer, the Customer agrees to obtain any third-party consents or licenses required to enable Motorola field service technician to access the sites to provide the service.

6.4.9.4 Preventative Maintenance Tasks

The Preventive Maintenance service includes the tasks listed in this section. Tasks will be performed based on the level of service noted in Section 6.4.9.3: Inclusions.

PRIMARY SITE CHECKLIST – LEVEL 1	
Servers	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Network Management (NM) Client Applications	Review Unified Event Manager (UEM) events and verify backhaul links are reported as operational. Review event log for persistent types. Verify all NM client applications are operating correctly.
Verify System software physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to the Customer server.
Complete Backup	Verify backups have been completed or scheduled, and that data has been stored in accordance with the Customer's backup plan. Check that adequate storage space is available for backups.
Network Time Protocol (NTP)	Verify operation and syncing all devices.
Data Collection Devices (DCD) check (if present)	Verify data collection.
Anti-Virus	Verify anti-virus is enabled and that definition files on the core security management server were updated within two weeks of the current date.
Routers	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on router type. Capture available diagnostic logs.
Verify Redundant Routers	Test redundancy in cooperative WAN routers. Carry out core router switchover in coordination with Customer.
Switches	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.

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PRIMARY SITE CHECKLIST – LEVEL 1	
Capture Diagnostics	Perform recommended diagnostic tests based on switch type. Capture available diagnostic logs.
Verify Redundant Switches	Test redundancy in backhaul switches. Carry out core router switchover in coordination with Customer.
Domain Controllers (non-Common Server Architecture)	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Verify System software physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to the Customer server.
Firewalls	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Logging Equipment	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Server CPU Health	Check memory, HDD, CPU, and disk space utilization.
Software	
Verify System software physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to the Customer server.
Switches	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Switches (continued)	
Capture Diagnostics	Perform recommended diagnostic tests based on switch type. Capture available diagnostic logs.
Clean Fans and Equipment	Use an antistatic vacuum to clean cooling pathways.

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

PRIMARY SITE CHECKLIST – LEVEL 1	
Routers	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on router type. Capture available diagnostic logs.
Clean Fans and Equipment	Use an antistatic vacuum to clean cooling pathways.
Miscellaneous Equipment	
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Site Frequency Standard Check (Timing Reference Unit)	Check LEDs for proper operation.
Site Controllers	
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Equipment Alarms	Check LED and/or other status indicators for fault conditions.
Clean Fans and Equipment	Use an antistatic vacuum to clean cooling pathways.
Site Controller Redundancy (Trunking)	Roll site controllers with no dropped audio.
Comparators	
Equipment Alarms	Verify no warning/alarm indicators.
Capture Diagnostics	Perform recommended diagnostic tests based on server type. Capture available diagnostic logs.
Clean Fans and Equipment	Use an antistatic vacuum to clean cooling pathways.

DISPATCH SITE CHECKLIST – LEVEL 1	
General	
Inspect all Cables	Inspect all cables and connections to external interfaces are secure.

DISPATCH SITE CHECKLIST – LEVEL 1	
Mouse and Keyboard	Verify operation of mouse and keyboard.
Configuration File	Verify each operator position has access to required configuration files.
Console Operator Position Time	Verify console operator position time is consistent across all operator positions.
Screensaver	Verify screensaver set as Customer prefers.
Screen Performance	Verify screen operational and is not suffering from dead pixels or image burn-in that prevent user operation.
Touchscreen	Verify touchscreen operation, if present.
Cabling/Lights/Fans	Visual inspection of all equipment cabling, lights, and fans
Filters/Fans/Dust	Clean all equipment filters and fans and remove dust.
Monitor and Hard Drive	Confirm the monitor and hard drive do not "sleep".
DVD/CD	Verify and clean DVD or CD drive.
Time Synchronization	Verify console time is synchronized with NTP server
Anti-Virus	Verify anti-virus is enabled and that definition files have been updated within two weeks of the current date.
Headset Unplugged Testing	
Speakers	Test all speakers for audio quality, volume, static, drop-outs, and excess hiss when turned up.
Channel Audio in Speaker	Verify selected channel audio in select speaker only.
Footswitch Pedals	Verify both footswitch pedals operational.
Radio On-Air Light	Verify radio on-air light comes on with TX (if applicable).
Headset Plugged In Testing	
Radio TX and RX	Verify radio TX/RX from both headset jacks. Verify levels OK. Check volume controls for noise, static, or drop-outs.
Speaker Mute	Verify speaker mutes when muted.
Telephone Operation	Verify telephone operational through both headset jacks. Check volume controls for noise, static, or drop-outs.

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

DISPATCH SITE CHECKLIST – LEVEL 1	
Audio Switches	Verify audio switches to speaker when phone off-hook if interfaced to phones.
Radio Takeover in Headset	Verify radio-takeover in headset mic when phone is off-hook, with mic switching to radio and muting phone during push-to-talk.

DISPATCH SITE CHECKLIST – LEVEL 1	
Other Tests	
Phone Status Light	Verify phone status light comes on when phone is off-hook (if applicable).
Desk Microphone Operation	Confirm desk mic operation (if applicable).
Radio Instant Recall Recorder (IRR) Operation	Verify radio IRR operational on Motorola dispatch (if applicable).
Telephone IRR Operation	Verify telephone IRR operational on Motorola dispatch, if on radio computer.
Recording	Verify operator position being recorded on long term logging recorder, if included in service agreement
Computer Performance Testing	
Computer Reboot	Reboot operator position computer.
Computer Operational	Confirm the client computer is fully operational (if applicable).
Audio Testing	
Conventional Resources	Confirm all conventional resources are functional, with adequate audio levels and quality.
Secure Mode	Confirm any secure talkgroups are operational in secure mode.
Trunked Resources	Confirm all trunked resources on screen are functioning by placing a call in both directions, at the Customer's discretion, and at a single operator position
Backup Resources	Confirm backup resources are operational.
Logging Equipment Testing	
Recording - AIS Test	Verify audio logging of trunked calls.
Recording	With Customer assistance, test operator position logging on recorder.
System Alarms	Review the alarm system on all logging equipment for errors.
Capture Diagnostics	Perform recommended diagnostic tests based on equipment, and capture available diagnostic logs.

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

DISPATCH SITE CHECKLIST – LEVEL 1	
Verify System software Physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to the Customer server.
Playback Station (Motorola Provided)	
Capture Diagnostics	Perform recommended diagnostic tests based on equipment, and capture available diagnostic logs.
Recall Audio	Verify that radio and telephone audio can be recalled.

RF SITE CHECKLIST – LEVEL 1	
RF PM Checklist	
Equipment Alarms	Verify no warning or alarm indicators. Verify AC/DC converter, RMC have been wired correctly on D series site.
Clean Fans and Equipment	Use an antistatic vacuum to clean cooling pathways.
Site Frequency Standard Check	Check LEDs for proper operation, PCA screens indicating potential faults for proper operation
Basic Voice Call Check	Voice test each voice path, radio to radio.
Trunking Control Channel Redundancy	Roll control channel, test, and roll back if the site has GTR stations. This test is not applicable for D series stations.
Trunking Site Controller Redundancy, ASTRO 25 Site Repeater only	Roll site controllers with no dropped audio if the site has GTR stations. This test is not applicable for D series stations.
PM Optimization Workbook (See Section 6.4.9.5: Site Performance Evaluation Procedures for GTR tests)	Complete Base Station Evaluation tests - Frequency Error, Modulation Fidelity, Forward at Set Power, Reverse at Set Power, and Gen Level Desense no TX. Update station logs.

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

MOSCAD CHECKLIST – LEVEL1	
MOSCAD Server	
Equipment Alarms	Verify no warning or alarms indicators.
Check Alarm/Event History	Review MOSCAD alarm and events to find if there are chronic issues.
Windows Event Logs	Review Windows event logs. Save and clear if full.
Password Verification	Log in to site devices to verify passwords. Document changes if any found.
MOSCAD Client	
Equipment Alarms	Verify no warning or alarm indicators.
Check Alarm / Event History	Review MOSCAD alarms and events to find if there are chronic issues.
Windows Event Logs	Review Windows event logs. Save and clear if full.
Password Verification	Site devices to verify passwords. Document changes if any found.
MOSCAD Client (continued)	
Verify System software Physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to the Customer server.
MOSCAD RTUs	
Equipment Alarms	Verify no warning or alarm indicators.
Verify Connectivity	Verify connectivity
Password Verification	Site devices to verify passwords. Document changes if any are found.
Check Alarm/Event History	Review MOSCAD alarms and events to find if there are chronic issues.
Verify System software Physical media	Perform audit of software media on site. Verify that versions, KC numbers, and types match what is deployed to the Customer server.

FACILITIES CHECKLIST – LEVEL 1	
Visual Inspection Exterior	
Antenna Site Registration Sign	Verify that the Antenna Site Registration sign is posted.
Warning Sign - Tower	Verify that a warning sign is posted on the tower.
Warning Sign - Gate	Verify that a warning sign is posted at the compound gate entrance.
10 Rule Sign	Verify that a 10 rules sign is posted on the inside of the shelter door.
Outdoor Lighting	Verify operation of outdoor lighting and photocell.
Exterior of Building	Check the exterior of the building for damage and disrepair.
Fences / Gates	Check fences and gates for damage and disrepair.
Landscape / Access Road	Check the landscape and access road for accessibility.
Visual Inspection Interior	
Electrical Surge Protectors	Check electrical surge protectors for alarms.
Emergency Lighting	Verify emergency lighting operation.
Indoor Lighting	Verify indoor lighting.
Equipment Inspection	Visually inspect that all hardware, including equipment, cables, panels, batteries, and racks, is in acceptable physical condition for normal operation.
Visual Inspection Interior (continued)	
Regulatory Compliance (License, ERP, Frequency, Deviation)	Check for site and station FCC licensing indicating regulatory compliance.
Clean Fans and Equipment	Use an antistatic vacuum to clean cooling pathways.
UPS	
Visual inspection (condition, cabling)	Check for damage, corrosion, physical connections, dirt and dust, and error indications.
Generator	
Visual Inspection	Check panel housing for cracks, rust, and weathering. Check physical connections for corrosion, dirt and dust, or other abnormal conditions.

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FACILITIES CHECKLIST – LEVEL 1	
Fuel	Verify fuel levels in backup generators, document date of last fuel delivered from fuel service provider.
Oil	Check the oil dipstick for the proper level. Note the condition of oil.
Verify operation (no switchover)	Verify generator running and check ease or difficulty of start. Is the generator "throttling" or running smooth? Any loud unusual noise? Document any concerns or abnormal conditions.
Motorized Dampers	Check operation
HVAC	
Air Filter	Check air filter and recommend replacement if required.
Coils	Check coils for dirt and straightness.
Outdoor Unit	Check that the outdoor unit is unobstructed.
Wiring	Check wiring for insect and rodent damage.
Cooling / Heating	Check each HVAC unit for cooling/heating.
Motorized Dampers	Check operation.

TOWER CHECKLIST – LEVEL 1	
Structure Condition	
Rust	Check the structure for rust.
Cross Members	Check for damaged or missing cross members.
Safety Climb	Check safety climb for damage.
Ladder	Verify that the ladder system is secured to the tower.
Welds	Check for cracks or damaged welds.
Outdoor lighting/photocell	Test outdoor lighting and photocell.
Drainage Holes	Check that drainage holes are clear of debris.
Paint	Check the paint condition.
Tower Lighting	
Lights/Markers	Verify all lights and markers are operational.
Day/Night Mode	Verify day and night mode operation.
Power Cabling	Verify that power cables are secured to the tower.

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TOWER CHECKLIST – LEVEL 1	
Antennas and Lines	
Antennas	Visually inspect antennas for physical damage from ground using binoculars.
Transmission Lines	Verify that all transmission lines are secure on the tower.
Grounding	
Structure Grounds	Inspect grounding for damage or corrosion
Guy Wires	
Tower Guys	Visually inspect guy wires for fraying, loss of tension, or loss of connection.
Guy Wire Hardware	Check hardware for rust.
Concrete Condition	
Tower Base	Check for chips or cracks.

6.4.9.5 Site Performance Evaluation Procedures

The Preventive Maintenance service includes the site performance evaluation procedures listed in this section.

ASTRO 25 GTR ESS SITE PERFORMANCE
Antennas
Transmit Antenna Data
Receive Antenna System Data
Tower Top Amplifier Data
FDMA Mode
Base Radio Transmitter Tests
Base Radio Receiver Tests
Base Radio Transmit RFDS Tests
Receive RFDS Tests with TTA (if applicable)
Receive RFDS Tests without TTA (if applicable)
TDMA Mode
Base Radio TDMA Transmitter Tests
Base Radio TDMA Receiver Tests
TDMA Transmit RFDS Tests
TDMA Receive RFDS Tests with 432 Diversity TTA

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ASTRO 25 GTR ESS SITE PERFORMANCE
TDMA Receive RFDS Tests with 2 Independent TTA's (if applicable)
TDMA Receive RFDS Tests without TTA (if applicable)

6.4.10 System Upgrade Agreement (SUA)

6.4.10.1 Overview

Utilizing the ASTRO System Upgrade Agreement (SUA) service, Pinal County (Customer) is able to take advantage of new functionality and security features while extending the operational life of the system.

Motorola continues to make advancements in on-premises and cloud technologies to bring value to our customers. Cloud technologies enable the delivery of additional functionality through frequent updates ensuring the latest in ASTRO is available at all times.

This Statement of Work (SOW), including all of its subsections and attachments, is an integral part of the applicable agreement (Agreement) between Motorola and the Customer.

The Customer is required to keep the system within a standard support period as described in Motorola's Software Support Policy (SwSP).

6.4.10.2 Scope

As system releases become available, Motorola agrees to provide the Customer with the software, hardware, and implementation services required to execute up to one system infrastructure upgrade (System Upgrade) in each eligible System Upgrade window over the term of this agreement. The term of the agreement is listed in Table 6-19: SUA Terms. The eligible System Upgrade windows and their duration are illustrated in Table 6-20: Eligible Upgrade Window.

With the addition of the cloud services, Motorola will provide continuous updates to the cloud core to enable the delivery of additional functionality. Cloud updates will be more frequent than the ASTRO System Upgrades and will occur outside the defined eligible System Upgrade windows in Table 6-20: Eligible Upgrade Window. Motorola may, at its sole discretion, automatically apply the cloud updates as they become available.

If needed to perform the System Upgrade, Motorola will provide updated and/or replacement hardware for covered infrastructure components. System Upgrades, when executed, will provide an equivalent level of functionality as that originally purchased and deployed by the Customer. At Motorola's option, new system releases may introduce new features or enhancements that Motorola may offer separately for purchase.

Table 6-19: SUA Terms

Duration	5 Year(s)

Table 6-20: Eligible Upgrade Window

First Eligible Upgrade Window	Second Eligible Upgrade Window	Third Eligible Upgrade Window
Duration:	Duration:	Duration:
{{1st Quantity}}	{{2nd Quantity}}	{{3rd Quantity}}

The methodology for executing each System Upgrade is described in Section 6.4.10.5. ASTRO SUA pricing is based on the system configuration outlined in Appendix B: System Pricing Configuration. This configuration is to be reviewed annually from the contract effective date. Any change in system configuration may require an ASTRO SUA price adjustment.

The price quoted for ASTRO SUA requires the Customer to choose a certified system upgrade path in Appendix A: ASTRO System Release Upgrade Paths. Should the Customer elect an upgrade path other than one listed in Appendix A: ASTRO System Release Upgrade Paths, the Customer agrees that additional fees may be incurred to complete the implementation of the system upgrade. In this case, Motorola will provide a price quotation for any additional materials and services necessary.

6.4.10.3 Inclusions

Refer to Table C-4: SUA Coverage Table for more detailed information on the SUA inclusions referenced in this section.

6.4.10.3.1 System Upgrades

System Upgrade coverage includes the products outlined in Appendix B: System Pricing Configuration and does not cover all products. The ASTRO SUA applies only to System Upgrades within the ASTRO platform and entitles the Customer to eligible past software versions for downgrading product software to a compatible release version. Past versions from within the Standard Support Period will be available.

6.4.10.3.2 Subscriber Radio Software

The ASTRO SUA makes available the subscriber radio software releases that are shipping from the factory during the coverage period. Please refer to Section 6.4.10.5: General Statement of Work for System Upgrades.

6.4.10.4 Limitations and Exclusions

The parties acknowledge and agree that the ASTRO 25 SUA does not cover the products and services detailed in this section.

Table 6-21: SUA Limitations and Exclusions

Excluded Products and Services	Examples, but not limited to
Purchased directly from a third party	NICE, Genesis, Verint
Residing outside of the ASTRO 25 network	CAD, E911, Avtec Consoles
Not certified on ASTRO 25 systems	Laptops, PCs, Eventide loggers
Backhaul Network	MPLS, Microwave, Multiplexers

Excluded Products and Services	Examples, but not limited to
Two-Way Subscriber Radios	APX, MCD 5000, Programming, Installation
Consumed in normal operation	Monitors, microphones, keyboards, speakers
RFDS and Transmission Mediums	Antennas, Transmission Line, Combiners
Customer provided cloud connectivity	LTE, Internet
Maintenance Services of Any Kind	Infrastructure Repair, Tech Support, Dispatch
Security Services	Security Update Service (SUS), Remote SUS

6.4.10.4.1 Platform Migrations

Platform Migrations are the replacement of a product with the next generation of that product that is not within the same product family. This can be defined as a new technology that is based on a new hardware configuration and/or a new underlying software. Any upgrades to hardware versions and/or replacement hardware required to support new features or those not specifically required to maintain existing functionality are not included. Unless otherwise stated in this document, Platform Migrations such as, but not limited to, stations, comparators, site controllers, consoles, backhaul, and network changes are not included.

6.4.10.4.2 Non-Standard Configurations

Systems that have non-standard configurations that have not been certified by Motorola Systems Integration Testing are specifically excluded from the ASTRO SUA unless otherwise included in this SOW. Customer acknowledges that if the system has a Special Product Feature it may be overwritten by the software upgrade. Restoration of that feature is not included in the coverage of this SOW.

6.4.10.4.3 System Expansions and New Features

Any upgrades to hardware versions, replacement hardware, and/or implementation services that are not directly required to support the certified System Upgrade are not included unless otherwise agreed to in writing by Motorola. This exclusion applies to, but is not limited to, system expansions and new features.

6.4.10.4.4 Cloud Technology

Support for Customer-provided connectivity to the cloud platform is not covered under this agreement.

Future cloud, IT, and security related adoption is an evolving technological area and laws, regulations, and standards relating to ASTRO SUA may change. Any changes to ASTRO SUA required to achieve future regulatory or Customer specific compliance requirements are not included.

6.4.10.4.5 Subscriber Radio Software

Applying software updates to subscriber radios is the Customer's responsibility and is not included in SUA coverage. Subscriber radios must be at a software release compatible with

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the Customer's ASTRO system configuration. Motorola will make reasonable efforts to notify the Customer if there is an incompatibility.

6.4.10.5 General Statement of Work for System Upgrades

6.4.10.5.1 Upgrade Planning and Preparation

All items listed in this section are to be completed at least 6 months prior to a scheduled upgrade.

Motorola Responsibilities

- Obtain and review infrastructure system audit data as needed.
- Identify the backlog accumulation of security patches and antivirus upgrades needed to implement a system release. If applicable, provide a quote for the necessary labor, security patches, and antivirus upgrades.
- If applicable, identify additional system hardware needed to implement a system release.
- Identify Customer provided hardware that is not covered under this agreement, or where the Customer will be responsible for implementing the system release upgrade software.
- Identify the equipment requirements and the installation plan.
- Advise the Customer of probable impact to system users during the cloud update and the actual field upgrade implementation.
- If applicable, advise the Customer on the network connection specifications necessary to perform the System Upgrade.
- Where necessary to maintain existing functionality and capabilities, deploy and configure any additional telecommunications equipment necessary for connectivity to the cloud based technologies.
- Assign program management support required to perform the certified System Upgrade. Prepare an overall System Upgrade schedule identifying key tasks and personnel resources required from Motorola and Customer for each task and phase of the System Upgrade. Conduct a review of this schedule and obtain mutual agreement of the same.
- Assign installation and engineering labor required to perform the certified System Upgrade.
- Provide access to cloud training videos, frequently asked questions, and help guide.
- Deliver release impact and change management training to the primary zone core owners, outlining the changes to their system as a result of the upgrade path elected. This training needs to be completed at least 12 weeks prior to the scheduled System Upgrade. This training will not be provided separately for user agencies who reside on a zone core owned by another entity. Unless specifically stated in this document, Motorola will provide this training only once per system.

Customer Responsibilities

- Contact Motorola to schedule and engage the appropriate Motorola resources for a system Contact Motorola to schedule a System Upgrade and provide necessary information requested by Motorola to execute the System Upgrade. Review System Upgrade schedule and reach mutual agreement of the same.
- Identify hardware not purchased through Motorola that will require the system release upgrade software.
- Purchase the security patches, antivirus upgrades and the labor necessary to address any security upgrades backlog accumulation identified in Section 6.4.6.4: Motorola Responsibilities, if applicable. Unless otherwise agreed in writing between Motorola and

Customer, the installation and implementation of accumulated backlog security patches and network updates is the responsibility of the Customer.

- If applicable, provide network connectivity at the zone core site(s) for Motorola to use to download and pre-position the software that is to be installed at the zone core site(s) and pushed to remote sites from there. Motorola will provide the network connection specifications, as listed in Section 6.4.2.4 Connectivity. Network connectivity must be provided at least 12 weeks prior to the scheduled System Upgrade. In the event access to a network connection is unavailable, the Customer may be billed additional costs to execute the System Upgrade.
- Assist in site walks of the system during the system audit when necessary.
- Provide a list of any FRUs and/or spare hardware to be included in the System Upgrade when applicable. Upon reasonable request by Motorola, Customer will provide a complete serial and model number list of the equipment. The inventory count of Customer FRUs and/or spare hardware to be included as of the start of the SUA is included in Appendix B: System Pricing Configuration.
- Acknowledge that new and optional system release features or system expansions, and their required implementation labor, are not within the scope of the SUA. The Customer may purchase these under a separate agreement.
- Maintain an internet connection between the on premise radio solution and the cloud platform, unless provided by Motorola under separate Agreement.
- Identify any Customer specific standard or requirements that may be implicated by the planned upgrade(s), including heightened cloud, IT, or information security related standards or requirements, such as those that may apply to U.S. Federal Customer or other government Customer standards. Motorola makes no representations as to the compliance of ASTRO SUA with any Customer specific standards, requirements, specifications, or terms, except to the extent expressly specified.
- Participate in release impact training at least 12 weeks prior to the scheduled System Upgrade. This applies only to primary zone core owners. It is the zone core owner's responsibility to contact and include any user agencies that need to be trained, or to act as a training agency for those users not included.

6.4.10.5.2 System Readiness Checkpoint

All items listed in this section are to be completed at least 30 days prior to a scheduled upgrade.

Motorola Responsibilities

- Perform appropriate system backups.
- Work with the Customer to validate that all system maintenance is current.
- Work with the Customer to validate that all available security patches and antivirus upgrades have been upgraded on the Customer's system.
  - Motorola reserves the right to charge the Customer for the security patches, antivirus updates and the labor necessary to address any security updates backlog accumulation, in the event that these are not completed by the Customer at the System Readiness Checkpoint.

Customer Responsibilities

- Validate that system maintenance is current.

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- Validate that all available security patches and antivirus upgrades to the Customer's system have been completed or contract Motorola to complete in time for the System Readiness Checkpoint.

6.4.10.5.3 System Upgrade

Motorola Responsibilities

- Perform system infrastructure upgrade for the system elements outlined in this SOW.

Customer Responsibilities

- Inform system users of software upgrade plans and scheduled system downtime.
- Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide software upgrade services.

6.4.10.5.4 Upgrade Completion

Motorola Responsibilities

- Validate all certified system upgrade deliverables are complete as contractually required.
- Confirm with Customer that the cloud is available for beneficial use.

Customer Responsibilities

- Cooperate with Motorola in efforts to complete any post upgrade punch list items as needed.

6.4.10.6 Special Provisions

The migration of capabilities from ASTRO 25 on-premises infrastructure to the cloud is not considered to be a platform migration and is therefore included in the deliverable of the SUA agreement. Technologies based on cloud architecture will be a part of the Motorola roadmap and may be subject to additional cloud terms and conditions.

The SUA does not extend to customer-provided software and hardware. Motorola makes no warrants or commitments about adapting our standard system releases to accommodate customer implemented equipment. If during the course of an upgrade, it is determined that customer provided software and/or hardware does not function properly, Motorola will notify the customer of the limitations. The customer owns any costs and liabilities associated with making the customer provided software and/or hardware work with the standard Motorola system release. This includes, but is not limited to, Motorola costs for the deployment of resources to implement the upgrade once the limitations have been resolved by the customer.

Any Motorola software, including any system releases, is licensed to Customer solely in accordance with the applicable Motorola Software License Agreement. Any non-Motorola Software is licensed to Customer in accordance with the standard license, terms, and restrictions of the copyright owner 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.

ASTRO 25 SUA coverage and the parties' responsibilities described in this SOW will automatically terminate if Motorola no longer supports the ASTRO 25 7.x software version in the Customer's system or discontinues the ASTRO 25 SUA program. In either case, Motorola will refund to Customer any prepaid fees for ASTRO 25 SUA applicable to the terminated period.

If the Customer cancels a scheduled upgrade within less than 12 weeks of the scheduled on site date, Motorola reserves the right to charge the Customer a cancellation fee equivalent to the cost of the pre-planning efforts completed by the Motorola Upgrade Operations Team.

The ASTRO 25 SUA annualized price is based on the fulfillment of the system release upgrade in each eligible upgrade window. If the Customer terminates, except if Motorola is the defaulting party, the Customer will be required to pay for the balance of payments owed in that eligible upgrade window if a system release upgrade has been taken prior to the point of termination.

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Appendix A: ASTRO 25 System Release Upgrade Paths

The upgrade paths for standard ASTRO system releases are listed in Table A-1: Certified Standard ASTRO 25 System Release Upgrade Paths.

Table A-1: Certified Standard ASTRO 25 System Release Upgrade Paths

ASTRO 25 System Release	Certified Upgrade Paths
Pre-7.17.X	Upgrade to Current Shipping Release
A7.17.X	A2020.1
A7.18	A2021.1
A2019.2	A2021.1
A2020.1	A2022.1
A2021.1	A2022.1

The upgrade paths for high security ASTRO system releases for federal deployments are described in Table A-2: Certified High Security ASTRO 25 System Release Upgrade Paths.

Table A-2: Certified High Security ASTRO 25 System Release Upgrade Paths

ASTRO 25 High Security System Release	Certified Upgrade Paths
A7.17.X	A2020.HS
A2020.HS	A2022.HS

The release taxonomy for the ASTRO 25 7.x platform is expressed in the form “ASTRO 25 7.x release 20YY.Z”. In this taxonomy, YY represents the year of the release, and Z represents the release count for that release year.

A20XX.HS enhances the ASTRO 25 System release with support for Public key infrastructure (PKI) Common Access Card/Personal Identity Verification (CAC/PIV) and with Cyber Security Baseline Assurance.

- The most current system release upgrade paths can be found in the most recent Lifecycle Services bulletin.
- The information contained herein is provided for information purposes only and is intended only to outline Motorola’s presently anticipated general technology direction. The information in the roadmap is not a commitment or an obligation to deliver any product, product feature or software functionality and Motorola reserves the right to make changes to the content and timing of any product, product feature, or software release.

Appendix B: System Pricing Configuration

This configuration is to be reviewed annually from the contract effective date. Any change in system configuration may require an ASTRO 25 SUA price adjustment.

Table B-3: System Configuration

System Configuration	
Core Configurations	
Cloud based Core	0
On-premises Main Site	1
On-premises Backup Site	1
System Level Features	
Standalone servers (Critical Connect / Smart Connect)	1
MOSCAD NFM RTU (typically 1 per site location)	17
Network Management Clients	1
IMW Servers	1
Telephone Interconnect	0
Security Configurations	
AERSS Sensors	0
Firewalls	5
KMF Servers	1
KMF Clients	1
RF Site Configurations	
Virtual Prime Sites	0
IP Simulcast Prime Sites (include co-located/redundant)	0
RF Sites (include Simulcast sub-sites, ASR sites, HPD sites)	16
GTR 8000 Base Stations	63
Dispatch Site Configurations	
Dispatch Site Locations	1
MCC 7500 Dispatch Consoles	7
AIS	0
CCGWs	2
MC EDGE Aux I/O	0
AXS Console Dispatch Site Locations	0
AXS Console PDH (Command Central Hub)	0
AXS Servers	0

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System Configuration	
Third Party Elements	
NICE Logging recorders (IP, Telephony, or Analog) Purchased through Motorola	0
MACH Alert FSA Purchased through Motorola	0
Genesis Applications Purchased through Motorola	0

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to the restrictions on the cover page.

APPENDIX C: SUA COVERAGE TABLE

This appendix includes a breakdown of coverage under the SUA. System Upgrade coverage includes software and hardware coverage for equipment originally provided by Motorola. A “board-level replacement” is defined as any Field Replaceable Unit (FRU).

Table C-4: SUA Coverage Table

ASTRO Certified Solution	System Upgrade		
Equipment Provided by Motorola	**Software**	**Hardware Full Product**	**Hardware Board-Level**
Servers	✓	✓	
Workstations	✓	✓	
Firewalls	✓	✓	
Routers	✓	✓	
LAN Switches	✓	✓	
CirrusNode	✓	✓	
MCC 7500 Voice Processing Module	✓		✓
MCC 7500E Dispatch AIM	✓	✓	
MCC 7500E Dispatch (CommandCentral Hub)	✓	✓	
AXS PDH Client (CommandCentral Hub)	✓	✓	
SDM 3000 Aux I/O	✓	✓	
MC Edge Aux I/O	✓	✓	
GTR 8000 Base Stations	✓		✓
GCP 8000 Site Controllers	✓		✓
DSC 8000 Site Controllers	✓	✓	
GCM 8000 Comparators	✓		✓
Motorola logging interface equipment	✓	✓	
PBX switches for telephone interconnect	✓	✓	
SDM 3000 RTU	✓		✓
Conventional Channel Gateway (CCGW)	✓	✓	
NICE IP logging solutions (if software, hardware and lifecycle purchased from Motorola)	✓	✓	
MACH Alert FSA (if software, hardware and lifecycle purchased from Motorola)	✓	✓	
Genesis Applications (if software, hardware and lifecycle purchased from Motorola)	✓	✓	

6.5 Priority Level Definitions and Response Times

Table 6-22: Priority Level Definitions and Response Time describes the criteria Motorola uses to prioritize incidents and service requests, and lists the response times for those priority levels.

Table 6-22: Priority Level Definitions and Response Time

Incident Priority	Incident Definition	Initial Response Time	On-Site Response Time
Critical P1	▪ **Core:** Core server or core link failure. No redundant server or link available. ▪ **Sites/Subsites:** Primary site down. Two RF sites or more than 10% of RF sites down, whichever is greater. ▪ **Consoles:** More than 40% of a site's console positions down. ▪ **Conventional Channels:** Conventional Channel Gateways (CCGW) down without redundant gateways available. ▪ **Security Features:** Security is non-functional or degraded. ▪ **Alarm Events:** Door, motion, intrusion, power failure, or environmental alarms triggered.	Response provided 24/7 until service restoration. Technical resource will acknowledge incident and respond within 30 minutes of CMSO logging incident.	Response provided 24/7 until service restoration. Field service technician arrival on-site within 4 hours of receiving dispatch notification.
High P2	▪ **Core:** Core server or link failures. Redundant server or link available. ▪ **Consoles:** Between 20% and 40% of a site's console positions down. ▪ **Sites/Subsites:** One RF site or up to 10% of RF sites down, whichever is greater. ▪ **Conventional Channels:** Up to 50% of CCGWs down. Redundant gateways available. ▪ **Network Elements:** Site router, site switch, or GPS server down. No redundant networking element available.	Response provided 24/7 until service restoration. Technical resource will acknowledge incident and respond within 1 hour of CMSO logging incident.	Response provided 24/7 until service restoration. Field service technician arrival on-site within 4 hours of receiving dispatch notification.

Incident Priority	Incident Definition	Initial Response Time	On-Site Response Time
Medium P3	▪ **Consoles:** Up to 20% of a site's console positions down. ▪ **Conventional Channels:** Single channel down. Redundant gateway available. ▪ **Network Elements:** Site router/switch or GPS server down. Redundant networking element available.	Response provided during normal business hours until service restoration. Technical resource will acknowledge incident and respond within 4 hours of CMSO logging incident.	Response provided during normal business hours until service restoration. Field service technician arrival on-site within 8 hours of receiving dispatch notification.
Low P4	▪ **Service Requests:** Minor events and warnings in the system. Preventative and planned maintenance activities (scheduled work).	Response provided during normal business hours. Motorola will acknowledge and respond within 1 Business Day.	Not applicable.

Appendix 1: ASTRO 25 Remote Security Update Coverage

6.6 CHANGE CONTROL

Table 6-23: Change Control

VERSION	DATE	DESCRIPTION	AUTHOR
1	27-OCT-23	Initial version	Jason Mann
1.1	13-FEB-24	Updated to identify Exclusions	Jason Mann
1.2	19-FEB-24	Moved Genesis to unsupported	Jason Mann
1.3	29-APR-24	Correction to table 1-3	Simon Fagan

6.7 RSUS COVERAGE

The following table defines which components are covered by the Remote SUS service.

The ASTRO 25® Point Service Software Support Policy applies. Security Update Service (SUS) and Remote Security Update Service (RSUS) support only systems that are within the Standard Software Support Period (up to 4 years after general release). Support is dependent on connectivity to the (RNI) Radio Network Infrastructure.

Table 6-24: RSUS Covered Components

SOFTWARE	UPDATE RELEASE CADENCE	PRODUCTS * DEPENDS ON DEVICE NETWORK LOCATION IN RNI OR CONNECTIVITY SETTINGS *
Antivirus Definition Files	Weekly	▪ Based on automated (CSMS) Core Security Management Server configurations

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SOFTWARE	UPDATE RELEASE CADENCE	PRODUCTS * DEPENDS ON DEVICE NETWORK LOCATION IN RNI OR CONNECTIVITY SETTINGS *
Microsoft Windows	Monthly	▪ (AMS) Advanced Messaging Server ▪ (AuC) Authentication Center Client ▪ (AuC) Authentication Center Server ▪ (CSMS) Core Security Management Server ▪ (DC) Domain Controller ▪ (IPPBX) (ETI) Enhanced Telephone Interconnect ▪ (KMF) Key Management Framework Client ▪ (KMF) Key Management Framework Server ▪ (MCC) Master Control Console 5500 ▪ (MCC) Master Control Console 7100 ▪ (MCC) Master Control Console 7500 / (AIS) Archiving Interface Server ▪ (MCC) Master Control Console 7500 E ▪ (MCC) Master Control Consoles 7500 E ▪ (NM) Network Management Client ▪ (OPSOC) On-Prem Security Operations Center ▪ (RM) Radio Management Client ▪ (RM) Radio Management Server ▪ MACH Alert (FSA) Fire Station Alerting ▪ Marvlis AVL Desktop Monitor ▪ Marvlis Server ▪ NICE (AIS) Archiving Interface Server ▪ NICE Backup Server ▪ NICE IP Radio Logger ▪ NICE Replay Workstation ▪ Proxy 7000 ▪ Transcoder ▪ Verint Logging Recorder Server ▪ Verint Workstation
Microsoft Windows SQL Server	Quarterly	▪ (CSMS) Core Security Management Server

SOFTWARE	UPDATE RELEASE CADENCE	PRODUCTS * DEPENDS ON DEVICE NETWORK LOCATION IN RNI OR CONNECTIVITY SETTINGS *
Red Hat Linux (RHEL)	Quarterly	▪ (ATR) Air Traffic Router ▪ (BAR) Backup and Restore Server ▪ (IPCAP) IP Packet Capture ▪ (ISGW) Intersystem Gateway ▪ (LM) License Manager ▪ (LMP) LMP Multicast Proxy ▪ (NTP) Network Time Protocol ▪ (PDG) Packet Data Gateway ▪ (SSS) System Statistical Service ▪ (Syslog) Syslog Service ▪ (UCS) User Configuration Server ▪ (UEM) Unified Event Manager ▪ (UNC) Unified Network Configurator ▪ (ZC) Zone Controller ▪ (ZDS) Zone Database Service ▪ (ZSS) Zone Statistical Server
VMWare ESXi Hypervisor	Quarterly	▪ (VMS) Virtual Management Server
VMWare vCenter	Quarterly	▪ (VCLS) vSphere Cluster Services
McAfee/Trellix Patch(es)	Quarterly	▪ (CSMS) Core Security Management Server
Dot Hill DAS Firmware	Quarterly	▪ 4524 ▪ 4525
HP SPP Firmware	Quarterly	▪ HP Generation 9 ▪ HP Generation 10

6.8 Exclusions

The following system components are not covered by RSUS but are covered by the SUS service. If you require assistance to deploy these updates, please contact your CSM to arrange Onsite SUS services.

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Table 6-25: Excluded Components

Software	Products
Product Lines	▪ (IMW) Intelligent MiddleWare Server ▪ WAVE Radio Gateway ▪ WAVE Tactical ▪ (PA) Personnel Accountability ▪ (CEN) Customer Enterprise Network Located Loggers (including Telephony)
Antivirus Definition Files	▪ Stand Alone Deployed Products
Microsoft Windows	▪ (CAM) Console Alias Manager Server ▪ Genesis Genwatch3 ▪ Genesisworld Performance Management Solutions Client
Microsoft Windows SQL Server	▪ NICE IP Logging Recorder
QNAP	▪ TS453A ▪ TS453Be ▪ TS453D ▪ TS-464
PostgreSQL	▪ (KMF) Key Management Framework Server
McAfee/Trellix Patch(es)	▪ Stand Alone Deployed Products

There may be components not included in the tables above. These components are not covered.

Contract Amendment

CTR046830 Amendment One (1)

Arizona Department of Administration
State Procurement Office
1802 W Jackson St., #100
Phoenix, AZ 85007

CONTRACTOR:	**STATE AGENCY:**
MOTOROLA SOLUTIONS INC 3332 E. Broadway Rd. Phoenix, AZ 85040 **CONTACT:** Walter Whately **PHONE:** (520) 457-8604 **EMAIL:** walter.whately@motorolasolutions.com	AZ Department of Administration (ADOA) State Procurement Office 1400 W Washington St. 3100 Phoenix, AZ 85007 **CONTACT:** Jim Atkins **PHONE:** (602) 245-8268 **EMAIL:** james.atkins@azdoa.gov

Public Communications Equipment and Services

Pursuant to Section 2-D: Uniform Terms and Conditions, Section 5.0 Contract Changes, 5.1 Amendments, of the above referenced contract, it is hereby amended as follow:

1) In accordance with Special Terms and Conditions, Section 3.1, Term of Contract, the contract is hereby extended through **October 9, 2026**.

ALL OTHER REQUIREMENTS, SPECIFICATIONS, TERMS AND CONDITIONS REMAIN UNCHANGED

**** Please ensure all required Certificate Of Insurance are updated and submitted to the State Procurement Office.***

ACKNOWLEDGEMENT AND AUTHORIZATION

This amendment shall be fully executed upon the electronic approval in the State e-Procurement system by an authorized representative of the Contractor and applied to the contract in the State e-Procurement system by the Procurement Officer or delegate.

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"motorola solutions inc" ×

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Notice of Award-Dispatch Console and Deskset System

Contract Opportunities

Notice ID: FA4800-24-Q-A065

This is a Notice of Award, in which the Department of the Air Force awarded a non-competitve contract to Motorola Solutions Inc. in accordanc
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Awardee
MOTOROLA SOLUTIONS, INC.

Unique Entity ID
HFK9V1G2B513

Department/Ind.Agency
DEPT OF DEFENSE

Subtier
DEPT OF THE AIR FORCE

Office
FA4800 633 CONS PKP

Notice Type
Original Award Notice

Updated Date
Jul 19, 2024

Published Date
Jul 19, 2024

Notice of Intent to Award Sole Source to Motorola Solutions, Inc. APX 8000

Contract Opportunities

Notice ID:

NOTICE OF INTENT TO SOLE SOURCE TO MOTOROLA SOLUTIONS, INC. - APX 8000

Action Code: Notice of Inte
...

Department/Ind.Agency
ENERGY, DEPARTMENT OF

Subtier
ENERGY, DEPARTMENT OF

Office
HEADQUARTERS PROCUREMENT SERVICES

Current Response Date
July 25, 2024 at 11:00 AM MST

Notice Type
Original Special Notice

Updated Date
Jul 10, 2024

Published Date
Jul 10, 2024

Motorola Solutions, Inc. Active Registration

Entity

Unique Entity ID
G2LUXP8ND8U6

CAGE Code
7H229

Physical Address
500 W MONROE ST FL 44, CHICAGO, IL 60661 USA

Expiration Date
Jan 25, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS CONNECTIVITY, INC. Active Registration

Entity

Unique Entity ID
KHTDDZHHW8L7

CAGE Code
56842

Physical Address
500, W. MONROE STREET, CHICAGO, IL 60661 USA

Expiration Date
Jan 22, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS, INC. Active Registration

Entity

Unique Entity ID
HFK9V1G2B513

CAGE Code
7XJC0

Physical Address
809 PINNACLE DR STE G, LINTHICUM HEIGHTS, MD 21090 USA

Expiration Date
Jan 3, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS, INC. Active Registration

Entity

Unique Entity ID
HFK9V1G2B513

CAGE Code
7XJC1

Physical Address
809 PINNACLE DR STE G, LINTHICUM HEIGHTS, MD 21090 USA

Expiration Date
Jan 3, 2025

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS, INC. Active Registration

Entity

Unique Entity ID
HFK9V1G2B513

CAGE Code
78205

Physical Address
809 PINNACLE DR STE G, LINTHICUM HEIGHTS, MD 21090 USA

Expiration Date
Jan 3, 2025

Purpose of Registration

All Awards

POLARIS NETWORKS INC Active Registration

Entity

Unique Entity ID
GT6XGMABF518

CAGE Code
783M3

Physical Address
500 W MONROE ST, FL 44,
CHICAGO, IL 60661 USA

Expiration Date
Dec 3, 2024

Purpose of Registration
All Awards

MOTOROLA SOLUTIONS INC Active Registration

Entity

Unique Entity ID
MSJ4JJEFNDE6

CAGE Code
6H7Z2

Physical Address
2216 GALVIN DR, ELGIN, IL
60124 USA

Expiration Date
Sep 17, 2024

Purpose of Registration
All Awards

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