



YEARLY CONTRACT for PUBLIC SAFETY RADIOS
RFP NO.: 113

This CONTRACT, by and between Mid-America Regional Council/Kansas City Regional Purchasing Cooperative, hereinafter referred to as "MARC/KCRPC", and Motorola Solutions, Inc., hereinafter referred to as "Contractor" is effective this 1st day of October, 2024.

WITNESSETH:

WHEREAS, MARC/KCRPC does hereby accept, with modifications, if any, the PROPOSAL of: Motorola Solutions, Inc. The proposal and addendum are made a part of this contract.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the parties agree as follows:

1. SCOPE OF SERVICES

The MARC region currently has 25,000 subscribers located within the nine-county area of Kansas and Missouri. The Metropolitan Area Regional Radio System Management Council (MARRS), Technical Committee requires any radio purchased for public safety use on the MARRS system shall be Project 25 capable. The radios do not need to be ordered with these features installed but shall be capable of required features, for later programming as needed.

The contractor shall provide Project 25 capable radios and accessories, as submitted on pricing forms. Pricing reflects the base units for economy, mid-range and premium radio units, for each specified tier (police, fire/EMS, public works, other), phase 1 and phase 2 (optional) for mobile and portable radios and accessories.

The contractor agrees to Appendix A Cooperative Procurement by Other Jurisdictions to extend pricing and terms of contract to Municipal, County, Public Utility, Hospital, Educational Institution, or other non-profit organizations located within the Greater Kansas City Metropolitan Trade Area. All sales will be made in accordance with the terms and conditions of the Request for Proposal. There shall, however, be no obligation under the cooperative procurement agreement for an agency or organization to use the contract. All sales shall include the 1.5 percent administrative fee.

All orders will be placed directly with Contractor by the ordering agency. Invoices shall be prepared and submitted in triplicate unless otherwise specified by the ordering agency. Invoices shall reference MARC/KCRPC RFP 113, ordering agency purchase order number, description of equipment or services provided, quantities, unit prices and extended totals. Invoices for and inquiries regarding payment shall be addressed to the ordering agency. Payment terms under this contract shall be Net 30.

2. CONTRACT TIME

The contract is effective from October 1, 2024 to September 30, 2026 with the option to renew for three additional one-year renewal options.

3. ADMINISTRATIVE FEE:

All payments of administrative fees are due 30 calendar days after the closing of each quarter. A late penalty of 18 percent may be assessed to the Contractor, by MARC/KCRPC, each month the payments are not received. Payment of the 1.5 percent administrative fee to MARC/KCRPC shall be based on gross sales. If no sales were conducted during a quarter, a report reflecting this shall be sent to the Program Coordinator. The Contractor shall have no claim or right to all or any portion of the administrative fee. All payments shall be made payable to: Mid-America Regional Council, referencing "KCRPC RFP 113" and

the quarter of sales on each payment. Payments shall be mailed to MARC, Attn: Finance Department, 600 Broadway Suite 200, Kansas City, Missouri 64105-1659. The composite report of all sales shall be sent electronically to the Program Coordinator. The report shall include, at a minimum, ordering agency, detail of items sold including description, quantity, and price. The report shall be totaled for the accumulated dollar amount sold within the quarter for each ordering agency. Failure of the Contractor to provide quarterly reports as required may be deemed breach of the contract.

4. TERMINATION

Subject to the provisions below, any contract derived from this Request for Proposal may be terminated by either party upon thirty (30) days advance written notice to the other party; but if any work or service hereunder is in progress, but not completed as of the date of termination, then said contract may be extended upon written approval of MARC/KCRPC until said work or services are completed and accepted.

(a) TERMINATION FOR CONVENIENCE

In the event that the contract is terminated or cancelled upon request and for the convenience of MARC/KCRPC, without the required 30 days advance written notice, then MARC/KCRPC shall negotiate reasonable termination costs, if applicable.

(b) TERMINATION FOR CAUSE

Termination by MARC/KCRPC for cause, default, or negligence on the part of the contractor shall be excluded from the foregoing provision; termination costs, if any, shall not apply. The 30-day advance notice requirement is waived in the event of Termination for Cause.

Participants shall be intended third-party beneficiaries of this Contract and shall have the right to enforce any and all of the terms and provisions contained herein.

5. CHANGES AND ADDITIONAL SERVICES

MARC/KCRPC may at any time, by written order, without notice to any surety, make changes or additions, within the general scope of this contract in or to specifications, instructions for work, methods of shipment or packing or place of delivery. If any such change causes an increase or decrease in the cost of or in the time required for performance of this contract, the Contractor shall notify MARC/KCRPC in writing immediately and an appropriate equitable adjustment will be made in the price or time of performance, or both, by written modification of the contract. Any claim by the Contractor for such adjustment must be asserted within 30 days, or such other period as may be agreed upon in writing by the parties, after the Contractor's receipt of notice of the change. Nothing herein contained shall excuse the Contractor from proceeding with the contract as changed.

6. CONFLICTS OF INTEREST

The Contractor certifies that to the best of their knowledge or belief, no elected or appointed official of any Participant is financially interested, directly or indirectly, in the purchase of the goods or services specified on this order.

7. COMPLIANT WITH APPLICABLE LAWS

The Contractor warrants it has complied with all applicable laws, rules and ordinances of the United States, or any applicable state, municipality or any other Governmental authority or agency in the manufacture or sale of the items covered by this order, including but not limited to, all provisions of the Fair Labor Standards Act of 1938, as amended.

8. INSURANCE AND INDEMNIFICATION

The Contractor agrees to carry liability and workmen's compensation insurance, reasonable satisfactory to MARC/KCRPC, against liability, loss and damage arising out of injuries to persons and property caused by Contractor, his sub-contractors, employees, or agents. A Certificate of Insurance shall be provided with the following coverage:

- a. Commercial General Liability with a limit of \$1,000,000 per occurrence and in the aggregate


- b. Commercial Automobile Liability with a limit of \$1,000,000 combined single limit.
- c. Workers Compensation with minimum statutory requirements.
- d. Employers' Liability with limits of \$500,000 each employee, \$500,000 each accident and \$500,000 policy limit.
- e. Cancellation notification of thirty (30) days will be provided under the Commercial General Liability, Automobile Liability and Workers Compensation policies. MARC/KCRPC to be included as additional insured under the Commercial General Liability and Automobile Liability policies.
- f. Certificate holder shall be shown as Mid-America Regional Council / KCRPC, 600 Broadway Suite 200, Kansas City, Mo., 64105. Ordering agencies may require separate certificates specific to the agency.

Notwithstanding the above, Motorola will defend, indemnify, and hold Customer harmless from and against any and all damages, losses, liabilities, and expenses (including reasonable fees and expenses of attorneys) arising from any actual third-party claim, demand, action, or proceeding ("**Claim**") for personal injury, death, or direct damage to tangible property to the extent caused by Motorola's negligence, gross negligence or willful misconduct while performing its duties under an Ordering Document or an Addendum, except to the extent the claim arises from Customer's negligence or willful misconduct. Motorola's duties under this **Section 7.1 – General Indemnity** are conditioned upon: (a) Customer promptly notifying Motorola in writing of the Claim; (b) Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and (c) Customer cooperating with Motorola and, if requested by Motorola, providing reasonable assistance in the defense of the Claim.

9. NOTICES

Any notice to any Contractor from MARC/KCRPC relative to any part of this contract will be in writing and considered delivered and the service thereof completed when said notice is posted, by certified, electronic or regular mail, to the said Contractor at his last given address or delivered in person to said Contractor or his authorized representative.

IN WITNESS WHEREOF, the parties hereto have signed this CONTRACT:

By: 

 David A. Warm
 Executive Director
 Mid-America Regional Council
 600 Broadway Suite 200
 Kansas City, Mo., 64105-1659

By: 

 Jay Burla
 Territory Vice President
 Motorola Solutions, Inc.
 500 W Monroe Street, Suite 4400
 Chicago, IL 60661

10/8/2024

 Date:

10/8/2024

 Date:

Attachment: Submittal and Pricing

Original: Contractor / MARC
 KCRPC Contact: Program Coordinator / rita.parker@kcrpc.com

MARC/KCRPC RFP 113 Public Safety Radios
 Company Profile
 Effective: Oct. 1, 2024 to Sept. 30, 2026

MOTOROLA SOLUTIONS, INC.

Company Address	500 W Monroe Street, Suite 4400, Chicago, IL 60661
Company national/regional/local	National
Year established	1928
Registered to Conduct Business in Missouri	Yes
Registered to Conduct Business in Kansas	Yes
Principal contact	Ryan Zidar
Email	ryan.zidar@motorolasolutions.com
Phone	773-497-1399
Title	Senior Account Manager
Address of facility to perform work, if different	500 W Monroe Street, Chicago, IL 60661
Joint venture?	No
If yes, state company	N/A
Joint venture worked together previously?	N/A
Subcontractor (1)	Commenco, Inc., 4901 Bristol Ave., Kansas City, Mo., 64129 Service Center, Local Shop
Subcontractor (2)	NROUTE Enterprises, LLC, 6102 N. 23rd St., Ozark, Mo., 65721 Vehicle Installation, Local Shop
Subcontractor (3)	Midwest Mobile Radio Service, Inc., 812 S. 10th St., St. Joseph, Mo., 64501 Device Mngmt Services, Local Shop
Delivery Time - Freight included/FOB Destination	Reasonable efforts to ship Products by any such estimated shipping date
Payment terms	Net 30
Discounts	No discount shown for early payment
Warranties	See Form 6 Base Units
Locations/services/training	See Page 90 of submittal
Servicing	PRICE ASSUMES WORK TO BE COMPLETED AT MOTOROLA SERVICE SHOP LOCATION: Template Creation \$933.33 Template Modification \$833.33 Program & P25 Certify New Radio \$177.78 Removals \$333.33 Dash Mount Install \$466.67 Remote Mount Install \$844.44 Single Head Install \$844.44 Dual Mount Install \$944.44 Field Service Reponse \$248.89 M-F: 8-5 Field Service Reponse \$433.33 After Hours Charge Per HR Plus \$500.00 Response Charge
Trade-in Allowance	Case by case basis for incentives for customer loyalty, trade-ins, timing and various promotions.
Rental Program Available	\$444.44/MONTH
Leasing Program Available	NOT AVAILABLE
Master Agreement Required with End User	CUSTOMER AGREEMENT FOR END USERS
Software Agreement Required with End User	EQUIPMENT & SOFTWARE ADDENDUM (ESLA)
RFP Compliance Forms	
APPENDIX A - AGREED TO COOP PURCHASING	YES - AGREED
APPENDIX B - BIDDER WARRANTIES	INCLUDED
APPENDIX C - AUTH/COLLUSION AFFIDAVIT	INCLUDED
APPENDIX D - MO DISABLED VETERAN PREFERENCE	STATED N/A
APPENDIX E - MISSOURI PRODUCTS PREFERENCE	DOMICILE - ILLINOIS
APPENDIX F - E-VERIFICATION	INCLUDED
APPENDIX G - BIDDER GUARANTEE	INCLUDED
APPENDIX H - DEBARMENT CERTIFICATION	INCLUDED
APPENDIX I - INTENT TO PERFORM AS MBE-WBE	STATED N/A
APPENDIX J - AFFIRMATIVE ACTION	INCLUDED
APPENDIX K - LOBBYING	INCLUDED
ADDENDUM 1 - SIGNED AND INCLUDED	INCLUDED
P-25 CAP testing documentation:	INCLUDED

MARC/KCRPC RFP 113 Public Safety Radios
Contacts / Ordering / Invoices
Effective: Oct. 1, 2024 to Sept. 30, 2026

MOTOROLA SOLUTIONS, INC.

	Emergency Contact (Technical Assistance):
Name:	Keith Antoff
Phone:	
Mobile Phone:	816-518-0129
Email:	keith.antoff@motorolasolutions.com

	Ordering:
Name:	Ryan Zidar
Phone:	773-497-1399
Email:	ryan.zidar@motorolasolutions.com
Online ordering (if available):	

	Purchase Orders / Remittance / Accounts Receivable
Name:	Ryan Zidar
Address:	500 W Monroe St
City, state, zip	Chicago, IL 60661
Phone :	773-497-1399

MARC/KCRPC RFP #113 PUBLIC SAFETY RADIOS - FORM 6 - BASE UNITS

COMPANY: Motorola Solutions, Inc.

The base radio units shall include all capabilities necessary to operate on the MARRS network as shown on the matrix.
 All Base Radio pricing shall include the standard Manufacturer's Warranty.

BASE UNITS			Tier	BRAND	MODEL #	LIST PRICE \$	DISCOUNT %	BASE PRICE \$ (After Discount)	ORIGINAL RELEASE DATE OF RADIOS	EXPECTED LIFESPAN	MANUFACTURER'S WARRANTY PERIOD	EXTENDED WARRANTY PERIOD	EXTENDED WARRANTY PRICE \$
Ph 1	Mobile	Economy	Police	APX 4500	M22URS9PW1BN	\$ 5,633.44	40.00%	\$ 3,380.06	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			Fire/EMS	APX 4500	M22URS9PW1BN	\$ 5,633.44	40.00%	\$ 3,380.06	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			P/W	APX 1500	M36URS9PW1BN	\$ 4,238.32	40.00%	\$ 2,542.99	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			Other										
		MidRange	Police	APX 6500	M25URS9PW1BN	\$ 7,087.12	40.00%	\$ 4,252.27	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			Fire/EMS	APX 6500	M25URS9PW1BN	\$ 7,087.12	40.00%	\$ 4,252.27	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			P/W	APX 4500	M22URS9PW1BN	\$ 5,633.44	40.00%	\$ 3,380.06	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			Other										

MARC/KCRPC RFP #113 PUBLIC SAFETY RADIOS - FORM 6 - BASE UNITS

COMPANY: Motorola Solutions, Inc.

The base radio units shall include all capabilities necessary to operate on the MARRS network as shown on the matrix.
 All Base Radio pricing shall include the standard Manufacturer's Warranty.

BASE UNITS			Tier	BRAND	MODEL #	LIST PRICE \$	DISCOUNT %	BASE PRICE \$ (After Discount)	ORIGINAL RELEASE DATE OF RADIOS	EXPECTED LIFESPAN	MANUFACTURER'S WARRANTY PERIOD	EXTENDED WARRANTY PERIOD	EXTENDED WARRANTY PRICE \$
		Premium	Police	APX 8500	M37TSS9PW1AN	\$ 8,349.68	40.00%	\$ 5,009.81	December 2016	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$480 7 Yrs: \$605
			Fire/EMS	APX 8500	M37TSS9PW1AN	\$ 8,349.68	40.00%	\$ 5,009.81	December 2016	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$480 7 Yrs: \$605
			P/W	APX 6500	M25URS9PW1BN	\$ 7,087.12	40.00%	\$ 4,252.27	December 2016	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			Other										
Ph 2	Mobile	Economy	Police	APX 4500	M22URS9PW1BN	\$ 6,128.44	40.00%	\$ 3,677.06	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			Fire/EMS	APX 4500	M22URS9PW1BN	\$ 6,128.44	40.00%	\$ 3,677.06	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			P/W	APX 1500	M36URS9PW1BN	\$ 4,733.32	40.00%	\$ 2,839.99	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			Other										

MARC/KCRPC RFP #113 PUBLIC SAFETY RADIOS - FORM 6 - BASE UNITS

COMPANY: Motorola Solutions, Inc.

The base radio units shall include all capabilities necessary to operate on the MARRS network as shown on the matrix.
 All Base Radio pricing shall include the standard Manufacturer's Warranty.

BASE UNITS			Tier	BRAND	MODEL #	LIST PRICE \$	DISCOUNT %	BASE PRICE \$ (After Discount)	ORIGINAL RELEASE DATE OF RADIOS	EXPECTED LIFESPAN	MANUFACTURER'S WARRANTY PERIOD	EXTENDED WARRANTY PERIOD	EXTENDED WARRANTY PRICE \$
		MidRange	Police	APX6500	M25URS9PW1BN	\$ 7,582.12	40.00%	\$ 4,549.27	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			Fire/EMS	APX6500	M25URS9PW1BN	\$ 7,582.12	40.00%	\$ 4,549.27	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			P/W	APX4500	M22URS9PW1BN	\$ 6,128.44	40.00%	\$ 3,677.06	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			Other										
		Premium	Police	APX8500	M37TSS9PW1AN	\$ 8,844.68	40.00%	\$ 5,306.81	December 2016	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$480 7 Yrs: \$605
			Fire/EMS	APX8500	M37TSS9PW1AN	\$ 8,844.68	40.00%	\$ 5,306.81	December 2016	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$480 7 Yrs: \$605
			P/W	APX6500	M25URS9PW1BN	\$ 7,582.12	40.00%	\$ 4,549.27	November 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$360 7 Yrs: \$454
			Other										

MARC/KCRPC RFP #113 PUBLIC SAFETY RADIOS - FORM 6 - BASE UNITS

COMPANY: Motorola Solutions, Inc.

The base radio units shall include all capabilities necessary to operate on the MARRS network as shown on the matrix.
 All Base Radio pricing shall include the standard Manufacturer's Warranty.

BASE UNITS			Tier	BRAND	MODEL #	LIST PRICE \$	DISCOUNT %	BASE PRICE \$ (After Discount)	ORIGINAL RELEASE DATE OF RADIOS	EXPECTED LIFESPAN	MANUFACTURER'S WARRANTY PERIOD	EXTENDED WARRANTY PERIOD	EXTENDED WARRANTY PRICE \$
Ph 1	Portable	Economy	Police	APX N50	H25UCF9PW6AN	\$ 5,578.40	27.00%	\$ 4,072.23	August 2022	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$263.75 7 Yrs: \$369.25
			Police	APX 6000	H98UCD9PW5BN	\$ 6,002.00	40.00%	\$ 3,601.20	August 2016	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$306 7 Yrs: \$386
			Fire/EMS	APX 6000 XE	H98UCD9PW5BN	\$ 6,882.00	40.00%	\$ 4,129.20	August 2016	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$306 7 Yrs: \$386
			P/W	APX N30	H15UCF9PW6AN	\$ 4,230.40	27.00%	\$ 3,088.19	August 2022	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$263.75 7 Yrs: \$369.25
			Other										
		MidRange	Police	APX 8000	H91TGD9PW5AN	\$ 8,583.00	40.00%	\$ 5,149.80	August 2015	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$306 7 Yrs: \$386
			Fire/EMS	APX 8000 XE	H91TGD9PW5AN	\$ 9,463.00	40.00%	\$ 5,677.80	May 2016	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$306 7 Yrs: \$386

MARC/KCRPC RFP #113 PUBLIC SAFETY RADIOS - FORM 6 - BASE UNITS

COMPANY: Motorola Solutions, Inc.

The base radio units shall include all capabilities necessary to operate on the MARRS network as shown on the matrix.
 All Base Radio pricing shall include the standard Manufacturer's Warranty.

BASE UNITS			Tier	BRAND	MODEL #	LIST PRICE \$	DISCOUNT %	BASE PRICE \$ (After Discount)	ORIGINAL RELEASE DATE OF RADIOS	EXPECTED LIFESPAN	MANUFACTURER'S WARRANTY PERIOD	EXTENDED WARRANTY PERIOD	EXTENDED WARRANTY PRICE \$
			P/W	APX N50	H25UCF9PW6AN	\$ 5,578.40	27.00%	\$ 4,072.23	August 2022	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$263.75 7 Yrs: \$369.25
			Other										
	Premium		Police	APX NEXT	H45TGT9PW8AN	\$ 10,016.80	27.00%	\$ 7,312.26	October 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$384.70 7 Yrs: \$484.72
			Police	APX N70	H35UCT9PW8AN	\$ 8,332.92	27.00%	\$ 6,083.03	August 2022	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$343.45 7 Yrs: \$432.75
			Fire/EMS	APX NEXT XE	H45TGT9PW8AN	\$ 10,979.80	27.00%	\$ 8,015.25	March 2021	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$384.70 7 Yrs: \$484.72
			Fire/EMS	APX NEXT XN	H45TGU9PW8AN	\$ 13,490.64	27.00%	\$ 9,848.17	December 2022	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$384.70 7 Yrs: \$484.72
			P/W	APX N70	H35UCT9PW8AN	\$ 8,332.92	27.00%	\$ 6,083.03	August 2022	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$343.45 7 Yrs: \$432.75
			Other										

MARC/KCRPC RFP #113 PUBLIC SAFETY RADIOS - FORM 6 - BASE UNITS

COMPANY: Motorola Solutions, Inc.

The base radio units shall include all capabilities necessary to operate on the MARRS network as shown on the matrix.
 All Base Radio pricing shall include the standard Manufacturer's Warranty.

BASE UNITS			Tier	BRAND	MODEL #	LIST PRICE \$	DISCOUNT %	BASE PRICE \$ (After Discount)	ORIGINAL RELEASE DATE OF RADIOS	EXPECTED LIFESPAN	MANUFACTURER'S WARRANTY PERIOD	EXTENDED WARRANTY PERIOD	EXTENDED WARRANTY PRICE \$
Ph 2	Portable	Economy	Police	APX 6000	H98UCD9PW5BN	\$ 6,497.00	40.00%	\$ 3,898.20	August 2016	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$306 7 Yrs: \$386
			Police	APX N50	H25UCF9PW6AN	\$ 6,073.40	27.00%	\$ 4,433.58	August 2022	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$263.75 7 Yrs: \$369.25
			Fire/EMS	APX 6000 XE	H98UCD9PW5BN	\$ 7,377.00	40.00%	\$ 4,426.20	August 2016	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$306 7 Yrs: \$386
			P/W					\$ -					
			Other										
		MidRange	Police	APX 8000	H91TGD9PW5AN	\$ 9,078.00	40.00%	\$ 5,446.80	August 2015	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$306 7 Yrs: \$386
			Fire/EMS	APX 8000 XE	H91TGD9PW5AN	\$ 9,958.00	40.00%	\$ 5,974.80	May 2016	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$306 7 Yrs: \$386
			P/W	APX N50	H25UCF9PW6AN	\$ 6,073.40	27.00%	\$ 4,433.58	August 2022	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$263.75 7 Yrs: \$369.25
			Other										

MARC/KCRPC RFP #113 PUBLIC SAFETY RADIOS - FORM 6 - BASE UNITS

COMPANY: Motorola Solutions, Inc.

The base radio units shall include all capabilities necessary to operate on the MARRS network as shown on the matrix.
 All Base Radio pricing shall include the standard Manufacturer's Warranty.

BASE UNITS			Tier	BRAND	MODEL #	LIST PRICE \$	DISCOUNT %	BASE PRICE \$ (After Discount)	ORIGINAL RELEASE DATE OF RADIOS	EXPECTED LIFESPAN	MANUFACTURER'S WARRANTY PERIOD	EXTENDED WARRANTY PERIOD	EXTENDED WARRANTY PRICE \$
		Premium	Police	APX NEXT	H45TGT9PW8AN	\$ 10,511.80	27.00%	\$ 7,673.61	October 2019	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$384.70 7 Yrs: \$484.72
			Police	APX N70	H35UCT9PW8AN	\$ 8,827.92	27.00%	\$ 6,444.38	August 2022	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$343.45 7 Yrs: \$432.75
			Fire/EMS	APX NEXT XE	H45TGT9PW8AN	\$ 11,474.80	27.00%	\$ 8,376.60	March 2021	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$384.70 7 Yrs: \$484.72
			Fire/EMS	APX NEXT XN	H45TGU9PW8AN	\$13,985.64	27.00%	\$ 10,209.52	December 2022	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$384.70 7 Yrs: \$484.72
			P/W	APX N70	H35UCT9PW8AN	\$ 8,827.92	27.00%	\$ 6,444.38	August 2022	7-10+ Yrs (dependant upon volume of usage)	3 Yrs	5 or 7 Yrs	5 Yrs: \$343.45 7 Yrs: \$432.75
			Other										



MOTOROLA SOLUTIONS

Proposal

**Mid-America Regional Council / Kansas City Regional
Purchasing Cooperative (MARC / KCRPC)**

Public Safety Radios - Project 25 Capable

RFP #113

August 2, 2024

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. © 2024 Motorola Solutions, Inc. All rights reserved.

PS-000175971

Table of Contents

Section 1	
Letter of Transmittal	3
Section 2	
Table of Contents	6
Section 3	
Company Profile and Outside Companies or Firms to be Used	7
Section 4	
Resumes	8
Section 5	
References	9
Section 6	
Additional Information	10
6.1 Form 5 – Additional Information	10
6.2 APX Radio Solutions	11
6.2.1 Proposed Portable Radio Solutions	11
6.2.1.1 APX NEXT Radio Solution Description	11
6.2.1.2 APX N30 Portable Radio Solutions Description.....	18
6.2.1.3 APX N50 Portable Radio Solution Description.....	19
6.2.1.4 APX N70 Portable Radio Solution Description.....	22
6.2.2 Proposed Mobile Radio Solutions	24
6.2.2.1 APX 1500 Enhanced Mobile Radio	24
6.2.2.2 APX 4500 Enhanced Mobile Radio	25
6.2.2.3 APX 6500 Enhanced Mobile Radio	26
6.2.2.4 APX 8500 Mobile Radio	27
6.2.3 Optional Radio and Application Solutions	28
6.2.3.1 Optional M500 In-Car Video System Solution.....	28
6.2.3.2 Optional V700 Body-Worn Camera Solution.....	29
6.2.3.3 Optional CommandCentral AXS Dispatch Console Solution	33
6.2.3.4 Optional CommandCentral Aware Standard Offer Solution.....	46
6.2.3.5 Optional CommandCentral Aware Plus Offer Solution	57
6.3 APX N-Series Device Management Services (DMS) – Essential Statement of Work (SOW)	70
6.3.1 Overview.....	70
6.3.2 Hardware Repair	71
6.3.3 Device Technical Support	71
6.3.3.1 Software Maintenance.....	71
6.3.3.2 MyView Portal Access.....	71
6.4 Training Plan	72

- 6.4.1 Training Overview72
- 6.4.2 Motorola Solutions Training.....72
 - 6.4.2.1 Training Delivery..... 73
 - 6.4.2.2 Training Courses 74
 - 6.4.2.3 Training Tools..... 75
- 6.4.3 Proposed Training Overview for MARC/KCRPC76
 - 6.4.3.1 Radio User Training Plan 77
- 6.4.4 Course Descriptions for MARC/KCRPC78
 - 6.4.4.1 APX Portable and APX Mobile Train-the-Trainer..... 78
 - 6.4.4.2 APX NEXT / APX N-Series Train-the-Trainer 79
- 6.4.5 Qualifications and Assumptions81
- 6.5 Company Qualifications and Experience..... 81**
- 6.5.1 Motorola Solutions Company Information81
- 6.5.2 Subcontractors Qualifications and Responsibilities84
 - 6.5.2.1 Commenco, Inc. (Commenco) 84
 - 6.5.2.2 NROUTE Enterprises, LLC (NROUTE)..... 84
 - 6.5.2.3 Midwest Mobile Radio Service, Inc. (Midwest Mobile)..... 85
- Section 7
- Pricing86**
- 7.1 Form 6 – Pricing Workbook..... 86**
- 7.2 Master Sample Agreement 87**
- 7.3 List of Awarded Contracts..... 87**
- 7.4 Warranty, Services, Training and Subcontractors 87**
- Section 8
- Appendices88**
- 8.1 Required Appendices 88**
- 8.2 Contractual Documentation 89**
- 8.2.1 Legal Clarifications89
- 8.2.2 Special Terms and Conditions89
 - 8.2.2.1 Motorola Solutions Customer Agreement 90
 - 8.2.2.2 Equipment Purchase and Software License Addendum..... 107
 - 8.2.2.3 Subscription Software Addendum 112
 - 8.2.2.4 Subscription Services Addendum 117
 - 8.2.2.5 Subscription Services Addendum 119

Section 1

Letter of Transmittal

Motorola Solutions has provided the Letter of Transmittal on the following pages.

Motorola Solutions, Inc.
500 W Monroe Street, Suite 4400
Chicago, IL 60661

August 2, 2024

Mid-America Regional Council (MARC)
Kansas City Regional Purchasing Cooperative (KCRPC)
ATTN: Rita Parker
Program Coordinator

RE: RFP #113; Public Safety Radios - Project 25 Capable

Dear Ms. Parker:

Motorola Solutions, Inc. (Motorola Solutions) is pleased to have the opportunity to provide the Mid-America Regional Council and Kansas City Regional Purchasing Cooperative (MARC/KCRPC) with a response to the Request for Proposal (RFP) #113. Specifically, this response includes a complete overview of our firm, our qualifications, our personnel and our P25 radio platform - APX. We are pleased to offer the best-in-class radios, which are compliant with all specifications of the RFP and tiered based on features and functionality.

The Mid-America Regional Radio System (MARRS) is a Motorola Solutions' Astro P25 system. The APX radios are designed with enhancements above and beyond the P25 standard with capabilities only APX can do on Astro with certain options selected. Significant advantages of the solution proposed by Motorola Solutions include:

- Location on PTT
- Dynamic GPS Location Polling
- Enhanced Geo Select
- Superior Transmitter and Receiver RF Specifications
- Intelligent Roaming Engine
- System Auditing and Role Based Access
- Inter-System Data

Motorola Solutions is committed to offering the required combination of equipment, software and services consistent with the requirements for a P25 Radio program for MARC/KCRPC agencies. To deploy this project, Motorola Solutions will be leveraging our local service shops NROUTE Enterprises, LLC, Commenco, Inc. and Midwest Mobile Radio Services, Inc. who have been working with the MARRS region for a combined 140+ years.

As requested, Motorola Solutions is submitting the following excel attachments.

- a) Portable units – Phase 1 and Phase 2 Pricing
- b) Mobile units – Phase 1 and Phase 2 Pricing

Best and Final Offer (BAFO) pricing and discounts are given in these attachments. The discounted rates proposed are for the life of the contract, unless a better discount becomes available. The prices

listed are current list prices, and are subject to change. The discount levels are based on current list prices and will remain consistent throughout the lifecycle of the contract.

Motorola Solutions will provide MARC/KCRPC annual updates of new or enhanced product lines and their prices. This discounting is applicable to the APX portfolio of products and accessories including the APX1500, APX4500, APX6000, APX6500, APX8000, APX8500, APX NEXT and the N-Series radios including the N30, N50 and N70 along with all XE versions, and APX XN models.

Motorola Solutions reserves the right to offer higher discounts above and beyond the pricing in this RFP on a case by case basis for incentives for customer loyalty, trade-ins, timing and various promotions. Agencies can reach out to their Motorola Solutions Account Manager to discuss what additional discounts may be available.

We are confident that our proposed solution addresses the MARC/KCRPC qualifications, and offers a compelling combination of quality, a capable firm, economics, proven performance, superior audio and video quality with reliability and standards based flexibility that will provide a confident end to end solution for an exciting future.

Motorola Solutions' proposal is subject to the enclosed responses, including any clarifications or exceptions, and to the terms and conditions of the enclosed Motorola Solutions Customer Agreement, including the Subscription Services Agreement and its attached Exhibits. This proposal and its pricing are valid for 90 days from the date on this cover letter.

We look forward to working with MARC/KCRPC during the next phase of the procurement process. For any questions MARC or KCRPC may have, please contact Ryan Zidar, Motorola Solutions Account Manager for Kansas City, at ([REDACTED])

Sincerely,

[REDACTED]
Jay Burla
MSSSI Vice President

PROPRIETARY INFORMATION
SOP E-75 DELEGATION OF AUTHORITY

I, **John Zidar**, Senior Vice President of **Motorola Solutions, Inc.** (“Company”), do hereby delegate my authority to execute in the name of and on behalf of the Company, **Motorola Solutions Canada Inc. (“MSCI”)**, and **Rave Wireless, Inc. (“Rave”)**, contract documents (pursuant to Company policy), to the below named and titled individuals with the following dollar and other limitations as specified and explicitly set out below.

Delegation to execute the following Contract documents:

Customer sale contracts, contract modifications, bids, proposals, bidder list applications, certifications, software licenses, non-disclosure agreements relating to customer sales opportunities, teaming agreements relating to customer sales opportunities, lobbyist agreements, subcontractor documents and other contract documents related to **North America direct government sales** on behalf of the **Company and MSCI**.

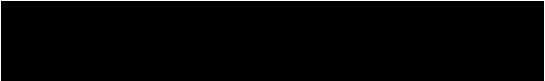
Region:	To:	Value:
North America	Jay Burla Territory Vice President	\$ 10,000,000

This Delegation of Authority granted herein shall not be delegable or assignable to any other person, shall be effective as of **June 1st, 2024**, and shall expire on **May 31st, 2025**.

The authority delegated to the above-named individuals is in addition to the authority such individuals may have to approve and execute contract documents as an officer of the Company.

This Delegation can be revoked by me at any time and will automatically expire for any named and titled individual if he or she ceases to be an employee of the Company or if he or she is assigned a different position within the Company. If a named individual is assigned a different position within the Company, the named successor is automatically given the designated authority unless a letter is provided stating otherwise.

IN WITNESS WHEREOF, I have executed this delegation of authority as of **June 4th, 2024**.



John Zidar
Senior Vice President, North America Sales
Motorola Solutions, Inc.

CERTIFICATE OF ASSISTANT SECRETARY
MOTOROLA SOLUTIONS, INC.

The undersigned certifies that he or she is a duly appointed Assistant Secretary of Motorola Solutions, Inc. (the "Company"), a corporation duly organized and existing under the laws of the State of Delaware, and that, as such, he or she is authorized to execute this Certificate on behalf of the Company, and further certifies that:

1. At a meeting of the Board of Directors of the Company held on May 14, 2024 at which a quorum was present and acting throughout, the following resolutions were duly adopted, effective May 14, 2024, have not been amended, and are in full force and effect on the date hereof:

RESOLVED, that all Senior Vice Presidents be, and each one of them is, authorized to sign and execute all agreements, contracts, bids, proposals, deeds, assignments, powers of attorney, performance guarantees, performance guarantee undertakings, instruments, documents, claims, including claims against the United States, and certifications of such claims, in the ordinary course of business of the Company and related to his or her work as a Senior Vice President of one of the Company's businesses, groups or corporate departments, all of which are collectively referred to as "Documents", provided that this authority does not extend to:

a. Documents having a value in excess of \$50 million in the aggregate over the term of the arrangement; or

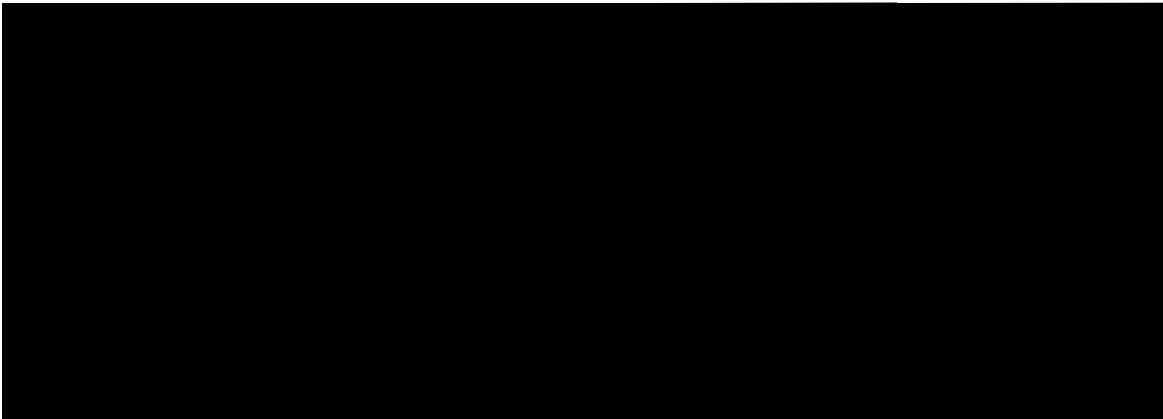
b. Documents related to: (i) acquisitions, divestures, joint ventures and equity investments, (ii) outsourcing arrangements, (iii) customer financing extending more than 364 days, (iv) capital expenditures, (v) lease commitments, (vi) agreements and compensatory arrangements applicable to Motorola Solutions Appointed Vice Presidents and above, (vii) litigation and legal claims, (viii) appointing agents and attorneys-in-fact to represent the Company before any customs agency, (ix) financial guarantees, financial surety agreements and financial guarantee undertakings, (x) opening bank accounts, (xi) establishing borrowing relationships on behalf of the Company, and (xii) voting or otherwise dealing with securities owned by the Company. Authority for such Documents is found in the specific resolutions below.

RESOLVED, that the Board has adopted specific resolutions authorizing the signing and execution by Senior Vice Presidents of Documents related to procurement arrangements. Authority for such Documents is found in the specific resolutions below.

The officers named above are authorized to delegate this signature authority in writing to others.

2. The following person is a duly qualified and acting officer of the Company and has been duly elected to the office set forth opposite his or her name:

Name	Title
John Zidar	Senior Vice President





Motorola Solutions, Inc.
500 W. Monroe, Floor 44
Chicago, Illinois 60661

Effective: May 14, 2024

Executive Committee

Gregory Q. Brown	Chairman and Chief Executive Officer
Jason J. Winkler	Executive Vice President and Chief Financial Officer
John P. Molloy	Executive Vice President and Chief Operating Officer
Mahesh Saptharishi	Executive Vice President & Chief Technology Officer
Karen E. Dunning	Senior Vice President, Human Resources
Rajan S. Naik	Senior Vice President, Strategy & Ventures
James A. Niewiara	Senior Vice President, General Counsel
Cynthia Yazdi	Senior Vice President, Chief of Staff, Communications & Brand

Board of Directors

Gregory Q. Brown
(Chairman)

Nicole Anasenes

Kenneth D. Denman

Ayanna M. Howard

Clayton M. Jones

Judy C. Lewent

Gregory K. Mondre

Joseph M. Tucci

Section 2

Table of Contents

Motorola Solutions has provided the Section 5: Submittal Forms Table of Contents on the following pages.

SECTION 5: SUBMITTAL FORMS:

The following table sets forth the specific items to be addressed in the proposal. Respondents must include this page with their proposal and include corresponding page numbers indicated on the information submitted within their proposal. Do not submit any additional documents with your proposal. Proposals must be completed as instructed and returned in response to this RFP. All information must be legible and submitted on forms provided within this RFP. Any, and all, corrections and/or erasures must be initialed. The proposal must be signed in ink by an authorized representative of the respondent and the required information must be provided. The contents of the proposal submitted by the successful respondent of this RFP will become a part of any contract award as a result of this solicitation.

<p>LETTER OF TRANSMITTAL The letter is to be limited to two (2) pages; to be submitted on the respondent’s letterhead. Concisely state the respondent’s understanding of the services required. Provide narrative on project approach. Describe the schedule of events necessary to complete this project. Include additional relevant information not requested elsewhere in this RFP. The signature of the letter shall be that of a person authorized to represent and bind the firm.</p>	<p>Page 1 - 2 Page 5-6 of the PDF</p>
<p>TABLE OF CONTENTS: Submit this page and add page numbers.</p>	<p>Page 11 of the PDF</p>
<p>COMPANY PROFILE: Form 1</p>	<p>Page 13 of the PDF</p>
<p>OUTSIDE COMPANIES OR FIRMS TO BE USED: Form 2</p>	<p>Page 13 of the PDF</p>
<p>RESUMES: Form 3 The form may be reproduced and attached in sequence if more space is required. Identify specific assignments of key personnel.</p>	<p>Page 15-20 of the PDF</p>
<p>REFERENCES: Form 4 The form may be reproduced and attached in sequence if more space is required. A minimum of three references should be provided. List those projects you or your company have completed within the past five (5) years that are similar to that requested by this RFP. Special attention should be given to projects you or your company have completed for other governmental entities.</p>	<p>Page 22-26 of the PDF</p>
<p>ADDITIONAL INFORMATION: Form 5 The form must be completed, signed, and dated.</p>	<p>Page 28 of the PDF</p>
<p>PRICING: Form 6 (Excel worksheet) Pricing list to be completed as required.</p>	<p>Attachment 105-165 of the PDF</p>
<p>APPENDICES: To be completed and submitted with proposal Appendix A - Cooperative Purchasing Appendix B - Bidder Warranties Appendix C - Authorization-Collusion Affidavit Appendix D - Missouri Service-Disabled Veterans Preference Appendix E - Missouri Products Preference Appendix F - E-Verification – Affidavit of Compliance *2 pages * Appendix G- Bidder Guarantee Appendix H - Debarment Certification Appendix I - Intent to Perform as MBE-WBE Appendix J - Affirmative Action Appendix K - Lobbying</p>	<p>Pages 168-222 of the PDF</p>

Section 3

Company Profile and Outside Companies or Firms to be Used

Motorola Solutions has provided both Form 1 and 2 on the following pages.

FORM 1:

Company Name and Address:

Motorola Solutions, Inc.

Company is: National Regional Local Year Company Established: 1928

Registered to conduct business in the State of Missouri: Yes No
 Registered to conduct business in the State of Kansas: Yes No

State name, title, and telephone number and email address of Principal to contact:

Name Title Telephone: Email:

Ryan Zidar, Senior Account Manager, [REDACTED]

Address of office/facility to perform work, if different from *above*:

500 W Monroe Street, Chicago, IL 60661

List the number of persons and title, your company will commit to providing the services requested in this RFP:

# of Staff	Titles:
2	Senior Account Manager
1	Customer Support Manager
2	Area Sales Manager
1	Consultant Sales Specialist

If submittal is by Joint Venture, list participating company or firm and outline specific areas of responsibility (including administrative, technical, and financial) for each:

N/A

Has this Joint-Venture previously worked together? Yes No

FORM 2:

List any outside companies or firms that will be used to provide services to the Participants:

Company/Firm Name:	Commenco, Inc.	NROUTE Enterprises, LLC	Midwest Mobile Radio Service, Inc. +
Address:	4901 Bristol Ave, Kansas City, MO 64129	6102 North 23rd Street, Ozark, MO 65721 +	812 S. 10th Street, St. Joseph, MO 64501 +
Specialty:	Service Center, Local Shop	Vehicle Installation, Local Shop +	Device Management Services, Local Shop +
Worked with Respondent before?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Section 4

Resumes

Motorola Solutions has provided six resumes on Form 3 for MARC/KCRPC's review.

1. Senior MO Account Manager – Ryan Zidar
2. Senior KS Account Manager – Kirk Moore
3. Customer Support Manager – Keith Antoff
4. Area Sales Manager – Mike Skalitzky
5. Area Sales Manager – Brian Flynn
6. Consultant Sales Specialist – Anna Davalos

FORM 3:

Complete following for resume of key personnel and staff members that shall be assigned to providing the services described in this RFP. A minimum of three must be provided, but no more than five. Multiple copies of this page may be made for submittal.

Name: Ryan Zidar
Title: Senior MO Account Manager
Email: [REDACTED]

Responsibilities to be assigned:
Responsible for overall business relationship; conduct regular meetings throughout the project;
Will help to be a liaison to other team members and foster effective communication in partnership

Name of company/firm (if other than respondent) with which associated:
Motorola Solutions, Inc.

Years Experience: With this company/ firm 6 Other company/firm 6

Other Experience & Qualifications relevant to providing the services described in this RFP:
Customer satisfaction experience, specialist that provides planning, coordination and execution of current contracts, managed Motorola Solutions Experience Center technologies and integrations for all current contracts and projects

FORM 3:

Complete following for resume of key personnel and staff members that shall be assigned to providing the services described in this RFP. A minimum of three must be provided, but no more than five. Multiple copies of this page may be made for submittal.

Name: Kirk Moore
Title: Senior KS Account Manager
Email: [REDACTED]

Responsibilities to be assigned:
Responsible for overall business relationship; conduct regular meetings throughout the project;
Will help to be a liaison to other team members and foster effective communication in partnership

Name of company/firm (if other than respondent) with which associated:
Motorola Solutions, Inc.

Years Experience: With this company/ firm 2 Other company/firm _____

Other Experience & Qualifications relevant to providing the services described in this RFP:
Retired law enforcement with several years in the public safety industry.

FORM 3:

Complete following for resume of key personnel and staff members that shall be assigned to providing the services described in this RFP. A minimum of three must be provided, but no more than five. Multiple copies of this page may be made for submittal.

Name: Keith Antoff
Title: Customer Support Manager
Email: [REDACTED]

Responsibilities to be assigned:
Collaborates with the customer to develop Customer Support Plan (CSP); Helps to customize the CSP to best meet the customer's needs; Works to make sure support is continuous and provided during the entire length of the contract with the highest degree of customer satisfaction

Name of company/firm (if other than respondent) with which associated:
Motorola Solutions, Inc.

Years Experience: With this company/ firm 12 Other company/firm _____

Other Experience & Qualifications relevant to providing the services described in this RFP:
Multiple ASTRO 25 Certifications; Service Delivery Manager, Project Management Experience, Negotiated multiple projects successfully, and Motorola Solutions Service Academy

FORM 3:

Complete following for resume of key personnel and staff members that shall be assigned to providing the services described in this RFP. A minimum of three must be provided, but no more than five. Multiple copies of this page may be made for submittal.

Name: Mike Skalitzky
Title: Area Sales Manager
Email: [REDACTED]

Responsibilities to be assigned:
Assist MO Account Manager with the collaboration and teaming of the radio installation and engineering teams to assure success in all distribution channels. Provide the customer with an additional communication partner during the length of the contract.

Name of company/firm (if other than respondent) with which associated:
Motorola Solutions, Inc.

Years Experience: With this company/ firm 9 Other company/firm _____

Other Experience & Qualifications relevant to providing the services described in this RFP:

FORM 3:

Complete following for resume of key personnel and staff members that shall be assigned to providing the services described in this RFP. A minimum of three must be provided, but no more than five. Multiple copies of this page may be made for submittal.

Name: Brian Flynn
Title: Area Sales Manager
Email: [REDACTED]

Responsibilities to be assigned:
Assist KS Account Manager with the collaboration and teaming of the radio installation and engineering teams to assure success in all distribution channels. Provide the customer with an additional communication partner during the length of the contract.

Name of company/firm (if other than respondent) with which associated:
Motorola Solutions, Inc.

Years Experience: With this company/ firm 7 Other company/firm _____

Other Experience & Qualifications relevant to providing the services described in this RFP:

FORM 3:

Complete following for resume of key personnel and staff members that shall be assigned to providing the services described in this RFP. A minimum of three must be provided, but no more than five. Multiple copies of this page may be made for submittal.

Name: Anna Davalos
Title: Consultant Sales Specialist
Email: [REDACTED]

Responsibilities to be assigned:
Develop and maintain productive relationships with the customer as point of contact for sales, product information and issue resolution.

Name of company/firm (if other than respondent) with which associated:
Motorola Solutions, Inc.

Years Experience: With this company/ firm 4 Other company/firm _____

Other Experience & Qualifications relevant to providing the services described in this RFP:
Motorola Solutions APX Radio Technical Resource

Section 5

References

Motorola Solutions has provided five references on Form 3 for MARC/KCRPC's review.

1. Lee's Summit Police Department, MO
2. Kansas Highway Patrol, KS
3. Lincoln County Sheriff's Office, MO
4. Kansas City, MO Police Department
5. Des Moines, IA Police Department

FORM 4:

References which best illustrate current qualifications relevant to the services to be provided to the AGENCIES accomplished by personnel that will be assigned to AGENCIES. A minimum of three must be provided, but no more than five (5). Multiple copies of this page may be made for submittal.

Government Agency Name: Lee's Summit Police Department

Date Services Provided: 2018 - present

Contact Name & Email Address:
Name: [REDACTED]
Email: [REDACTED]

Detailed Description of Services Provided:
200+ APX Mobiles, 200+ APX Portables

Nature of respondent's role in providing the services:
COML - COMC | Radio System Specialist

Respondent's personnel (Name/Work Assignment) who provided the services:
Denise Gibbs / Motorola Solutions Account Manager
Ryan Zidar / Motorola Solutions Account Manager

FORM 4:

References which best illustrate current qualifications relevant to the services to be provided to the AGENCIES accomplished by personnel that will be assigned to AGENCIES. A minimum of three must be provided, but no more than five (5). Multiple copies of this page may be made for submittal.

Government Agency Name: Kansas Highway Patrol

Date Services Provided: 01/15/2024 - current

Contact Name & Email Address:
Name: [REDACTED]
Email: [REDACTED]

Detailed Description of Services Provided:
KHP outfitted their entire organization with the NEXT radios (400+ radios)

Nature of respondent's role in providing the services:
Account Manager - assisted in overseeing the rollout to the agency

Respondent's personnel (Name/Work Assignment) who provided the services:
Kirk Moore / Motorola Solutions Account Manager
Aaron Corcoran / former Motorola Solutions Account Manager

FORM 4:

References which best illustrate current qualifications relevant to the services to be provided to the AGENCIES accomplished by personnel that will be assigned to AGENCIES. A minimum of three must be provided, but no more than five (5). Multiple copies of this page may be made for submittal.

Government Agency Name: Lincoln County Sheriff's Office (Missouri)

Date Services Provided: 2020 - Current

Contact Name & Email Address:
Name: [REDACTED]
Email: [REDACTED]

Detailed Description of Services Provided:
The Lincoln County Sheriff's Office radio count is Qty 40 APX 8500 and Qty 35 APX8000 as a part of the MOSWIN State-wide radio system.

Nature of respondent's role in providing the services:
Chief Deputy – Undersheriff

Respondent's personnel (Name/Work Assignment) who provided the services:
Fran Cueva / Motorola Solutions Account Manager

FORM 4:

References which best illustrate current qualifications relevant to the services to be provided to the AGENCIES accomplished by personnel that will be assigned to AGENCIES. A minimum of three must be provided, but no more than five (5). Multiple copies of this page may be made for submittal.

Government Agency Name: Kansas City Police Department, Missouri

Date Services Provided: 2023

Contact Name & Email Address:
Name: [REDACTED]
Email: [REDACTED]

Detailed Description of Services Provided:
The Kansas City Police Department utilizes 1100 NEXTs, 597 N70's, and over 350
Mobile APX Radios as a part of the MARRS Radio System

Nature of respondent's role in providing the services:
Major, Logistic Support Division

Respondent's personnel (Name/Work Assignment) who provided the services:
Denise Gibbs / Motorola Solutions Account Manager
Ryan Zidar / Motorola Solutions Account Manager

FORM 4:

References which best illustrate current qualifications relevant to the services to be provided to the AGENCIES accomplished by personnel that will be assigned to AGENCIES. A minimum of three must be provided, but no more than five (5). Multiple copies of this page may be made for submittal.

Government Agency Name: Des Moines Police Department, Iowa

Date Services Provided: 2020

Contact Name & Email Address:
Name: [REDACTED]
Email: [REDACTED]

Detailed Description of Services Provided:
The Des Moines Police department utilizes 385 APX NEXT portable radios.

Nature of respondent's role in providing the services:
Supervisor | Radio Services Section

Respondent's personnel (Name/Work Assignment) who provided the services:
The Des Moines Police Department worked directly with Motorola Solutions for all service and configuration work for this project. Brian Flynn / Motorola Solutions ASM

Section 6

Additional Information

6.1 Form 5 – Additional Information

Motorola Solutions has provided Form 5 on the following pages

FORM 5:

Use this space to provide any additional information or description of resources supporting you or your Company's qualifications for providing products and services to the Participants, as described in this RFP. This form must be completed, signed, and dated.

Motorola Solutions has provided additional information regarding the APX radios listed in our price on the

following pages. For additional information on all of our P25 radios, including brochures, please follow:

https://www.motorolasolutions.com/en_us/products/p25-products.html

For additional information regarding our P25 Compliance Assessment Program (CAP), please follow:

https://www.motorolasolutions.com/en_us/products/p25-products/cap.html#taboverview



Signature

August 2, 2024

Date

6.2 APX Radio Solutions

6.2.1 Proposed Portable Radio Solutions

6.2.1.1 APX NEXT Radio Solution Description

6.2.1.1.1 Overview

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

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 the agency to quickly procure, provision, and update the APX NEXT fleet, reducing the downtime needed to get devices into the field and saving support staff valuable time.



Figure 6-1: APX NEXT

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" 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 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 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 the APX NEXT fleet. Using Motorola's 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.

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 agencies' operations, and protects the focus that responders, dispatchers and technicians need to stay safe and effective.

6.2.1.1.2 Device Management Services (DMS) – Essential

Device Management Services - Essential (DMS) is an additional option that provides remote technical support and hardware repair to maximize the effectiveness of the APX NEXT solution, while reducing maintenance risk, workload, and total cost of ownership. The offering consists of:

Expert Technical Support

Our experienced technicians are available to help isolate and resolve any issues that may come up with the APX NEXT radios. With an extensive knowledge base and trained and certified technical engineers, this team can troubleshoot and provide prompt resolution to technical device issues. We apply leading industry standards to record, monitor, escalate and report technical service calls from our customers.

Expert Hardware Repair

APX NEXT radio fleet components are protected in the event of an unexpected failure and are back in operation as soon as possible. All device components are returned to the customer with original factory specifications and updated with the latest firmware. Our service centers are certified to comply with ISO 9001, ensuring the highest quality repairs.

Optional Hardware Repair with Accidental Damage

Hardware Repair with Accidental Damage provides repair services for user radios damaged by accidents, manufacturing defects and normal wear and tear, helping to ensure that radio repair and replacement costs are fixed and predictable. This coverage includes liquid damage, accidental display breakage, broken housing, damaged buttons or damage to other components that are integral to the user radio. Motorola or an authorized Motorola repair shop will repair and restore the radio back to original factory specifications.

6.2.1.1.3 Managing and Provisioning Devices

APX NEXT provides users greater awareness and faster radio management through Customer Programming Software (CPS), Radio Management (RM), or RadioCentral programming. These tools transform accurate data into smarter action by enabling dispatchers and network managers to keep radios in the field, make informed operational decisions, and, above all, protect first responders' focus and safety.

Customer Programming Software (CPS)

CPS is a proprietary, Windows-based application used to configure APX subscriber radios in offline situations. The CPS application offers drag-and-drop, clone-wizard, and basic import/export functions that allow for the addition of new software and feature enhancements. APX NEXT radios can be programmed one at a time on a local PC, via secure USB port connection, with TLS-PSK based encryption. Once loaded, subscriber radios are read and edited, and codeplugs and templates can be saved and duplicated to program other fleet radios.

Radio Management (RM)

Batch Programming is available through the RM software, which allows new codeplugs, firmware updates, and flashcode updates to be sent to groups of devices simultaneously. With Batch Programming, radios can also be programmed at once over a Wi-Fi connection for compatible radios.

This helps keep the radio in the hands of the end user, reduces programming time, and ensures that the radio fleet is always up to date.

RadioCentral

RadioCentral is Motorola Solutions' cloud-based programming offering, which provides fast, efficient provisioning and deployment to get devices out into the field as quickly as possible. Parameters such as talk groups, interface options, and security keys can be programmed remotely within minutes. RadioCentral streamlines the APX NEXT out-of-the-box experience with a few simple steps. Users will power on the device and view a boot-up animation, and from power on to provisioning, the process takes less than a minute. For Encryption and Authentication users, a KVL needs to be connected to the radio to use those services.

APX NEXT also features Touchless Key Provisioning (TKP), leveraging RadioCentral and Key Management Facility to add encryption keys remotely. This streamlined, one-time process reduces the time and effort spent enabling encryption. TKP delivers the initial encryption keys to APX NEXT radios. Users can provision encryption on one radio or on batches of radios, further speeding up the encryption process for radio fleets.

The figure below illustrates APX NEXT's faster provisioning process.

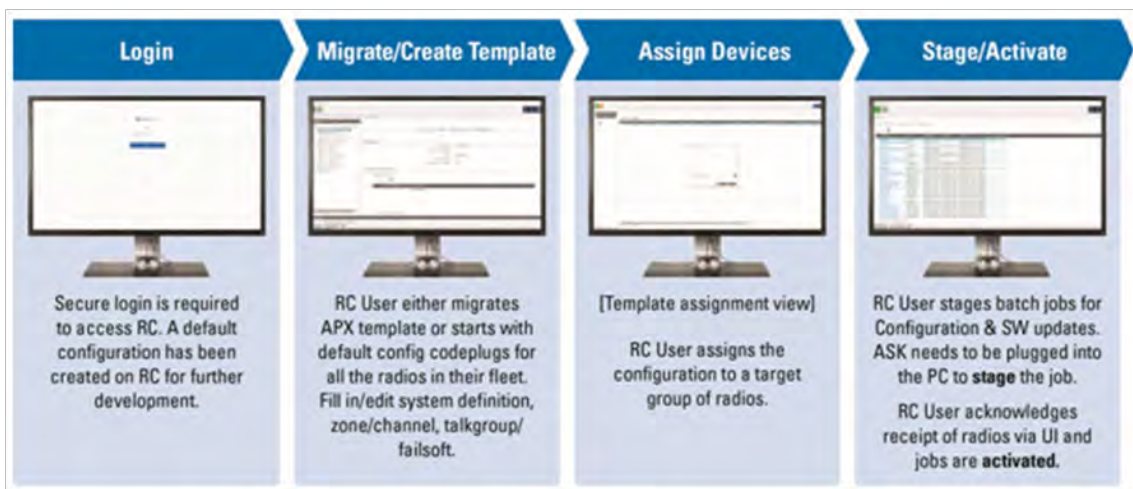


Figure 6-2: APX NEXT Provisioning via Radio Central

6.2.1.1.4 Evolving with Application Services

A host of optional application services enhance the APX NEXT device's capabilities:

SmartProgramming

In conjunction with RadioCentral provisioning capabilities, the SmartProgramming application allows radios to be updated anywhere within an agency's local LTE network coverage area. APX NEXT devices do not 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.

ViQi Voice Control and Virtual Partner

Two voice-activated features on the APX NEXT enhance situational awareness and first responder safety.

ViQi Voice Control allows users to operate their radios with their voice. From switching channel and zone, to adjusting the volume, to checking battery level, or canceling commands, users only need to press and hold the ViQi button and speak into the mic (to ensure security, there is no “wake word” that leaves an open mic; the ViQi button must be pressed when commands are issued). Each action is accessible using a range of intuitive commands. For example, “battery,” “check battery,” “battery level,” “battery status” are all recognized to get an update on a user’s radio battery.

ViQi Virtual Partner is a cloud-based subscription service that allows users to retrieve information from state and federal databases using simple voice commands. Users press and hold the assigned ViQi button on a radio or remote speaker microphone and make their request (to ensure security, there is no “wake word” that leaves an open mic; the ViQi button must be pressed when commands are issued). ViQi currently can run the three most requested queries: driver’s license, license plate and vehicle identification number. New queries are being added in the near future.

Both of these ViQi tools, by responding to voice commands, mean that users can keep their focus on the situation at hand.

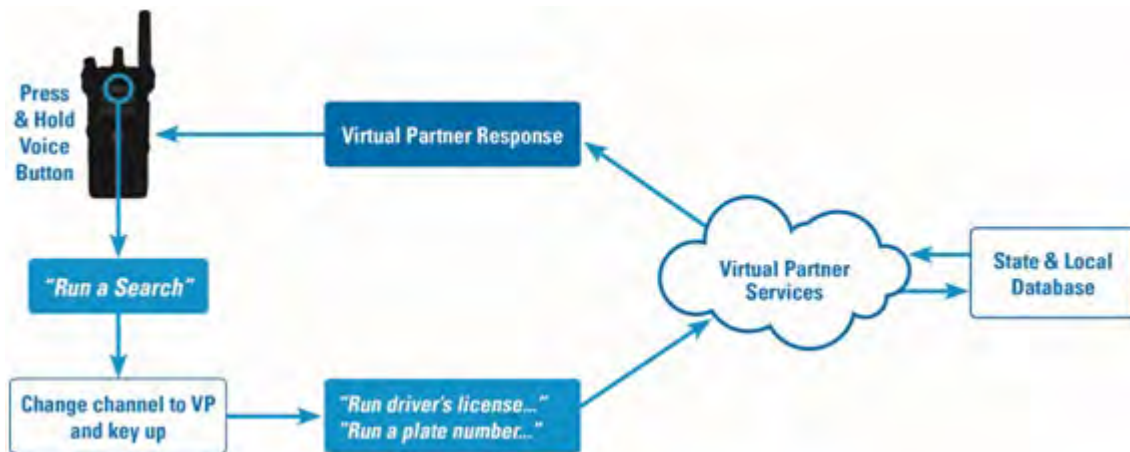


Figure 6-3: ViQi - Virtual Partner Services Flow Diagram

Smart Connect

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



Figure 6-4: APX NEXT SmartConnect Network Elements

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.

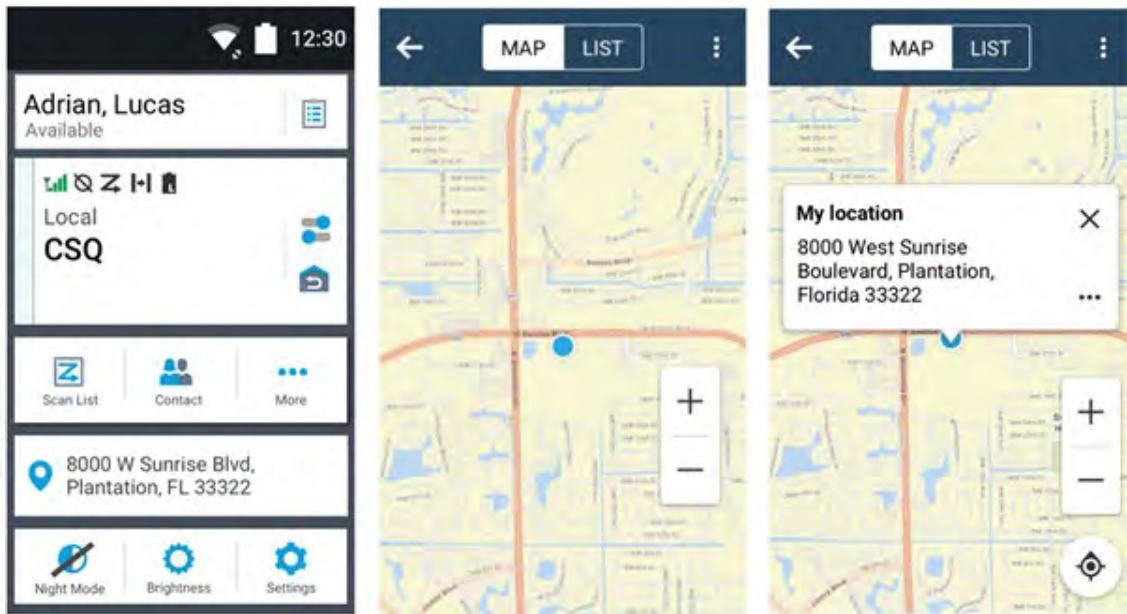


Figure 6-5: SmartMapping Widget, Map View, and Location Pop-Up Display (Left to Right)

SmartMapping also provides the following capabilities for APX NEXT first responders:

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

SmartMessaging

Smart Messaging is an application service that allows APX NEXT users to seamlessly and discreetly share multimedia communications over a Broadband connection, offloading traffic from mission-critical LMR networks while enhancing public safety capabilities. From the APX NEXT home screen, users can send more detailed multimedia messages, with image, video, or audio file attachments, to enhance situational awareness and improve response success. An enhanced search and history functionality is available for users to easily access previous messages by name, content, and time range, helping them find specific information when needed.

SmartMessaging also supports the following capabilities:

- Receive “Be On the Lookout” (BOLO) images, videos, locations, and audio from a WAVE dispatch application sent to an APX NEXT user or predefined groups.
- Send text messages to an individual or group of contacts to provide all necessary personnel with updated intelligence.
- Secure communications with encrypted messaging data from an APX NEXT device to the server.
- Adapt to changing agency needs as new integrations and collaboration tools become available for the SmartMessaging application.

6.2.1.1.5 Optional APX NEXT Application Starter Package for CommandCentral Aware Solution

Motorola Solutions’ APX NEXT Starter Package for CommandCentral Aware provides a host of mapping and location capabilities. CommandCentral Aware combines disparate systems and data into an accessible interface. This single interface offers command centers a complete operating picture to support field personnel in real time. CommandCentral Aware unifies data from mapping, correlated event monitoring, analytics, and communications. This unified interface streamlines public safety workflows and viewpoints, enabling users to access and act on critical information.

The APX Next Starter Package includes three named users for one year.

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. With Dynamic Mode, SmartLocate can dynamically switch from LTE to P25 to continue sending location reports, without requiring the user to change inputs. This fallback capability provides an extra layer of reliability and enhances location tracking to build an effective operating picture as situations evolve. 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, 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 investments in CommandCentral Aware. Access to CommandCentral Aware is not included with the SmartLocate subscription.

Note - Dynamic Mode requires IMW and a cloud connector on the P25 system.

ViQi Alert Integration

Maintaining situational awareness and first responder safety through natural operation is integral to the APX NEXT radio. This outcome is achieved through ViQi™ Virtual Partner—a cloud-based service that provides vital public safety information via voice. Users can activate ViQi with a single button press and simple audio prompt. Using natural language, personnel can run a license plate or driver's license and search for vehicles with matching vehicle identification numbers. This action happens straight from the field without disruption. The CommandCentral Aware ViQi integration provides visual context for these alerts to further improve field response.

Geographic Information System (GIS) Data Set

CommandCentral Aware integrates with hosted GIS data sets from Esri ArcGIS Server or ArcGIS online. The geospatial information contained within these data sets are core to the intelligent map display. This enhances workflow details driven by geography and the metadata contained within these data sets.

Esri's powerful geospatial engine within CommandCentral Aware is used to automatically invoke spatial queries. These queries inform the user of nearby items, refine geographic boundaries and focus attention on location to orientate those responding. This geospatial processing enables intelligence-driven analysis and focuses on the concentrated area of concern.

Data sets can be used in the following ways:

- Refine displayed data based on the geographic area defined per user (by Area, Beat, Sector, Precinct, Zone, or Quadrant).
- Determine road blockages caused by traffic jams, flooded roadways, or other obstacles.

6.2.1.1.6 Securing Communications

APX NEXT uses Motorola's 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 6-6: Motorola Solutions' End-to-End Security Solution

6.2.1.2 APX N30 Portable Radio Solutions Description

6.2.1.2.1 Overview

The APX N30 offers affordable, next generation communications 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.



Figure 6-7: APX N30 Portable

Reliable Connectivity

Using the APX N30 lets first responders stay connected across disparate networks. It can be 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 the MARC/KCRPC's radio system coverage. Voice information and signals between radios and control are encrypted, ensuring that all transmissions are secure.

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

6.2.1.2.2 Managing and Provisioning Devices

APX N30 can be programmed in two ways: one-at-a-time through CPS or through a combination of CPS and batch programming over Wi-Fi available with the RM software.

CPS is a proprietary, Windows-based application, used to configure APX subscriber radios in offline situations that include provisioning, networking, and monitoring tools that provide greater awareness and faster radio management. The CPS application offers drag-and-drop, clone-wizard, and basic import/export functions that allow the addition of new software and feature enhancements. APX N radios can be programmed one-at-a-time on a local PC, via secure USB port connection, with TLS-PSK based encryption. Once loaded, subscriber radios are read and edited, and codeplugs and templates can be saved and duplicated to program other fleet radios.

Batch Programming is available through the RM software for simultaneous programming and upgrading throughout the radio fleet. With Batch Programming, up to 16 radios can be programmed at once over a Wi-Fi connection. This reduces programming time and ensures that the radio fleet is always up-to-date and ready-to-use in the field.

Device Management Services (DMS)

DMS packages provide programming, management, and maintenance services to maximize the effectiveness of this APX N50 solution, while reducing maintenance risk, workload, and total cost of ownership. DMS tackles a range of customer needs, whether the solution is self-maintained or managed by Motorola Solutions.

6.2.1.3 APX N50 Portable Radio Solution Description

6.2.1.3.1 Overview

The APX N50 offers affordable, next generation communications for without compromising P25 interoperability or voice and data quality. It offers 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 N50 enhances operations with a front display with an upgraded user interface for better readability and loud and clear audio for reliable, everyday use. Additionally, it offers extended battery life, a shorter antenna, and Bluetooth compatibility with audio accessories, promoting efficient communications between first responders.

Adaptive Audio

For first responders in loud environments, the APX N50 offers adaptive audio that enhances voice quality and minimizes background noise. The APX N50 includes two High Dynamic Range (HDR) microphones with high overload point pickup that reproduces voice with clarity and reduces audio clipping and distortion, even when shouting. The radio has custom speakers that use noise cancellation technology to amplify loud and clear audio, and help make every syllable intelligible.

An enhanced audio engine dynamically adjusts the N50 in any environment by using algorithms to filter out unpredictable background noise and wind while using multiple microphones to track voice from every angle, allowing first responders to speak into the radio without compromising voice quality.

Additional environmentally aware audio features receive volume leveling and noise sensing volume control—the radio will automatically adjust for loud or soft talkers and the changing ambient noise levels. These features allow first responders to keep their eyes forward and remain focused on situations as they unfold.

Essential and Secure P25 Communications

The APX N50 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 N50 are safe and secure—it offers software and hardware encryption, single- and multi key encryption, and P25 Authentication, protecting communications during daily operations.

Reliable Connectivity

Using the APX N50 lets first responders stay connected across disparate networks. It is equipped with Wi-Fi®, Bluetooth®, and GPS features, bringing future-ready applications, services, and best-in-class connectivity to everyday use. APX N50 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 N50 will maintain functionality and voice quality by automatically switching to an available broadband network, enabling connectivity outside of radio system coverage. Voice information and signals between radios and control are encrypted, ensuring that all transmissions are secure.



Figure 6-8: APX N50 Portable

The APX N50 can use SmartConnect when directly connected to Wi-Fi hotspots, through an in-vehicle LTE modem, or over a satellite connection. Additionally, the radio will indicate to users when SmartConnect is active by displaying a blue bar on-screen.

6.2.1.3.2 Managing and Provisioning Devices

APX N50 can be programmed in two ways: one-at-a-time through CPS or through a combination of CPS and batch programming over Wi-Fi available with the RM software.

CPS is a proprietary, Windows-based application, used to configure APX subscriber radios in offline situations that include provisioning, networking, and monitoring tools that provide greater awareness and faster radio management. The CPS application offers drag-and-drop, clone-wizard, and basic import/ export functions that allow the addition of new software and feature enhancements. APX N radios can be programmed one-at-a-time on a local PC, via secure USB port connection, with TLS-PSK based encryption. Once loaded, subscriber radios are read and edited, and codeplugs and templates can be saved and duplicated to program other fleet radios

Batch Programming is available through the RM software for simultaneous programming and upgrading throughout the radio fleet. With Batch Programming, up to 16 radios can be programmed at once over a Wi-Fi connection. This reduces programming time and ensures that the radio fleet is always up-to-date and ready-to-use in the field.

Device Management Services (DMS)

DMS packages provide programming, management, and maintenance services to maximize the effectiveness of this APX N50 solution, while reducing maintenance risk, workload, and total cost of ownership. DMS tackles a range of customer needs, whether the solution is self-maintained or managed by Motorola Solutions.

6.2.1.4 APX N70 Portable Radio Solution Description

6.2.1.4.1 Overview

The APX N70 offers affordable, next generation communications for without compromising P25 interoperability or voice and data quality. It offers 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 N70 enhances operations with a full color transreflective glass display with touch technology for easy operation with gloves on. The touchscreen includes a high velocity user interface with large touch targets, shallow menu hierarchy, home screen information at a glance, and access to integrated apps. Additionally, the N70 offers extended battery life, a shorter antenna, and Bluetooth compatibility with audio accessories, promoting efficient communications between first responders.

Essential and Secure P25 Communications

The APX N70 is certified compliant with P25 standards and supports digital and analog trunking, FDMA and TDMA, and Integrated Voice and Data. P25 communications over the N70 are safe and secure—it offers software and hardware encryption, single- and multi key encryption, and P25 Authentication, protecting communications during daily operations.

Reliable Connectivity

Using the APX N70 lets first responders stay connected across disparate networks. It can be equipped with LTE, Wi-Fi®, Bluetooth®, and GPS features, bringing future-ready applications, services, and best-in-class connectivity to everyday users. APX N70 radios support 7/800 MHz frequency bands across radio systems with minimal intervention by the radio user.

6.2.1.4.2 Managing and Provisioning Devices

APN N70 provides users greater awareness and faster radio management through CPS, RM or the Radio Central programming. These tools transform accurate data into smarter action by enabling dispatchers and network managers to keep radios in the field, make informed operational decisions, and, above all, protect first responders' focus and safety.

Customer Programming Service (CPS)

CPS is a proprietary, Windows-based application used to configure APX subscriber radios in offline situations. The CPS application offers drag-and-drop, clone-wizard, and basic import/export functions that allow for the addition of new software and feature enhancements. APX N radios can be programmed one-at-a-time on a local PC, via secure USB port connection, with TLS-PSK based encryption. Once loaded, subscriber radios are read, and edited, and copdeplugs and templates can be saved and duplicated to program other fleet radios.



Figure 6-9: APX N70

Radio Management (RM)

Batch Programming is available through the RM software for simultaneous programming and upgrading throughout the radio fleet. With Batch Programming, up to 16 radios can be programmed at once over a Wi-Fi connection. This reduces programming time and ensures that the radio fleet is always up-to-date and ready-to-use in the field.

Device Management Services (DMS)

DMS packages provide programming, management, and maintenance services to maximize the effectiveness of this APX N70 solution, while reducing maintenance risk, workload, and total cost of ownership. DMS tackles a range of customer needs, whether the solution is self-maintained or managed by Motorola Solutions.

Using Motorola Solutions' cloud-based Radio Central Programming, APX N70 supports faster provisioning and deployment to get devices in the hands of first responders and out into the field. Parameters such as talk groups, interface options, and security keys can be programmed remotely within minutes. The DMS package provides access to batch programming with Radio Central Programming or one-at-a-time basic programming with CPS, described below.

Radio Central

Radio Central Programming streamlines the APX N70 out-of-the-box experience with a few simple steps. Users will power on the device and view a boot-up animation. Status bar icons on the front display indicate when a connection is made and an update download is initiated. If the APN N70 device is being started for the first time, a "peek-in" device management notification will indicate that the default configuration is detected. When the update download is complete, the device reboots and installs the update. When the install is complete, the device goes back to the full home screen and notifies the user that the update is complete. From power on to provisioning, the process takes less than a minute. For Encryption and Authentication users, a KVL needs to be connected to the radio to use those services.

APX N70 also features TKP, leveraging Radio Central and Key Management Facility to add encryption keys remotely. This streamlined, one-time process reduces the time and effort spent enabling encryption. TKP delivers the initial encryption keys to APN N70 radios. Users can provision encryption on one radio or on batches of radios, further speeding up the encryption process for radio fleets.

The figure below illustrates APX N70's faster provisioning process.

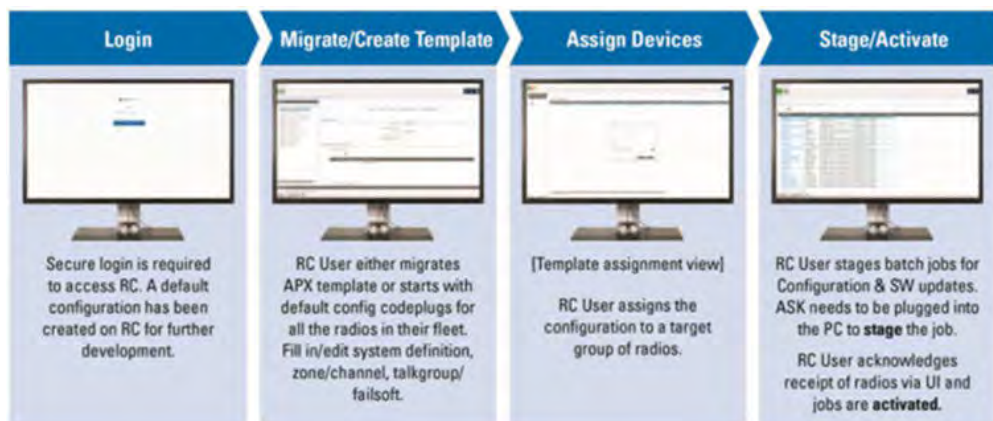


Figure 6-10: APX N70 Provisioning via Radio Control

6.2.2 Proposed Mobile Radio Solutions

6.2.2.1 APX 1500 Enhanced Mobile Radio

Motorola Solutions' APX 1500 Enhanced mobile radio is a budget-friendly, P25 Phase 1 and Phase 2 solution that provides seamless interoperability and extends the range of communications to keep public safety personnel connected wherever the mission takes them. With ruggedized construction and easy installation, the APX 1500 Enhanced is designed for users who require reliable P25 functionality in a durable, compact, and cost-effective mobile radio.



Figure 6-11: APX 1500

Standard features and benefits of the APX 1500 Enhanced include the following:

- **P25 and Legacy Interoperability** – Unifies public works and public safety personnel so they can communicate effectively. Available in 700/800 MHz, VHF, and UHF R1 frequency bands, and is compatible with both P25 Phase 1 and Phase 2 infrastructure.
- **Ergonomic Controls** – Large, multifunctional knobs allow radio users to easily adjust talkgroup and volume settings while wearing bulky gloves. A front color display with intelligent lighting allows easier operation in all lighting conditions. The compatible O2 Control Head is easy to read and operate in all lighting conditions, as well.
- **Easy Installation** – A simplified dash mount design makes APX 1500 Enhanced installation quick and easy, fitting into the existing APX 1500 footprint so mounting holes and cables can be reused to reduce cost.

- **Ruggedized Form Factor** – Uncompromising durability and renowned quality enables the APX 1500 Enhanced to withstand wet, dusty, and hazardous conditions, with an IP56 durability rating and applicable MIL-STD 810C, D, E, F, G standards.

6.2.2.2 APX 4500 Enhanced Mobile Radio

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 MARC/KCRPC's personnel as new features and functionalities become available and operational needs change. This includes Wi-Fi support and connection to LTE routers to allow faster software updates.



Figure 6-12: 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.
- **CommandCentral Integration** – Integrates CommandCentral Aware suite capabilities, such as Impact Detection, to trigger an alert in the event of a vehicle crash and allow personnel to respond accordingly.
- **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, supporting 700/800 MHz, VHF, UHF R1 frequency bands, 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.

6.2.2.3 APX 6500 Enhanced Mobile Radio

Motorola Solutions' APX 6500 Enhanced mobile radio offers a flexible, mission-critical platform that brings reliable communications anywhere MARC/KCRPC's operation requires. With a lighter and more compact form factor that works within a variety of vehicle ecosystems, the APX 6500 Enhanced supports multiple configuration options and advanced safety applications directly from the field, such as ViQi Virtual Partner, SmartConnect, and GPS location tracking. These features allow field personnel to stay in command of an incident and respond safely and efficiently with updated intelligence.



Figure 6-13: APX 6500

The APX 6500 Enhanced mobile is built to evolve alongside MARC/KCRPC's personnel as new features and functionalities become available and operational needs change. This includes Wi-Fi support and connection to LTE routers for faster software updates.

The APX 6500 Enhanced mobile radio offers the following key benefits:

- **Easy Installation** – Streamlines installation and reduces cost with a smaller footprint and, if necessary, the reuse of trunnions.
- **SmartConnect Integration** – Offers automatic switchover to Wi-Fi (with configuration to Wi-Fi hotspot and an LTE router in the vehicle) when out of range of LMR coverage. This SmartConnect integration extends public safety communications over carrier networks when in areas such as remote areas and municipalities.
- **ViQi Virtual Partner Integration** – Provides vital public safety information via voice using this cloud-based service. With a single button press and simple audio prompt, personnel can use natural language to run a license plate or driver's license, and search for vehicles with matching vehicle identification numbers from the field without disruption. ViQi Virtual Partner is accessed with the keypad microphone or O3 control head via a programmable button, if applicable.
- **CommandCentral Integration** – Integrates CommandCentral Aware suite capabilities, such as Impact Detection, to trigger an alert in the event of a vehicle crash and allow dispatch personnel to respond immediately as new developments occur.
- **P25 and Legacy Interoperability** – Unifies coordination and communication across different systems with P25 and legacy interoperability, supporting 700/800 MHz, VHF, UHF R1 frequency bands, and compatible with P25 Phase 1 and Phase 2 infrastructure.
- **Multiple Control Head Options** – Supports flexible configuration based on specific needs, with multiple control head options and different wired locations. The APX 6500 Enhanced mobile is compatible with the O2, O3, O5, and O7 control heads, as well as the E5 control head.

The APX 6500 Enhanced mobile is also compatible with the following advanced features and data applications: AES/DES Encryption, Programming over Project 25 (POP25), Text Messaging Over-the-Air Rekeying (OTAR), 12 character RF ID asset tracking, Dual Radio capabilities, Tactical OTAR, and motorcycle mounting capabilities.

6.2.2.4 APX 8500 Mobile Radio

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 6-14: 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. There are five control heads available for the APX 8500: the O2 Rugged Control Head, O3 Handheld Control Head, O5 Standard Control Head, O7 Enhanced Control Head, and O9 Integrated Control Head. Dual control head support is offered for the O2, O5, and O7 control heads.
- **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 compatible with the following optional advanced features and data applications: Programming over Project 25 (POP25), Text Messaging, Over the Air Rekeying (OTAR), 12 character RF ID asset tracking, Tactical OTAR Siren and Light Interface Module, and Enhanced Encryption Software Options.

6.2.3 Optional Radio and Application Solutions

6.2.3.1 Optional M500 In-Car Video System Solution

The M500 In-Car Video System is the first AI-enabled in-car video solution for law enforcement. It combines Motorola's powerful camera technology with our industry-leading digital evidence management software, VideoManager, to deliver high-quality digital evidence and real-time analytics.

The M500 offers the following benefits:

Delivers exceptionally clear, evidence-grade video, from inside and outside the vehicle

- The M500 has three high-definition cameras, mounted on the front and rear windshield and in the cabin. The front camera has a 4K sensor, with an ultra high-definition recording resolution that captures both wide-angle and focused video streams. The cabin camera's infrared illumination allows backseat recording in total darkness, and a built-in microphone captures audio in the vehicle during recording.

Works reliably, even in challenging situations

- The cameras and processor are small, rugged devices, easily and securely installed where they do not hinder any line of sight. They are tamper proof and built to withstand significant impact and severe weather conditions. Even if a vehicle is in a serious collision, the Uninterruptible Power Supply automatically kicks in to continue capturing evidence for those critical extra seconds.

Protects video data, whether in transit or at rest

- The powerful core processor, with a 1 terabyte drive, securely stores all video footage, encrypting the data to prevent cyber threats.

Provides users a reliable, easy-to-learn system

- Ease of use is at the heart of the M500. The interface is highly intuitive, and any feature can be accessed with no more than three touches of the control panel. Users can start a recording manually or program sensors to activate a recording when triggered – such as a siren, blue lights, vehicle speed, crash detection, wireless microphones, and more. After the recording starts and is categorized, everything is automated, including the uploading of footage to the system's evidence management software, VideoManager. There, recordings are easily managed, redacted, organized, and shared with all authorized parties, including first responders, fleet managers, investigative officers, supervisors, prosecutors, and legal teams.

Increases efficiency

- The system's software makes it easy to search and analyze video footage, which can save countless hours for users and minimize human error.



Figure 6-15: M500

Promotes trust

- By providing a clear record of incidents that occur while officers are on duty, the M500 promotes trust between public safety agents and the communities they serve.

Integrates seamlessly with other Motorola technologies

- The M500 offers additional benefits when working in conjunction with Motorola's V700 Body-Worn Camera or L5M License Plate Recognition camera and VehicleManager.
- When used with the V700, the M500 in-car video system triggers the V700 to record at the same time. Officers can focus on the situation at hand, while the cameras – working together as a seamless system – capture synchronized recording from multiple vantage points. The footage is uploaded to and can be reviewed on the same system.
- When used with the L5M, both the LPR camera and the M500 feed their collected license plate data into Vigilant VehicleManager and display the information on a single interface. Working together, the systems increase coverage while maintaining ease of use through a shared user interface and database.

The M500 is a reliable and comprehensive mobile video solution that will enhance safety, promote accountability, and improve efficiency. It ensures that the customers always have the critical information needed for smarter, faster decisions to help keep officers and the communities they serve safe.

6.2.3.2 Optional V700 Body-Worn Camera Solution

The V700 body-worn camera captures clear video and audio of every encounter from the user's perspective. Its continuous-operation capabilities allow constant recording, helping the user to capture every detail of each situation and create a reliable library of evidence for case building and review. The V700 can stream live video and report real time GPS location through a built-in LTE modem, directly to the suite of CommandCentral applications.

The V700 is easy to operate, with four control buttons. Its innate Record-After-the-Fact® (RATF) technology enables the device to capture important video evidence that can be retrieved hours or days after an incident occurs, even if a recording is not triggered by the user or sensor. With RATF, officers can prioritize response to immediate threats versus manually activating their camera.



Figure 6-16: V700

Key Features of the V700

- **Detachable Battery** – The V700's detachable battery allows officers to switch to a fully-charged battery if their shift goes longer than expected. Since the battery charges without being attached to the V700, the battery is kept fully charged in the dock ready for use. This feature is especially helpful for agencies that share body-worn cameras with multiple officers.
- **Wireless Uploading** – Recordings made by the V700 are uploaded to the agency's evidence management system via LTE or Wi-Fi. This enables easy transfer of critical recordings to headquarters for immediate review or long-term storage.

- **Real-time Location and Video Streaming** – With built-in LTE connectivity, the V700 paired with CommandCentral Aware will send location updates and stream live video to a dispatch center or Real Time Crime Center (RTCC) giving the agency a complete and accurate view of their officers for better coordination and quicker response times.
- **LTE Service Ready** – The V700 is approved for use on Verizon and FirstNet networks in the U.S. and Bell Mobility in Canada. The V700 will ship with a pre-installed SIM from both carriers, ready for service activation upon arrival with a data plan that best suits the agency's needs. LTE service activation would be on the agency's carrier account. Motorola Solutions does not provide LTE service for the V700 camera.
- **Data Encryption** – The V700 uses FIPS-140-2 compliant encryption at-rest and in-transit. This ensures recordings made by the agency's officers are secure from unauthorized access.
- **Record-After-The-Fact®** – Our patented Record-After-the-Fact® technology captures footage even when the recording function is not engaged. The camera user or admin can request video footage from a specific point in the past to be uploaded to the evidence management system, hours or even days after the event occurred.
- **Natural Field of View** – The V700 eliminates the fisheye effect from wide-angle lenses that warps video footage. Distortion correction ensures a clear and complete evidence review process. The V700's high quality, low light sensor captures an accurate depiction of recorded events, even in challenging lighting conditions.
- **SmartControl Application** – To maximize efficiency in the field, the Motorola Solutions SmartControl app enables V700 users to preview video recordings, add or edit tags, change camera settings and view live video from the camera. The app is available for both iOS and Android phones.
- **In-Field Tagging** – The V700 enables easy in-field event tagging. It allows officers to view event tags and save them to the appropriate category directly from the body-worn camera or via the SmartControl app.
- **Auto Activation** – The V700 body-worn camera(s) paired with an M500 or 4RE in-car video system(s) can form a recording group, which automatically starts recording when one of the devices begins to record. Each device can be configured to initiate a group recording using triggers like lights, sirens, doors, gun racks, and other auxiliary inputs. Up to eight V700s can form a recording group and collaborate on recordings, without a corresponding in-car video system, using similar triggers. Group recordings are uploaded and automatically linked to the evidence management system as part of one event.

6.2.3.2.1 V700 and In-Car Video Integration

The V700 integrates seamlessly with the M500 or 4RE in-car video systems, capturing video of an incident from multiple vantage points. This integration includes the following features:

- **Distributed Multi-Peer Recording** – Multiple V700 body-worn cameras and in-car video systems can form a recording group and based on the configuration, automatically start recording when one of the devices begins to record. Group recordings are uploaded and automatically linked to the evidence management system as part of one incident.

- **Automatic Tag Pairing** – Recordings captured by integrated V700 body-worn cameras and in-car video systems can be uploaded to the evidence management system with the same tags. From the in-car video system’s display, videos can be saved under the appropriate tag category. The tag is then automatically shared with the V700 video and uploaded as part of one incident along with the officer’s name.
- **Evidence Management Software** – When V700 body-worn cameras and in-car video systems record the same incident, the Motorola Solutions evidence management software automatically links those recordings based on officer name, date, and time overlap.
- **Additional Audio Source** – The V700 can serve as an additional audio source when integrated with the in-car video system. The V700 also provides an additional view of the incident and inherits the event properties of the in-car video system’s record, such as officer name, event category, and more, based on configuration.

6.2.3.2.2 V700 and APX Radio Integration

Motorola Solutions’ APX two-way radios can pair with V700 body-worn cameras to automate video capture through Bluetooth. When the APX’s emergency mode button is pressed, or the Man Down feature is activated, the V700 is triggered to start recording immediately. The recording will continue until manually stopped by the officer via the start/stop button on the V700 or group in-car video system.

6.2.3.2.3 Holster Aware™ Integration

The V700 integrates with a Holster Aware™ sensor through Bluetooth. If configured, the sensor automatically prompts the V700 to record the moment the holstered equipment is drawn. The holster sensor information is stored with the V700 user profile and uploaded to the evidence management system. If the user is assigned to a different camera, the holster sensor information will be applied to the new camera. The holster sensor allows officers to record high-stress events as they unfold, without having to sacrifice situational awareness by manually activating the V700.

6.2.3.2.4 Docking Stations

The V700 has three docking options:



Figure 6-17: Transfer Station



Figure 6-18: USB Base



Figure 6-19: Wi-Fi Base

Transfer Station – The Transfer Station is built for large, multi-location agencies with large numbers of V700 cameras in service at any given time. It can charge up to eight fully assembled body-worn cameras or individual batteries. The eight docking slots include an LED indication of a battery charging and upload status. While the V700 charges, the Transfer Station can automatically offload recordings from the camera to the evidence management system via an integrated 2.5 GB switch. The Transfer Station connects directly to the LAN for fast offload of recorded events to storage, while charging the body-worn camera battery. The Transfer Station supports comprehensive device management capabilities, such as camera configuration, checkout and officer assignment options; rapid checkout, kiosk, and individual camera checkout; automatic firmware and configuration updates.

USB Base – The USB Base charges the battery of a single V700 or standalone battery pack. The USB Base can be mounted in a vehicle or attached to a desktop or Mobile Data Computer with 12V or USB connection for power. The USB Base has LED indications for battery charging status and upload, and an ambient light sensor for optimal LED brightness control from bright sunlight to the dim interior of a patrol car. When connected to a laptop or desktop computer, the USB Base can be used to upload recordings to the evidence management system, as well as, receive firmware and configuration updates.

Wi-Fi Base – The Wi-Fi Base is mounted in a vehicle. It facilitates V700 upload of video evidence to the evidence management system, firmware updates, communication between V700 and in-car video system group devices and charges fully assembled V700s or individual battery packs. It has LED indications of battery charging status and upload, and an ambient light sensor for optimal LED brightness control, from bright sunlight to the dim interior of a patrol car.

6.2.3.2.5 Mounting Solutions

V700 is compatible with the entire line of V300 mounting solutions as depicted below.



Figure 6-20: V700 Mounting Solutions

6.2.3.3 Optional CommandCentral AXS Dispatch Console Solution

6.2.3.3.1 Overview

Motorola Solutions' CommandCentral AXS Dispatch Console reduces the barriers between systems in MARC/KCRPC's dispatch center, allowing access to all the mission-critical tools and applications dispatchers need in the moments that matter. This makes operation more efficient in emergency situations. Resources are accessible with an intuitive, highly configurable browser-based GUI. Dispatchers can have an expansive feature set and a mission-critical IP network for transporting information and calls throughout the system.

CommandCentral AXS improves the efficiency and operation of dispatchers in the following ways (additional fees may apply depending upon feature and hardware additions):



Figure 6-21: AXS Dispatch Console

- **Next Generation Dispatch Experience** – The solution responds to touch, type or click, giving dispatchers the flexibility to interact and stay connected to teams in the way that best suits them. Extensive configuration options, flexible deployment configurations and simple scalability means agencies only pay for what is needed now, with the room to adapt and grow as needs change over time.
- **Purpose-Built Dispatch Console Accessories** – Enhances the dispatch experience with accessories, such as gooseneck microphone, speakers, headset jack and footswitch, designed and tested for industry-leading performance and reliability.

This solution also reduces operating costs and provides a smaller physical footprint in the command center without compromising on features or reliability. This combination of seamless communications, modern architecture, and advanced integration capabilities enables the CommandCentral AXS solution to scale and evolve as needs change over time.

Integration with the ASTRO® 25 Network

The optional dispatch console can seamlessly integrate into MARC/KCRPC's ASTRO 25 system for an integrated, mission-critical network. This tight union between radio infrastructure and console equipment has several operational benefits to MARC/KCRPC. The physical space to accommodate the optional console is comparable to that required for a personal computer.

The console can access both trunked talkgroups and conventional radio channels over the same network. This architecture reduces overall transport costs and the need for duplicate fixed network equipment.

Connection to ASTRO® 25 System

The ASTRO 25 system's architecture is flexible and can be configured to meet MARC/KCRPC's unique needs.

Single Site Link

A single-site gateway can provide an interface that handles the following IP traffic between the dispatch center and MARC/KCRPC's ASTRO 25 system's core site:

- Network management traffic.
- Call control and audio traffic for all the calls being handled by the dispatch positions.
- Aux I/O traffic for the Aux I/Os being handled by the dispatch positions.

The site gateway fragments and prioritizes large IP packets according to industry standards, and converts Ethernet data to the desired transport medium.

Dual Site Link

The optional console site for MARC/KCRPC will be remote from the core site and features redundant site links to provide path diversity. The console site can have two logical connections to the core site, with each connection using a different core router.

Each console site gateway can provide an interface that handles the following IP traffic between the optional console center and MARC/KCRPC's ASTRO 25 core site:

- Network management traffic.
- Call control and audio traffic for all the calls being handled by the dispatch positions.
- Aux I/O traffic for the Aux I/Os being handled by the dispatch positions.

The site gateways will fragment and prioritize large IP packets according to industry standards and convert Ethernet data to the desired transport medium.

Co-Located Dispatch Console

The optional co-located console site can connect to the network through an interface into a subnet, associated with the core site gateway routers. Redundant connections to the core are provided from the console site LAN switches and the core LAN switches.

Encrypted Site Link

The gateway encryption feature uses an AES 256-bit encryption algorithm for all voice and data packets between the console site and the core site. All packets traveling through these WAN links, which are provided by a public network service provider to MARC/KCRPC, are encrypted.

LAN Switches

LAN switches can provide LAN interfaces for console site equipment and a LAN port for the link to the core site. Service technicians can access the system's configuration manager and service the equipment through the switch.

Advanced Conventional

This option provides the dispatcher with the ability to control ASTRO® 25 conventional channels and/or MDC 1200 channels.

Agency Partitioning

Agency Partitioning gives MARC/KCRPC's agencies the interoperability benefits of being on the same system, plus leverage cost savings for the maintenance of a shared system. Agencies can also maintain control of their own console configurations, channels and encryption keys, when applicable.

Agency Partitioning can enable MARC/KCRPC's system administrators to control access to functionality for the console network as a whole, including access for conventional RF channels, trunking talkgroups, Auxiliary I/Os, preprogrammed pages, encryption keys and configuration data. Agency Partitioning helps keep an agency's resources available for its users, while preventing unauthorized access or modification of network configuration.

Conventional Base Station Interfaces

The optional consoles can access and control MARC/KCRPC's analog and digital conventional base stations through the use of Conventional Channel Gateways (CCGW). The console will process audio received from the station and control various features on the stations, such as frequency selection, private line selection and repeater on/off.

Additionally, the CCGWs will allow for recovery of MDC 1200 and digital signaling, such as unit ID and emergency alarm.

6.2.3.3.2 Making Consoles Easy to Operate

Motorola Solutions' optional consoles are optimized for real-time audio, prioritizing emergency calls over other traffic and minimizing voice queuing. Using robust error mitigation to maintain call quality even when the system is heavily loaded, the optional console will reduce communication errors that may force dispatchers or radio users to repeat their transmissions.

Next Generation Dispatch Experience

CommandCentral AXS features a highly configurable Graphical User Interface (GUI) that provides quick, single-view access to important information and functionalities. The browser-based GUI's versatile folders, tabs and scalable resources allow users to organize and configure their dispatch experience and make engagement more familiar and intuitive from shift to shift. Folders and tabs can be relocated, exposed or overlapped as needed, giving dispatchers more control of what information they see and how they interact with those resources. CommandCentral AXS also offers multiple options for routing audio to speakers and controlling volume levels.

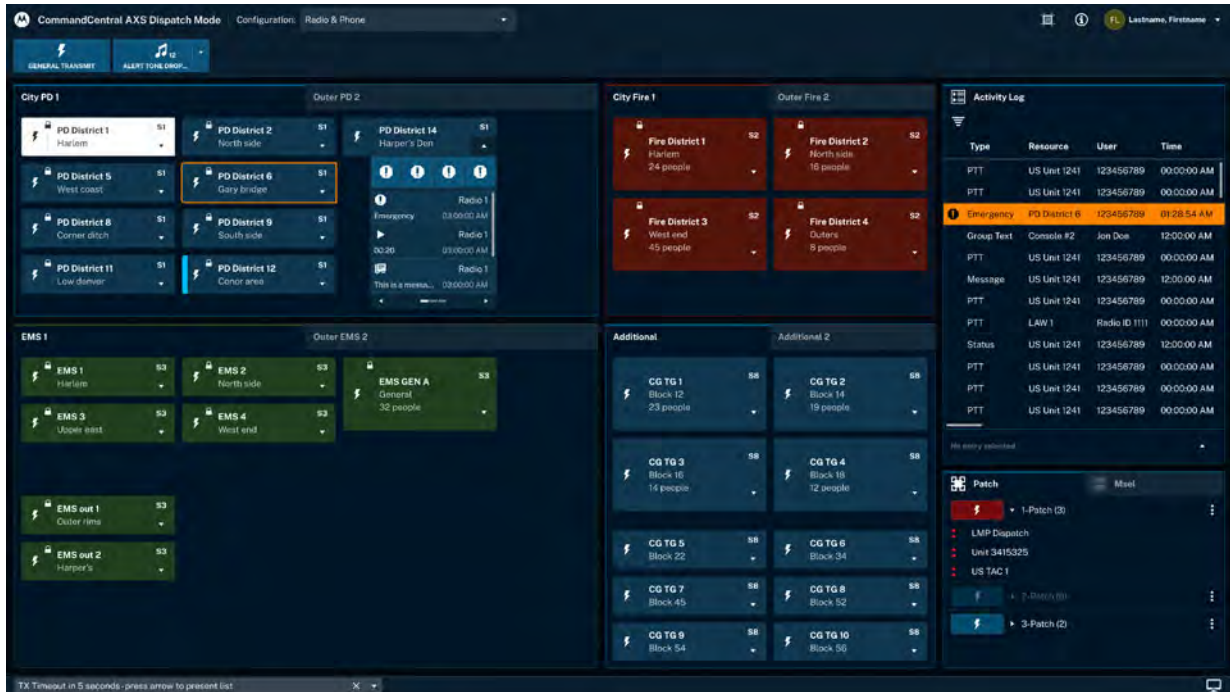


Figure 6-22: Next Generation Dispatch Experience

CommandCentral AXS features flexible window positioning and capabilities for quick and efficient access to services such as:

- **Activity Log** – Provides an efficient point of reference for all incoming calls into a dispatch console, showing dispatchers detailed, searchable call information (radio resource name and call time) to enable faster and more informed response.
- **Paging** – Allows users to send user configured pages on radio resources. This flexible paging feature is integrated with CommandCentral AXS for both conventional and trunked radio resources, while an external paging encoder port on the CommandCentral Hub enables third-party paging encoders to send pages on the selected radio resources.
- **Patch Capabilities** – Enables dispatchers to set up a communication path between two or more resources that are normally unable to communicate with each other, such as trunked resources and conventional resources.
- **Alert Tones** – Allows dispatchers to send one of fifteen user-configurable alert tones on selected radio resources. Fifteen default .wav files are provided with the dispatch console software, but any combination of these default files may be replaced with user configured .wav files to meet specific needs.
- **Channel Marker** – Enables dispatchers to send a periodically repeating piece of audio on radio resources to meet the specific needs.

Cross Platform Dispatch Capabilities

This solution is designed to take full advantage of Motorola Solutions' end-to-end software suite, CommandCentral. These cross platform integrations enhance the dispatch capabilities of CommandCentral AXS.

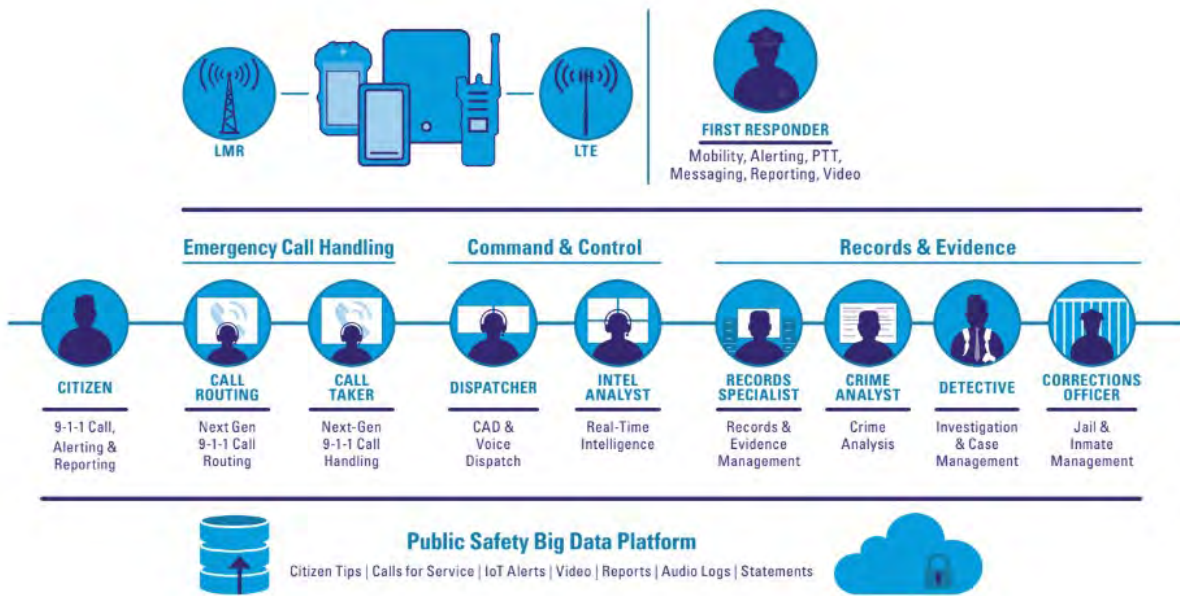


Figure 6-23: Motorola Solutions' End-to-End Portfolio

CommandCentral AXS is an integral part of our end-to-end portfolio, which can provide greater interoperability and support for MARC/KCRPC's current and future investments. As needs grow and change over time, this solution's flexible integration capabilities evolve to satisfy new demands. This adaptability also enables dispatchers to be effective with the integrations and capabilities they need.

Headset Sharing

CommandCentral AXS supports Headset Sharing, which enables a dispatcher to use a common headset for both radio and 911 communications and to quickly access basic 911 call taking functionality from CommandCentral AXS. This improves the dispatcher's efficiency and accuracy when they have to concentrate on the radio dispatch GUI while handling 911 calls.

Auxiliary Inputs/Outputs

The optional console supports Global Auxiliary Inputs/Outputs (Aux I/Os) for remote status indications or remote control through dispatch positions. Global Aux I/Os are typically implemented by hardware that is independent of the dispatch positions in a system and may be accessible to multiple dispatch positions. Aux I/O Servers provide the Aux I/O feature for the consoles.

Standard Radio Transmission and Reception

A typical dispatch position has a headset and two speakers. One speaker is for selected audio and the second speaker is for all remaining unselected audio. Additional speakers can be added to a console allowing dispatchers to configure a specific speaker for a set of designated audio sources. This simplifies multitasking between multiple audio sources and allows flexibility in the way the audio is presented to the dispatcher.

Receiving Calls from the Field and Other Dispatchers

The optional console can provide dispatchers with greater flexibility for how to hear calls from field radio users and other dispatchers. Each dispatcher can define his or her own audio reception profile by

selecting a single audio source, whether conventional or talkgroup, to be heard on a selected speaker or headset (Single Select). The dispatcher can also define groups of radio resources that can all be heard on a selected speaker or headset (Multi-Select).

Initiating Calls to the Field and Other Dispatchers

The dispatcher has several different ways of initiating a call. In most circumstances, a General Transmit is appropriate. With the General Transmit, the dispatcher selects a resource on the console and activates the transmission through a footswitch, headset transmit button or a microphone transmit button. If the dispatcher needs to quickly transmit on a resource that is not selected, the dispatcher can use the Instant Transmit function.

A safety switch is available, which prevents accidental activation of functions that may cause negative consequences. The safety switch can be used with Aux I/Os and preprogrammed pages, as well as Instant Transmit switches.

Audio Communication to the Field and Other Dispatchers

The dispatcher can transmit audio in different ways. They can make calls to all users listening to a specific conventional radio resource or a specific trunking talkgroup. When multiple resources are required, the dispatcher can select additional talkgroups and/or conventional channels, as needed using the Multi-Select feature.

The optional console can also enable dispatchers to make private calls to individual field radio users or dispatchers. Once a private call is established, it can be patched in with another resource at the dispatcher's discretion.

Controlling Console Audio

The optional console offers dispatchers several different ways of controlling or muting the audio on their consoles, such as the following:

- Audio volume can be changed for any specific resource.
- All non-selected resources on the console can be muted for 30 seconds (All Mute) or unmuted, if already muted.
- A dispatcher can transmit on a resource while receiving audio from the same resource or other resources.
- A dispatch position can be configured to automatically mute the other dispatch audio on a shared resource to prevent acoustic feedback when a co-located dispatch position transmits.
- RF Cross Mute automatically mutes the receive audio from a specified channel when the dispatcher transmits on another specified channel to prevent acoustic feedback.

Controlling Network Audio

Dispatchers can control audio on the ASTRO 25 network. The dispatcher can enable or disable radio users to compartmentalize traffic, reduce interruptions and maintain communications between dispatch and the field. When this function is enabled or disabled, all dispatch consoles with this resource assigned are updated with the current status of the feature. This feature can be controlled from any dispatch position.

Emergency Radio Transmission and Reception

As part of a mission-critical communications network, the optional dispatch console can facilitate immediate prioritization and resolution of emergency communications between MARC/KCRPC's dispatch and first responders in the field. This will enable dispatchers and first responders to focus on their mission and not their equipment, especially during critical situations.

Receiving an Emergency Call

When a user in the field or another dispatcher initiates an emergency call, the console emits both visual and audible indications (Emergency Alarm). The audible indication alerts the dispatcher that an emergency is underway; the visual indication directs the dispatcher's attention to the specific resource making the emergency call. The dispatcher can immediately reserve a voice channel for the duration of the emergency.

Responding to an Emergency Call

A dispatcher can bypass the standard console interface to auto-open a quick list, which contains specific controls for recognizing an emergency call, initiating an emergency call, and ending an emergency call (Auto-Open of Quick List). The dispatcher can then recognize the emergency call, which ends the audible emergency indication and notifies all dispatchers that the emergency is being addressed (Emergency Recognize).

The audible emergency indication may also be muted by a dispatcher without recognizing the emergency alarm (Mute Tones at a Single Op). This can be used in a situation where one agency is monitoring a channel that belongs to another agency. That channel can be configured to not generate audible and/or visual emergency indications.

Ending an Emergency Call

When an emergency is over, the dispatcher can end the Emergency Alarm. The visual indication on the dispatch position GUI is removed, and the console informs the other dispatch positions that the emergency is over (Emergency End/ Knockdown). The emergency mode remains active on the initiating radio unit until it is ended (reset) by the radio user.

Radio Patch Control

The dispatcher can patch communication between trunked and/or conventional radios that are normally unable to communicate with each other due to different features, programming, or even different frequency bands. A patch group is a group of linked resources that can both receive messages from a console and transmit to all other members of the patch group.

Setting up a Standard Patch

Patches are supported between trunked resources and/or conventional resources. After the patch is created, the dispatch position transmits all audio on one resource to all other resources in the patch group. In a patch between trunked resources, patched radio users with displays see the ID or alias of the other patched radio(s), as opposed to that of the console. This minimizes confusion and the need for the dispatcher to intervene in the call. Patches are automatically reestablished, if interrupted, so the dispatcher can concentrate on continuing operations.

Predefined Patches

Patches can be predefined and automatically reinitiated each time a dispatch position computer is restarted (Patch Auto-Start).

Call Management and Control

The dispatcher can use the following functionality to manage and control audio for different types of calls between the dispatch position and radio users or other dispatchers.

Automatic Prioritization of Calls

Calls on the dispatch position are prioritized through a transmission hierarchy. Calls from primary supervisors take priority over those from secondary supervisors, which in turn take priority over non-supervisors. Instant Transmit or All-Points Bulletin (APB) transmissions, regardless of whether they are from a supervisor, take priority over general or patch transmissions.

Multiple dispatchers can be designated as primary supervisors on the same system, which is useful when multiple agencies share one system. With the Network Manager Client installed, supervisors can disable and enable dispatch console functionality as needed.

Manual Prioritization of Calls

System Access Priority Select allows a dispatcher to prioritize trunked resources on the system as either normal or tactical. A dispatcher can change the priority of a trunked resource to tactical to give the resource a better chance of gaining communication access on a busy system. Only emergency calls have a higher priority than tactical.

When the System Access Priority Select status of a resource is changed, it is updated at all dispatch consoles in the systems that are monitoring that trunked resource.

Using the Multi-Select Feature

The Multi-Select feature allows a dispatch position to define groups of selected radio resources. When a Multi-Select group is opened, all of the resources in the group are simultaneously selected. Resources can be added or removed from a Multi-Select group while the group is open. The dispatcher can transmit on several resources simultaneously or can listen to multiple resources simultaneously in their headset or select speakers.

Standard Call Indications

The dispatch position indicates the availability of any given resource, regardless of whether the resource is involved in a transmission. An inbound call indication provides the dispatcher with a visual cue of audio activity on a radio resource and allows a dispatcher to see at a glance what the status of a resource is at any moment.

Call Alerting

A dispatcher can use Call Alert to page an unattended radio or dispatch position through a series of beeps and an indication of the sender's ID. When available, the radio user or dispatcher sees the unit ID of the calling dispatch console or radio ID and is able to return the call.

Additionally, a Call Alert can trigger an activity. For instance, a Call Alert may cause a vehicle's horn to sound and its lights to flash. The dispatcher can even send a Call Alert to a user who is involved in voice and data communications over the network.

Enhanced Integrated Instant Recall Recorder (IRR)

The Enhanced IRR is seamlessly integrated with the dispatch position's software, allowing audio and call data from any radio or telephony resource to be recorded and easily played back. Call data

includes PTT IDs, name of resource, start time and date, and stop time and date. Two analog inputs are available for use with recording audio from external devices.

MKM 7000 Console Alias Manager (CAM)

The MKM 7000 Console Alias Manager (CAM) manages the radio unit ID aliases displayed on dispatch positions. It enables agencies that share a radio system to change aliases displayed on their dispatch positions and logging recorders without affecting the aliases displayed at the other agencies on the system.

A typical console uses many types of aliases to provide meaningful, descriptive names instead of numeric ID numbers for different resources on the console, such as:

- Trunking talkgroups and conventional channels
- Aux I/Os
- Secure keys used for voice encryption
- Frequencies on multi-frequency conventional channels
- Private Line (PL) codes on conventional channels
- Predefined pages
- Radio unit IDs (also called radio PTT IDs)

The CAM supports aliases for radio unit IDs on ASTRO® 25 trunking systems, ASTRO® 25 conventional systems, MDC 1200 conventional systems, and Advanced SECURENET conventional systems. When SmartX site converters are used with SmartZone or SMARTNET systems, the CAM supports aliases for those types of radio unit IDs as well.

The CAM does not support aliases for systems connected through an ISSI link or non-Motorola consoles connected through a CSSI link.

6.2.3.3.3 Audio Logging Subsystem

The optional console system includes a logging recorder subsystem that can enable the recording and replay of audio and other information associated with real-time conversations over the network. These capabilities can provide MARC/KCRPC's personnel with clear audio and enough information to easily understand the context and content of any recorded transmission.

In addition to recording audio, the logging recorder has the ability to capture the following information, if supported:

- Talkgroup and channel information
- User identification, such as unit ID and alias
- Call type, such as Talkgroup Call, Telephone Patch Call, and Emergency Call
- Non-voice events, such as Call Alerts, Radio Status Check, and Radio Message

Upon playback, this information can be displayed and searched to retrieve a desired call. The logging recorder's capacity is based on the number of radio transmissions it needs to record simultaneously, not on the number of channels that it can record.

A call can be saved either as a complete call (audio and any information associated with the call) or as a simple .wav file. Files saved as complete calls must be played using the application included with the logging recorder. Files saved as .wav files can be played on any application that supports them.

Record and Replay of Archived Calls

The optional logging recorder for the MARC/KCRPC will be an IP-based recorder that can record all IP traffic sent to it. It will provide MARC/KCRPC with the capability to record audio at the same level of quality as that heard at the dispatch position. Additionally, it can record information associated with the call beyond just the audio.

A replay station can access recordings on multiple recorders, even ones that are not being used with AISs. This provides the user with a complete view of everything being recorded from a single point.

Management of Logging Recorder Subsystem

Security and fault management for the logging recorder subsystem are configured and managed by a common administration application, residing on either a playback station or a dedicated PC. Administrative personnel can use the management controls of the logging recorder subsystem to configure how calls are recorded.

On a global level, administrators can define which calls are recorded by which agency or department. On a more granular level, administrators can define the following recording behavior:

- Which talkgroups and conventional resources to record and which resources are critical.
- Whether secure calls are recorded.
- What access rights are assigned to replay station user accounts.
- What operational characteristics are assigned to the recorders (for example watermark limits for the recording media, or what to do when the recording media fills up).

6.2.3.3.4 Protecting Consoles and Communications

The console can enable end-to-end encryption from the dispatcher to the ASTRO 25 network, so that MARC/KCRPC's communications will not be undermined by unencrypted transmissions. Each dispatcher will be able to fully participate in secure communications while being confident that sensitive, vital information is not heard by unauthorized individuals.

Secure Access to the Console

To use the dispatch position, a dispatcher must enter a valid radio system user account name and password. The dispatch position validates that information with the radio system's network manager and allows the dispatcher to access only the resources for which the user has access rights. This also applies to third-party applications that use the dispatch console's API.

Secure Communications at the Console

The console encrypts and decrypts radio voice messages. Thus, radio voice messages are encrypted from end-to-end between the radio user to the dispatch position. The dispatcher can choose whether to encrypt their transmissions on a particular trunked resource. Dispatchers can interface with agencies that have different encryption configurations without any manual intervention or delay.

The AXS Console supports multiple encryption algorithms (AES, DES-OFB, and/or ADP) and multiple secure keys.

The dispatchers may talk and listen on radio resources which have different encryption algorithms without any manual intervention or delay.

The key material for performing audio encryption and decryption is stored locally on the console. This key material is also associated with a Common Key Reference (CKR), so that the appropriate key can be selected for a given talkgroup or a special call type.

Securing Communications at the Logging Recorder

Not only are real-time communications encrypted, encryption extends to call logging to ensure that even recorded communications are not vulnerable to retrieval by unauthorized people. The AIS can support different encryption algorithms simultaneously.

Like the dispatch console, the AIS also requires a valid radio system user account name and password be entered and validated by the radio system's network manager before it allows access to recorded information. A user can access only the recordings for which the user has access rights. This enables agencies to keep their logs private from other agencies on the same system.

Key Management via Key Variable Loader (KVL)

Key management via a Key Variable Loader (KVL) feature provides the ability to manage all the keys for an AXS Console or archiving interface server using only a KVL.

Key Management via Over-the-Ethernet Keying (OTEK)

Key management through OTEK provides the ability to manage the keys for a dispatch console or AIS using only a Key Management Facility (KMF). In OTEK, the management and distribution aspects of key management are all performed by the KMF. Distribution of the key management information is done across the radio system's IP network from the KMF to the dispatch console and AIS.

6.2.3.3.5 Incorporating Console Configuration and Management

The optional console system will be configured and managed by the same configuration manager, fault manager, and performance reporting applications as the radio system. The user can define exactly which resources are available and how they are presented to the dispatcher. This can provide MARC/KCRPC with a single point for configuring and managing the entire ASTRO® 25 system. Changes are automatically distributed throughout the system.

This centralized approach saves valuable time and effort for system administrators and technicians and reduces the errors that can occur when radio IDs and other data are entered at multiple locations. In addition, call traffic and performance reports for each dispatch position can be generated from the system's network manager, enabling administrators to quickly and easily ensure optimal effectiveness and efficiency.

6.2.3.3.6 Interfacing with Computer-Aided Dispatch (CAD)

The MARC/KCRPC's CAD system will interface with the AXS Dispatch Console through Application Programming Interfaces (APIs). These APIs provide CAD vendors with access to the same features and functionality as the dispatchers. The Software Developer Kit (SDK) and appropriate licenses are required to access and use the APIs.

Software Developer Kit

To aid in the integration of the console system with the CAD system, Motorola Solutions may license a Software Developer Kit (SDK) that contains all information necessary to enable access and use the

APIs described above. The SDK's manuals document the supported dispatch APIs, including access to various dispatch features, configuration information, and aliasing information.

The SDK also includes various files needed by software developers as they create applications that use the APIs.

All SDK licensing fees and software development costs associated with CAD integration with the AXS dispatch console through APIs are the responsibility of the 3rd party developer selected by MARC/KCRPC. Depending upon the vendor's implementation, additional equipment may be required such as firewalls or a dedicated console position, which are not included in this proposal. Shared or multi-agency systems may have policies in place that restrict some vendor implementations. For more information, please review the API Developer Considerations document.

6.2.3.3.7 Dispatch Console Solution Components

The components are connected together and to the rest of the ASTRO 25 system on an IP network through console site routers and switches. The console functions as an integrated component of the total radio system and fully participates in system-level features, such as end-to-end encryption.

The console connects directly to the radio system's IP transport network. Audio processing, encryption, and switching intelligence for dispatch are performed within each software-based dispatch position without additional centralized electronics.

Since the network is IP-based, the system interfaces and components can be distributed physically throughout the network. Some of the available console components are identified below.

CommandCentral AXS Dispatch Console Operator Position

The dispatch position supports multiple peripheral accessories, including a USB microphone, USB headset and USB footswitch. The following list describes the components included in the console configuration.



Figure 6-24: CommandCentral AXS Dispatch Console Accessories Example

Computer Display

MARC/KCRPC will provide a display for each dispatch console.

B1956 CommandCentral Hub (CC Hub)

The CommandCentral Hub (CC Hub) is the platform on which the CommandCentral AXS Dispatch Console operates. The CC Hub contains a number of analog inputs and outputs for connecting various peripheral devices as well as a workstation class computer motherboard.

The PC that is internal to the CC Hub will be programmed with a Microsoft Windows based operating system (OS) image developed for the dispatch application.

Desktop Speakers

Audio speakers will be included with each dispatch position and can be configured to transmit audio from a specific talkgroup or set of talkgroups. Each speaker is a self-contained unit, with individual volume controls, and can be placed on a desktop or mounted on a rack or computer display.

Headset Jack

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

Headset

The headsets consist of two elements. The headset base includes an audio amplifier, a Push-to-Talk switch and a long cord that connects to the dispatch position. The headset top consists of the earpiece and microphone as well as a short cable that connects to the headset base.

Gooseneck Microphone

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

Footswitch

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

Telephone/Headset Interface Port

The telephone/headset port provides a connection for an external telephone to the dispatch position. This allows the operator to use a single headset to communicate on both the radio system and an external telephone system.

External Paging Encoder Port

The external paging encoder port provides a connection for an optional external tone paging encoder to provide tone paging services via the dispatch console. Analog paging tones generated by the encoder are transmitted by the dispatch console on the selected trunked and/or conventional radio resource(s).

Local Logging Recorder Port

As an alternative or supplemental approach to an audio logging subsystem, the analog output port on the CommandCentral Hub allows an optionally available external logging recorder to be connected to a dispatch console. Long-term audio recording is used to record a portion of the inbound and outbound

audio present on a specific dispatch position. These recordings are typically archived for long-term storage, and provide a historical record of the radio communications made at a given dispatch position.

The analog output port can be configured to log any combination of these audio sources, such as:

- Audio received from a currently selected radio.
- Microphone audio being transmitted by this dispatcher to the currently selected or unselected radio resources.
- Any tones generated by the dispatch position that appear in its speakers (trunking tones, emergency tones, etc.) or tones generated by an external paging encoder.

Private Aux I/O Port

The dispatch console supports four Private Aux I/O relays located on the CommandCentral Hub of the dispatch position. Each relay can be configured to support any one of the five functions or it can be configured to be unused.

- Call on Selected Channel
- Op PTT
- Emergency Beacon
- Activate Private Relay when Public Aux I/O is Active
- Select Phone Off Hook Relay

Redundant Ethernet Connection

The optional redundant Ethernet connections increase console availability by protecting against the loss of multiple dispatch positions. In the event of a LAN switch failure, the system will automatically detect and switchover with no manual intervention required. Dispatching operations will not be interrupted.

6.2.3.4 Optional CommandCentral Aware Standard Offer Solution

6.2.3.4.1 Overview

CommandCentral Aware is a situational awareness software solution designed to deliver real-time intelligence across the public safety workflow. The Standard offering of CommandCentral Aware provides a map-based and list view of locations from broadband compatible radios, LPR hot hits, camera locations and panic alerts from Rave Mobile Safety. The offer includes device location and details from V300 and V700 body-worn cameras, 4RE and M500 in-car video systems, CAPE-equipped drones, license plate recognition (LPR) camera locations sourced from Vigilant VehicleManager, cameras registered in CommandCentral Community, compatible APX radios and smartphone applications. Devices can also send status information, such as from a radio entering an emergency state, a body-worn camera recording activation, or an LPR camera registering a hot hit, to CommandCentral Aware that can trigger an alert.

The optional Standard Offer will allow MARC/KCRPC to consolidate and view a variety of its Motorola Solutions video management systems and video streaming platforms and connect to camera feeds in the MARC/KCRPC community to bring more real-time video feeds into its command center. CommandCentral Aware helps intelligence analysts in the command center gain valuable visibility to the field, quickly identify emergency situations and provide remote supervision.

CommandCentral Aware is hosted in the Microsoft Azure Government cloud and is offered as-a-service for an annual subscription cost.

Solution Elements

CommandCentral Aware consists of a series of core functional modules and integrated systems that power the solution. The CommandCentral Aware Standard offer includes the following:

Modules:

- Esri-based unified map
- Configurable event monitor
- Workflow automation rules engine
- Integrated video module

Integrations:

- Radio Location, Detail and Status
 - APX Next, XN, XE and N70 Radios
 - MOTOTRBO Portable and Mobile Radios
 - Broadband Vehicle Modems
- Smartphone App Location, Detail and Status
 - WAVE Broadband Push-to-Talk
 - CommandCentral Responder
- Body-Worn, In-Car and Drone Camera Location and Detail
 - V300 and V700 Body-Worn Cameras
 - 4RE and M500 In-Car Camera System
 - CAPE-Equipped Drones
- LPR Camera Location, Detail and Hot Hit Alerts
 - Vigilant VehicleManager
- Community and Business Registered Cameras on the Map
 - CommandCentral Community
 - Rave Facility
- Panic Button and Tip Location and Details*
 - CommandCentral Community
 - Rave Panic Button
- Fixed Video Location, Detail and Livestreaming
 - Motorola Video Management Systems
 - Real Time Streaming Video (RTSP)
 - Edge Appliance

* Integration functionality dependent on third-party partner

**Other third-party apps available depending on region

Cloud anchor server hardware and required software is also available, if not already present, to establish a connection between on-premises systems and the Motorola cloud hosting environment.

6.2.3.4.2 Modules included with the CommandCentral Aware Standard Offer

The optional CommandCentral Aware Standard Offer includes the following modules.

Unified Map

CommandCentral Aware offers a unified mapping interface, powered by Esri, to display resources, event locations and alerts overlaid on detailed base maps and customer specific GIS layers. Users can view all location-based data on the map display. The CommandCentral Aware map includes the following:

- **Custom Map Layers** – Add custom map layers from ArcGIS, Mapbox or GeoServer.
- **Map Layers Panel** – Show or hide event data and map layers to refine the map view.
- **Event Detail Display** – View details associated with each event on the map.
- **Incident Recreation** – Replay a time lapse of mapped events over a set period of time for up to 90 days. This history can be exported and viewed in Google Earth or Esri ArcGIS Pro.
- **Traffic and Weather** – Overlay real-time traffic data and a weather radar map layer.
- **Building Floor Plans** – Enhance map view with the addition of indoor floor plans using ArcGIS Indoor Floor plan layers.
- **Collaborative Drawing Tools** – Draw and save polygons, polylines and points onto the map to support planning for pre-planned events and provide tactical awareness during a real-time incident response. Annotations are visible by all users as a data layer.
- **Zones of Interest** – Create geofences that geographically filter information in a defined area.
- **Directed Patrol Alerts** – Specify geographic areas, set alerts and define rules for resources to enter and remain in for a user-determined period of time.
- **Unit Management** – From CommandCentral Admin, affiliate various resources such as radios and body worn cameras into units that can be named and intelligently tracked based on data from all affiliated resources.

Event Monitor

CommandCentral Aware offers an event monitor to display a running list of event and resource alerts. The event monitor is highly configurable to meet the needs and preferences of each user. Filter events by type, create separate tabs for different event types and show, hide or reorder columns of event information within the tabs. Pin an event to the top of the monitor as well as apply event monitor filter to the map to maintain a consistent view of information. Details from any event can be opened in a dialogue box to give users all information about an event provided by the source system.

Rules Engine

The CommandCentral Aware rules engine allows users to create highly configurable rule sets to trigger actions based on the occurrence of events matching the rule criteria. For example, rows in the Event Monitor can be highlighted and audible alerts for critical events can be triggered. These visual or auditory triggers reduce the number of steps needed to support an incident. Rules are used to trigger scenarios. For example, if a panic button alert is received, Aware will pin and highlight the event in the Event Viewer, zoom and pan to the location on the map and play nearby cameras in the Video module.

6.2.3.4.3 Integrations

The optional CommandCentral Aware Standard Offer has the following integrations:

Radio Location, Detail and Status

APX Next, XN, XE and N70 Radios

CommandCentral Aware comes with integration to APX NEXT, XN, XE and N70 radios equipped with an active SmartLocate subscription. Once SmartLocate is activated, these APX radios can send device location, details and status over a broadband network. This data is available in CommandCentral Aware on the map and event monitor. Broadband connectivity via SmartLocate increases the frequency of location reporting beyond the capability of an LMR system to improve location accuracy and enable more devices to be tracked.

MOTOTRBO Portable and Mobile Radios

CommandCentral Aware comes with the ability to integrate with MOTOTRBO radios. With this integration, MOTOTRBO radios can send device location, details and status information to CommandCentral Aware.

Broadband Vehicle Modems

CommandCentral Aware comes with the ability to integrate within-car broadband vehicle modems. These modems can send device location, details and status information to CommandCentral Aware. Examples include location via Sierra Wireless or Cradlepoint networks.

Broadband Application Location, Detail and Status

WAVE PTX Broadband Push-to-Talk

CommandCentral Aware comes with the ability to integrate with WAVE and Kodiak Broadband Push-to-Talk smartphone applications. With this integration, these smartphone applications can send device location, details and status information to CommandCentral Aware.

CommandCentral Responder

CommandCentral Aware comes with the ability to integrate with the CommandCentral Responder smartphone application. With this integration, CommandCentral Responder can send device location, details and status information to CommandCentral Aware.

Body-Worn, In-Car and Drone Camera

4RE and M500 In-Car Video Systems

CommandCentral Aware comes with the ability to integrate with M500 and 4RE in-car camera systems. With this integration, users can view real-time location, system details and livestreams from systems in the field that are actively recording. The agency can provision up to 500 in-car camera systems in CommandCentral Aware, and administrators can add, edit or remove systems as needed.

When in-car cameras are active in the field and the in-vehicle modem is on, the CommandCentral Aware user can view the system's location on the map, see it listed in the event monitor and open up a video livestream upon recording being initiated in the field. CommandCentral Aware users can control the livestream to see front, cabin, rear, panoramic and side (depending on camera model) views of

events both in and outside of the patrol car. CommandCentral Aware users can access up to ten simultaneous in-car camera livestreams.

V300 Body-Worn Cameras

CommandCentral Aware comes with the ability to integrate with V300 body-worn cameras. This integration brings V300 location, device details and the livestream from an actively recording camera into CommandCentral Aware on the map and in the event monitor. When the body-worn camera is on and within Wi-Fi range of a vehicle or other agency authorized hotspot, the location of the V300 will be displayed on the CommandCentral Aware map. When the V300 is recording, the customer can view the video livestream remotely from CommandCentral Aware.

V700 Body-Worn Cameras

CommandCentral Aware comes with the ability to integrate with LTE-enabled V700 body-worn cameras. This integration brings V700 location device details and the livestream from an actively recording camera into CommandCentral Aware on the map and in the event monitor without needing to be within range of Wi-Fi.

CAPE-Equipped Drones

CommandCentral Aware comes with the ability to integrate with CAPE-equipped drones. This integration brings in any active drone's location, device details and the livestream from a CAPE-equipped drone into CommandCentral Aware on the map and in the event monitor.

License Plate Recognition (LPR) Camera Location, Detail and Hot Hit Alerts

Vigilant VehicleManager

CommandCentral Aware comes with the ability to integrate with Vigilant VehicleManager. The locations of LPR cameras integrated with Vigilant VehicleManager can be viewed on the map in CommandCentral Aware as a data layer that can be toggled on or off. In addition to LPR camera locations, hits that match a hot list display on the map at the location of the camera that generated the scan. Hits also display in the event monitor and can trigger an alert.

Additionally, with the Vigilant VehicleManager, CommandCentral Aware users have the ability to initiate a search for historical license plate data directly from within CommandCentral Aware. By simply highlighting a license plate and right clicking, an option will be presented to run a search. This will open up a new window displaying the results directly within Vigilant VehicleManager. From there, users can conduct additional searches or analysis on the vehicle of interest.

Community and Business Registered Cameras on the Registry Map

CommandCentral Community

CommandCentral Aware comes with the ability to display information and location of cameras registered in CommandCentral Community included in a map layer in CommandCentral Aware.

Rave Facility

CommandCentral Aware comes with the ability to support business cameras registered in Rave Facility via a data layer in CommandCentral Aware.

Panic Button, Tip Location and Details

CommandCentral Community

CommandCentral Aware comes with the ability to display tip submission details from CommandCentral Community. Users can access critical details submitted by the user including incident type and multimedia attachments via a data layer in CommandCentral Aware.

*Rave Mobile Safety Panic Button**

CommandCentral Aware comes with the ability to integrate with Rave Mobile Safety Panic Button. When a panic alert is initiated, an alert will be mapped in CommandCentral Aware and populated into the event monitor. Users can access critical details submitted by the user including activator's profile, incident type and multimedia attachments.

*Other third-party apps available depending on region

Fixed Video Location, Detail and Livestreaming

CommandCentral Aware allows public safety agencies to expand their footprint of cameras by utilizing integrations with video management systems (VMS), real time streaming protocol (RTSP) connection and the Edge appliance.

Motorola Solutions Video Management Systems (Alta, Unity)

CommandCentral Aware provides the ability to integrate with Motorola Solutions video management systems and video streaming platforms. Camera feeds from connected video management system(s) can be streamed in the CommandCentral Aware web video viewer.

- View up to 16 feeds at once from across systems.
- Playback recorded videos where available.
- Group cameras from across systems and open all livestreams available in a specific location.
- Ingest video analytic alerts from compatible VMS as events. View camera locations and simultaneously open cameras nearby to an event. Apply user permissions by camera groups to control who can view video streams, review historical footage, clip, snapshot and export.
- For Pan-Tilt-Zoom (PTZ)-enabled cameras, the customer can remotely control the PTZ. Access to PTZ features is only available for the surveillance systems and cameras that are configured and that support recorded content and PTZ.
- Share video clips and snapshots via embedded email sharing from within CommandCentral Aware.
- Video storage is provided by the integrated video management systems (VMS).

Real Time Streaming Protocol (RTSP) Video Connection

Stream publicly accessible IP cameras with supported media formats including WebRTC, HLS, RTSP, and RTMP. This connection allows the agency to configure a secure connection to livestream third-party owned, public IP cameras. Direct connection enables livestreaming only; no video storage is provided by CommandCentral Aware.

Edge Appliance Video Connection

Connect up to 30 IP security cameras on a network for immediate access to camera data including live video, device information and location. Cameras that support ONVIF Profile S allow for automated discovery and provisioning for livestreaming in CommandCentral Aware. IP cameras that support WebRTC, HLS, RTSP, RTMP media formats on the network can be manually discovered and provisioned for livestreaming.

6.2.3.4.4 Protected Places Package

Protected Places is a program for community businesses, organizations or individuals to register their security cameras with the local law enforcement agency. Once registered, the camera's video footage can feed directly to CommandCentral Aware, providing vital information that can benefit the community with improved efficiency and faster response times.

The program includes a Motorola Solutions-hosted website that is customized and personalized for each agency. On this easy-to-use portal, customers can learn about the program, purchase devices via e-commerce and register their locations and agree to terms for camera sharing with public safety.

This portal can be linked on the agency website or it can be a standalone site, and it serves as:

- A marketing website for the agency to communicate with the community on the Protected Places program and how to get involved.
- A resource for users (businesses, organizations or residents) to learn about and purchase the Edge appliance (a device + subscription offer with an annual evergreen recurring sub), which connects security cameras to CommandCentral Aware.
- A resource for the community to explore Motorola Solutions' wider camera portfolio, including the ability to talk to an expert. Available cameras include:
 - Avigilon IP based cameras
 - The L6Q License Plate Recognition camera

To register for the program, users are sent to a customized page for the agency. The registration process is short and straightforward, with clear explanations of the process.

Users can provide facility information for each of their locations that is shared with their public safety agency based on the address zip code:

- Name
- Address
- Contact information (name, email address, phone number)
- Registered cameras
 - Camera name
 - Camera placement (indoor/outdoor)
 - Camera address
- Edge Appliance video streaming service
 - Device name
 - Device address
 - Cameras detected for streaming

- Camera name
- Camera address

From the registration webpage, customers can access the agency's privacy policies, MOUs and FAQs. They can also access its portal to explore Motorola Solutions cameras and create a lead to talk to an expert.

6.2.3.4.5 Cloud Security and Compliance

Proactive Security Design

Security is proactively incorporated into the design of our applications, not applied reactively when incidents occur. Applications undergo security reviews at each phase of their development and continue with ongoing assessments after deployment to find and repair vulnerabilities.

Compliance with Industry Best Practices

Our cloud solutions comply with key industry best practices for security, including NIST Security and Privacy Controls for Information Systems and Organizations (800-53), ISO 27001, 27017, 27018 - Specification for an Information Security Management System, Open Web Application Security Project (OWASP), and Center for Internet Security (CIS) and Criminal Justice Information System (CJIS) Security Policy. We are also annually audited for Service Organization Control (SOC) 1 and 2.

We conduct continuous and comprehensive risk assessments following the guidelines and best practices provided by NIST, OWASP, CIS and ISO.

Cybersecurity Champions Imbedded in Product and Service Teams

Over 350 specially trained and certified Cybersecurity Champions ensure that a culture of cybersecurity is instilled into the fabric of our product and services teams. Programmers receive ongoing security training and updates on the latest hacker tactics so they can layer security into every stage of the application development process.

FedRAMP Certified Cloud

CommandCentral Aware is available to be hosted on GovCloud meeting high impact status determined by the Federal Risk and Authorization Management Program (FedRAMP) Joint Authorization Board (JAB). U.S. government customers can safely deploy CommandCentral Aware backed by FedRAMP's highest impact level of security. Some of the Aware Standard modules described above are not currently available with the FedRAMP deployment option.

Canada CCCS, Canada and Australia and New Zealand (ANZ) Clouds

CommandCentral Aware is available to be hosted on Motorola Solutions' Canadian Centre for Cybersecurity (CCCS) cloud environment as well as the Azure Canada and Azure ANZ clouds. Some of the Aware Standard modules described above are not currently available with the CCCS, Canada and ANZ clouds.

6.2.3.4.6 Capacity and Latency

CommandCentral Aware instances have the following capacity parameters:

- A maximum of 3,000 icons viewed on the CommandCentral Aware client at one time, per instance.

- A maximum of 100 updates per second on the CommandCentral Aware client.
- A maximum of 5,000 radios supported per server.
- A maximum of 32,000 total fixed cameras supported per CommandCentral Aware instance.

Low latency is critical for real-time operations. The speed with which data appears on the CommandCentral Aware display depends in large part on how quickly the information is presented to the CommandCentral Aware interface. Major contributors to the latency are network delays and the delay time from occurrence of an event to when that event information is presented to CommandCentral Aware from the source application (CAD, AVL, and ALPR).

Although CommandCentral Aware strives to provide near real-time performance, Motorola Solutions provides no guarantees as to the speed with which an event (or video stream) appears in the application once the event is triggered.

Motorola Solutions will work with the MARC/KCRPC IT personnel to verify that connectivity meets requirements. MARC/KCRPC will provide the network components.

Network Bandwidth Specifications

Network

MARC/KCRPC will provide internet access and remote access capability.

Minimum bandwidth

1.1 Mbps between Cloud Anchor Server and CommandCentral Aware cloud platform.

Networking Requirements

The following chart displays the requirements for accessing external network resources from within the Aware deployment. The final set of requirements will vary depending on the modules being deployed.

Table 6-1: CommandCentral Aware Network Requirements

Box	Source IP	Destination IP	Protocol	Destination Port
CloudConnect	<CloudConnect IP>	idm.imw.motorolasolutions.com	TCP	443
	<CloudConnect IP>	aware-api.usgov.commandcentral.com	TCP	443
	<CloudConnect IP>	admin-api.usgov.commandcentral.com	TCP	443
	<CloudConnect IP>	aware-publisher-ws.usgov.commandcentral.com	TCP	443
	<CloudConnect IP>	registry.commandcentral.com	TCP	443
	<CloudConnect IP>	s3-us-west-2-r-w.amazonaws.com	TCP	443
	<CloudConnect IP>	platformy-registry.s3.us-west-2.amazonaws.com	TCP	443

Box	Source IP	Destination IP	Protocol	Destination Port
	<CloudConnect IP>	oneinterfaceblobstore.blob.core.usgovcloudapi.net	TCP	443
	<CloudConnect IP>	ccinterfaces-ccbroker-prod.usgov.commandcentral.com	TCP	443
	<CloudConnect IP>	ccinterfaces-sasgen-prod.usgov.commandcentral.com	TCP	443
	<CloudConnect IP>	services.usgov.commandcentral.com	TCP	443
	<CloudConnect IP>	qrwbubhpaovhj-sbu.servicebus.usgovcloudapi.net	TCP	443
	<CloudConnect IP>	qrwbubhpaovhj-sbu.servicebus.usgovcloudapi.net	TCP	5671
	<CloudConnect IP>	loc-srv-ingest-production.servicebus.usgovcloudapi.net	TCP	443
	<CloudConnect IP>	loc-srv-ingest-2-production.servicebus.usgovcloudapi.net	TCP	443
One-time cloudconnect provisioning	Provisioning client (jumpbox)	<CloudConnect IP>	TCP	8080
	Provisioning client (jumpbox)	<CloudConnect IP>	TCP	22
VMS Proxy	<VMS Proxy IP>	<CloudConnect IP>	TCP	22
	<VMS Proxy IP>	<CloudConnect IP>	TCP	8080
	<VMS Proxy IP>	<Genetec VMS IP>	TCP	5500
	<CloudConnect IP>	<VMS Proxy IP>	TCP	40080
IMW	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65001
(assuming 5.2.3 and above)	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65002
	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65003
	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65005
	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65006
	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65008

Box	Source IP	Destination IP	Protocol	Destination Port
	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	9031
Aware clients	<Aware client IP(s)>	<VMS Proxy IP>	TCP	40080
	<Aware client IP(s)>	<Genetec VMS IP>	TCP	554
	<Aware client IP(s)>	<Genetec VMS IP>	TCP	560
	<Aware client IP(s)>	<Genetec VMS IP>	TCP	5004
	<Aware client IP(s)>	<Genetec VMS IP>	TCP	5500
	<Aware client IP(s)>	admin.commandcentral.com	TCP	443
	<Aware client IP(s)>	aware.commandcentral.com	TCP	443
	<Aware client IP(s)>	idm.imw.motorolasolutions.com	TCP	443

6.2.3.4.7 Customer Provided Hardware

Motorola Solutions recommends the following hardware specifications for customers providing their own hardware or Virtual Machine hosting. The Cloud Anchor server available through Motorola Solutions is typically an HP DL20 or similar grade server sized for up to 4 simultaneous VMs.

Cloud Anchor Server Specifications

Table 6-2: Cloud Anchor Server Specifications

SERVERS	SPECIFICATIONS
Host Server CPU	Intel Xeon 3.4 GHz or greater
Host Server RAM	64GB DDR or greater
Host Server OS	VMWare ESXi 8.X
Host Server Hard Drive	1TB or greater (SSD or SAS)
Data Interface Virtual Machine	8GB RAM, 2 virtual CPUs, 20GB disk storage
Video Interface Virtual Machine	16GB RAM, 2 virtual CPUs, 64GB disk storage
Operating System	Windows 2022 and above installed
Network Interface Card	1GB NIC Port

SERVERS	SPECIFICATIONS
IP Address	Two static IP addresses, corresponding subnet masks/default gateway, and available NTP and DNS IP to the Cloud Anchor Virtual Machines
Network Port	One network port for each VMS server One network port for each VMS analytics appliance

CommandCentral Aware Workstations PCs

Workstation PCs deployed to run CommandCentral Aware often display the CommandCentral Aware modules over three separate monitors and require appropriate PC resources to display a variety of real-time data and videos across multiple displays, including the ability to stream up to 16 concurrent video feeds. Motorola Solutions does not sell PCs as part of the CommandCentral Aware deployment. Below are recommendations for customer provided PCs.

Table 6-3: CommandCentral Aware PC Resources Specifications

RESOURCE	SPECIFICATIONS
Processor	High-end Business or Server Grade Intel CPU: <ul style="list-style-type: none"> ▪ Reference: <ul style="list-style-type: none"> ○ Intel Core i7 13700K 5.40 GHz (16 Cores) ○ Intel Xeon 3.0 GHz (12 cores) or greater
RAM Memory	32 GB DDR or greater
Hard Drive	512GB SSD or greater
Operating System	Windows 10 Professional or greater
Network Card	1 GB port
Graphics Card	NVIDIA T1000 8 GB or greater (support for 3 or 4 monitors)
Display	Narrow Bezel IPS Display, 2560x1440
Monitor	27" monitor of larger
Web Browser	Google Chrome (latest version available)

6.2.3.5 Optional CommandCentral Aware Plus Offer Solution

6.2.3.5.1 Overview

CommandCentral Aware is a situational awareness software solution designed to deliver real-time intelligence across the public safety workflow. The Plus offering of CommandCentral Aware provides a map-based and list view of calls from VESTA® 9-1-1 and VESTA® NXT, incidents and units from CommandCentral, PremierOne or Flex computer-aided dispatch (CAD), locations from broadband and LMR radios, LRP hot hits, cameras location and panic alerts from Rave Mobile Safety, and ingests third-party data such as gunshot detection alerts from ShotSpotter. The offer includes device location and details from V300 and V700 body-worn cameras, 4RE and M500 in-car video systems, CAPE-equipped drones, license plate recognition (LPR) camera locations sourced from Vigilant VehicleManager, cameras registered in CommandCentral Community, compatible APX radios and smartphone applications. Devices can also send status information, such as from a radio entering an

emergency state, a body-worn camera recording activation, or an LPR camera registering a hot hit, to CommandCentral Aware that can trigger an alert.

The Plus offer will allow MARC/KCRPC to consolidate and view Motorola Solutions and third-party video management systems for an increased range of options for streaming, as well as connect to camera feeds in the MARC/KCRPC community, to bring more real-time video feeds into its command center. This helps intelligence analysts in the command center gain valuable visibility to the field, quickly identify emergency situations and provide remote supervision.

CommandCentral Aware is hosted in the Microsoft Azure Government cloud and is offered as-a-service for an annual subscription cost.

Solution Elements

CommandCentral Aware consists of a series of core functional modules and integrated systems that power the solution. The optional CommandCentral Aware Plus Offer includes the following:

Modules:

- Esri-based unified map
- Configurable event monitor
- Workflow automation rules engine
- Integrated video module

Integrations:

- Radio Location, Detail and Status
 - APX Next, XN, XE and N70 Radios
 - APX Portable and mobile radios
 - MOTOTRBO Portable and Mobile Radios
 - Broadband Vehicle Modems
- Smartphone App Location, Detail and Status
 - WAVE Broadband Push-to-Talk
 - CommandCentral Responder
- Body-Worn, In-Car and Drone Camera Location and Detail
 - V300 and V700 Body-Worn Cameras
 - 4RE and M500 In-Car Camera System
 - CAPE-Equipped Drones
- LPR Camera Location, Detail and Hot Hit Alerts
 - Vigilant VehicleManager
- CAD Incident and CAD-Provided Unit Location, Detail and Status
 - PremierOne CAD
 - Flex CAD
 - CommandCentral CAD
- Community and Business Registered Cameras on the Map

- CommandCentral Community
- Rave Facility
- Panic Button and Tip Location and Details*
 - CommandCentral Community
 - Rave Panic Button
- 9-1-1 Call Location and Details
 - VESTA 9-1-1, VESTA NXT and RapidSOS
- Fixed Video Location, Detail and Livestreaming
 - Motorola Solutions Video Management Systems
 - Third Party Fixed Video Management Systems
 - Real Time Streaming Video (RTSP)
 - Edge Appliance
- Third-Party Event Integrations** (e.g. Shotspotter)
- Documented Data Ingest API*

* Integration functionality dependent on third-party partner

**Other third-party apps available depending on region

Cloud anchor server hardware and required software is also available, if not already present, to establish a connection between on-premises systems and the Motorola cloud hosting environment.

6.2.3.5.2 Modules included with the CommandCentral Aware Plus Offer

The optional CommandCentral Aware Plus Offer includes the following modules.

Unified Map

CommandCentral Aware offers a unified mapping interface, powered by Esri, to display resources, event locations and alerts overlaid on detailed base maps and customer specific GIS layers. Users can view all location-based data on the map display. The CommandCentral Aware map includes the following:

- **Custom Map Layers** – Add custom map layers from ArcGIS, Mapbox or GeoServer.
- **Map Layers Panel** – Show or hide event data and map layers to refine the map view.
- **Event Detail Display** – View details associated with each event on the map.
- **Incident Recreation** – Replay a time lapse of mapped events over a set period of time for up to 90 days. This history can be exported and viewed in Google Earth or Esri ArcGIS Pro.
- **Traffic and Weather** – Overlay real-time traffic data and a weather radar map layer.
- **Building Floor Plans** – Enhance map view with the addition of indoor floor plans using ArcGIS Indoor Floor plan layers.
- **Collaborative Drawing Tools** – Draw and save polygons, polylines and points onto the map to support planning for pre-planned events and provide tactical awareness during a real-time incident response. Annotations are visible by all users as a data layer.
- **Zones of Interest** – Create geofences that geographically filter information in a defined area.

- **Directed Patrol Alerts** – Specify geographic areas, set alerts and define rules for resources to enter and remain in for a user-determined period of time.
- **Unit Management** – From CommandCentral Admin, affiliate various resources such as radios and body worn cameras into units that can be named and intelligently tracked based on data from all affiliated resources.

Event Monitor

CommandCentral Aware offers an event monitor to display a running list of event and resource alerts. The event monitor is highly configurable to meet the needs and preferences of each user. Filter events by type, create separate tabs for different event types and show, hide or reorder columns of event information within the tabs. Pin an event to the top of the monitor as well as apply the event monitor filter to the map to maintain a consistent view of information. Details from any event can be opened in a dialogue box to give users all information about an event provided by the source system.

Rules Engine

The CommandCentral Aware rules engine allows users to create highly configurable rule sets to trigger actions based on the occurrence of events matching the rule criteria. For example, rows in the Event Monitor can be highlighted and audible alerts for critical events can be triggered. These visual or auditory triggers reduce the number of steps needed to support an incident. Rules are used to trigger scenarios. For example, if a panic button alert is received, Aware will pin and highlight the event in the Event Viewer, zoom and pan to the location on the map and play nearby cameras in the Video module.

6.2.3.5.3 Integrations

The optional CommandCentral Aware Plus Offer has the following integrations:

Radio Location, Detail and Status

APX Next, XN, XE and N70 Radios

CommandCentral Aware comes with integration to APX NEXT, XN, XE and N70 radios equipped with an active SmartLocate subscription. Once SmartLocate is activated, these APX radios can send device location, details and status over a broadband network. This data is available in CommandCentral Aware on the map and event monitor. Broadband connectivity via SmartLocate increases the frequency of location reporting beyond the capability of an LMR system to improve location accuracy and enable more devices to be tracked.

APX Portable and Mobile Radios

CommandCentral Aware comes with the ability to integrate with APX portable and mobile radios. APX radios can send device location, details and status over an ASTRO network for locationing of radios when Push-To-Talk (PTT) is activated on the device or cadence-based locationing through the ASTRO data network, which uses integrated voice and data. This data is available in CommandCentral Aware on the map and event monitor. Alerts can be triggered when the radio registers “person down” status at an angle with no movement, when the emergency button is pressed on the radio or when a vehicle equipped with APX radios experiences significant impact.

APX Next, XN, XE and N70 Radios

CommandCentral Aware comes with the ability to integrate with APX radios equipped with an active SmartLocate subscription. Once SmartLocate is activated, these APX radios can send device location, details and status over a broadband network. This data is available in CommandCentral Aware on the

map and event monitor. Broadband connectivity via SmartLocate increases the frequency of location reporting beyond the capability of an LMR system to improve location accuracy and enable more devices to be tracked. Alerts can be triggered when the radio registers “person down” status at an angle with no movement, when the emergency button is pressed on the radio or when a vehicle equipped with APX radios experiences significant impact.

MOTOTRBO Portable and Mobile Radios

CommandCentral Aware comes with the ability to integrate with MOTOTRBO radios. With this integration, MOTOTRBO radios can send device location, details and status information to CommandCentral Aware.

Broadband Vehicle Modems

CommandCentral Aware comes with the ability to integrate within-car broadband vehicle modems. These modems can send device location, details and status information to CommandCentral Aware. Examples include location via Sierra Wireless or Cradlepoint networks.

Broadband Application Location, Detail and Status

WAVE PTX Broadband Push-to-Talk

CommandCentral Aware comes with the ability to integrate with WAVE and Kodiak Broadband Push-to-Talk smartphone applications. With this integration, these smartphone applications can send device location, details and status information to CommandCentral Aware.

CommandCentral Responder

CommandCentral Aware comes with the ability to integrate with the CommandCentral Responder smartphone application. With this integration, CommandCentral Responder can send device location, details and status information to CommandCentral Aware.

Body-Worn, In-Car and Drone Camera

4RE and M500 In-Car Video Systems

CommandCentral Aware comes with the ability to integrate with M500 and 4RE in-car camera systems. With this integration, users can view real-time location, system details and livestreams from systems in the field that are actively recording. The agency can provision up to 500 in-car camera systems in CommandCentral Aware, and administrators can add, edit or remove systems as needed.

When in-car cameras are active in the field and the in-vehicle modem is on, the CommandCentral Aware user can view the system’s location on the map, see it listed in the event monitor and open up a video livestream upon recording being initiated in the field. CommandCentral Aware users can control the livestream to see front, cabin, rear, panoramic and side (depending on camera model) views of events both in and outside of the patrol car. CommandCentral Aware users can access up to ten simultaneous in-car camera livestreams.

V300 Body-Worn Cameras

CommandCentral Aware comes with the ability to integrate with V300 body-worn cameras. This integration brings V300 location, device details and the livestream from an actively recording camera into CommandCentral Aware on the map and in the event monitor. When the body-worn camera is on and within Wi-Fi range of a vehicle or other agency authorized hotspot, the location of the V300 will be

displayed on the CommandCentral Aware map. When the V300 is recording, the customers can view the video livestream remotely from CommandCentral Aware.

V700 Body-Worn Cameras

CommandCentral Aware comes with the ability to integrate with LTE-enabled V700 body-worn cameras. This integration brings V700 location device details and the livestream from an actively recording camera into CommandCentral Aware on the map and in the event monitor without needing to be within range of Wi-Fi.

CAPE-Equipped Drones

CommandCentral Aware comes with the ability to integrate with CAPE-equipped drones. This integration brings in any active drone's location, device details and the livestream from a CAPE-equipped drone into CommandCentral Aware on the map and in the event monitor.

License Plate Recognition (LPR) Camera Location, Detail and Hot Hit Alerts

Vigilant VehicleManager

CommandCentral Aware comes with the ability to integrate with Vigilant VehicleManager. The locations of LPR cameras integrated with Vigilant VehicleManager can be viewed on the map in CommandCentral Aware as a data layer that can be toggled on or off. In addition to LPR camera locations, hits that match a hot list display on the map at the location of the camera that generated the scan. Hits also display in the event monitor and can trigger an alert.

Additionally, with the Vigilant VehicleManager, CommandCentral Aware users have the ability to initiate a search for historical license plate data directly from within CommandCentral Aware. By simply highlighting a license plate and right clicking, an option will be presented to run a search. This will open up a new window displaying the results directly within Vigilant VehicleManager. From there, users can conduct additional searches or analysis on the vehicle of interest.

CAD Incident and CAD-Provided Unit Location, Detail and Status

CommandCentral, PremierOne or Flex Computer Aided Dispatch (CAD)

CommandCentral Aware comes with the ability to integrate with CommandCentral CAD, PremierOne CAD and Flex CAD. This integration allows users to see incidents and details including incident type, location, narrative, priority and status on the map and event monitor. If Automatic Vehicle Location (AVL) status is reported through the CAD feed, the location of devices or units may also be displayed.

Community and Business Registered Cameras on the Registry Map

CommandCentral Community

CommandCentral Aware comes with the ability to display information and location of cameras registered in CommandCentral Community included in a map layer in CommandCentral Aware.

Rave Facility

CommandCentral Aware comes with the ability to support business cameras registered in Rave Facility via a data layer in CommandCentral Aware.

Panic Button, Tip Location and Details

CommandCentral Community

CommandCentral Aware comes with the ability to display tip submission details from CommandCentral Community. Users can access critical details submitted by the user including incident type and multimedia attachments via a data layer in CommandCentral Aware.

*Rave Mobile Safety Panic Button**

CommandCentral Aware comes with the ability to integrate with Rave Mobile Safety Panic Button. When a panic alert is initiated, an alert will be mapped in CommandCentral Aware and populated into the event monitor. Users can access critical details submitted by the user including activator's profile, incident type and multimedia attachments.

*Other third-party apps available depending on region.

9-1-1 Call Location and Details

VESTA 9-1-1 and VESTA NXT

CommandCentral Aware comes with the ability to integrate with the VESTA 9-1-1 and VESTA NXT call handling system. When a 9-1-1 call or text comes into VESTA 9-1-1, the CommandCentral Aware map has the ability to plot, center, and zoom upon answer and call updates. For each call or text, Class of Service icons will display with an uncertainty radius. Additionally, if available, CommandCentral Aware will display enhanced location data from RapidSOS associated with a wireless call. 9-1-1 calls and text will also populate in the event monitor.

Fixed Video Location, Detail and Livestreaming

CommandCentral Aware allows public safety agencies to expand their footprint of cameras by utilizing integrations with Video Management Systems (VMS), real time streaming protocol (RTSP) connection and the Edge appliance.

Motorola Solutions VMS (Alta, Unity)

CommandCentral Aware provides the ability to integrate with Motorola Solutions video management systems and video streaming platforms. Camera feeds from connected video management system(s) can be streamed in the CommandCentral Aware web video viewer.

- View up to 16 feeds at once from across systems.
- Playback recorded videos where available.
- Group cameras from across systems and open all livestreams available in a specific location.
- Ingest video analytic alerts from compatible VMS as events. View camera locations and simultaneously open cameras nearby to an event. Apply user permissions by camera groups to control who can view video streams, review historical footage, clip, snapshot and export.
- For Pan-Tilt-Zoom (PTZ)-enabled cameras, the customers can remotely control the PTZ. Access to PTZ features is only available for the surveillance systems and cameras that are configured and that support recorded content and PTZ.
- Share video clips and snapshots via embedded email sharing from within CommandCentral Aware.

- Video storage is provided by the integrated VMS.

Third-Party Fixed VMS

CommandCentral Aware comes with the ability to integrate with select third-party VMS. Camera feeds from connected video management system(s) are able to be streamed in the CommandCentral Aware video viewer.

- View up to 16 feeds at once from across systems.
- Playback recorded videos where available.
- Clip or snapshot video footage to share or save as evidence.
- Group cameras from across systems and open all livestreams available in a specific location.
- View camera locations and simultaneously open cameras nearby to an event. Apply user permissions by camera groups to control who can view video streams, review historical footage (when supported by the VMS), clip, snapshot and export.
- For Pan-Tilt-Zoom (PTZ)-enabled cameras, the customers can remotely control the PTZ. Access to PTZ features is only available for the surveillance systems and cameras that are configured and that support recorded content and PTZ.
- Share video clips and snapshots via embedded email sharing from within CommandCentral Aware.
- Video storage is provided by the integrated VMS.

Real Time Streaming Protocol (RTSP) Video Connection

Stream publicly accessible IP cameras with supported media formats including WebRTC, HLS, RTSP, and RTMP. This connection allows the agency to configure a secure connection to livestream third-party owned, public IP cameras. Direct connection enables livestreaming only; no video storage is provided by CommandCentral Aware.

Edge Appliance Video Connection

Connect up to 30 IP security cameras on a network for immediate access to camera data including live video, device information and location. Cameras that support ONVIF Profile S allow for automated discovery and provisioning for livestreaming in CommandCentral Aware. IP cameras that support WebRTC, HLS, RTSP, RTMP media formats on the network can be manually discovered and provisioned for livestreaming.

Third-Party Event Integrations

CommandCentral Aware can provide the ability to ingest alarms, events and location data through our ecosystem of third-party integrations powered by Aware's Event Ingest API. Aware offers a library of external connectors enabling the ability to ingest information from third-party CAD, LPR, mobile applications, devices, panic buttons and much more. The MARC/KCPR Motorola Solutions representative can provide more information about third-party integrations available.

Developer Program with Documented Event Ingest API

Additional integrations with CommandCentral Aware Plus can be achieved via the CommandCentral Technology Developer Program, which enables access to our Event Ingest APIs for third party partners and integrators. The MARC/KCRPC Motorola Solutions representative can provide more information about our API integrator program.

6.2.3.5.4 Protected Places Package

Protected Places is a program for community businesses, organizations or individuals to register their security cameras with the local law enforcement agency. Once registered, the camera's video footage can feed directly to CommandCentral Aware, providing vital information that can benefit the community with improved efficiency and faster response times.

The program includes a Motorola Solutions-hosted website that is customized and personalized for each agency. On this easy-to-use portal, customers can learn about the program, purchase devices via e-commerce and register their locations and agree to terms for camera sharing with public safety.

This portal can be linked on the agency website or it can be a standalone site, and it serves as:

- A marketing website for the agency to communicate with the community on the Protected Places program and how to get involved.
- A resource for users (businesses, organizations or residents) to learn about and purchase the Edge appliance (a device + subscription offer with an annual evergreen recurring sub), which connects security cameras to CommandCentral Aware.
- A resource for the community to explore Motorola Solutions' wider camera portfolio, including the ability to talk to an expert. Available cameras include:
 - Avigilon IP based cameras
 - The L6Q License Plate Recognition camera

To register for the program, users are sent to a customized page for its agency. The registration process is short and straightforward, with clear explanations of the process.

Users can provide facility information for each of their locations that is shared with their public safety agency based on the address zip code:

- Name
- Address
- Contact information (name, email address, phone number)
- Registered cameras
 - Camera name
 - Camera placement (indoor/outdoor)
 - Camera address
- Edge Appliance video streaming service
 - Device name
 - Device address
 - Cameras detected for streaming
 - Camera name
 - Camera address

From the registration webpage, customers can access its agency's privacy policies, MOUs and FAQs. They can also access its portal to explore Motorola Solutions cameras and create a lead to talk to an expert.

6.2.3.5.5 Cloud Security and Compliance

Proactive Security Design

Security is proactively incorporated into the design of our applications, not applied reactively when incidents occur. Applications undergo security reviews at each phase of their development and continue with ongoing assessments after deployment to find and repair vulnerabilities.

Compliance with Industry Best Practices

Our cloud solutions comply with key industry best practices for security, including NIST Security and Privacy Controls for Information Systems and Organizations (800-53), ISO 27001, 27017, 27018 - Specification for an Information Security Management System, Open Web Application Security Project (OWASP), and Center for Internet Security (CIS) and Criminal Justice Information System (CJIS) Security Policy. We are also annually audited for Service Organization Control (SOC) 1 and 2.

We conduct continuous and comprehensive risk assessments following the guidelines and best practices provided by NIST, OWASP, CIS and ISO.

Cybersecurity Champions Imbedded in Product and Service Teams

Over 350 specially trained and certified Cybersecurity Champions ensure that a culture of cybersecurity is instilled into the fabric of our product and services teams. Programmers receive ongoing security training and updates on the latest hacker tactics so they can layer security into every stage of the application development process.

FedRAMP Certified Cloud

The CommandCentral Aware Plus offer is available to be hosted on GovCloud meeting high impact status determined by the Federal Risk and Authorization Management Program (FedRAMP) Joint Authorization Board (JAB). U.S. government customers can safely deploy CommandCentral Aware backed by FedRAMP's highest impact level of security. Some of the Aware Plus modules described above are not currently available with the FedRAMP deployment option.

Canada CCCS, Canada and Australia and New Zealand (ANZ) Clouds

The CommandCentral Aware Plus offer is available to be hosted on Motorola Solutions' Canadian Centre for Cybersecurity (CCCS) cloud environment as well as the Azure Canada and Azure ANZ clouds. Some of the Aware Plus modules described above are not currently available with the CCCS, Canada and ANZ clouds.

6.2.3.5.6 Capacity and Latency

CommandCentral Aware instances have the following capacity parameters:

- A maximum of 3,000 icons viewed on the CommandCentral Aware client at one time, per instance.
- A maximum of 100 updates per second on the CommandCentral Aware client.
- A maximum of 5,000 radios supported per server.
- A maximum of 32,000 total fixed cameras supported per CommandCentral Aware instance.

Low latency is critical for real-time operations. The speed with which data appears on the CommandCentral Aware display depends in large part on how quickly the information is presented to the CommandCentral Aware interface. Major contributors to the latency are network delays and the

delay time from occurrence of an event to when that event information is presented to CommandCentral Aware from the source application (CAD, AVL, and ALPR).

Although CommandCentral Aware strives to provide near real-time performance, Motorola Solutions provides no guarantees as to the speed with which an event (or video stream) appears in the application once the event is triggered.

Motorola Solutions will work with the MARC/KCRPC IT personnel to verify that connectivity meets requirements. MARC/KCRPC will provide the network components.

Network Bandwidth Specifications

Network

MARC/KCRPC will provide internet access and remote access capability.

Minimum Bandwidth

1.1 Mbps between Cloud Anchor Server and CommandCentral Aware cloud platform.

Networking Requirements

The following chart displays the requirements for accessing external network resources from within the Aware deployment. The final set of requirements will vary depending on the modules being deployed.

Table 6-4: CommandCentral Aware Network Requirements

Box	Source IP	Destination IP	Protocol	Destination port
CloudConnect	<CloudConnect IP>	idm.imw.motorolasolutions.com	TCP	443
	<CloudConnect IP>	aware-api.usgov.commandcentral.com	TCP	443
	<CloudConnect IP>	admin-api.usgov.commandcentral.com	TCP	443
	<CloudConnect IP>	aware-publisher-us.usgov.commandcentral.com	TCP	443
	<CloudConnect IP>	registry.commandcentral.com	TCP	443
	<CloudConnect IP>	s3-us-west-2-r-w.amazonaws.com	TCP	443
	<CloudConnect IP>	platformy-registry.s3.us-west-2.amazonaws.com	TCP	443
	<CloudConnect IP>	oneinterfaceblobstore.blob.core.usgovcloudapi.net	TCP	443
	<CloudConnect IP>	ccinterfaces-ccbroker-prod.usgov.commandcentral.com	TCP	443
	<CloudConnect IP>	ccinterfaces-sasgen-prod.usgov.commandcentral.com	TCP	443

Box	Source IP	Destination IP	Protocol	Destination port
	<CloudConnect IP>	services.usgov.commandcentral.com	TCP	443
	<CloudConnect IP>	grwbubhpaovhj-sbu.servicebus.usgovcloudapi.net	TCP	443
	<CloudConnect IP>	grwbubhpaovhj-sbu.servicebus.usgovcloudapi.net	TCP	5671
	<CloudConnect IP>	loc-srvc-ingest-production.servicebus.usgovcloudapi.net	TCP	443
	<CloudConnect IP>	loc-srvc-ingest-2-production.servicebus.usgovcloudapi.net	TCP	443
One-time cloudconnect provisioning	Provisioning client (jumpbox)	<CloudConnect IP>	TCP	8080
	Provisioning client (jumpbox)	<CloudConnect IP>	TCP	22
VMS Proxy	<VMS Proxy IP>	<CloudConnect IP>	TCP	22
	<VMS Proxy IP>	<CloudConnect IP>	TCP	8080
	<VMS Proxy IP>	<Genetec VMS IP>	TCP	5500
	<CloudConnect IP>	<VMS Proxy IP>	TCP	40080
IMW	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65001
(assuming 5.2.3 and above)	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65002
	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65003
	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65005
	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65006
	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	65008
	<CloudConnect IP>	<IMW Core IP (or IMW customer IP if IMW is redundant)>	TCP	9031
Aware clients	<Aware client IP(s)>	<VMS Proxy IP>	TCP	40080

Box	Source IP	Destination IP	Protocol	Destination port
	<Aware client IP(s)>	<Genetec VMS IP>	TCP	554
	<Aware client IP(s)>	<Genetec VMS IP>	TCP	560
	<Aware client IP(s)>	<Genetec VMS IP>	TCP	5004
	<Aware client IP(s)>	<Genetec VMS IP>	TCP	5500
	<Aware client IP(s)>	admin.commandcentral.com	TCP	443
	<Aware client IP(s)>	aware.commandcentral.com	TCP	443
	<Aware client IP(s)>	idm.imw.motorolasolutions.com	TCP	443

6.2.3.5.7 Customer Provided Hardware

Motorola Solutions recommends the following hardware specifications for customers providing their own hardware or Virtual Machine hosting. The Cloud Anchor server available through Motorola Solutions is typically an HP DL20 or similar grade server sized for up to 4 simultaneous VMs.

Cloud Anchor Server Specifications

Table 6-5: Cloud Anchor Server Specifications

SERVER	SPECIFICATIONS
Host Server CPU	Intel Xeon 3.4 GHz or greater
Host Server RAM	64GB DDR or greater
Host Server OS	VMWare ESXi 8.X
Host Server Hard Drive	1TB or greater (SSD or SAS)
Data Interface Virtual Machine	8GB RAM, 2 virtual CPUs, 20GB disk storage
Video Interface Virtual Machine	16GB RAM, 2 virtual CPUs, 64GB disk storage
Operating System	Windows 2022 and above installed
Network Interface Card	1GB NIC Port
IP Address	Two static IP addresses, corresponding subnet masks/default gateway, and available NTP and DNS IP to the Cloud Anchor Virtual Machines
Network Port	One network port for each VMS server One network port for each VMS analytics appliance

CommandCentral Aware Workstations PCs

Workstation PCs deployed to run CommandCentral Aware often display the CommandCentral Aware modules over three separate monitors and require appropriate PC resources to display a variety of real-time data and videos across multiple displays, including the ability to stream up to 16 concurrent video feeds. Motorola Solutions does not sell PCs as part of the Aware deployment. Below are recommendations for customer provided PCs.

Table 6-6: CommandCentral Aware PC Resources Specifications

RESOURCE	SPECIFICATIONS
Processor	High-end Business or Server Grade Intel CPU ▪ Reference: <ul style="list-style-type: none"> ○ Intel Core i7 13700K 5.40 GHz (16 Cores) ○ Intel Xeon 3.0 GHz (12 cores) or greater
RAM Memory	32 GB DDR or greater
Hard Drive	512GB SSD or greater
Operating System	Windows 10 Professional or greater
Network Card	1 GB port
Graphics Card	NVIDIA T1000 8 GB or greater (support for 3 or 4 monitors)
Display	Narrow Bezel IPS Display, 2560x1440
Monitor	27" monitor of larger
Web Browser	Google Chrome (latest version available)

6.3 APX N-Series Device Management Services (DMS) – Essential Statement of Work (SOW)

6.3.1 Overview

DMS will efficiently maintain MARC/KCRPC’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 and MARC/KCRPC.

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.

6.3.2 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 MARC/KCRPC will need to load the previous codeplug.

Motorola Solutions will load factory available firmware to any replacement devices, which may not match MARC/KCRPC's firmware version.

6.3.3 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. Additionally, MARC/KCRPC 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 MARC/KCRPC's behalf.

6.3.3.1 Software Maintenance

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

6.3.3.2 MyView Portal Access

MyView Portal is the single location to track the status of subscriptions and service contracts, including start and end dates. 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.

6.4 Training Plan

6.4.1 Training Overview

Partnering with Motorola Solutions will enable MARC/KCRPC to build personnel competency and maximize return on investment.

Effective training ensures successful implementation and use of your communications system by all personnel for the life of the system. The training plan furnished to MARC/KCRPC is comprised of targeted coursework developed and delivered by our expert instructors. This plan, included below, will effectively provide MARC/KCRPC's personnel with a comprehensive understanding of the proposed system and user equipment.

We will collaborate with MARC/KCRPC to tailor a final training plan to enable MARC/KCRPC's organization to operate, configure, and manage the proposed solution effectively and efficiently.



6.4.2 Motorola Solutions Training

Motorola Solutions provides an expanding portfolio of training delivery methods, tools, and courses to support the training needs of our customers. The figure below shows the elements of our training methodology that qualify us as the leader in the communications training industry.

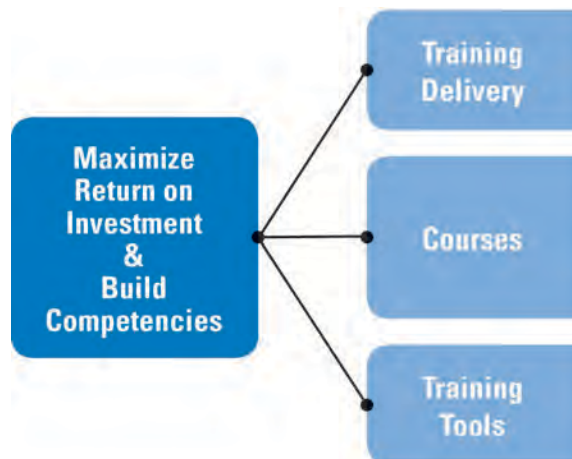


Figure 6-25: Build the competencies of MARC/KCRPC personnel and maximize your return on investment with Motorola Solutions' expanding portfolio of training delivery methods, tools, and courses.

6.4.2.1 Training Delivery

Training Methods

Motorola Solutions' training experience and expertise enables our customers to gain the training they need to use during critical times in a variety of methods. As shown in the figure below, we offer three interactive methods of training: Online Self-Paced, Virtual Instructor-Led, and Instructor-Led.



Figure 6-26: Motorola Solutions offers a variety of interactive training methods that cater to different learning techniques, allowing more effective ways to give personnel the skills they need.

These training approaches ensure our customers receive the understanding they need for the practical aspects of their jobs.

Delivery Options

Field

Field class delivery is “tailored” to the customer’s specific system. We are providing classes which are not offered as standard “Open Resident” classes at our training facilities. The students benefit from working on their own systems, at their home location and within their schedules.

Motorola Solutions Facility

Resident classes are open to all Motorola customers, seating is based on availability, and participant guides and required pre-work when applicable are included in the tuition. These courses are comprehensive and are not tailored to any one customer’s system. Students benefit from other students’ experiences and are allowed to take systems out of service. These courses provide optimal “hands-on” training.

Motorola Solutions Facility Closed Sessions-Customer Specific

Special Resident classes are closed sessions for a particular Motorola Solutions customer. The customer is essentially renting the classroom. These courses are tailored to the customer's system as much as possible. The instructor will require the customer's system diagrams prior to the class taking place. The students will receive their ASTRO 25 IV&D manuals on CD-ROM and hard copy participant guides. Class manuals, participant guides, and required pre-work are included in the pricing of the class per student. The students are allowed to take systems out of service, which provides optimal "hands-on" training.

Motorola Solutions Instructors

We have approximately 40 instructor resources distributed across North America. These instructors are available to train customers in our Technical Training Center located in Schaumburg, Illinois, while specific training courses are available at our facility in Plantation, Florida. Training can also be delivered directly on-site at customer locations. All instructors undergo an Instructional Skills and Technical Knowledge Program, which is a globally-recognized training and instructor assessment program.

Consultative Services

Motorola Solutions provides consultative services for our customers, which includes personalized training plans and other training-related services. Our dedicated training consultant team works with our customers and Motorola Solutions account teams to identify and meet the training needs of technical, administrative end users, and other audiences.

6.4.2.2 Training Courses

Motorola Solutions offers a wide range of training courses to help our customers improve their proficiency with our expanding portfolio and get the most from their training system.

Our specialized courses/curriculums are designed for our customers' role. Whether they are an administrator, technician or user, Motorola Solutions makes sure our customers are equipped with foundational and advanced skills.

General overviews of product and/or solution training offered are listed below:

Foundational Radio and Networking Training

Foundational Radio and Networking training provides new hires or staff from different skilled backgrounds fundamental knowledge. Some of these courses are online/self-paced while others are instructor led. Some topics include: Radio System Basics, Basic Networking, Communication System Concepts, Networking Essentials and Applied Networking. This allows Motorola Solutions to offer training before installation, during installation and after your solution is operational.

ASTRO 25 Infrastructure Training Courses

ASTRO 25 Infrastructure Training provides participants with a full curriculum that will enable them to maintain/service the new solution, and will give them the skills required to manage and operate the solution to obtain its fullest potential and capabilities.

ASTRO 25 Patch Management Training Course

ASTRO 25 Patch Management Training provides ASTRO 25 Land Mobile Radio (LMR) system administrators the information needed to access and patch their radio network infrastructure, update antivirus definitions, and review log files.

Console Training Courses

Console Training provides participants with a curriculum that will enable them to obtain a high-level understanding of the system configuration, general console operation, how to perform basic tasks, operating procedures for specific features, and the knowledge and skills necessary to manage and maintain the system.

Mobile and Portable Radio Training Courses

Mobile and Portable Radio Training provides participants with an introduction to the radio, the knowledge and skills necessary to perform basic radio operation, common operational tasks, operating procedures for specific features of the radio, and technical programming and maintenance of radios.

MOTOTRBO Training Courses

MOTOTRBO Training provides participants with a full curriculum that will enable them to maintain/service the new solution, and will give them the skills required to manage and operate the solution to obtain its fullest potential and capabilities.

CallWorks Training Courses

CallWorks Training provides participants with an overview of the components and functionality of the main application, operation, troubleshooting, a high-level understanding of the software, and configuration and maintenance of components of the CallWorks solution.

PremierOne Training Courses

PremierOne Training provides participants with sufficient knowledge of the PremierOne solution and its tools, giving them the skills necessary to operate and maintain the PremierOne solution.

LTE Training Courses

LTE Training provides participants a high-level understanding of the Public Safety LTE system and the network elements that comprise the system. Participants will gain knowledge of LTE architecture, signaling, system administration, and applied networking.

WAVE Training Courses

WAVE Training provides participants with an overview of the WAVE solution. It offers a basic understanding of how WAVE delivers a Radio-over-IP solution; describes features, hardware, and software requirements; how to use applications; and provides instruction in designing, integrating, and troubleshooting the WAVE solution.

6.4.2.3 Training Tools

Training Kits

Training kits are essential suitcase equipment, labs and exercises that apply to some of the ASTRO, MOTOTRBO, WAVE and LTE solutions. These kits are used in addition to equipment, in order to

prevent solution downtime while training is conducted. As part of specific on-site classes, shown in Table 6-7, kits are included and shipped to our customers to allow students an in-depth, hands-on experience.

Table 6-7: Field Classes Training Kit Availability

Field Classes Training Kit Availability	
Networking Essentials	Server Virtualization
Applied Systems Networking	WAVE Certified Integration Engineer
Domain Controller	MOTOTRBO™ Systems Applied Networking

Tracking and Evaluation

All customer training is tracked and evaluated. The Project Manager and training team tracks and records all courses completed through the implementation of the project. Surveys are given to trainees to evaluate the trainers. Feedback is given and placed on our customer shared website.

End User Training Kit (EUTK)

The End User Training Kit is a knowledge-transfer tool designed to accelerate learning through customizability. Using the EUTK allows trainers to customize user/operator training to match unique button, feature programming, and displays provided in the system and radio codeplug. These tailored materials are developed by Motorola Solutions trainers using training kits that allow customer trainers to modify training materials when radio or console features change. Personnel are taught how to maneuver through and tailor the EUTK screens. The tailored selections are saved to an electronic file that the Motorola Solutions training team provides to the customer.

For a more detailed view of the training Motorola Solutions provides, please see our Product and System Technical Training Course Catalog: <https://learning.motorolasolutions.com/catalog/56280enus>

6.4.3 Proposed Training Overview for MARC/KCRPC

In order to achieve the training goals identified by MARC/KCRPC, we propose the following courses.

It is necessary that participants bring their laptop computers for all system administrator and technician classes. Materials will be delivered electronically.

6.4.3.1 Radio User Training Plan

Course Title	Target Audience	Sessions	Duration	Location	Date	Participants
Police: APX6000 Portable (1 Model) APX8000 Portable (1 Model) N30 Portable (1 Model) N50 Portable (1 Model) N70 Portable (1 Model) APX NEXT Single Band Portable (1 Model) APX NEXT XE Portable (1 Model) APX NEXT XN Portable (1 Model) Train-the-Trainer Utilizing the End User Training Kit (Instructor-led)	Police Radio Trainers	1 (32-hour Session)	4 days	Kansas City, MO	Prior to training Radio Users	12
Police: APX1500 Mobile (Model O2) APX4500 Mobile (Model O2) APX6500 Mobile (Model O5) APX8500 Mobile (Model O5) Train-the-Trainer Utilizing the End User Training Kit (Instructor-led)	Police Radio Trainers	1 (16-hour Session)	2 days	Kansas City, MO	Prior to training Radio Users	12
Fire/EMS APX6000 Portable (1 Model) APX8000 Portable (1 Model) N30 Portable (1 Model) N50 Portable (1 Model) N70 Portable (1 Model) APX NEXT Single Band Portable (1 Model) APX NEXT XE Portable (1 Model) APX NEXT XN Portable (1 Model) Train-the-Trainer Utilizing the End User Training Kit (Instructor-led)	Fire/EMS Radio Trainers	1 (32-hour Session)	4 days	Kansas City, MO	Prior to training Radio Users	12
Fire/EMS APX1500 Mobile (Model O2) APX4500 Mobile (Model O2) APX6500 Mobile (Model O5) APX8500 Mobile (Model O5) Train-the-Trainer Utilizing the End User Training Kit (Instructor-led)	Fire/EMS Radio Trainers	1 (16-hour Session)	2 days	Kansas City, MO	Prior to training Radio Users	12

Additional Information



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

6.4.4 Course Descriptions for MARC/KCRPC

Course descriptions for MARC/KCRPC are included on the following pages.

6.4.4.1 APX Portable and APX Mobile Train-the-Trainer

APX Portable and APX Mobile Train-the-Trainer	
Course Synopsis and Objectives:	<p>This course provides APX radio trainers with an introduction to their radio, its basic operation and tailored job aids available for assistance in operation. The learning experience is a mix of facilitation and hands-on activities to help users perform common tasks associated with their radio operation. Segmentation between user groups (i.e. Police, Fire/EMS, and Public Service) is encouraged to help focus instruction on the specific operational issues of the individual user group. This course is geared for customers who have an experienced dedicated training staff in their organization. It provides the customer’s identified training personnel with the knowledge and practice applying training techniques that will enable them to successfully train their students. Trainers will use audio visual (Interactive End User Toolkits–iEUTK), facilitation and “hands-on” activities to facilitate learning events supported by tailored or customized training materials and job aids. They will become proficient in discussing common tasks associated with the operation of the customer’s radios.</p> <p>After completing the course the participant will be able to:</p> <ul style="list-style-type: none"> - Understand a high-level overview of the customer system configuration - Understand the general radio operation - Understand proper operating procedures for specific customer features - Perform basic operational tasks of the radio - Utilize the provided job aids to perform specific tasks associated with the radio
Delivery Method:	ILT - Instructor-led training
Duration:	8 hours
Participants:	APX Trainers, Supervisors and Support Personnel
Class Size:	Up to 15
Prerequisite:	Previous two-way radio and training experience
Curriculum:	<ul style="list-style-type: none"> - Basics: <ul style="list-style-type: none"> o Controls o Top and Side Buttons o Switches o 3 Position toggle o 2 Position Concentric o Home key o Data Key o Display o Front Display o Top Display o Display light o Intelligent Lighting o Private Call o Accessing Private Call Feature o Initiating Private Call o Call List Programming o Announcement/All Call (Calls involving Multiple Talkgroups) o Initiating Announcement/All Call o Direct/Talkaround o Failsoft o Radio Profiles o Accessing and changing Radio Profile - Optional Features:

APX Portable and APX Mobile Train-the-Trainer		
Course Synopsis and Objectives:	<ul style="list-style-type: none"> ○ Push to Talk or Accessory PTT found on the microphone ○ Hub, hang up box (Mobile) ▪ Menu: <ul style="list-style-type: none"> ○ Menu Screen Anatomy ○ Navigating Menu Screen ○ Recent Call List (Model 3.5) ○ Unified Call List - Contacts (Model 3.5) ○ Dual Sided Radio (Model 3.5) ○ Dual Mics ○ Dual Speakers ○ Accessory Connector ▪ Specific Features: <ul style="list-style-type: none"> ○ Changing Talkgroups/Channels ○ Changing Zones ○ Mute tones of keypad ○ Talkgroup Call 	<ul style="list-style-type: none"> ○ Scan ○ Scan program ○ Priority Scan ○ Dynamic Priority ○ Telephone Interconnect ○ Accessing Telephone Interconnect Feature ○ Initiating a Phone Call ○ Phone List Programming ▪ Data Services: <ul style="list-style-type: none"> ○ Text Messaging ○ Accessing the Text Messaging Feature ○ Creating a Free Form Text Message ○ Sending a “Canned “ Text Message ○ GPS ○ OTAP User Interface ○ Encryption ○ Emergency

6.4.4.2 APX NEXT / APX N-Series Train-the-Trainer

APX NEXT / APX N-Series Train-the-Trainer	
Course Synopsis and Objectives:	<p>This course provides radio trainers with an introduction to the APX NEXT / APX N-Series radio, its basic operation and tailored job aids available for assistance in operation. The learning experience is a mix of facilitation and hands-on activities to help users perform common tasks associated with the APX NEXT / APX N-Series operation. Segmentation between user groups (i.e. Police, Fire/EMS, and Public Service) is encouraged to help focus instruction on the specific operational issues of the individual user group. This course is geared for customers who have an experienced dedicated training staff in their organization. It provides the customer’s identified training personnel with the knowledge and practice applying training techniques that will enable them to successfully train their students. Trainers will use audio visual (Interactive End User Toolkits – iEUTK), facilitation and “hands-on” activities to facilitate learning events supported by tailored or customized training materials and job aids. They will become proficient in discussing common tasks associated with the operation of the customer’s radios.</p> <p>After completing the course the participant will be able to:</p> <ul style="list-style-type: none"> ▪ Understand a high-level overview of the customer system configuration. ▪ Understand the general radio operation. ▪ Understand proper operating procedures for specific customer features. ▪ Perform basic operational tasks of the radio. ▪ Utilize the provided job aids to perform specific tasks associated with the radio.

APX NEXT / APX N-Series Train-the-Trainer			
Delivery Method:	ILT - Instructor-led training		
Duration:	8 hours		
Participants:	Trainers, Supervisors and Support Personnel		
Class Size:	Up to 15		
Prerequisite:	Previous two-way radio and training experience		
Curriculum:	<table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Basics:</p> <ul style="list-style-type: none"> - Controls - Buttons - Switches - Setting up APX NEXT / APX N-Series - Mics/Speakers - Indicators <p>Using APX NEXT / APX N-Series:</p> <ul style="list-style-type: none"> - On/Off/Standby - SmartTouch/OnScreen keyboard - Widgets - Adjustments - Battery Management - Updates <p>Specific Features:</p> <ul style="list-style-type: none"> - Changing Talkgroups/Channels - Changing Zones - Mute tones of keypad - Talkgroup Call - Private Call - Accessing Private Call Feature - Initiating Private Call - Call List Programming - Announcement/All Call (Calls involving Multiple Talkgroups) - Initiating Announcement/All Call - Direct/Talkaround - Failsoft - Radio Profiles - Accessing and changing Radio Profile - Secure Operations - ARS </td> <td style="width: 50%; vertical-align: top;"> <p>Optional Features:</p> <ul style="list-style-type: none"> - Scan - Scan program - Priority Scan - Dynamic Priority - Telephone Interconnect - Accessing Telephone Interconnect Feature - Initiating a Phone Call - Phone List Programming - Contacts <p>Services:</p> <ul style="list-style-type: none"> - Smart Connect - ViQI Voice Control - ViQi Virtual Partner - SmartLocate - Radio Central - SmartProgramming <p>Connectivity</p> <ul style="list-style-type: none"> - LTE - Wi-Fi - Bluetooth <p>Data Services:</p> <ul style="list-style-type: none"> - Text Messaging - Accessing the Text Messaging Feature - Creating a Free Form Text Message - Sending a "Canned " Text Message - GPS - OTAP User Interface - Encryption - Emergency </td> </tr> </table>	<p>Basics:</p> <ul style="list-style-type: none"> - Controls - Buttons - Switches - Setting up APX NEXT / APX N-Series - Mics/Speakers - Indicators <p>Using APX NEXT / APX N-Series:</p> <ul style="list-style-type: none"> - On/Off/Standby - SmartTouch/OnScreen keyboard - Widgets - Adjustments - Battery Management - Updates <p>Specific Features:</p> <ul style="list-style-type: none"> - Changing Talkgroups/Channels - Changing Zones - Mute tones of keypad - Talkgroup Call - Private Call - Accessing Private Call Feature - Initiating Private Call - Call List Programming - Announcement/All Call (Calls involving Multiple Talkgroups) - Initiating Announcement/All Call - Direct/Talkaround - Failsoft - Radio Profiles - Accessing and changing Radio Profile - Secure Operations - ARS 	<p>Optional Features:</p> <ul style="list-style-type: none"> - Scan - Scan program - Priority Scan - Dynamic Priority - Telephone Interconnect - Accessing Telephone Interconnect Feature - Initiating a Phone Call - Phone List Programming - Contacts <p>Services:</p> <ul style="list-style-type: none"> - Smart Connect - ViQI Voice Control - ViQi Virtual Partner - SmartLocate - Radio Central - SmartProgramming <p>Connectivity</p> <ul style="list-style-type: none"> - LTE - Wi-Fi - Bluetooth <p>Data Services:</p> <ul style="list-style-type: none"> - Text Messaging - Accessing the Text Messaging Feature - Creating a Free Form Text Message - Sending a "Canned " Text Message - GPS - OTAP User Interface - Encryption - Emergency
<p>Basics:</p> <ul style="list-style-type: none"> - Controls - Buttons - Switches - Setting up APX NEXT / APX N-Series - Mics/Speakers - Indicators <p>Using APX NEXT / APX N-Series:</p> <ul style="list-style-type: none"> - On/Off/Standby - SmartTouch/OnScreen keyboard - Widgets - Adjustments - Battery Management - Updates <p>Specific Features:</p> <ul style="list-style-type: none"> - Changing Talkgroups/Channels - Changing Zones - Mute tones of keypad - Talkgroup Call - Private Call - Accessing Private Call Feature - Initiating Private Call - Call List Programming - Announcement/All Call (Calls involving Multiple Talkgroups) - Initiating Announcement/All Call - Direct/Talkaround - Failsoft - Radio Profiles - Accessing and changing Radio Profile - Secure Operations - ARS 	<p>Optional Features:</p> <ul style="list-style-type: none"> - Scan - Scan program - Priority Scan - Dynamic Priority - Telephone Interconnect - Accessing Telephone Interconnect Feature - Initiating a Phone Call - Phone List Programming - Contacts <p>Services:</p> <ul style="list-style-type: none"> - Smart Connect - ViQI Voice Control - ViQi Virtual Partner - SmartLocate - Radio Central - SmartProgramming <p>Connectivity</p> <ul style="list-style-type: none"> - LTE - Wi-Fi - Bluetooth <p>Data Services:</p> <ul style="list-style-type: none"> - Text Messaging - Accessing the Text Messaging Feature - Creating a Free Form Text Message - Sending a "Canned " Text Message - GPS - OTAP User Interface - Encryption - Emergency 		

6.4.5 Qualifications and Assumptions

1. A successful training event requires that the students have adequate time for hands-on interaction with their equipment. The Motorola Solutions Worldwide Education recommends that there be one new, programmed subscriber unit available per participant in the training session.
2. A successful training event also requires appropriate classroom environment in which to deliver training. The customer will ensure that the necessary equipment (which includes a whiteboard, projector, student tables and chairs) is in place for the training event.
3. Student materials will be furnished by Motorola Solutions Worldwide Education.
4. While it is important that Motorola Solutions meets the customer's requested training dates, the final class dates are determined by instructor availability. This is especially important when training in a language other than English because of the limited resources available.
5. The effort has been made in advance to gather all relevant information to produce this proposal and is based on information available at this time. Additional information made available later may require a revision of this proposal and the price.

6.5 Company Qualifications and Experience

6.5.1 Motorola Solutions Company Information

Motorola Solutions at a Glance:

Chairman and CEO: Greg Brown

Headquarters: 500 W. Monroe Street, Chicago, Illinois 60661

Founded in 1928: Over nine decades of experience in communications technology

Global Presence: 20,000 employees in 60 countries/100,000+ Customers in over 100 countries/13,000 Networks across the globe

Intellectual Property Portfolio: Thousands of patents focused on mission-critical and wireless technologies

Ongoing Commitment to Innovation: Over \$700 million annual budget for R&D; In 2023 Motorola Solutions spent \$858M in R&D

Motorola Solutions has been an innovator in communication technology since our founding as the Galvin Manufacturing Corporation in 1928. We pioneered the walkie-talkie and the police car radio, and for decades we've deployed our industry-leading Land Mobile Radio (LMR) networks, with over 13,000 systems implemented worldwide.

In 2011, we made a pivotal decision to spin off our consumer electronics division and bring our focus on safety and security to the forefront of all that we do. As Motorola Solutions, our singular mission is developing cutting-edge technology to empower customers to solve for safer – safer communities, safer schools and businesses, safer events. To this end, we concentrate our efforts and resources on developing a robust ecosystem of end-to-end public safety applications and services. Nearly half of Motorola Solutions' revenue now comes

from video, software and recurring services.

Our vision for a safety and security ecosystem grew from our work in the field. To help our customers continually adapt and improve their operations, especially in the context of changing technology and an influx of text and video data, we saw a need to provide connected technologies that support coordinated responses. We are fully invested in offering solutions across LMR, video, command central

software and cybersecurity that work together to ease workflows and facilitate faster, more accurate sharing of information. Our ecosystem of products and services aims to make the job of public safety easier, more effective and more engaged with the community.

Motorola Solutions has a proven record of implementing public safety technology around the world, and we continue to lead the way in technology advancements. Our ongoing strategy to provide the right solutions for safer outcomes includes investing in research and development and pursuing strategic acquisitions:

Research & Development

With an annual research budget exceeding \$700 million, we have the industry's largest investment in R&D, with a focus on improving incident detection, streamlining operations and enhancing interoperability. We continually seek to leverage technologies such as high-resolution cameras, A.I.-powered video analytics, and improved radio and communications technology to help our customers meet the challenges of the ever- changing landscape of public safety.

To that end, we take a human-centered design approach to product development, meaning that we start by understanding our customers in the context of their environments. We work alongside public safety personnel in all roles, using immersive research to discover gaps and hidden complexities they might not notice and we might never find on our own. Regular testing and feedback from the administrators, personnel and first responders in the field guide every step of our process for technology development.

The real-world impact of our approach is visible in our improvements to tools and workflows, such as:

- **Radios with features that are easy to use in the most demanding condition**, whether emergency buttons or voice activation.
- **Dispatch solutions that ease workflows**, such as using real-time, searchable voice audio transcription.
- **Cameras that are designed specifically for their locations**, such as a cabin camera locked into place and with a protective cover that can withstand tough treatment and a microphone that can capture backseat sounds.

Strategic Acquisitions

Since 2016, Motorola Solutions has invested more than \$4 billion in targeted acquisitions. We spend significant time learning about a firm's offerings and leadership team to ensure that the product matches our goals for integrated technology. Our acquisition strategy enables us to access a global footprint of knowledge and additional resources and expertise, streamlining feature development, testing and deployment. Bringing state-of-the-art technology into Motorola Solutions' portfolio helps us provide our customers with the right innovations for their unique needs and requirements.



Figure 6-27: Motorola Solutions Acquisitions Timeline

Financial Stability

Motorola Solutions is a Fortune 500 company with year-on-year sales increases, robust product backlogs, and strong outlook for future performance. Our secure financial position allows us to:

Build long-term partnerships

Motorola Solutions’ financial stability means customers can count on us to be around to finish the work we’ve started. That’s important to us. Building long-term partnerships to enhance safety, no matter the challenges or the technological advances, drives our work every day.

Prepare for the future

Our financial security also allows us to invest in research and development at a level that new and smaller competitors can’t sustain, and to secure acquisitions in areas where our customers have expressed a need for better solutions.

Financial Statements

Motorola Solutions, as a publicly traded company, provides access to all of our financial statements via our website: www.motorolasolutions.com.

Please find the direct link to our current financial statements here:

[Earnings and SEC Filings](#)

6.5.2 Subcontractors Qualifications and Responsibilities

6.5.2.1 Commenco, Inc. (Commenco)

Roles and Responsibilities

- Service Center; Local shop.
- Installations, programming and maintenance and repair.

Experience

As a technology integration company, Commenco, Inc. (Commenco) has specialized in safety, security and communications for over 70 years. We service and support numerous wireless networks, can design and install Private LTE, program wireless devices, oversee equipment installations, system deployments, and tower maintenance. Commenco's expertise extends across all industries and it is proud to provide support for commercial, industrial and government operations.

As the premier partner for Motorola Solutions, Commenco is proud to offer a complete line of products to secure facilities, enhance communications and streamline workflows to help its partners achieve success.

Commenco operates one of the largest technology solutions service centers in the Kansas City area, and supports remote and on-site service along with 24/7 customer support.

Commenco's skilled 50-member crew has experience working with all types of technologies and they collaborate with customers to design, test, monitor, troubleshoot, repair and maintain equipment.

Commenco's excellent track record with the Federal Communications Commission (FCC) allows us to assist with all of our customers licensing needs.

Commenco strives to help customers find the right solution and has no binding obligations to specific manufacturers which allows them provide services and expertise, regardless of the brand.

6.5.2.2 NROUTE Enterprises, LLC (NROUTE)

Roles and Responsibilities

- Service Center; Local shop.
- Vehicle Installations, maintenance and repairs.

Experience

NROUTE takes great pride in quality work with fantastic products at a fair price.

When Dale Reynolds and Will Reynolds began the company in 2003, their goal was to simply make their customer's jobs safer and easier through high quality service and workmanship. All these years later, their commitment remains the same.

Both founders have law enforcement backgrounds and many days and nights were spent working out of the family garage on their own and colleagues' vehicles.

They have now grown the business to operate within a 10,000 sq.ft. facility located in the heart of Southern Missouri. There they oversee a core team of expert installers, technicians, salespeople and staff.

NROUTE offers full turn-key solutions for upfitting and outfitting any public safety vehicle applications. As a Motorola Solutions Manufacturer Representative, NROUTE offers an entire catalog of data and radio communications solutions for customers' fleet needs. NROUTE also customizes and creates Commercial Van Interiors.

As a licensed auto dealer, NROUTE can source customers' vehicles and be their one-stop-shop for purchasing and upfitting the vehicles.

NROUTE guarantees that every build they oversee and execute is done with great detail and care. Whether NROUTE builds a multi-vehicle fleet or customizes one car, NROUTE provides the same level of expertise for its customers.

With competitive pricing, contract pricing, manufacturing and OEM Backing, NROUTE can work with every budget. NROUTE's team are experts in their respective fields of emergency vehicle upfitting, video systems, K-9 electronics, warning lighting, audible warning, radio and data communications and all things with vehicle upfitting.

6.5.2.3 Midwest Mobile Radio Service, Inc. (Midwest Mobile)

Roles and Responsibilities

- Device Management Services.
- Service Center; Local shop.

Experience

Midwest Mobile was established in 1952 as a Motorola Solutions Authorized Service Center (MSS) and has continued to provide Northwest Missouri and Northeast Kansas area customers with the most comprehensive and intuitive two-way communications products and services.

As the areas only Motorola Solutions authorized full line dealer and authorized service center for Northwest Missouri and Northeast Kansas, Midwest Mobile's full-time sales staff is available to assist with all customers' communication needs. From complete system design to highly complex 911 dispatch centers, Midwest Mobile's expertise is second to none. The complete line of Motorola Solutions two-way mobile and portable radios are available through Midwest Mobile Radio Service.

Midwest Mobile stocks thousands of OEM replacement parts and has factory trained and authorized technicians who are available to service customers' equipment 24 hours a day, 365 days a year. Midwest Mobile's installation department provides professional, comprehensive installations of two-way radios and associated public safety equipment.

Services provided by Midwest Mobile consist of device management, equipment repair, FCC licensing, installations, internet services, maintenance and warranty services and service requests.

7.2 Master Sample Agreement

Motorola Solutions has provided our Motorola Solutions Customer Agreement under Section 8.2.

7.3 List of Awarded Contracts

Motorola Solutions is a Fortune 500 company with billions of dollars in annual sales globally, employing thousands of workers worldwide and having more than one hundred thousand (100,000) shareholders. As is normal for such companies, Motorola Solutions reserves the right to negotiate independently with each prospective customer, based on unique needs and solution requirements. As such, Motorola Solutions takes exception to this clause.

Please see all our financial statements regarding awarded contracts here:

<https://www.motorolasolutions.com/investors/earnings-and-sec-filings.html>

7.4 Warranty, Services, Training and Subcontractors

Motorola Solutions has provided description of services for warranty, maintenance services, training and subcontractors in Section 6.

Section 8

Appendices

8.1 Required Appendices

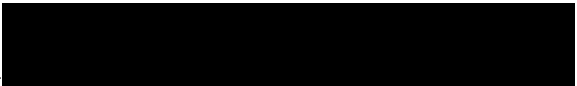
Motorola Solutions has provided the signed required appendices on the following pages.

1. Appendix A – Cooperative Procurement by Other Jurisdictions (Non-Participants)
2. Appendix B – Bidder Warranties
3. Appendix C – Authorization and Certification of Non-Collusion Affidavit
4. Appendix D – Missouri Service-Disabled Veteran Business Preference – N/A
5. Appendix E – Missouri Domestic Products Procurement Act
6. Appendix F – Affidavit of Compliance
7. Appendix G – Bidder Guarantees
8. Appendix H – Certification Regarding Debarment and Suspension
9. Appendix I – Intent to Perform as MBE/WBE – N/A
10. Appendix J – Affirmative Action Checklist
11. Appendix K – Certification Regarding Lobbying
12. Addendum 1, dated July 10, 2024

**APPENDIX B
MARC/KCRPC
RFP 113**

BIDDER WARRANTIES

- A. Respondent warrants that it is willing and able to comply with State of Missouri laws with respect to foreign (non-state of Missouri) corporations.
- B. Respondent warrants that it is willing and able to obtain an errors and omissions insurance policy providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees or agents thereof.
- C. Respondent warrants that it will not delegate or subcontract its responsibilities under an agreement without the prior written permission of MARC/KCRPC.
- D. Respondent warrants that all information provided by it in connection with this proposal is true and accurate.

Signature of Official: 

Name (Printed): Jay Burla

Title: MSSSI Vice President

Date: August 2, 2024

**APPENDIX D
MARC/KCRPC RFP 113**

**MISSOURI SERVICE-DISABLED VETERAN BUSINESS PREFERENCE
(non-Federal funded projects)**

By virtue of statutory authority, RSMo 34.074, a preference will be given all contracts for the performance of any job or service to service-disabled veteran business either doing business as Missouri firms, corporations, or individuals; or which maintain Missouri offices or places of business, when the quality of performance promised is equal or better and the price quoted is the same or less or whenever competing bids, in their entirety, are comparable.

Definitions:

Service-Disabled Veteran is defined as any individual who is disabled as certified by the appropriate federal agency responsible for the administration of veterans' affairs.

Service-Disabled Veteran Business is defined as a business concern:

- a. Not less than fifty-one (51) percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than fifty-one (51) percent of the stock of which is owned by one or more service-disabled veterans; and
- b. The management and daily business operations of which are controlled by one or more service-disabled veterans.

If an offeror meets the definitions of a service-disabled veteran and a service-disabled veteran business as defined in 34.074 RSMo and is either doing business as a Missouri firm, corporation, or individual; or maintains a Missouri office or place of business, the offeror must provide the following with the proposal in order to receive the Missouri service-disabled veteran business preference over a non-Missouri service disabled veteran business when the quality of performance promised is equal or better and the price quoted is the same or less or whenever competing proposals, in their entirety, are comparable:

- a. A copy of a letter from the Department of Veterans Affairs (VA), or a copy of the offeror's discharge paper (DD Form 214, Certificate of Release or Discharge from Active Duty) from the branch of service the offeror was in, stating that the offeror has a service-connected disability rating ranging from 0 to 100% disability; and
- b. A completed copy of this exhibit.

(NOTE: For ease of evaluation, please attach copy of the above-referenced letter from the VA or a copy of the offeror's discharge paper to this Exhibit.)

By signing below, I certify that I meet the definitions of a service-disabled veteran and a service-disabled veteran business as defined in 34.074 RSMo and that I am either doing business as a Missouri firm, corporation, or individual; or maintain Missouri offices or places of business at the location(s) listed below.

Veteran Information

Business Information

N/A

N/A

Print Name of Service-Disabled Veteran

Service-Disabled Veteran Business Name

N/A

Service-Disabled Veteran's Signature

Street Address

N/A

City, State and Zip

**APPENDIX E
MARC/KCRPC RFP 113**

MISSOURI DOMESTIC PRODUCTS PROCUREMENT ACT
(Applies to bids/contracts with \$25,000 value or more on non-Federal funded purchases)

DATE: August 2, 2024


The bidders' attention is directed to Section 34.076 RSMo 2000 which gives preference to Missouri corporations, firms, and individuals when letting contracts or purchasing products. Bids/Quotations received will be evaluated on the basis of this legislation.

By virtue of statutory authority, RSMo. 34.076 and 34.350 to 34.359, a preference will be given to materials, products, supplies, provisions and all other articles produced, manufactured, made or grown within the State of Missouri. Such preference shall be given when quality is equal or better and delivered price is the same or less.

All bidder's submitting a bid/quotation must furnish ALL information requested below.

FOR CORPORATIONS	
State in which incorporated:	Delaware
FOR OTHERS:	
State of domicile:	Illionois
FOR ALL BIDDERS: List address of Missouri offices or places of business:	
Motorola Solutions, Inc., 7500 College Blvd Overland Park, KS 66210	

THIS SECTION MUST BE COMPLETED, SIGNED AND SUBMITTED WITH BID:

COMPANY/FIRM NAME:	Motorola Solutions, Inc.
ADDRESS:	500 W Monroe St, Suite 4400
CITY, STATE, ZIP:	Chicago, IL 60661
BY (SIGNATURE):	
BY (PRINT NAME):	Jay Burla, MSSSI Vice President
FEDERAL TAX I.D. NUMBER, or use Social Security number:	36-1115800

APPENDIX F

MARC/KCRPC RFP 113

AFFIDAVIT OF COMPLIANCE WITH SECTION 285.500 R.S. MO., ET SEQ. FOR CONTRACTS OVER \$5,000.00

EFFECTIVE JANUARY 1, 2009

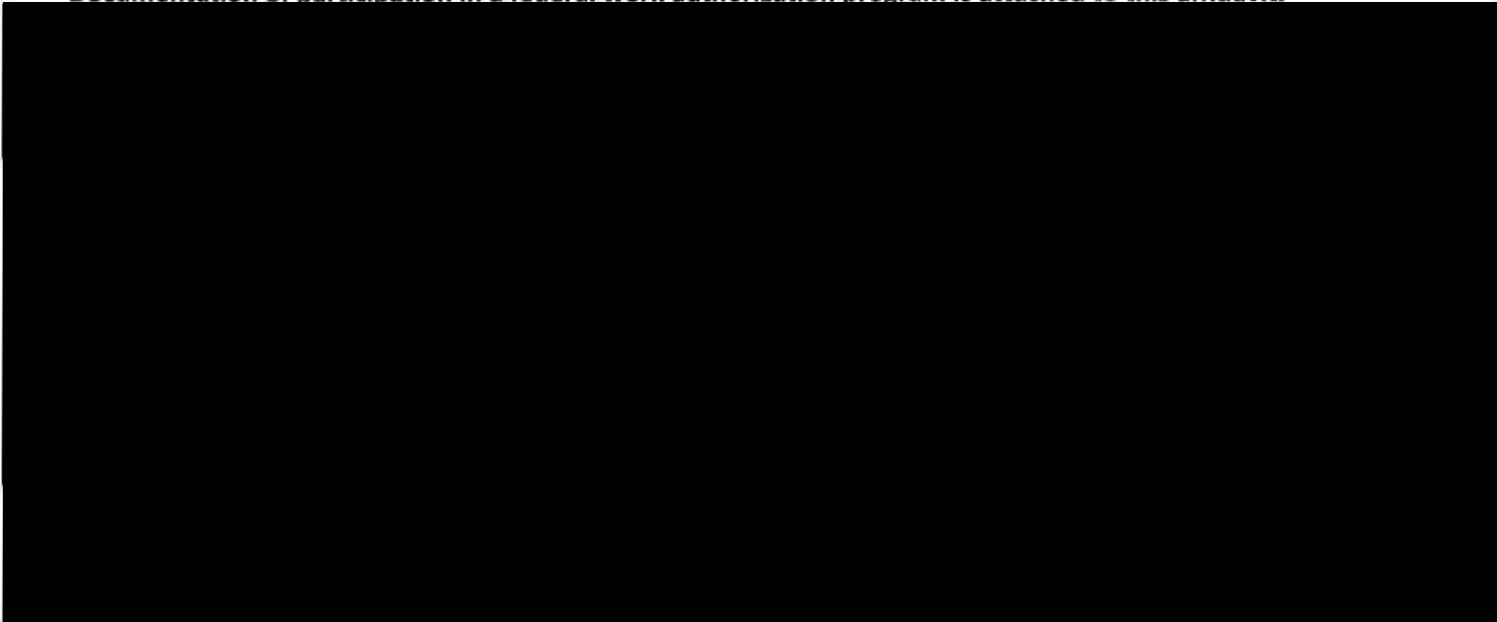
STATE OF IL)
)SS.
COUNTY OF Cook)

Before me, the undersigned Notary Public, in and for the County of Will
State of Illinois, personally appeared Jay Burla (Name)
who is MSSSI Vice President (Title)
of Motorola Solutions, Inc. (Name of company)
a Corporation (Type of business) and after being duly sworn did depose and
say:

- 1. That said company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and
- 2. That the said company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

The term used in this affidavit shall have the meaning set forth in Section 285.500 R.S. Mo., et seq.

Documentation of participation in a federal work authorization program is attached to this affidavit.



Company ID Number:19959

Client Company ID Number:613000

If you have any questions, contact E-Verify at 1-888-464-4218.

Approved by:

Employer	
Name (Please Type or Print)	Title
Signature	Date
E-Verify Employer Agent TALX Corporation	
Name (Please Type or Print)	Title
Ebony Williams	
Signature	Date
Electronically Signed	May 21, 2019
Department of Homeland Security - Verification Division	
Name	Title
Signature	Date

Company ID Number:19959

Client Company ID Number:613000

Information Required for the E-Verify Program**Information relating to your Company:**

Company Name	Motorola Solutions, Inc.
Company Facility Address	1303 E. Algonquin Road Schaumburg, IL 60196
Company Alternate Address	
County or Parish	Cook
Employer Identification Number	36-1115800
North American Industry Classification Systems Code	Computer And Electronic Product Manufacturing (334)
Parent Company	
Number of Employees	10,000 and over
Number of Sites Verified for	0

Company ID Number:19959

Client Company ID Number:613000

Are you verifying for more than 1 site? If yes, please provide the number of sites verified for in each State:

Company ID Number:19959

Client Company ID Number:613000

Information relating to the Program Administrator(s) for your Company on policy questions or operational problems:

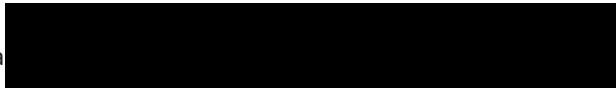
Name	Kate Biondi
Phone Number	(602) 327-5581
Fax Number	
Email Address	kate.biondi@motorolasolutions.com

APPENDIX G
MARC/KCRPC RFP 113

BIDDER GUARANTEES

1. The Respondent certifies it can and will provide and make available, as a minimum, all services set forth herein.
2. The Respondent agrees:
 - A. To comply with the Fair Labor Standards Act, as amended.
 - B. To comply with Title VII of the Civil Rights Act of 1964, as amended, which makes it unlawful for an employer to fail or refuse to hire or to discharge any individual or to discriminate against any individual with respect to compensation, terms, conditions, or privileges of employment because of the individual's race, color, religion, sex or national origin, among other provisions.
 - C. To comply with Public Law 101-336, the Americans with Disabilities Act of 1990 which makes it unlawful to discriminate against persons with disabilities in employment, state and local governmental services, public accommodations, transportation and communications.
 - D. To comply with Section 503, Public Law 93-112, 29 U.S.C. 793, which requires affirmative action to employ and advance in employment qualified handicapped individuals, among other provisions.
 - E. To comply with 29 U.S.C. Section 623, 29 U.S.C. Section 30, and 29 U.S.C. Section 631, as amended, which makes it unlawful for an employer to fail or refuse to hire or discharge any individual or to discriminate against an individual with respect to compensation, terms, conditions, or privileges of employment because the individual is at least 40 but less than 70 years of age, among other provisions.
 - F. To comply with 42 U.S.C. 2011 and 2012, which require affirmative action to employ and advance in employment qualified special disabled veterans and veterans of the Vietnam era as defined, among other provisions.

Signature of Official



Jay Burla

Name (Printed): _____

Title: MSSSI Vice President

Date: August 2, 2024

**APPENDIX H
MARC/KCRPC RFP 113**

CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

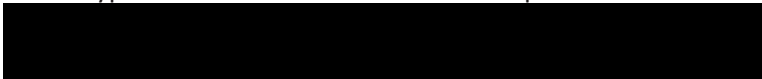
The respondent to this RFP certifies to the best of its knowledge and belief that it and its principals:

- A. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
- B. Have not within a three year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- C. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
- D. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

Where the respondent is unable to certify to any of the statements in this certification, he or she shall attach an explanation to this application.

Jay Burla, MSSSI Vice President

Typed Name & Title of Authorized Representative



Signature of Authorized Representative

August 2, 2024

Date

**APPENDIX I
MARC/KCRPC RFP 113**

INTENT TO PERFORM AS MBE/WBE

Project Title and Description: RFP 113 Yearly contract for Public Safety Radios

The undersigned intends to perform work in connection with the above project as:

	Check one:	State Name of Prime Contractor or Joint Venture Partner:
Prime Contractor	N/A	N/A
Subcontractor		
Joint Venture		
Other (please specify)		

The status of the undersigned is confirmed by a MBE/WBE Certification from one or all of the following (please provide copy of current Certification Certificate):

	Check one:
MRCC (Missouri Regional Certification Committee)	N/A
KDOT	
MoDOT	
City of Kansas City Missouri	
Kansas City Area Transportation Agency (KCATA)	
Other (please specify below) – MARC may require additional certification documentation	
•	

The undersigned is prepared to perform the following described work in connection with the above project (attach additional sheet in needed),

N/A

Name of MBE/WBE Firm

N/A

By
Signature of MBE/WBE Firm's Authorized Representative

Date

N/A

Print Name of Authorized Representative

APPENDIX J
MARC/KCRPC RFP 113

AFFIRMATIVE ACTION CHECKLIST:

Federal regulations require that any firm 50 or more employees soliciting an assisted federally funded contract must have an affirmative action program. If applicable, please provide a brief response to the following items that would typically be covered in any such program. You may provide a copy of your program and reference appropriate pages.

1. Date plan was adopted
1973
2. Name of Affirmative Action Officer
Justine Dial
3. Statement of commitment to affirmative action by the chief executive officer
Please see page 6 of the attached document.
4. Designation of an affirmative action officer, of assignment of specific responsibilities and to whom the officer reports.
Justine Dial, Sr Counsel, Affirmative Action Officer, Reports to Christine Perochena, CVP of Legal
5. Outreach recruitment
Please see page 18 of the attached document.
6. Job analysis and restructuring to meet affirmative action goals
Please see page 24 of the attached document.
7. Validation and revision of examinations, educational requirements, and any other screening requirements.
Please see page 9 of the attached document.
8. Upgrading and training programs
Please see page 16 of the attached document.
9. Internal complaint procedure
Please see page 17 of the attached document.
10. Initiating and insuring supervisory compliance with affirmative action program
Please see page 9 of the attached document.
11. Survey and analysis of entire staff by department and job classification and progress report system
Please see page 21 of the attached document.
12. Recruitment and promotion plans (including goals and time tables)
Please see page 14 of the attached document. Also, please see page 26 of the attached document.

**AFFIRMATIVE ACTION PROGRAM
FOR
INDIVIDUALS WITH DISABILITIES**

Motorola Solutions, Inc.

Chicago, IL (IL156)

January 1, 2024 through December 31, 2024

Table of Contents

Preface - 4

Equal Employment Opportunity and Affirmative Action Statement of Policy - 6

Definitions - 8

Responsibility for Implementation - 9

Request for Self-Identification - 10

Review of Personnel Processes - 11

Review of Physical and Mental Job Requirements - 12

Reasonable Accommodations - 13

Compensation - 14

Harassment - 15

Training - 16

Internal Dissemination of Policy - 17

Outreach, Positive Recruitment and External Dissemination of Policy - 18

Assessment of Outreach and Recruitment Efforts - 20

Audit and Reporting Systems - 21

Data Collection Analysis - 23

Utilization Analysis - 24

Identification of Problem Areas - 25

Development and Execution of Action-Oriented Programs - 26

Reports - 27

Data Collection for Individuals with Disabilities Report - 28

Individuals with Disabilities Utilization Goals Report - 29

Exhibits - 32

Exhibit A - AA AND PAY TRANSPARENCY POLICY - 33

Exhibit B - Notification to Vendors - 35

Exhibit C - Good Faith Efforts 2023 - 36

Exhibit D - Reasonable Accommodation Policy - 39

Exhibit E - Invitation to Self-Identify for Individuals with Disabilities - 41

Preface

Motorola Solutions, Inc., (also referred to as the Company), is committed to the concept and practice of equal opportunity and affirmative action. In preparing this Affirmative Action Program (AAP), we have been guided by Section 503 of the Rehabilitation Act of 1973 (as amended) (29 U.S.C. § 793) and its implementing regulations (41 C.F.R. Part 60-741) and the Guidelines on Affirmative Action issued by the Equal Employment Opportunity Commission ("EEOC") (29 C.F.R. Part 1608). Nothing contained in this AAP or its supporting data should be construed as an admission by the Company, in whole or in part, that it has contravened any federal, state, or local employment practice laws, or to sanction the discriminatory treatment of any person.

While the Company firmly believes in dissemination of its affirmative action policies and equal employment opportunity practices and makes the non-data components of this AAP available for review to employees and applicants upon request, the AAP remains a proprietary document of the Company. Moreover, the data on which the Company has relied in preparing this AAP are confidential and sensitive, and the Company believes release of the data would subject the Company to commercial harm. Reports that require specific data, such as names of employees and salary information, are not an official part of this AAP. This information is on file at the Company as Documentation and Supporting Data for AAP Reports, and is available for review as required by law.

If this AAP or any supporting data or documentation are submitted to the Office of Federal Contract Compliance Programs (OFCCP) pursuant to the Executive Order, the Rehabilitation Act, the Vietnam Era Veterans' Readjustment Assistance Act and/or any implementing regulations (as any or all have been or may be amended), the Equal Employment Opportunity Commission, any local or state fair employment practice agency, or any other federal, state or local government agency, those documents and the information they contain are to be considered confidential and not subject to disclosure without notifying the Company of the agency's decision to disclose and providing the Company with ample time to contest the disclosure. Advance notice of disclosure should be sent to Justine Dial. The Company requests this information be treated as exempt from public disclosure under the Freedom of Information Act, 5 U.S.C. § 552.

No information contained in the AAP or any supporting data or documentation is to be copied, removed from the premises, or released to other individuals without a prior notification to and permission from the Company.

This AAP does not constitute an express or implied contract between the Company and its employees, job applicants, or other persons, nor does it change in any way the basic at will employment relationship all Company employees have with the Company. Nothing in this

AAP creates a private right of action on behalf of any individual or group against the Company.

Equal Employment Opportunity and Affirmative Action Statement of Policy

41 C.F.R. 60-741.44(a)

It is the policy of Motorola Solutions, Inc. not to discriminate or allow the harassment of employees or applicants on the basis of sex, gender identity, sexual orientation, race, color, religious creed, national origin, physical or mental disability, protected veteran status, or any other characteristic protected by law with regard to any employment practices, including but not limited to, recruitment, hiring, promotion, transfer, demotion, layoff or recall from layoff, termination, wage and benefit administration, and selection for training or other employment opportunities, provided the individual is qualified, with or without reasonable accommodation, to perform the essential functions of the job. This policy applies to all jobs at the Company. The Company will continue to take affirmative action to ensure individuals are employed, and employees are treated during employment, without regard to their sex, gender identity, sexual orientation, race, color, religious creed, national origin, physical or mental disability, protected veteran status, or any other characteristic protected by law in all employment practices.

Employment decisions at the Company are based on legitimate job-related criteria. All personnel actions or programs that affect qualified individuals, such as employment, promotion, demotion, transfer, recruitment, advertising, termination, rate of pay or other forms of compensation, and selection for training, are made without discrimination on any basis protected by law. Employees may choose to voluntarily disclose their sex, race, national origin, disability and protected veteran status at any time by contacting Human Resources or by self-identification through the HRIS. Such information will be maintained in a confidential manner and will not be used against an individual when making any employment decisions. Employees and applicants with disabilities and disabled veterans are encouraged to inform Human Resources or Occupational Health if they need a reasonable accommodation to perform a job for which they are otherwise qualified. The Company makes, and will continue to make, reasonable accommodation to the known physical or mental limitations of an otherwise qualified applicant or employee and will promote the employment of qualified individuals with disabilities and disabled veterans, unless such accommodation would impose an undue hardship on the operations of the Company.

Motorola Solutions, Inc. and its CEO are fully committed to the principles of equal employment opportunity and affirmative action and support the successful implementation of the Company's Affirmative Action Programs. Justine Dial, Affirmative Action Officer for the Company, has been appointed with responsibility for implementation of the Company's affirmative action activities. The Affirmative Action Officer has the full support of top management to fully implement this Program. All managers and supervisors will take an active part in the Company's AAP to ensure all

qualified employees and prospective employees are treated in a non-discriminatory manner with respect to all employment decisions. Furthermore, Motorola Solutions, Inc. will solicit the cooperation and support of all employees for the Company's Equal Employment Opportunity and Affirmative Action Statement of Policy.

The Company's Affirmative Action Program includes an audit and reporting system, which, among other things, uses metrics and other information to measure the effectiveness of the Program. The Affirmative Action Officer has been assigned responsibility for periodically reviewing progress with compliance and implementation of the Company's affirmative action policy. In accordance with law, the Company's Affirmative Action Program for qualified individuals with disabilities and the Affirmative Action Program for protected veterans are available for inspection in the Human Resources Department, during normal business hours upon request.

In addition, employees and applicants will not be subjected to harassment, intimidation, threats, coercion, or discrimination because they have engaged in, or may have engaged in, filing a complaint, assisting or participating in an investigation, compliance review hearing, or other activity related to the administration of Section 503 of the Rehabilitation Act of 1973, as amended, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, Executive Order 11246, and/or any other federal, state or local law or regulation regarding equal employment opportunity, opposing any act or practice made unlawful, or exercising any other right protected by such laws or regulations or exercising any other right protected by such laws or regulations. Motorola Solutions, Inc. will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.

Karen Dunning

CVP of HR

March 21, 2022

Definitions

41 C.F.R. 60-741.2

“DISABILITY” means, generally, (i) a physical or mental impairment that substantially limits one or more of an individual's major life activities, (ii) a record of such impairment, or (iii) being regarded as having such impairment.

For the purposes of this Program, a disability is substantially limiting if it substantially impairs the ability of an individual to perform a major life activity as compared to most people in the general population. An impairment need not prevent, or significantly or severely restrict the individual from performing a major life activity to be considered substantially limiting.

For the purposes of this Program, major life activities include but are not limited to the operation of a major bodily function, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others, and working.

“A QUALIFIED INDIVIDUAL” means an individual who satisfies the requisite skill, experience, education, and other job-related requirements for the particular position he/she holds or desires and who is capable of performing the essential functions of that position, with or without reasonable accommodation.

Responsibility for Implementation

41 C.F.R. 60-741.44(i)

Motorola Solutions, Inc. has assigned primary management responsibility and accountability for ensuring full compliance with the Affirmative Action Program to Justine Dial, the Affirmative Action Officer of the Company. The Affirmative Action Officer has the authority, resources, support of and access to top management necessary to ensure the effective implementation of the AAP.

The duties of the Affirmative Action Officer and designees include:

- Developing policy statements, AAPs, and internal and external communications
- Overseeing regular discussions with local managers, supervisors, and employees to ensure the Company's policies are being followed
- Overseeing the training of personnel involved in the recruitment, screening, selection, promotion, discipline, and related processes to ensure the commitments in the Company's Affirmative Action Program are implemented
- Advising managers the Company is obligated to prevent discrimination and harassment of applicants and employees on any basis protected by law
- Identifying any problem areas in implementing the AAP, and developing solutions
- Ensuring policies are in place to identify any barriers to employment for individuals with known disabilities and assisting managers in developing possible reasonable accommodations to ensure individuals with disabilities benefit from equal employment opportunities
- Designing and implementing an internal audit and reporting system to measure the effectiveness of the Company's Program, indicate the need for remedial action, determine the degree to which the Company's objectives have been attained, determine whether employees with known disabilities have the opportunity to participate in Company-sponsored employment, educational, training, recreational, and social activities, and ensure each location is in compliance with applicable laws and regulations
- Serving as liaison between the Company and enforcement agencies, and between the Company and organizations of and for individuals with disabilities
- Encouraging active involvement by Company representatives in the community service programs of local organizations of and for individuals with disabilities
- Ensuring posters and notices are properly displayed or disseminated in ways that are accessible and understandable to applicants and employees, and
- Keeping management informed of developments in the affirmative action area.

Request for Self-Identification

41 C.F.R. 60-741.42

In order to notify applicants and employees of the existence of and the opportunity to participate in this Affirmative Action Program and to provide sufficient data to allow Motorola Solutions, Inc. to measure and improve, if necessary, the effectiveness of the Company's affirmative action efforts, the Company invites applicants and employees to voluntarily self-identify as a person with a disability as follows:

- When an applicant applies or is considered for employment, the Company provides the applicant with an opportunity to voluntarily self-identify disability status. This opportunity is offered at the same time the Company invites the applicant to self-identify race, ethnicity, sex, and veteran status.
- Following an offer of employment but before an individual begins working, the Company provides an additional opportunity to voluntarily self-identify disability status.
- Recognizing an individual's status regarding disability may change over time and/or an employee may feel more comfortable disclosing an existing disability after being employed for a period of time, the Company also offers employees an opportunity to voluntarily self-identify their disability status at least once every five years. In addition, at least once during the five-year intervals between workplace surveys, the Company sends employees a written reminder they may voluntarily update their disability status.
- The Company invites applicants and employees to voluntarily self-identify as an individual with a disability using the language and form approved by the government for such purposes. The Company keeps all self-identification information confidential and separate from other personnel information.

Review of Personnel Processes

41 C.F.R. 60-741.44(b)

Motorola Solutions, Inc. periodically reviews its personnel procedures to determine whether they ensure the careful, thorough, and systematic consideration of employees or applicants with known disabilities.

Vacancies are advertised, and applications are accepted from any interested person. The Company's employment materials, including items such as its employment application, the careers section of its website, and job advertisements, will include a non-discrimination statement to further inform applicants of the Company's policy of equal employment opportunity. All non-executive positions not expected to be filled from within will be referred to the appropriate state employment service delivery system. In addition, to ensure qualified individuals with disabilities are aware of job openings, the Company will send vacancy announcements to the employment sources listed in this Affirmative Action Program.

The disability of any otherwise qualified individual who applies for any vacancy, promotion, transfer, or training opportunity will not be a factor in an employment decision. The Company periodically reviews the physical and mental job qualifications of a position to ensure they do not tend to screen out individuals with disabilities for reasons that are not job related, or do not relate to ensuring the safe performance or the essential functions of the job. The Company reviews its personnel processes to ensure individuals with disabilities are not stereotyped in a manner that limits their access to jobs for which they are qualified. The Company also ensures applicants and employees with disabilities who meet job qualifications have equal access to its personnel processes, including those implemented through information and communication technologies, and provides necessary reasonable accommodation to ensure applicants and employees with disabilities receive equal opportunity in the operation of personnel processes.

Review of Physical and Mental Job Requirements

41 C.F.R. 60-741.44(c)

Motorola Solutions, Inc. reviews physical and mental job qualification requirements as job qualification requirements are established or revised to ensure qualification requirements do not screen out qualified individuals with disabilities or qualified disabled veterans for reasons that are not job related or ensure the safe performance or the essential functions of the job.

The Company also regularly reviews its personnel processes to ensure any medical exams or inquiries are conducted in accordance with the Section 503 regulations. Information regarding the medical condition or history of an individual obtained as a result of any such inquiry or exam is collected and maintained on separate forms and in separately as a confidential medical record.

Reasonable Accommodations

41 C.F.R. 60-741.44(d)

Motorola Solutions, Inc. has made and will continue to make reasonable accommodation to the known physical and mental limitations of otherwise qualified employees and job applicants unless such accommodation would impose an undue hardship.

If an individual has a disability, the Company encourages the individual to request reasonable accommodation to enable the individual to perform a job safely. Such accommodations may include special equipment, changes in the physical layout of the job, modification of job duties, or other reasonable accommodations. The Company will inform employees and applicants of the process for requesting reasonable accommodation.

Where an employee with a known disability is having significant difficulty performing job duties and the Company reasonably concludes that the performance issues may be related to a known disability, the Company may notify the employee of the performance problem and confidentially inquire whether the problem is related to the employee's disability. If the employee indicates that a disability is impacting performance, the Company will engage in confidential discussions with the employee about the performance problem and the need for reasonable accommodation.

Compensation

41 C.F.R. 60-741.21(a)(9)

In offering employment or in making promotions, Motorola Solutions, Inc. does not reduce the amount of compensation offered to individuals with disabilities because of any disability income, pension, or other benefit the employee receives from another source. Similarly, the Company does not reduce the amount of compensation offered to an employee or applicant because of the actual or anticipated cost of a reasonable accommodation needed, requested, or anticipated.

Harassment

41 C.F.R. 60-741.44(e)

Motorola Solutions, Inc. has developed and implemented policies and procedures to ensure employees who are individuals with disabilities are not harassed because of their disability status.

A copy of the Company's Equal Employment Opportunity and Affirmative Action Statement of Policy, which forbids harassment against individuals based on protected characteristics, is included in this AAP.

Training

41 C.F.R. 60-741.44(j)

Motorola Solutions, Inc. trains personnel involved in the recruitment, screening, selection, promotion, discipline, and related processes to ensure the commitments in the Company's AAP are implemented.

Internal Dissemination of Policy

41 C.F.R. 60-741.44(g)

Motorola Solutions, Inc. recognizes that, however strong its outreach program, internal support from management and other employees is necessary to ensure maximum effectiveness of its AAP for individuals with disabilities. The Company may utilize the following procedures to enhance the internal implementation and dissemination of its Equal Employment Opportunity and Affirmative Action Statement of Policy, as appropriate:

- The Company's Equal Employment Opportunity and Affirmative Action Statement of Policy will be made available to applicants and employees. The policy includes a statement that employees and applicants are protected from coercion, intimidation, and interference or discrimination for filing a complaint or assisting in an investigation under the Rehabilitation Act of 1973, as amended.
- An invitation to participate in the Company's Affirmative Action Program by voluntarily self-identifying as an individual with a disability will be disseminated to all applicants, as well as to all employees once the Company has extended a job offer, but before beginning employment duties. In addition, in recognition that an individual's disability status may change and/or that employees may feel more comfortable disclosing an existing disability after a period of time in the Company, the Company will distribute the invitation to all current employees at least once every five years, with a reminder at least once between each five year period.
- The Company will publicize the policy in Company publications.
- The Company will hold meetings with personnel to explain the Company's policy of affirmative action and to make clear the CEO's support for the policy.
- The Company will inform applicants and employees of its commitment to engage in affirmative action, including by discussing the policy in various employee and manager training sessions.
- When employees are featured in communications, efforts will be made to include individuals with disabilities.
- Company communications will include articles on accomplishments of all employees, including individuals with disabilities.

If the Company has or becomes party to collective bargaining agreements, union officials will be informed the Company is bound by the terms of the Rehabilitation Act of 1973, as amended, and is committed to take affirmative action to employ and advance in employment persons with disabilities, and the Company will not discriminate against individuals with physical or mental disabilities.

Outreach, Positive Recruitment and External Dissemination of Policy

41 C.F.R. 60-741.44(f)

Motorola Solutions, Inc. has reviewed its employment practices to determine whether its personnel programs are designed to effectively recruit and advance in employment qualified individuals with disabilities. While the Company believes there are no deficiencies in its current employment practices with respect to applicants and employees with disabilities, it engages in outreach, positive recruitment, and external dissemination programs to augment its existing affirmative action efforts. The Company engages in or has made plans to implement the activities outlined in this AAP, as appropriate.

The Company will inform recruiting sources of Motorola Solutions, Inc.'s policy of affirmative action for individuals with disabilities. Recruiting sources will be requested to actively recruit and refer qualified individuals with disabilities for all positions.

The Company will make the Equal Employment Opportunity Clause part of all covered subcontracts and purchase orders.

The Company will inform subcontractors, including subcontracting vendors and suppliers, of its Equal Employment Opportunity and Affirmative Action Statement of Policy, and request appropriate action on their part.

The Company will identify local organizations and/or community agencies known to specialize in placing and/or developing training programs for individuals with disabilities and send them notices of vacant positions. Examples of these outreach efforts may include contacting the following:

- State Vocational Rehabilitation Service agencies, mental health agencies, and/or developmental disabilities agencies near the facilities covered in this AAP
- Employment One-Stop Career Centers near the facilities covered in this AAP
- Department of Veterans Affairs offices close to the facilities covered in this AAP
- Entities funded by the Department of Labor that provide recruitment or training services for individuals with disabilities, such as those provided through the Employer Assistance and Resource Network (EARN) near the facilities covered in this AAP
- Local Employment Network (EN) organizations listed in the Ticket to Work Employment Network Directory near the facilities covered in this AAP
- Local disability groups, organizations or Centers for Independent Living near the facilities covered in this AAP
- Placement or career offices of educational institutions specializing in the placement of individuals with disabilities

- Private recruitment sources, such as professional organizations or employment placement services specializing in the placement of individuals with disabilities
- Please refer to Exhibit C

Recruitment efforts at educational institutions may incorporate special efforts to reach students who are individuals with disabilities.

Efforts will be made to have employees with disabilities serve as company representatives during career days, job fairs, and related recruitment efforts.

Advertisements or solicitations for prospective employees will indicate the Company is an equal opportunity employer.

Assessment of Outreach and Recruitment Efforts

41 C.F.R. 60-741.44(f)(3)

Motorola Solutions, Inc. evaluates available data regarding the effectiveness of its outreach and recruitment efforts on an annual basis. For areas where the Company concludes the totality of its efforts were not effective in identifying and recruiting qualified individuals with disabilities, Motorola Solutions, Inc. will identify and implement alternative efforts.

Criteria used to evaluate the effectiveness of outreach efforts may include:

- Results of utilization analysis for individuals with disabilities
- Available data related to applicant and hires
- Whether the activity increased the Company's ability to include individuals with disabilities in its workforce
- Whether the activity attracted qualified individuals with disabilities
- Whether the activity resulted in the selection of qualified individuals with disabilities

The following lists the outreach programs Motorola Solutions, Inc. participated in from January 01, 2023 to December 31, 2023: Please refer to Exhibit C

The Company will continue to monitor and review outreach sources to evaluate the effectiveness of outreach and recruitment efforts.

Audit and Reporting Systems

41 C.F.R. 60-741.44(h)

It is the responsibility of the Company's Affirmative Action Officer to monitor all employment and personnel practices to ensure compliance with applicable regulations and adherence to the Company's Equal Employment Opportunity and Affirmative Action Statement of Policy, to report specific problems to the appropriate management personnel, and to measure the effectiveness of Motorola Solutions, Inc.'s AAP.

The Company's audit and reporting system is designed and implemented to:

- Measure the effectiveness of the AAP
- Identify any need for remedial action
- Determine the degree to which the Company's objectives are being attained
- Determine whether individuals with known disabilities have had the full opportunity to equal employment and to participate in all Company sponsored educational, training, recreational and social activities
- Measure the Company's compliance with the AAP's specific obligations
- Document the actions taken to monitor the Company's compliance with the AAP's specific obligations.

To measure the effectiveness of the AAP, the Company may take the following actions:

- Audit the Company's voluntary self-identification process to monitor the number of individuals with disabilities who choose to self-identify and evaluate whether changes could be made to the self-identification process to encourage greater voluntary self-identification by individuals with disabilities
- Monitor records of applicant flow, referrals, placements, training, transfers, promotions, terminations, and compensation decisions to evaluate the degree to which equal employment opportunity and organizational objectives are being obtained
- Report on the organization's progress towards equal employment opportunity and any identified problem areas so appropriate steps can be taken to resolve any issues
- Examine the Company's utilization of individuals with disabilities and develop action-orientated programs to address any areas of underutilization
- Review available data computations and analyses regarding applicants and hires
- Review the effectiveness of the Company's recruitment and outreach activities
- Regularly assess the Company's personnel processes to ensure individuals with disabilities have equal opportunity in employment
- Assess any mental and physical qualifications in job descriptions to ensure they are job-related and consistent with business necessity

- Audit communications with vendors and subcontractors to ensure such communications reflect the Company's commitment to equal employment opportunity and affirmative action for individuals with disabilities
- Audit communications with applicants and employees to ensure such communications reflect the Company's commitment to equal employment opportunity and affirmative action for individuals with disabilities
- Audit job listings to ensure the postings reflect the Company's commitment to equal employment opportunity and affirmative action for individuals with disabilities
- Audit personnel policies to ensure such policies reflect the Company's commitment to equal employment opportunity and affirmative action for individuals with disabilities

Where the Affirmative Action Program is found to be deficient, the Company shall endeavor to undertake necessary action to improve the Program.

Data Collection Analysis

41 C.F.R. 60-741.44(k)

Motorola Solutions, Inc. documents computations or comparisons pertaining to applicants and hires on an annual basis and maintains the documentation for a period of three years.

Utilization Analysis

41 C.F.R. 60-741.45

Motorola Solutions, Inc. will compare the representation of employees with known disabilities with the utilization goal identified by the OFCCP in effect at the start of the Affirmative Action Program year. In conducting this analysis, the following principles apply:

- The purpose of the utilization goal established by the OFCCP is to provide a benchmark against which the Company may measure the representation of individuals with disabilities in its workforce.
- The utilization goal serves as an equal employment opportunity objective that should be attainable by the affirmative action measures included in this Affirmative Action Program. The utilization goal is not a quota that must be met, nor is it to be considered as a ceiling that limits or restricts the employment of individuals with disabilities.
- In all employment decisions, the Company makes selections in a nondiscriminatory manner. Utilization goals do not provide a justification to extend a preference to any individual, select an individual, or adversely affect an individual's employment status, because of that individual's disability status.
- Utilization goals do not create set-asides for specific groups, nor are they intended to achieve proportional representation or equal results.
- Utilization goals are not used to supersede merit selection principles, nor do these utilization goals require the Company to hire a person who lacks qualifications to perform the job successfully or hire a less qualified person in preference to a more qualified one.
- A finding that the utilization goal has not been attained in the workforce does not constitute a finding nor admission of discrimination.

Identification of Problem Areas

41 C.F.R. 60-741.45(e)

When the Utilization Analysis conducted in accordance with the regulations indicates the representation of individuals with known disabilities is less than the current goal identified by OFCCP, Motorola Solutions, Inc. will take steps to assess whether and where impediments to equal employment opportunity exist, including the following, as appropriate:

- Sources which have provided limited qualified candidates will be reviewed, and the Affirmative Action Officer will identify actions which may increase the number of qualified applicants received.
- The Affirmative Action Officer will review positions or job groups that require specialized skill sets or physical requirements.
- The Affirmative Action Program monitoring reports will be reviewed.
- The Affirmative Action Officer will review the Company's personnel processes to ensure the careful, thorough, and systematic consideration of the job qualifications of applicants and employees with known disabilities and that no barriers to equal employment opportunities exist.

Based on this analysis, we have developed and will execute the action-oriented programs described in this AAP.

Development and Execution of Action-Oriented Programs

41 C.F.R. 60-741.45(f)

To demonstrate good faith efforts to expand employment opportunities for individuals with disabilities and to produce measurable results, Motorola Solutions, Inc. developed and executed the following action-oriented programs, as appropriate:

- The Company will continue to analyze all job requirements to ensure any physical or mental requirements are job related and consistent with business necessity.
- The Company will carefully evaluate the total selection process to ensure it is free from discrimination.
- Company employees will be trained on the Company's non-discrimination and anti-harassment policies.
- The Company will evaluate its techniques for improving recruitment and increasing the flow of qualified applicants with disabilities and identify alternative or additional outreach and recruitment efforts to increase recruitment of individuals with disabilities, as further described in the evaluation of the effectiveness of the Company's outreach efforts.
- The Company will review its programs and procedures to ensure employees with disabilities are given equal opportunities for promotion. The Company will continue to make opportunities for advancement widely known through the Company's internal posting process which encourages all employees, including employees with disabilities, to apply for any open position for which they are qualified with or without reasonable accommodation.
- The Company will review its termination procedures to ensure they are applied consistently, and termination decisions are not made for unlawful reasons.
- The Company will assess its personnel processes to ensure no barriers to employment exist. The Company's review will be documented in this AAP.
- The Company will review the results of its affirmative action audit and take steps to review or enhance practices that might affect the success of the Affirmative Action Program. The audit and reporting system will be documented in this AAP.

**APPENDIX K
MARC/KCRPC RFP 113**

CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

- 1 No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersign, to any person influencing or attempting to influence an officer or employee of a federal agency, Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- 2 If any funds other than Federal appropriated funds have been paid or will be paid to any person for attempting to influence an officer or employee of any federal agency, Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal or Federally assisted contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying,” in accordance with its instructions.
- 3 The undersigned shall require that the language of this certification be included in the award documents of all tiers (including subcontracts, sub-grants, and contracts under grant, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 32,US Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less that \$10,000 and not more than \$100,000 for each such failure.

Motorola Solutions, Inc.


 Name of Entity

August 2, 2024

 Date

Jay Burla, MSSSI Vice President

 Name and Title of Authorized Official





MID-AMERICA REGIONAL COUNCIL
KANSAS CITY REGIONAL PURCHASING COOPERATIVE
600 Broadway, Suite 200, Kansas City, Mo., 64105

ADDENDUM: 1
RFP 113: Yearly Contract for Public Safety Radios, P-25 Capable
ISSUE DATE: July 10, 2024
CLARIFICATIONS: July 19, 2024 by 3:00 p.m
RFP CLOSES: August 2, 2024 at 1:00 p.m. CST

The original Request for Proposal issued on July 1, 2024, is revised as follows:


Closing date has been changed from July 19 to **August 2, 2024 at 1:00 p.m.**

The clarification deadline has been changed from July 11 to **July 19, 2024 by 3:00 p.m.**

Clarification requests received to date:

- Q. What is the allowable attachment size @kcrpc.com?
- A. There is no size limit for attachment size. It is the responsibility of the person submitting a proposal by electronic mail to ensure that the proposal has been received by the Program Coordinator, and not blocked by a spam filter or rejected because of large attachments. To confirm receipt, the proposer must contact the Program Coordinator, as shown on the cover page. Respondents are instructed to submit only the specified requirements shown in Section 1, paragraph 3, objectives.

Receipt of an addendum must be acknowledged by signing and returning the addendum with proposals. Such acknowledgment must be received prior to the hour and date specified for receipt of proposals or returned with the proposal and received prior to closing time and date.

Motorola Solutions, Inc.
Bidder's (Company) Name


August 2, 2024
Date

Jay Burla, MSSSI Vice President
Title

8.2 Contractual Documentation

8.2.1 Legal Clarifications

Pursuant to Section 10 NEGOTIATION of the REQUEST FOR PROPOSAL #113 FOR PUBLIC SAFETY RADIO – Project 25 Capable (the RFP), Motorola Solutions, shall provide the products and services described in this proposal under the following terms and conditions; or a mutually agreed upon version thereof. The terms stated below shall complement those stated in the RFP. Should there be any contradiction between the RFPs terms and conditions and the ones described in this proposal, the terms of the RFP shall prevail unless they are subject to any clarification stated in this proposal.

Clarification

Section 3 – Special Conditions – Subsection 1 INSURANCE

Motorola Solutions shall comply with the following revised insurance requirements:

1. **INSURANCE:**

The Contractor agrees to carry liability and workmen's compensation insurance, reasonably satisfactory to MARC/KCRPC, against liability, loss and damage arising out of injuries to persons and property caused by Contractor, his sub-contractors, employees, or agents. A Certificate of Insurance shall be provided with the following coverage:

- a. Commercial General Liability with a limit of \$1,000,000 per occurrence and in the aggregate for bodily injury and property damage.
- b. Commercial Automobile Liability with a limit of \$1,000,000 combined single limit.
- c. Workers Compensation with minimum statutory requirements.
- d. Employers' Liability with limits of \$500,000 each employee, \$500,000 each accident and \$500,000 policy limit.
- e. Cancellation notification of thirty (30) days will be provided under the Commercial General Liability, Automobile Liability and Workers Compensation policies. MARC/KCRPC to be included as additional insured under the Commercial General Liability and Automobile Liability policies.
- f. Certificate holder shall be shown as Mid-America Regional Council / KCRPC, 600 Broadway Suite 200, Kansas City, Mo., 64105. Ordering agencies may require separate certificates specific to the agency.

8.2.2 Special Terms and Conditions

The following terms and conditions are provided to the extent of protecting both parties considering the nature of the products and services being offered.

8.2.2.1 Motorola Solutions Customer Agreement

This Motorola Solutions Customer Agreement (the “MCA”) is entered into between Motorola Solutions, Inc., with offices at 500 W. Monroe Street, Suite 4400, Chicago, IL 60661 (“Motorola”) and the entity set forth in the signature block below (“Customer”). Motorola and Customer will each be referred to herein as a “Party” and collectively as the “Parties”. This Agreement (as defined below) is effective as of the date of the last signature (the “Effective Date”).

1. Agreement.

1.1. Scope; Agreement Documents. This MCA governs Customer’s purchase of Products (as defined below) and Services (as defined below) from Motorola. Additional terms and conditions applicable to specific Products and Services are set forth in one or more addenda attached to this MCA (each an “Addendum”, and collectively the “Addenda”). In addition, the Parties may agree upon solution descriptions, equipment lists, statements of work, schedules, technical specifications, and other ordering documents setting forth the Products and Services to be purchased by Customer and provided by Motorola and additional rights and obligations of the Parties (the “Ordering Documents”). To the extent required by applicable procurement law, a proposal submitted by Motorola in response to a competitive procurement process will be included within the meaning of the term Ordering Documents. This MCA, the Addenda, and any Ordering Documents collectively form the Parties’ “Agreement”.

1.2. Order of Precedence. Each Addendum will control with respect to conflicting terms in the MCA, but only as applicable to the Products and Services described in such Addendum. Each Ordering Document will control with respect to conflicting terms in the MCA or any Addenda, but only as applicable to the Products and Services described on such Ordering Document.

2. Products and Services.

2.1. Products. Motorola will (a) sell hardware provided by Motorola (“Equipment”), (b) license software which is either preinstalled on Equipment or installed on Customer-Provided Equipment (as defined below) and licensed to Customer by Motorola for a perpetual or other defined license term (“Licensed Software”), and (c) license cloud-based software as a service products and other software which is either preinstalled on Equipment or installed on Customer-Provided Equipment, but licensed to Customer by Motorola on a subscription basis (“Subscription Software”) to Customer, to the extent each is set forth in an Ordering Document, for Customer’s own use in accordance with this Agreement. The Equipment, Licensed Software, and Subscription Software shall collectively be referred to herein as “Products”, or individually as a “Product”. At any time during the Term (as defined below), Motorola may substitute any Products at no cost to Customer, if the substitute is substantially similar to the Products set forth in the applicable Ordering Documents.

2.2. Services.

2.2.1. Motorola will provide services related to purchased Products (“Services”), to the extent set forth in an Ordering Document.

2.2.2. Integration Services; Maintenance and Support Services. If specified in an Ordering Document, Motorola will provide, for the term of such Ordering Document, (a) design, deployment, and integration Services in order to design, install, set up, configure, and/or integrate the applicable Products at the applicable locations (“Sites”), agreed upon by the Parties (“Integration Services”), or (b) break/fix maintenance, technical support, or other

Services (such as software integration Services) (“Maintenance and Support Services”), each as further described in the applicable statement of work. Maintenance and Support Services and Integration Services will each be considered “Services”, as defined above.

2.2.3. Service Ordering Documents. The Fees for Services will be set forth in an Ordering Document and any applicable project schedules. A Customer point of contact will be set forth in the applicable statement of work for the Services. For purposes of clarity, each statement of work will be incorporated into, and form an integral part of, the Agreement.

2.2.4. Service Completion. Unless otherwise specified in the applicable Ordering Document, Services described in an Ordering Document will be deemed complete upon Motorola’s performance of all Services listed in such Ordering Document (“Service Completion Date”); provided, however, that Maintenance and Support Services may be offered on an ongoing basis during a given Ordering Document term, in which case such Maintenance and Support Services will conclude upon the expiration or termination of such Ordering Document.

2.3. Non-Preclusion. If, in connection with the Products and Services provided under this Agreement, Motorola makes recommendations, including a recommendation to purchase other products or services, nothing in this Agreement precludes Motorola from participating in a future competitive bidding process or otherwise offering or selling the recommended products or other services to Customer. Customer represents that this paragraph does not violate its procurement standards or other laws, regulations, or policies.

2.4. Customer Obligations. Customer will ensure that information Customer provides to Motorola in connection with receipt of Products and Services are accurate and complete in all material respects. Customer will make timely decisions and obtain any required management approvals that are reasonably necessary for Motorola to provide the Products and Services and perform its other duties under this Agreement. Unless the applicable Ordering Document states otherwise, Motorola may rely upon and is not required to evaluate, confirm, reject, modify, or provide advice concerning any assumptions or Customer information, decisions, or approvals described in this Section. If any assumptions in the Ordering Documents or information provided by Customer prove to be incorrect, or if Customer fails to perform any of its obligations under this Agreement, Motorola’s ability to perform its obligations may be impacted and changes to the Agreement, including the scope, Fees, and performance schedule may be required.

2.5. Documentation. Products and Services may be delivered with documentation for the Equipment, software Products, or data that specifies technical and performance features, capabilities, users, or operation, including training manuals, and other deliverables, such as reports, specifications, designs, plans, drawings, analytics, or other information (collectively, “Documentation”). Documentation is and will be owned by Motorola, unless otherwise expressly agreed in an Addendum or Ordering Document that certain Documentation will be owned by Customer. Motorola hereby grants Customer a limited, royalty-free, worldwide, non-exclusive license to use the Documentation solely for its internal business purposes in connection with the Products and Services.

2.6. Motorola Tools and Equipment. As part of delivering the Products and Services, Motorola may provide certain tools, equipment, models, and other materials of its own. Such tools and equipment will remain the sole property of Motorola unless they are to be purchased by Customer as Products and are explicitly listed on an Ordering Document. The tools and equipment may be held by Customer for Motorola’s use without charge and may be removed from Customer’s premises by Motorola at any time without restriction. Customer will safeguard all tools and equipment while in Customer’s custody or

control, and be liable for any loss or damage. Upon the expiration or earlier termination of this Agreement, Customer, at its expense, will return to Motorola all tools and equipment in its possession or control.

2.7. **Authorized Users.** Customer will ensure its employees and Authorized Users comply with the terms of this Agreement and will be liable for all acts and omissions of its employees and Authorized Users. Customer is responsible for the secure management of Authorized Users' names, passwords and login credentials for access to Products and Services. "Authorized Users" are Customer's employees, full-time contractors engaged for the purpose of supporting the Products and Services that are not competitors of Motorola, and the entities (if any) specified in an Ordering Document or otherwise approved by Motorola in writing (email from an authorized Motorola signatory accepted), which may include affiliates or other Customer agencies.

2.8. **Export Control.** Customer, its employees, and any other Authorized Users will not access or use the Products and Services in any jurisdiction in which the provision of such Products and Services is prohibited under applicable laws or regulations (a "Prohibited Jurisdiction"), and Customer will not provide access to the Products and Services to any government, entity, or individual located in a Prohibited Jurisdiction. Customer represents and warrants that (a) it and its Authorized Users are not named on any U.S. government list of persons prohibited from receiving U.S. exports, or transacting with any U.S. person; (b) it and its Authorized Users are not a national of, or a company registered in, any Prohibited Jurisdiction; (c) Customer will not permit its Authorized Users to access or use the Products or Services in violation of any U.S. or other applicable export embargoes, prohibitions or restrictions; and (d) Customer and its Authorized Users will comply with all applicable laws regarding the transmission of technical data exported from the U.S. and the country in which Customer, its employees, and the Authorized Users are located.

2.9. **Change Orders.** Unless a different change control process is agreed upon in writing by the Parties, a Party may request changes to an Addendum or an Ordering Document by submitting a change order to the other Party (each, a "Change Order"). If a requested change in a Change Order causes an increase or decrease in the Products or Services, the Parties by means of the Change Order will make appropriate adjustments to the Fees, project schedule, or other matters. Change Orders are effective and binding on the Parties only upon execution of the Change Order by an authorized representative of both Parties.

3. Term and Termination.

3.1. **Term.** The term of this MCA ("Term") will commence on the Effective Date and continue until six (6) months after the later of (a) the termination, expiration, or discontinuance of services under the last Ordering Document in effect, or (b) the expiration of all applicable warranty periods, unless the MCA is earlier terminated as set forth herein. The applicable Addendum or Ordering Document will set forth the term for the Products and Services governed thereby.

3.2. **Termination.** Either Party may terminate the Agreement or the applicable Addendum or Ordering Document if the other Party breaches a material obligation under the Agreement and does not cure such breach within thirty (30) days after receipt of notice of the breach or fails to produce a cure plan within such period of time. Each Addendum and Ordering Document may be separately terminable as set forth therein.

3.3. **Termination for Non-Appropriation.** In the event any identified funding is not appropriated or becomes unavailable, the Customer reserves the right to terminate this Agreement for non-

appropriation upon thirty (30) days' advance written notice to Motorola. In the event of such termination, Motorola shall be entitled to compensation for all conforming goods delivered and for all services performed prior to the effective date of termination date.

3.4. **Suspension of Services.** Motorola may terminate or suspend any Products or Services under an Ordering Document if Motorola determines: (a) the related Product license has expired or has terminated for any reason; (b) the applicable Product is being used on a hardware platform, operating system, or version not approved by Motorola; (c) Customer fails to make any payments when due; or (d) Customer fails to comply with any of its other obligations or otherwise delays Motorola's ability to perform.

3.5. **Effect of Termination or Expiration.** Upon termination for any reason or expiration of this Agreement, an Addendum, or an Ordering Document, Customer and the Authorized Users will return or destroy (at Motorola's option) all Motorola Materials and Motorola's Confidential Information in their possession or control and, as applicable, provide proof of such destruction, except that Equipment purchased by Customer should not be returned. If Customer has any outstanding payment obligations under this Agreement, Motorola may accelerate and declare all such obligations of Customer immediately due and payable by Customer. Notwithstanding the reason for termination or expiration, Customer must pay Motorola for Products and Services already delivered. Customer has a duty to mitigate any damages under this Agreement, including in the event of default by Motorola and Customer's termination of this Agreement.

4. Payment and Invoicing.

4.1. **Funding.** Customer affirms they have signatory authority to execute this contract. The contract price of \$_____, excluding taxes, is fully committed and identified, including all subsequent years of contracted services, if applicable. The Customer will pay all invoices as received from Motorola and any changes in scope will be subject to the change order process as described in this Agreement.

Motorola acknowledges the Customer may require the issuance(s) of a purchase order or notice to proceed as part of the Customer's procurement process. However, Customer agrees that the issuance or non-issuance of a purchase order or notice to proceed does not preclude the Customer from its contractual obligations as defined in this Agreement.

4.2. **Fees.** Fees and charges applicable to the Products and Services (the "Fees") will be as set forth in the applicable Addendum or Ordering Document, and such Fees may be changed by Motorola at any time, except that Motorola will not change the Fees for Products and Services purchased by Customer during the term of an active Ordering Document or during a Subscription Term (as defined and further described in the applicable Addendum). Changes in the scope of Services described in an Ordering Document may require an adjustment to the Fees due under such Ordering Document. If a specific invoicing or payment schedule is set forth in the applicable Addendum or Ordering Document, such schedule will apply solely with respect to such Addendum or Ordering Document. Unless otherwise specified in the applicable Ordering Document, the Fees for any Services exclude expenses associated with unusual and costly Site access requirements (e.g., if Site access requires a helicopter or other equipment), and Customer will reimburse Motorola for these or other expenses incurred by Motorola in connection with the Services.

4.3. **Taxes.** The Fees do not include any excise, sales, lease, use, property, or other taxes, assessments, duties, or regulatory charges or contribution requirements (collectively, "Taxes"), all of which will be paid by Customer, except as exempt by law, unless otherwise specified in an Ordering

Document. If Motorola is required to pay any Taxes, Customer will reimburse Motorola for such Taxes (including any interest and penalties) within thirty (30) days after Customer's receipt of an invoice therefore. Customer will be solely responsible for reporting the Products for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income and net worth.

4.4. Invoicing. Motorola will invoice Customer at the frequency set forth in the applicable Addendum or Ordering Document, and Customer will pay all invoices within thirty (30) days of the invoice date or as otherwise specified in the applicable Addendum or Ordering Document. Late payments will be subject to interest charges at the maximum rate permitted by law, commencing upon the due date. Motorola may invoice electronically via email, and Customer agrees to receive invoices via email at the email address set forth in an Ordering Document. Customer acknowledges and agrees that a purchase order or other notice to proceed is not required for payment for Products or Services.

5. Sites; Customer-Provided Equipment; Non-Motorola Content.

5.1. Access to Sites. Customer will be responsible for providing all necessary permits, licenses, and other approvals necessary for the installation and use of the Products and the performance of the Services at each applicable Site, including for Motorola to perform its obligations hereunder, and for facilitating Motorola's access to the Sites. No waivers of liability will be imposed on Motorola or its subcontractors by Customer or others at Customer facilities or other Sites, but if and to the extent any such waivers are imposed, the Parties agree such waivers are void.

5.2. Site Conditions. Customer will ensure that (a) all Sites are safe and secure, (b) Site conditions meet all applicable industry and legal standards (including standards promulgated by OSHA or other governmental or regulatory bodies), (c) to the extent applicable, Sites have adequate physical space, air conditioning, and other environmental conditions, electrical power outlets, distribution, equipment, connections, and telephone or other communication lines (including modem access and interfacing networking capabilities), and (d) Sites are suitable for the installation, use, and maintenance of the Products and Services. This Agreement is predicated upon normal soil conditions as defined by the version of E.I.A. standard RS-222 in effect on the Effective Date.

5.3. Site Issues. Motorola will have the right at any time to inspect the Sites and advise Customer of any deficiencies or non-conformities with the requirements of this Section 5 – Sites; Customer-Provided Equipment; Non-Motorola Content. If Motorola or Customer identifies any deficiencies or non-conformities, Customer will promptly remediate such issues or the Parties will select a replacement Site. If a Party determines that a Site identified in an Ordering Document is not acceptable or desired, the Parties will cooperate to investigate the conditions and select a replacement Site or otherwise adjust the installation plans and specifications as necessary. A change in Site or adjustment to the installation plans and specifications may cause a change in the Fees or performance schedule under the applicable Ordering Document.

5.4. Customer-Provided Equipment. Certain components, including equipment and software, not provided by Motorola may be required for use of the Products and Services ("Customer-Provided Equipment"). Customer will be responsible, at its sole cost and expense, for providing and maintaining the Customer-Provided Equipment in good working order. Customer represents and warrants that it has all rights in Customer-Provided Equipment to permit Motorola to access and use the applicable Customer-Provided Equipment to provide the Products and Services under this Agreement, and such access and use will not violate any laws or infringe any third-party rights (including intellectual property rights). Customer (and not Motorola) will be fully liable for Customer-Provided Equipment, and Customer will immediately notify Motorola of any Customer-Provided Equipment damage, loss, change,

or theft that may impact Motorola's ability to provide the Products and Services under this Agreement, and Customer acknowledges that any such events may cause a change in the Fees or performance schedule under the applicable Ordering Document.

5.5. **Non-Motorola Content.** In certain instances, Customer may be permitted to access, use, or integrate Customer or third-party software, services, hardware, content, and data that is not provided by Motorola (collectively, "Non-Motorola Content") with or through the Products and Services. If Customer accesses, uses, or integrates any Non-Motorola Content with the Products or Services, Customer will first obtain all necessary rights and licenses to permit Customer's and its Authorized Users' use of the Non-Motorola Content in connection with the Products and Services. Customer will also obtain the necessary rights for Motorola to use such Non-Motorola Content in connection with providing the Products and Services, including the right for Motorola to access, store, and process such Non-Motorola Content (e.g., in connection with Subscription Software), and to otherwise enable interoperation with the Products and Services. Customer represents and warrants that it will obtain the foregoing rights and licenses prior to accessing, using, or integrating the applicable Non-Motorola Content with the Products and Services, and that Customer and its Authorized Users will comply with any terms and conditions applicable to such Non-Motorola Content. If any Non-Motorola Content require access to Customer Data (as defined below), Customer hereby authorizes Motorola to allow the provider of such Non-Motorola Content to access Customer Data, in connection with the interoperation of such Non-Motorola Content with the Products and Services. Customer acknowledges and agrees that Motorola is not responsible for, and makes no representations or warranties with respect to, the Non-Motorola Content (including any disclosure, modification, or deletion of Customer Data resulting from use of Non-Motorola Content or failure to properly interoperate with the Products and Services). If Customer receives notice that any Non-Motorola Content must be removed, modified, or disabled within the Products or Services, Customer will promptly do so. Motorola will have the right to disable or remove Non-Motorola Content if Motorola believes a violation of law, third-party rights, or Motorola's policies is likely to occur, or if such Non-Motorola Content poses or may pose a security or other risk or adverse impact to the Products or Services, Motorola, Motorola's systems, or any third party (including other Motorola customers). Motorola may provide certain Non-Motorola Content as an authorized sales representative of a third party as set out in an Ordering Document. As an authorized sales representative, the third party's terms and conditions, as set forth in the Ordering Document, will apply to any such sales. Any orders for such Non-Motorola Content will be filled by the third party. Nothing in this Section will limit the exclusions set forth in Section 7.2 – Intellectual Property Infringement.

5.6. **End User Licenses.** Notwithstanding any provision to the contrary in the Agreement, certain Non-Motorola Content software are governed by a separate license, EULA, or other agreement, including terms governing third-party equipment or software, such as open source software, included in the Products and Services. Customer will comply, and ensure its Authorized Users comply, with any such additional terms applicable to third-party equipment or software. If provided for in the separate third party license, Customer may have a right to receive source code for such software; a copy of such source code may be obtained free of charge by contacting Motorola.

6. Representations and Warranties.

6.1. **Mutual Representations and Warranties.** Each Party represents and warrants to the other Party that (a) it has the right to enter into the Agreement and perform its obligations hereunder, and (b) the Agreement will be binding on such Party.

6.2. **Motorola Warranties.** Subject to the disclaimers and exclusions below, Motorola represents and warrants that (a) Services will be provided in a good and workmanlike manner and will conform in all

material respects to the descriptions in the applicable Ordering Document; and (b) for a period of ninety (90) days commencing upon the Service Completion Date for one-time Services, the Services will be free of material defects in materials and workmanship. Other than as set forth in subsection (a) above, recurring Services are not warranted but rather will be subject to the requirements of the applicable Addendum or Ordering Document. Motorola provides other express warranties for Motorola-manufactured Equipment, Motorola-owned software Products, and certain Services. Such express warranties are included in the applicable Addendum or Ordering Document. Such representations and warranties will apply only to the applicable Product or Service that is the subject of such Addendum or Ordering Document.

6.3. **Warranty Claims; Remedies.** To assert a warranty claim, Customer must notify Motorola in writing of the claim prior to the expiration of any warranty period set forth in this MCA or the applicable Addendum or Ordering Document. Unless a different remedy is otherwise expressly set forth for a particular warranty under an Addendum, upon receipt of such claim, Motorola will investigate the claim and use commercially reasonable efforts to repair or replace any confirmed materially non-conforming Product or re-perform any non-conforming Service, at its option. Such remedies are Customer's sole and exclusive remedies for Motorola's breach of a warranty. Motorola's warranties are extended by Motorola to Customer only, and are not assignable or transferrable.

6.4. **Pass-Through Warranties.** Notwithstanding any provision of this Agreement to the contrary, Motorola will have no liability for third-party software or hardware provided by Motorola; provided, however, that to the extent offered by third-party providers of software or hardware and to the extent permitted by law, Motorola will pass through express warranties provided by such third parties.

6.5. **WARRANTY DISCLAIMER.** EXCEPT FOR THE EXPRESS AND PASS THROUGH WARRANTIES IN THIS AGREEMENT, PRODUCTS AND SERVICES PURCHASED HEREUNDER ARE PROVIDED "AS IS" AND WITH ALL FAULTS. WARRANTIES SET FORTH IN THE AGREEMENT ARE THE COMPLETE WARRANTIES FOR THE PRODUCTS AND SERVICES AND MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND QUALITY. MOTOROLA DOES NOT REPRESENT OR WARRANT THAT USE OF THE PRODUCTS AND SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF SECURITY VULNERABILITIES, OR THAT THEY WILL MEET CUSTOMER'S PARTICULAR REQUIREMENTS.

7. Indemnification.

7.1. **General Indemnity.** Motorola will defend, indemnify, and hold Customer harmless from and against any and all damages, losses, liabilities, and expenses (including reasonable fees and expenses of attorneys) arising from any actual third-party claim, demand, action, or proceeding ("Claim") for personal injury, death, or direct damage to tangible property to the extent caused by Motorola's negligence, gross negligence or willful misconduct while performing its duties under an Ordering Document or an Addendum, except to the extent the claim arises from Customer's negligence or willful misconduct. Motorola's duties under this Section 7.1 – General Indemnity are conditioned upon: (a) Customer promptly notifying Motorola in writing of the Claim; (b) Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and (c) Customer cooperating with Motorola and, if requested by Motorola, providing reasonable assistance in the defense of the Claim.

7.2. Intellectual Property Infringement. Motorola will defend Customer against any third-party claim alleging that a Motorola-developed or manufactured Product or Service (the "Infringing Product") directly infringes a United States patent or copyright ("Infringement Claim"), and Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim, or agreed to in writing by Motorola in settlement of an Infringement Claim. Motorola's duties under this Section 7.2 – Intellectual Property Infringement are conditioned upon: (a) Customer promptly notifying Motorola in writing of the Infringement Claim; (b) Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and (c) Customer cooperating with Motorola and, if requested by Motorola, providing reasonable assistance in the defense of the Infringement Claim.

7.2.1. If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Infringing Product; (b) replace or modify the Infringing Product so that it becomes non-infringing; or (c) grant Customer (i) a pro-rated refund of any amounts pre-paid for the Infringing Product (if the Infringing Product is a software Product, i.e., Licensed Software or Subscription Software) or (ii) a credit for the Infringing Product, less a reasonable charge for depreciation (if the Infringing Product is Equipment, including Equipment with embedded software).

7.2.2. In addition to the other damages disclaimed under this Agreement, Motorola will have no duty to defend or indemnify Customer for any Infringement Claim that arises from or is based upon: (a) Customer Data, Customer-Provided Equipment, Non-Motorola Content, or third-party equipment, hardware, software, data, or other third-party materials; (b) the combination of the Product or Service with any products or materials not provided by Motorola; (c) a Product or Service designed, modified, or manufactured in accordance with Customer's designs, specifications, guidelines or instructions; (d) a modification of the Product or Service by a party other than Motorola; (e) use of the Product or Service in a manner for which the Product or Service was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to use or install an update to the Product or Service that is intended to correct the claimed infringement. In no event will Motorola's liability resulting from an Infringement Claim extend in any way to any payments due on a royalty basis, other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the Infringing Product.

7.2.3. This Section 7.2 – Intellectual Property Infringement provides Customer's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim. For clarity, the rights and remedies provided in this Section are subject to, and limited by, the restrictions set forth in Section 8 – Limitation of Liability below.

7.3. Customer Indemnity. Customer will defend, indemnify, and hold Motorola and its subcontractors, subsidiaries and other affiliates harmless from and against any and all damages, losses, liabilities, and expenses (including reasonable fees and expenses of attorneys) arising from any actual or threatened third-party claim, demand, action, or proceeding arising from or related to (a) Customer-Provided Equipment, Customer Data, or Non-Motorola Content, including any claim, demand, action, or proceeding alleging that any such equipment, data, or materials (or the integration or use thereof with the Products and Services) infringes or misappropriates a third-party intellectual property or other right, violates applicable law, or breaches the Agreement; (b) Customer-Provided Equipment's failure to meet the minimum requirements set forth in the applicable Documentation or match the applicable specifications provided to Motorola by Customer in connection with the Products or Services; (c) Customer's (or its service providers, agents, employees, or Authorized User's)

negligence or willful misconduct; and (d) Customer's or its Authorized User's breach of this Agreement. This indemnity will not apply to the extent any such claim is caused by Motorola's use of Customer-Provided Equipment, Customer Data, or Non-Motorola Content in violation of the Agreement. Motorola will give Customer prompt, written notice of any claim subject to the foregoing indemnity. Motorola will, at its own expense, cooperate with Customer in its defense or settlement of the claim.

8. Limitation of Liability.

8.1. **DISCLAIMER OF CONSEQUENTIAL DAMAGES. EXCEPT FOR PERSONAL INJURY OR DEATH, MOTOROLA, ITS AFFILIATES, AND ITS AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, SUBCONTRACTORS, AGENTS, SUCCESSORS, AND ASSIGNS (COLLECTIVELY, THE "MOTOROLA PARTIES") WILL NOT BE LIABLE IN CONNECTION WITH THIS AGREEMENT (WHETHER UNDER MOTOROLA'S INDEMNITY OBLIGATIONS, A CAUSE OF ACTION FOR BREACH OF CONTRACT, UNDER TORT THEORY, OR OTHERWISE) FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOST PROFITS OR REVENUES, EVEN IF MOTOROLA HAS BEEN ADVISED BY CUSTOMER OR ANY THIRD PARTY OF THE POSSIBILITY OF SUCH DAMAGES OR LOSSES AND WHETHER OR NOT SUCH DAMAGES OR LOSSES ARE FORESEEABLE.**

8.2. **DIRECT DAMAGES. EXCEPT FOR PERSONAL INJURY OR DEATH, THE TOTAL AGGREGATE LIABILITY OF THE MOTOROLA PARTIES, WHETHER BASED ON A CLAIM IN CONTRACT OR IN TORT, LAW OR EQUITY, RELATING TO OR ARISING OUT OF THE AGREEMENT WILL NOT EXCEED THE FEES SET FORTH IN THE ORDERING DOCUMENT UNDER WHICH THE CLAIM AROSE. NOTWITHSTANDING THE FOREGOING, FOR ANY SUBSCRIPTION SOFTWARE OR FOR ANY RECURRING SERVICES, THE MOTOROLA PARTIES' TOTAL LIABILITY FOR ALL CLAIMS RELATED TO SUCH PRODUCT OR RECURRING SERVICES IN THE AGGREGATE WILL NOT EXCEED THE TOTAL FEES PAID FOR SUCH SUBSCRIPTION SOFTWARE OR RECURRING SERVICE, AS APPLICABLE, DURING THE CONSECUTIVE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT FROM WHICH THE FIRST CLAIM AROSE.**

8.3. **ADDITIONAL EXCLUSIONS. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, MOTOROLA WILL HAVE NO LIABILITY FOR DAMAGES ARISING OUT OF (A) CUSTOMER DATA, INCLUDING ITS TRANSMISSION TO MOTOROLA, OR ANY OTHER DATA AVAILABLE THROUGH THE PRODUCTS OR SERVICES; (B) CUSTOMER-PROVIDED EQUIPMENT, NON-MOTOROLA CONTENT, THE SITES, OR THIRD-PARTY EQUIPMENT, HARDWARE, SOFTWARE, DATA, OR OTHER THIRD-PARTY MATERIALS, OR THE COMBINATION OF PRODUCTS AND SERVICES WITH ANY OF THE FOREGOING; (C) LOSS OF DATA OR HACKING, RANSOMWARE, OR OTHER THIRD-PARTY ATTACKS OR DEMANDS; (D) MODIFICATION OF PRODUCTS OR SERVICES BY ANY PERSON OTHER THAN MOTOROLA; (E) RECOMMENDATIONS PROVIDED IN CONNECTION WITH OR BY THE PRODUCTS AND SERVICES; (F) DATA RECOVERY SERVICES OR DATABASE MODIFICATIONS; OR (G) CUSTOMER'S OR ANY AUTHORIZED USER'S BREACH OF THIS AGREEMENT OR MISUSE OF THE PRODUCTS AND SERVICES.**

8.4. **Voluntary Remedies. Motorola is not obligated to remedy, repair, replace, or refund the purchase price for the disclaimed issues in Section 8.3 – Additional Exclusions above, but if Motorola agrees to provide Services to help resolve such issues, Customer will reimburse Motorola for its reasonable time and expenses, including by paying Motorola any Fees set forth in an Ordering Document for such Services, if applicable.**

8.5. Statute of Limitations. Customer may not bring any claims against a Motorola Party in connection with this Agreement or the Products and Services more than one (1) year after the date of accrual of the cause of action.

9. Confidentiality.

9.1. Confidential Information. "Confidential Information" means any and all non-public information provided by one Party ("Discloser") to the other ("Recipient") that is disclosed under this Agreement in oral, written, graphic, machine recognizable, or sample form, being clearly designated, labeled or marked as confidential or its equivalent or that a reasonable businessperson would consider non-public and confidential by its nature. With respect to Motorola, Confidential Information will also include Products and Services, and Documentation, as well as any other information relating to the Products and Services. The nature and existence of this Agreement are considered Confidential Information of the Parties. In order to be considered Confidential Information, information that is disclosed orally must be identified as confidential at the time of disclosure and confirmed by Discloser by submitting a written document to Recipient within thirty (30) days after such disclosure. The written document must contain a summary of the Confidential Information disclosed with enough specificity for identification purpose and must be labeled or marked as confidential or its equivalent.

9.2. Obligations of Confidentiality. During the Term and for a period of three (3) years from the expiration or termination of this Agreement, Recipient will (a) not disclose Confidential Information to any third party, except as expressly permitted in this Section 9 - Confidentiality; (b) restrict disclosure of Confidential Information to only those employees (including, employees of any wholly owned subsidiary, a parent company, any other wholly owned subsidiaries of the same parent company), agents or consultants who must access the Confidential Information for the purpose of, and who are bound by confidentiality terms substantially similar to those in, this Agreement; (c) not copy, reproduce, reverse engineer, de-compile or disassemble any Confidential Information; (d) use the same degree of care as for its own information of like importance, but at least use reasonable care, in safeguarding against disclosure of Confidential Information; (e) promptly notify Discloser upon discovery of any unauthorized use or disclosure of the Confidential Information and take reasonable steps to regain possession of the Confidential Information and prevent further unauthorized actions or other breach of this Agreement; and (f) only use the Confidential Information as needed to fulfill its obligations and secure its rights under this Agreement.

9.3. Exceptions. Recipient is not obligated to maintain as confidential any information that Recipient can demonstrate by documentation (a) is publicly available at the time of disclosure or becomes available to the public without breach of this Agreement; (b) is lawfully obtained from a third party without a duty of confidentiality to Discloser; (c) is otherwise lawfully known to Recipient prior to such disclosure without a duty of confidentiality to Discloser; or (d) is independently developed by Recipient without the use of, or reference to, any of Discloser's Confidential Information or any breach of this Agreement. Additionally, Recipient may disclose Confidential Information to the extent required by law, including a judicial or legislative order or proceeding.

9.4. Ownership of Confidential Information. All Confidential Information is and will remain the property of Discloser and will not be copied or reproduced without the express written permission of Discloser (including as permitted herein). Within ten (10) days of receipt of Discloser's written request, Recipient will return or destroy all Confidential Information to Discloser along with all copies and portions thereof, or certify in writing that all such Confidential Information has been destroyed. However, Recipient may retain (a) one (1) archival copy of the Confidential Information for use only in

case of a dispute concerning this Agreement and (b) Confidential Information that has been automatically stored in accordance with Recipient's standard backup or recordkeeping procedures, provided, however that Recipient will remain subject to the obligations of this Agreement with respect to any Confidential Information retained subject to clauses (a) or (b). No license, express or implied, in the Confidential Information is granted to the Recipient other than to use the Confidential Information in the manner and to the extent authorized by this Agreement. Discloser represents and warrants that it is authorized to disclose any Confidential Information it discloses pursuant to this Agreement.

10. Proprietary Rights; Data; Feedback.

10.1. **Data Definitions.** The following terms will have the stated meanings: "Customer Contact Data" means data Motorola collects from Customer, its Authorized Users, and their end users for business contact purposes, including marketing, advertising, licensing and sales purposes; "Service Use Data" means data generated by Customer's use of the Products and Services or by Motorola's support of the Products and Services, including personal information, product performance and error information, activity logs and date and time of use; "Customer Data" means data, information, and content, including images, text, videos, documents, audio, telemetry, location and structured data base records, provided by, through, or on behalf of Customer, its Authorized Users, and their end users through the use of the Products and Services. Customer Data does not include Customer Contact Data, Service Use Data, or information from publicly available sources or other Third-Party Data or Motorola Data; "Third-Party Data" means information obtained by Motorola from publicly available sources or its third party content providers and made available to Customer through the Products or Services; "Motorola Data" means data owned or licensed by Motorola; "Feedback" means comments or information, in oral or written form, given to Motorola by Customer or Authorized Users, including their end users, in connection with or relating to the Products or Services; and "Process" or "Processing" means any operation or set of operations which is performed on personal information or on sets of personal information, whether or not by automated means, such as collection, recording, copying, analyzing, caching, organization, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

10.2. **Motorola Materials.** Customer acknowledges that Motorola may use or provide Customer with access to software, tools, data, and other materials, including designs, utilities, models, methodologies, systems, and specifications, which Motorola has developed or licensed from third parties (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, or derivative works of the foregoing, whether made by Motorola or another party) (collectively, "Motorola Materials"). The Products and Services, Motorola Data, Third-Party Data, and Documentation, are considered Motorola Materials. Except when Motorola has expressly transferred title or other interest to Customer by way of an Addendum or Ordering Document, the Motorola Materials are the property of Motorola or its licensors, and Motorola or its licensors retain all right, title and interest in and to the Motorola Materials (including, all rights in patents, copyrights, trademarks, trade names, trade secrets, know-how, other intellectual property and proprietary rights, and all associated goodwill and moral rights). For clarity, this Agreement does not grant to Customer any shared development rights in or to any Motorola Materials or other intellectual property, and Customer agrees to execute any documents and take any other actions reasonably requested by Motorola to effectuate the foregoing. Motorola and its licensors reserve all rights not expressly granted to Customer, and no rights, other than those expressly granted herein, are granted to Customer by implication, estoppel or otherwise. Customer will not modify, disassemble, reverse engineer, derive source code or create derivative works from, merge with other software, distribute, sublicense, sell, or export the Products and Services or other Motorola Materials, or permit any third party to do so.

10.3. Ownership of Customer Data. Customer retains all right, title and interest, including intellectual property rights, if any, in and to Customer Data. Motorola acquires no rights to Customer Data except those rights granted under this Agreement including the right to Process and use the Customer Data as set forth in Section 10.4 – Processing Customer Data below and in other applicable Addenda. The Parties agree that with regard to the Processing of personal information which may be part of Customer Data, Customer is the controller and Motorola is the processor, and may engage sub-processors pursuant to Section 10.4.3 – Sub-processors.

10.4. Processing Customer Data.

10.4.1. Motorola Use of Customer Data. To the extent permitted by law, Customer grants Motorola and its subcontractors a right to use Customer Data and a royalty-free, worldwide, non-exclusive license to use Customer Data (including to process, host, cache, store, reproduce, copy, modify, combine, analyze, create derivative works from such Customer Data and to communicate, transmit, and distribute such Customer Data to third parties engaged by Motorola) to (a) perform Services and provide Products under the Agreement, (b) analyze the Customer Data to operate, maintain, manage, and improve Motorola Products and Services, and (c) create new products and services. Customer agrees that this Agreement, along with the Documentation, are Customer's complete and final documented instructions to Motorola for the processing of Customer Data. Any additional or alternate instructions must be agreed to according to the Change Order process. Customer represents and warrants to Motorola that Customer's instructions, including appointment of Motorola as a processor or sub-processor, have been authorized by the relevant controller.

10.4.2. Collection, Creation, Use of Customer Data. Customer further represents and warrants that the Customer Data, Customer's collection, creation, and use of the Customer Data (including in connection with Motorola's Products and Services), and Motorola's use of such Customer Data in accordance with the Agreement, will comply with all laws and will not violate any applicable privacy notices or infringe any third-party rights (including intellectual property and privacy rights). It is Customer's responsibility to obtain all required consents, provided all necessary notices, and meet any other applicable legal requirements with respect to collection and use (including Motorola's use) of the Customer Data as described in the Agreement.

10.4.3. Sub-processors. Customer agrees that Motorola may engage sub-processors who in turn may engage additional sub-processors to Process personal data in accordance with this Agreement. When engaging sub-processors, Motorola will enter into agreements with the sub-processors to bind them to data processing obligations to the extent required by law.

10.5. Data Retention and Deletion. Except as expressly provided otherwise under the Agreement, Motorola will delete all Customer Data following termination or expiration of this MCA or the applicable Addendum or Ordering Document, with such deletion to occur no later than ninety (90) days following the applicable date of termination or expiration, unless otherwise required to comply with applicable law. Any requests for the exportation or download of Customer Data must be made by Customer to Motorola in writing before expiration or termination, subject to Section 13.9 – Notices. Motorola will have no obligation to retain such Customer Data beyond expiration or termination unless the Customer has purchased extended storage from Motorola through a mutually executed Ordering Document.

10.6. Service Use Data. Customer understands and agrees that Motorola may collect and use Service Use Data for its own purposes, including the uses described below. Motorola may use Service

Use Data to (a) operate, maintain, manage, and improve existing and create new products and services, (b) test products and services, (c) to aggregate Service Use Data and combine it with that of other users, and (d) to use anonymized or aggregated data for marketing, research or other business purposes. Service Use Data may be disclosed to third parties. It is Customer's responsibility to notify Authorized Users of Motorola's collection and use of Service Use Data and to obtain any required consents, provide all necessary notices, and meet any other applicable legal requirements with respect to such collection and use, and Customer represents and warrants to Motorola that it has complied and will continue to comply with this Section.

10.7. **Third-Party Data and Motorola Data.** Motorola Data and Third-Party Data may be available to Customer through the Products and Services. Customer and its Authorized Users may use Motorola Data and Third-Party Data as permitted by Motorola and the applicable Third-Party Data provider, as described in the applicable Addendum. Unless expressly permitted in the applicable Addendum, Customer will not, and will ensure its Authorized Users will not: (a) use the Motorola Data or Third-Party Data for any purpose other than Customer's internal business purposes; (b) disclose the data to third parties; (c) "white label" such data or otherwise misrepresent its source or ownership, or resell, distribute, sublicense, or commercially exploit the data in any manner; (d) use such data in violation of applicable laws; (e) remove, obscure, alter, or falsify any marks or proprietary rights notices indicating the source, origin, or ownership of the data; or (f) modify such data or combine it with Customer Data or other data or use the data to build databases. Additional restrictions may be set forth in the applicable Addendum. Any rights granted to Customer or Authorized Users with respect to Motorola Data or Third-Party Data will immediately terminate upon termination or expiration of the applicable Addendum, Ordering Document, or this MCA. Further, Motorola or the applicable Third-Party Data provider may suspend, change, or terminate Customer's or any Authorized User's access to Motorola Data or Third-Party Data if Motorola or such Third-Party Data provider believes Customer's or the Authorized User's use of the data violates the Agreement, applicable law or Motorola's agreement with the applicable Third-Party Data provider. Upon termination of Customer's rights to use any Motorola Data or Third-Party Data, Customer and all Authorized Users will immediately discontinue use of such data, delete all copies of such data, and certify such deletion to Motorola. Notwithstanding any provision of the Agreement to the contrary, Motorola will have no liability for Third-Party Data or Motorola Data available through the Products and Services. Motorola and its Third-Party Data providers reserve all rights in and to Motorola Data and Third-Party Data not expressly granted in an Addendum or Ordering Document.

10.8. **Feedback.** Any Feedback provided by Customer is entirely voluntary, and will not create any confidentiality obligation for Motorola, even if designated as confidential by Customer. Motorola may use, reproduce, license, and otherwise distribute and exploit the Feedback without any obligation or payment to Customer or Authorized Users and Customer represents and warrants that it has obtained all necessary rights and consents to grant Motorola the foregoing rights.

10.9. **Improvements; Products and Services.** The Parties agree that, notwithstanding any provision of this MCA or the Agreement to the contrary, all fixes, modifications and improvements to the Services or Products conceived of or made by or on behalf of Motorola that are based either in whole or in part on the Feedback, Customer Data, or Service Use Data (or otherwise) are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements will vest solely in Motorola. Customer agrees to execute any written documents necessary to assign any intellectual property or other rights it may have in such fixes, modifications or improvements to Motorola.

11. Force Majeure; Delays Caused by Customer.

11.1. **Force Majeure.** Except for Customer's payment obligations hereunder, neither Party will be responsible for nonperformance or delayed performance due to events outside of its reasonable control. If performance will be significantly delayed, the affected Party will provide notice to the other Party, and the Parties will agree (in writing) upon a reasonable extension to any applicable performance schedule.

11.2. **Delays Caused by Customer.** Motorola's performance of the Products and Services will be excused for delays caused by Customer or its Authorized Users or subcontractors, or by failure of any assumptions set forth in this Agreement (including in any Addendum or Ordering Document). In the event of a delay under this Section 11.2 – Delays Caused by Customer, (a) Customer will continue to pay the Fees as required hereunder, (b) the Parties will agree (in writing) upon a reasonable extension to any applicable performance schedule, and (c) Customer will compensate Motorola for its out-of-pocket costs incurred due to the delay (including those incurred by Motorola's affiliates, vendors, and subcontractors).

12. Disputes.

The Parties will use the following procedure to resolve any disputes relating to or arising out of this Agreement (each, a "Dispute"):

12.1. **Governing Law.** All matters relating to or arising out of the Agreement are governed by the laws of the State of Illinois, unless Customer is the United States Government (or an agency thereof), in which case all matters relating to or arising out of the Agreement will be governed by the laws of the State in which the Products and Services are provided. The terms of the U.N. Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transactions Act will not apply.

12.2. **Negotiation; Mediation.** Either Party may initiate dispute resolution procedures by sending a notice of Dispute ("Notice of Dispute") to the other Party. The Parties will attempt to resolve the Dispute promptly through good faith negotiations, including timely escalation of the Dispute to executives who have authority to settle the Dispute (and who are at a higher level of management than the persons with direct responsibility for the matter). If a Dispute is not resolved through negotiation, either Party may initiate mediation by sending a notice of mediation ("Notice of Mediation") to the other Party. The Parties will choose an independent mediator within thirty (30) days of such Notice of Mediation. Neither Party may unreasonably withhold consent to the selection of a mediator, but if the Parties are unable to agree upon a mediator, either Party may request that the American Arbitration Association nominate a mediator. Each Party will bear its own costs of mediation, but the Parties will share the cost of the mediator equally. Each Party will participate in the mediation in good faith and will be represented at the mediation by a business executive with authority to settle the Dispute. All in person meetings under this Section 12.2 – Negotiation; Mediation will take place in Chicago, Illinois, and all communication relating to the Dispute resolution will be maintained in strict confidence by the Parties. Notwithstanding the foregoing, any Dispute arising from or relating to Motorola's intellectual property rights will not be subject to negotiation or mediation in accordance with this Section, but instead will be decided by a court of competent jurisdiction, in accordance with Section 12.3 – Litigation, Venue, Jurisdiction below.

12.3. **Litigation, Venue, Jurisdiction.** If the Dispute has not been resolved by mediation within sixty (60) days from the Notice of Mediation, either Party may submit the Dispute exclusively to a court in Cook County, Illinois. Each Party expressly consents to the exclusive jurisdiction of such courts for resolution of any Dispute and to enforce the outcome of any mediation.

13. General.

13.1. **Compliance with Laws.** Each Party will comply with applicable laws in connection with the performance of its obligations under this Agreement, including that Customer will ensure its and its Authorized Users' use of the Products and Services complies with law (including privacy laws), and Customer will obtain any FCC and other licenses or authorizations (including licenses or authorizations required by foreign regulatory bodies) required for its and its Authorized Users' use of the Products and Services. Motorola may, at its discretion, cease providing or otherwise modify Products and Services (or any terms related thereto in an Addendum or Ordering Document), in order to comply with any changes in applicable law.

13.2. **Audit; Monitoring.** Motorola will have the right to monitor and audit use of the Products, which may also include access by Motorola to Customer Data and Service Use Data. Customer will provide notice of such monitoring to its Authorized Users and obtain any required consents, including individual end users, and will cooperate with Motorola in any monitoring or audit. Customer will maintain during the Term, and for two (2) years thereafter, accurate records relating to any software licenses granted under this Agreement to verify compliance with this Agreement. Motorola or a third party ("Auditor") may inspect Customer's and, as applicable, Authorized Users' premises, books, and records. Motorola will pay expenses and costs of the Auditor, unless Customer is found to be in violation of the terms of the Agreement, in which case Customer will be responsible for such expenses and costs.

13.3. **Assignment and Subcontracting.** Neither Party may assign or otherwise transfer this Agreement without the prior written approval of the other Party. Motorola may assign or otherwise transfer this Agreement or any of its rights or obligations under this Agreement without consent (a) for financing purposes, (b) in connection with a merger, acquisition or sale of all or substantially all of its assets, (c) as part of a corporate reorganization, or (d) to a subsidiary corporation. Subject to the foregoing, this Agreement will be binding upon the Parties and their respective successors and assigns.

13.4. **Waiver.** A delay or omission by either Party to exercise any right under this Agreement will not be construed to be a waiver of such right. A waiver by either Party of any of the obligations to be performed by the other, or any breach thereof, will not be construed to be a waiver of any succeeding breach or of any other obligation. All waivers must be in writing and signed by the Party waiving its rights.

13.5. **Severability.** If any provision of the Agreement is found by a court of competent jurisdiction to be invalid, illegal, or otherwise unenforceable, such provision will be deemed to be modified to reflect as nearly as possible the original intentions of the Parties in accordance with applicable law. The remaining provisions of this Agreement will not be affected, and each such provision will be valid and enforceable to the full extent permitted by applicable law.

13.6. **Independent Contractors.** Each Party will perform its duties under this Agreement as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership, or formal business organization of any kind.

13.7. **Third-Party Beneficiaries.** The Agreement is entered into solely between, and may be enforced only by, the Parties. Each Party intends that the Agreement will not benefit, or create any right or cause of action in or on behalf of, any entity other than the Parties. Notwithstanding the foregoing, a licensor

or supplier of third-party software included in the software Products will be a direct and intended third-party beneficiary of this Agreement.

13.8. Interpretation. The section headings in this Agreement are included only for convenience. The words “including” and “include” will be deemed to be followed by the phrase “without limitation”. This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

13.9. Notices. Notices required under this Agreement to be given by one Party to the other must be in writing and either personally delivered or sent to the address provided by the other Party by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as FedEx, UPS, or DHL), and will be effective upon receipt.

13.10. Cumulative Remedies. Except as specifically stated in this Agreement, all remedies provided for in this Agreement will be cumulative and in addition to, and not in lieu of, any other remedies available to either Party at law, in equity, by contract, or otherwise. Except as specifically stated in this Agreement, the election by a Party of any remedy provided for in this Agreement or otherwise available to such Party will not preclude such Party from pursuing any other remedies available to such Party at law, in equity, by contract, or otherwise.

13.11. Survival. The following provisions will survive the expiration or termination of this Agreement for any reason: Section 2.4 – Customer Obligations; Section 3.4 – Effect of Termination or Expiration; Section 4 – Payment and Invoicing; Section 6.5 – Warranty Disclaimer; Section 7.3 – Customer Indemnity; Section 8 – Limitation of Liability; Section 9 – Confidentiality; Section 10 – Proprietary Rights; Data; Feedback; Section 11 – Force Majeure; Delays Caused by Customer; Section 12 – Disputes; and Section 13 – General.

13.12. Entire Agreement. This Agreement, including all Addenda and Ordering Documents, constitutes the entire agreement of the Parties regarding the subject matter hereto, and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter. This Agreement may be executed in multiple counterparts, and will have the same legal force and effect as if the Parties had executed it as a single document. The Parties may sign in writing or by electronic signature. An electronic signature, facsimile copy, or computer image of a signature, will be treated, and will have the same effect as an original signature, and will have the same effect, as an original signed copy of this document. This Agreement may be amended or modified only by a written instrument signed by authorized representatives of both Parties. The preprinted terms and conditions found on any Customer purchase order, acknowledgment, or other form will not be considered an amendment or modification or part of this Agreement, even if a representative of each Party signs such document.

8.2.2.2 Equipment Purchase and Software License Addendum

This Equipment Purchase and Software License Addendum (this "EPSLA") is entered into between Motorola Solutions, Inc., with offices at 500 W. Monroe Street, Suite 4400, Chicago, IL 60661 ("Motorola") and the entity set forth in the signature block below or in the MCA ("Customer"), and will be subject to, and governed by, the terms of the Motorola Solutions Customer Agreement entered into between the Parties (the "MCA"). Capitalized terms used in this EPSLA, but not defined herein, will have the meanings set forth in the MCA.

1. Addendum.

This EPSLA governs Customer's purchase of Equipment and license of Licensed Software (and, if set forth in an Ordering Document, related Services) from Motorola, and will form part of the Parties' Agreement.

2. Delivery of Equipment and Licensed Software.

2.1. Delivery and Risk of Loss. Motorola will provide to Customer the Products (and, if applicable, related Services) set forth in an Ordering Document, in accordance with the terms of the Agreement. Motorola will, using commercially reasonable practices, pack the ordered Equipment and ship such Equipment to the Customer address set forth in the applicable Ordering Document or otherwise provided by Customer in writing, using a carrier selected by Motorola. Notwithstanding the foregoing, delivery of Equipment (and any incorporated Licensed Software) will occur, and title and risk of loss for the Equipment will pass to Customer, upon shipment by Motorola in accordance with Ex Works, Motorola's premises (Incoterms 2020). ~~Customer will pay all shipping costs, taxes, and other charges applicable to the shipment and import or export of the Products and Services, as applicable, and Customer will be responsible for reporting the Products for personal property tax purposes.~~ Delivery of Licensed Software for installation on Equipment or Customer-Provided Equipment will occur upon the earlier of (a) electronic delivery of the Licensed Software by Motorola, and (b) the date Motorola otherwise makes the Licensed Software available for download by Customer. If agreed upon in an Ordering Document, Motorola will also provide Services related to such Products.

2.2. Delays. Any shipping dates set forth in an Ordering Document are approximate, and while Motorola will make reasonable efforts to ship Products by any such estimated shipping date, Motorola will not be liable for any delay or related damages to Customer. Time for delivery will not be of the essence, and delays will not constitute grounds for cancellation, penalties, termination, or a refund.

2.3. Beta Services. If Motorola makes any beta version of a software application ("Beta Service") available to Customer, Customer may choose to use such Beta Service at its own discretion, provided, however, that Customer will use the Beta Service solely for purposes of Customer's evaluation of such Beta Service, and for no other purpose. Customer acknowledges and agrees that all Beta Services are offered "as-is" and without any representations or warranties or other commitments or protections from Motorola. Motorola will determine the duration of the evaluation period for any Beta Service, in its sole discretion, and Motorola may discontinue any Beta Service at any time. Customer acknowledges that Beta Services, by their nature, have not been fully tested and may contain defects or deficiencies.

3. Licensed Software License and Restrictions.

3.1. Licensed Software License. Subject to Customer's and its Authorized Users' compliance with the Agreement (including payment terms), Motorola hereby grants Customer and its Authorized Users a

limited, non-transferable, non-sublicenseable, and non-exclusive license to use the Licensed Software identified in an Ordering Document, in object code form only, and the associated Documentation, solely in connection with the Equipment provided by Motorola or authorized Customer-Provided Equipment (as applicable, the "Designated Products") and solely for Customer's internal business purposes. Unless otherwise stated in an Addendum or the Ordering Document, the foregoing license grant will be limited to the number of licenses set forth in the applicable Ordering Document and will continue for the life of the applicable Designated Product. Except as otherwise permitted in an applicable Addendum or Ordering Document, Customer may install, access, and use Licensed Software only in Customer's owned or controlled facilities, including any authorized mobile sites; provided, however, that Authorized Users using authorized mobile or handheld devices may also log into and access the Licensed Software remotely from any location.

3.2. Subscription License Model. If the Parties mutually agree that any Licensed Software purchased under this EPSLA will be replaced with or upgraded to Subscription Software, then upon such time which the Parties execute the applicable Ordering Document, the licenses granted under this EPSLA will automatically terminate, and such Subscription Software will be governed by the terms of the applicable Addendum under this Agreement.

3.3. Customer Restrictions. Customers and Authorized Users will comply with the applicable Documentation in connection with their use of the Products. Customer will not and will not allow others, including the Authorized Users, to: (a) make the Licensed Software available for use by unauthorized third parties, including via a commercial rental or sharing arrangement; (b) reverse engineer, disassemble, or reprogram the Licensed Software or any portion thereof to a human-readable form; (c) modify, create derivative works of, or merge the Licensed Software with other software or equipment; (d) copy, reproduce, distribute, lend, lease, or transfer the Licensed Software or Documentation for or to any third party without the prior express written permission of Motorola; (e) take any action that would cause the Licensed Software or Documentation to be placed in the public domain; (f) use the Licensed Software to compete with Motorola; or (g) remove, alter, or obscure, any copyright or other notice.

3.4. Copies. Customer may make one (1) copy of the Licensed Software solely for archival, back-up, or disaster recovery purposes during the term of the applicable Licensed Software license. Customer may make as many copies of the Documentation reasonably required for the internal use of the Licensed Software during such Licensed Software's license term. Unless otherwise authorized by Motorola in writing, Customer will not, and will not enable or allow any third party to: (a) install a licensed copy of the Licensed Software on more than one (1) unit of a Designated Product; or (b) copy onto or transfer Licensed Software installed in a unit of a Designated Product onto another device. Customer may temporarily transfer Licensed Software installed on a Designated Product to another device if the Designated Product is inoperable or malfunctioning, if Customer provides written notice to Motorola of the temporary transfer and identifies the device on which the Licensed is transferred. Temporary transfer of the Licensed Software to another device must be discontinued when the original Designated Product is returned to operation and the Licensed Software must be removed from the other device. Customer must provide prompt written notice to Motorola at the time temporary transfer is discontinued.

3.5. Resale of Equipment. Equipment contains embedded Licensed Software. If Customer desires to sell its used Equipment to a third party, Customer must first receive prior written authorization from Motorola and obtain written acceptance of the applicable Licensed Software license terms, including the obligation to pay relevant license fees, from such third party.

4. Term.

4.1. Term. The term of this EPSLA (the “EPSLA Term”) will commence upon either (a) the Effective Date of the MCA, if this EPSLA is attached to the MCA as of such Effective Date, or (b) the EPSLA Date set forth on the signature page below, if this EPSLA is executed after the MCA Effective Date, and will continue until the later of (i) three (3) years after the first order for Products is placed via an Ordering Document, or (ii) the expiration of all applicable warranty periods (as set forth in Section 6.1 – Motorola Warranties below) under this EPSLA, unless this EPSLA or the Agreement is earlier terminated in accordance with the terms of the Agreement.

4.2. Termination. Notwithstanding the termination provisions of the MCA, Motorola may terminate this EPSLA (and any Ordering Documents hereunder) immediately upon notice to Customer if Customer breaches Section 3 – Licensed Software License and Restrictions of this EPSLA, or any other provision related to Licensed Software license scope or restrictions set forth in an Ordering Document, EULA, or other applicable Addendum. For clarity, upon termination or expiration of the EPSLA Term, all Motorola obligations under this EPSLA (including with respect to Equipment and Licensed Software delivered hereunder) will terminate. If Customer desires to purchase additional Services in connection with such Equipment or Licensed Software, Customer may enter into a separate Addendum with Motorola, governing such Services. Customer acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Licensed Software and Documentation, and that Customer’s breach of the Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate. If Licensee breaches this Agreement, in addition to termination, Motorola will be entitled to all available remedies at law or in equity, including immediate injunctive relief and repossession of all non-embedded Licensed Software and associated Documentation.

4.3. Equipment as a Service. In the event that Customer purchases any Equipment at a price below the MSRP for such Equipment in connection Customer entering into a fixed- or minimum required-term agreement for Subscription Software, and Customer or Motorola terminates the Agreement, this EPSLA, or other applicable Addendum (such as the Addendum governing the purchase of such Subscription Software) prior to the expiration of such fixed- or minimum required-term, then Motorola will have the right to invoice Customer for, and Customer will pay, the amount of the discount to the MSRP for the Equipment or such other amount set forth in the applicable Addendum or Ordering Document. This Section will not limit any other remedies Motorola may have with respect to an early termination.

5. Payment.

Customer will pay invoices for the Products and Services provided under this EPSLA in accordance with the invoice payment terms set forth in the MCA. Generally, invoices are issued after shipment of Equipment or upon Motorola’s delivery of Licensed Software (in accordance with Section 2.1 – Delivery and Risk of Loss), as applicable, but if a specific invoicing or payment schedule is set forth in the applicable Ordering Document, EULA or other Addendum, such schedule will control with respect to the applicable Products and Services referenced therein. Motorola will have the right to suspend future deliveries of Products and Services if Customer fails to make any payments when due.

6. Representations and Warranties; Liability.

6.1. Motorola Warranties. Subject to the disclaimers and exclusions set forth in the MCA and this EPSLA, (a) for a period of one (1) year commencing upon the delivery of Motorola-manufactured

Equipment under Section 2.1 – Delivery and Risk of Loss, Motorola represents and warrants that such Motorola-manufactured Equipment, under normal use, will be free from material defects in materials and workmanship; (b) to the extent permitted by the providers of third-party software or hardware included in the Products and Services, Motorola will pass through to Customer any warranties provided by such third parties, which warranties will apply for the period defined by the applicable third party; and (c) for a period of ninety (90) days commencing upon the delivery of Motorola-owned Licensed Software under Section 2.1 – Delivery and Risk of Loss, Motorola represents and warrants that such Licensed Software, when used in accordance with the Documentation and the Agreement, will be free from reproducible defects that prevent operation of features critical to the primary functionality or successful operation of the Motorola-developed Licensed Software (as determined by Motorola). The warranty set forth in subsection (c) will be referred to as the “Motorola Licensed Software Warranty”. As Customer’s sole and exclusive remedy for any breach of the Motorola Licensed Software Warranty, Motorola will use commercially reasonable efforts to remedy the material defect in the applicable Licensed Software; provided, however, that if Motorola does not remedy such material defect within a reasonable time, then at Motorola’s sole option, Motorola will either replace the defective Licensed Software with functionally-equivalent software, provide substitute software to Customer, or terminate the applicable software license and refund any paid license fees to Customer on a pro-rata basis. For clarity, the Motorola Licensed Software Warranty applies only to the most current version of the Licensed Software issued by Motorola, and issuance of updated versions of any Licensed Software does not result in a renewal or extension of the Motorola Licensed Software Warranty beyond the ninety (90) day warranty period.

6.2. **ADDITIONAL EXCLUSIONS.** IN ADDITION TO THE EXCLUSIONS FROM DAMAGES SET FORTH IN THE MCA, AND NOTWITHSTANDING ANY PROVISION OF THE AGREEMENT TO THE CONTRARY, MOTOROLA WILL HAVE NO LIABILITY FOR (A) DEFECTS IN OR DAMAGE TO PRODUCTS RESULTING FROM USE OTHER THAN IN THE NORMAL AUTHORIZED MANNER, OR FROM ACCIDENT, LIQUIDS, OR NEGLIGENCE; (B) TESTING, MAINTENANCE, REPAIR, INSTALLATION, OR MODIFICATION BY PARTIES OTHER THAN MOTOROLA; (C) CUSTOMER’S OR ANY AUTHORIZED USER’S FAILURE TO COMPLY WITH INDUSTRY AND OSHA OR OTHER LEGAL STANDARDS; (D) DAMAGE TO RADIO ANTENNAS, UNLESS CAUSED BY DEFECTS IN MATERIAL OR WORKMANSHIP; (E) EQUIPMENT WITH NO SERIAL NUMBER; (F) BATTERIES OR CONSUMABLES; (G) FREIGHT COSTS FOR SHIPMENT TO REPAIR DEPOTS; (H) COSMETIC DAMAGE THAT DOES NOT AFFECT OPERATION; (I) NORMAL WEAR AND TEAR; (J) ISSUES OR OBSOLESCENCE OF LICENSED SOFTWARE DUE TO CHANGES IN CUSTOMER OR AUTHORIZED USER REQUIREMENTS, EQUIPMENT, OR SYSTEMS; (K) TRACKING AND LOCATION-BASED SERVICES; OR (L) BETA SERVICES.

6.3. **Voluntary Remedies.** Motorola is not obligated to remedy, repair, replace, or refund the purchase price for the disclaimed or excluded issues in the MCA or Section 6.2 – Additional Exclusions above, but if Motorola agrees to provide Services to help resolve such issues, Customer will reimburse Motorola for its reasonable time and expenses, including by paying Motorola any Fees set forth in an Ordering Document for such Services, if applicable.

7. Copyright Notices.

The existence of a copyright notice on any Licensed Software will not be construed as an admission or presumption of publication of the Licensed Software or public disclosure of any trade secrets associated with the Licensed Software.

8. Survival.

The following provisions will survive the expiration or termination of this EPSLA for any reason: Section 3 – Licensed Software License and Restrictions; Section 4 – Term; Section 5 – Payment; Section 6.2 – Additional Exclusions; Section 8 – Survival.

8.2.2.3 Subscription Software Addendum

This Subscription Software Addendum (this “SSA”) is entered into between Motorola Solutions, Inc., with offices at 500 W. Monroe Street, Suite 4400, Chicago, IL 60661 (“Motorola”) and the entity set forth in the signature block below or in the MCA (“Customer”), and will be subject to, and governed by, the terms of the Motorola Solutions Customer Agreement entered into between the Parties (the “MCA”). Capitalized terms used in this SSA, but not defined herein, will have the meanings set forth in the MCA.

1. Addendum.

This SSA governs Customer’s purchase of Subscription Software (and, if set forth in an Ordering Document, related Services) from Motorola, and will form part of the Parties’ Agreement. Additional Subscription Software-specific Addenda or other terms and conditions may apply to certain Subscription Software, where such terms are provided or presented to Customer.

2. Delivery of Subscription Software.

2.1. Delivery. During the applicable Subscription Term (as defined below), Motorola will provide to Customer the Subscription Software set forth in an Ordering Document, in accordance with the terms of the Agreement. Motorola will provide Customer advance notice (which may be provided electronically) of any planned downtime. Delivery will occur upon Customer’s receipt of credentials required for access to the Subscription Software or upon Motorola otherwise providing access to the Subscription Software. If agreed upon in an Ordering Document, Motorola will also provide Services related to such Subscription Software.

2.2. Modifications. In addition to other rights to modify the Products and Services set forth in the MCA, Motorola may modify the Subscription Software, any associated recurring Services and any related systems so long as their functionality (as described in the applicable Ordering Document) is not materially degraded. Documentation for the Subscription Software may be updated to reflect such modifications. For clarity, new features or enhancements that are added to any Subscription Software may be subject to additional Fees.

2.3. User Credentials. If applicable, Motorola will provide Customer with administrative user credentials for the Subscription Software, and Customer will ensure such administrative user credentials are accessed and used only by Customer’s employees with training on their proper use. Customer will protect, and will cause its Authorized Users to protect, the confidentiality and security of all user credentials, including any administrative user credentials, and maintain user credential validity, including by updating passwords. Customer will be liable for any use of the Subscription Software through such user credential (including through any administrative user credentials), including any changes made to the Subscription Software or issues or user impact arising therefrom. To the extent Motorola provides Services to Customer in order to help resolve issues resulting from changes made to the Subscription Software through user credentials, including through any administrative user credentials, or issues otherwise created by Authorized Users, such Services will be billed to Customer on a time and materials basis, and Customer will pay all invoices in accordance with the payment terms of the MCA.

2.4. Beta Services. If Motorola makes any beta version of a software application (“Beta Service”) available to Customer, Customer may choose to use such Beta Service at its own discretion, provided, however, that Customer will use the Beta Service solely for purposes of Customer’s evaluation of such Beta Service, and for no other purpose. Customer acknowledges and agrees that all Beta Services are

offered “as-is” and without any representations or warranties or other commitments or protections from Motorola. Motorola will determine the duration of the evaluation period for any Beta Service, in its sole discretion, and Motorola may discontinue any Beta Service at any time. Customer acknowledges that Beta Services, by their nature, have not been fully tested and may contain defects or deficiencies.

3. Subscription Software License and Restrictions.

3.1. **Subscription Software License.** Subject to Customer’s and its Authorized Users’ compliance with the Agreement, including payment terms, Motorola hereby grants Customer and its Authorized Users a limited, non-transferable, non-sublicenseable, and non-exclusive license to use the Subscription Software identified in an Ordering Document, and the associated Documentation, solely for Customer’s internal business purposes. The foregoing license grant will be limited to use in the territory and to the number of licenses set forth in an Ordering Document (if applicable), and will continue for the applicable Subscription Term. Customer may access, and use the Subscription Software only in Customer’s owned or controlled facilities, including any authorized mobile sites; provided, however, that Authorized Users using authorized mobile or handheld devices may also log into and access the Subscription Software remotely from any location. No custom development work will be performed under this Addendum.

3.2. **End User Licenses.** Motorola may use, engage, resell, or otherwise interface with third-party software, hardware or services providers (such as, for example, third-party end point detection and response providers) and other sub-processors, who in turn may engage additional sub-processors to process personal data and other Customer Data. Customer agrees that such third-party software or services providers, sub-processors or their respective sub-processors may process and use personal and other Customer Data in accordance with and subject to their own respective licenses or terms and in accordance with applicable law. Customer authorizes and will provide and obtain all required notices and consents, if any, and comply with other applicable legal requirements, if any, with respect to such collection and use of personal data and other Customer Data by Motorola, and its subcontractors, sub-processors and/or third-party software, hardware or services providers. Notwithstanding any provision to the contrary, to the extent the use or performance of certain Services is governed by any separate license, data requirement, EULA, privacy statement, or other applicable agreement, including terms governing third-party software, hardware or services, including open source software, Customer will comply, and ensure its Authorized Users comply, with any such agreements or terms, which shall govern any such Services.

3.3. **Customer Restrictions.** Customers and Authorized Users will comply with the applicable Documentation and the copyright laws of the United States and all other relevant jurisdictions (including the copyright laws where Customer uses the Subscription Software) in connection with their use of the Subscription Software. Customer will not, and will not allow others including the Authorized Users, to make the Subscription Software available for use by unauthorized third parties, including via a commercial rental or sharing arrangement; reverse engineer, disassemble, or reprogram software used to provide the Subscription Software or any portion thereof to a human-readable form; modify, create derivative works of, or merge the Subscription Software or software used to provide the Subscription Software with other software; copy, reproduce, distribute, lend, or lease the Subscription Software or Documentation for or to any third party; take any action that would cause the Subscription Software, software used to provide the Subscription Software, or Documentation to be placed in the public domain; use the Subscription Software to compete with Motorola; remove, alter, or obscure, any copyright or other notice; share user credentials (including among Authorized Users); use the Subscription Software to store or transmit malicious code; or attempt to gain unauthorized access to the Subscription Software or its related systems or networks.

4. Term.

4.1. **Subscription Terms.** The duration of Customer's subscription to the first Subscription Software and any associated recurring Services ordered under this SSA (or the first Subscription Software or recurring Service, if multiple are ordered at once) will commence upon delivery of such Subscription Software (and recurring Services, if applicable) and will continue for a twelve (12) month period or such longer period identified in an Ordering Document (the "Initial Subscription Period"). Following the Initial Subscription Period, Customer's subscription to the Subscription Software and any recurring Services will automatically renew for additional twelve (12) month periods (each, a "Renewal Subscription Year"), unless either Party notifies the other Party of its intent not to renew at least thirty (30) days before the conclusion of the then-current Subscription Term. (The Initial Subscription Period and each Renewal Subscription Year will each be referred to herein as a "Subscription Term".) Motorola may increase Fees prior to any Renewal Subscription Year. In such case, Motorola will notify Customer of such proposed increase no later than thirty (30) days prior to commencement of such Renewal Subscription Year. Unless otherwise specified in the applicable Ordering Document, if Customer orders any additional Subscription Software or recurring Services under this SSA during an in-process Subscription Term, the subscription for each new Subscription Software or recurring Service will (a) commence upon delivery of such Subscription Software or recurring Service, and continue until the conclusion of Customer's then-current Subscription Term (a "Partial Subscription Year"), and (b) automatically renew for Renewal Subscription Years thereafter, unless either Party notifies the other Party of its intent not to renew at least thirty (30) days before the conclusion of the then-current Subscription Term. Thus, unless otherwise specified in the applicable Ordering Document, the Subscription Terms for all Subscription Software and recurring Services hereunder will be synchronized.

4.2. **Term.** The term of this SSA (the "SSA Term") will commence upon either (a) the Effective Date of the MCA, if this SSA is attached to the MCA as of such Effective Date, or (b) the SSA Date set forth on the signature page below, if this SSA is executed after the MCA Effective Date, and will continue until the expiration or termination of all Subscription Terms under this SSA, unless this SSA or the Agreement is earlier terminated in accordance with the terms of the Agreement.

4.3. **Termination.** Notwithstanding the termination provisions of the MCA, Motorola may terminate this SSA (or any Addendum or Ordering Documents hereunder), or suspend delivery of Subscription Software or Services, immediately upon notice to Customer if (a) Customer breaches Section 3 – Subscription Software License and Restrictions of this SSA, or any other provision related to Subscription Software license scope or restrictions set forth in an Addendum or Ordering Document, or (b) it determines that Customer's use of the Subscription Software poses, or may pose, a security or other risk or adverse impact to any Subscription Software, Motorola, Motorola's systems, or any third party (including other Motorola customers). Customer acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Subscription Software and Documentation, and that Customer's breach of the Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate. If Customer breaches this Agreement, in addition to termination, Motorola will be entitled to all available remedies at law or in equity (including immediate injunctive relief).

4.4. **Wind Down of Subscription Software.** In addition to the termination rights in the MCA, Motorola may terminate any Ordering Document and Subscription Term, in whole or in part, in the event Motorola plans to cease offering the applicable Subscription Software or Service to customers.

5. Payment.

5.1. Payment. Unless otherwise provided in an Ordering Document (and notwithstanding the provisions of the MCA), Customer will prepay an annual subscription Fee set forth in an Ordering Document for each Subscription Software and associated recurring Service, before the commencement of each Subscription Term. For any Partial Subscription Year, the applicable annual subscription Fee will be prorated based on the number of months in the Partial Subscription Year. The annual subscription Fee for Subscription Software and associated recurring Services may include certain one-time Fees, such as start-up fees, license fees, or other fees set forth in an Ordering Document. Motorola will have the right to suspend the Subscription Software and any recurring Services if Customer fails to make any payments when due. The parties acknowledge that pricing for Cyber Services is dependent on the full term or subscription periods specified in any such Ordering Document. Motorola will have the right to suspend the Services if Customer fails to make any payments when due

5.2. License True-Up. Motorola will have the right to conduct an audit of total user licenses credentialed by Customer for any Subscription Software during a Subscription Term, and Customer will cooperate with such audit. If Motorola determines that Customer's usage of the Subscription Software during the applicable Subscription Term exceeded the total number of licenses purchased by Customer, Motorola may invoice Customer for the additional licenses used by Customer, pro-rated for each additional license from the date such license was activated, and Customer will pay such invoice in accordance with the payment terms in the MCA.

5.3. Customer Data. For avoidance of doubt, for Cyber Services so long as not specifically identifying the Customer, "Customer Data," as defined in the MCA, shall not include, and Motorola shall be free to use, share and leverage security threat intelligence and mitigation data generally, including without limitation, third party threat vectors and IP addresses, file hash information, domain names, malware signatures and information, information obtained from third party sources, indicators of compromise, and tactics, techniques, and procedures used, learned or developed in the course of providing Services

5.4. Future Regulatory Requirements. The Parties acknowledge and agree that Cyber Service is an evolving technological area and therefore, laws and regulations regarding Services may change. Changes to existing Services required to achieve regulatory compliance may be available for an additional fee. Any required changes may also impact the price for Services.

6. Liability.

6.1. ADDITIONAL EXCLUSIONS. IN ADDITION TO THE EXCLUSIONS FROM DAMAGES SET FORTH IN THE MCA, AND NOTWITHSTANDING ANY PROVISION OF THE AGREEMENT TO THE CONTRARY, MOTOROLA WILL HAVE NO LIABILITY FOR (A) INTERRUPTION OR FAILURE OF CONNECTIVITY, VULNERABILITIES, OR SECURITY EVENTS; (B) DISRUPTION OF OR DAMAGE TO CUSTOMER'S OR THIRD PARTIES' SYSTEMS, EQUIPMENT, OR DATA, INCLUDING DENIAL OF ACCESS TO USERS, OR SHUTDOWN OF SYSTEMS CAUSED BY INTRUSION DETECTION SOFTWARE OR HARDWARE; (C) AVAILABILITY OR ACCURACY OF ANY DATA AVAILABLE THROUGH THE SUBSCRIPTION SOFTWARE OR SERVICES, OR INTERPRETATION, USE, OR MISUSE THEREOF; (D) TRACKING AND LOCATION-BASED SERVICES; OR (E) BETA SERVICES.

6.2. Direct Damages. For avoidance of doubt, notwithstanding the limitation set out in Section 8.2 of the MCA, the direct damages limitation for Cyber services provided under this SSA is limited to the

fees, or the portion of fees, relating only to the Cyber Security Services under this SSA, even if such Services are offered or bundled with other Motorola services.

6.3. Voluntary Remedies. Motorola is not obligated to remedy, repair, replace, or refund the purchase price for the disclaimed or excluded issues in the MCA or Section 6.1 – Additional Exclusions above, but if Motorola agrees to provide Services to help resolve such issues, Customer will reimburse Motorola for its reasonable time and expenses, including by paying Motorola any Fees set forth in an Ordering Document for such Services, if applicable.

7. Motorola as a Controller or Joint Controller.

In all instances where Motorola acts as a controller of data, it will comply with the applicable provisions of the Motorola Privacy Statement at https://www.motorolasolutions.com/en_us/about/privacy-policy.html#privacystatement, as may be updated from time to time. Motorola holds all Customer Contact Data as a controller and shall Process such Customer Contact Data in accordance with the Motorola Privacy Statement. In instances where Motorola is acting as a joint controller with Customer, the Parties will enter into a separate Addendum to the Agreement to allocate the respective roles as joint controllers.

8. Survival.

The following provisions will survive the expiration or termination of this SSA for any reason: Section 4 – Term; Section 5 – Payment; Section 6.1 – Additional Exclusions; Section 8 – Survival.

8.2.2.4 Subscription Services Addendum

8.2.2.4.1 Exhibit A: FirstNet and AT&T Service Terms

Public Safety Entity (Customer) Responsibilities for access to and use of "First Net" Service as provided by AT&T

General. The Customer is responsible for complying with AT&T Acceptable Use Policy found at att.com/aup and applicable AT&T Service Guides found at att.com/servicepublications.

Privacy. The Customer is responsible for complying with all applicable privacy laws. The Customer is responsible for obtaining consent from and giving notice to its Users regarding Motorola's and AT&T's collection and use of User information in connection with a Service. The Customer will only make accessible or provide Personal Data to Motorola and AT&T when it has the legal authority to do so.

User Eligibility. The Customer shall verify, or assist Motorola and AT&T in verifying, as stated below, the eligibility of its Users to use the Service. The Customer is required to verify and confirm that its Users are authorized and eligible to use Service. The Customer must perform periodic audits on a regular, but not less than once per year, basis to identify any individuals who are no longer eligible for Service. The Customer must produce such information as may be requested through AT&T by the FirstNet Authority and the United States Government to verify eligibility of its users.

Limitations on the Service. THE CUSTOMER ACKNOWLEDGES THAT SERVICE IS MADE AVAILABLE ONLY WITHIN THE OPERATING RANGE OF THE NETWORKS. SERVICE MAY BE TEMPORARILY REFUSED, INTERRUPTED, OR LIMITED BECAUSE OF: (A) FACILITIES LIMITATIONS; (B) TRANSMISSION LIMITATIONS CAUSED BY ATMOSPHERIC, TERRAIN, OTHER NATURAL OR ARTIFICIAL CONDITIONS ADVERSELY AFFECTING TRANSMISSION, WEAK BATTERIES, SYSTEM OVERCAPACITY, MOVEMENT OUTSIDE A SERVICE AREA OR GAPS IN COVERAGE IN A SERVICE AREA AND OTHER CAUSES REASONABLY OUTSIDE OF MOTOROLA OR AT&T'S CONTROL SUCH AS, BUT NOT LIMITED TO, INTENTIONAL OR NEGLIGENT ACTS OF THIRD PARTIES THAT DAMAGE OR IMPAIR THE NETWORK OR DISRUPT SERVICE; OR (C) EQUIPMENT MODIFICATIONS, UPGRADES, RELOCATIONS, REPAIRS, AND OTHER SIMILAR ACTIVITIES NECESSARY FOR THE PROPER OR IMPROVED OPERATION OF SERVICE.

Limitations on Service of Carrier Partners. CARRIER PARTNER NETWORKS ARE MADE AVAILABLE AS-IS AND MOTOROLA AND AT&T MAKES NO WARRANTIES OR REPRESENTATIONS AS TO THE AVAILABILITY OR QUALITY OF ROAMING SERVICE PROVIDED BY CARRIER PARTNERS, AND MOTOROLA AND AT&T WILL NOT BE LIABLE IN ANY CAPACITY FOR ANY ERRORS, OUTAGES, OR FAILURES OF CARRIER PARTNER NETWORKS. ROAMING ON CARRIER PARTNER NETWORKS OUTSIDE THE FIRSTNET SERVICE AREA (IF ANY) SHALL BE AVAILABLE AS DESCRIBED IN THE SERVICE GUIDE.

User Disclosures. THE CUSTOMER UNDERSTANDS AND AGREES THAT IT: (1) HAS NO CONTRACTUAL RELATIONSHIP WITH THE UNDERLYING WIRELESS SERVICE CARRIER; (2) IS NOT A THIRD PARTY BENEFICIARY OF ANY AGREEMENT BETWEEN [CUSTOMER] AND THE UNDERLYING CARRIER; (3) THAT THE UNDERLYING CARRIER HAS NO LIABILITY OF ANY KIND TO [USER], WHETHER FOR BREACH OF CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY IN TORT OR OTHERWISE; AND (4) THAT DATA TRANSMISSIONS AND MESSAGES MAY BE DELAYED, DELETED OR NOT DELIVERED, AND 911 OR SIMILAR EMERGENCY CALLS MAY NOT BE COMPLETED

Medical Devices (FDA and HIPAA Responsibilities). The Customer shall be responsible for FDA compliance as a “distributor” of the Device to its users. Except as necessary to provide the Service to the Customer, The Customer shall not convey any protected health information (“PHI”) to AT&T, as that term is defined in the Health Insurance Portability and Accountability Act (“HIPAA”) and the Health Information Technology for Economic and Clinical Health (“HITECH”) Act regulations. Motorola and/or AT&T shall not function as the Customer’s business associate in rendering the Services; such Services will be limited to providing conduit or mere data transmission services to the Customer in accordance with guidance on the “conduit exception” under HIPAA. Each Party shall bear its own costs associated with regulatory compliance.

Audits. Customer may be subject to occasional audits by AT&T or its agents to verify compliance with this Exhibit A.

8.2.2.5 Subscription Services Addendum

8.2.2.5.1 Exhibit B: Verizon Service Terms – APX Next / N Series

For purposes of this Addendum, “Service” means wireless services provided directly or indirectly by Verizon which may include but is not limited to data transmission services between wireless devices and computer servers or other machines, or between wireless devices, with limited or no manual intervention or supervision. Customer acknowledges that Motorola is not a Telecommunications Services Provider, as defined in the 47 U.S.C.A. sec. 163, and to include within that definition, but not be limited to, Inter-exchange Carrier, BLEC, CLEC, ILEC and/or DLEC, or wireless service provider pursuant to licenses issued by the FCC pursuant to the FCC's rules.

Customer agrees to comply with the additional responsibilities for access to and use of the Service provided by Verizon:

Service Availability. The Service uses radio technologies and is subject to transmission and service area limitations, interruptions and dropped calls caused by atmospheric, topographical or environmental conditions, cell site availability, equipment or its installation, governmental regulations, system limitations, maintenance or other conditions or activities affecting Service operation. The Service and/or features may not be available in all areas. The Service is only available within each applicable calling plan coverage area, within the operating range of the wireless systems, and with equipment that is authorized to operate on Verizon's network.

WARRANTY DISCLAIMER. VERIZON AND ITS AFFILIATES AND CONTRACTORS MAKE NO WARRANTIES WHATSOEVER, DIRECTLY OR INDIRECTLY, EXPRESS OR IMPLIED, AS TO THE SUITABILITY, DURABILITY, FITNESS FOR USE, QUALITY, PERFORMANCE OR NON-INFRINGEMENT OF THE SERVICE OR EQUIPMENT OR THEIR USE IN CONNECTION WITH THE CUSTOMER PROVIDED EQUIPMENT OR THE COMPANY PRODUCT OR SERVICE. WITH RESPECT TO VERIZON.

Content Disclaimer. Neither Verizon nor Motorola exercises control over nor has any responsibility for the accuracy, quality, security or other aspect of any content accessed, received, transmitted, stored, processed or used through Verizon facilities or any Services (except to the extent particular Services explicitly state otherwise). Customer accesses, receives, transmits, stores, processes, or uses any content at its own risk. Customer is solely responsible for selecting and using the level of security protection needed for the content it is accessing, receiving, storing, processing or using, including without limitation Customer Data, individual health and financial content. Verizon is not responsible if the level of security protection Customer uses for any particular content is insufficient to prevent its unauthorized access or use, to comply with applicable law, or to otherwise fully protect the interests of Customer and others in that content.

Use of Customer Data. Verizon, Verizon Affiliates and their respective agents, may use, process and/or transfer Customer Data (including intra-group transfers and transfers to entities in countries that do not provide statutory protections for personal information): (a) in connection with provisioning of Services; (b) to incorporate Customer Data into databases controlled by Verizon, Verizon Affiliates or their respective agents for the purpose of providing Services; administration; provisioning; billing and reconciliation; verification of Customer identity, solvency and creditworthiness; maintenance, support and product development; fraud detection and prevention; sales, revenue and customer analysis and reporting; market and customer use analysis; and (c) to communicate to Customer regarding Services.

Network Monitoring. Transmissions passing through Verizon Facilities may be subject to legal intercept and monitoring activities by Verizon, its suppliers or local authorities in accordance with applicable local law requirements. To the extent consent or notification is required by Customer or end users under applicable data protection or other laws, Customer grants its consent under this Agreement and represents that it will have at all relevant times the necessary consents from all end users.

Customer Consent. Customer warrants that it has obtained or will obtain all legally required consents and permissions from relevant parties (including data subjects) for the use, processing and transfer of Customer Data as described in this clause.

Customer Consent to Use of U.S. Customer Proprietary Network Information ("CPNI"). [Not Applicable to Arizona customers.] Verizon and its affiliates (the "Verizon Companies") may need Customer's permission to share information about Customer as described below. The Federal Communications Commission ("FCC") and various states require Verizon to protect certain information that is made available to it solely by virtue of Customer relationship with it. This information is known as Customer Proprietary Network Information CPNI"), and it includes information relating to the quantity, technical configuration, type, destination, location, and amount of use of Customer telecommunications services purchased (including specific calls Customer makes and receives) and related local and toll billing information. CPNI does not include subscriber lists or published information (listed or unlisted), such as Customer's name, telephone number and address; such information is not subject to the CPNI rules' use limitations. The Verizon Companies acknowledge that Customer has a right under federal and state law to protect the confidentiality of Customer's CPNI, and to direct the Verizon Companies not to use Customer's CPNI or to limit use and disclosure of and access to it, and the Verizon Companies have a duty to comply with the limitations Customer designates. By its signature on this Agreement, Customer grants the Verizon Companies permission, solely for the purpose of offering Customer current and future products and services available from the Verizon Companies and from the Vodafone Companies, to use, to permit access to and to disclose Company's CPNI among the Verizon Companies, to their agents, contractors, and partners, and to the Vodafone Companies. (The "Vodafone Companies" refers to Vodafone Group PLC, Vodafone Group Service Limited, their affiliates and partner networks).

User Disclosures. THE CUSTOMER UNDERSTANDS AND AGREES THAT IT: (1) HAS NO CONTRACTUAL RELATIONSHIP WITH THE UNDERLYING SERVICE PROVIDER OR ITS AFFILIATES OR CONTRACTORS; (2) IS NOT A THIRD PARTY BENEFICIARY OF ANY AGREEMENT BETWEEN MOTOROLA SOLUTIONS INC. AND THE UNDERLYING CARRIER; AND (3) ACKNOWLEDGES AND AGREES THAT THE UNDERLYING CARRIER AND ITS AFFILIATES AND CONTRACTORS SHALL HAVE NO LEGAL, EQUITABLE, OR OTHER LIABILITY OF ANY KIND TO CUSTOMER AND CUSTOMER HEREBY WAIVES ANY AND ALL CLAIMS OR DEMANDS THEREFOR.

LIMITATION OF LIABILITY. NOTWITHSTANDING SECTION 11 OF THE AGREEMENT, NEITHER MOTOROLA NOR VERIZON AND THEIR AFFILIATES AND CONTRACTORS WILL HAVE ANY LIABILITY TO CUSTOMER OR ANY END USER:

- A) IF CHANGES IN THE SERVICE OR IN THE VERIZON NETWORK, SYSTEMS, OPERATIONS, EQUIPMENT, POLICIES OR PROCEDURES RENDER OBSOLETE OR OUTDATED ANY EQUIPMENT, HARDWARE, DEVICES OR SOFTWARE;
- B) FOR ANY CAUSES OF ACTION, LOSSES OR DAMAGES OF ANY KIND WHATSOEVER ARISING OUT OF (I) MISTAKES, OMISSIONS, INTERRUPTIONS, ERRORS,

OR DEFECTS IN FURNISHING THE SERVICE, (II) FAILURES OR DEFECTS IN THE VERIZON NETWORK OR SYSTEMS,

C) FOR ANY INJURY TO PERSONS OR PROPERTY, LOSSES (INCLUDING ANY LOSS OF BUSINESS), DAMAGES, CLAIMS OR DEMANDS OF ANY KIND OR NATURE, INCLUDING, BUT NOT LIMITED TO, USE OR INABILITY TO USE THE SERVICE, RELIANCE BY CUSTOMER ON ANY DATA PROVIDED OR OBTAINED THROUGH USE OF THE SERVICE, ANY INTERRUPTION, DEFECT, ERROR, VIRUS, OR DELAY IN OPERATION OR TRANSMISSION, ANY FAILURE TO TRANSMIT OR ANY LOSS OF DATA ARISING OUT OF OR IN CONNECTION WITH THE AGREEMENT. IN NO EVENT SHALL VERIZON, MOTOROLA, OR ITS VENDORS BE LIABLE FOR LOSSES, DAMAGES, CLAIMS OR EXPENSES OF ANY KIND ARISING OUT OF THE USE OR ATTEMPTED USE OF, OR THE INABILITY TO ACCESS, LIFE SUPPORT OR MONITORING SYSTEMS OR DEVICES, 911 OR E911, OR OTHER EMERGENCY NUMBERS OR SERVICES; OR INTENTIONAL MISCONDUCT. FOR THE AVOIDANCE OF DOUBT, UNDER NO CIRCUMSTANCES SHALL VERIZON'S OR MOTOROLA'S EXERCISE OF ANY RIGHTS SET FORTH IN THIS ADDENDUM BE DEEMED WILLFUL OR INTENTIONAL MISCONDUCT.