

MCC7500E CONSOLE ADD & RELOCATION

**MOTOROLA**

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Motorola Solutions, Inc.
7237 Church Ranch Blvd Suite 406
Westminster, CO 80021

February 22, 2023

City of Chandler Police Department
Michelle Potts
250 E Chicago St,
Chandler, AZ 85225

RE: MCC7500e Installation & Relocation of (1) MCC7500

Dear Ms Potts:

Motorola Solutions, Inc. ("Motorola") appreciates the opportunity to provide the City of Chandler Police Department with this proposal for the purchase of 3 MCC7500e's and the relocation efforts of one MCC7500 to main dispatch. This proposal includes the labor and equipment for 3 new radio consoles to be installed in the EOC as well as the labor to move 1 existing MCC7500 radio console from the EOC to main dispatch.

This proposal is subject to the terms and conditions of the Arizona State Contract # CTR046830 ("Contract"). The City of Chandler Police may accept this proposal by issuing a Purchase Order referencing this proposal and returning it to Motorola. This proposal expires on May 22, 2023

Motorola would be pleased to address any concerns that City of Chandler may have regarding this proposal. Any questions can be directed to Suzy Millard, Sr. Account Manager, at 480-646-7406 or by email at suzy.millard@motorolasolutions.com.

Sincerely,
MOTOROLA SOLUTIONS, INC.



Jimmy Trivedi
Area Sales Manager

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SOLUTION DESCRIPTION

1.1 SYSTEM DESCRIPTION

Motorola Solutions Inc. ("Motorola") is pleased to propose this budgetary solution to the City of Chandler for relocation of one MCC7500 from EOC (backup dispatch) to the main dispatch and for three new MCC7500Es to be installed at the EOC.

1.1.1 City of Chandler Dispatch

The City of Chandler operates from two dispatch centers. The main dispatch is located on E Chicago Street and has a total of eleven MCC7500 dispatch positions. The EOC (i.e. the backup dispatch) is located approximately 1.5 miles from the main dispatch and consists of three MCC7500 dispatch positions. Thus, with addition of three new MCC7500Es at EOC and relocation of one MCC7500 to the main dispatch, the total dispatch console count at EOC shall be five and the total count at the main dispatch shall be twelve.

This proposal does not include any furniture as both the dispatch centers have enough space and furniture already in place to accommodate the proposed positions.

The proposed MCC7500E shall connect with RWC 7.21 M core, similar to the existing consoles. No core expansion license is included for this additional position. The core expansion license comes in a bundle of five and as the City operates eleven positions at main dispatch and two at the backup dispatch, it is assumed that the unused licenses are still available.

The proposed solution includes all necessary hardware and software to support the deployment of the three new MCC 7500E OPs. The MCC 7500E's software and licensing includes support for trunked resources, advanced conventional operation and AES encryption operation. A standard set of peripherals consisting of one CCHub with client PC, one goose neck mic, two speakers, one footswitch, and two headset jacks is included with the proposed MCC7500E OP. One 22 inch touch screen monitor is also included. A detailed list of the proposed equipment is given in the following section.

Cohabitation of MCC7500 and MCC7500E at the EOC:

It is to be noted that the MCC 7500E Dispatch Console may operate in parallel with MCC 7500 Dispatch Consoles but special consideration must be made if co-locating the consoles. The timing difference in the arrival of select and unselect speaker audio between the MCC 7500E and MCC 7500 is approximately 120ms faster on the MCC 7500 due to the dedicated voice processing within the MCC 7500's VPM. If the two console types are monitoring the same radio resources and are physically located near one another this difference may result in echo-like audio which will likely be undesirable to the dispatch operators. Hence, Motorola recommends that collocation of these two types of consoles in one room should be avoided.



1.1.2 MCC 7500E Console Operator Position

The dispatch position supports commercially available accessories, including a USB microphone, USB headset, and USB footswitch. The following list describes the components included in the proposed configuration.

CommandCentral Hub with Client PC

The B1956 CommandCentral Hub (CC Hub) supports the MCC7500E dispatch client as an alternative to the USB AIM. The 13 port USB CC Hub contains a number of analog inputs and outputs for connecting various peripheral devices as well as a workstation class computer motherboard. This eliminates the need to purchase an external PC when using the CC Hub.

The hub not only provides the computing platform for the dispatch client but also USB and analog interfaces for the various peripheral devices that can be connected to a dispatch client. The hub contains an internal power supply which must be connected to an AC power source.

Desktop Speakers

Motorola Solutions offers a USB desktop speaker specifically built for more ruggedized operations. The desktop speaker has extended lifecycles designed to provide continued availability for the life of the system.

The USB speaker features an individual volume control and three power options. It operates at 2W with 500 mA of USB power, at 5W with 3 A of USB power, or 20W with an external power supply.

Headset Jack

The dispatch position supports up to two headset jacks, both push-to-talk (PTT) and non-PTT-enabled, for simultaneous use by the dispatcher and a supervisor. The headset jack contains two volume controls for the separate adjustment of received radio and telephone audio.

Gooseneck Microphone

The microphone controls the dispatch position's general transmit and monitor features through two buttons on its base. The microphone can be fastened down or left loose. It can be used alone or in conjunction with a headset.

Footswitch

Each dispatch position includes a dual pedal footswitch that controls general transmit and monitor functions.

1.2 PROPOSED EQUIPMENT

The proposed system is comprised of the following equipment summary:

1.2.1 MCC 7500E Site Equipment

- One (1) MCC 7500E OP – the OP includes the following components:
 - Trunking Operation License
 - AES Encryption License

- Advanced conventional License
- Licensing for up to 160 On-Screen Resources
- One (1) CCHub with Client PC
- Two (2) MSI Purpose Built USB Speaker w/ External Power Amplifier
- One (1) Footswitch
- One (1) Gooseneck mic
- One (1) 7-Port USB Hub
- One (1) 22 inch touch screen monitor
- One (1) DVD Drive

1.3 POWER & HVAC REQUIREMENTS/RECOMMENDATIONS

Power Requirements -

In order to ensure that a sufficient power source is available at the site Motorola Solutions has calculated the estimated maximum power draw and heat dissipation values for the proposed three (3) MCC7500E OP. This may also be helpful in estimating the potential impact on any existing backup power sources, such as an existing uninterruptible power supply (UPS) and the on the existing A/C unit. Please note that this figure does not account for any existing or other devices beyond the direct scope of this proposal.

The proposed MCC7500E OPs are expected to draw up to: **219.6375 W/hr.**

HVAC Recommendations

The proposed MCC 7500E OPs are estimated to dissipate up to: **749.4031 BTU/hr.**

1.4 DESIGN ASSUMPTIONS

Motorola Solutions has made a number of assumptions in preparing this proposal, which are noted below. Any invalid assumptions at the time of installation may require a change in design or services and can be addressed through the Change Order process.

- Sufficient ports are available at the LAN switches present at both locations to accommodate one relocated OP at the main dispatch and three new OPs at the EOC.
- Sufficient space and furniture is available to accommodate the proposed OP position. This proposal does not include any furniture.
- At least one three-pronged NEMA 5-15 power outlet is available within 6' of each new MCC7500E OPs.
- The placement of the proposed OPs will be in proximity to the existing Ops.
- Any required upgrades to the existing HVAC and/or power systems to accommodate the proposed equipment at both sites will be provided by Chandler.
- No modifications to the logging recording system are required to support the added Ops.
- The core expansion license comes in a bundle of five and as the City operates eleven positions at main dispatch and two at the backup dispatch, it is assumed that the unused licenses are still available.

1.5 MCC 7500E DISPATCH CONSOLE PRODUCT OVERVIEW

The following descriptions provide a general overview and may include features and options that are not included in the proposed solution. Please refer the System Description and the Equipment List for detail of the proposed configuration.

The Motorola MCC 7500E Dispatch Console is a high-tier wireline console for mission critical ASTRO 25 systems that offers scalable capacity and flexible deployment options. It is intended for use with Motorola's ASTRO 25 radio systems. The MCC 7500E Dispatch Console is a software-based dispatch console that requires no external hardware connections (no VPM) to perform dispatch operations. Audio Vocoding is performed within the Windows operating system.

The MCC 7500E Dispatch Console offers the flexibility to be deployed at a console site within the ASTRO 25 radio network or outside of the ASTRO 25 network. The MCC 7500E Dispatch Console includes the features expected in a high tier Console including Emergency and Console Priority and offers a choice of Motorola or COTS accessories.

The MCC 7500E Dispatch Console supports:

- ASTRO 25 Trunking (Phase 1 & Phase 2)
- ASTRO 25 Digital Conventional (P25)
- Analog & MDC 1200 Analog Conventional
- Mixed Mode Analog / Digital Conventional

The Graphical User Interface (GUI) of the MCC 7500E Dispatch Console is the same as the MCC 7500 Dispatch Console.

Below is a table outlining the main differences between the MCC 7500 and the MCC 7500E consoles.

Table 1: Feature Differences between the MCC 7500 and the MCC 7500E Consoles

Features	MCC 7500	MCC 7500E
Voice Processing Module (VPM) accessory connector	Yes	N/A
Encryption Algorithms	AES, DES-OFB, DES-XL, DVI-XL, DVP-XL, ADP	AES, ADP, DES-OFB
Encryption Key Generation/Loading	OTЕК via KMF, Store-and-Forward using KVL, KVL Key Generation/Loading	OTЕК via KMF, Manual transfer from KMF, KVL Key Generation/Loading,
Accessories (Mic, Footswitch, Headset)	MSI Purpose-Built Analog Peripherals	MSI Purpose-Built USB Mic MSI Purpose-Built Analog Peripherals w/AIM USB COTS
Speaker	MSI Purpose-Built Analog Speaker	MSI Purpose-Built USB Speaker COTS
Generic Transmit Input Port (aka Generic Mic support)	Yes (via VPM)	No (Generic mic support via PC analog or USB port)



Features	MCC 7500	MCC 7500E
USB Audio Interface Module (AIM)	N/A	Yes
Instant Recall Recorder (IRR)	Y (Dual IRR)	Yes (Single Integrated IRR)
External Paging Encoder	Y	Future Release
Network Status Health Indicator	N/A	Yes (Outside RNI)
Peripheral Configuration Tool (PCT)	N/A	Yes

1.5.1 MCC 7500E Peripheral Options

The peripherals are the items that provide interfaces between the dispatch position and the external environment.

The MCC 7500E Dispatch Console supports three “types” of peripherals:

1. COTS peripherals,
2. Motorola Solutions (MSI) purpose-built USB peripherals, and
3. Motorola Solution (MSI) purpose-built analog peripherals when using the optional USB Audio Interface Module (AIM).

The COTS USB footswitch, mic, and headset base peripherals have been tested for reliable performance with quality audio but they are not designed for the 24x7 endurance needed in Public Safety Dispatch Centers and often have shorter lifecycles.

To address 24x7 operations the more ruggedized MSI purpose-built USB and analog peripherals are offered options that include USB speaker and Microphone.



Figure 1: Optional MSI Purpose-built Microphone and Speaker.

The USB AIM is required when using any of the following: Private Aux I/Os, External Paging Encoder Port, Local Logging Recorder Port, and/or Telephone/Headset Port (aka, EPI).

The dispatch console is capable of supporting one user USB headset connected to a USB port on the computer. The Headset base offered by Motorola includes a PTT in the base and supports standard Plantronics quick disconnect Headset tops. Disconnecting the headset from the USB port will automatically route select audio to the speaker and

reconnecting the headset to the USB port will route select audio to the headset. The Console will not detect if the quick connector has been detached. Only select audio is sent to the headset.

The console maintains the same peripheral USB headset configuration regardless of multiple connects and disconnects. Sharing the USB headset with a telephone system i.e. External phone interface is not supported.

1.5.2 Encryption

The MCC 7500E Dispatch Console is capable of supporting three encryption algorithms simultaneously: AES, DES-OFB and ADP. End to end encryption is supported for consoles operating inside and outside the ASTRO 25 Network.

There are four methods for loading keys into the MCC 7500E Dispatch Console:

- Using the Key Variable Loader (KVL) to generate a software key file which is then transferred to the MCC 7500E.
- Over the Ethernet Keying (OTEK) with the Key Management Facility (KMF).
- Using the KMF to generate a software key file that is then transferred to the MCC 7500E via a USB flash drive.
- Utilize “Key fileGen.xlsm” tool to create a key file which is then transferred to the MCC 7500E via a USB flash drive.

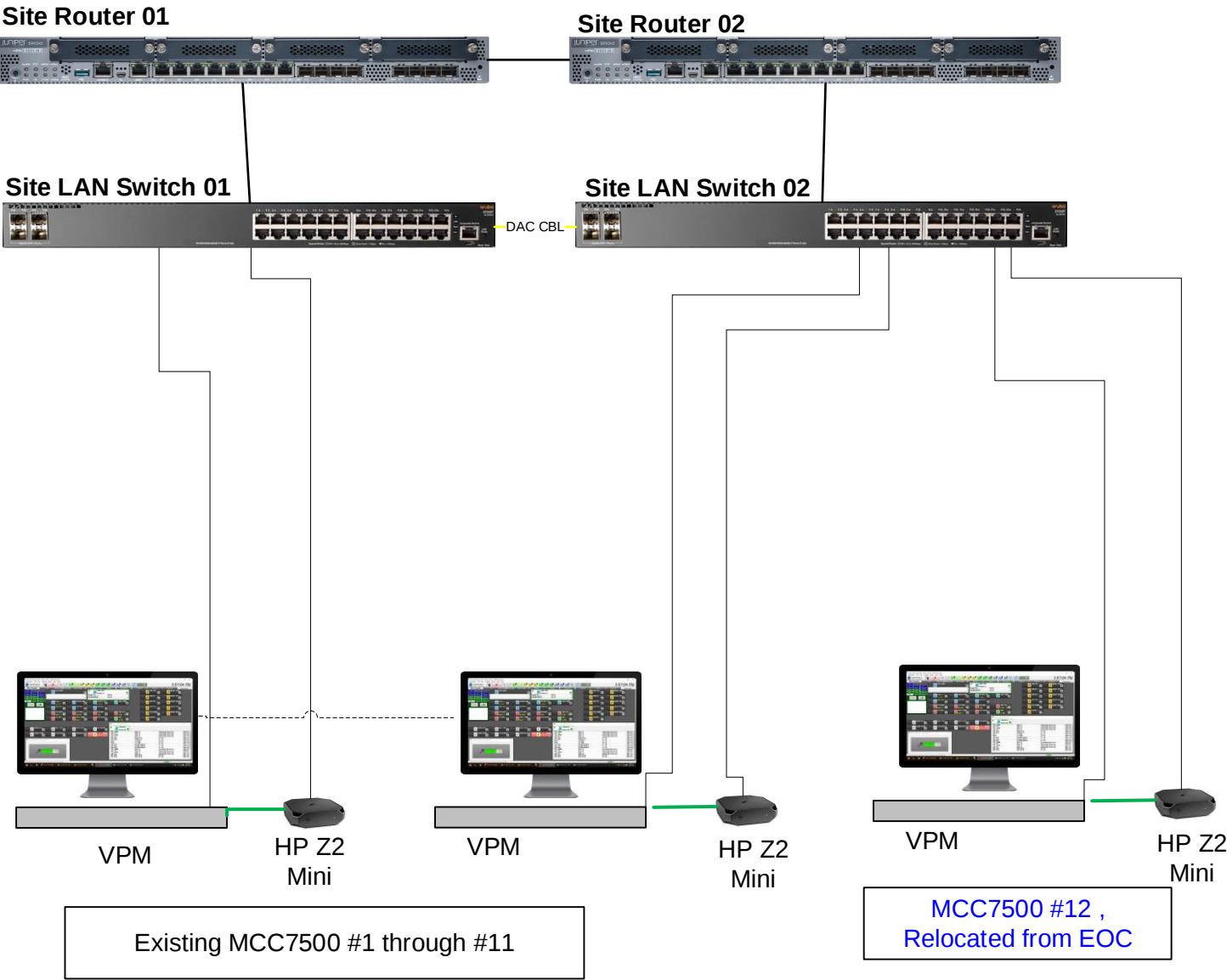
SYSTEM DIAGRAMS

System Diagrams are included on the pages that follow.



Chandler Police Department

MCC7500E (3) Add On at Backup Dispatch and MCC7500 Relocation to Main Dispatch



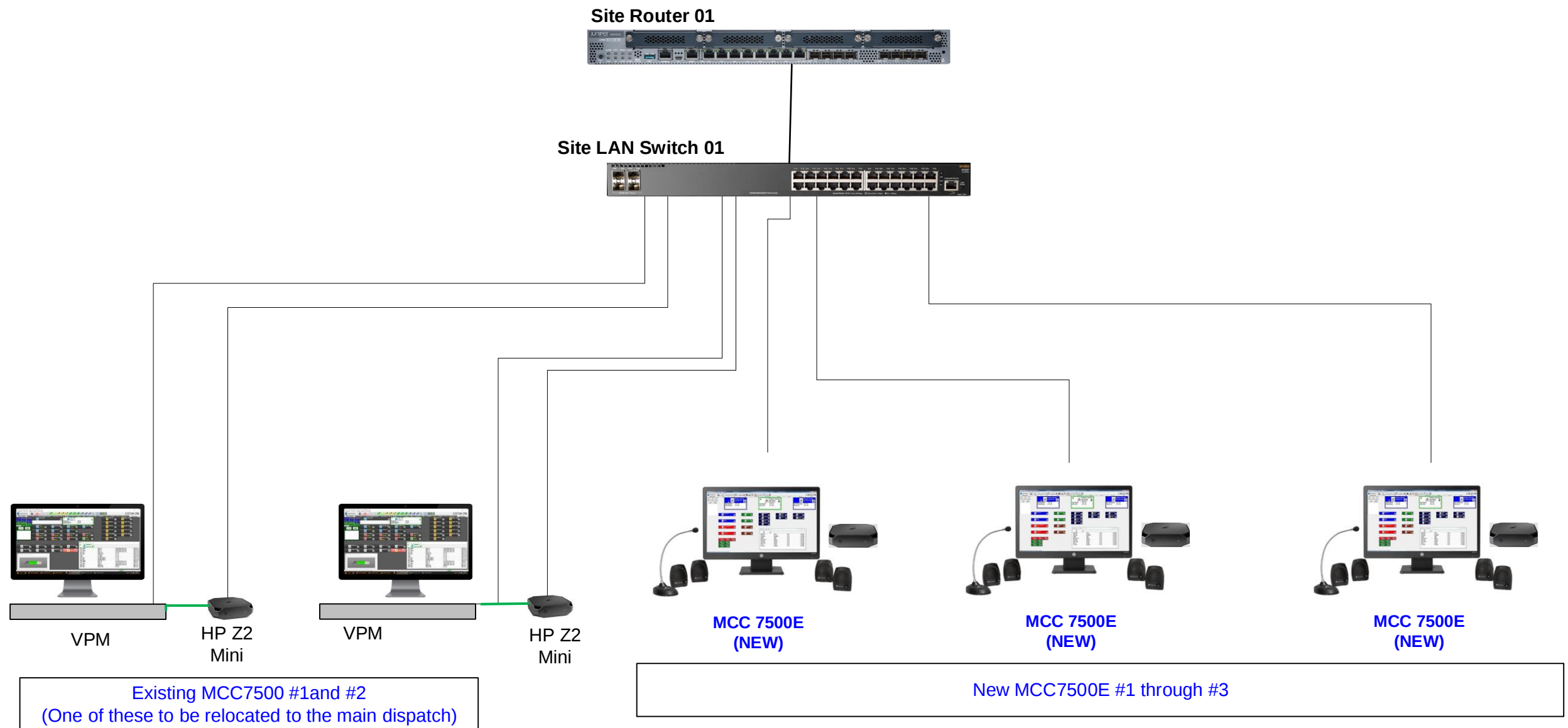
Legend:

— Ethernet

DRAWN 01/27/2023	 MOTOROLA			
ENGINEERS AK	Chandler PD (Main Dispatch) MCC7500 Relocation			
SOURCE Engineering				
DRAWN BY AK				
CUSTOMER APPROVAL None	MOTOROLA AUTH. AK	SCALE Not to scale	DRAWING NUMBER 100-001	REV B

Chandler Police Department

MCC7500E (3) Add On at Backup Dispatch and MCC7500 Relocation to Main Dispatch



Legend:

— Ethernet

DRAWN 01/27/2023	 MOTOROLA Chandler PD (Backup Dispatch) MCC 7500E (3) Add On			
ENGINEER'S AK				
SOURCE Engineering				
DRAWN BY AK				
CUSTOMER APPROVAL None	MOTOROLA AUTH. AK	SCALE Not to scale	DRAWING NUMBER 100-001	REV B

EQUIPMENT LIST

QTY	NOMENCLATURE	DESCRIPTION
1	B1948	MCC 7500E DISPATCH POSITION LICENSES
3	UA00653AA	ADD: BASIC CONSOLE OPERATION
3	UA00654AA	ADD: ASTRO 25 TRUNKING OPERATION
3	UA00655AA	ADD: ADVANCED CONVENTIONAL OPERATION
3	UA00659AA	ADD: ADP/AES/DES-OFB ENCRYPTION
3	UA00658AA	ADD: SECURE OPERATION
3	UA00652AA	ADD: 160 RADIO RESOURCES LICENSE
1	B1949	MCC 7500E SOFTWARE DVD
3	DSTS221A	TECH GLOBAL 22IN COMMERCIAL TOUCH MONITOR
3	B1956	COMMANDCENTRAL HUB, W/CLIENT PC
3	CA03850AA	ADD: WINDOWS OS FOR MCC7500E CONSOLE
3	CA03553AA	ADD: AC LINE CORD, NORTH AMERICA
3	CA03547AA	ADD: BRACKET, MOUNTING 2RU
3	CA03572AA	ADD: CABLE RETENTION BRACKET
3	L3225A	CERTIFIED KEYBOARD FOR RSD SERVERS AND WORKSTATIONS
3	L3226A	CERTIFIED OPTICAL WHEEL MOUSE FOR RSD SERVERS AND WORKSTATIONS
6	B1952	SPEAKER, DESKTOP, USB
6	CA03405AA	ADD: POWER SUPPLY WITH DC CORD
6	CA03406AA	ADD: AC LINE CORD, NORTH AMERICA
6	CA03413AA	ADD: USB CABLE, TYPE A TO TYPE C, 4.5M
3	B1951	MICROPHONE, DESKTOP, USB
3	CA03413AA	ADD: USB CABLE, TYPE A TO TYPE C, 4.5M
6	B1913	MCC SERIES HEADSET JACK
3	DSTWIN6328A	PROVIDES ONE DUAL PEDAL FOOTSWITCH
3	T7885	MCAFFEE WINDOWS AV CLIENT
1	DSF2B56AA	USB EXTERNAL DVD DRIVE
3	DSST7300U3M	STARTECH 7 PORT USB 3.0 HUB
3	T8807A	WINDOWS SUPP FULL CONFIG, A2020.1/A2021.1
1	DS11011188	PDU, 120/240 SPLIT PH OR N+1 REDUNDANT, 60A MAX PER PHASE, SIX DEDICAT
1	DS1101990	SPD, SHIELDED RJ-45 JACK, SINGLE LINE GBE (1000MBPS) R56 COMPLIANT



STATEMENT OF WORK

4.1 INTRODUCTION

Motorola will install and configure the proposed equipment summarized in the attached System Description and Equipment List. The following table describes the project tasks and responsibilities involved throughout the lifecycle of the project.

Prior to starting any equipment installations, Motorola and COP shall conduct a site readiness review examine existing work, or work performed by others, that is required to support the proposed design.

Implementation services included as part of this proposal are based on a single mobilization and will occur between normal business hours, Monday through Friday. Should COP require services to occur during non-business hours, additional costs may apply and will be handled via the change order process.

Tasks	Motorola	Chandler
PROJECT INITIATION		
Contract Finalization and Team Creation		
Execute contract and distribute contract documents.	X	X
Assign an in-house Project Manager as a single point of contact.	X	X
Assign resources.	X	X
Schedule project kickoff meeting.	X	X
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	
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
Deliverable: Completed and approved project milestones throughout the project.		
Project Kickoff / Design Review		
Introduce team, review roles, and decision authority.	X	X
Present project scope and objectives.	X	



Tasks	Motorola	Chandler
Review SOW responsibilities and project schedule.	X	X
Review the Customer's operational requirements.	X	X
Present the system design and operational requirements for the solution.	X	
Assume responsibility for issues outside of Motorola Solutions' control.		X
Review and update design documents, including System Description, Statement of Work, Project Schedule, and Acceptance Test Plan, based on Design Review agreements.	X	
Execute Change Order in accordance with all material changes to the Contract resulting from the Design Review.	X	
Deliverable: Finalized design documentation based upon "frozen" design, along with any relevant Change Order documentation.		
SITE PREPARATION		
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
Perform electrical work as required to support the proposed design.		X
Deliverable: Sites meet physical requirements for equipment installation.		
Manufacturing		
Equipment Order and Manufacturing		
Create equipment order and reconcile to contract.	X	
Manufacture Motorola Solutions-provided equipment necessary for system based on equipment order.	X	
Procure non-Motorola Solutions equipment necessary for the system.	X	
Deliverable: Equipment procured and ready for shipment.		
Equipment Shipment and Storage		
Provide 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	X
Deliverable: Solution equipment received and ready for installation		
SYSTEM INSTALLATION		

Tasks	Motorola	Chandler
Console Installation and Configuration		
Provide system interconnections that are not specifically outlined in the system design, including dedicated phone circuits, microwave links, or other types of connectivity.		X
Relocate existing MCC7500 VPM based console position and accessories from EOC to main dispatch at designated position including installation of required network cabling and utilization of existing grounding in dispatch area.	X	
Configure installed MCC7500 VPM for operation at main dispatch	X	
Install three new MCC7500e console positions in EOC. - One console to be installed in vacated position utilizing existing network cabling and grounding. - Two console to include installation of required network cabling and utilizing existing ground point in dispatch area.	X	
Configure MCC7500e consoles in accordance with approved design documents for EOC operation.	X	
Perform 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	
Deliverable: Console equipment installation completed.		
SYSTEM OPTIMIZATION AND TESTING		
Solution Optimization		
Verify that all equipment is operating properly and that all electrical and signal levels are set accurately.	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	
Deliverable: Completion of System Optimization.		
Functional Acceptance Testing		
Verify the operational functionality and features of the solution supplied by Motorola Solutions, as detailed in Acceptance Test Plan.	X	
Witness the functional testing.		X
Document the results of the acceptance tests and present to the Customer for review.	X	
If any major task as contractually described fails, repeat that particular task after Motorola Solutions determines that corrective action has been taken.	X	
Review and approve final acceptance test results.		X
Resolve any minor task failures before Final System Acceptance.	X	

Tasks	Motorola	Chandler
Deliverable: Completion of functional testing and approval by Customer.		
PROJECT TRANSITION		
Training (Not Included)		
Transition to Warranty		
Review the items necessary for transitioning the project to warranty support and service.	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 may include the following: ▪ Site Block Diagrams. ▪ Equipment Configurations. ▪ ATP Test Checklists. ▪ Functional Acceptance Test Plan Test Sheets and Results. ▪ Equipment Inventory List. ▪ Console Programming Template (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.		

Either Party may request changes to the general scope of this Agreement. If a requested change causes an increase or decrease in the cost or a change in system configuration the Parties will agree to an equitable adjustment of the Contract Price and will reflect the adjustment in a Change Order. Neither Party is obligated to perform requested changes unless both Parties execute a written Change Order.



PROJECT SCHEDULE

The estimated time for completion of the project is one to three months from Project Kickoff through Final Project Acceptance. A mutually agreed upon detailed project schedule will be developed by the Motorola Solutions' Project Manager upon contract award during the Contract Design Review (CDR) phase of the project.



ACCEPTANCE TESTING

System Acceptance of the proposed solution will occur upon successful completion of a Functional Acceptance Test Plan (FATP), which will test the features and functionality of the installed equipment in order to verify that the solution operates according to its design. A detailed FATP will be developed and finalized during the Design Review.



WARRANTY AND MAINTENANCE

Motorola will provide warranty services per our standard warranty terms and conditions as outlined within the terms and conditions of Arizona State Contract # CTR046830. In addition to the warranty services, Motorola Solutions will provide during the Warranty Period above-warranty services that are described generally below. A full description and statement of work describing the services that will be provided are available upon request.

7.1 TECHNICAL SUPPORT SERVICE

Motorola Technical Support service provides an additional layer of support through centralized, telephone consultation for issues that require a high level of communications network expertise and troubleshooting capabilities. Technical Support is delivered by the System Support Center (SSC). The SSC is staffed with trained, skilled technologists specializing in the diagnosis and swift resolution of network performance issues. These technologists have access to a solutions database as well as in house test labs and development engineers. Technical Support cases are continuously monitored against stringent inbound call management and case management standards to ensure rapid and consistent issue resolution. Technical Support service translates into measurable, customer-specific metrics for assured network performance and system availability.

7.2 DISPATCH SERVICE

Motorola's Dispatch Service ensures that trained and qualified technicians are dispatched to diagnose and restore your communications network. Following proven response and restoration processes, the local authorized service center in your area is contacted and a qualified technician is sent to your site. An automated escalation and case management process is followed to ensure that technician site arrival and system restoration comply with contracted response and restore times. Once the issue has been resolved, the System Support Center verifies resolution and with your approval, closes the case. Activity records are also available to provide a comprehensive history of site performance, issues, and resolution.

7.3 ON-SITE INFRASTRUCTURE RESPONSE

Motorola On-Site Infrastructure Response provides local, trained and qualified technicians who arrive at your location to diagnose and restore your communications network. Following proven response and restore processes, Motorola Dispatch contacts the local authorized service center in your area and dispatches a qualified technician to your site. An automated escalation and case management process ensures that technician site arrival and system restoration comply with contracted response times. The field technician restores the system by performing first level troubleshooting on site. If the technician is unable to resolve the

issue, the case is escalated to the System Support Center or product engineering teams as needed.

7.4 INFRASTRUCTURE REPAIR

Infrastructure Repair service provides for the repair of all Motorola-manufactured equipment, as well as equipment from third-party infrastructure vendors. All repair management is handled through a central location eliminating your need to send equipment to multiple locations.

Comprehensive test labs replicate your network in order to reproduce and analyze the issue. State-of-the-art, industry-standard repair tools enable our technicians to troubleshoot, analyze, test, and repair your equipment. Our ISO9001 and TL9000-certified processes and methodologies ensure that your equipment is quickly returned maintaining the highest quality standards.

7.5 NETWORK PREVENTATIVE MAINTENANCE

Network Preventative Maintenance provides an operational test and alignment on your infrastructure or fixed network equipment to ensure that it meets original manufacturer's specifications. Trained technicians:

- Physically inspect equipment.
- Remove dust and foreign substances.
- Clean filters.
- Measure, record, align and adjust equipment to meet original manufacturer's specifications.

This service is performed based on a schedule agreed upon between you and Motorola. Network Preventative Maintenance proactively detects issues that may result in system malfunctions and operational interruptions.

7.6 SECURITY UPDATE SERVICE

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

7.7 POST WARRANTY SERVICES

Upon expiration of the Warranty Period, the site equipment may be added to the existing support agreement and pricing will be updated per the terms of the support agreement.



PRICING SUMMARY

Please see the pricing summary included below.

Description	Price
Equipment	\$164,772.00
AZ State Discount	(\$31,491.75)
Services	\$63,624.44
Subtotal Before Tax	\$196,904.69
Estimated Tax (on equipment only at 8.6%)	\$10,395.86
PROJECT TOTAL	\$207,300.55

8.1 PAYMENT TERMS

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

System Purchase (excluding Subscribers, if applicable)

50% of the Contract Price due upon contract execution (due upon effective date);

50% of the Contract Price due upon completion;

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.

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.



SECTION 9

CONTRACTUAL DOCUMENTATION

This proposal is subject to the terms and conditions of the State of Arizona Contract #CTR046830.

