



County of Ventura

# Radio Subscribers and SmartConnect Enablement

August 29, 2023

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

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved.

Motorola Solutions, Inc.  
10680 Trenea Street, Suite 200  
San Diego, CA 92131

August 29, 2023

Director Patrick Maynard  
County of Ventura  
800 S. Victoria  
Ventura, CA 93009

Subject: APX Radio Subscribers and SmartConnect Enablement

Dear Mr. Patrick Maynard:

Motorola Solutions, Inc. ("Motorola") appreciates the opportunity to propose to the County of Ventura our APX NEXT subscribers with the ability for LTE access to the county's ASTRO 25 trunked system and other quality communication equipment. The proposed SmartConnect equipment will provide supplemental coverage in areas where the trunked system RF coverage is not propagating. Motorola's project team has taken great care to propose a solution to address your needs and provide exceptional value.

This proposal is subject to the terms and conditions of the existing Communications System and Services Agreement between the County of Ventura and Motorola Solutions, Inc., executed on June 20, 2023 ("the June 20, 2023, CSSA"). This proposal shall remain valid until September 23, 2023. Motorola would be pleased to address any concerns County of Ventura may have regarding the proposal.

Any questions regarding this proposal can be directed to Mark Streker, Senior Account Manager at 805-249-8391, ([mark.streker@motorolasolutions.com](mailto:mark.streker@motorolasolutions.com)).

Our goal is to provide the County of Ventura with the best products and services available in the communications industry. We thank you for the opportunity to present our proposed solution, and we hope to strengthen our relationship by implementing this project.

Sincerely,

Motorola Solutions, Inc.



Scott Lees  
Vice President, West Region

# Table of Contents

## Section 1

<b>Radio Subscribers and SmartConnect Enablement</b>	<b>1-1</b>
<b>1.1 Radio Subscribers and SmartConnect Enablement Overview</b>	<b>1-1</b>
<b>1.2 New Subscriber Radios</b>	<b>1-1</b>
1.2.1 APX NEXT Portables	1-1
1.2.2 APX N30 Portables	1-3
1.2.3 APX 900 Portables	1-4
1.2.4 APX 8500 Mobiles	1-4
1.2.5 APX 4500 Mobiles	1-5
<b>1.3 SmartConnect Enablement</b>	<b>1-6</b>
1.3.1 Evolving with Application Services	1-8
1.3.2 Managing and Provisioning Devices	1-8
1.3.3 Evolving with Updates and Upgrades	1-9
1.3.4 Securing Communications	1-10
<b>1.4 Promotional Application Services over LTE</b>	<b>1-10</b>
1.4.1 SmartConnect	1-10
1.4.2 SmartLocate	1-10
1.4.3 SmartMapping	1-11
1.4.4 SmartProgramming	1-12
<b>1.5 Initial APX NEXT Programming for the Used APX NEXT Radios</b>	<b>1-12</b>
<b>1.6 New SLR Repeaters</b>	<b>1-13</b>

## Section 2

<b>Statement of Work</b>	<b>2-1</b>
<b>2.1 SmartConnect Enablement Overview</b>	<b>2-1</b>
2.1.1 Project Roles	2-2
2.1.2 Project Documentation	2-3
2.1.3 Initiation	2-3
2.1.4 Data Collection and Planning Session	2-4
2.1.5 SmartConnect Subscriber Discovery Session	2-4
2.1.6 Account & Tool Setup	2-5
2.1.7 Domain and Device Setup	2-6
2.1.8 SmartConnect Gateway Configuration	2-6
2.1.9 ASTRO Infrastructure Preparation	2-7
2.1.10 ASTRO System Configuration	2-7
<b>2.2 APX and SLR Equipment Overview</b>	<b>2-8</b>
2.2.1 Programming, Installation and Operational Configuration	2-8
<b>2.3 Functional Acceptance Test Plan</b>	<b>2-8</b>
<b>2.4 SmartConnect Training</b>	<b>2-9</b>
<b>2.5 Project Finalization and Handover to Support</b>	<b>2-10</b>

2.6	Motorola Solutions General Responsibilities .....	2-10
2.7	County of Ventura General Responsibilities .....	2-11
2.8	Assumptions.....	2-11
<b>Section 3</b>		
Acceptance Test Plan.....		3-1
<b>Section 4</b>		
Project Schedule .....		4-1
<b>Section 5</b>		
Warranty .....		5-1
<b>Section 6</b>		
SmartConnect Application Service Statement of Work .....		6-1
6.1	Overview .....	6-1
6.2	Motorola Solutions Responsibilities .....	6-1
6.3	Customer Responsibilities.....	6-2
6.4	Limitations and Exclusions .....	6-2
6.5	Technical Support and Priority Levels.....	6-2
<b>Section 7</b>		
SmartProgramming Application Service Statement of Work .....		7-1
7.1	Overview .....	7-1
7.2	Motorola Solutions Responsibilities .....	7-1
7.3	Customer Responsibilities.....	7-2
7.4	Limitations and Exclusions .....	7-2
7.5	Technical Support .....	7-2
<b>Section 8</b>		
SmartLocate Application Service Statement of Work .....		8-1
8.1	Overview .....	8-1
8.2	Motorola Solutions Responsibilities .....	8-1
8.3	Customer Responsibilities.....	8-1
8.4	Limitations and Exclusions .....	8-2
8.5	Technical Support .....	8-2
8.6	References .....	8-2
<b>Section 9</b>		
SmartMapping Application Service Statement of Work .....		9-1
9.1	Overview .....	9-1
9.2	Motorola Solutions Responsibilities .....	9-1
9.3	Customer Responsibilities.....	9-1
9.4	Limitations and Exclusions .....	9-2
9.5	Technical Support .....	9-2

## Section 10

<b>APX NEXT Essential Services Statement of Work.....</b>	<b>10-1</b>
<b>10.1 Overview .....</b>	<b>10-1</b>
<b>10.2 Hardware Repair .....</b>	<b>10-1</b>
10.2.1 Motorola Solutions Responsibilities .....	10-1
10.2.2 Customer Responsibilities .....	10-2
10.2.3 Limitations and Exclusions .....	10-2
<b>10.3 Device Technical Support.....</b>	<b>10-3</b>
10.3.1 Motorola Solutions Responsibilities .....	10-3
10.3.2 Customer Responsibilities .....	10-3
10.3.3 Limitations and Exclusions .....	10-4
<b>10.4 Software Maintenance .....</b>	<b>10-4</b>
10.4.1 Motorola Solutions Responsibilities .....	10-4
10.4.2 Customer Responsibilities .....	10-4
<b>10.5 RadioCentral Access .....</b>	<b>10-4</b>
10.5.1 Motorola Solutions Responsibilities .....	10-4
10.5.2 Customer Responsibilities .....	10-5
10.5.3 Limitations and Exclusions .....	10-5
<b>10.6 RadioCentral Technical Support .....</b>	<b>10-5</b>
10.6.1 Motorola Solutions Responsibilities .....	10-5
10.6.2 Customer Responsibilities .....	10-6
10.6.3 Limitations and Exclusions .....	10-6
<b>10.7 MyView Portal Access .....</b>	<b>10-6</b>
10.7.1 Motorola Solutions Responsibilities .....	10-6
10.7.2 Customer Responsibilities .....	10-6

## Section 11

<b>Equipment List.....</b>	<b>11-1</b>
----------------------------	-------------

## Section 12

<b>Pricing .....</b>	<b>12-1</b>
12.1 Pricing Summary .....	12-1
12.2 Payment Terms .....	12-2

## Section 13

<b>Contractual Documentation.....</b>	<b>13-1</b>
---------------------------------------	-------------

## Section 1

# Radio Subscribers and SmartConnect Enablement

## 1.1 Radio Subscribers and SmartConnect Enablement Overview

At a high level, the SmartConnect Enablement proposal consists of two main components. The first is the necessary licensing for the Ventura County ASTRO 25 trunked system Core and the second is providing SmartConnect compatible and equipped subscriber radios; specifically the APX NEXT, APX N30, APX 8000, and APX 8500s. The section below describes the proposed radios and the Equipment List section outlines in detail the proposed licensing and subscriber line items.

## 1.2 New Subscriber Radios

Motorola Solutions is proposing the following subscriber portable and mobile radios:

- Qty 993 APX NEXT Model 4.5 All-Band Portable Radios.
- Qty 374 APX N30 Model 2 7/800 MHz Portable Radios.
- Qty 24 APX 900 Model 2 VHF Portable Radios.
- Qty 501 APX 8500 All-Band Remote Mount Mobile Radios.
- Qty 125 APX 4500 Enhanced 7/800 MHz Remote Mount Mobile Radios.

In addition, accessories have been included along with the portable and mobile radios. These accessories are listed in the Equipment List section of this proposal.

### 1.2.1 APX NEXT Portables

APX NEXT is Motorola Solutions' next-generation P25 platforms purpose-built for first responders to access and act on information while maintaining their focus in critical situations. With natural and accessible touch interface, best-in-class audio optimized for high-noise environments, and extended coverage through broadband connectivity, APX NEXT radios deliver actionable intelligence to the point of engagement for personnel to stay connected and in control wherever the mission takes them.

County of Ventura APX NEXT Portables are proposed with the following features:

- All-Band, Model 4.5.
- P25 Trunking.
- TDMA Operation.
- Wi-Fi Capability.

- AES/ADP Encryption.
- APX NEXT Provisioning.
- Enhanced Data.
- Submersible (Delta T).
- One Year LTE for Verizon.
- One Year RadioCentral with CPS.
- Seven Years of Essential Service Repair.
- One Year Smart Applications: SmartMapping, SmartConnect, SmartLocate, SmartProgramming, Promotional CC Aware Starter.

Equipped with broadband, LTE, Wi-Fi, Bluetooth 5.0, and GPS capabilities, APX NEXT brings future-ready applications, services, and best-in-class connectivity to the field and control room. The APX NEXT platform's cloud-based provisioning system will allow your agency to quickly procure, provision, and update the APX NEXT fleet, reducing the downtime needed to get devices into the field and saving your support staff valuable time.

Key benefits and advanced capabilities of the APX NEXT device include the following:

- SmartTouch Experience – Easier operation with a redefined touch UI, centered around a new 3.6-inch impact resistant touch display and shallow menu hierarchy that offer more information at a glance and quicker engagement with critical applications. This cleaner and more intuitive visual layout increases the usability of the APX NEXT radio and helps your users find the information they need without pause or distraction.
- Ruggedized, Ergonomic Design – Increased personnel safety and efficiency with an improved T-Grip ergonomic design, full-color top display, and tactile knobs for efficient use in emergency situations. Patented touch technology enables for reliable gloved use, while also making the screen immune to false actuations from water, snow, ice, or debris. The APX Next device meets the same MIL standards for ruggedization achieved by our APX platform radios.
- Interoperability – Supports all public safety frequency bands (7/800 MHz, VHF, UHF) for full interoperability across radio systems with minimal intervention by the radio user.
- Easy Fleet Management – Easier and quicker radio provisioning, remote updates, and streamlined management for support staff, delivering greater awareness of your APX NEXT fleet. Using Motorola Solutions' cloud-based RadioCentral (RC) programming, APX NEXT supports faster provisioning and deployment to get devices in the hands of responders and out into the field.



**Figure 1-1: APX Next**

Across all aspects of the radio experience — deployment, operation, maintenance, and evolution — APX NEXT brings critical advancements to usability and performance. This platform brings streamlined



interfaces, accelerated workflows, and mission-critical reliability to your agency's operation, while the focus that responders, dispatchers, and technicians need to stay safe and effective is protected.

## 1.2.2 APX N30 Portables

The APX N30 offers affordable, next generation communications for County of Ventura without compromising P25 interoperability or voice and data quality. It has a durable design with “pick-up-and-go” functionality, optimizing ease-of-use and focused communications in almost all environments.

### Durable and Easy to Use

The APX N30 enhances operations with a front display with an upgraded user interface for better readability and loud and clear audio for reliable, everyday use. Additionally, the N30 offers extended battery life, a shorter antenna, and Bluetooth compatibility with audio accessories, promoting efficient communications between first responders.

### ViQi Voice Command

To prevent first responders from losing focus while events unfold, ViQi Voice Control allows users to operate their device with customized voice commands. First responders can switch between preset channels and zones, adjust volume, and change audio profiles by pressing the preprogrammed ViQi button and speaking into the microphone.

### Essential and Secure P25 Communications

The APX N30 is certified compliant with P25 standards and supports digital and analog trunking, FDMA and TDMA, and Integrated Voice and Data. All P25 communications over the N30 are safe and secure—it offers software encryption, single- and multi key encryption, and P25 Authentication, protecting communications during daily operations.

### Reliable Connectivity

Using the APX N30 lets first responders stay connected across disparate networks. It is equipped with Wi-Fi®, Bluetooth®, GPS, and Geofence features, bringing future-ready applications, services, and best-in-class connectivity to everyday use. APX N30 radios support 7/800 MHz frequency bands across radio systems, with minimal intervention by the radio user.

### SmartConnect over Wi-Fi

SmartConnect is a subscription service that allows first responders to access critical intelligence no matter where the mission takes them. When P25 networks are unavailable, the APX N30 will maintain functionality and voice quality by automatically switching to an available broadband network, enabling connectivity outside of County of Ventura's radio system coverage. Voice information and signals between radios and control are encrypted, ensuring that all transmissions are secure.



Figure 1-2: APX N30



The APX N30 can use SmartConnect when directly connected to Wi-Fi hotspots or through an in-vehicle LTE modem. Additionally, the radio will indicate to users when SmartConnect is active by displaying a blue bar on-screen. One year of SmartConnect is proposed.

### 1.2.3 APX 900 Portables

The APX 900 Portable Radio is the smallest and lightest portable radio in the industry. It helps users improve their efficiency and safety while on the job by ensuring reliable communications between teams, even if they are across different networks.

#### Increased Situational Awareness

The APX 900 helps teams stay efficient and safe by enabling them to focus on their tasks. Its ergonomic design and large knobs allow users to operate the radio intuitively, often without even looking at it.

#### Smart Interoperability

Using the APX 900 lets users easily communicate across disparate networks. It leverages P25 technology with Bluetooth Low Energy (LE) 4.0 capabilities for consistently reliable communications. LE technology allows the APX 900 to stay paired with Bluetooth-enabled devices for long periods of time without compromising battery life. These technologies enable dependable, interoperable, and high-quality voice communications.



Figure 1-3: APX 900

County of Ventura APX 900 Portables are proposed with the following features:

- P25 Trunking.
- 700/800 MHz.
- TDMA Operation.
- ADP Only Encryption.
- 1 Year Essential Service Repair.

### 1.2.4 APX 8500 Mobiles

The APX 8500 is Motorola Solutions' first all-band P25 mobile radio, created specifically for mission-critical first responders, who need to communicate across all frequency bands using the same device. It is a 4-in-1 radio that offers four RF bands and multi-mode system access. The APX 8500 enables radio users to communicate across 700 MHz, 800MHz, VHF and UHF Bands 1 and 2. Designed with mission-critical technology, the APX 8500 amplifies a radio user with the ability to keep the community safer than ever before.



Figure 1-4: APX 8500

With four RF bands and multi-mode system access, the APX 8500 knows no limits when it comes to interoperability. Some of its standard features and benefits are identified below:

- **All-Band Interoperability** – The APX 8500 offers four-band multi-mode interoperability with systems in 700 MHz, 800 MHz, VHF, and UHF frequency bands.
- **Multiple Control Head Options** – The APX 8500 mobile radio can be controlled by multiple control heads, with four different wired locations. The proposed control head is the E5 Control Head in a remote mount configuration.
- **Secure Communications** – Enables secure and reliable communications for public safety personnel via AES and ADP Encryption.
- **Easy to Install** – The APX 8500's Mid-Power Model has been designed to fit into any existing Motorola XTL footprint, so no further installation is necessary. The High-Power Model has been designed with a trunion design that secures the mobile while enabling it to be removed without also removing connecting cables.
- **Meet Radio Users' Needs** – The APX 8500 is proposed with Enhanced Data and Wi-Fi.

County of Ventura APX 8500 Mobiles are proposed with the following features:

- Remote Mount.
- P25 Trunking.
- All-Band.
- TDMA Operation.
- Wi-Fi Capability.
- E5 Control Head.
- AES/ADP Encryption.
- Out-of-the-Box Provisioning.
- Enhanced Data.
- SmartConnect.
- Standard Palm Microphone.
- 7.5 Watt Speaker.
- All-Band Antenna.
- Wi-Fi Stubby Antenna.
- One Year Standard Warranty.

## 1.2.5 APX 4500 Mobiles

Motorola Solutions' APX 4500 Enhanced mobile radio offers interoperable communications and advanced public safety capabilities with a compact, ruggedized form factor to support users wherever the mission takes them. The APX 4500 Enhanced mobile is built to evolve alongside County of Ventura's personnel as new features and functionalities become available and operational needs change. This includes Wi-Fi support to allow faster software updates.



Figure 1-5: APX 4500

By providing a wide range of configuration options, the APX 4500 Enhanced mobile radio offers the functionality and security required by public works, public safety, and utilities personnel, no matter the budget.

The APX 4500 Enhanced mobile radio offers the following key benefits:

- **Easy Installation** – Streamlines installation that fits into the existing APX 4500 footprint, and reduces cost through the reuse of mounting holes and cables.
- **Ergonomic Controls** – Simplifies operation with enlarged, multifunctional knobs and intelligent lighting of the color screen. The compatible O2 Control Head with integrated speaker (available in grey/green) is easy to read and operate in emergency situations.
- **Ruggedized Form Factor** – Features an IP56 durability rating (the highest certification for mobiles) and meets applicable MIL-STD 810C, D, E, F, G standards, allowing the APX 4500 Enhanced to provide reliable performance even in severe conditions.
- **Secure Communications** – Enables secure and reliable communications for public safety personnel via AES Encryption.
- **P25 and Legacy Interoperability** – Unifies coordination and communication across different systems with P25 and legacy interoperability and compatible with P25 Phase 1 and Phase 2 infrastructure.

The APX 4500 Enhanced mobile radio is compatible with advanced features and data applications to meet a variety of operational needs. These features include integrated Wi-Fi capabilities, Hardware AES Encryption, remote mount configuration, and compatibility with the Motorola Solutions' green O2 Control Head.

County of Ventura APX 4500 Mobiles are proposed with the following features:

- Remote Mount.
- P25 Trunking.
- 700/800 MHz.
- TDMA Operation.
- Wi-Fi Capability.
- O2 Control Head.
- AES/ADP Encryption.
- Out-of-the-Box Provisioning.
- Standard Palm Microphone.
- 7.5 Watt Speaker.
- 1/4 Wave Antenna (762-870 MHz).
- Wi-Fi Stubby Antenna.
- One Year Standard Warranty.

## 1.3 SmartConnect Enablement

First responders need to know that they are covered and supported with critical intelligence no matter where the mission takes them. Leveraging APX NEXT and supported devices, SmartConnect keeps

users connected and maintains critical LMR features through a broadband connection. By seamlessly switching between P25 LMR and LTE cellular networks, SmartConnect extends reliable PTT communications as radio users roam onto supported broadband networks. Authentication, status, talkgroups, and encryption are all preserved automatically, without interruptions or resets to ensure that end users continue to have access to the critical features they need in emergency situations.



**Figure 1-6: APX NEXT Network Elements of SmartConnect**

SmartConnect allows users to retain most P25 radio features when out of range of LMR, including the following:

Agency Groups	PTT ID
Dynamic Regrouping	Priority Monitor Scan
Call Alert	Radio Authentication
Emergency Call & Alarm	Radio Check
FDMA/TDMA to/from LMR System	Radio Inhibit/Uninhibit
Group Call Clear/Encrypted	Radio Interrupt/Console Takeover
Group Regrouping	Status Update
Multigroup	

The SmartConnect Application Service is proposed as a subscription-based model to optimize budget and scale to meet evolving needs.

**Note that in addition to the new APX NEXT portable radios highlighted in the previous section, an additional ten (10) used APX NEXT subscriber radios are included in the proposal along with the accompanying used single unit chargers and come from Motorola Solutions' pool of demonstration radios.**

## 1.3.1 Evolving with Application Services

A host of application services will enhance the APX NEXT device's capabilities in the following ways:

- Better coverage through automatic switching between LMR and broadband connectivity via SmartConnect.
- Accurate location data over a broadband network for more informed decision making via SmartLocate.
- Immediate software and security updates in the field using high-speed bandwidth and extended coverage of LTE networks via SmartProgramming.
- Precise and accessible location information for field users on a modernized map interface via SmartMapping.
- Seamless and discrete multimedia communications over a broadband connection via SmartMessaging.

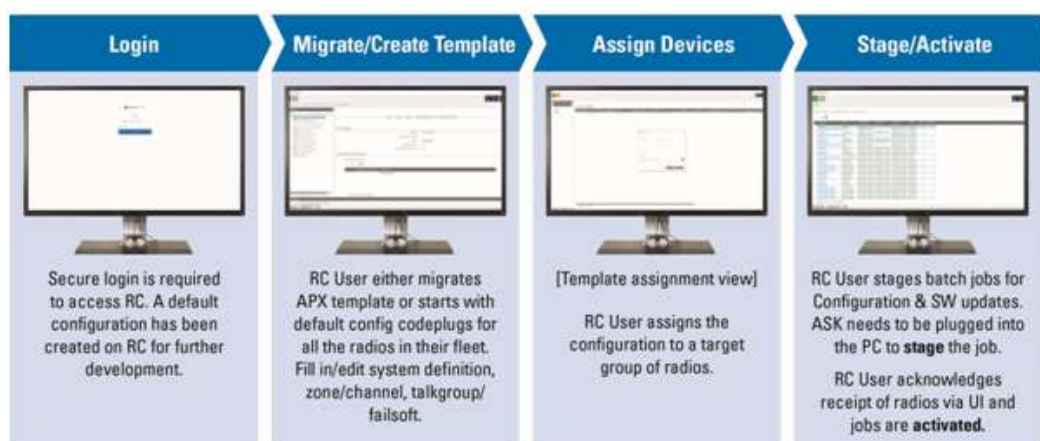
## 1.3.2 Managing and Provisioning Devices

APX NEXT delivers greater awareness and faster management of radio fleets with optimized provisioning, networking, and monitoring tools that transform accurate data into smarter action. These features enable dispatchers and network managers to make more informed operational decisions, keep radios in the field, and, above all, protect first responders' focus and safety.

Device Management Services (DMS) packages provide programming, management, and maintenance services to maximize the effectiveness of this APX NEXT solution, while reducing maintenance risk, workload, and total cost of ownership. The DMS packages are separated into tiers designed for a range of customer needs, whether the solution is self-maintained or managed by Motorola Solutions.

Using Motorola Solutions' cloud-based RadioCentral (RC) programming, APX NEXT supports faster provisioning and deployment to get devices in the hands of responders and out into the field. Parameters such as talk groups, interface options, and security keys can be programmed remotely within minutes. Access to RadioCentral is provided through the Device Management Service package. One year of the Essential DMS package is proposed.

The figure below illustrates the expedited RC provisioning process of APX NEXT.



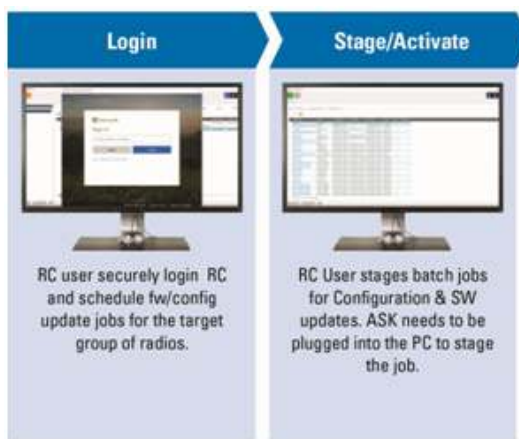
**Figure 1-7: APX NEXT Provisioning Process via RadioCentral**



### 1.3.3 Evolving with Updates and Upgrades

APX NEXT is a future-ready platform that will evolve alongside users through updates and upgrades, delivering expanded mission-critical capabilities while keeping personnel in the field where they are needed. To this end, APX NEXT eliminates the extended downtime and shop visits often associated with device upgrades; now, software patches can be automatically installed regardless of geographic location over a broadband connection, or, if proposed, immediately pushed to the field over LTE with Motorola Solutions' SmartProgramming service.

This streamlined process eliminates bottlenecks in the upgrade process and delivers important new features into users' hands. Firmware upgrades will also fit more seamlessly into workflows to avoid unnecessary disruptions. The figure below illustrates how feature updates are easily deployed to the entire radio fleet.



**Figure 1-8: Typical Firmware and Configuration Update Process via RadioCentral**

If a situation occurs where users do not have the time for an update, those updates can be delayed through a prompt until the next power cycle. This puts personnel directly in control of when updates work best for responders, especially in the chaotic environment of public safety. A snapshot of the APX NEXT device with "Install Update" prompt is shown below.



**Figure 1-9: APX NEXT In-Field Update on the Device**

### 1.3.4 Securing Communications

APX NEXT uses Motorola Solutions' hardened End-to-End security to protect communications and allow only authorized units in the system to listen to transmissions. End-to-End security provides seamless protection from the device and data in transit to the cloud and the LMR system.

This solution ensures each component in the system is designed and validated against ongoing threat assessments to ensure vulnerabilities are detected and remedied, while potential new vulnerabilities will be addressed with seamless security updates. This offers transparent, real-time protection and keeps critical information and infrastructure safe.

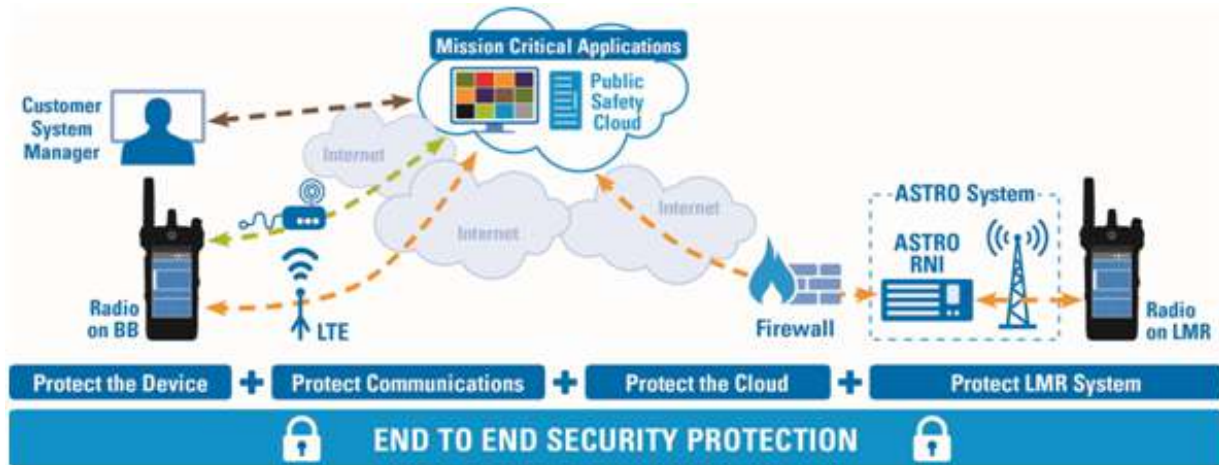


Figure 1-10: Motorola Solutions' End-to-End Security Solution

## 1.4 Promotional Application Services over LTE

### 1.4.1 SmartConnect

The SmartConnect Application Service is proposed as a subscription-based model to optimize budget and scale to meet evolving needs. A one year subscription is included as part of the proposal.

### 1.4.2 SmartLocate

The APX NEXT SmartLocate application sends accurate GPS location information of field personnel over a broadband network, enabling dispatchers to track units more frequently and improve resource deployment. The use of broadband increases the frequency of location reporting beyond an LMR system to allow for a higher number of users without LMR infrastructure capacity limitations.

SmartLocate also enhances location information accuracy using nearby cell-towers and Wi-Fi access points. This leads to more accurate APX NEXT radio unit tracking and improved location performance when a user moves indoors or enters marginal conditions (deep street canyons, forested areas).

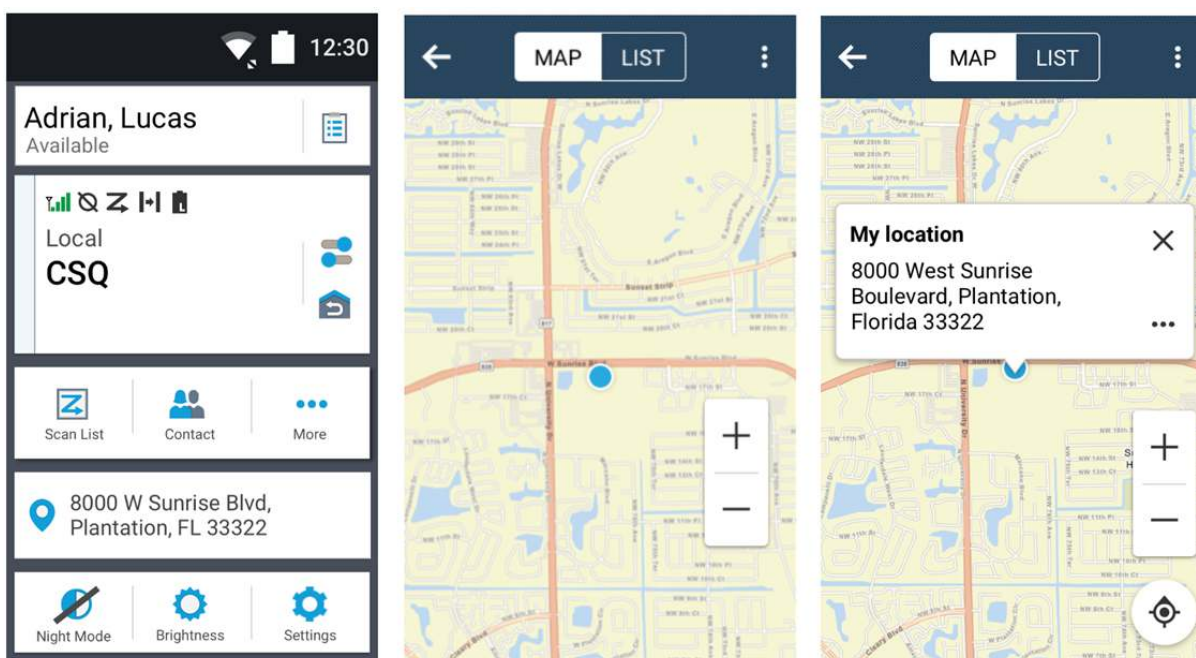
SmartLocate is seamlessly integrated with CommandCentral Aware and features location triggers such as time, distance, push-to-talk (PTT), emergency, and accelerated cadence during emergency.



The SmartLocate Application Service is proposed as a subscription-based model that optimizes budget and scales to meet evolving needs. SmartLocate provides enhanced capabilities to existing CommandCentral Aware application investments. Access to CommandCentral Aware is not included with the SmartLocate subscription. A promotional CommandCentral Aware starter kit is proposed along with a one year subscription of SmartLocate is included as part of the proposal.

### 1.4.3 SmartMapping

The SmartMapping application provides precise and accessible location information for field users on APX NEXT's modernized map interface, improving situational awareness and informing response. Users can see their own location and the location/status of other officers at a glance and immediately tap to communicate with these personnel. SmartMapping streamlines engagement by providing access to the application directly from the APX NEXT home screen to best support users wherever the mission takes them.



**Figure 1-11: SmartMapping Widget, Map View, and Location Pop-Up Display (Left to Right)**

SmartMapping also provides the following capabilities for APX NEXT users:

- Search for specific agency users to communicate with by using accessible, on-screen navigation and search tools.
- Select map layers to get a different view of an area, including Street View, Terrain, or Satellite Image.
- Adapt to changing agency needs as new integrations and capabilities are introduced into the SmartMapping application.

A one year subscription of SmartMapping is included as part of the proposal.

## 1.4.4 SmartProgramming

Leveraging Device Managed Services (DMS) and RadioCentral provisioning capabilities, the SmartProgramming application allows radios to be updated anywhere within an agency's local LTE network coverage area. APX NEXT devices no longer need to be tied to a computer via USB cable, limited to Wi-Fi network coverage, or gated by Land Mobile Radio (LMR) bandwidth. SmartProgramming allows the APX NEXT device to take advantage of LTE broadband data speeds to pull programming jobs from RadioCentral devices in minutes.

The SmartProgramming Application Service is proposed as a subscription-based model to optimize budget and scale to meet evolving needs. A one year subscription of SmartProgramming is included as part of the proposal.

## 1.5 Initial APX NEXT Programming for the Used APX NEXT Radios

Motorola Solutions' Initial Programming service assures that County of Ventura's first APX NEXT subscribers are programmed and operational on the Ventura County system. The APX NEXT subscriber is programmed using RadioCentral. The initial programming service is intended to guide County of Ventura through the transition from CPS or RM to the new programming tools.

APX NEXT Application Services, such as SmartLocate and SmartConnect, also require specific configurations within the APX NEXT. The initial programming service assures that the subscribers are configured to support these applications.

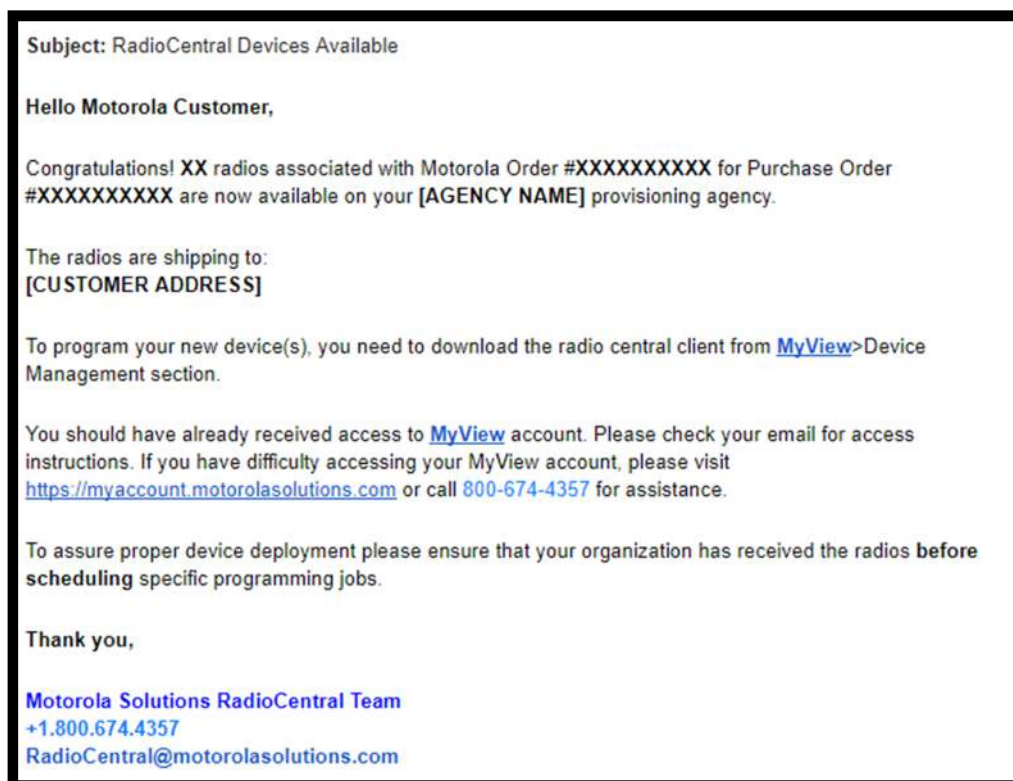
The service provides the following:

- Overview of APX NEXT programming process and tools.
- Information on available APX NEXT training classes.
- Guided supplement to MyView and RadioCentral training.
- Guided RadioCentral access management in MyView.
- Radio Central installation and operation.
- Guided Code Plug Conversion support.
- APX NEXT Application Services settings.
- Consultation on using RadioCentral to support existing programming processes.

At the completion of the Initial Programming service County of Ventura will be ready to support the addition of APX NEXT devices.

The APX Next subscriber is a smart converged device that utilizes RadioCentral for codeplug management and broadband (LTE or Wi-Fi) connections for device programming. This proposal focuses on the LTE broadband connection. The following steps provide a high level overview of the programming process. The Motorola Solutions technician will guide the users through this process:

1. When an APX NEXT radio is ordered, an email is sent to the specified Customer System Administrator from "noreply@radiocentral.com".



2. Follow the link in the email to set up the MyView Portal User Accounts. User Accounts are required for each technician that will use the RadioCentral client.
3. Download and install Radio Central Client, launch the application, and login using a MyView User Account.
4. Import the APX codeplug (\*.mc) into Radio Central using its Codeplug Migration function.
5. Program radio.

## 1.6 New SLR Repeaters

Per customer request, Motorola Solutions is including the following SLR 5000 series repeaters:

- Qty 4 SLR 5700 1-50 W Repeaters in 136-174 MHz Frequency Range.

Installation, integration, or any other professional services are not included for the SLR 5700 repeaters. Only equipment is included as part of this proposal.

## Section 2

# Statement of Work

## 2.1 SmartConnect Enablement Overview

The Statement of Work defines the principal activities and responsibilities of Motorola Solutions and the County of Ventura during the SmartConnect deployment. The deployment process is a collaborative effort between the County of Ventura system administrators and the Motorola Solutions deployment team. Motorola is proposing to the County of Ventura the installation and configuration of the following equipment at the specified locations.

Site Name	Major Equipment
Ventura County Core Site	SmartConnect Enablement License
N/A	Ten (10) Used APX NEXT Portable Radios with Single Unit Chargers

The SmartConnect deployment involves the following steps:

Step	Description
Project Initiation, Data Collection and Planning Session	Formal project kickoff and Design Review/planning sessions
Domain and Device Setup	Provision ASTRO subscribers on the cloud platform
SmartConnect Gateway Setup	Enable connection between ASTRO system and Cloud
ASTRO Preparation	Assure ASTRO system has the correct version and components
ASTRO System Configuration	Load and Configure software for SmartConnect
Functional Acceptance Test	Demonstrate SmartConnect operation
Training	SmartConnect operational and administrator training
Project Finalization	Delivery of as-built documentation and hand over to support

In addition to the SmartConnect deployment, Motorola Solutions is providing the initial programming services for the ten (10) SmartConnect APX NEXT subscriber radios. The Initial Programming service is provided by a Motorola Solutions technician and involves the following steps:

Step	Description
Subscriber Discovery Session	Process overview and data collection.
Account and Tool Setup	Assure technicians have the required accounts and tools
Application Configuration	Add APX Next application configurations to Codeplug

Step	Description
ASTRO 25 Provisioning	Provision SmartConnect on the APX NEXT devices for the ASTRO System.
Programming and Verification	Program SmartConnect on the APX NEXT over LTE and validate operation

These project steps are logical groupings of related activities required to complete the project. Each step includes tasks and deliverables both Motorola Solutions and the County of Ventura are responsible to complete. These are described in detail within the Statement of Work.

Motorola Solutions' project manager will use the Statement of Work to guide the deployment process and coordinate the activities of all Motorola Solutions resources and teams. The project manager will also work closely with the County of Ventura's project manager to clearly communicate the required deployment activities and schedule tasks involving the County of Ventura resources.

## 2.1.1 Project Roles

### Motorola Solutions Project Manager

The Motorola Solutions Project Manager is the single point of contact with the County of Ventura Project Manager and is responsible for scheduling and coordinating Motorola Solutions resources and task completion. The Motorola Solutions Project Manager assures the delivery of contracted components in accordance with the project schedule and is responsible for the transition to Motorola Solutions Customer Support post deployment.

### Motorola Solutions ASTRO Field Engineer/Technician

Installs and configures the ASTRO software components of the system. Configures ASTRO network components to provide connectivity to the cloud platform.

### Motorola Solutions Support

Motorola Solutions Support organization provides varying levels of service up to and including technical support services. Following project finalization, ongoing service will be provided by Motorola Solutions Support in accordance with the Customer support plan.

### County of Ventura Project Manager

The County of Ventura Project Manager is responsible for scheduling and coordinating the County of Ventura resources and task completion. The County of Ventura Project Manager works collaboratively with the Motorola Solutions PM to assure completion of the County of Ventura tasks in accordance with the project schedule.

### Customer System Administrator(s)

Responsible for SmartConnect User and radio subscriber provisioning via CommandCentral Admin and ongoing coordination with Motorola Solutions System Support.

### Customer Network Administrator

Responsible for network and firewall configuration. Works with ASTRO Field Engineer to provide and verify network connectivity between the ASTRO system and the cloud platform.

## 2.1.2 Project Documentation

The following documents are delivered during the deployment process. Some are standard product documentation and others are project specific and are produced during the project.

### Product Documentation

*CommandCentral System Administration Guide.* The Administration Guide includes information about the CommandCentral Admin tool, User provisioning, and other system administration tasks.

*Operational Demonstration Script.* The Operational Demonstration Script provides a customer-specific procedure for validating system configuration and operation. It references the customer specifics detailed in the Configuration Document.

### Project Documentation

*SmartConnect Configuration Document.* Describes the SmartConnect configuration including LMP parameters, config changes to the UNC, a backhaul capacity report, Internet connection information for the Internetworking firewall and CommandCentral Admin parameters. It is created during the project, used to configure and validate the application and network configurations, and finalized to serve as project as-built documentation. Provided to both County of Ventura and the Motorola Solutions Support Team.

## 2.1.3 Initiation

Project initiation occurs after procurement of SmartConnect deployment services and notice to proceed is received. During this phase, the Motorola Solutions and County of Ventura project managers are assigned, assemble their teams, and establish a working relationship. The managers jointly review the project plan, deliverables, and schedule. Each manager coordinates preparatory tasks that serve as a foundation for specific deployment activities.

### Motorola Solutions Responsibilities

- Schedule a kick-off call between the County of Ventura and Motorola Solutions project managers
- Establish a communications plan
- Review project work plan, schedule, and resources
- Provide standard product documentation
  - CommandCentral System Administration Guide
  - CommandCentral Network Connectivity Guide
  - SmartConnect User Guide

### Customer Responsibilities

- The County of Ventura project manager coordinates with the agency and identifies the subject matter experts, system administrators, and network administrators that will participate in the project and complete County of Ventura tasks.
- Review the Solution Description and prerequisites with the County of Ventura project team. Assure that all required components are in place or initiate procurement.
- Schedule agency personnel time to participate in the deployment process.



## Completion Criteria

- Complete when Motorola Solutions and the County of Ventura project teams are identified and deployment tasks are assigned and scheduled.

### 2.1.4 Data Collection and Planning Session

Motorola Solutions will conduct a working session with the County of Ventura System Administrators and agency user representatives to provide an overview of SmartConnect operation and collect provisioning data. This activity may be performed via teleconference.

#### Motorola Solutions Responsibilities

- Conduct a Design Review and planning session with the County of Ventura representatives who will be using SmartConnect.
- Review SmartConnect functionality and configuration options.
- Document agency's configuration, admin users, initial subscribers and users.
- Present and review a Functional Acceptance Test Plan (FATP).

#### Customer Responsibilities

- Schedule planning session with the County of Ventura representatives.
- Provide Administrator, User, Subscriber, and Group information for provisioning.
- Review and approve the FATP.

## Completion Criteria

- Design Review and planning sessions completed.

### 2.1.5 SmartConnect Subscriber Discovery Session

A Motorola Solutions technician will conduct a discovery session with the Customer System Administrator and the County of Ventura representative responsible for programming subscribers. The discovery session is an opportunity to document the organization and people who will have ongoing responsibility for subscriber programming and configuration.

#### Motorola Solutions Responsibilities

- Conduct a discovery session with representatives from County of Ventura and any supporting organizations.
- Document the names and email addresses of the Customer System Administrator(s).
- Document the names and email addresses of the technicians responsible for subscriber programming.
- Identify existing codeplugs and determine which should be used for APX NEXT.
- Document existing Codeplug management processes.
- Identify the owners of System Keys (hardware key and/or software key). RadioCentral requires loading the system keys for all systems in the codeplug prior to scheduling a Write job to program an APX Next subscriber).



- Determine who controls the Key Loader if encryption is used. The KVL must be physically connected to the APX NEXT radio to load the initial encryption keys. A KVL-4000 or KVL-5000 keyloader is required for APX NEXT. Older versions are not compatible with the APX Next. A KVL is not included in this proposal.

## Customer Responsibilities

- Identify required participants from the County of Ventura's organization.
- Participate in the discovery session meeting.

## Completion Criteria

- Discovery session completed.

## 2.1.6 Account & Tool Setup

APX NEXT subscribers are programmed using RadioCentral. Access to the RadioCentral tool requires a MyView (<https://myview.motorolasolutions.com>) account and the installation of Radio Central on a local Windows computer. The Account and Tools Setup process is an opportunity for a Motorola Solutions technician to provide hands on training and guide the System Administrator through the account creation and RadioCentral installation process.

## Motorola Solutions Responsibilities

- Conduct a configuration session to guide the Customer System Administrator through MyView navigation. For reference see: MN006056A01 RadioCentral User Guide on [MOL](#) or [LMX](#).
- Guide Customer Administrator through Adding Users to MyView and Assigning the User to RadioCentral agency for each of the subscriber programming technicians. For reference see: [Managing RadioCentral access through MyView](#).
- Note that MyView does not allow Customer administrators to add Motorola Solution accounts directly. To add a Motorola employee to a customer's MyView account and assign to a RadioCentral agency, email the request to [onboarding@motorolasolutions.com](mailto:onboarding@motorolasolutions.com) (for urgent requests contact John Kopinski or call 800-674-4357 #7).
- Guide County of Ventura representative through the RadioCentral download, installation, and login process.
- Customers with existing MyView or MOL accounts would use their current Login ID and Password to log into MyView and RadioCentral.
- To verify MyView Login ID or Reset Password, use <https://myaccount.motorolasolutions.com> or call 800-674-4357 #7.

## Customer Responsibilities

- Create MyView user accounts and assign to RadioCentral agency for all technicians.
- Download and setup RadioCentral.

## Completion Criteria

- Programming technicians have installed RadioCentral, can access the tool, and are able to access County of Ventura's radios within RadioCentral.

## 2.1.7 Domain and Device Setup

The APX NEXT Radio Subscribers must be provisioned within the CommandCentral Cloud Platform using the Command Central Admin tool. Motorola Solutions will provision the proposed APX NEXT subscribers. The County of Ventura will assume responsibility to provision all subsequently procured APX NEXT devices.

### Motorola Solutions Responsibilities

- If a SmartConnect agency has not been previously established for the ASTRO system, use the CommandCentral Admin tool to establish the Customer Domain within the CommandCentral cloud platform. This activity will be initiated during the order process.
- Use the CommandCentral Admin tool to provision SmartConnect based on the information collected during the Data Collection and Planning Session activity:
  - Setup Command Central administration and user passwords.
  - Provision radio subscriber devices (radio serial number and ASTRO Unit ID). All subscriber devices on an ASTRO system are provisioned by a single CC Admin agency account. This may be performed individually or by importing the device information from a .csv file.

### Customer Responsibilities

- Identify System Administrator(s).
- Assure all System Administrators complete the CommandCentral Admin training.
- Use the CommandCentral Admin tool to provision all APX NEXT subscribers procured after the completion of the SmartConnect enablement project.

### Completion Criteria

- Users and devices are provisioned.

## 2.1.8 SmartConnect Gateway Configuration

The SmartConnect Gateway enables the connection between Ventura County's ASTRO 25 system and the SmartConnect cloud services and broadband service. The SmartConnect Gateway must be configured to accept a connection from the ASTRO system's LMP proxy.

### Motorola Solutions Responsibilities

- Enable SmartConnect Gateway service.
- Generate the passphrase for the LMPs using CCAdmin.

### Customer Responsibilities

- None

### Completion Criteria

- SmartConnect Gateway connection enabled.

## 2.1.9 ASTRO Infrastructure Preparation

Operation of SmartConnect requires a minimum ASTRO infrastructure software version and specific hardware components. These elements are not included with SmartConnect and must be in place prior to SmartConnect deployment. SmartConnect requires the following ASTRO infrastructure version and equipment:

- ASTRO version: 7.17 or later.
- Internetworking Firewall hardware and software (shared component).
- Suitable Server (VMS01/VMS02 or VMS 07).

### Motorola Solutions Responsibilities

- Review the current ASTRO system and document the availability and configuration of the components required for SmartConnect deployment.
- Identify any software upgrades or additional equipment required to support SmartConnect.

### Customer Responsibilities

- Procure ASTRO infrastructure upgrades and equipment required for SmartConnect operation.

### Completion Criteria

- The Ventura County ASTRO infrastructure is operational with the required software version and equipment required for SmartConnect deployment.

## 2.1.10 ASTRO System Configuration

SmartConnect specific software components and network configurations must be added to the ASTRO System. Motorola Solutions will install and configure these items during the SmartConnect deployment.

### Motorola Solutions Responsibilities

- Install LMR Multicast Proxy (LMP) VMs on the zone core servers. Enter CommandCentral Admin generated passphrase during the installation.
- Cable and configure the transport (core LAN switch, DMZ switch, DMZ firewall, internetworking firewall) using TNCT.
- Verify connectivity with SmartConnect Cloud Gateway via Internetworking Firewall.
- Configure NM with pseudo-site for Backup PTT using a UNC configlet for each Zone Controller and ATR in the target zone.
- Assess the number of Talkgroups and Calls to determine the required backhaul capacity. Provide backhaul capacity requirements to Customer admin.

### Customer Responsibilities

- Coordinate and schedule ASTRO component software installation to minimize the impact on production operation.
- Provide dedicated internet connection for Internetworking Firewall. Assure that the network connection meets the following service level:
  - The internet connection between ASTRO system (LMP) and the SmartConnect Gateway in the cloud requires a base bandwidth of 25Kbps plus a bandwidth of 20k bits per second per

group call. *NOTE: If the SmartConnect Gateway is configured as “requested site” for a group in the ASTRO system, all calls on that group are routed to the SmartConnect Gateway independent whether radios have affiliated to the group or not in the broadband domain. The configuration as “requested site” ensures that the radio will be offered calls from scanned groups, but it also increases the load on the connection between the LMP and the SmartConnect Gateway.*

- 1/1 Mbps symmetric Internet connection is required for 36 simultaneous calls (for release prior to 2019.2).
- 5/5 Mbps symmetric Internet connection is required for 200 simultaneous calls.( for release 2019.2 and onwards)
- Availability > 99.99%. A lower performance will decrease the SmartConnect feature reliability proportionality.
- Packet loss less than 0.5%. A higher packet loss will lower the reliability and the audio quality.
- Average delay introduced by the Internet Service Provider less than 20 ms.
- Average jitter introduced on the Internet Service Provider is less than 10 ms.

### Completion Criteria

- Ventura County ASTRO infrastructure is operational with the required software versions and configured to support SmartConnect operation.

## 2.2 APX and SLR Equipment Overview

The project also consists of a large quantity of APX portables and mobiles as listed earlier and four (4) SLR 5700 station. This section of the Statement of Work (SOW) provides the most current understanding of the work required by both parties to ensure a successful project deployment of the APX subscribers and SLR 5700 stations.

### 2.2.1 Programming, Installation and Operational Configuration

The County of Ventura is responsible for the programming, installation and operational configuration of the proposed APX subscribers and SLR5700 stations. Any changes determined after the shipment of the equipment can be handled through a Change Order.

## 2.3 Functional Acceptance Test Plan

After the solution deployment, Motorola Solutions will provide an operational demonstration of SmartConnect to the County of Ventura project manager, system administrator, and end user representatives.

### Motorola Solutions Responsibilities

- Provide the Functional Acceptance Test Plan.
- Demonstrate SmartConnect operation.

## Customer Responsibilities

- Participate in SmartConnect demonstration and approve the FATP.

## Completion Criteria

- Complete after successful demonstration of SmartConnect operation and completion of the FATP.

# 2.4 SmartConnect Training

SmartConnect Administrator and User training classes are available online. Access to online SmartConnect training is provided by Motorola Solutions Software Enterprise Learning Experience Portal (LXP). This subscription service provides continual access to Motorola's library of online learning content and allows users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current. Online training enables Users to participate in training at their convenience.

The Customer's LXP Administrators use Panorama, a customer specific instance of the Learning Management System, to add/modify users, run reports, and add/modify groups, and define Learning Paths. Groups are a more granular segmentation of the LXP that are generally utilized to separate learners by function (i.e. dispatchers, call takers, patrol, firefighter). A Learning Path is a collection of courses that follow a logical order, and may or may not enforce linear progress.

## Motorola Solutions Responsibilities

- Setup Panorama and add customer specified LXP administrators.
- Provide administrators access to learning services.motorolasolutions.com.

## Customer Responsibilities

- Provide Motorola Solutions with names (first and last) and emails of Customer LXP administrators.
- Assure all System Administrators complete LXP Administrator training. The training covers:
  - Adding and maintaining Users
  - Adding and maintaining Groups
  - Assigning courses and Learning Paths
  - Running reports.
- Advise users of the availability of the LXP and SmartConnect training class.
- Add/modify users, run reports and add/modify groups.

## Completion Criteria

- Work is considered complete upon conclusion of Motorola Solutions provided LXP Administrator instruction.

## 2.5 Project Finalization and Handover to Support

Finalization is the process of confirming that all project activities have been completed and project documentation has been delivered. During this activity, Motorola Solutions will transition responsibility for SmartConnect Enablement from the Project Manager to the Motorola Solutions support team. County of Ventura's Project Manager will transition support to the System Administrator(s).

### Motorola Solutions Responsibilities

- Verify project deliverables have been received by the County of Ventura Project Manager.
- Confirm with County of Ventura that SmartConnect is available for beneficial use.
- Provide the SmartConnect Configuration Document.
- Conduct a teleconference introducing County of Ventura to Motorola Solutions Support organization. The purpose of the teleconference is to review the SmartConnect support process and obtain contact information with County of Ventura's assigned system administrator(s) and the Motorola Solutions Support Team
- Provide on-going support in accordance with the terms and conditions of the support agreement.

### Customer Responsibilities

- Provide confirmation of receipt of project deliverables with the Motorola Solutions Project Manager.
- Participate in the support hand over teleconference. Assure that System Administrator(s) understand the support process and have the correct contact information.

### Completion Criteria

- Project finalization is complete upon delivery of the final SmartConnect Configuration Document and the conclusion of the teleconference with Motorola Solutions Support organization.

## 2.6 Motorola Solutions General Responsibilities

Motorola's general responsibilities include the following:

- Perform the installation of the Motorola-supplied licensing and configuration described above for the SmartConnect.
- Schedule the SmartConnect implementation in agreement with County of Ventura.
- Coordinate the activities of all Motorola subcontractors under this contract.
- Administer safe work procedures for installation.
- Provide County of Ventura with the appropriate system interconnect specifications.

## 2.7 County of Ventura General Responsibilities

County of Ventura will assume responsibility for the subscriber and station installation and performance of all other equipment and work necessary for completion of this project that is not provided by Motorola. General responsibilities for County of Ventura include the following:

- Provide required system interconnections.
- County of Ventura will provide a dedicated delivery point.
- County of Ventura will be responsible to warehouse, inventory and storage of equipment.
- Coordinate the activities of all County of Ventura vendors or other contractors.

## 2.8 Assumptions

Motorola has made several assumptions in preparing this proposal, which are noted below. In order to provide a firm quote, Motorola will need to verify all assumptions or seek alternate solutions in the case of invalid assumptions.

- County of Ventura will be responsible for obtaining Radio IDs for the APX NEXT radios.
- County of Ventura will be responsible to provision talkgroups on the ASTRO 25 Core.
- County of Ventura will provide access to the ASTRO 25 Core to enable Motorola to perform configuration work for the SmartConnect Enablement.
- County of Ventura will be responsible for ensuring internet connectivity is provided to the Motorola SmartConnect Cloud Gateway.
- Any required system interconnections not specifically outlined here will be provided by County of Ventura. These may include dedicated microwave links or other types of connectivity.
- No coverage guarantee is included in this proposal.
- No subscriber flash upgrades, installation and/or programming services have been included in this proposal for the proposed subscribers and stations.
- County of Ventura is responsible for inventory and warehousing of all the equipment upon delivery.



### Section 3

# Acceptance Test Plan

System Acceptance of the proposed SmartConnect solution will occur upon successful completion of a Functional Acceptance Test Plan (FATP), which will test the SmartConnect solution in order to verify operation of the features. An FATP will be reviewed with County of Ventura and finalized during the Design Review.

## Section 4

# Project Schedule

The estimated time for completion of the SmartConnect Enablement is 3-4 months from Project Kickoff through Final Project Acceptance. As part of the Design Review, the implementation project schedule will be fine-tuned by Motorola Solutions' Project Manager with County of Ventura.

## Section 5

# Warranty

Motorola will provide seven years of Essential Services for the new APX NEXT portable radios. For all other proposed subscriber radios, Motorola will provide one year of warranty services for the proposed equipment per our standard warranty terms and conditions as outlined in the June 20, 2023, CSSA.

## Section 6

# SmartConnect Application Service Statement of Work

## 6.1 Overview

SmartConnect ties a configured device to an enabled LMR network through a supported broadband network (Wi-Fi or certified LTE carrier) and cloud hosted gateway. To take advantage of the SmartConnect application service, the Customer must have a SmartConnect-capable ASTRO 25 7.17 or higher LMR network. The work to upgrade and configure the infrastructure, as well as license and configure Wi-Fi to enable the SmartConnect functionality, is outside the scope of this offer and document.

Outside of pre-announced maintenance periods, Motorola will provide SmartConnect on a best effort 24/7 basis. Broadband network and cloud performance may reduce availability.

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

In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only.

## 6.2 Motorola Solutions Responsibilities

- For subscriptions that include a Motorola managed data plan, provide an LTE SIM on the certified network per covered device (APX NEXT).
- For subscriptions that include a Motorola managed data plan, activate and maintain the LTE SIM account (APX NEXT).
- Provide authorized administrator access to provision devices in the cloud gateway via a third-party identity management system.
- Maintain, update, and monitor the SmartConnect cloud platform.
- Provide technical support, security control, and service improvements related to SmartConnect. Customer data may be accessed by Motorola employees residing outside of the Customer's country for the sole purpose of providing such support.
- Provide device access to the SmartConnect cloud-hosted gateway via the supported broadband network.
- Display SmartConnect subscription status per device (including start and end dates) on MyView Portal.
- Provide device software updates for SmartConnect per Device Management Services ("DMS") Software Maintenance.

## 6.3 Customer Responsibilities

- For subscriptions that do not include a Motorola managed data plan, procure and manage an LTE data service.
- Upgrade the LMR system to a supported ASTRO 25 release and enable SmartConnect.
- Order, enable, and configure Wi-Fi capabilities on supported devices, if applicable.
- Order and maintain the SmartConnect subscription for each device intended for use with the service.
- Maintain the device in good working order on a supported firmware release.
- Work with Motorola to initially provision device information in the cloud gateway.
- Ensure the device is powered up and in a supported broadband network coverage area while using SmartConnect.
- Notify Motorola at least 30 days prior to canceling any SmartConnect subscription.

## 6.4 Limitations and Exclusions

- SmartConnect does not include initial device fleetmap template creation or consultation required to assemble a fleetmap strategy.
- The SmartConnect offer does not include the cost of the radio's Wi-Fi licenses, enablement, or configuration.
- Infrastructure configuration changes including software, security, and anti-virus patches associated with SmartConnect, and network connectivity to the cloud gateway are not covered by the SmartConnect application service.
- Technical support of the SmartConnect application service is limited to connecting the device to the SmartConnect cloud-hosted servers and verifying the status of the cloud-hosted gateway. It does not include programming help, or troubleshooting the LMR or broadband networks. Best effort support will be offered on a case-by-case basis to determine the status of the LTE network.
- Motorola will not provide LTE support for devices using LTE service from a non-certified wireless carrier.

## 6.5 Technical Support and Priority Levels

For cloud-based elements, the following priority level definitions and response times apply. Initial Technical Response is defined as acknowledgement to the Customer that an incident has occurred.

Description	Initial Technical Response Time
<b>Critical P1</b>	
Product or Software defect that gives rise to: <ul style="list-style-type: none"> <li>Greater than 25% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues.</li> <li>Functional failures affecting more than 50% of devices.</li> </ul>	1 Hour 24/7
<b>High P2</b>	
Product or Software defect that gives rise to: <ul style="list-style-type: none"> <li>Greater than 5% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues.</li> <li>Functional failures affecting more than 15% of devices.</li> </ul>	4 Hours 24/7
<b>Medium P3</b>	
Product or Software defects that give rise to: <ul style="list-style-type: none"> <li>Between 1-5% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues.</li> <li>Functional failures affecting LESS than 15% of devices.</li> </ul>	24 Hours 8 x 5 business hours
<b>Low P4</b>	
Items include: <ul style="list-style-type: none"> <li>Documentation questions.</li> <li>General informational questions.</li> <li>Other Investigations not marked as a higher priority level.</li> </ul>	7 business days
<p>For issues deemed to be Critical P1, High P2, and Medium P3, the Customer will need to ensure contact is made with Motorola Solutions personnel via telephone. Communication via email, SMS or any web chat applications shall not be accepted as proof of notification given the delayed and non-guaranteed nature of the mode of communications. All emailed requests will be treated as Medium P3 incidents. The above Response Goals shall not be applicable during the occurrence of a Force Majeure event (e.g. acts of God, including earthquakes and floods).</p>	

For all other issues, Motorola Solutions will respond to calls within two hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request on Motorola Solutions Case Management System on the Customer's behalf.

## Section 7

# SmartProgramming Application Service Statement of Work

## 7.1 Overview

SmartProgramming ties a device to the cloud-hosted RadioCentral database through the supported LTE network. After a provisioning, programming, or update job has been scheduled using RadioCentral client, the LTE network will be leveraged for the following series of communications between the device and the RadioCentral server:

- On power down, devices will poll the RadioCentral server for any pending jobs.
- The device will download and store any new firmware and/or configurations from the RadioCentral server.
- The device will notify the RadioCentral server that the download is complete, and give the device user the option to install the updates.
- The device will report back to the RadioCentral server when the update is complete. In the event of a failure, the device will report the failure and cause back to the server.

Outside of pre-announced maintenance periods, Motorola Solutions will provide SmartProgramming on a best effort 24/7 basis. LTE network and cloud performance may reduce availability.

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

In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only.

## 7.2 Motorola Solutions Responsibilities

- Provide an LTE SIM on the supported network per covered device.
- Activate and maintain the LTE SIM account.
- Provide technical support related to SmartProgramming.
- Provide device access to the RadioCentral cloud-hosted server via the supported LTE network.
- Display SmartProgramming subscription status per device (including start and end dates) on MyView Portal.
- Provide device software updates for SmartProgramming per Device Management Services ("DMS") Software Maintenance.



## 7.3 Customer Responsibilities

- Order and maintain the SmartProgramming subscription for each device.
- Order and maintain at least a minimum-tiered DMS Essential subscription for each device.
- Maintain the device in good working order on a supported firmware release.
- Install a supported version of the RadioCentral programming client.
- Ensure the device is powered up and in a supported LTE network coverage area for the duration of all SmartProgramming jobs.
- Notify Motorola Solutions at least 30 days prior to cancelling any SmartProgramming subscription.

## 7.4 Limitations and Exclusions

- SmartProgramming does not include initial device fleetmap template creation or consultation required to assemble a fleetmap strategy.
- Technical support of the SmartProgramming application service is limited to connecting the device to the RadioCentral cloud-hosted servers. It does not include programming help, assistance with the RadioCentral client software, or troubleshooting the LMR or LTE networks. Best effort support will be offered on a case-by-case basis to determine the status of the LTE network.

## 7.5 Technical Support

SmartProgramming Technical Support will respond to calls within two hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, the Customer may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request on

Motorola Solutions Case Management System on the Customer's behalf.

## Section 8

# SmartLocate Application Service Statement of Work

## 8.1 Overview

SmartLocate enables a device to send GPS location information to the CommandCentral cloud platform via a broadband network while simultaneously operating on LMR.

Outside of pre-announced maintenance periods, Motorola Solutions will provide SmartLocate on a best effort 24/7 basis. LTE network and cloud performance may reduce availability.

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

In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only.

## 8.2 Motorola Solutions Responsibilities

- Provide an LTE SIM on the supported network per covered device.
- Activate and maintain the LTE SIM account.
- Provide authorized administrator access to provision devices in the CommandCentral cloud platform via a third-party identity management system.
- Provide technical support, security control, and service improvements related to SmartLocate. Customer Data may be accessed by Motorola Solution employees residing outside of the Customer's country for the sole purpose of providing such support.
- Provide device access to the CommandCentral cloud platform via the supported LTE network.
- Display SmartLocate subscription status per device (including start and end dates) on MyView Portal.
- Provide device software updates for SmartLocate per Device Management Services ("DMS") Software Maintenance.

## 8.3 Customer Responsibilities

- Order and maintain the SmartLocate subscription for each device.
- Order and maintain one or more mapping client application subscriptions in order to view SmartLocate data.

- Maintain the device in good working order on a supported firmware release.
- Use the correct version of web browser to access CommandCentral administrative interface.
- Perform ongoing provisioning of devices for SmartLocate in the CommandCentral cloud platform.
- Ensure the device is powered up and in a supported LTE network coverage area while using SmartLocate.
- Notify Motorola Solutions at least 30 days prior to cancelling any SmartLocate subscription.

## 8.4 Limitations and Exclusions

- SmartLocate does not include initial device fleetmap template creation or consultation required to assemble a fleetmap strategy.
- SmartLocate does not include the cost of device Wi-Fi licenses, enablement, or configuration.
- SmartLocate does not include the cost of mapping client subscriptions, enablement, or configuration.
- Technical support of the SmartLocate application service is limited to connecting the device to the CommandCentral cloud-hosted servers. It does not include programming help or troubleshooting the LMR or LTE networks. Best effort support will be offered on a case-by-case basis to determine the status of the LTE network.

## 8.5 Technical Support

SmartLocate Technical Support will respond to calls within two hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request on Motorola Solutions Case Management System on the Customer's behalf.

## 8.6 References

CommandCentral Documentation: [https://www.motorolasolutions.com/en\\_us/products/command-center-software.html](https://www.motorolasolutions.com/en_us/products/command-center-software.html)

## Section 9

# SmartMapping Application Service Statement of Work

## 9.1 Overview

SmartMapping provides instant situational awareness and enhanced coordination to field users through a mapping application on the radio.

Outside of pre-announced maintenance periods, Motorola Solutions will provide SmartMapping on a best effort 24/7 basis. LTE network and cloud performance may reduce availability.

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

In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only.

## 9.2 Motorola Solutions Responsibilities

- Provide an LTE SIM on the supported network per covered device.
- Activate and maintain the LTE SIM account.
- Provide authorized administrator access to provision devices in the CommandCentral cloud platform via a third-party identity management system.
- Provide technical support, security control, and service improvements related to SmartMapping. Customer Data may be accessed by Motorola Solution employees residing outside of the Customer's country for the sole purpose of providing such support.
- Provide authorized device access to location data stored in the CommandCentral cloud platform via the supported LTE network or Wi-Fi (if Wi-Fi is enabled on the device) and a third-party identity management system.
- Display SmartMapping subscription status per device (including start and end dates) on MyView Portal.
- Provide device software updates for SmartMapping per Device Management Services ("DMS") Software Maintenance.

## 9.3 Customer Responsibilities

- Order and maintain the SmartMapping subscription for each device.
- Maintain the device in good working order on a supported firmware release.

- Enable SmartMapping on the device using a supported programming tool.
- Use a supported web browser to access CommandCentral administrative interface.
- Perform ongoing provisioning of devices for SmartMapping in the CommandCentral cloud platform.
- Ensure devices are provisioned for SmartMapping according to performance criteria recommended in product manuals.
- Ensure CommandCentral cloud platform is populated with location data to be displayed through SmartMapping. Location data is populated through separate Motorola Solution services such as SmartLocate or CommandCentral Aware.
- Ensure the device is powered up and in a supported LTE or Wi-Fi network coverage area while using SmartMapping.
- Notify Motorola Solutions at least 30 days prior to cancelling any SmartMapping subscription.

## 9.4 Limitations and Exclusions

- SmartMapping subscription does not include initial device fleetmap template creation or consultation required to assemble a fleetmap strategy.
- SmartMapping subscription does not include the cost of device Wi-Fi licenses, enablement or configuration.
- SmartMapping subscription does not include any services associated with populating location data in the CommandCentral cloud platform.
- Technical support of the SmartMapping application service is limited to connecting the device to the CommandCentral cloud-hosted servers. It does not include programming help or troubleshooting the LTE or Wi-Fi networks. Best effort support will be offered on a case-by-case basis to determine the status of the LTE network.

## 9.5 Technical Support

SmartMapping Technical Support will respond to calls within two hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request on Motorola Solutions Case Management System on the Customer's behalf.

## Section 10

# APX NEXT Essential Services Statement of Work

## 10.1 Overview

Device Management Services (“DMS”) is a tiered offering that efficiently maintains the Customer’s device fleet while helping to keep devices up-to-date and fully operational in the field. DMS Essential services provide basic hardware and software support.

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

In the event of a conflict between the terms and conditions of the Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only. The SOW applies to the device specifically named in the Agreement.

## 10.2 Hardware Repair

Hardware Repair provides repair coverage for internal and external device components that do not work in accordance with published specifications. Repair services are performed at a Motorola Solutions-operated or supervised facility. The device will be repaired to bring it to compliance with its specifications, as published by Motorola Solutions at the time of delivery of the original device.

For malfunctioning devices that must be replaced, Motorola Solutions will attempt to read the codeplugs from those devices. If successful, Motorola Solutions will load the codeplug to any replacement devices. If not, Motorola Solutions will load a factory codeplug, and the Customer will need to load the previous codeplug.

Motorola Solutions will load factory available firmware to any replacement devices, which may not match the Customer’s firmware version.

### 10.2.1 Motorola Solutions Responsibilities

- Repair or replace malfunctioning device, as determined by Motorola Solutions.
- Complete repair or replacement with a turnaround time of five business days in-house, provided the device is delivered to the repair center by 9:00 a.m. (local repair center time). Turnaround time represents the time a product spends in the repair process, and does not include time in transit to and from the Customer’s site. Business days do not include US holidays or weekends.
- If applicable, apply periodically-released device updates, in accordance with an Engineering Change Notice.



- Provide two-way air shipping when a supported Motorola Solutions electronic system, such as MyView Portal, is used to initiate a repair. A shipping label will be generated via the electronic system.

## 10.2.2 Customer Responsibilities

- For non-contiguous renewals, Customer must provide a complete list, preferably in electronic format, of all hardware serial numbers to be covered under the Agreement to Motorola Solutions.
- Initiate device repairs, as needed.
- When initiating a repair via a supported Motorola Solutions electronic system, label each package correctly with the shipping label and Return Material Authorization (“RMA”) number generated by the electronic system.
- When initiating a repair via paper Return Material Form (“RMF”), the RMF must be completed for each device, included in the package with the device, and shipped to the Motorola Solutions depot specified on the RMF.
- Remove any data or other information from the device that the Customer wishes to destroy or retain prior to sending the device for repair.
- If a malfunctioning device must be replaced and the Customer has loaded information for that device to Motorola Solutions’ cloud environment, the Customer will need to remove the information for the malfunctioning device and add information for the replacement device to the applicable cloud environment.

## 10.2.3 Limitations and Exclusions

The Customer will incur additional charges at the prevailing rates for any activities that are not included or are specifically excluded from this service scope, as described below. Motorola Solutions will notify the Customer and provide a quotation of any incremental charges related to such exclusions prior to completing the repair and said repair will be subject to Customer’s acceptance of the quotation.

- Replacement of consumable parts or accessories, as defined by product, including but not limited to batteries, cables, and carrying cases.
- Repair of problems caused by:
  - Natural or manmade disasters, including but not limited to internal or external damage resulting from fire, theft, and floods.
  - Third-party software, accessories, or peripherals not approved in writing by Motorola Solutions for use with the device.
  - Using the device outside of the product’s operational and environmental specifications, including improper handling, carelessness, or reckless use.
  - Unauthorized alterations or attempted repair, or repair by a third party.
- Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
- Problem determination and/or work performed to repair or resolve issues with non-covered products. For example, any hardware or software products not specifically listed on the service order form are excluded from service.
- File backup or restoration.

- Completion and test of incomplete application programming or system integration if not performed by Motorola Solutions and specifically listed as covered.
- Accidental damage, chemical or liquid damage, or other damage caused outside of normal device operating specifications, except if optional Accidental Damage Coverage was purchased.
- Cosmetic imperfections that do not affect the functionality of the device.
- Software support for unauthorized modifications or other misuse of the device software is not covered.
- Motorola Solutions is not obligated to provide support for any device that has been subject to the following:
  - Repaired, tampered with, altered or modified (including the unauthorized installation of any software) — except by Motorola Solutions authorized service personnel.
  - Subjected to unusual physical or electrical stress, abuse, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable product specification.
- If the Customer fails to comply with the obligations contained in the Agreement, the applicable software license agreement, and Motorola Solutions terms and conditions of service.

## 10.3 Device Technical Support

Motorola Solutions' Device Technical Support service provides telephone consultation for device and accessory issues. Support is delivered through the Motorola Solutions Centralized Managed Support Operations ("CMSO") organization by a staff of technical support specialists.

For Device Technical Support, Motorola Solutions will respond to calls within two (2) hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request in Motorola Solutions Case Management System on the Customer's behalf.

### 10.3.1 Motorola Solutions Responsibilities

- Provide technical support for devices, assessing and troubleshooting reported issues.
- Receive and log Customer support requests, and assign a technical representative to respond to a Customer incident per the defined timeframes.

### 10.3.2 Customer Responsibilities

- Use the provided methods to contact Motorola Solutions technical support.
- Provide sufficient information to allow Motorola Solutions technical support agents to diagnose and resolve Customer issues.
- Provide contact information for field service technicians in the event that Motorola Solutions has to follow up.

### 10.3.3 Limitations and Exclusions

- Device support does not include Land Mobile Radio (“LMR”) network, Wi-Fi, and LTE network troubleshooting.

## 10.4 Software Maintenance

Motorola Solutions is continually developing new features and functionality for our portfolio of public-safety-grade radios. By purchasing software maintenance, the Customer can take advantage of these firmware releases and future-proof their communications investment.

### 10.4.1 Motorola Solutions Responsibilities

- Test all firmware releases to minimize software defects.
- Announce new firmware releases and post release notes in a timely manner via MyView Portal.
- Provide firmware updates via the RadioCentral cloud server. Motorola Solutions makes no guarantees as to the frequency or timing of firmware updates.
- Provide upgrade capability through RadioCentral.
- Provide programming and service tools and technical support through the firmware support window.
- Provide documentation via MyView Portal with each release detailing new features, bug fixes, and any known issues.

### 10.4.2 Customer Responsibilities

- Periodically check MyView Portal for firmware update announcements.
- Keep the radio fleet updated with firmware versions within the support window.

## 10.5 RadioCentral Access

RadioCentral provides radio provisioning and programming capability with the convenience and security delivered by cloud hosting. Device information will be loaded into the Motorola Solutions-hosted database directly from the factory, and the Customer can use their own computer equipment to configure codeplugs before the device arrives. Software updates and device configuration changes can be set up from anywhere with an Internet connection and pushed out through Wi-Fi or LTE (SmartProgramming) to keep devices up to date and officers in the field.

With DMS Essential, the Customer can program one device at a time using RadioCentral. Outside of pre-announced maintenance periods, RadioCentral will be available on a best effort 24/7 basis. Broadband network and cloud performance may reduce availability.

### 10.5.1 Motorola Solutions Responsibilities

- Host the RadioCentral server software in a secure cloud environment.
- Keep the RadioCentral server software up-to-date with all software and security patches.

- Keep the RadioCentral database backed up and restore backups, as needed.
- Populate the RadioCentral database with device serial numbers, model information, feature information, and default codeplugs.
- Provide access information (login information, IP addresses, and port numbers as needed), as well as current RadioCentral Client software downloads via MyView Portal.
- Ensure that RadioCentral is accessible to Wi-Fi and LTE connected devices.
- Provide a link between RadioCentral and MyView Portal.
- Monitor the status of the RadioCentral cloud platform.
- Notify the Customer via Remedy of any scheduled maintenance or other planned outages.
- Notify the Customer through Remedy and MyView Portal of any unplanned outages.
- Provide authorized administrator access to RadioCentral via a third-party identity management system.

### 10.5.2 Customer Responsibilities

- Provide contact information, including email addresses, for the RadioCentral administrator.
- Provide contact information, including email addresses, for the radio provisioning agency or agencies.
- Administer provisioning agency RadioCentral accounts.
- Provide a Wi-Fi network with Internet access for device programming.
- Provide and maintain the required RadioCentral client computer(s).
- Provide internet access for the RadioCentral client computer.
- Maintain the configuration database.
- Program devices using RadioCentral as needed.

### 10.5.3 Limitations and Exclusions

- RadioCentral programming is limited to LTE and Wi-Fi programming only. Over-the-air programming (via the LMR system) and Bluetooth programming are not supported.

## 10.6 RadioCentral Technical Support

For RadioCentral Technical Support, Motorola Solutions will respond to calls within two (2) hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request in Motorola Solutions Case Management System on the Customer's behalf.

### 10.6.1 Motorola Solutions Responsibilities

- Monitor the status of the RadioCentral cloud platform.
- Notify Customer of any scheduled maintenance or planned outages.

- Provide technical support, security control, and service improvements related to RadioCentral. Customer Data may be accessed by Motorola Solutions employees residing outside of the Customer's country for the sole purpose of providing such support.

## 10.6.2 Customer Responsibilities

- Use the provided methods to contact Motorola Solutions technical support.
- Provide sufficient information to allow Motorola Solutions technical support agents to diagnose and resolve Customer issues.
- Provide contact information for on-site technicians in the event that Motorola Solutions has to follow up.

## 10.6.3 Limitations and Exclusions

- Initial fleetmap template creation or consultation required to assemble a fleetmap strategy is excluded.
- Motorola Solutions Technical Support will not accept radio programming assistance calls. Support is limited to the correction of defects with the RadioCentral programming tool.

# 10.7 MyView Portal Access

MyView Portal is the single location to track the status of subscriptions and service contracts, including start and end dates. MyView Portal displays the serial number, configuration, and firmware versions of all the APX NEXT devices in the Customer's fleet. This portal includes order, RMA, and technical support ticket status, as well as a consolidated download site for software and documentation.

Outside of pre-announced maintenance periods, MyView Portal will be available on a best effort 24/7 basis. Motorola Solutions cannot guarantee the availability of Internet networks outside of our control.

## 10.7.1 Motorola Solutions Responsibilities

- Provide a web accessible, secure portal to view the Customer's data.
- Provide the Customer with login credentials for the site.
- Provide end-user training for the site.
- Provide technical support to answer end user questions between the hours of 8 a.m. to 5 p.m. CST Monday through Friday, excluding US holidays.
- Keep the site updated with the latest Customer information.
- Establish and maintain connectivity between RadioCentral and MyView Portal.

## 10.7.2 Customer Responsibilities

- Provide Motorola Solutions with contact information for administrative users.
- Administer user access.
- Provide Internet access for users to access the site.

- Attend available MyView Portal training.
- Protect login information against unauthorized use.
- Provide Motorola Solutions with updated equipment information, as needed.

## Section 11

# Equipment List

This section lists the equipment necessary for the proposed solution.

QTY	NOMENCLATURE	DESCRIPTION
SmartConnect Infrastructure Enablement License		
1	HKVN4797	LICENSE,SMARTCONNECT ENABLEMENT
Used APX NEXT Portables		
10	H55TGT9PW8AN	APX NEXT; ALL-BAND MODEL 4.5 PORTABLE
10	H38DA	ADD: SMARTZONE OPERATION
10	Q806CH	ADD: ASTRO DIGITAL CAI OPERATION
10	Q629BD	ENH: AES ENCRYPTION AND ADP
10	QA09001AM	ADD: WIFI CAPABILITY
10	Q361CD	ADD: P25 9600 BAUD TRUNKING
10	Q173CA	ADD: SMARTZONE OMNILINK
10	QA08853AA	ADD: CPS ENABLEMENT
10	H636	ADD: APX NEXT APPLICATION BUNDLE PROMO
10	H638EA	ADD: SMART LOCATE MAPPING TRIAL PROMO
10	QA09016AA	ADD: LTE FOR VERIZON LTE SERVICE
10	QA00580BA	ADD: TDMA OPERATION
10	LSV01S01410A	DMS Essential for APX NEXT
10	PMPN4604A	CHARGER,CHGR DESKTOP SINGLE UNIT IMPRES 2 EXT US
New APX NEXT Portables and Accessories		
993	H55TGT9PW8AN	APX NEXT; ALL-BAND MODEL 4.5 PORTABLE
993	BD00001AA	ADD: CORE BUNDLE
993	Q806CH	ADD: ASTRO DIGITAL CAI OPERATION
993	Q361CD	ADD: P25 9600 BAUD TRUNKING
993	H38DA	ADD: SMARTZONE OPERATION
993	QA00580BA	ADD: TDMA OPERATION
993	QA09001AM	ADD: WIFI CAPABILITY
993	QA09016AA	ADD: LTE FOR VERIZON LTE SERVICE
993	Q698AE	ALT: PLASTIC CARRY HOLSTER WITH 3 INCH CLIP
993	H499KC	ENH: SUBMERSIBLE (DELTA T)
993	QA09028AA	ADD: VIQI VC RADIO OPERATION



QTY	NOMENCLATURE	DESCRIPTION
993	QA03399AK	ADD: ENHANCED DATA
993	Q387CB	ADD: MULTICAST VOTING SCAN
993	QA08853AA	ADD: CPS ENABLEMENT
993	H638EA	ADD: SMART LOCATE MAPPING TRIAL PROMO+
993	H636AB	ADD: APX NEXT APPLICATION BUNDLE PROMO+
993	Q629BD	ENH: AES ENCRYPTION AND ADP
993	SSV01P01406A	SMARTCONNECT PROMO+
993	SSV01P01476A	SMARTLOCATE PROMO+
993	SSV01P01902A	SMARTMAPPING PROMO+
993	SSV01P01407B	SMARTPROGRAMMING PROMO+
993	SSV01P01685B	ELIGIBLE FOR PROMO - CC AWARE STARTER+
1	PSV00S01424A	APX NEXT PROVISIONING*
1	PSV01S02940A	SMARTMAPPING ENABLEMENT
1	PSV03S02465A	APX DMS PROVISIONING PD3*
993	LSV01S03446A	APX NEXT DMS ESSENTIAL
993	PMMN4136B	XVP830 REMOTE SPEAKER MICROPHONE NO CHANNEL KNOB
36	NNTN9216A	BATTERY PACK,IMPRES GEN2, LIION,IP68, 4400T
897	PMPN4604A	CHARGER,CHGR DESKTOP SINGLE UNIT IMPRES 2 EXT US
18	PMPN4591A	CHGR DESKTOP MULTI UNIT IMPRES 2 6 DISPLAYS INT PS US
<b>APX 900 Portables and Accessories</b>		
24	H92KDF9PW6AN	APX 900 VHF MODEL 2 PORTABLE
24	Q667BB	ADD: ADP ONLY (NON-P25 CAP COMPLIANT) (US ONLY)
24	QA04096AA	ENH: P25 TRUNKING
24	QA00580AF	ADD: TDMA OPERATION
24	QA05100AA	ENH: STD 1 YR WARRANTY APPLIES NO SFS
24	PMMN4099CL	AUDIO ACCESSORY-REMOTE SPEAKER MICROPHONE,IP68 REMOTE SPEAKER MICROPHONE,3.5MM,UL
4	PMPN4284B	CHARGER DESKTOP MULTI-UNIT IMPRES 2 1 DISPLAY EXT PS 100-240VAC US/NA
<b>APX N30 Portables and Accessories</b>		
374	H15UCF9PW6AN	APX N30 7/800 MODEL 2 PORTABLE
374	BD00032AA	ADD: ESSENTIAL CORE BUNDLE
374	BD00033AA	ADD: ESSENTIAL SECURITY BUNDLE
374	QA02756AB	ENH: 3600 OR 9600 TRUNKING BAUD SINGLE SYSTEM
374	QA06653AA	ENH: AES 256 SW ENCRYPTION AND ADP

QTY	NOMENCLATURE	DESCRIPTION
374	QA00580BA	ADD: TDMA OPERATION
374	QA07682AC	ADD: SMARTCONNECT N30/N50
374	QA03399AK	ADD: ENHANCED DATA
374	QA09001AM	ADD: WIFI CAPABILITY
374	QA09007AD	ADD: OUT OF THE BOX WIFI PROVISIONING
374	QA08853AA	ADD: CPS ENABLEMENT
374	G996AU	ADD: PROGRAMMING OVER P25 (OTAP)
374	Q387CB	ADD: MULTICAST VOTING SCAN
374	QA08715AA	ADD: BASIC VOICE CONTROL
374	QA00982AH	ADD: SITE SELECTABLE ALERT FOR P25 TRUNKING
374	H869DB	ENH: MULTIKEY
374	QA01767BL	ADD: P25 LINK LAYER AUTHENTICATION
374	QA05100AA	ENH: STD 1 YR WARRANTY APPLIES NO SFS
374	SSV01S01663A	APX SMART CONNECT
1	PSV01S02944A	PROVISIONING SUPPORT
374	PMMN4128A	RM780 IMPRES WINDPORTING REMOTE SPEAKER MICROPHONE, LARGE (IP68)
36	PMNN4813A	BATT LIION IMPRES 2 IP68 2850T
374	PMPN4820A	CHGR DESKTOP SINGLE UNIT IMPRES 2 EXT PS US
23	PMPN4594A	CHGR DESKTOP MULTI UNIT IMPRES 2 1 DISPLAY EXT PS NA/LA/CA
<b>APX 8500 Mobiles and Accessories</b>		
501	M37TSS9PW1AN	APX8500 ALL BAND MP MOBILE
501	G361AH	ENH: P25 TRUNKING SOFTWARE APX
501	G806BL	ENH: ASTRO DIGITAL CAI OP APX
501	GA00580AA	ADD: TDMA OPERATION
501	G51AT	ENH: SMARTZONE
501	G843AH	ADD: AES ENCRYPTION AND ADP
501	GA01630AA	ADD: SMARTCONNECT
501	GA00250AA	ADD: WIFI/GNSS STUBBY ANTENNA LMR240
501	GA01513AB	ADD: ALL BAND MOBILE ANTENNA (7/8/V/U)
501	GA01670AA	ADD: APX E5 CONTROL HEAD
501	G67EH	ADD: REMOTE MOUNT E5 MP
501	G444AH	ADD: APX CONTROL HEAD SOFTWARE
501	GA09001AA	ADD: WI-FI CAPABILITY
501	GA09007AA	ADD: OUT OF THE BOX WIFI PROVISIONING

QTY	NOMENCLATURE	DESCRIPTION
501	QA03399AA	ADD: ENHANCED DATA APX
501	GA01517AA	DEL: NO J600 ADAPTER CABLE NEEDED
501	W22BA	ADD: STD PALM MICROPHONE APX
501	B18CR	ADD: AUXILIARY SPKR 7.5 WATT APX
501	GA05100AA	ADD: STD WARRANTY - NO ESSENTIAL
2	HKN6184C	CBL ASSY:CABLE CH, PROGRAMMING, USB
<b>APX 4500 Enhanced Mobiles and Accessories</b>		
125	M22URS9PW1BN	APX4500 ENHANCED 7/800 MHZ MOBILE
125	QA02756AD	ADD: 3600 OR 9600 TRUNKING BAUD SINGLE SYSTEM
125	GA00580AA	ADD: TDMA OPERATION
125	G843AH	ADD: AES ENCRYPTION AND ADP
125	GA00250AA	ADD: WIFI/GNSS STUBBY ANTENNA LMR240
125	GA09001AA	ADD: WI-FI CAPABILITY
125	GA09007AA	ADD: OUT OF THE BOX WIFI PROVISIONING
125	GA01770AA	ENH: ENHANCEMENT LEVEL 1
125	GA00804AA	ADD: APX O2 CH (GREY)
125	G67DQ	ADD: REMOTE MOUNT O2 APXM
125	G444AH	ADD: APX CONTROL HEAD SOFTWARE
125	B18CR	ADD: AUXILIARY SPKR 7.5 WATT APX
125	G335AW	ADD: ANT 1/4 WAVE 762-870MHZ
125	QA03399AA	ADD: ENHANCED DATA APX
125	W22BA	ADD: STD PALM MICROPHONE APX
125	GA05100AA	ADD: STD WARRANTY - NO ESSENTIAL
<b>SLR 5000 Series Repeater (SLR 5700)</b>		
1	AAR10JCGANQ1BN	SLR 5700 136-174M 1-50W
1	AAR10JCGANQ1BN	SLR 5700 136-174M 1-50W
1	AAR10JCGANQ1BN	SLR 5700 136-174M 1-50W
1	AAR10JCGANQ1BN	SLR 5700 136-174M 1-50W

## Section 12

# Pricing

## 12.1 Pricing Summary

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

### SmartConnect System Equipment and Services

Description	Price (\$)
SmartConnect Enablement License and Qty 10 APX NEXT Subscribers	\$120,131
APX NEXT Subscribers Special Discount*	(\$60,065)*
<b>Total Equipment</b>	\$60,066
<b>Motorola Solutions Professional Services: Project Management, Engineering, &amp; Field Commissioning</b>	<b>\$62,239</b>
<b>1 Year Infrastructure Warranty</b>	<b>Included</b>
<b>1 Year Device Management Services for APX NEXT Subscribers</b>	<b>\$540</b>
<b>Total System</b>	<b>\$122,845</b>
<b>Estimated Equipment Tax (@ 7.25%)</b>	<b>\$4,354.79</b>
<b>Grand Total for Equipment, Professional Services, and Estimated Tax</b>	<b>\$127,199.79</b>
* Note: Special discounted pricing for the APX NEXT subscribers is associated with the inventory coming from Motorola Solutions' pool of demonstration radios.	

### Ventura County APX Subscriber and SLR 5700 Station Equipment

Description	Qty	Discounted Unit Price	Discounted Extended Price
APX NEXT	993	\$6,028.78	\$5,986,578.54
APX NEXT DMS Essential Services (7 years) for 968 APX NEXT Subscribers	993	\$484.60	\$481,207.80
APX 900 VHF Model 2 Portable with 1 year standard warranty	24	\$1,968.80	\$47,251.20
APX N30 700/800 MHz Model 2 Portable with 1 year standard warranty	314	\$2,930.04	\$1,095,834.96
APX 8500 All Band Mobile with 1 year standard warranty	501	\$6,133.15	\$3,072,708.15
APX 4500 700/800 MHz Mobile with 1 year standard warranty	125	\$3,626.34	\$453,292.50
APX Accessories	Lot	Various	\$495,069.82
SLR 5700 Stations (136 – 174 MHz)	4	\$3879.90	\$15,519.60
<b>Total APX Subscriber Equipment</b>			<b>\$11,647,462.57</b>

Description	Qty	Discounted Unit Price	Discounted Extended Price
Estimated Equipment Tax (@ 7.25%)			\$809,553.47
APX Subscriber Grand Total for Equipment and Estimated Tax			<b>\$12,457,016.04</b>

### Combined Pricing SmartConnect System and Ventura County Subscriber Equipment

Description	Discounted Extended Price
SmartConnect Grand Total for Equipment, Professional Services and Estimated Tax	\$127,199.79
APX Subscriber and SLR 5700 Stations Grand Total for Equipment and Estimated Tax	\$12,457,016.04
<b>Grand Total for Equipment and Estimated Tax</b>	<b>\$12,584,215.83</b>

## 12.2 Payment Terms

This proposal is subject to the terms and conditions of the existing Communications System and Services Agreement between the County of Ventura and Motorola Solutions, executed on June 20, 2023. Payment for 100% of the Subscriber Contract Price will be invoiced upon shipment (as shipped).

## Section 13

# Contractual Documentation

This proposal is subject to the terms and conditions of the existing Communications System and Services Agreement between the County of Ventura and Motorola Solutions, Inc., executed on June 20, 2023 ("the June 20, 2023, CSSA"). Pursuant to Section 3.4 of the June 20, 2023, CSSA, the County of Ventura may order additional Equipment or Software from Motorola Solutions. The County of Ventura may accept this proposal by issuing a purchase order referencing Motorola Solutions' provided proposal and the terms and conditions of the June 20, 2023, CSSA.