Sheriff's Office
COUNTY OF TULARE
AGENDA ITEM

BOARD OF SUPERVISORS

KUYLER CROCKER
District One

PETE VANDER POEL
District Two

AMY SHUKLIAN
District Three

EDDIE VALERO
District Four

DENNIS TOWNSEND
District Five

AGENDA DATE: December 17, 2019 Revised

Public Hearing Required	Yes ☐	N/A ☒
Scheduled Public Hearing w/Clerk	Yes ☐	N/A ☒
Published Notice Required	Yes ☐	N/A ☒
Advertised Published Notice	Yes ☐	N/A ☒
Meet & Confer Required	Yes ☐	N/A ☒
Electronic file(s) has been sent	Yes ☒	N/A ☐
Budget Transfer (Aud 308) attached	Yes ☐	N/A ☒
Personnel Resolution attached	Yes ☐	N/A ☒
Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s)	Yes ☒	N/A ☐

CONTACT PERSON: Ed Lardner, Grant Specialist PHONE: (559) 802-9462

SUBJECT: Approve an agreement with Motorola Solutions

REQUEST(S):

That the Board of Supervisors:

1. Approve an Equipment Lease Purchase Agreement, a CAD and Records Systems & Services Agreement, and Shared Agency agreement with Motorola Solutions, to purchase Computer Aided Dispatch and Records Management System equipment and software to facilitate communication and information sharing with public safety agencies within the County in the amount not to exceed $9,220,988, for the period of January 1, 2020 through December 31, 2026;

2. Authorize the Purchasing Agent to waive the formal bidding process and make the sole-source purchase with Motorola Solutions. Purchasing from Motorola Solutions allows the Sheriff's Office to satisfy its need and desire to communicate and share information with all of County public safety agencies, integrate other software programs, and create efficiencies, not available from another vendor; and

3. Authorize the Chairman to sign three (3) copies of the Agreements.

SUMMARY:

In partnership with the Tulare County Fire Department (FD), the Sheriff's Office (TCSO) is requesting to purchase a new Computer Aided Dispatch and Records Management System (CAD/RMS) program, which supports the day-to-day operations of the Sheriff's Office, County Fire Department, and other County public safety agencies. The new system will provide a dedicated infrastructure that will

upgrade and streamline the efficiency of public safety and related recordkeeping. All confidential data such as persons, locations, property, or intelligence related information entered by an agency will be accessible to all County and City public safety agencies that have a need to know, providing a multi-jurisdictional data-sharing network. Safeguards are built in to deny access to individuals who do not have a need to know. This data sharing will allow staff at one agency to more efficiently locate persons of interest, or conduct joint investigations that may be related to another jurisdiction.

The new CAD/RMS system will allow all agencies dispatch centers to electronically transfer critical 911 callers and information directly to the correct jurisdictions dispatch center for first responder dispatch, eliminating the need to use a landline to talk to another agencies dispatcher and transfer the call. This will assist with the future colocation of County Fire and Sheriff's dispatch centers, and provide new dispatch console electronic infrastructure for ease of call taking, storage, dispatch, or transfer if needed.

The new CAD/RMS system will allow more efficient management of inmate records and the associated crime reports, replacing the current inmate records system, known as the Jail Management System (JMS), with the integrated Motorola Solutions CAD/RMS, having a JMS component. This will allow all inmate information placed into the new JMS, along with any property or evidence collected, inmate medical and mental health records, hazards information, visits, commissary, and any other information related to an inmate's intake, stay, and eventual release from custody, to be readily available as needed and across all platforms.

TCSO will have the ability to interface with the Superior Court E-Court case management system, providing electronic inmate records or crime reports/citations directly to the District Attorney's Office or the Court, eliminating paper report or DVD video deliveries. The new CAD/RMS system will assist in the compliance of State and Federal regulations such as racial profiling compliance and NextGen 911 compliance. TCSO and the FD will have the ability to incorporate its Personnel and Training Unit records, Property and Evidence Unit records, and all vehicle and equipment inventories into one data base, rather than having separate systems that do not communicate with each other and are antiquated.

Our current CAD/RMS became operational in 1985 and lacks the enormous capabilities to collect and store all types of data, identify linked public safety cases, persons, or property, and due to legislative or public expectations, provide critical and timely data, statistics, or reports not needed in the past. The current system is inefficient, requires report processing to be paper driven, does not provide safety alerts of known hazards to first responders, and lacks expansion and IT related capabilities needed in modern public safety agencies.

The agreement includes the purchase of Motorola Solutions newest, most cutting-edge products. Correspondingly, the agreement includes key back end components such as servers, storage, and filing, retrieval of digital evidence, and equipment and

maintenance costs for the CAD/RMS systems. This all allows for improved response times from the closest first responder, predictive analytics and crime mapping, and cross agency collaboration.

Standard County policy requires that the Purchasing Agent conduct a competitive bid process for individual items or groups of items valued at $200,000 or more. Based on Sheriff and Fire Staff evaluation and comparative analysis of the CAD/RMS systems available, staff chose the Motorola Solutions CAD/RMS as the system that will best serve our needs and the only vendor that can provide numerous exclusive and operational benefits. The Sheriff's Office and Fire Department are requesting a sole-source purchase of the Motorola Solutions CAD/RMS and additional licensing from Motorola Solutions for the following reasons.

We have researched the CAD/RMS market for a system that will integrate all of our County public safety needs in one computerized interoperable platform for our County wide public agency response, to reduce response time, increase public safety, and create integration of multiple systems while increasing efficiencies. This includes 911 call sharing, report taking and sharing across agencies, courts, and District Attorney, inmate records, analytics, inventory and training module, seamless data sharing not only between our County and City agencies but Kings County as well.

Staff participated in vendor demonstrations and literature review. There are no other vendors providing the total package of interoperability and data sharing between all city and county public safety agencies who will be implementing their own Motorola Solutions systems. No other vendor has or can provide the software and hardware infrastructure needed that will allow total multi-jurisdictional sharing of data in one environment, to include all of the above referenced data storage and other records management for training, property storage and evidence inventories, hazards alerts, and analytics.

The Sheriff's Office and Fire Department are growing and there is a need for a more robust CAD/RMS to keep up with the increasing workload, technological advances in public safety, and law/regulation compliance. The purchase of a new CAD/RMS system is inevitable as some components of the current CAD/RMS is more than 39-years old and in need of replacement because it is at the end of its lifecycle with the ever-changing public safety needs.

The Sheriff Office and Fire Department, and other County public safety agencies that share the new system will share the cost of the new CAD/RMS system. TCSO has a yearly cost reimbursement agreement with the law enforcement agencies receiving dispatch services and records management. Kings County along with the Porterville, Tulare and Visalia Police Departments all have individual agreements with Motorola Solutions and are responsible for their individual department's costs. They either already have the Motorola Solutions CAD/RMS system operational or are in the process of implementing the system, allowing for a seamless interface,

and ease of data transfer. Permitting for an improved county wide emergency service response, increasing first responder safety and increased life saving for the County's occupants. All County first responders will have interoperability through radio communications, 911 calls, and call management, while still preserving individual agency standards and data integrity.

This Agreement deviates substantively from the County's standard boilerplate in the following ways: In the Lease Agreement: 1) County agrees to indemnify vendor, including attorneys' fees and costs, for actions arising in connection with the Equipment Lease; 2) County may be required to immediately pay all amounts due under the lease in the event of a default; In the CAD Agreement: 1) Parties may terminate the agreement upon 90-days' notice prior to the end of the initial or any renewal term; 2) Parties may terminate the agreement for cause if a Party fails to cure a default within 30-days from the notice of default; 3) The Agreement includes provisions for mutual indemnification; 4) Liability of the vendor is limited to the total price of the equipment or software for claims arising from the equipment or software. For claims arising from the subscription or ongoing services, liability is limited to 12 months of the subscription costs; 5) Limits the time for the parties to file for breach of contract to 1 year from the date of the cause of action; and 6) Requires the County to notify vendor if it intends to disclose confidential information pursuant to the California Public Records Act or Freedom of Information Act.

FISCAL IMPACT/FINANCING:

The agreement with Motorola Solutions, to purchase Computer Aided Dispatch and Records Management System equipment and software for the period of January 1, 2020 through December 31, 2026. The total cost to implement the CAD/RMS system will be financed over the seven-year period in an amount not to exceed $9,220,988. A breakdown of the annual cost is provided by fiscal year below:

- Year 1 – Fiscal Year 2020/21 contract costs $1,317,284;
- Year 2 – Fiscal Year 2021/22 contract costs $1,317,284;
- Year 3 – Fiscal Year 2022/23 contract costs $1,317,284;
- Year 4 – Fiscal Year 2023/24 contract costs $1,317,284;
- Year 5 – Fiscal Year 2024/25 contract costs $1,317,284;
- Year 6 – Fiscal Year 2025/26 contract costs $1,317,284; and
- Year 7 – Fiscal Year 2026/27 contract costs $1,317,284;

The total cost of the system hardware, software, and maintenance is $8,363,948. Due to the financing method of payment, TCSO will incur $857,037 in interest over the seven-year period for a grand total of $9,220,988. See breakout table below:

	Date	Payment	Interest	Principal	Balance
Loan	1/1/2020				8,363,948.22
1	1/1/2021	1,317,283.58	209,098.64	1,108,184.94	7,255,763.28
2	1/1/2022	1,317,283.58	181,394.03	1,135,889.55	6,119,873.73
3	1/1/2023	1,317,283.58	152,996.80	1,164,286.78	4,955,586.95

4	1/1/2024	1,317,283.58	123,889.64	1,193,393.94	3,762,193.01
5	1/1/2025	1,317,283.58	94,054.80	1,223,228.78	2,538,964.23
6	1/1/2026	1,317,283.58	63,474.09	1,253,809.49	1,285,154.74
7	1/1/2027	1,317,283.58	32,128.84	1,285,154.74	0
Grand Totals		9,220,985.06	857,036.84	8,363,948.22	-

TCSO estimates all current related dispatch services to cost a total of $1,062,525 annually. These existing budgeted expenses will be applied towards the cost to offset a portion of the Motorola Solutions agreement's annual payment of $1,317,284 for dispatch services. The remaining $254,759 will be additional net County cost to the General Fund that will be budgeted effective Fiscal Year 2020/2021 through Fiscal Year 2026/27. After the seven-year financing plan, commencing on the eighth year, the Motorola Solutions agreement decreases to an annual maintenance fee amount estimated to be $456,867.

LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:

The purchase of the CAD/RMS system contributes to the County's strategic plan that includes the Safety and Security Initiative and the Organizational Performance Initiative. The efficiency of an updated CAD/RMS system provides increased productivity, streamlined system processes for data/property input, dispatch services, and system data or property retrieval for all County public safety agencies.

ADMINISTRATIVE SIGN-OFF:

FOR

Mike Boudreaux
Sheriff-Coroner

cc: County Administrative Office

Attachment(s) Motorola Solutions Agreement

BEFORE THE BOARD OF SUPERVISORS
COUNTY OF TULARE, STATE OF CALIFORNIA

IN THE MATTER OF APPROVE AN AGREEMENT WITH MOTOROLA SOLUTIONS	))))	**Resolution No. _____** **Agreement No. _____**

UPON MOTION OF SUPERVISOR _____, SECONDED BY SUPERVISOR _____, THE FOLLOWING WAS ADOPTED BY THE BOARD OF SUPERVISORS, AT AN OFFICIAL MEETING HELD _____ _____, BY THE FOLLOWING VOTE:

AYES:
NOES:
ABSTAIN:
ABSENT:

ATTEST: JASON T. BRITT
COUNTY ADMINISTRATIVE OFFICER/
CLERK, BOARD OF SUPERVISORS

BY: _____
Deputy Clerk

* * * * * * * * * * * * * * * * * * *

1. Approved an Equipment Lease Purchase Agreement, a CAD and Records Systems & Services Agreement, and Shared Agency agreement with Motorola Solutions, to purchase Computer Aided Dispatch and Records Management System equipment and software to facilitate communication and information sharing with public safety agencies within the County in the amount not to exceed $9,220,988, for the period of January 1, 2020 through December 31, 2026;

2. Authorized the Purchasing Agent to waive the formal bidding process and make the sole-source purchase with Motorola Solutions. Purchasing from Motorola Solutions allows the Sheriff's Office to satisfy its need and desire to communicate and share information with all of County public safety agencies, integrate other software programs, and create efficiencies, not available from another vendor; and

3. Authorized the Chairman to sign three (3) copies of the Agreements.

EVIDENCE OF INSURANCE

Fire, extended coverage, public liability and property damage insurance for all of the Equipment listed on Schedule A number **24709** to that Equipment Lease Purchase Agreement number **24709** will be maintained by **TULARE COUNTY** as stated in the Equipment Lease Purchase Agreement.

This insurance is provided by:

CSAC - EIA
Name of insurance provider

Alliant Insurance Services
Address of insurance provider

P.O. Box 6450 - Newport Beach, CA 92658
City, State and Zip Code

(949) 756-0271
Phone number of local insurance provider

Amber.Windrath@alliant.com
E-mail address

In accordance with the Equipment Lease Purchase Agreement Number **24709**, **TULARE COUNTY**, hereby certifies that following coverage are or will be in full force and effect:

Type	Amount	Effective Date	Expiration Date	Policy Number	
Fire and Extended Coverage	$25 Mil.	3-31-2019	3-31-2020	EIA PPR 19-21	"ALL RISK"
Property Damage	$25 Mil.	3-31-2019	3-31-2020	EIA PPR 19-21	
Public Liability	$1/2 Mil.	7-1-2019	7-1-2020	EIA 19 EL-50	

Certificate shall include the following:
Description: All Equipment listed on Schedule A number 24709 to that Equipment Lease Purchase Agreement number 24709. Please include equipment cost equal to the Initial Insurance Requirement on Schedule B to Equipment Lease Purchase Agreement number 24709 and list any deductibles.

Certificate Holder:
MOTOROLA SOLUTIONS, INC. and or its assignee as additional insured and loss payee
500 W Monroe
Chicago, IL 60661

If self insured, contact Motorola representative for template of self insurance letter.

CERTIFICATE NO. ISSUE DATE (MM/DD/YYYY)

GL1-8200 AI

CERTIFICATE OF COVERAGE

12/10/2019

CSAC Excess Insurance Authority

C/O ALLIANT INSURANCE SERVICES, INC.
PO BOX 6450
NEWPORT BEACH, CA 92658-6450

PHONE (949) 756-0271 / FAX (619) 699-0901
LICENSE #0C36861

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BELOW. THIS CERTIFICATE OF COVERAGE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED and/or requesting a WAIVER OF SUBROGATION, the Memorandums of Coverage must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

COVERAGE AFFORDED	**A - CSAC Excess Insurance Authority**
COVERAGE AFFORDED	**B**
COVERAGE AFFORDED	**C**
COVERAGE AFFORDED	**D**

Member:
TULARE COUNTY
ATTN: SUSAN COX
2900 W. BURREL AVE
VISALIA, CA 93291

Coverages

THIS IS TO CERTIFY THAT THE MEMORANDUMS OF COVERAGE LISTED BELOW HAVE BEEN ISSUED TO THE MEMBER NAMED ABOVE FOR THE PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE COVERAGE AFFORDED BY THE MEMORANDUMS DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS, AND CONDITIONS OF SUCH MEMORANDUMS. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

CO LTR	TYPE OF COVERAGE	MEMORANDUM NUMBER	COVERAGE EFFECTIVE DATE (MM/DD/YYYY)	COVERAGE EXPIRATION DATE (MM/DD/YYYY)	LIABILITY LIMITS
A	[X] Excess General Liability	EIA 19 EL-50	07/01/2019	07/01/2020	$1,000,000 Limits inclusive of the Member's Self-Insured Retention of $250,000

Description of Operations/Locations/Vehicles/Special Items:

AS RESPECTS LEASE PURCHASE AGREEMENT NUMBER 24709 BETWEEN TULARE COUNTY AND MOTOROLA SOLUTIONS, INC.FOR DISPATCH SERVICES.

MOTOROLA SOLUTIONS, INC. AND OR ITS ASSIGNEE ARE INCLUDED AS ADDITIONAL COVERED PARTIES, BUT ONLY INSOFAR AS THE OPERATIONS UNDER THIS CONTRACT ARE CONCERNED.

Certificate Holder

MOTOROLA SOLUTIONS, INC.
500 W. MONROE
CHICAGO, IL 60661

Cancellation

SHOULD ANY OF THE ABOVE DESCRIBED MEMORANDUMS OF COVERAGES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WIL BE DELIVERED IN ACCORDANCE WITH THE MEMORANDUMS OF COVERAGE PROVISIONS.

AUTHORIZED REPRESENTATIVE

CSAC EXCESS INSURANCE AUTHORITY

ENDORSEMENT NO. U-1

CSAC EXCESS INSURANCE AUTHORITY
GENERAL LIABILITY 1

ADDITIONAL COVERED PARTY AMENDATORY ENDORSEMENT

It is agreed that the "**Covered Party**, Covered Persons or Entities" section of the Memorandum is amended to include the person or organization named on the Certificate of Coverage, but only with respect to liability arising out of premises owned by or rented to the Member, or operations performed by or on behalf of the Member or such person or organization so designated.

Coverage provided under this endorsement is limited to the lesser of the limits stated on the Certificate of Coverage or the minimum limits required by contract.

ADDITIONAL COVERED PARTY:

NAME OF PERSON OR ORGANIZATION SCHEDULED PER ATTACHED CERTIFICATE OF COVERAGE

AS RESPECTS:

PER ATTACHED CERTIFICATE OF COVERAGE

It is further agreed that nothing herein shall act to increase the Authority's limit of liability.

This endorsement is part of the Memorandum and takes effect on the effective date of the Memorandum unless another effective date is shown below. All other terms and conditions remain unchanged.

Effective Date: _____ **Memorandum No.: EIA 19 EL-00**

Issued to: **ALL MEMBERS**

Issue Date: **June 28, 2019**

Authorized Representative
CSAC Excess Insurance Authority

CERTIFICATE NUMBER: PROP-2803

EVIDENCE OF PROPERTY COVERAGE

ISSUE DATE (MM/DD/YYYY): 12/10/2019

THIS EVIDENCE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE ADDITIONAL INTEREST. THIS EVIDENCE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BELOW. THIS EVIDENCE OF COVERAGE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND ADDITIONAL INTEREST.

CSAC Excess Insurance Authority (CSAC EIA)
C/O ALLIANT INSURANCE SERVICES, INC.
PO BOX 6450
NEWPORT BEACH, CA 92658-6450
PHONE (949) 756-0271 / FAX (619) 699-0901
LICENSE #0C3686

COVERAGE AFFORDED BY: **A - CSAC Excess Insurance Authority**

COVERAGE AFFORDED BY: **B -**

MEMBER
TULARE COUNTY
ATTN: SUSAN COX
2900 W. BURREL AVE
VISALIA, CA 93291

TOWER NUMBER

MEMORANDUM NUMBER: EIAPPR19-21

EFFECTIVE DATE (MM/DD/YYYY)	EXPIRATION DATE (MM/DD/YYYY)	CONT. UNTIL TERMINATED IF CHECKED
03/31/2019	03/31/2020	☐

THIS REPLACES PRIOR EVIDENCE:

PROPERTY INFORMATION

LOCATION / DESCRIPTION

AS RESPECTS LEASE PURCHASE AGREEMENT NUMBER 24709 BETWEEN TULARE COUNTY AND MOTOROLA SOLUTIONS, INC.FOR DISPATCH SERVICES IN THE AMOUNT OF $8,363,948.22.

MOTOROLA SOLUTIONS, INC. IS NAMED AS LOSS PAYEE AS THEIR INTEREST MAY APPEAR.

THIS IS TO CERTIFY THAT THE MEMORANDUMS OF COVERAGE LISTED ABOVE HAVE BEEN ISSUED TO THE MEMBER NAMED ABOVE FOR THE PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS EVIDENCE MAY BE ISSUED OR MAY PARTAIN. THE COVERAGE AFFORED BY THE MEMORANDUMS DESCRIBED HEREIN IS SUBJECT TO ALL TERMS, EXCLUSIONS, AND CONDITIONS OF SUCH MEMORANDUMS. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

COVERAGE INFORMATION

COVERAGE / PERILS / FORMS	AMOUNT OF INSURANCE
ALL RISK OF DIRECT PHYSICAL LOSS OR DAMAGE, INCLUDING FLOOD.	$25,000,000 PER OCC FOR ALL RISK AND ANN AGG FOR FLOOD
EARTHQUAKE IS EXCLUDED. EARTHQUAKE LIMIT IS NOT APPLICABLE.	$25,000,000 PER OCC/ANN AGG FOR EARTHQUAKE
REPAIR OR REPLACEMENT COST VALUATION SUBJECT TO MEMORANDUM OF COVERAGE PROVISIONS	
VEHICLE/BUSES ARE SUBJECT TO ACTUAL CASH VALUE OR REPLACEMENT COST PER SCHEDULE ON FILE WITH THE AUTHORITY	
ALL LIMITS ARE SHARED.	

REMARKS (INCLUDING SPECIAL CONDITIONS)

DEDUCTIBLES:

ALL RISK OF DIRECT PHYSICAL LOSS OR DAMAGE (EXCLUDING FLOOD AND EARTHQUAKE):	$10,000	PER OCCURRENCE AS PER SCHEDULE ON FILE WITH THE AUTHORITY
FLOOD:	$25,000	EXCEPT FOR CRITICAL FLOOD (LOCATIONS IN FEMA FLOOD ZONE A OR V) DEDUCTIBLE IS $100,000

VEHICLES AND MOBILE EQUIPMENT: IF COVERAGE IS SCHEDULED AND PURCHASED, DEDUCTIBLE APPLIES PER SCHEDULE ON FILE WITH THE AUTHORITY.

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED MEMORANDUM(S) OF COVERAGE BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE MEMORANDUM(S) OF COVERAGE PROVISIONS.

ADDITIONAL INTEREST

NAME AND ADDRESS

MOTOROLA SOLUTIONS, INC.
500 W. MONROE
CHICAGO, IL 60661

NATURE OF INTEREST

☐ MORTGAGEE
☒ LOSS PAYEE
☐ (OTHER)

AUTHORIZED REPRESENTATIVE

CSAC EXCESS INSURANCE AUTHORITY

ENDORSEMENT NO. U-7

CSAC EXCESS INSURANCE AUTHORITY (CSAC EIA)
PROPERTY PROGRAM

LENDER'S LOSS PAYABLE ENDORSEMENT

It is understood and agreed by the Authority that:

1. **Loss** or damage, if any, under this Memorandum, shall be paid to the payee named in this Memorandum, its successors and assigns, hereinafter referred to as the **lender,** in whatever form or capacity its interests may appear and whether said interest be vested in said **lender** in its individual or in its disclosed or undisclosed fiduciary or representative capacity, or otherwise, or vested in a nominee or trustee of said **lender**.

2. The coverage under this Memorandum, or any rider or endorsement attached thereto, as to the interest only of the **lender,** its successors and assigns, shall not be invalidated nor suspended:

   A. By any error, omission, or change respecting the ownership, description, possession, or location of the subject of the coverage or the interest therein, or the title thereto;

   B. By the commencement of foreclosure proceedings or the giving of notice of sale of any of the property covered by this Memorandum by virtue of any mortgage or trust deed; or

   C. By any breach of warranty, act, omission, neglect, or non-compliance with any of the provisions of this Memorandum, including any and all riders now or hereafter attached thereto, by the **covered party**, the borrower, mortgagor, trustor, vendee, owner, tenant, warehouseman, custodian, occupant, or by the agents of either or any of them or by the happening of any event permitted by them or either of them, or their agents, or which they failed to prevent, whether occurring before or after the attachment of this endorsement, or whether before or after a **loss**, which under the provisions of this Memorandum of coverage or of any rider or endorsement attached thereto would invalidate or suspend the coverage as to the **covered party**, excluding any acts or omissions of the **lender** while exercising active control and management of the property.

3. In the event of failure of the **covered party** to pay any premium or additional premium which shall be or become due under the terms of this Memorandum or on account of any change in occupancy or increase in hazard not permitted by this Memorandum, the Authority agrees to give written notice to the **lender** of such non-payment of premium after sixty (60) days from and within one hundred and twenty (120) days after due date of such premium and it is a condition of the continuance of the rights of the **lender** hereunder that the **lender** when so notified in writing by this Authority of the failure of the **covered party** to pay such premium shall pay or cause to be paid the premium due within ten (10) days following receipt of the Authority's demand in writing therefore. If the **lender** shall decline to pay said premium or additional premium, the rights of the **lender** under this lender's **loss** payable endorsement shall not be terminated before ten (10) days after receipt of said written notice by the **lender**.

4. Whenever this Authority shall pay to the **lender,** any sum for **loss** or damage under this Memorandum and shall claim that as to the **covered party** no liability therefore exists, this Memorandum, at its option, may pay to the **lender** the whole principal sum and interest and other indebtedness due or to become due from the **covered party**, whether secured or unsecured, (with refund of all interest not accrued), and this Authority, to the extent of such payment, shall thereupon receive a full assignment and transfer, without recourse, of the debt and all rights and securities held as collateral thereto.

5. If there be any other coverage upon the described property, the Authority shall be liable under this Memorandum as to the **lender** for the proportion of such **loss** or damage that the sum hereby covered bears to the entire coverage of similar character on said property under policies held by, payable to and expressly consented to by the **lender**. Any contribution clause included in any fallen building clause waiver or any extended coverage endorsement attached to this Memorandum is hereby nullified except contribution clauses for the compliance with which the **covered party** has received reduction in the rate charged or has received extension of the coverage to include hazards other than fire and compliance with such contribution clause is made a part of the consideration for covering such other hazards. The **lender** upon the payment to it of the full amount of its claim, will subrogate this Authority (pro rata with all other insurers/coverage provides contributing to said payment) to all of the lender's rights of contribution under said other insurance of contribution under said other insurance.

6. Should legal title to and beneficial ownership of any of the property covered under this Memorandum become vested in the **lender** or its agents, coverage under this Memorandum shall continue for the term thereof for the benefit of the **lender** but, in such event, any privileges granted by this lender's **loss** payable endorsement which are not also granted the **covered party** under the terms and conditions of this Memorandum and/or under other riders or endorsements attached thereto shall not apply to the coverage. hereunder as respects such property.

7. All notices herein provided to be given by the Authority to the **lender** in connection with this Memorandum and this lender's **lender** payable endorsement shall be mailed to or delivered to the **lender** at its office or branch described on the first page of this Memorandum.

It is further agreed that nothing herein shall act to increase the Authority's **Limit of Liability**.

This endorsement is part of the Memorandum and takes effect on the effective date of the Memorandum unless another effective date is shown below. All other terms and conditions remain unchanged

Effective Date: **Memorandum No.:** EIAPPR19-21

Issue Date: June 28, 2019

Authorized Representative
CSAC Excess Insurance Authority

TULARE COUNTY SHERIFF'S DEPARTMENT

MOTOROLA TECHNOLOGY SUITE PROPOSAL

NOVEMBER 25, 2019

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

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. © 2019 Motorola Solutions, Inc. All rights reserved.

Control No. PS-000098558

Motorola Solutions, Inc.
4625 Lake Park Blvd.
Salt Lake City, UT 84120
800.860.8026

November 25, 2019

Re: Motorola Technology Suite Proposal

Tulare County Sheriff's Office and Fire Department,

Thank you for giving us the opportunity to meet with you and present the following solutions:

- Flex (CAD, RMS, Mobile, Jail)
- MCC7500E Consoles (Radio Console Software)
- Avigilon cameras (Purchase credit included)
- Vault (Digital Content Management)
- Aware (Situational Awareness Platform)

We are confident that our fully integrated solution will assist you in replacing your current systems with better technology and more modern functionality. This document includes detailed product descriptions, screenshots, scopes of work, and price quotes for Flex, MCC7500E Consoles, Avigilon cameras, Vault, and Aware solutions based on previous discussions.

Please note that this proposal is based on and subject to the terms and conditions contained in the Computer Aided Dispatch and Records System and Services Agreement previously provided to Tulare County, or, alternatively, a negotiated version thereof. If this proposal is deemed acceptable to the agency, we will negotiate with Tulare County personnel in good faith to reach an agreement that is mutually beneficial.

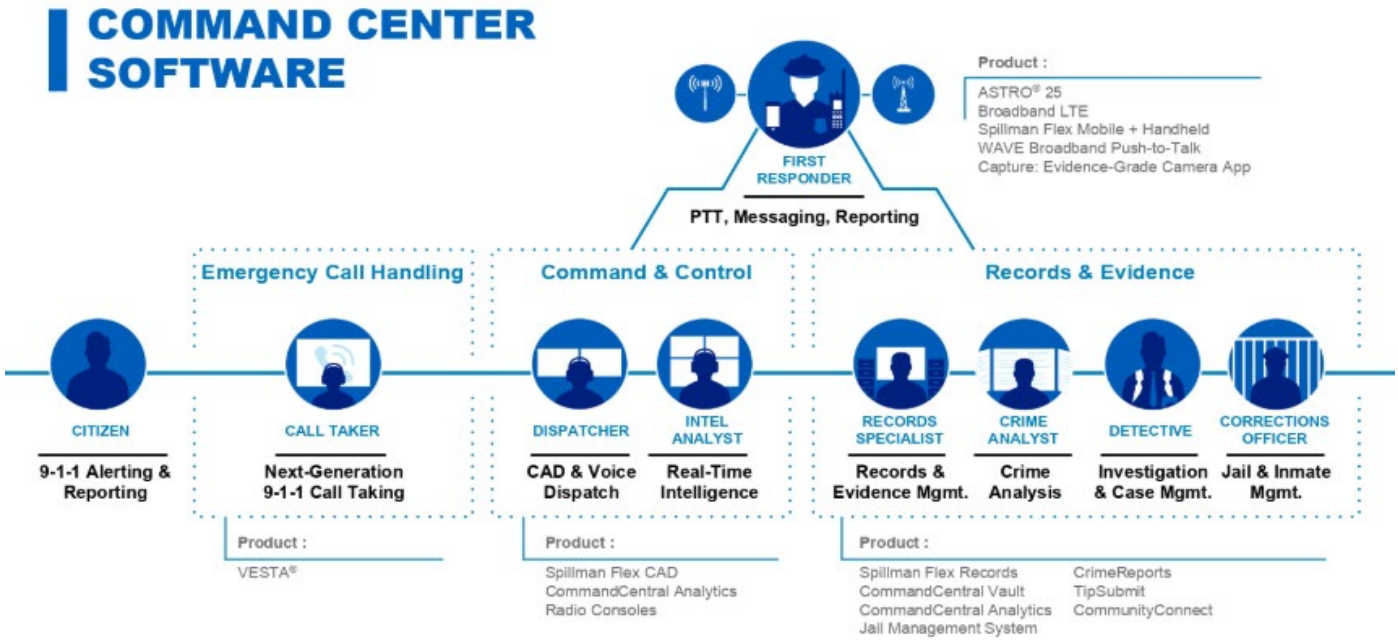
Sincerely,

Motorola Vendor Contact
Dave Anderson, Field Sales Executive
4625 Lake Park Blvd., Salt Lake City, UT 84120
P: 435.757.9494 | E: dave.anderson@motorolasolutions.com

INTRODUCTION

An agency's success in serving its community is largely affected by the products and processes it utilizes. As technology has evolved in recent decades, more agencies have moved toward fully integrated solutions that reduce data entry, provide systems redundancy, and help protect personnel in the field by making actionable information readily available across multiple jurisdictions. Motorola Solutions' integrated suite of products lies at the heart of these evolving industry demands, and anticipates the integration and data sharing capabilities required by agencies to fulfill their needs.

Motorola Solutions is excited to partner with Tulare County to deliver a cutting-edge suite of solutions that offers full-spectrum integration across Radio, CAD, Records, Mobile, Crime Analysis, Jail, and Video Surveillance with future expansion available into Next Generation 911 and body worn camera integration, and more. This new system will allow Tulare County to enhance their public safety response to the communities within the County. These integrated systems are depicted in the image below.



Motorola is committed to Tulare County as a long-term partner, and we look forward to working with the County as a show site in the west by implementing new solutions and facilitating outside agency visits to the department. During these visits, agencies will see each area of technology working together to create efficiencies new to the public safety industry.

Tulare County has discovered several challenges that it faces each day in dealing with multiple antiquated systems and has established goals for what a new system should accomplish for Tulare.

Challenges include:

- Management and use of disparate systems
- No County-wide system communication between agencies
- Current Vendor challenges as the only customer in California
- Difficult and staff intensive data retrieval
- Alerts for names, vehicles, and addresses are not available, failing to keep deputies safe
- Manual and paper driven processes
- Law and fire dispatch inefficiencies
- Lack of situational awareness

New system goals and milestones:

- Improve efficiency via systems integration
- Multi-jurisdictional data sharing with all surrounding agencies in the county as well as neighboring Kings County
- Produce real-time, accurate statistical information
- Improve County-wide emergency services
- Implement CAD2CAD dispatch center interoperability
- Implement new, industry leading technology

The following pages provide information on the distinct advantages offered by Flex, MCC7500E Consoles, Avigilon cameras, and Aware, and a more detailed overview of these products and integration.

Table of Contents

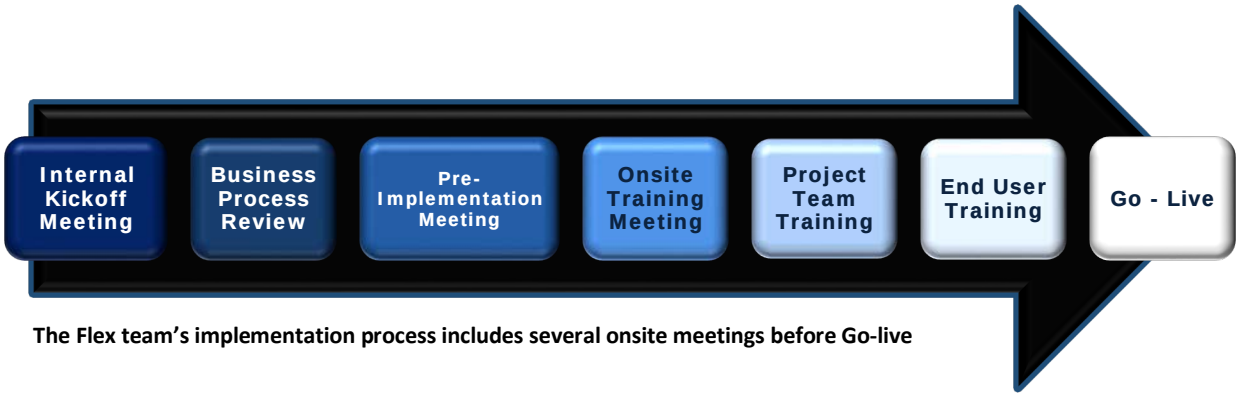
FLEX CAD, RMS, MOBILE, AND JAIL

SECTION 1

IMPLEMENTATION AND TRAINING

1.1 IMPLEMENTATION

A typical implementation process consists of a number of meetings directed by the assigned Flex project manager. These onsite meetings prepare agencies for the transition to a new system, and establish expectations for moving forward.



The Flex team's implementation process includes several onsite meetings before Go-live

Internal Kickoff Meeting

The internal kickoff meeting serves to review contracts, ensure department preparation, and focus on a smooth transition from Sales to Project Management. Key attendees:

- Project manager
- Sales representative
- Training manager
- Installation manager

Business Process Review

Flex personnel will work closely with the agency to establish a training work plan that reflects the project objectives. To streamline the change management process, the Flex team will assign a dedicated Implementation Analyst who will conduct an initial business process review (BPR), assessing the agency's current and desired workflows. This information informs the training plan designed for the agency, and the system's configuration and implementation, optimizing the agency's day-to-day operations.

Onsite Pre-Implementation Meeting (PIM)

The project manager reviews contracts to ensure the Flex team is prepared to deliver the products and services. The project manager also provides an overview of the following implementation process:

- Proposed timeline
- Training schedule
- System administrator duties
- Data entry standards
- Workflow analysis
- Flex support

Onsite Training Meeting

Flex's training coordinator meets with agency representatives to conduct a workflow analysis and prepare Flex trainers to handle any unique agency needs. Additionally, the training coordinator will finalize the training schedule for agency approval, providing each agency with the best training solution to meet their department's unique needs.

Project Team Training

During the project team training phase, Flex provides an overview of the purchased application, and a full demonstration of its functionality. Additionally, the Flex team and the agency jointly verify Flex's ability to meet the agency's functional specification requirements by documenting the functionality that meets these requirements, and identifying any outstanding concerns.

End User Training

Information obtained during the PIM meeting and Project Team Training is incorporated into the training to ensure a smooth and comfortable transition for the end user. Flex's PMP-certified personnel provide onsite end user training that prepares system users to operate skillfully in multiple capacities. The Flex team provides end users with customized training modules that consist of classroom instruction, written exams, and supervised repetition in order to engage the broad spectrum of learning styles, which ensures a thorough understanding of the solution by all personnel.

Go-Live

The project manager and training personnel provide hands-on assistance at Go-Live to ensure a successful transition to the Flex software.

Implementation Team

A new customer's key implementation contact is one of our PMP-certified project managers. Working closely with the Flex System Applications Administrator (SAA), the project manager and other Flex personnel schedule installation and training activities, and resolve any concerns regarding implementation. These individuals coordinate the resources necessary to complete the implementation process on time and within budget.

Additional personnel may be involved in implementation, coordinating with the customer to provide a variety of services. These personnel may include:

- Project Manager
- Implementation Analyst
- Systems Engineer
- Trainers
- Programmers
- Quality assurance personnel

Project Manager

The project manager ensures that the implementation receives direct oversight from company management, and that the appropriate company resources are coordinated to provide sufficient support. The project manager attends PIM meetings and any subsequent onsite status meetings scheduled during the installation period.

Implementation Analyst

The implementation analyst conducts an initial business process review (BPR) to assess the agency's current and desired workflows. This information then informs the training plan designed for the agency, as well as the system's configuration, which is created to optimize the agency's day-to-day operations.

Solution Architect (Installation Technician)

A systems engineer is onsite to install the Flex software, and test, adjust, and perform the preliminary configuration of the operating system. This individual manages the server configuration, oversees core system installation, and coordinates the installation of any external interfaces.

Trainer

Qualified trainers are onsite during implementation to teach employees how to effectively use all Flex applications, specifically emphasizing functionality and system administration. Trainers also troubleshoot live database problems and identify best practices for improvement in system utilization.

Geobase Trainer (Geocoding)

The trainer is onsite for several days to train personnel on system setup and operation.

Customer Personnel

The customer's staff also plays a key role during implementation. The involvement of these personnel ensures that the new system reflects an agency's specific needs and preferences.

The agency-designated Flex SAA coordinates the implementation, ongoing maintenance, and training. This individual's responsibilities include setting up Flex code tables and user groups, privileges, database parameters, and any related requirements. Additionally, the SAA troubleshoots user problems and coordinates special needs directly with Flex support personnel. As the training and support specialist, the SAA is responsible for training agency users on the Flex applications, and operating a help desk for system problems.

1.2 TRAINING

Thorough initial training is critical to the successful operation of any public safety software system. Well-trained users input data more efficiently, make fewer mistakes, and generally contribute more to agency objectives. Our approach to training ensures the agency has an optimal understanding of how to maximize its use of the solution.

Experienced Instructors

Flex trainers are committed to providing professional guidance to each individual they serve. Most of our trainers are current or former public safety professionals, and are familiar with the challenges that public safety agencies face. Many served as SAAs during their tenure with their own agencies, and our customers benefit greatly from their expertise in using the system. These experienced professionals work closely with project administrators to determine the agency's specific training needs, and to customize a plan that will meet and exceed those needs.

End User Training

Our training philosophy is based on the idea that working directly with the software is the best way to learn its functionality. End user training consists of classroom instruction, written exams, practical exercises, and interactive discussion forums. In the classroom, the Flex instructor reviews documentation, software maintenance policies, and the correct procedures to follow for timely maintenance response. This ensures that maintenance is addressed efficiently by both the customer and Flex personnel. The written exams evaluate conceptual understanding, and the practical tests evaluate the end user's ability to operate the software.

System Administrator Training

The agency's SAA offers specialized training courses and documentation. SAA. These courses include instruction on basic application administration, system fundamentals, maintenance operations, code table setup, and project team development. The SAA typically has "super user" privileges, which allow them to perform any task at any time (for example, maintenance, security, and user application). The SAA also assists users with system applications, and operates a help desk for system issues.

Onsite Training Meeting

The Flex team's training coordinator meets onsite with agency representatives to finalize the training schedule for agency approval, and conduct a workflow analysis designed to prepare Flex trainers for unique agency needs.

Web-Based Training

Flex offers a variety of web-based training resources to help users learn critical skills and facilitate continuing education beyond implementation and Go-live. All of our customers have access to a full, online learning management system (LMS).

This online resource, which is available in various tiers to meet your agency's specific needs, features a modular platform with a range of topics to enhance the continuing education of personnel. Agency staff have ready access to the following:

- Short video tutorials
- Quizzes (customizable to reflect your agency's workflow)
- Administrator audits and reports to ensure user accountability
- Other tools to optimize learning

The Flex team also conducts periodic web demonstrations. This education is traditionally provided through a conference call, in which agency personnel follow along at their own workstations. Our team of highly skilled trainers leads web sessions focused on our fundamental software products, in addition to new features and products that are still in the development process.

Summit Conference

For additional training and continuing education, agency representatives can attend Motorola's annual Summit Conference, which provides opportunities to receive in-depth instruction, assess new products and services, and network with other public safety professionals. In 2019, more than 1,200 people attended the conference, representing more than 370 customer agencies nationwide.

During Users' Conference, the Flex team traditionally offers more than 170 hours of Flex-focused classes over a three-day period:

- Courses are organized according to specific module, or Flex product; for example, CAD, Mapping, Jail, and Response Plans.
- Training targets System Administrators specifically, in addition to beginning, intermediate, and advanced users of the software.
- In-depth discussion forums for administrators promote efficiency and help agencies realize the full value of the system.

Each year, many of our client success managers, support personnel, and trainers attend User's Conference to offer immediate answers to our customers' unique needs. With expert-led instruction and hands-on training, users can learn how to truly maximize their system proficiency, streamlining daily operations and improving results.

MySpillman and Knowledge Center

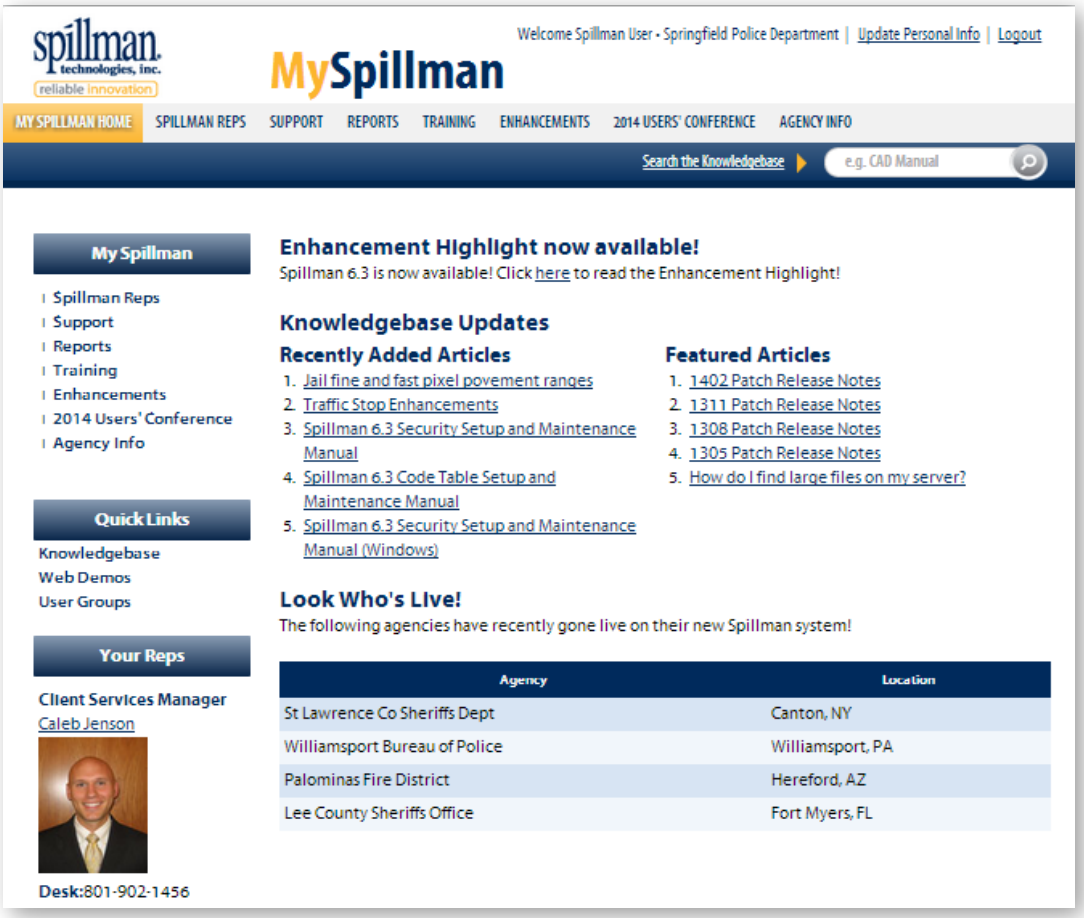
Personnel can also access their personal MySpillman page at www.spillman.com. This site provides many special support features, including a problem management center for submitting support requests, our searchable Knowledgebase. This online knowledgebase contains:

- Troubleshooting solutions to various customer issues
- Clearly defined documentation and user manuals
- Downloadable ad hoc reports
- Flex community message board, which allows agencies to exchange information with other Flex users

All of these features, combined with our unrivaled support department, give agencies the ability to troubleshoot issues without having to call customer support, but also provide a safety net in the event agency personnel cannot resolve an issue on their own which gives agencies both independence and peace of mind.

Our online Knowledgebase is accessible to all customers, and is designed to enhance support and training opportunities. Agency personnel can easily find information to aid in the operation of the system and solutions to common troubleshooting issues. Our Knowledgebase also includes instructional materials designed to augment usability and create training opportunities. The MySpillman feature allows agencies to search thousands of Flex records including, but not limited to:

- Educational documentation
- User manuals
- Popular support issues
- Common problem records
- "Flex in Action" case studies
- Media coverage
- Press releases



Each customer's unique MySpillman page simplifies customer support and information sharing

Agencies can leverage the knowledgebase by entering search criteria in a variety of fields to expand user understanding, improve system use, and network with other Flex customers to address common concerns. These fields include:

- Document number
- Error number
- Executable or software version
- Category or subcategory
- Record type
- Keywords

The agency will have many options when it comes to receiving Flex support, whether performing a quick search through the Knowledgebase, or following the detailed guidance of a technical analyst. Our online Knowledgebase will prove a valuable asset as the agency moves through training and into the live stage of the project.

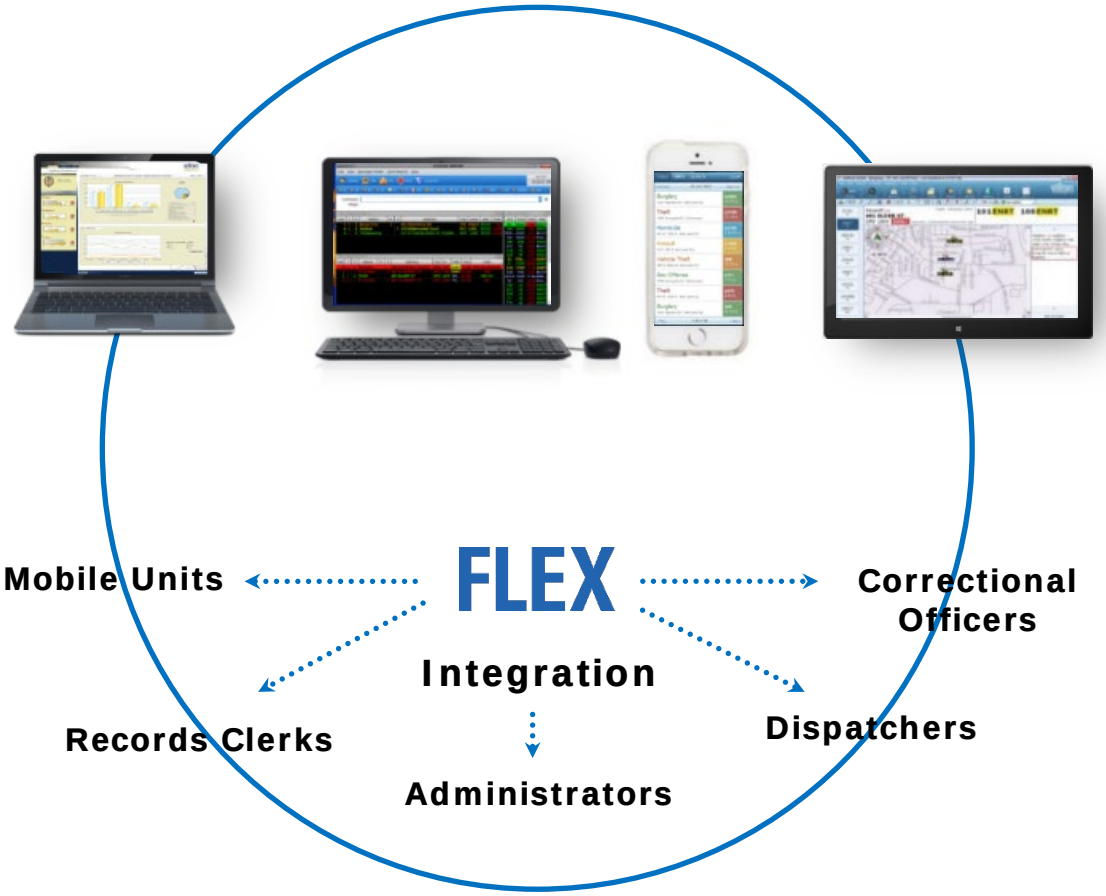
SECTION 2

SYSTEM OVERVIEW

The following Core System Software is provided for all agencies, unless otherwise indicated. Modules provided for Tulare County Fire Department are indicated individually. See the Purchased Products and Services section for a complete listing of products purchased by each agency.

The full suite of Flex software applications is developed, owned, and supported internally by Motorola Solutions. The power of the system stems from the fact that all modules reference the same database. Additionally, all of the services – including project management, training, and support outlined in this proposal – were developed and are maintained in-house, giving agencies a central point of contact for all of their needs from contract signing throughout the life of the relationship.

True integration has always been an essential component of the Flex solution; it is the only way to ensure that real-time information sharing takes place. In the public safety industry, "real-time" is critical when it comes to data access. All of the proposed software products work in complete concert to support the timely access and use of information. A detailed description of the proposed software is outlined in the following pages.

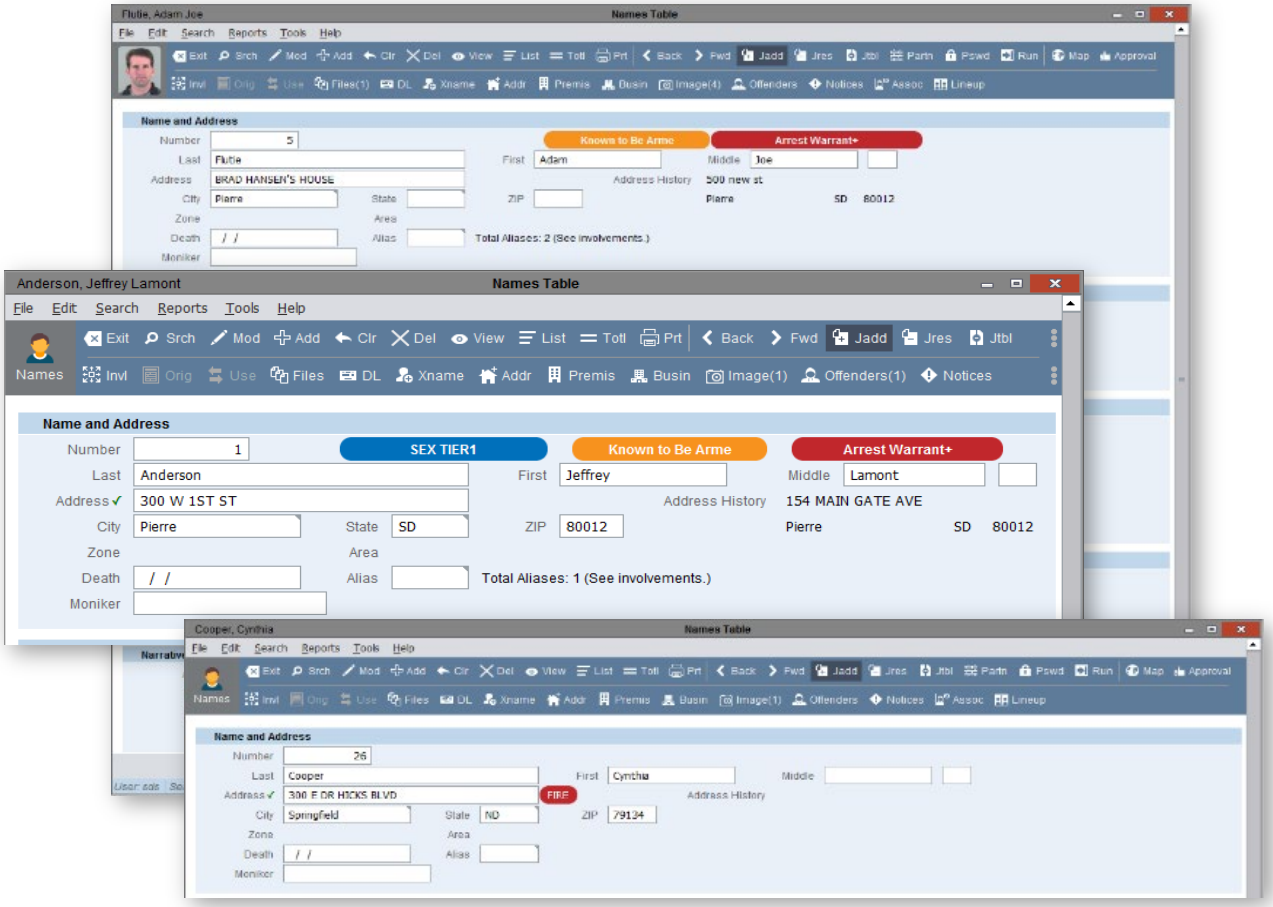


2.1 INTEGRATED HUB

Includes Tulare County Fire Department

Flex's Hub design allows all information to be entered, stored, and extracted in real-time. Additionally, all applications in the system reference the same repository of information, preventing duplicate data entry and saving time. Lastly, it provides agencies with instant access to information as soon as they enter it into the system. The Flex system provides these time-saving benefits with the following technology:

- Centralized database
- Central tables that cross-reference information system-wide

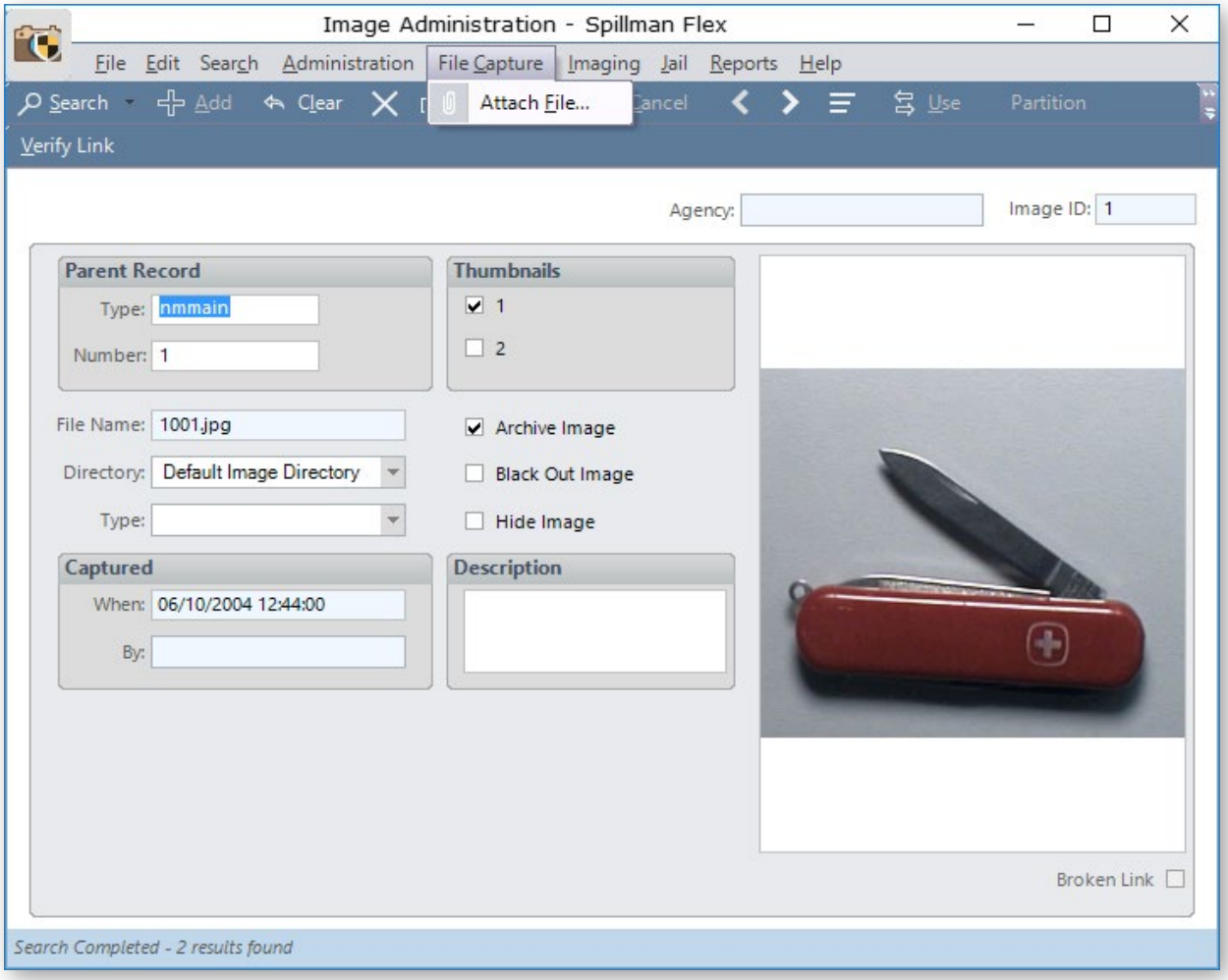


Master tables show users critical information that is referenced across all records.

The system's master tables share information among all modules in real-time. Because our Integrated Hub automatically transfers data between all Flex applications, our customer agencies have immediate access to all data from the moment it is entered. To facilitate this integration, the system features several central tables that cross-reference information system-wide, including names, vehicles, wanted persons, and property.

2.1.1 Imaging

The Flex Imaging module allows agencies to create a library of full-color digital images that are fully searchable from anywhere in the system. Mug shots, accident photos, and other images can be stored in multiple locations throughout the system and viewed by other users. The program is an all-in-one application for importing, organizing, editing, and sharing photos. Because it connects seamlessly with other modules in the Flex software, agencies are able to do more with their information.



Users can attach images, video, documents, and audio files directly to a file.

Unlimited Capture Workstations

Flex customers can choose to make every user workstation an image capture station at no extra cost. No extra licenses are needed to operate our Imaging module, and users benefit from the convenience of unlimited capture workstations, while agencies take advantage of the long-term savings.

Quick View of Images
Images appear as thumbnails on all Flex records. Click the thumbnail to view the image, or any archived image. Users can see differences between new and old images, allowing personnel to determine if a subject has changed his or her appearance.

File Description
Users can quickly access information about each file attached to a particular record. Flex's File Capture feature allows users to enter the complete name of each file and create an accompanying description. Icons displayed on the record enable users to see what types of files are attached without opening them.

File Capture Technology
Flex's File Capture feature allows users to quickly organize images and other files. Users can easily add files to a record by dragging and dropping them onto the correct field. They can do this with single or multiple files. Users can also create an accompanying description for each file to promote easy content identification by other users.

Intuitive Editing Features
The Imaging module gives users access to several tools for enhancing and editing the quality of digital images. For example, if photos taken at an accident scene are less vivid than expected, users can easily adjust brightness, sharpness, and contrast with the click of a button. Users can also rotate and resize images as needed.

2.1.2 Geographic Information Systems (GIS)

GIS technology is at the core of Flex's mapping technology. GIS helps users make proper decisions based on accurate location information. We partner with Esri®, the nation's most trusted mapping provider to leverage the latest technology. Flex GIS interfaces directly with the Esri® ArcGIS server, eliminating an agency's need to load mapping information into the local database.

Obtaining an OEM license for Esri® with the Flex system brings many advantages. The maintenance fee is included in your MSI contract, Motorola Solutions provides support, and keeping your ArcGIS Server up-to-date is part of the standard Motorola Solutions' update process. Additionally, a Network Analyist for ArcGIS Server is included.

Dispatch-Friendly Features
Flex's GIS solution maximizes dispatchers' use of the system. It automatically routes every call to the correct dispatcher, and reduces the likelihood of responding to the same incident twice. Additionally, our solution gives dispatchers the tools to make sure the closest unit responds to a given call. Flex provides these solutions with:

- Zone assignments
- Alerts for duplicate calls
- Directions to call locations
- CAD Mapping and Mobile AVL

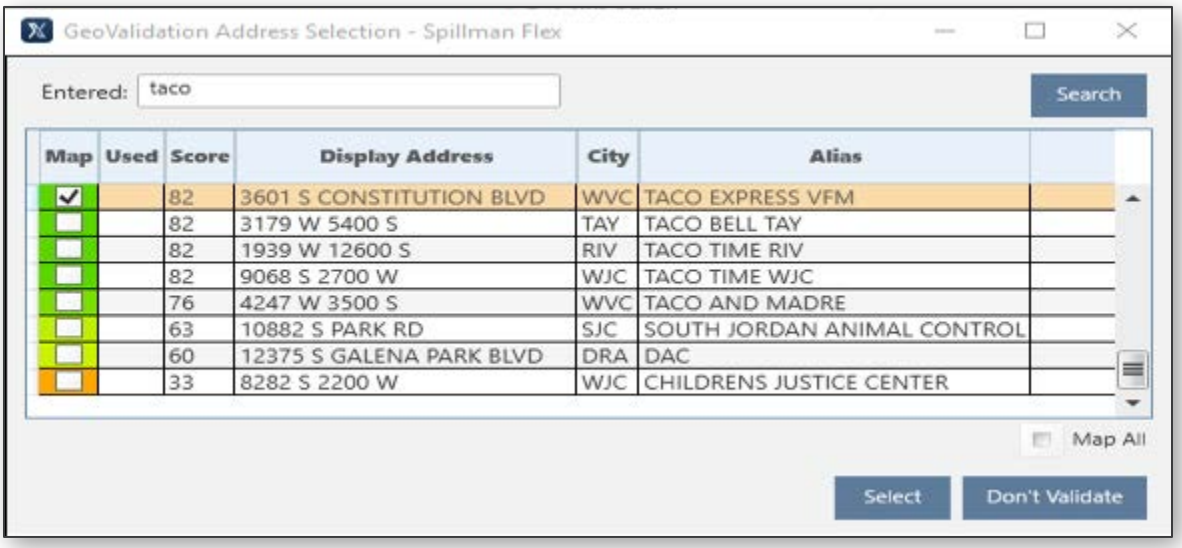
Common Place Names

Agencies can customize the Flex GIS solution to reflect specific jurisdictions. Agency-defined common place names save users time by allowing them to input place names instead of street addresses. For example, users can enter "State Capitol" instead of the capitol's street address. The system also accommodates landmarks, mile markers, highway exits, street intersections, and overpasses based on how the agency builds the database.

Accurate Address Verification

Flex's GIS solution optimizes agency responses, eliminates confusion, improves accuracy, and gives users the ability to quickly identify correct addresses when the system cannot find an exact match. The system's address verification does this by displaying:

- Accurate and verified geographic information
- Specific addresses and intersections, including x- and y-coordinates
- Color-coded address candidates
- Flex's Address Selection screen



Address options are scored for relevance and color coded for easy viewing

Reverse Geocoding

Flex GIS simplifies operations by translating geographic coordinates into estimated addresses plotted on a map. By reverse geocoding data, users can quickly select the appropriate location for any situation. When users enter coordinate data, the software displays a list of all matching addresses.

Safe Incident Response

Our GIS solution improves officer safety by notifying users of warrants, alerts, and past criminal incidents associated with an address. Visual alerts allow users to make informed decisions and prepare for any possible scenario. For example, address alerts appear in red, and indicate details about any previous incidents. If an address has multiple alerts, a plus sign (+) appears at the end of the alert.

2.1.3 Active Directory Integration

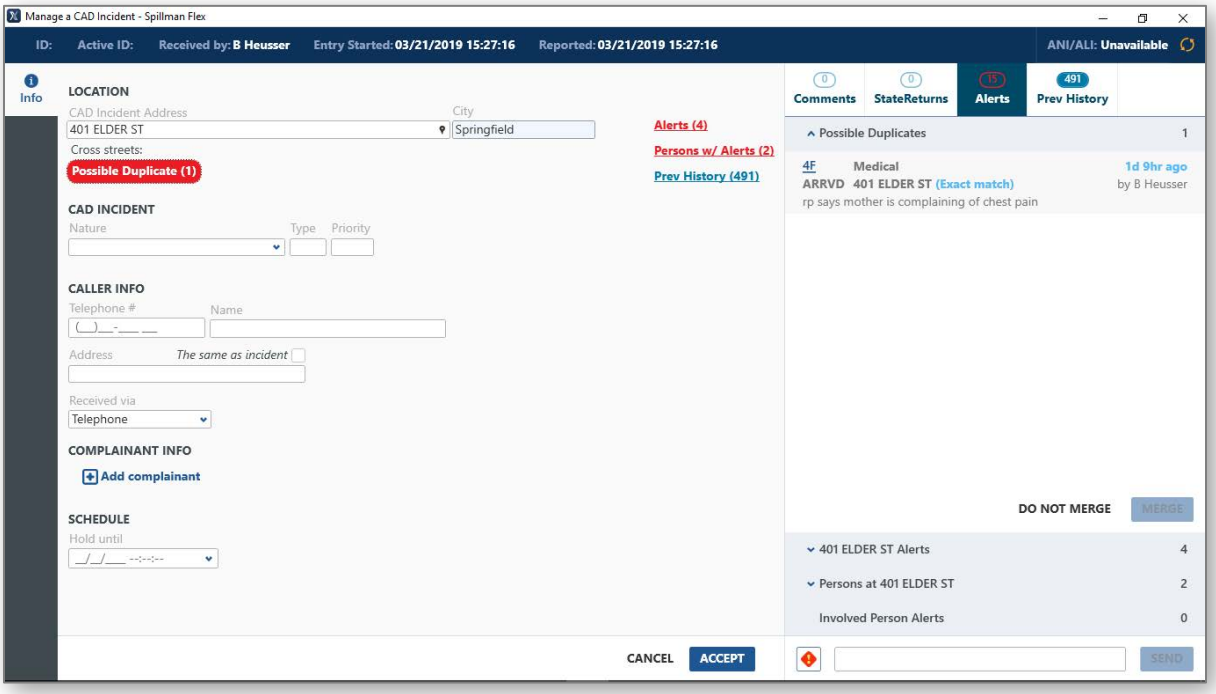
Flex system security is integrated with Windows Active Directory.

2.2 COMPUTER-AIDED DISPATCH

Includes Tulare County Fire Department

Flex CAD enables dispatch personnel to access mission-critical information, and effectively manage calls for individual and multi-jurisdictional agencies. The system's advanced features help ensure the immediate dispatch of the most appropriate units, including:

- Real-time call updates
- Unit responses
- Automatic alerts for wanted persons and dangerous locations



The CAD Incident Screen gives dispatchers mission-critical information and alerts

All system modules are fully integrated, enabling dispatchers to easily access data from any table, virtually eliminating duplication and redundancy. This integration allows users to generate incident reports with the most current system data, improving dispatch accuracy, maximizing time, and increasing officer safety. For example, users can instantly query name, vehicle, property, and law incident records directly from Flex's Records Management System without leaving the CAD status screen.

Visible Name and Address Alerts

The system's Alerts feature prepares officers for call response and enables them to anticipate hazards. Users can easily share information regarding unsafe historical incidents, and alerts appear in red so dispatchers can quickly identify impending dangers and communicate any safety concerns. The alerts module accomplishes this by:

- Providing information about individuals and locations
- Allowing users to view address or name-related hazards
- Allowing dispatchers to tag a record with one or several alerts

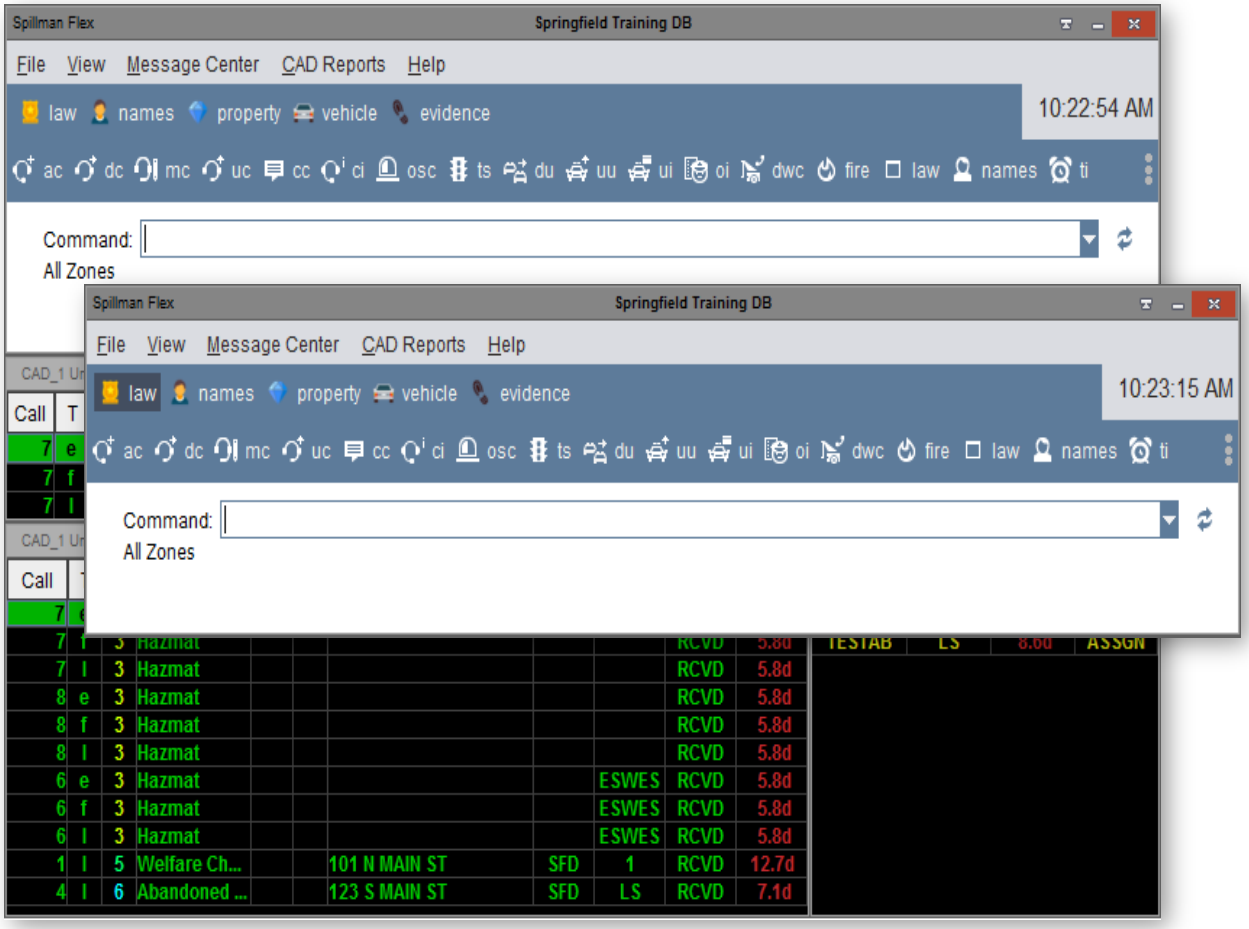
Flexible User Functions

Flex CAD accommodates both new and advanced users. Experienced dispatchers can simplify steps with keyboard shortcuts, or use the command line to operate the system. This flexibility allows users to train at their own pace. New users can easily adapt to the system by performing the following actions:

- Selecting icons
- Dragging and dropping
- Right-clicking

Multiple Sessions

The system's flexible architecture maximizes operational efficiency by enabling users to open multiple CAD sessions at a time. The screen shot below shows how any authorized personnel can open and manage multiple command lines representing multiple sessions.



Users can open multiple CAD sessions simultaneously to streamline operations

Real-Time Status Alerts and Timers

The system's alerts and timers help ensure officer safety by keeping dispatchers aware of all call and unit activity. Additionally, they inform users of any actions needed or time lapses exceeding agency thresholds with audible and visual alerts that provide real-time status updates.

Quick CAD Commands

Flex's CAD command line can maximize dispatcher efficiency. Every action the system supports can be executed using quick CAD commands, saving users valuable time as they dispatch units, add calls, and search data.

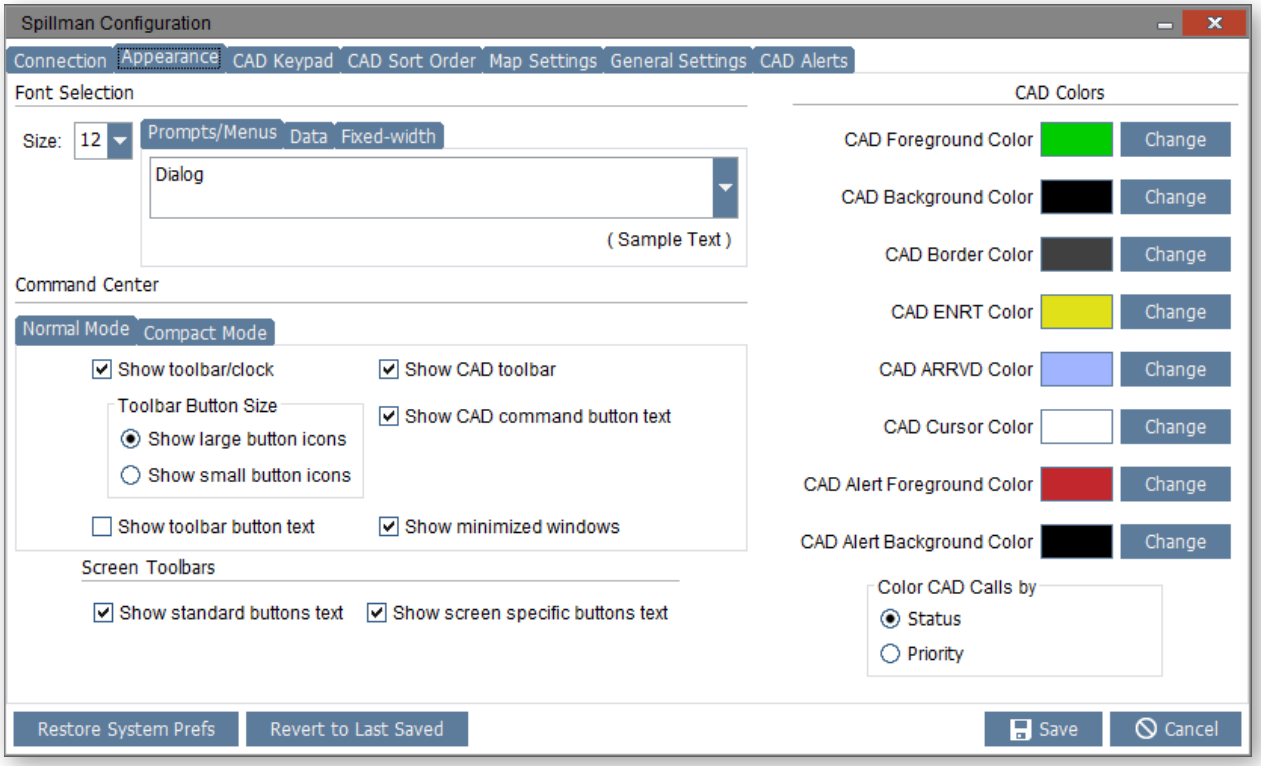
Automatic Radio Log Entries

The system's automatic radio log functionality saves users time while increasing unit safety. The CAD solution automatically tracks radio transmissions, and creates a log entry for every status change. This ensures all communications are recorded with complete accuracy, and allows dispatchers to focus on other time-sensitive tasks. Consequently, units have immediate access to timely information, and administrators can review all unit activities at their own discretion.

Customizable Screen Options

Flex allows dispatchers to customize system settings to their full advantage, allowing them to streamline their task execution through individual customization. For example, agencies can choose to display only calls from specific geographic areas, or lock the settings system-wide for uniformity. Some of the features that users can customize include:

- Display windows
- Column settings
- Toolbar buttons
- Right-click commands
- Color display options



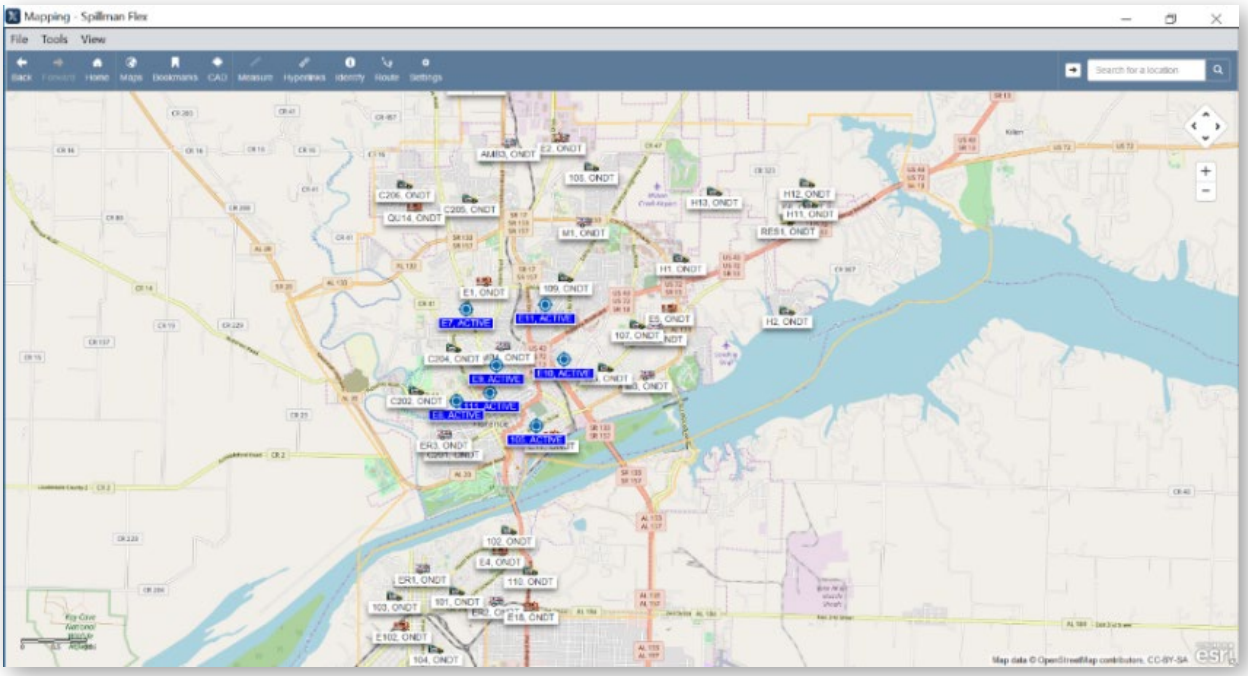
Individual users can customize their unique viewing preferences

2.2.1 CAD Mapping

Includes Tulare County Fire Department

The Flex CAD Mapping module provides users with powerful access to location and call information. Dispatchers can quickly view jurisdictional data, including street names, major buildings, landmarks, police districts, and fire/EMS zones. The system automatically plots call locations, and allows dispatchers to view detailed data. This instant access to refined data gives dispatchers the ability to rapidly dispatch the most appropriate units to each call, saving valuable time and enhancing responder safety in critical situations.

Dispatchers can also click on the map to view information about a specific location. Flex CAD Mapping uses the Esri® ArcGIS server to communicate directly with the GIS. This eliminates the need to load map data into a separate database, streamlining accurate address verification. Our mapping solutions are compliant with Phase I and Phase II wireless requirements, displaying longitude and latitude points at the approximate location of the call.

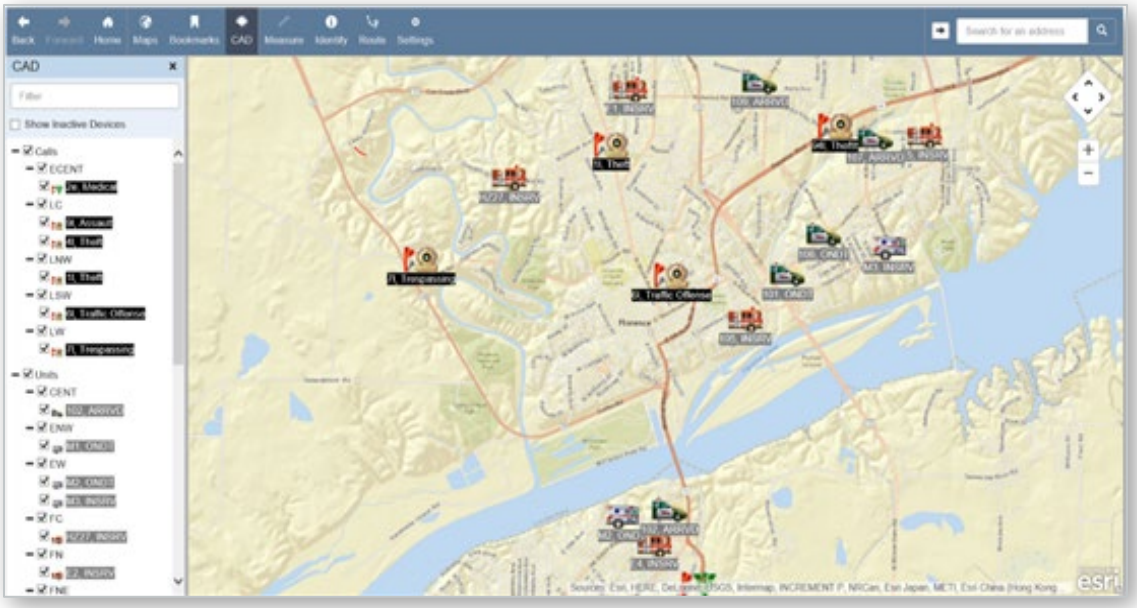


The CAD Mapping module gives users access to location and call information

Flexible Dispatching

The flexibility of our system accommodates a variety of user preferences. Users can quickly and easily dispatch units using the mouse, or retain full use of the keyboard by:

- Dragging and dropping a unit symbol to a call, or vice versa
- Entering any function directly into the CAD command line



Flex's GIS integration allows for accurate real-time positioning of all units

Customizable Features

Flex facilitates efficient operation in accordance with user preferences by enabling agencies to configure CAD Mapping software to meet both agency and individual user needs. Agencies can do this in a number of ways:

- Customize map icons by selecting from a list and upload agency-defined symbols
- Center new calls on the map
- Add map layers such as street, landmarks, and districts
- Change map element colors to reflect roads, city boundaries, and more

Mapping Toolbar

Flex's CAD Mapping toolbar streamlines the dispatching process with intuitive navigation tools. The system provides reminders of each button's function by displaying tool tips that enhance usability. Users also have the option to control the map directly from the CAD command line. Additionally, users can quickly navigate the maps with the following functionality:

- Zoom in
- Zoom out
- Pan
- View the entire map
- Change layer properties as needed

Call and Unit Information

Our CAD Mapping solution gives users direct access to call and unit information, ensuring improved response times and appropriate officer actions. Timely access to data increases officer safety, improves response results, and helps defuse potentially dangerous situations. Users achieve this timely access by right-clicking on a unit or call symbol and selecting the specific information they want to view. For example, users can choose to view information regarding:

- Call number or nature
- Address
- Complainant
- Assigned officer

System Integration

CAD Mapping fully integrates with the CAD and AVL modules, and our GIS system. With Flex's GIS, CAD calls automatically appear on the agency's jurisdictional map. Flex's AVL Mapping module, when used in conjunction with Global Positioning System (GPS), displays real-time location information for all units on the CAD map.

2.2.2 CAD2CAD Interface

Includes Visalia, Tulare, Porterville and Tulare County Fire Department

Efficiently exchange call data with other Flex dispatch centers through a REST web service. You can use the CAD2CAD Interface to transfer calls that need to be dispatched by a different agency and communicate live call information when an incident requires a multi-jurisdictional response. Send and receive information such as the location and nature of a call, people involved, and associated vehicles. Data mapping ensures that information is transferred into the appropriate CAD fields.

2.2.3 E9-1-1 Interface

Includes Tulare County Fire Department

The Flex E9-1-1 interface improves the effectiveness and dependability of wireless 9-1-1 services by quickly identifying the location of a cellular user, allowing agencies to pinpoint cellular call locations. As the interface receives automatic number and location information (ANI/ALI) from a standard E9-1-1 system, it populates the data to the Flex CAD system. Additionally, the system meets federal regulations for Phase I and Phase II compliance, ensuring agency compliance with regulations.

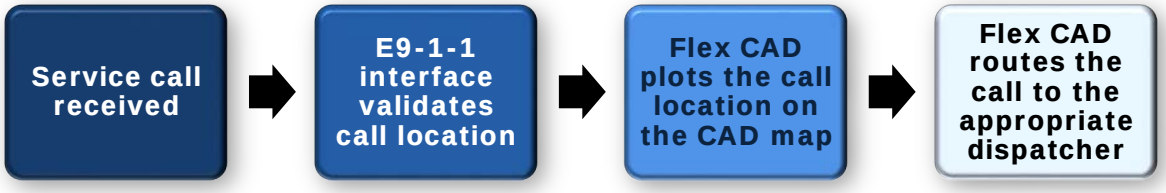
Automatic Field Entry

This feature minimizes data entry requirements, enables the rapid creation of accurate call records, and reduces the potential for data entry errors. The information it automatically adds to the CAD screen includes:

- Contact name
- Address
- City
- Phone number

Accurate Mapping

When used with the Flex CAD and CAD Mapping modules, the E9-1-1 Interface improves data accuracy, promotes faster response, and enables users to make informed dispatching decisions. As a service call is received, the E9-1-1 interface automatically validates the call location with the Flex GIS solution. Once verified, the call location is automatically plotted on the CAD map and routed to the appropriate dispatcher's screen. Dispatchers can view the street name, call location, and nearest cross streets.



Call Data Preservation

Our E9-1-1 interface allows agencies to store valuable call information in the call record. When the agency receives a call from a wireless device, the initial Automatic Location Information (ALI) generally contains Phase I information. This information automatically populates the Address field of the Flex CAD Add Call screen. When an ALI rebid is performed to receive any additional Phase II latitude and longitude data, the updated location information also populates the Add Call screen. Agencies can configure to automatically transfer the original ALI information to the Comments field of the call record. Thus, the agency can perform continual ALI rebids to update location information while retaining a history of all ALI information received, providing continual situational awareness while maintaining location records for administrative purposes.

2.2.4 Rapid Notification

Includes Tulare County Fire Department

The Flex Rip and Run Interface lets a dispatcher who is using Flex's Computer-Aided Dispatch module send information about a CAD call to fire departments' printers so that firefighters can have the printout in hand as they respond to the call. The dispatcher can also send the report to other destinations, such as e-mail addresses, depending on the UNIX commands that the agency includes in its ripnrun.conf configuration file.

2.3 RECORDS MANAGEMENT (RMS)

Flex's Law Records Management System consolidates all law incident records into one database, providing easy-to-generate incident and case management reports. Each record has information associated with name, incident number, property, item, and vehicle involved. Agencies can track complaints, victims, offenders, suspects, witnesses, evidence, vandalism, arson, vehicles, or stolen and recovered property for criminal and non-criminal incidents.

Accurate Reports

Users can easily clarify department initiatives and document progress by developing preformatted reports or configuring ad hoc reports for:

- Crime analysis
- Presentation
- Archiving

Agencies can also compile detailed summaries and activity information for submitting UCR reports as necessary.

Detailed Case Management

Agencies have the ability to track cases from beginning to end by following detailed status information. Flex's case management feature uses Involvements® to link information on all persons, property, and vehicles associated with a case.

Dispatch Integration

Flex's integrated solutions ensure rapid and consistent data entry. The RMS module is linked directly with Flex CAD, which allows the software to automatically transfer appropriate information from calls to related incidents.

Advanced Security and Intelligence

Administrators can protect data integrity with flexible security features that allow users to secure privileged information. The Flex system allows agencies to store an unlimited amount of data regarding the following characteristics of individuals or groups:

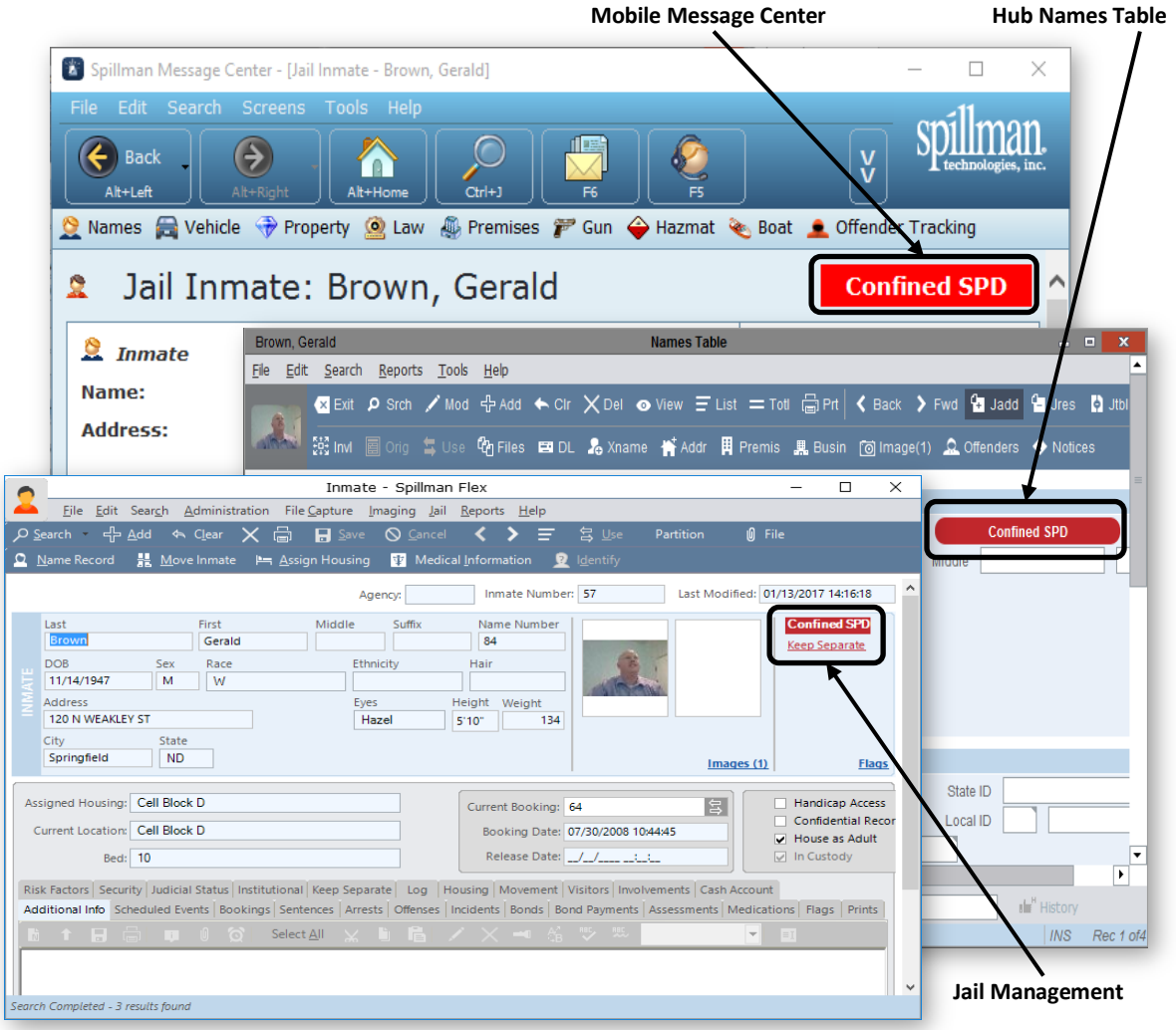
- Hangouts
- Associates
- Vehicles
- Employment
- Activities

Organized Dissemination

The system provides information accountability by tracking all information disseminated through the RMS module. Users can record the full text of the disseminated information, and create a link to the name record of the party receiving the information.

Automatic Visual Alerts

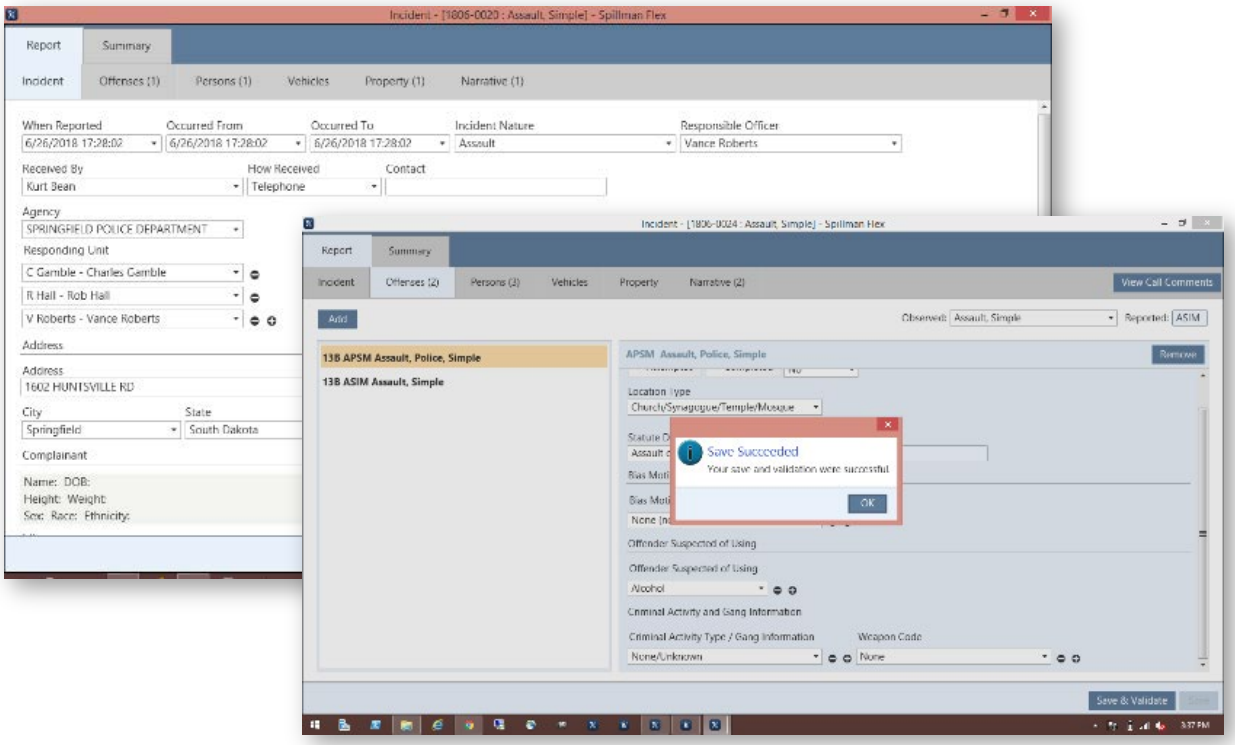
Agencies improve investigator and officer safety with alerts that indicate dangerous, wanted, or missing persons. Once an alert is attached to a record, Flex's integration populates the alert wherever the record exists.



Users see clearly visible alerts system-wide, no matter where the information is accessed

2.3.1 Evidence Management

Flex's Evidence Management module simplifies evidence tracking, allowing each agency to maintain a complete and accurate chain of custody for every piece of evidence. The Evidence Management module records changes in the location, status, and custodian of evidence, providing a detailed history from reception to release, or disposal of the item.



Compile detailed data that meets state and federal standards

Complete Evidence History

Users can automatically track modifications to evidence records from processing, through lab analysis and court appearances, to the release or disposal of the item.

Evidence Reporting

The system enables users to maintain optimal awareness and accountability of evidence and its status. Users can generate reports that show evidence custody, create barcodes for any code table, and show the location of evidence. Some of the reporting tools include:

- The Case Closed Evidence List Report
- The Generate Barcode List Report
- Evidence Location Summary Report

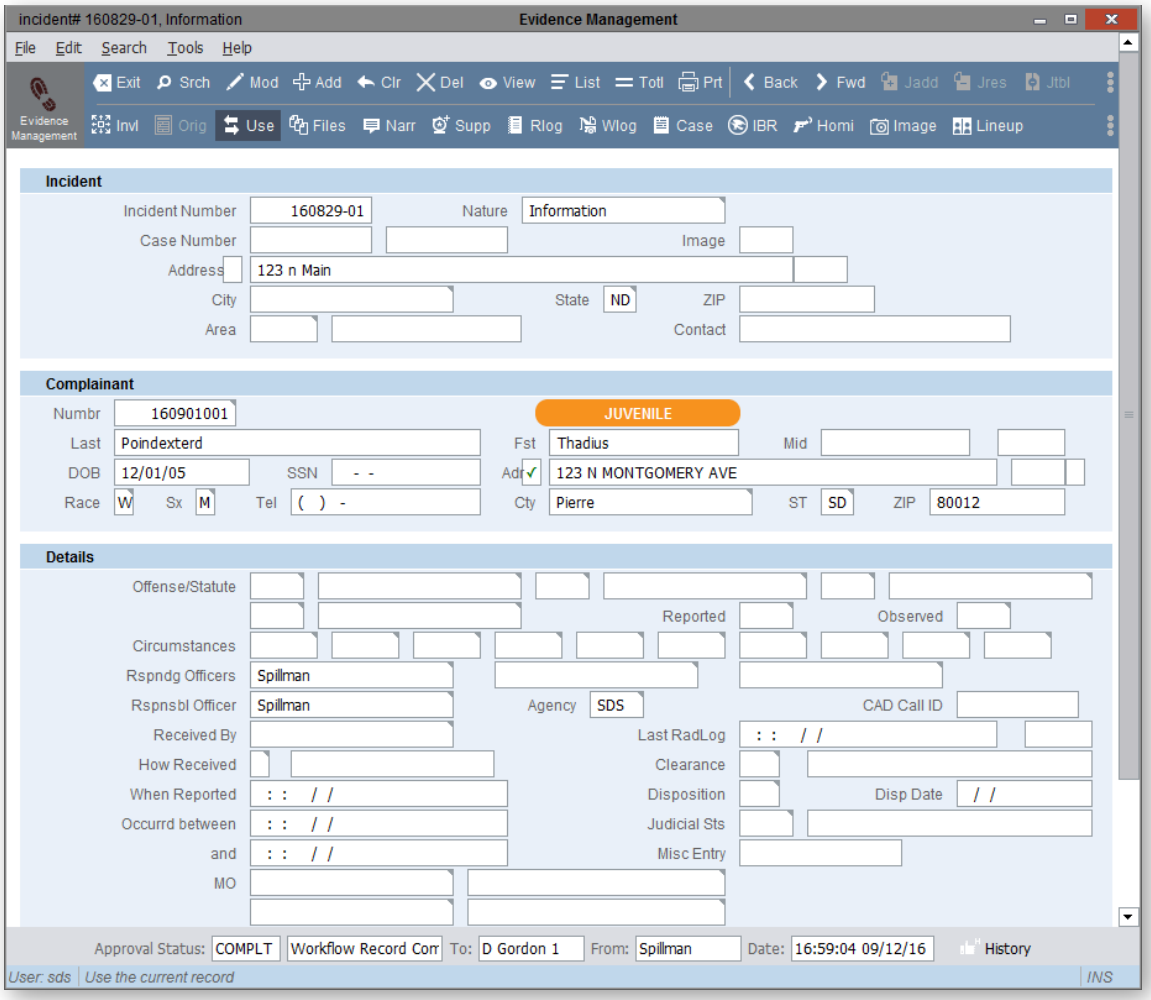
Detailed Evidence Data

The Flex solution facilitates efficient entry, adding, modifying, and searching for records within the screen. Using the Evidence Management screen, users can manage:

- Property item
- Storage location
- Identification number
- Activities associated with the item
- Comments

Interface Features

Flex's optional Evidence Barcode & Audit Interface module enables users to manage the evidence room in minutes, saving hours of personnel time. The interface's barcoding functionality allows for simplified data entry, precise labeling, and hand-held auditing of storage locations. Participating agencies can easily inventory and audit evidence using a handheld barcode reader to check data against the Evidence Management table for discrepancies in item location.



Flex's evidence management module provides detailed evidence data

2.3.2 Evidence Barcode and Audit Interface

The Evidence Barcode and Audit Interface module provides agencies with barcoding capabilities for evidence management. It also includes a portable handheld barcode reader to inventory and audit evidence rooms, for tracking location and movement.

Automatic Data Transfer

Flex's Automatic Data Transfer saves time and ensures accuracy for agencies as information is tracked throughout the evidence life cycle. Users have the ability to attach barcode labels to evidence items, and use a scanner to automatically transfer the data into an evidence record. Additionally, the status of multiple evidence items can be changed simultaneously by using the "Scan" option of the interface.

Barcode Printing

Our solution facilitates efficient entry, adding, modifying, and searching for records within the screen. Using the Evidence Management screen, users can manage:

- Property item
- Storage location
- Identification number
- Activities associated with the item
- Comments

Inventory and Evidence Tracking

Users can easily collect and store scanned inventory details with a handheld barcode reader, including the item number, storage location, and custodian's name. Information on moved evidence items can be tracked as well, including item number, storage location, custodian's name, transaction code, time and date of transaction, quantity moved, and reason for move.

Detailed Reporting

The Import Inventory Barcode Report and the Import Move Inventory Report ensure data integrity. Users can check for discrepancies between the data downloaded from the portable barcode reader and the information contained in the Evidence Management table.

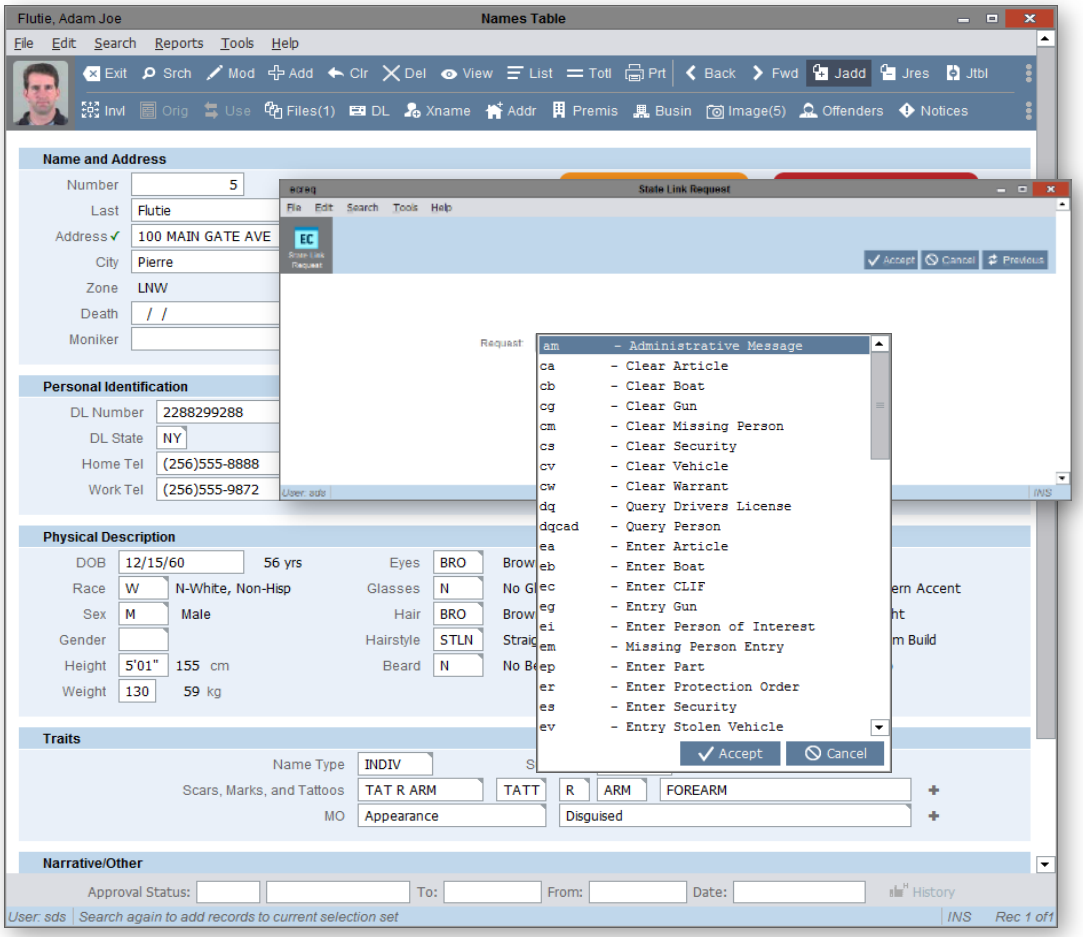
2.3.3 California CLETS Direct StateLink Interface

The Flex CLETS StateLink interface enables agencies to integrate with state, national, and other external databases for better coordination. Agencies can find data to send queries regarding warrants, stolen vehicles, missing persons, driver's licenses, or criminal history. Local and state queries can be sent simultaneously, and users can also send query and information transactions from:

- Flex CAD module
- CLETS Request screen
- Various Flex RMS screens such as Names, Vehicles, and Property

Recall Transactions

The recall transaction feature ensures accurate transmission of information. It displays a list of the agency's 20 most recent CLETS transactions. If an agency has previously sent incorrect information, the state connection was not completed, or the agency obtains new transaction information, users can quickly access the transaction, update it, and resend it, ensuring agency compliance with state standards.



Users can access the 20 most recent transactions directly from the StateLink module

Multiple Response Destinations

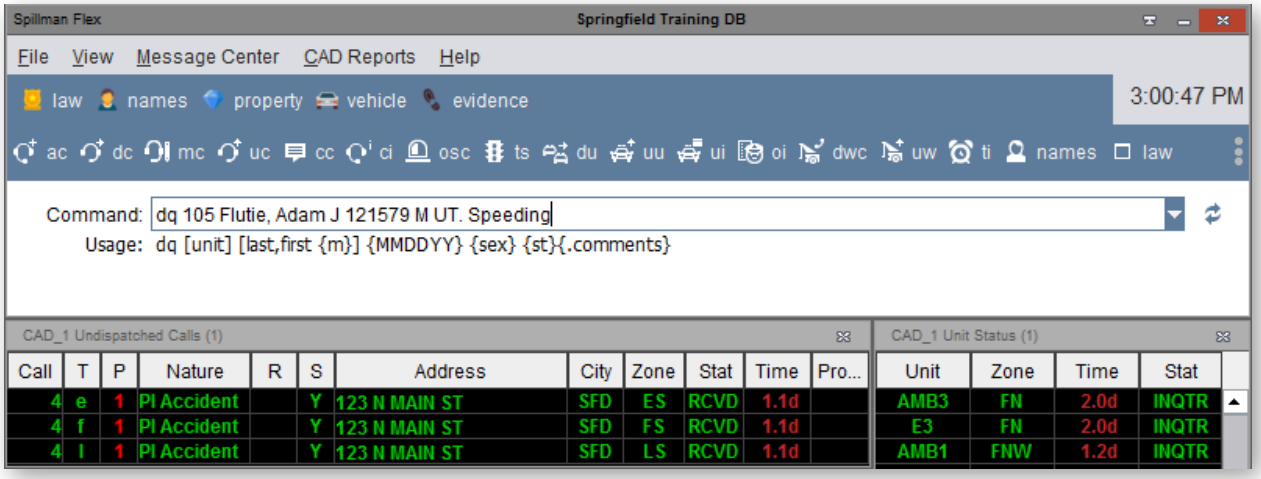
Each time a transaction is sent, users receive a response with the queried information, or a response that no matching records where found. Users can send query and transaction to:

- Printers
- Email addresses
- Groups of users
- CLETS request screen

Accessing Transactions

Users can access transaction forms from multiple screens, streamlining the search process. They can access transaction forms from:

- Flex CAD command line
- A record in any Flex module
- CLETS Request screen within the CAD module
- A list of 20 most recent transactions



Users can access transaction forms from the Flex CAD command line

CAD Integration

The system automatically creates a CAD radio log each time a dispatcher sends a transaction to a state, national, or other external database, ensuring the documentation of transaction attempts for future reference. The radio log entry includes:

- Unit
- Responsible agency
- Time
- Date
- Transaction information

Mobile Integration

With the use of a CLETS connection, officers in the field can query local, state, and national databases simultaneously for instant information on names, vehicles, property, guns, wanted persons, and available images, enhancing preparation and safety in the field.

2.3.4 Uniform Crime Reporting (UCR) and California NIBRS (IBR)

The Flex system enables the agency to easily compile detailed crime summary and activity information such as offenses, arrests, and law incidents for submitting UCR and IBR reports that meet state and federal standards. The software automatically retrieves information from the system upon data entry, eliminating manual efforts to create these reports. This retrieval enables the system to produce audit reports that verify the accuracy of reported data. Additionally, Flex holds state reporting certification and offers an integrated National Crime Information Center (NCIC) interface that aids in required report submissions.

2.3.5 Comparative Statistics (CompStat)

The CompStat Dashboard module provides tools for statistically identifying crime trends and determining the best utilization of agency resources. This allows agencies to maximize the software and manage resources by identifying patterns in specific areas or demographics, using information captured in the Flex database. Agencies can use the dashboard to identify trends, make informed decisions, and monitor the health of their organizations. Comparing statistics over user-defined periods of time and user-defined geographic areas allows agencies to evaluate the success of crime fighting strategies, and make appropriate adjustments to improve public safety.

Main Dashboard

The CompStat Dashboard allows agencies to customize the time period and location for specific statistics, which allows users to compare information from week-to-week, month-to-month, or throughout the year. This allows users to view a wide variety of agency statistics. The Quick Glance column (on the left of the screen) displays exactly how many crimes, quality-of-life offenses, accidents, and traffic citations have occurred in a specific jurisdiction over a user-defined period of time.

Crime Dashboard

The Crime Dashboard allows users to see which locations have the highest crime rates. For greater efficiency, the module automatically categorizes crime types as Part I and Part II crimes based on federal reporting policies; these crime types can be modified to fit specific agency needs. Users can see the following crime trends:

- Increases over time
- Decreases over time
- Time and location of incidents
- Personnel dispatched

Quality-of-Life Dashboard

The Quality-of-Life Dashboard is designed to reveal whether quality-of-life factors in a specific location have increased or decreased over a designated period of time. It enables users to analyze the frequency and location of criminal activity in the community, such as gang problems, graffiti, and animal attacks, and automatically produces a detailed graphic based on user-established parameters.

Traffic and Accidents Dashboard
The Traffic and Accidents Dashboard is useful when agencies want to see how many injuries or fatalities have occurred in an area, and the resulting monetary damage. It enables users to see how the frequency of accidents and citations has changed over an established time period.

2.3.6 Command Staff Productivity Dashboard

Flex's Command Staff Productivity Dashboard combines with an agency's CompStat Management Dashboard to provide administrators with easy visibility into each officer's or group's workload, performance, and statistics, helping to create a culture of accountability in the department. Administrators can pull statistics regarding incidents such as accidents, arrests, citations, and warnings. Ready access to this data allows executives and managers to focus on outcomes and accomplishments in the department, rather than processes or statistics only.

Increased Transparency
Using the Command Staff Productivity Dashboard, agency administrators can create easy-to-read reports with charts showing various statistics associated with any particular officer or group of officers in the agency. For example, administrators can create a graph showing demographic information for each individual an officer has arrested during the last two years. These detailed reports can also be shared with the community, improving transparency and building overall trust between the agency and their community.

Comprehensive Reports
In addition to the crime, accident, and traffic citation information administrators see when creating reports using the CompStat Management Dashboard, the Command Staff Productivity Dashboard can pull any data entered into an agency's Flex system that is attached to an officer's name. This allows for more robust and informative reports. The software also includes a mapping feature that allows supervisors to visually present where the work is needed and being performed.

- Users can choose the time frame the report will show, making it easy to compare statistics from one period to another.
- Administrators can quickly see statistics on agency personnel's performance, including accidents, arrests, citations, incidents, and warnings.
- Administrators can quickly compare the statistics from a particular group using easy-to-read pie charts.

Shareable Reports
Workstations created in the Command Staff Productivity Dashboard can be set as "read-only," allowing administrators to share reports with other personnel without giving them the ability to modify any settings or data. This increases the ability to share, while still protecting the integrity of the report.

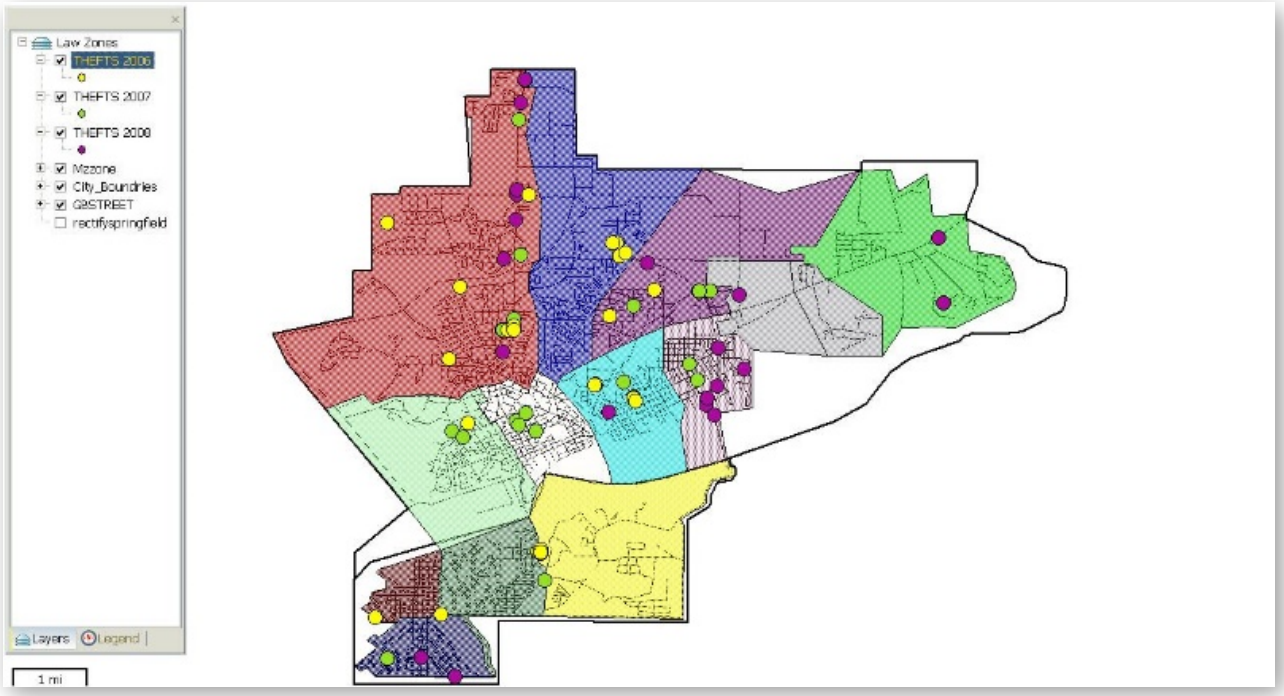
2.3.7 Pin Mapping

The system's Pin Mapping module provides investigators with accurate and timely data they can use to analyze incidents and crime trends. Thorough crime investigations are supported with powerful searching capabilities that allow users to access critical information for effective decision-making, rapid deployment tactics, and prompt assessments.

Powerful Mapping Options

Flex's comprehensive toolbar enables users to identify trends and ensure address consistency through a comprehensive database of street and address information. Users can:

- View different map layers
- Change the color, size, and type of points
- Restrict or show all incidents on the map



Flex's Pin Mapping module allows users to view crime trends for a specific geographic area

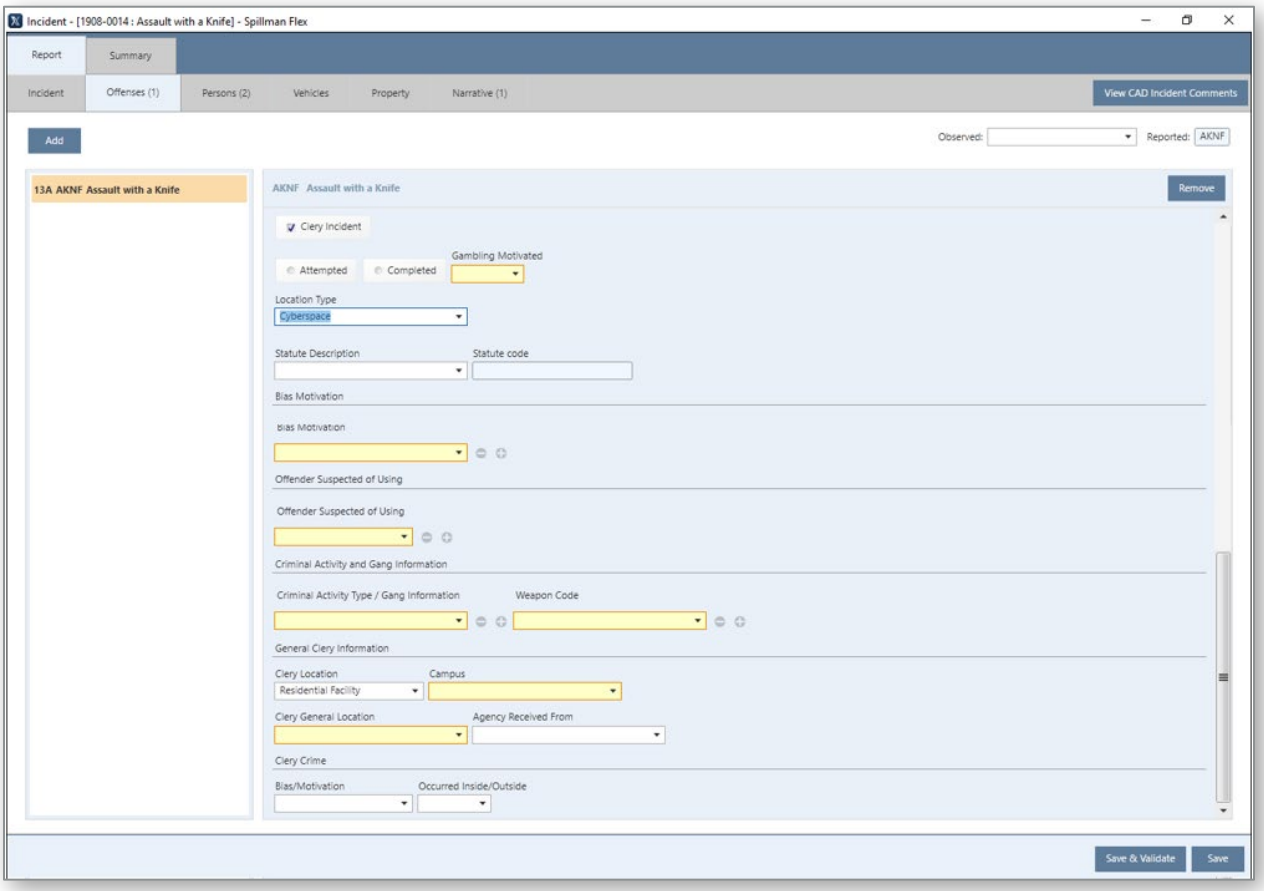
Efficient Analysis

The Pin Mapping module enhances investigative needs by allowing agencies to access any piece of data, record, or a combination of fields from any point on the map.

2.3.8 Clery Reporting

College of the Sequoias Only

The Flex Clery Reporting module allows agencies to compile crime data in Flex for submission to the Department of Education. With this module, agencies can quickly identify and track Clery-reportable offenses without moving over to another system. During setup, administrators can indicate which locations and offenses need to be flagged as Clery incidents. This ensures that all pertinent information will be at your users' fingertips and decreases the chance of important information being lost along the way.



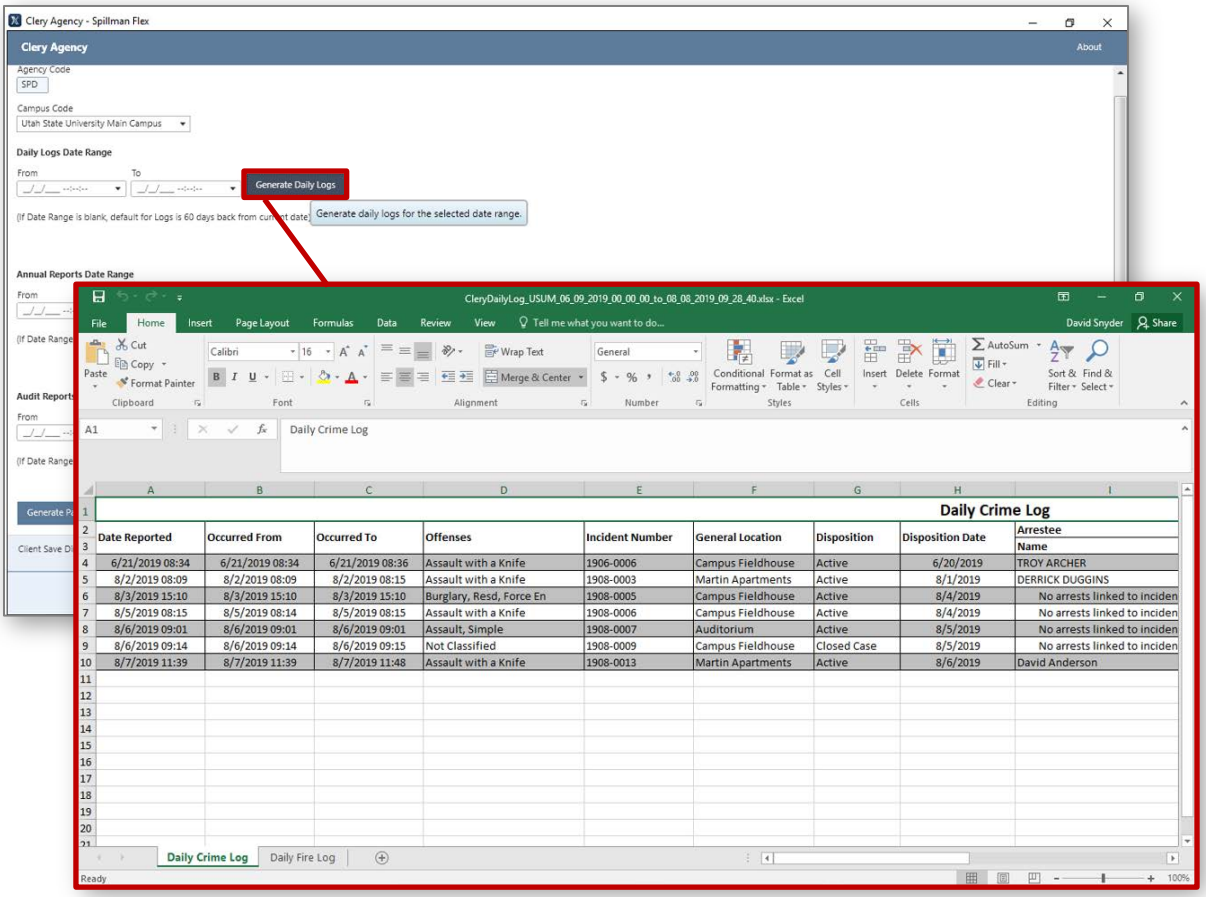
Agencies can easily compile crime data for submission to the DOE

Robust Auditing Tools

The Clery Reporting module includes audit tools to help supervisors easily identify Clery-reportable incidents and made modifications or corrections. The system will mark or highlight missing fields or incidents that need to be included in the report. This helps decrease the chance of an agency submitting an incomplete report and subsequent fines.

Daily Logs

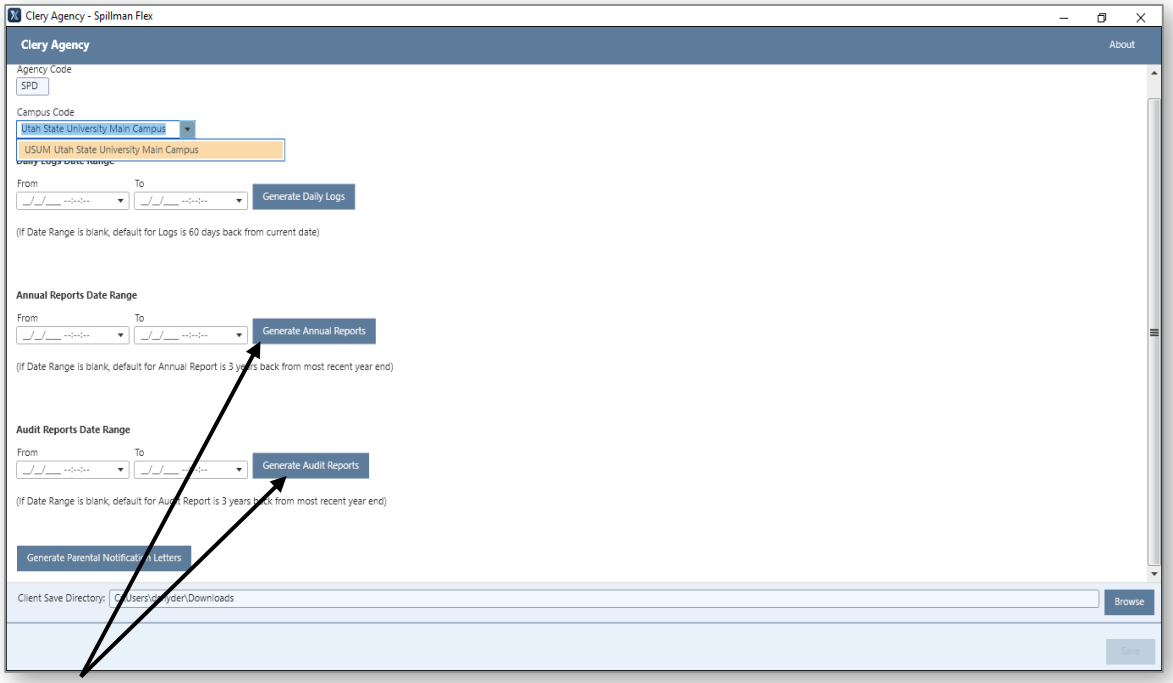
Agency personnel need to produce a daily crime and fire log that includes Clery-reportable incidents. The module generates the Clery data personnel need to complete their daily log in a format that makes sense for them. The system allows users to export the information so that it can be printed or published on a website.



Agencies can generate detailed Clery logs with the click of a button

Quick Reports

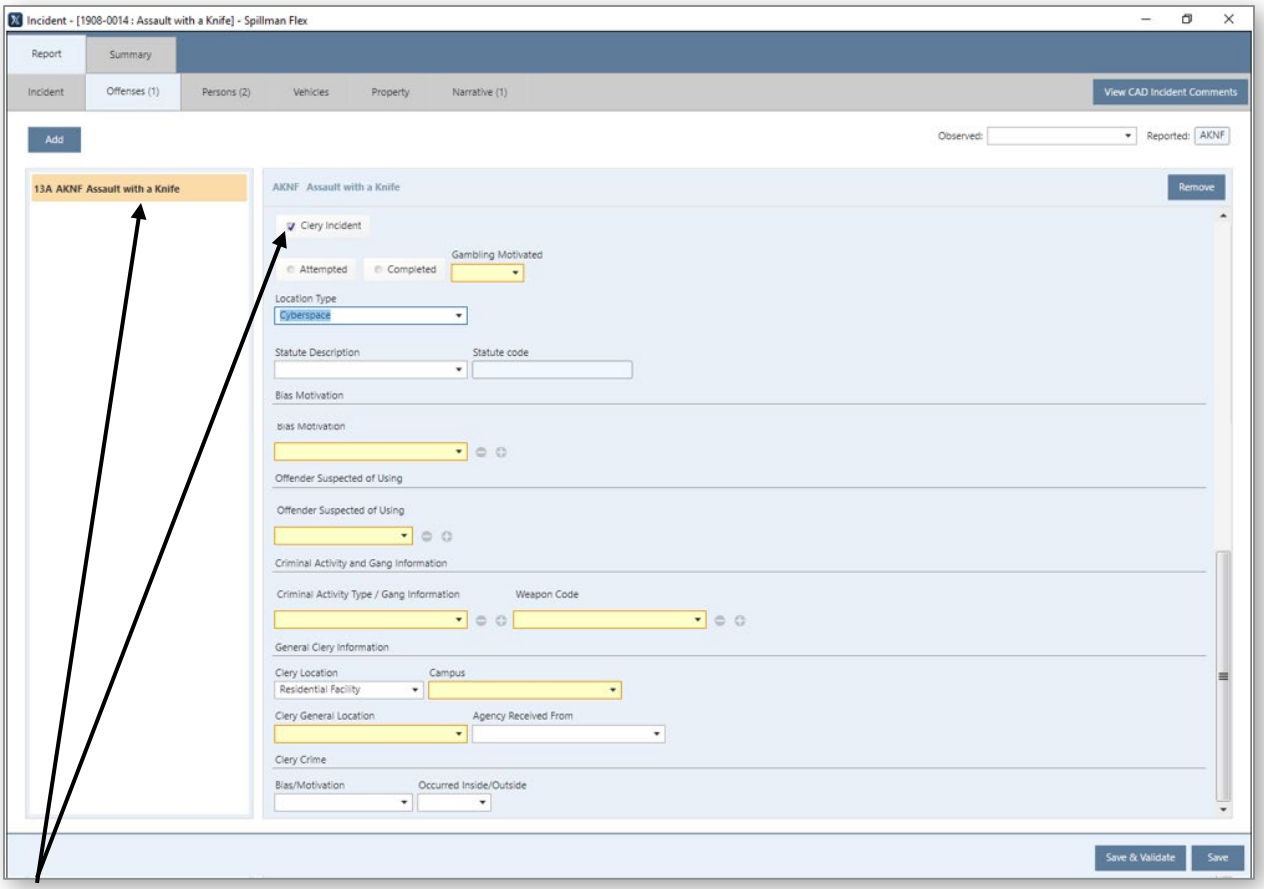
The Clery Reporting module streamlines the process of creating an annual safety report for personnel. The system generates all the data that is required by the Clery Act and allows users to export it in the format that works best for their process.



Agencies can generate annual and audit reports with the click of a button

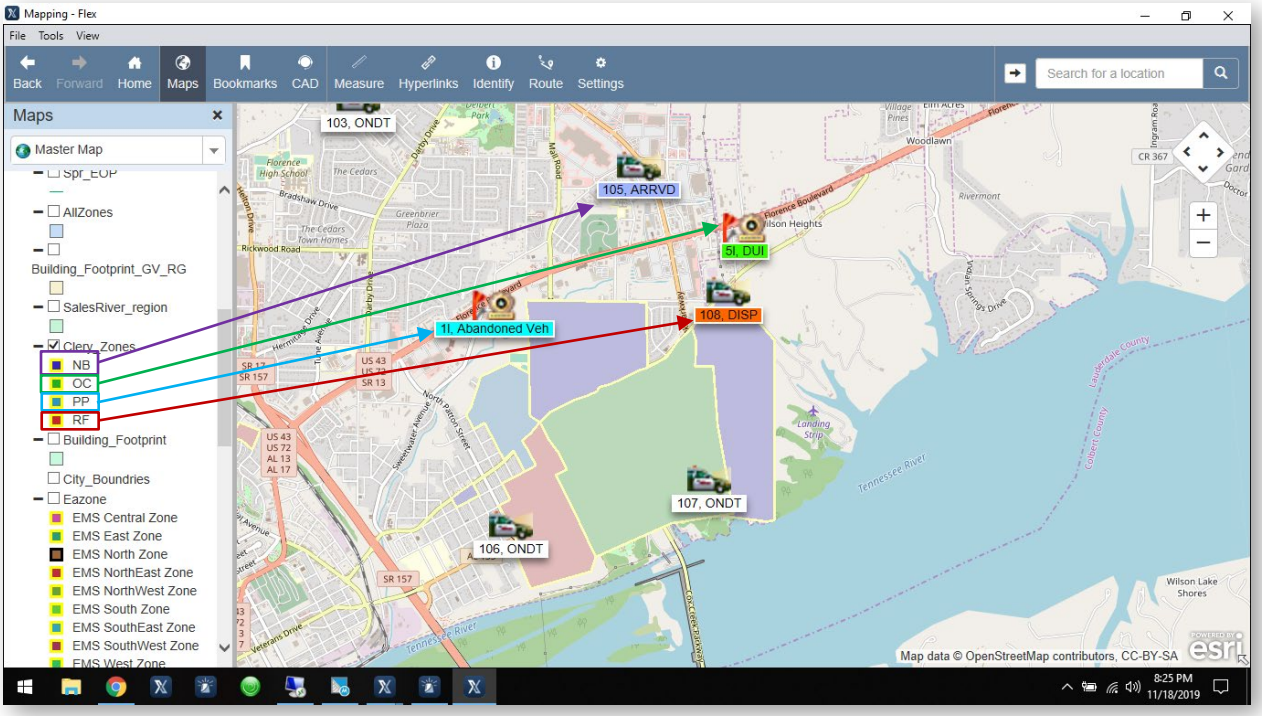
Mapping Integration

The Clery Reporting module's seamless integration with Esri mapping makes it easy to automatically identify Clery locations. Users can identify Clery locations in the incident screen, giving them instant access to information necessary for accurate Clery reporting.



Mapping integration enables Flex to easily identify a location as a Clery location and incident

This streamlines the process for users, and provides a recorded instance of a Clery incident. Flex's mapping integration also gives users a visual representation of Clery incidents within a given region, depicted in the screenshot below. This integration allows users to view the location and type of incident in a color-coded format that depicts specific Clery-related information.



The Clery Module's mapping integration shows Clery-related incidents in a given zone – in this case, incidents are depicted and color coded by Residential Facility (RF), Public Property (PP), Non-campus Buildings (NB), and Off-Campus (OC).

2.3.9 Community Dashboard

The Community Dashboard provides real-time, agency-definable information that can empower citizens with the knowledge needed to help keep their communities safe. Shared information can include:

- Incident types
- Time of day
- Location of incident

Community Access to Information

The Community Dashboard consolidates crime rates and statistics based on more than 250 reports, providing citizens with comprehensive information. The public can view incidents and offenses, examine specific types of incidents, and see crime trends over an agency-determined period of time. They can also see how frequently crime occurs within specific zones like schools, neighborhoods, business districts, or other locations. Additionally, a customizable period comparison chart provides users with a visual representation of crime for specific time periods and locations, while a chart displays a breakout of each crime category. The public can also view the number of incidents by day or hour on a line graph.

Incident Mapping

Viewers can see incidents or offenses on Google Maps. This allows users to determine their proximity to events and examine hotspots in local communities. Users can also show partial map addresses or no addresses to protect the privacy of residents where the incidents occurred.

Customizable Dashboard Features

The dashboard provides complete agency control in determining what information the public views. Agencies can also:

- Decide which incident categories to show
- Display incidents or offenses
- Define comparison dates and locations
- Add agency name and badge to the dashboard header

2.4 SOFTWARE MODULES

Tulare County Sheriff's Office Only

2.4.1 Jail Management

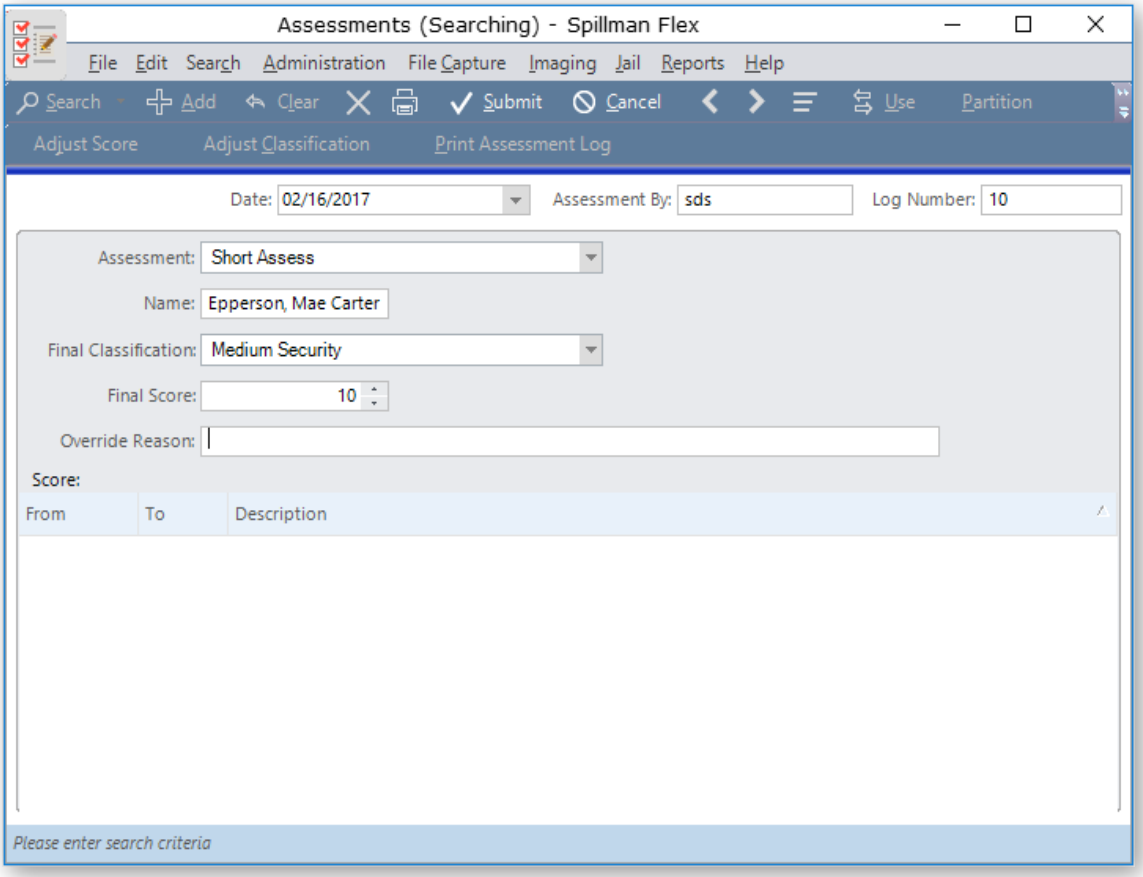
Flex's Corrections Management solutions provide powerful tools to gather a broad range of vital inmate data. Customizable inmate assessments and the ability to flag records enhance safety for all users. The intuitive system includes simplified booking processes and jail log information, enabling users to include multiple offences and inmates on a single entry. Additionally, the system captures and integrates corrections data system-wide, creating seamless data flow, and allowing users to process inmates from start to finish more efficiently.

Booking Process

JMS streamlines inmate booking with simple, step-by-step processes and seamless integration with the Records Management solution. As users enter inmate information into the system, menu-driven options facilitate the collection of important details regarding property taken, property issued, inmate medical conditions, and risk assessments. The checklist screen also allows users to see what has been completed in the booking process.

Assessments

Flex's Assessment feature enables users to place inmates in accordance with their risk factors, enhancing safety for inmates and jail staff alike. Users can create custom inmate assessment questionnaires that determine security restrictions and appropriate medical care. This Assessment feature is decision-tree based, meaning that each question is dynamically determined by the inmate's previous answer. After an assessment is complete, an inmate record is automatically tagged with name alerts, flags, medical conditions, security classifications, and risk factors, as appropriate.



Users can conduct risk assessments to determine housing assignments and risk factors

Inmate Flags

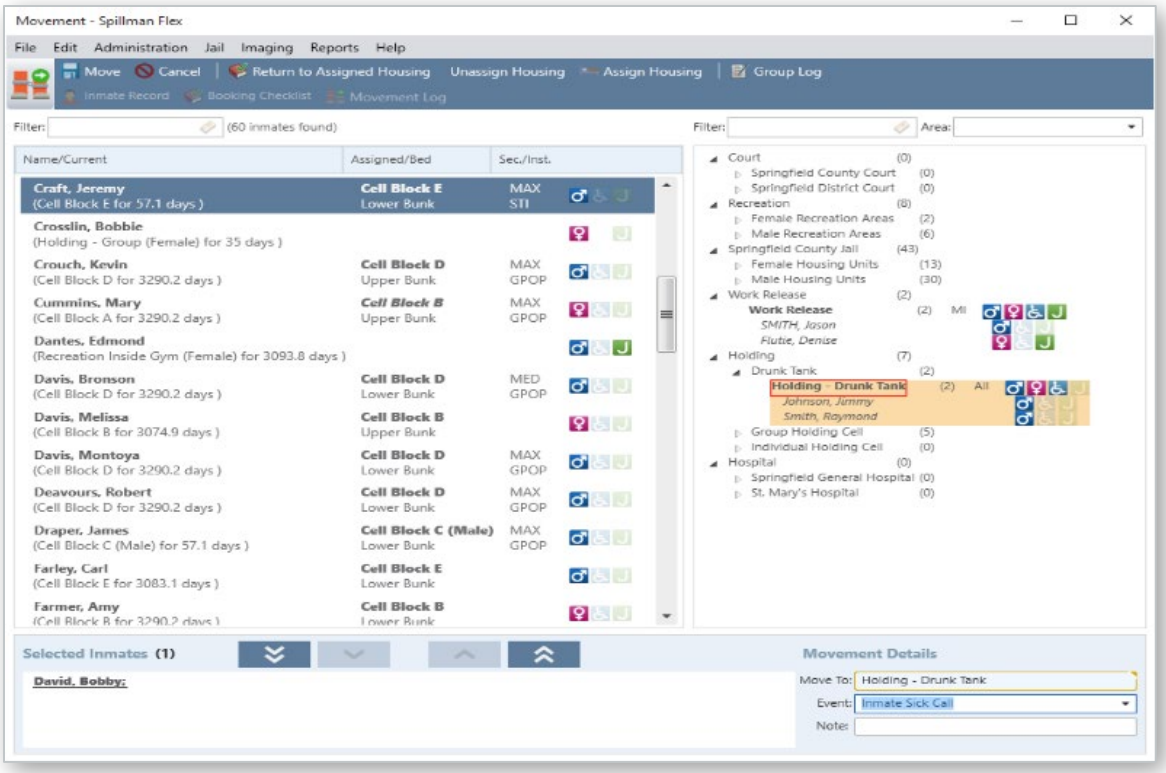
Users can relay vital inmate information to jail personnel using the Inmate Flags feature. If, for example, an inmate record is marked with a flag denoting that he or she is prone to violent behavior, users can click the flag to display the code, description, and detailed instructions regarding that inmate. Users can also assign optional expiration dates to these flags.

Keep Separate

Users can keep specific inmates isolated from each other using the Keep Separate feature. The software provides notification when a Keep Separate violation has occurred. This feature also allows agencies to include an expiration date and narrative for each Keep Separate record.

Inmate Movement

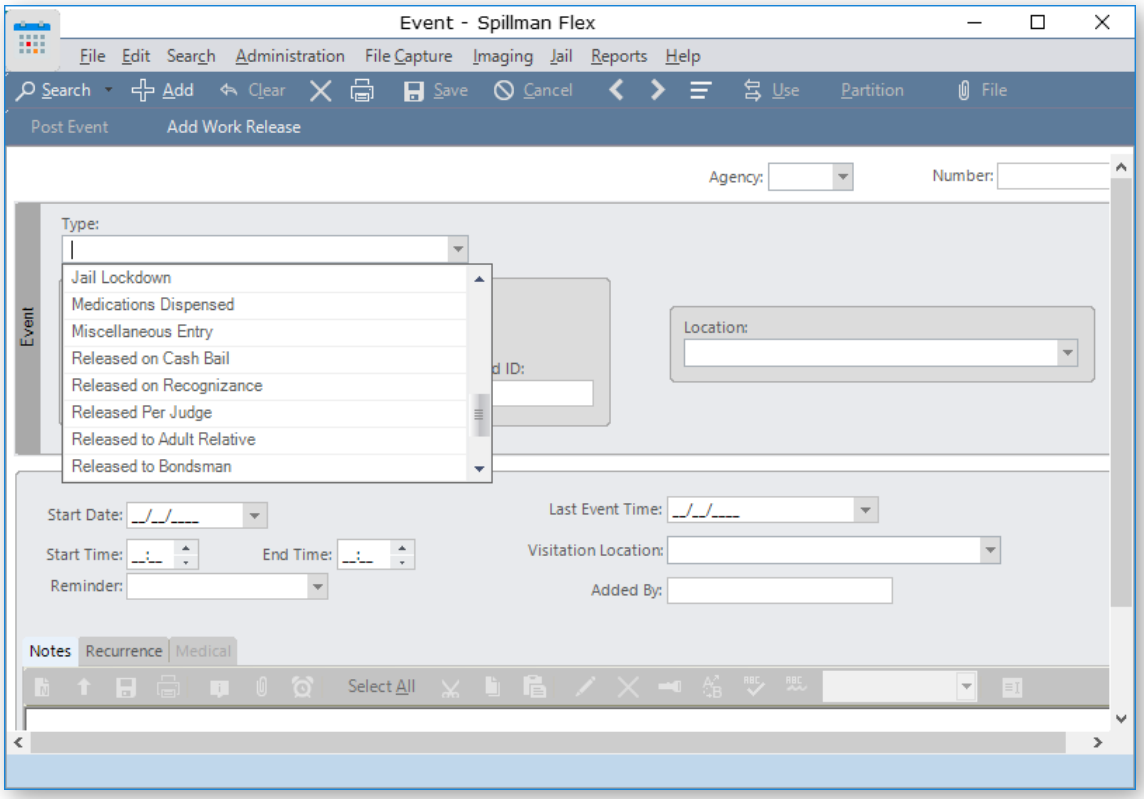
Using a scanner and barcoded wristband system, users can efficiently track inmates as the inmates move from place to place. Agencies can create custom wristbands for each inmate and quickly log the movement of groups or individuals as they enter or leave different locations. The system also restricts users from moving inmates into an area where maximum capacity has been met, and provides a warning when gender, juvenile, or security restrictions are violated.



Track inmate movement by dragging and dropping inmates' names to the designated location

Scheduled Events

The system enables officials to maintain situational awareness of all scheduled events. Users can set events like court appearances, work releases, and any other activity to recur daily, weekly, monthly, or annually. They can also partition events by agency as appropriate. Agencies have the ability to combine levels and locations in a jail and assign personnel to specific areas. The module's event viewer provides the time, event, inmate name, and other details that may be important for security purposes. Additionally, users can create reminders that show approaching or past due events. The software allows users to snooze, dismiss, or open event details at any time.



Flex allows users to view and manage inmate schedule events

Jail Log

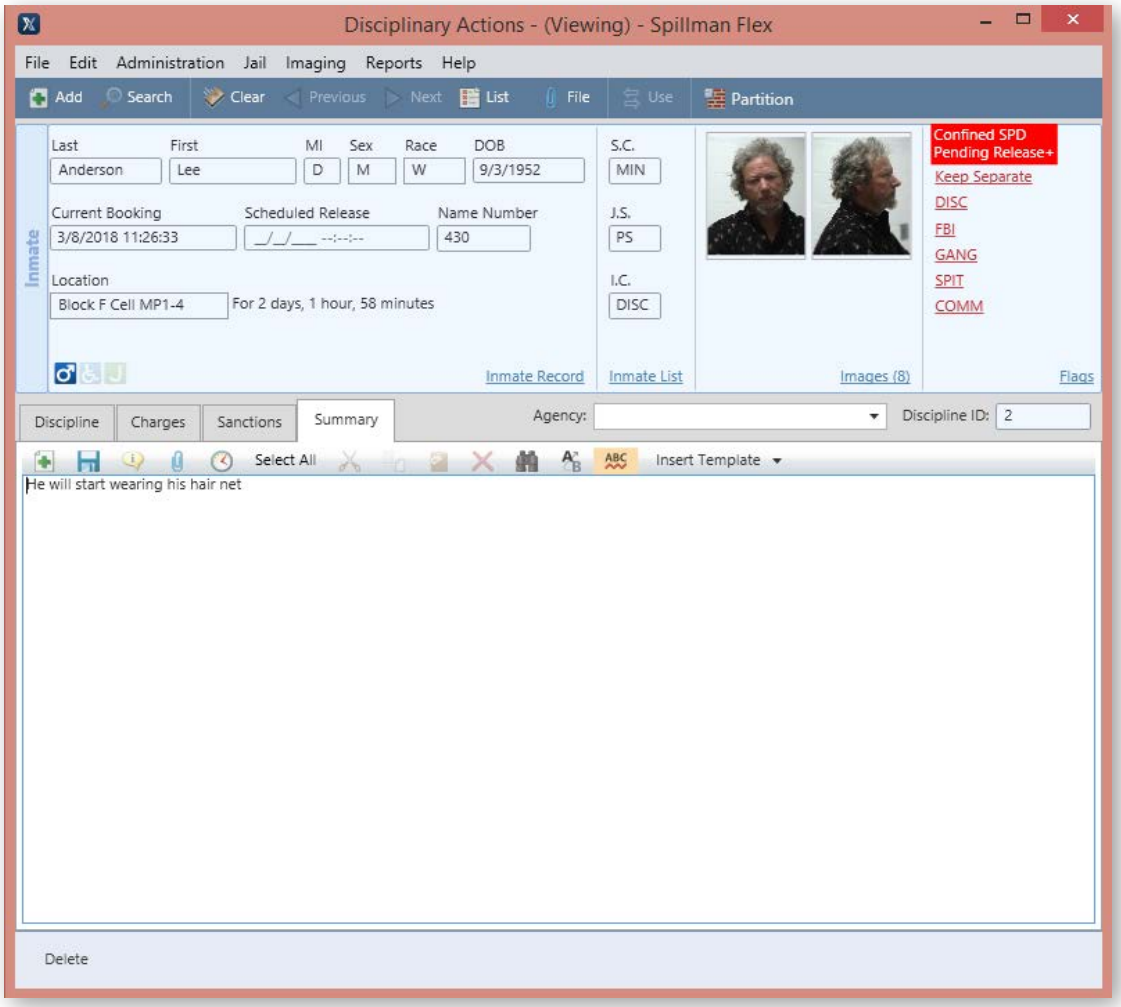
Administrators can add multiple officers and inmates to the same log entry with the Jail Log feature; this eliminates the need to create a separate incident for every person involved in an event. Users can also automatically create a jail incident from an inmate log entry. Narratives are stored in a separate detail table for security purposes.

2.4.2 Disciplinary Actions

The Disciplinary Actions module facilitates accountability in numerous ways from a single screen. Users can:

- Track rule violations and subsequent discipline
- Add narrative or supplementary data
- Present all disciplinary hearing information in one place
- Attach disciplinary sanctions
- Note the timeframe for a sanction

Additionally, the solution will present all disciplinary hearing information including the date and time of the hearing, the incident number, names of disciplinary board members, and history of disciplinary action. Lastly, the solution's single-source, unified database will flag inmates with active sanctions throughout the system until a sanction either expires or is manually removed from an inmate record.



Flex presents all disciplinary hearing information

2.4.3 Driver License Scanning

Data gathered from a driver license can be used to efficiently conduct database searches and complete field reports, enhancing investigative abilities and officer safety. Flex's Driver License Scanning module gives officers the ability to populate Mobile search screens by scanning a driver license. Additionally, scanning the license will also automatically query the local, state, and national databases. Information drawn from scanning the license includes:

- Name
- Date of birth
- Address
- Race
- Gender
- Driver license ID number

Automated, Accurate Data Entry

When personnel scan a license, the Driver License Scanning module automatically populates the appropriate fields on the Mobile search screen with the driver's information. Driver license data can be used to populate the Mobile Law Form, Mobile Accident Form, Mobile Citation Form, and Law Field Interview Form (each form sold separately), reducing redundant data entry and saving officers and personnel time in the field.

Customizable Searching

The Flex Driver License Scanning module can be programmed to conduct searches in local, state, and/or national databases when a license is scanned. Officers can use the information returned from those searches to:

- Determine if the license is valid
- Check for outstanding warrants
- Confirm if the vehicle is stolen
- View criminal history information
- View previous incidents involving people or vehicles

Dual Scanning Capability

Officers can gather information by scanning both magnetic strip and barcoded licenses where available, preventing agencies from creating redundant processes for the same action. Because the module adheres to American Administration of Motor Vehicle Administrators (AAMVA) standards, it has access to information on multiple licenses from across the nation. Its access extends to 20 states and entities that use magnetic strip licenses, and 52 states and entities that use barcode licenses.

2.4.4 CommandCentral Analytics Plus

CommandCentral Analytics Plus is our premium crime analysis and intelligence solution that provides agencies with everything from basic reporting, dashboards and visualization all the way through advanced investigative analytics tools including integrated public records search and link analysis. CommandCentral Analytics Plus enables agencies to leverage rich data from their local Computer Aided Dispatch (CAD) and Records Management System (RMS), a nationwide network of law enforcement agencies, and over 10,000 public records databases so they can uncover more actionable insights.

2.4.5 Biometrics

The Biometrics feature allows your agency to digitally capture an inmate's fingerprints during the booking checklist process so that they can be positively identified during the release checklist process.

Feature List

- Capture an inmate's fingerprint(s) using a fingerprint scanner during the booking checklist process
- Attach fingerprint(s) scans to the inmate's record

- Verify the identify of the inmate during the release checklist process (compare fingerprint scans)

Requirements

Hardware	Model	Vendor/Company	Support	Notes
Fingerprint Scanner	U.ARE.U 5300 Reader (Optical)	CrossMatch	Recommended	The Biometrics feature was developed and tested using this scanner.
Fingerprint Scanner	EIK ONTOUCH 710-LA Reader	CrossMatch	Supported	The Biometrics feature was developed and tested using this scanner.

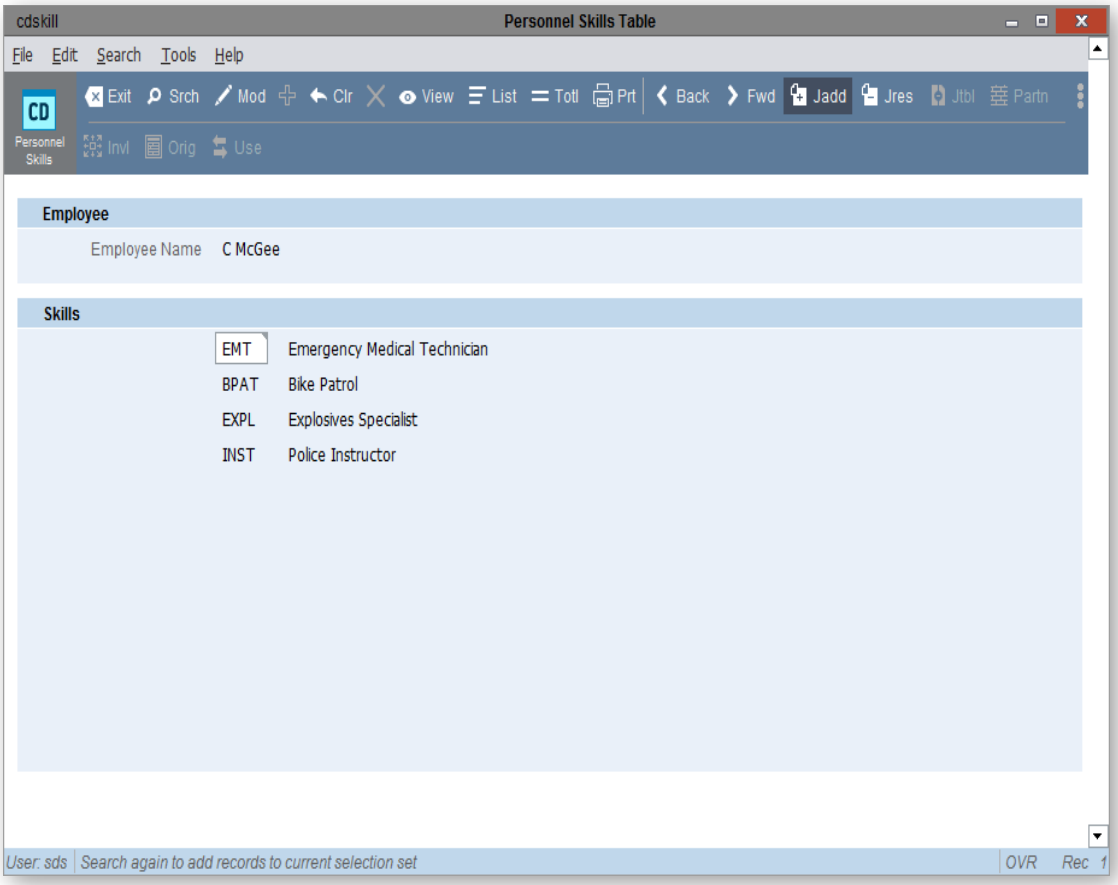
Software	Version	Vendor/Company	Notes
CommandCentral Jail	2019.1 Release or later	Motorola Solution, Inc.	

2.4.6 Personnel Management

The Personnel Management module enables comprehensive employee management. Agencies can store, retrieve, and manage detailed employee information including special skills, medical history, training and certification, positions, attendance, activities, leave time, and overtime. The module also accurately accounts for administrative activities such as commendations and disciplinary actions.

Special Skills and CAD Integration

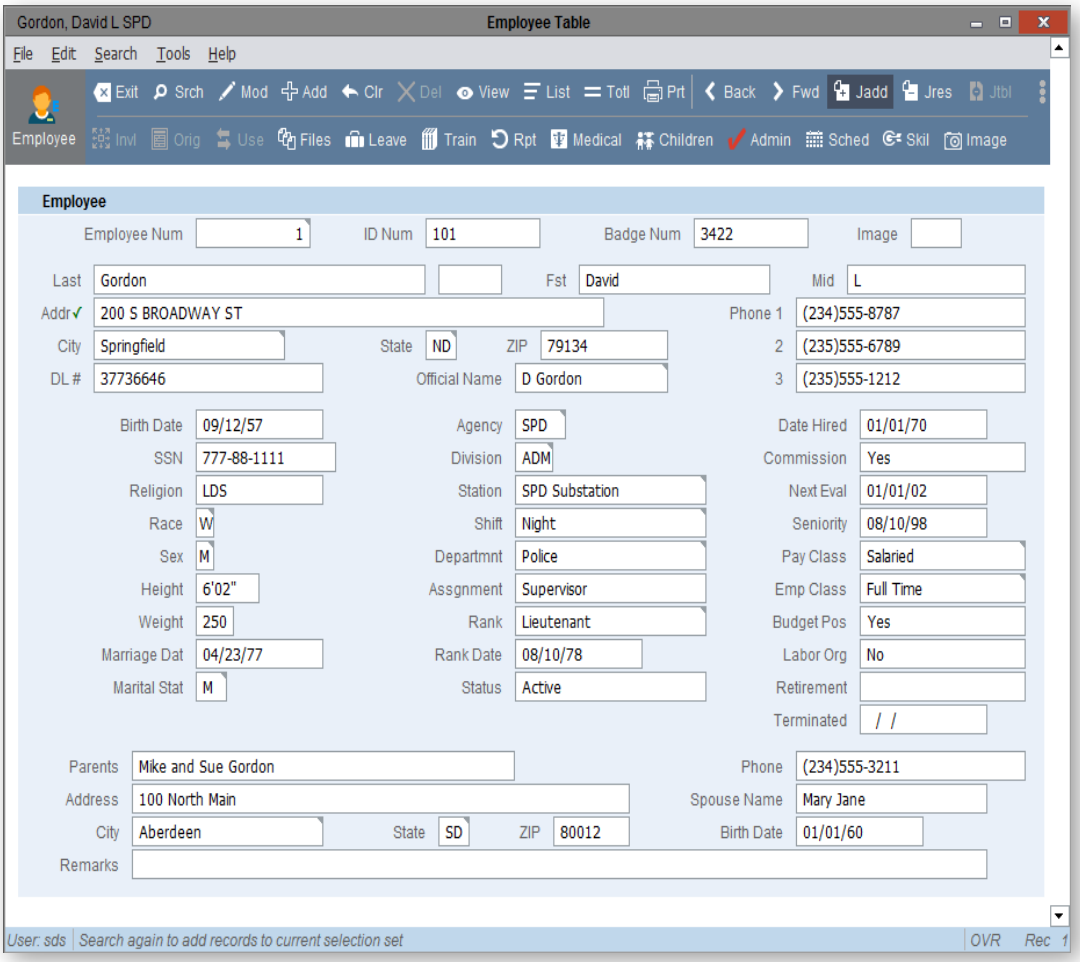
Dispatchers can send the best personnel to a given call by using the Personnel Skill screen to reference any employee's special job skills. Job skills can include foreign language fluency, CPR certifications, or explosives expertise.



Enhance call assignments with special skills references

Detailed Employee Information

A detailed record for each employee provides users with the ability to efficiently track and update general information, such as the employee's name, address, division, status, and Social Security Number.



Personnel can track and update detailed employee information

Attendance and Workload Management

Employees can easily enter work activity information into the Employee Workload screen. For each activity performed, employees can enter work dates, start and end times, activity and location codes, a reference number, and comments.

Personnel Reports

Users can generate easy-to-view personnel reports that include lists of the following information:

- Identification numbers
- Medical events summaries
- Pay status and payroll reports
- Training reports
- Leave requests
- Position status reports

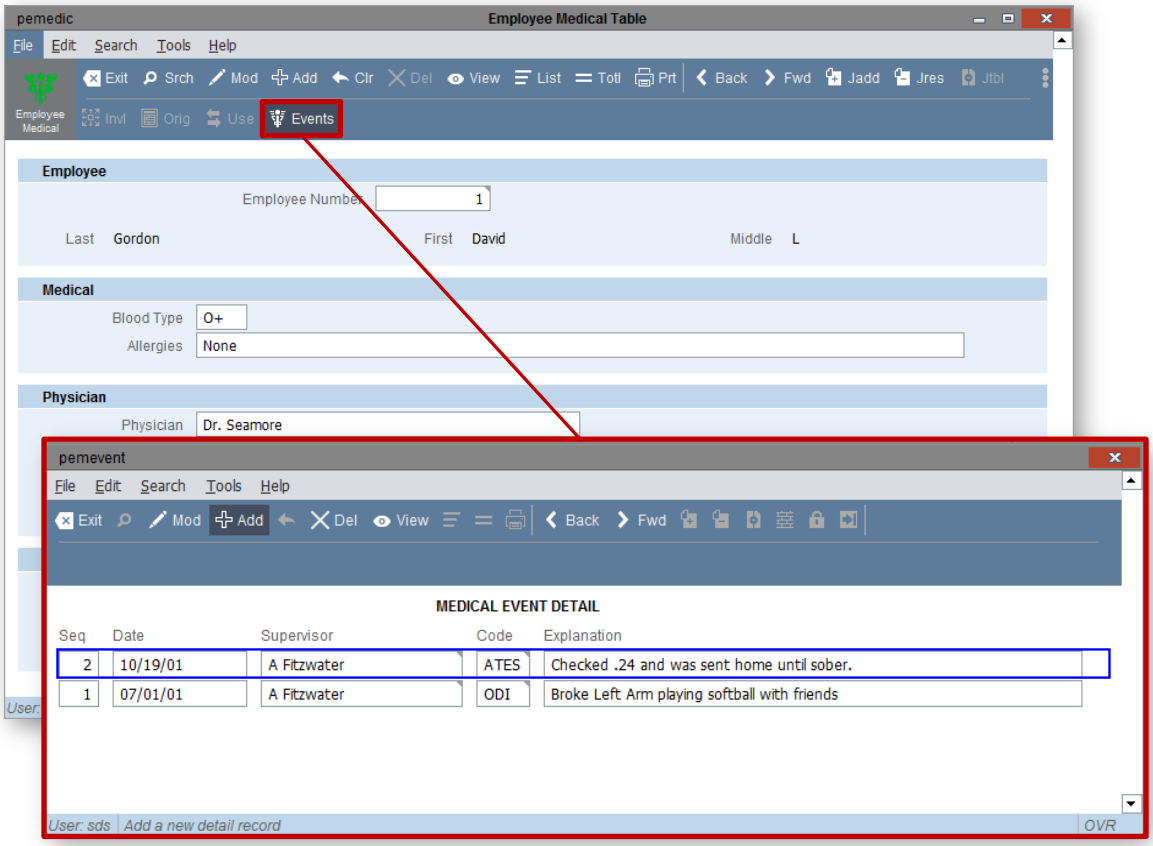
Training Information

Ensure that personnel are equipped with the training to do their jobs safely by monitoring their training portfolios. The system enables users to update and monitor the following training data for individual employees:

- Type of training completed
- Dates and locations
- Cost
- Credit earned

Medical History

The Medical Event detail screen can be used to track employee medical events that occur before and during employment. Detailed records of employee medical history including blood type, allergies, insurance information, and physical information are stored in the system.



Track an employee's medical history before and during employment with the Medical Table "Events" function

2.4.7 Equipment Management

Flex's Equipment Maintenance module enables agencies to save money and maintain accountability of equipment by tracking the purchase, condition, location, history, repair, and maintenance of department equipment.

Equipment Tracking

Users can add a record for each piece of equipment that the agency wants to track. The agency can then enter the name and quantity of an item, related purchase information, maintenance history, scheduled maintenance, and status history.

Scheduled Maintenance

Flex allows agencies to schedule equipment maintenance to ensure equipment is continually available and operating properly for personnel. Users can track a variety of information including maintenance dates and codes, assigned technicians, estimates, and other pertinent items.

Repair and Maintenance Log

By tracking equipment maintenance, the agency can also ensure the safety of personnel and avoid potential liabilities caused by failures. Users can track and analyze completed repairs and maintenance in order to calculate each agency's operating costs and the value of the agency's equipment.

Pre-formatted Reports

Users can efficiently compile system information into full, easy-to-read reports. Some options includes equipment inventory, schedule and maintenance summaries, item status, and parts used.

2.5 MOBILE DATA COMPUTING

Includes Tulare County Sheriff's Office and Shared Agencies

The Flex Mobile Records module empowers personnel with universal data access. Convenient field narratives and image display options provide the necessary tools to effectively manage records from the field. Mobile personnel can also search for records in multiple places without leaving the vehicle or requesting dispatch assistance. Searchable databases include:

- Local databases
- Flex and non-Flex databases (InSight module)
- State databases (Mobile StateLink module)
- National databases

Local RMS Queries

Mobile Records combines speed with flexibility. With a single query, users have the ability to search for names, vehicles, incidents, property, and wanted persons. These queries provide comprehensive search results from local, state, and national databases. Additionally, a drop-down menu provides officers with more detailed fields to perform enhanced searching. Once the user has submitted his or her search criteria, a list of matching records appears in the returns folder of the Mobile Message Center.

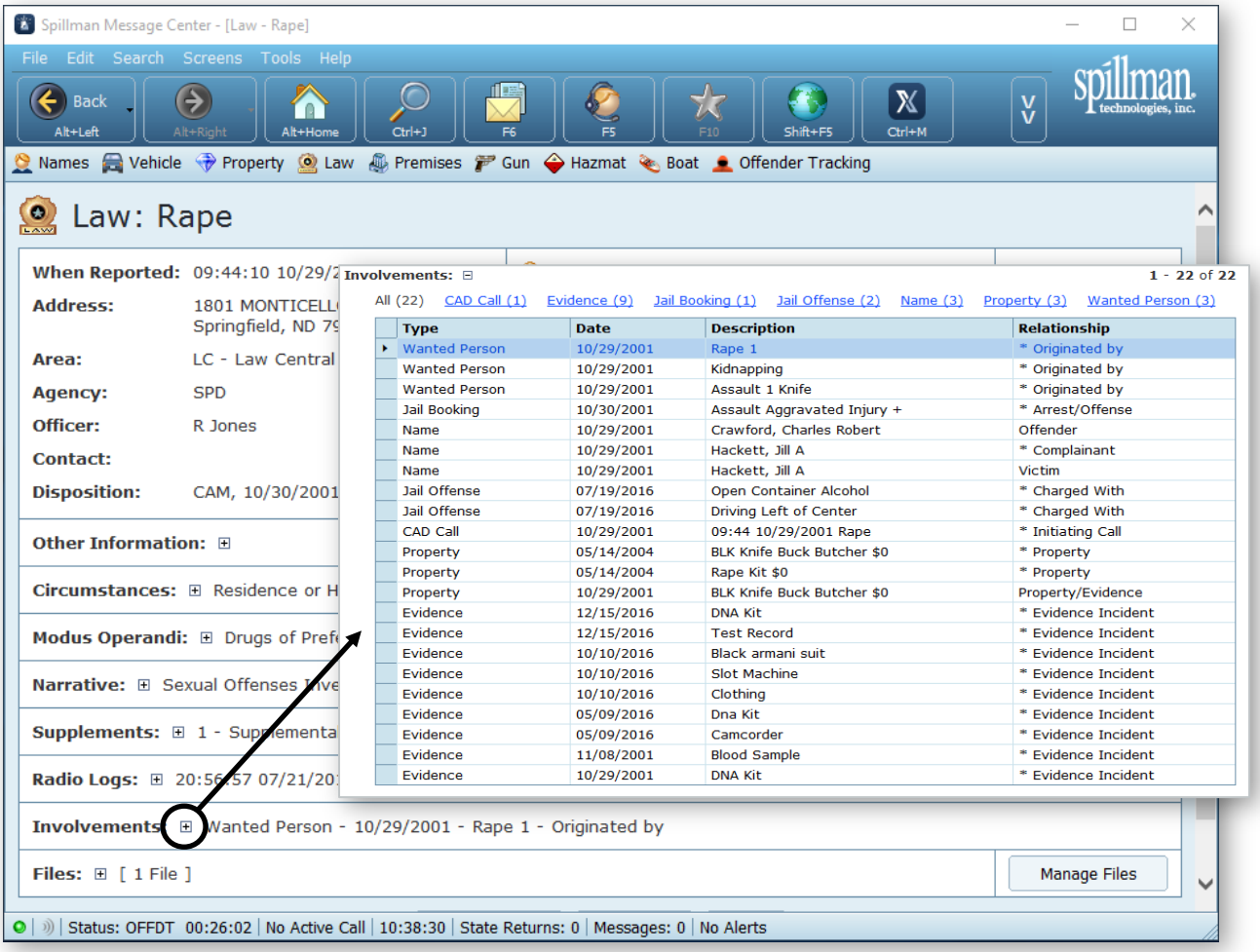
Flex Mobile provides detailed search returns for officers in the field

Image Display

The system's image display function helps field personnel identify suspects and verify criminal histories. While viewing a record, all associated images related to that record are available, including mug shots or photos of vehicles and property. Images first appear in thumbnail size, but they can also be expanded to full-size.

Field Narratives

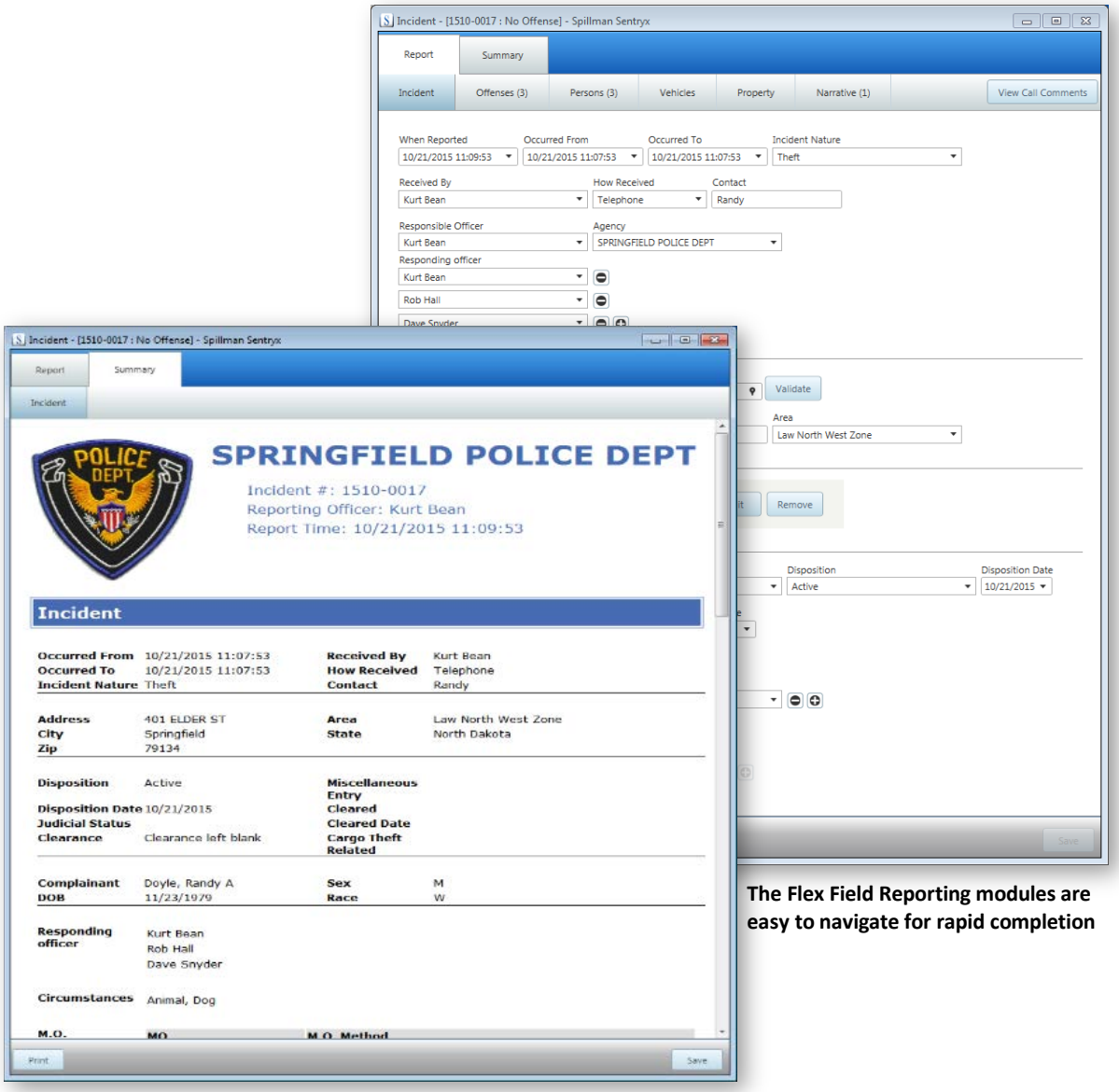
Users can enter field narratives into the system directly from the vehicle. This saves valuable time and improves record details. Each user can view, add, and append narrative information or supplemental narratives directly from the Law Incident screen. Additionally, field officers have the flexibility to enter an unlimited number of supplemental narratives for witness statements and other follow-up activities. For routine narrative entries, the system allows users to easily define templates for precise information gathering.



Users can view additional Involvements information by expanding the record using the plus (+) sign

2.5.1 Automated Field Reporting (AFR)

The Flex Automated Field Reporting modules allow officers to quickly complete forms from their patrol vehicles. All forms have large fields that are easy to navigate using a touch-screen monitor or a keyboard and mouse, streamlining the mobile officer's workload. Form information is stored in the Flex Records Management solution, and can be electronically routed for approval.



The Flex Field Reporting modules are easy to navigate for rapid completion

Officers can quickly complete forms from their patrol vehicles

Automated Data Entry

Automated data entry enables patrol officers to quickly fill out multiple form fields using search results obtained from a name or vehicle query. Users can pre-fill forms with information from the Flex database by querying the Flex Mobile StateLink product, or by scanning a driver license barcode or magnetic strip.

Integration

Forms are automatically attached to the Flex record where they can be viewed, edited, or printed. The system also conducts an automatic search for matching name and vehicle records. New records are created if needed, and Involvements® are generated between associated records.

Customizable Fields

The Flex Automated Field Reporting modules enable patrol officers to add an unlimited number of people, vehicles, property, and their associated details. Narrative fields have no set length, allowing officers to add as much or as little text as needed.

Field Narratives

Officers can enter narratives into the system directly from the vehicle, saving time and improving records details. They can add, view, and append supplemental narratives or narrative information directly from the Law Incident screen. The text editor displays the appropriate prompts for the selected template as users type the narrative information. Spell check and time stamping are also included.

Data Integrity

Flex helps prevent mistakes caused by incorrectly typed entries with drop-down lists. The system also ensures that important data is collected by requiring users to enter data in specified fields before saving the form.

2.5.2 Mobile CAD

The Flex Mobile CAD module enables officers to prepare for any situation by accessing mission-critical information while responding to a call. Users can maintain constant contact with dispatchers and other personnel while freeing up airtime for high priority calls. The Mobile CAD module allows users to easily view the status of calls and units while accessing additional call details.

Local, State, and National Queries

Our Mobile CAD module combines speed with flexibility. Queries provide comprehensive search results from local, state, and national databases. Once the user has submitted his or her search criteria, a list of matching records appears in the folder of the Mobile Message Center. With a single query, users can search for:

- Names
- Vehicles
- Incidents
- Property
- Wanted persons

Voiceless CAD

Includes Tulare County Fire Department

Flex's Mobile software enables users to maintain constant communication with dispatchers and other officers. Users can send and receive messages with the Flex Mobile Messenger, and view scrolling 'Be On the Look-Out' (BOLO) reports and other alerts along the bottom of the screen. Voiceless CAD features enable users to also view calls and call comments in real time, update call and unit status, and access address and radio log history information.

Mobile Mapping AVL

Includes Tulare County Fire Department

With Flex's Mobile AVL Mapping module, personnel in the field can access critical call information and a map from the same screen. This provides centralized access to information that personnel need to stay safe. Address cross streets, hazards, updated call comments, responding units, weather, and premises and HazMat information can be viewed alongside the map. From the AVL map, users can see the location, status, and contact information of responding units and access building schematics and live camera feeds.

2.5.3 Mobile Arrest Form

Flex's Mobile Arrest form is integrated with the Mobile Field Report and is completed as part of a related incident record. The Arrest form can be finalized and saved prior to completing the Field Report.

Automated Data Entry

Automated data entry enables patrol officers to quickly fill out multiple form fields using search results obtained from a name or vehicle query. Users can pre-fill forms with information from the Flex database by querying the Flex Mobile StateLink product, or by scanning a driver license barcode or magnetic strip.

Integration

Forms are automatically attached to the Flex record where they can be viewed, edited, or printed. The system also conducts an automatic search for matching name and vehicle records. New records are created if needed, and Involvements® are generated between associated records.

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Data Integrity
Flex helps prevent mistakes caused by incorrectly typed entries with drop-down lists. The system also ensures that important data is collected by requiring users to enter data in specified fields before saving the form.

2.5.4 InSight

Agencies can enhance their data sharing initiatives by performing secure, real-time queries of local agency records. The Flex InSight module enables agencies to collaborate effectively, regardless of whether they are using Flex or a non-Flex information database. Through a multi-system, multi-jurisdictional data sharing broker, users are able to run real-time queries on the databases of participating agencies for:

- Names
- Associated images
- Vehicles
- Property information
- Other records

Strong Security
Agencies receive all the benefits of advanced information sharing, while maintaining the highest level of data security. InSight supports simultaneous, multi-agency returns with one search, and incorporates the Global Justice XML Data Model (GJXDM) and advanced data encryption and user-defined privileges.

The InSight model allows each agency to search for information outside its jurisdiction and receive critical returns. Data is protected through user-defined security privileges and 192-bit encryption – the established standard for the public safety industry. When several counties or regions want to share information, multiple InSight brokers can be connected.

XML Framework
InSight incorporates the Global Justice XML Data Model. The XML-based framework of appropriate federal specifications allows justice and public safety agencies to share information at all levels. Using XML, Flex provides the power needed to share mission-critical data among other law enforcement agencies, regardless of vendor and without costly interfaces.

Powerful Searching
Information such as arrest warrants, history of driving under the influence, or assaulting officers can be critical to a field officer's safety. Without leaving the patrol car, picking up the radio, or going back to the office, personnel can utilize InSight to search their own agency data and that of other jurisdictions. Users can even create subscriptions for searches, alerting them when other users are searching for the same record.

For example, an investigator can receive notification if another user is searching the system for the same name record, thereby assisting in the investigation of a suspect. Sample return information includes the following:

Name Search	Vehicle Search	Property Search	Jail Search
First Name	License Plate Number	Item Name	Name
Last Name	State	Recovered Date	Physical Descriptions
Street Address	Registration Exp. Date	Item Value	Arrest Date
Telephone	Year	Year	Arresting Agency/Officer
SSN	Make	Brand	Location of Arrest
Height	Model	Model	Disposition
Gender	Color	Serial Number	Age of Arrest
Hair Color	Owner	Color	Arrest Type
Eye Color	Agency Code	Owner	Location Code
Ethnic Group	Responding Officer	Responsible Officer	Circumstances
Photograph	Photograph	Photograph	Arrest Comments
Alerts & Involvements	Alerts & Involvements	Alerts & Involvements	Offense Details

When InSight sends data back, the program labels the name of the agencies from which the return came, along with a link giving access to additional information on a person, vehicle, or property item. InSight is a browser-based application and has been designed to work over slower connections. It can also be fully utilized in Mobile environments as needed. With InSight, users can also see related involvements on the record.

2.5.5 Mobile Mapping AVL

Includes Tulare County Fire Department

The Mobile AVL module uses advanced technology to track the location of all fleet units through Global Positioning System (GPS) receivers, providing dispatchers with optimal situational awareness when dispatching calls and allocating resources. To view this information, Flex Mobile supports a variety of GPS devices.

Mapping

Users can view the following from the AVL map:

- Location
- Status
- Contact information of responding units
- Building schematics
- Live camera feeds

Flex's Mobile AVL Mapping module also enables personnel in the field to access critical call information and a map from a single screen. Alongside the map, they can access:

- Addresses
- Cross streets
- Hazards
- Updated call comments
- Responding units
- Weather
- Premises and HazMat information

Mapping Tools

This powerful functionality allows users to view call and officer locations, and receive turn-by-turn driving directions to improve response times. Users have the ability to easily:

- Search by X and Y coordinates
- Calculate the distance between calls with a measuring tool
- Hyperlink a website or photo to a call
- View predefined map layers that include:
  - Law and fire zones
  - Water sources
  - Ortho images

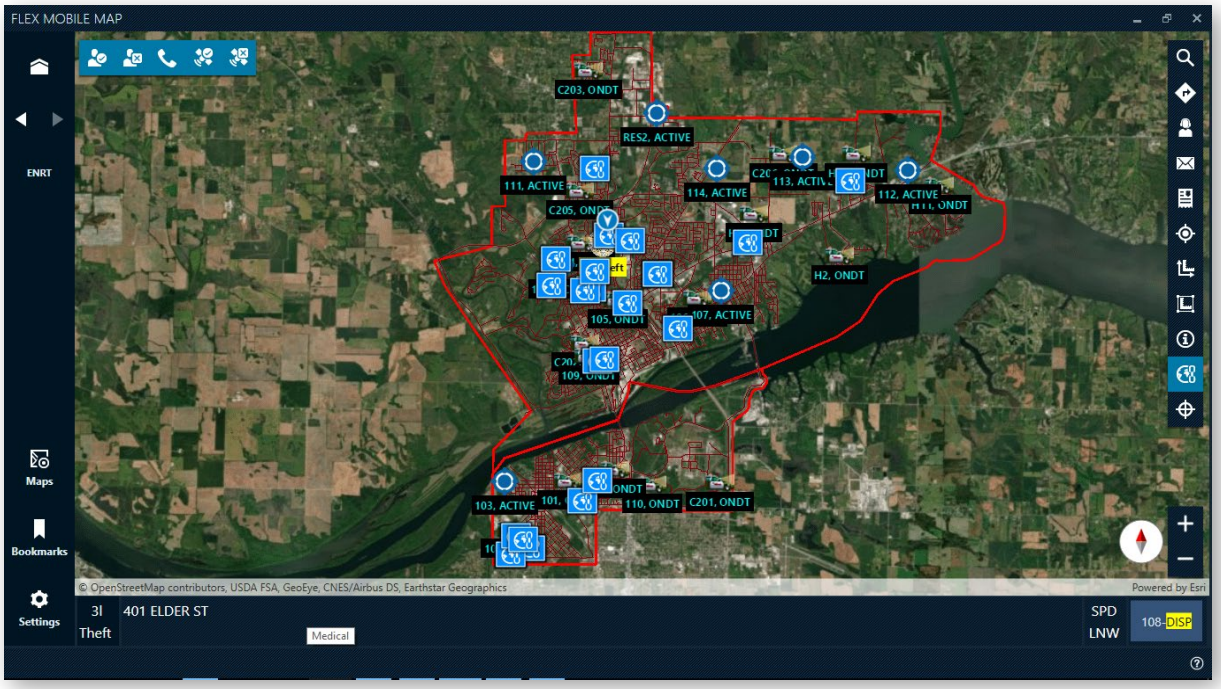
Unit Location Display

Dispatchers and field officers can view the location of agency units and CAD calls on a jurisdictional map. This enables dispatchers to quickly assign units to calls based on proximity, and field officers can view the map to determine the shortest route to calls. Dispatchers can do this on the map by dragging a unit to a call, or vice versa.

Unit Status Information

The Unit Status screen complements overall situational awareness by displaying the status of dispatched units. For each unit, the software displays:

- Status
- Active call
- Assigned zone and agency
- Current location or most recent radio log entry



Flex's Mobile AVL Mapping technology provides access to comprehensive information

2.5.6 Voiceless Dispatch

Includes Tulare County Fire Department

The Flex Mobile Voiceless CAD module allows field personnel to access accurate, real-time call information from their laptop computers, preserving radio channels for other critical communication during urgent situations. The module also enables personnel to quickly:

- Update their status
- Add and view call comments
- Access radio logs and incident information without burdening dispatchers

Voiceless dispatch facilitates safe and efficient response

Mobile Access to Call Information

The Flex Mobile Voiceless CAD module allows users to access information about a call's address, nature, and any additional comments as they are entered by dispatchers. The software frees up radio frequencies for high-priority calls and eliminates the potential for misheard information, or interrupted communications. Using Mobile Voiceless CAD also prevents others from monitoring your communications over an unsecure radio channel.

Status Updates and Call Comments

Users can update the status of a call or unit directly from their laptop, saving valuable time and eliminating the need to notify dispatchers via radio every time a situation changes. Users can also add comments to a call, and view new comments using the Mobile Voiceless CAD module. The ability to view call comments from the field provides users with critical access to important details, alerts, and tactical updates during critical situations.

Efficient Radio Logs

Keep accurate radio logs for federal, state, or department records using Flex's Mobile Voiceless CAD module. The module automatically tracks response times and status updates, eliminating the need to request a radio log history from dispatchers.

2.5.7 Smartphone and Tablet Interface

Includes Tulare County Fire Department

The Flex system enables personnel to have full access to the information they need on the go. With the Spillman Touch interface, users can access records and images, search for data within the local database, view dispatch information, receive call assignments, and update unit status from a mobile device like a smart phone or tablet.

Spillman Touch is compatible with most major smart phones, including Android, iPhone, and systems. It can also be used on an iPad or a desktop computer, allowing personnel to take full advantage of crisp, high-resolution navigation through maps and other mobile data.

Real-Time Call Updates

Calls are color-coded by status, allowing users to quickly see whether officers have arrived on the scene and if a unit's timer has expired. Users can view all active calls, the nature of the call, address, and any assigned units. Users can also view call comments and enter their own comments from the mobile device.

User-Friendly Interface

The Spillman Touch interface is designed for convenient click or touch-screen navigation from a mobile digital device. Touch utilizes the same login information as the main Flex system, streamlining access to important data. Images appear on the screen as thumbnails, and can be viewed in full screen by touching or clicking on the image. Flex has configured the images for mobile digital device screens to conserve bandwidth for faster downloads. Phone numbers are automatically formatted as links so that users can direct-dial them from a device, and users can also send emails with links to a record.

Spillman Touch supports advanced mobile information sharing

Field Searching

The application helps provide redundancy in data access, enhance officer safety, and provide users with access to a wide range of information in the field. Spillman Touch supports wildcard searching; if a search yields no results, secondary search rules are used to match a possible record. For example, if a name search yields no results, the software searches for a matching social security or driver license number. The application displays records with warrants or alerts in red, enabling the responding officer to be prepared for any possible situation. Additionally, users can search the agency database for names, property, vehicles, and incidents.

Data Partitioning

The partitioning feature protects sensitive data by allowing users in the field to only see records that they are authorized to view. The application obeys the partitioning rules already in place in the Flex system.

Integration with Google Maps

A Google map automatically opens when an address is selected in the Spillman Touch application. Users can see the current address, destination, traffic information, and turn-by-turn directions.

2.5.8 California eCitation Form

Police Departments Only

The California State eCitation Form provides a simple, easy to use, tool for officers in the field to complete electronic citations following the format of the CHP 215. The CA Citation form can be completed by officers quickly and efficiently using Name and Vehicle records from the Flex database. Validation is built into the form to ensure the information entered is complete and correct. Workflow records can be created for each CA Citation form to allow an agency to define the workflow process for approval.

2.5.9 Traffic Information

Police Departments Only

Our Traffic Information module delivers consistent, accurate data for shaping sound traffic safety policies and procedures. The software monitors activity on your roadways and generates quantifiable reports for traffic management. The following are key features of this powerful tool:

Citations and Warnings

Users can easily access citation and warning data. Full integration allows the agency to create a new name and vehicle record for a new contact, or link an existing name and vehicle while creating a citation or warning. They can also track:

- Offense
- Name information
- Vehicle description
- Citation dispositions
- Bail and/or fine collections

Traffic Reporting

This feature quickly turns data into comprehensive information. Users can view several preformatted reports and a full snapshot of warning and citation activity from the traffic reports menu. It also provides:

- Demographic analysis
- Accident summary reports

Imaging Integration

Utilizing Flex's optional Imaging module, users can attach photos to any record for quick reference during an investigation. The agency can capture and archive high-quality digital photos from accident scenes. Additionally, they can print or copy and paste images in a report. Users can attach multiple images to each vehicle record.

Powerful Searching

System integration enables users to search multiple record sources at once, providing detailed information on vehicles or persons involved in the same traffic accident or citation.

2.6 THIRD PARTY INTERFACES AND CUSTOM PROJECTS

Fire Emergency Reporting (ERS) Interface

Includes Tulare County Fire Department

Flex's interface with Emergency Reporting System (ERS) allows you to efficiently complete reports and transfer information from Flex's Computer-Aided Dispatch module into the ERS fire and EMS reporting and records management system. ERS allows you to manage all your fire department's incident reporting, scheduling, training, hydrant maintenance, reports, and personnel requirements from any Internet browser.

Feature List

- CAD Integration
- Simplified Reporting
- Library
- NFIRS and NEMSIS v3.3.4 and v3.4.0 Compliant
- Daybook
- Data Security
- On-Scene Connectivity
- Workflow

Requirements

- The interface is currently a one-way interface from Flex to ERS
- This is a WAR file to be managed in the Tomcat Service Manager and deployed from the Application Manager

Hardware

Hardware	Model	Vendor/Company	Support	Notes
Requirements				Client PC specifications must match the minimum requirements for running Flex.

Software

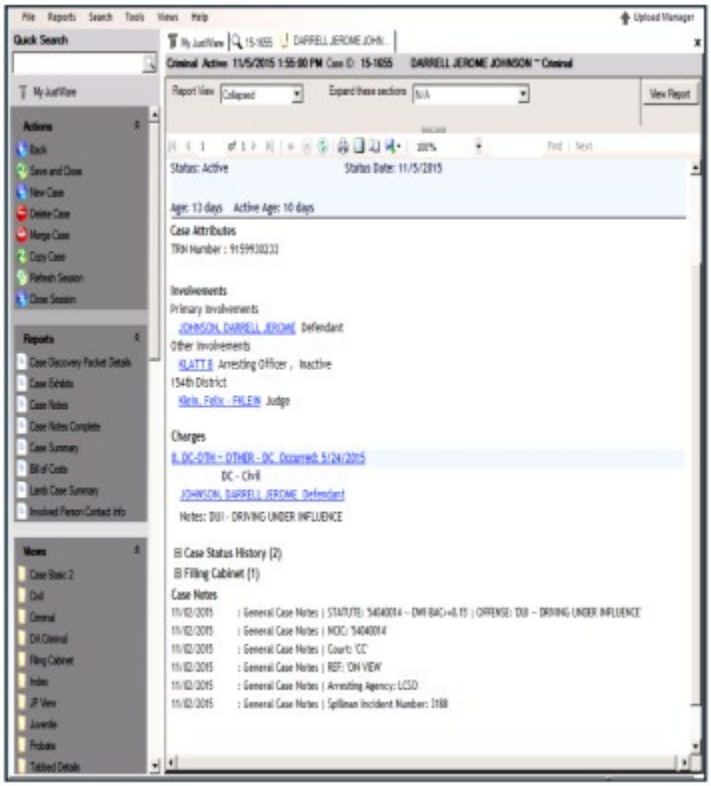
Software	Version	Vendor/Company	Notes
Flex	Version 6.1 or higher	Motorola Solutions, Inc.	1107.1 or greater including the CAD, FIRE and EMS modules.
CtreeSQL Databse	Version v9.2 or higher		
Flex middletier			Flex middletier running in an instance of Apache Tomcat.
Ctxdump utility			The Ctxdump utility must be installed in $INDBDIR/util, and must report a version number of at least 9.0.0.0 when invoked with the -Version argument.

Journal Technologies - eCourts Interface

JustWare is a legal case management product from Journal Technologies, and is currently used by multiple Flex customers. This interface publishes case file information to the JustWare system using the JustWare Web Services API. The transfer of case information is triggered by creation of an arrest record. The interface also imports warrant information to the Flex system from the JustWare system. The warrant import process is triggered by the creation of a warrant event within JustWare.

Court Case Export

Prosecutor exports information to JustWare, triggered by the creation of an arrest record on the Flex RMS system.



Export Data

* Defendant (nmmain)
* Defendant Extra Details (nmextra)
* Involved Agencies (apagency)
* Involved persons (syinvolv)
* Charges (jloffens)
* Arrest details (jlarrest)
* Booking details (jlbook)
* Bond Information (ijlbond)
* Involved Officers
* Involved Courts
* Incident Narratives (lwnarr)
* Law Incident Details (lwmain)
* Law Incident Offenses (lwoffs)
* Case File Detail (pcmain)
* Case File Offense Details (pcofdtl)
* Defendant Attorney (pcdfaty)
* History of Case Events (schist)
* Scheduled Case Events (pcsched)

Requirements

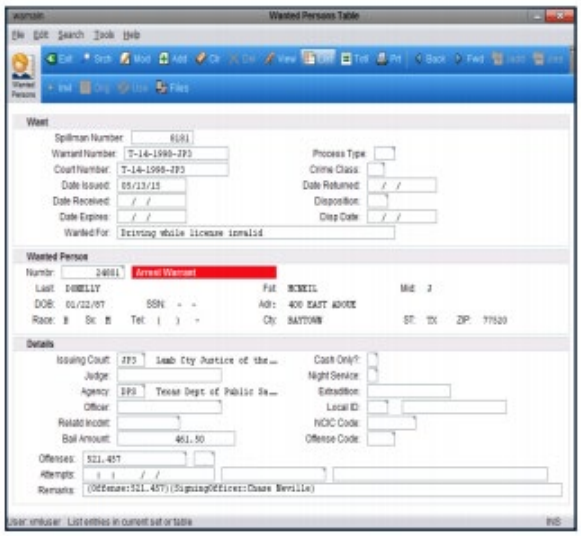
The interface works with JustWare 5.X and 6.X.

Import Data

* Wanted Person Information
* Wanted Person Remarks
* Issuing Judge
* Involved Agency
* Issuing Court
* Signing Officer
* Assigned Officer
* Bail Amount
* Charges
* Miscellaneous Case Details (disposition, crime class, etc)

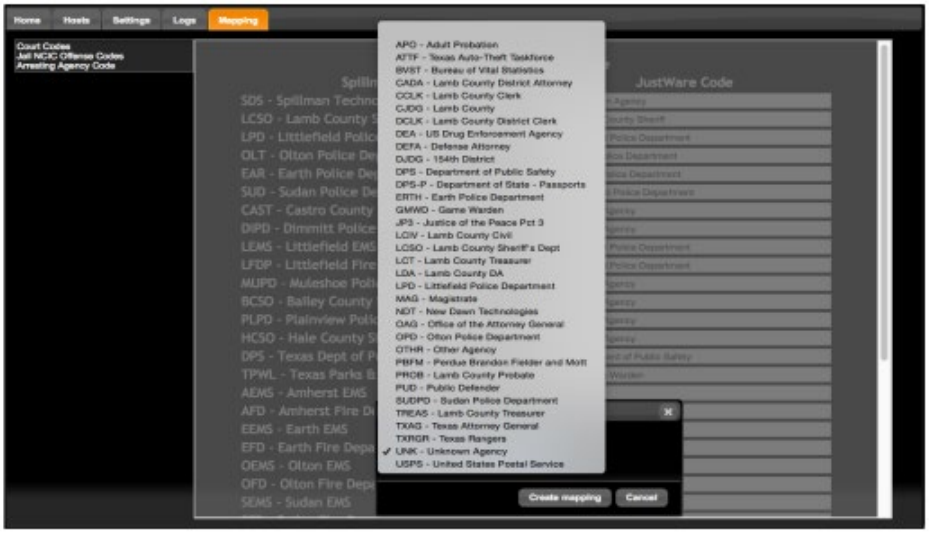
Warrant Import

Warrants are automatically imported from JustWare to the Spillman RMS system by the creation of a JustWare warrant event



User Interface

Configuration and monitoring of the interface is intuitive through a web-based system.



Feature List

- Platform agnostic application runs on virtually any host server configuration
- Highly configurable and extensible logging sub-system
- Flexible field translations to accommodate differing code tables
- Friendly user interface for easy configuration and maintenance

Custom Interface Enhancement

The following custom interface enhancements are provided to Tulare County as part of the Show Site Incentive at no additional cost.

The following information will be transferred from JustWare into Flex Jail.

Court Dates and Events

As the courts add future events and court dates, the information will transfer into Flex as jail events tied to the inmate and booking records as:

- Location
- Start date
- Start time
- Type

Sentencing

Creates sentencing records with the following fields:

- Adjustment time
- Adjustment type
- Court
- Date
- Judge
- Types

Dispositions

Updates dispositions in the jail offence table:

- Code
- Court case number
- Date

GTL Cash Kiosk Interface

This project is being developed at the request of the above-mentioned customer. This interface will export a third-party defined data set for their consumption and import Jail Cash Account transaction records. The export feature will export a pre-defined set of Inmate data elements. The import feature will import transactions to update Inmate Cash Account balances.

Objectives

By exporting Inmate data to the GTL Cash Kiosk application, GTL will automatically be updated with current booked inmate data. This export feature will be automated via a configurable time interval setting.

Additionally, the interface will receive Cash Account updates that will add Cash Account transactions to the CommandCentral Jail database, updating Inmate Cash Account balances. This import feature will be automated via a configurable time interval setting.

Features

Feature Name	Feature Description
Export Criteria	At a configurable interval, the interface will search for any active inmate records
Create Inmate Export XML File	After the interface has completed the Export Criteria function, it will create an XML file. The interface will export the following fields: Inmate Number, Booking Number, Inmate Name and DOB
SFTP XML File Delivery	After the files are created, the interface will transfer the file to the SFTP server that the customer has set up
Archive Export XML File	After the files have been successfully exported to the SFTP server, the interface will archive the XML file at a configurable location on the Flex server
Import Feature	At a configurable interval, the interface will import updates to inmate Cash Account balances via SFTP transfer on an SFTP server that the customer has set up
Archive Import XML File	After the files have been successfully imported and consumed by the interface, the interface will archive the XML files at a configurable location on the Flex server.

Limitations

The interface will not send notifications of inmate release. It will only export a list of current inmates and the data associated with those inmates.

Responsibilities

Motorola Solutions

- Conduct an SOW review session with subject matter experts to obtain details regarding features and limitations
- Develop and deliver the Interface
- Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to delivery
- Conduct a functional demonstration validating the Interface works in accordance with this SOW

Customer

- Participate in the SOW review session and provide details required for interface installation, configuration, test and support
- Familiarize themselves with this SOW
- Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation
- Procure all customer third-party licenses and API documentation, as required
- The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades
- Coordinate Customer third-party involvement with the implementation and testing of the interface, as required
- Witness the functional demonstration of the Interface
- Protect the Enterprise Network against unauthorized access
- Provide secure connections between Motorola Solutions application and the Interface
- Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities
- Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities

GTL Phone Interface

The GTL Phone Interface is a one-way interface that will create and modify GTL Phone accounts. When an inmate is booked using the Flex Sentryx Jail module, the information that is needed to create an account in the GTL Phone software will be pushed over. When the field in Flex that holds the GTL TID is modified, the TID will be changed on GTL. Also, when an inmate is released using Flex Sentryx Jail, the GTL phone account will be marked as inactive.

The Flex Name number will be used for the GTL Phone Account number.

Data Elements

- SubID
- InmateID
- FirstName
- MiddleName
- LastName
- Active
- TID value

Requirements

This interface will be deployed as a Web application and will not require any user interaction.

This is a one-way interface from Flex to the GTL Phone Software.

Hardware

Hardware	Model	Vendor/Company	Support	Notes
No specific hardware requirements				No specific hardware requirements.

Software

Software	Version	Vendor/Company	Notes
Flex	Version 6.1 or later	Motorola Solutions, Inc.	
Sentryx Jail		Motorola Solutions, Inc.	
GTL Phone Software			

GTL Video Visitation Export

The GTL Video Visitation Export Interface exports inmate data to GTL Video Visitation Software. On a scheduled basis the interface gathers information on housed inmates and exports an XML file containing the information for GTL to import into their software.

Among the data that the interface sends out is Event data. The interface allows for only certain events to be pushed over to GTL.

Feature List

Exports the following data from Flex Jail Records:

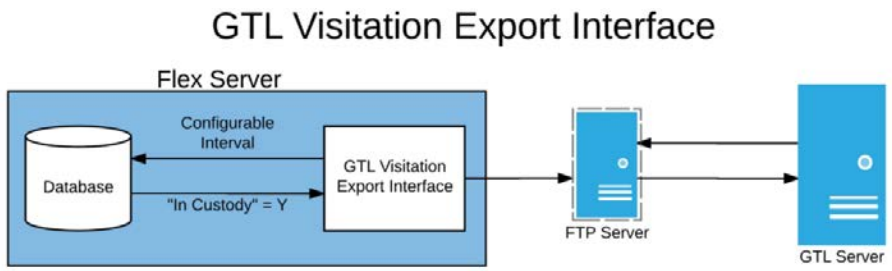
- Inmate Name Number
- Inmate First Name
- Inmate Last Name
- Inmate Race
- Inmate Assigned Housing
- Inmate Event Start/End Date & Time

- Inmate Booking Number
- Inmate Middle Name
- Inmate Date of Birth
- Inmate Gender
- Inmate ID's to Keep Separate From

Requirements

Import the XML file that the interface exports.

Workflow Concept Diagram



Limitations

This interface is a one way interface from Flex Jail to GTL Video Visitation Software via an XML file drop.

California Racial and Identity Profiling

Custom Development, see Scope of Work below

Project Summary

Project Number	FRMS-12
Customer	Available for California Law Enforcement Agencies
Software Versions	Latest version of Flex software
Product Module	Demographic Summary

Overview

The California Racial and Identity Profiling project will be designed to help California agencies comply with the Racial and Identity Profiling Act of 2015 (AB 953). This project supports agencies in the data collection, validation and submission processes specified in the California Code of Regulations.

The solution will be built as a CommandCentral platform capability and provide a statewide solution for Motorola Solutions records customers. The solution will assist officers to quickly collect the required information for a stop in the state of California. The solution will assist the users in data entry, validation and batch submission of the stop reports.
Expected delivery of the solution is end of 2nd Quarter in 2021.

Motorola Solutions reserves the right to update the requirements included in this scope of work if the state of California updates or changes any of the requirements.

Objectives

Law enforcement agencies within the state of California are required to collect and report specific information any time they stop or detain an individual in order for the state to determine if there are prejudicial practices occurring within the state or within an agency. This requirement increases the amount of report writing that an officer is required to do in the field. This project's goal is to streamline the effort that it takes for a user to enter and validate the data required by the state. In addition to allowing California agencies to submit the annual report to the state of California, the local agency needs to be able to review the data at a more frequent basis to identify earlier any behavioral issues that may exist.

Project Environment

Roles

Patrol/Traffic Officer	An officer is required under certain requirements to record his/her perceived information about someone whom they have stopped or detained. The information must be entered quickly due to the dangerous nature of the stop, requiring the officer to maintain situational awareness. The officer will complete this type of stop report multiple times throughout the shift, including in conjunction with other field reporting (e.g., citation, incident report, field interview)
Records Clerk	The records clerk reviews the accuracy of the stop report generated by the officer. There are potentially multiple records clerks working through the submitted reports. Depending on the agency size, there will be many reports generated per day that need to be reviewed. The records clerk will also generate regular reports for internal consumption of the data from the stop reports to look for irregularities. One a year, the records clerk will submit the stop report to the state of California.

Environment

The patrol/traffic officer will be collecting the data for the stop report in the field. It is a highly stressful and dangerous situation for the officer, who must remain aware of the individual and of their surroundings.

User Scenarios

An officer is dispatched to a party for a noise complaint. The officer detains a person to question him and also asks to search the person. Regardless of whether the person consents to the search or is actually searched, the interaction is reportable.

An officer stops a speeding SUV containing a woman and her two small children. During the stop, the officer learns that the woman's license has been revoked. The officer then orders the family to exit the vehicle and sit on the curb while he questions the woman. The officer is required to collect stop data for all 3 people involved in the stop.

An officer searches a student's backpack because he or she suspects the backpack contains narcotics. The interaction requires the officer to collect racial and identify profiling statistics, including specific information about the juvenile and school.

Requirements

The requirements for this project are based on California Code of Regulations, Title 11. Law Division 1. Enforcement Chapter 19. The project strives to adhere to the latest California state requirements, not an individual agency's requirements.

Requirement #	Description
1	As an officer, I need to generate summary information about a stop (e.g., dates, times, duration of stop, location, reason for stop, etc.) so that my agency can easily identify the stop and generate reports.
2	As an officer, I need to easily add static information to my stop report (e.g., Agency ORI, badge number, officer years of experience, assignment, etc.) so that I can quickly finish the stop report and minimize the amount of data entry that I have to do.
3	As an officer, I need to record my perceptions of the individual (e.g., race, gender, sexual orientation, age, disability, English fluency) without using information from other sources, so that my agency is confident I am recording my perceptions and not using information gained from another system or source.
4	As an officer, I need to record what happened during the stop (e.g., search performed, reason for search narrative, contraband discovered, property seized, result of stop so that I collect all the required information for the stop and can successfully submit to the state.
5	All data elements described in section 999.226, subdivision (a) will be included in the stop form. No other additional data elements will be included at this time.
6	As an officer, I need to write a stop report for each person involved in the stop so that I complete the required forms for all people involved. This involves duplicating similar information and providing unique responses for each individual.
7	As a records clerk, I need to submit all of my agency's stop reports at least annually so that my agency is compliant. However, I can submit the stops more frequently if my agency desires so that I can avoid a large workload at the end of the year.
8	As an administrator, I need to grant access to specific users to have the ability to create, modify, and delete stop reports so that I can determine the specific privileges and access to this sensitive data.
9	As an administrator, I must keep the source of the stop data for at least 3 years so that I can provide the documentation to the California Department of Justice or the California Attorney General for inspection at any time during the retention period.

10	As a records clerk, I need to electronically submit my stop data for my agency-determined reporting period to the California Department of Justice in the proper format so that the Department receives my stop data and can analyze it. This electronic system can be a system-to-system web service or a secured file transfer protocol, to be determined by Motorola Solutions.
11	As a records clerk, I need to generate reports based on the stop data for my agency, so that my agency has a clear picture of what is being reported to the state and so that my agency knows the behaviors that are occurring within its organization.
12	As a user of the system, I need to ensure that the data that is entered and submitted to the state meets the data validation so that my agency's report doesn't get rejected by the state, requiring me to do additional work.
13	As a user of the system, I need to identify, fix and resubmit any stop reports that are sent back from the state so that I can include the corrected report in my next submission to the state.
14	As a user of the system, I need to send an individual stop report through my agency's prescribed workflow approval process so that the various stakeholders can review the stop report for accuracy and completeness before it is submitted to the state.

Limitations

This project does not include the following:

- Integrations with existing citation systems, field interviews, or other types of field reporting
- The solution does not support offline mode. The user must be connected to the system in order to submit a stop form.
- The solution does not prescribe for the officer when a stop report is required.
- This solution does not include any agency-specific requirements, data elements, or reports.

Court Judicial Sharing - Paperless Courts

With the CommandCentral Judicial Module your agency can rapidly share evidence and other content with legal personnel reducing administrative overhead and delays. The Judicial module provides capabilities including:

- Creating video clips to provide specific evidence related to a judicial request
- Restricted distribution to ensure only permitted individual have access to necessary content
- Secure links to requested content to maintain chain of custody
- Judicial partners' system and data is segregated from the original data and system
- Judicial partners' systems and the agency system are linked to easily share files between the systems

- "Share" is created for a file in the agency's CommandCentral Vault with a URL that can be shared with Judicial Partners:
  - A unique auto–generated URL can be shared with an individual or group of users
  - Provisioned Judicial Partner users can log into CommandCentral Vault and view any files shared with them by the agency
- The following data/actions from CommandCentral Vault can be toggled by agency administration to be shared (or not) with Judicial Partners:
  - Metadata (tags, GPS coordinates)
  - Annotations (notes)
  - Download
  - View Audit Log
- Share duration can be set to auto–expire
- Sharing actions are audit logged

Judicial Sharing

Sharing links for a particular file is as easy as copying and sending the link via email or another communication platform. CommandCentral Vault provides a button to automatically copy the link to the computer's clipboard for immediate pasting in any software application. Each file generates a unique link which can be shared with any user who is given permissions to view that particular file.

LiveScan Fingerprinting Interface

Flex's LiveScan Fingerprinting Interface streamlines the transfer of inmate name information and arrest data onto agency fingerprint cards. The interface allows users to transfer data from Flex's Jail Records module to a third party LiveScan fingerprinting software system. Users can then customize the data to ensure that fingerprint cards meet agency preferences and state recording requirements.

One-Touch Data Transfer

Users can efficiently transfer inmate data to LiveScan fingerprinting software while reducing the risk of data errors. With a single touch, the inmate's name, gender, physical description, booking identification number, arresting agency, Social Security number, and other data are automatically entered into the correct fields on the inmate's fingerprint card in the LiveScan software.

Reporting Requirements

The LiveScan application helps agencies meet state and federal reporting requirements. Users can customize the interface to transfer the specific information, onto fingerprint cards, that is needed to meet state and federal reporting requirements. The order in which data appears on the cards can also be configured to meet unique agency preferences.

Data Accuracy

Users reduce data entry mistakes because the system transfers data automatically from the Flex system to the LiveScan fingerprinting software. This ensures data integrity by eliminating the need to manually re-type inmate information onto fingerprint cards.

Feature List

- One-Touch Data Transfer
- Customizable Reporting Features
- Data Accuracy

Requirements

- The Flex software must be loaded on a Motorola Solutions approved hardware platform as outlined in current Motorola Solutions policies.
- Flex technicians must have direct modem access to the server where the Flex software is loaded.
- Installation will be done over the support modem.

- If your agency purchased installation services to set up multiple live-scan machines, each task listed in this document must be completed for each machine.
- The System Application Administrator (SAA) or designated assistant must be available to test the interface functionality and check the content of the data file.
- The agency is responsible for all network connectivity.
- If the live-scan vendor modifies any functionality or method of operation of their product and if these modifications require Motorola Solutions to recode any portion of the interface, additional fees for programming will apply.
- Once the live-scan interface has been installed and is operational, the agency is responsible for payment of any additional expenses required by the live-scan vendor.

Hardware

Hardware	Model	Vendor / Company	Support	Notes
Live-Scan Machine				The live-scan machine must be operational and compatible with Flex specifications. If the live-scan machine is connected to a local network only, a local static IP address is needed for the live-scan server's network card. If the live-scan machine is connected to the state, a second network card *or* routers to the state machine and the Flex server are required.
TCP/IP				The live-scan machine must have a TCP/IP connection to the server where the Flex software is loaded.

Software

Software	Version	Vendor/Company	Notes
Flex	Version 4.5 or higher	Motorola Solutions, Inc.	
NFS			If NFS Mounting is being used for the communication protocol, NFS server software is required on the Flex server and NFS client software is required on the live-scan server.
Law Records Management module		Motorola Solutions, Inc.	The Flex Law Records Management module *or* the Jail Management module is required.

SECTION 3

DATA CONVERSION

Convert on Demand (CoD)

Motorola Solutions offers a Convert on Demand (CoD) tool for Tulare County's data migration, described below.

Automated CoD

Data Location – Our customers have the option to "dump" legacy data into a separate, query-only database. This query-only database can be accessed with Motorola Solutions' Convert on Demand (CoD) tool, which can be configured for Tulare County administrators to convert batches of your legacy data to the live database, with the click of a button, on an as-needed basis.

Prior to any conversions of this type, the CoD tool will notify users if they are attempting to convert duplicate data – records that already exist (with the same record number) in the live database. Though not all legacy data will be available in the live environment, it will be preserved without the need to maintain Tulare County's old system.

Required Preparation – Legacy data designated for conversion into the live Flex database will require comprehensive review and cleaning, conducted by the agency. While the CoD tool will warn users before they attempt to convert duplicate data, the potential to convert unclean data remains. Tulare County should be aware of the risks associated with converting unclean data – orphan records, incorrect involvement codes, etc. Preparation for Automatic CoD requires some effort and time on the part of both the agency and Motorola Solutions.

Sample Statement of Work

This statement of work provides an overview of Motorola Solutions' data conversion services, and guides the primary activities and responsibilities for the conversion process. It documents project assumptions, sets expectations for each party, and identifies each major task within the conversion process.

Our primary objective as your partner is to minimize risks to data accuracy and provide exceptional service. Your agency can rest assured that your data and needs will be our top priority throughout the entire conversion process.

Project Assumptions

The database from which data is being converted maintains the following records:

- Master Incidents: # of records
  - Links to People, Property, Business, Auto, Crash, Citations, etc.
- Master Names: # of records
  - Duplicate name records: # or records
  - Customer maintains internal components of legacy system that helps them to merge duplicates, and are currently using said components to eliminate duplicates.
- Property: # of records
- Master Business: # of records
- Master Auto: # of records
- Citations: # of records
- Jail Records: # of records

- Active Inmate, Inmate History, Sentence, Bond, Housing, etc.
- Images – Customer has images stored in a different location related to records

Additional assumptions:

- Source data is coming from one type of data source (unless otherwise specified)

Customer Responsibilities

- Provide Motorola Solutions with adequate documentation of the legacy database and field mapping information
- Cleanse data in the legacy database prior to data conversion by merging duplicate records, specifically duplicate Master records
- Geo verify any legacy address in legacy system – any addresses that are part of the data conversion cannot be Geo Verified
- Mutually agree to the project schedule during project initiation
- Participate in the preparatory Data Conversion Workshop
- Approve the data conversion requirements prepared by Motorola Solutions
- Review and verify all converted data for accuracy within each iteration
- Following receipt of a deliverable (test iterations & live cut), review and report any issues to Motorola Solutions within ten business days

Motorola Solutions' Project Team Responsibilities

- Create the initial data mapping document
- Prepare the Data Conversion Workshop
- Convert Oracle database to MS SQL database via SQL Server Migration Assistant
- Complete data conversion ELT (extract, translate, load) script
- Migrate agency data – including two test iterations, and live cut

Exclusions

- Legacy data storage maintenance

Data Conversion Process

Please note that each milestone listed below is a pre-requisite to the milestones that follow it.

- Contract execution
- Project handoff
- Onsite project kickoff meeting
- Project schedule established
- Software installation on customer-provided hardware
- Admin training completed
- Code table setup completed (conversion will begin after code table setup and provisioning is complete)
- Legacy system provided to Motorola Solutions after provisioning and code table setup are mostly complete
- Data mapping document designed by Motorola Solutions
- Data mapping document reviewed, modified, and approved by Customer and Motorola Solutions
- Conversion tool configured/built by Motorola Solutions
- First test load iteration will be provided on mutually agreeable timeframe (approximately 90-120 days before Go-live)
- Customer reviewed the first test load iteration and provided feedback within ten business days
- System Go-live
- Final load iteration provided on mutually agreeable timeframe (as close to Go-live as possible)
- Customer reviewed the final test load iteration and provided feedback within ten business days

SECTION 4

STATEMENT OF WORK

INTRODUCTION AND PURPOSE

Motorola provides comprehensive public safety software for police departments, sheriff's offices, fire departments, communication centers and correctional facilities. Under the guidance and participation of Customer, Motorola will facilitate the delivery and implementation of its integrated software solutions, which includes all purchased products and services in this proposal.

Together, the integrated software solutions are referred to as the "System."

Motorola is committed to building a lifelong partnership with Customer by providing professional project management assistance through implementation, account management, technical services, and both initial and ongoing training. Motorola will provide Customer with software tools and services to implement a system that provides for the storage, retrieval, retention, manipulation, and viewing of documents, or files pertaining to Customer operations.

This SOW guides the primary activities and responsibilities for the System's implementation. It documents project implementation requirements, identifies each major task within the implementation process, sets expectations for each party, and identifies the criteria by which Motorola and Customer will consider a task complete.

4.1 PROJECT OBJECTIVES

Ongoing objectives of the Public Safety Software Implementation project:

- Provide a comprehensive public safety software solution to facilitate data management
- Provide the software and services necessary to enable interoperability and real-time data sharing
- Provide initial and ongoing system and application administration training to ensure proper setup and the efficient use of software modules
- Facilitate the implementation of data entry standards

Specific SOW objectives:

- Complete the project implementation plan
- Configure, set up, and install the server
- Install and configure core Flex software modules
- Install and configure the external interfaces
- Provide onsite system setup consultation and system and application administration training
- Perform initial system acceptance
- Provide comprehensive end user training and assistance with code table set up
- Provide Go-live assistance
- Perform final system acceptance

4.2 CHANGE MANAGEMENT PROCEDURES

In the event it is necessary to change this SOW or, if applicable, a Scope of Work document, the following procedure will be used:

- The party requesting the change will issue a Change Request document ("Change Request"). The Change Request will describe the nature of the change, the reason for the change, and the effect of the change, which may include changes to the work product. The Change Request will also include any changes in pricing.
- Either party may initiate a Change Request for any material changes to this SOW and any applicable Scope of Work. The requesting party will review the proposed change with the other party and the parties will negotiate reasonably and in good faith to agree upon the requested change and any changes to the fees or schedule that may result therefrom. Upon the parties' agreement, the appropriate authorized representatives of the parties will sign the Change Request, indicating acceptance of the changes by the parties.
- Upon execution of the Change Request, the Motorola and Customer Project Managers will incorporate the change into the SOW or Scope of Work.

4.3 PROJECT ASSUMPTIONS AND GENERAL RRESPONSIBILITIES

Project Assumptions

- The Flex System will be implemented in a Linux or Windows environment.
- Customer network is available and appropriately configured.
- Hardware is available that meets or exceeds Motorola's current hardware recommendations, is patched per Motorola's recommendations, and is appropriately configured.
- A TCP/IP-capable network is available for Flex Mobile; specifically, a broadband wireless data network (3G or greater) or a similar high speed private network. At a minimum, wireless networks should accommodate average bi-directional data rates of 256 kbit/s (kilobits per second) between the mobile client and the Flex server.
- Customer obtains State user and terminal ORIs in a timely fashion.
- State/NCIC (StateLink) interface may not be ready for end user training; a live connection is not necessary for training exercises.
- Third party vendors provide required information for interface configuration.
- This engagement will begin on a mutually acceptable date after Motorola is in receipt of a signed contract from Customer that covers the fees and expenses described therein.
- Customer will provide appropriate technical and management resources to participate in the implementation as identified in the project tasks and responsibilities.

Customer Responsibilities

- Maintain effective communications with the Motorola Project Manager
- Participate in onsite project status meetings
- Respond to issues and concerns as communicated by the Motorola Project Manager
- Provide Motorola with Customer-approved project change requests
- Coordinate required Customer tasks and responsibilities with the Motorola Project Manager
- Manage all third party vendors for which Customer contracts facilitate project activities
- Ensure Customer project team members have the knowledge and expertise to meet required project responsibilities
- Provide onsite and dedicated VPN remote access as required to facilitate installation and Motorola's continued system support
- Install Flex application client on all computers
- Install Mobile application client on mobile computers
- Provide physical training facilities and supplies (e.g., projector, screen, whiteboard or equivalent) as well as personal computers required for training end users
- Ensure management and end user personnel are scheduled and available for training

Motorola Project Team Responsibilities

- Function as the liaisons with Customer's designated project manager
- Provide Customer with a project management plan, including a cut-over plan for Go-live
- Supply system test plans, setup, administration and configuration documentation, student manuals (training plans), and end user Documentation
- Manage all aspects of the implementation, including project communications
- Participate in the project planning and system setup
- Coordinate and schedule the delivery of all products and services provided by Motorola
- Conduct onsite project status meetings at Customer facility and attend all major project events including project kickoff meeting, system acceptance tests, project team training, and Go-live activities
- Facilitate the submission and approval of Customer change requests
- Provide responses and recommend resolutions to Customer issues
- Facilitate the server configuration and core system installation, and coordinate external interface installation
- Manage all third party vendors contracted by Motorola

4.4 PROJECT TASKS AND RESPONSIBILITIES

This section outlines all project phases, individual tasks, and responsible parties required to meet the goals and objectives of this SOW. Motorola and Customer will perform their respective tasks through a combination of onsite collaboration, coordination via telephone, email communications, and other remote means, as appropriate.

Tasks may or may not be completed in the order in which they appear. Some tasks may be sequential while other tasks may be concurrent with other tasks.

Some tasks will involve 3rd party entities (government agencies, vendors, etc.) to successfully complete this project. Motorola will cooperate and use good faith efforts to work effectively with all third party representatives from other vendors or government agencies as may be necessary to ensure successful Project completion.

Project Planning and Pre-Installation

Task Description

Project Planning will consist of a series of tasks and activities to help prepare the Customer and Motorola for the implementation process:

- **Pre-Implementation Meeting**
  Motorola will conduct a Pre-Implementation Meeting (PIM), which includes a project review session and product demonstration. The Project review session will include a detailed discussion of the contract documents, project timelines, goals and objectives, and roles and responsibilities of both parties. The Project review session will be designed to ensure the project managers and key personnel on both sides are familiar with the contract documents and have the same understanding of the overall scope of the project and project approach.
- **Workflow and Forms Review Sessions/Project Team Planning Session**
  Motorola will schedule and conduct Workflow and Forms Review Sessions with each agency/department to identify paper forms and manual reports that can/will be eliminated by installing the new System, and the changes that will be required in forms that will remain in use after system go-live. This task will also include a detailed discussion/presentation and recommendations on how each agency will/should streamline work processes and adjust current staffing resources to match Software utilization.

Deliverables

Upon completion of Project Planning, Motorola and Customer will:

- Document results of the workflow and forms review for each agency. Motorola will provide recommendations on forms that can potentially be eliminated and/or consolidated for each agency. Motorola will provide recommendations for forms that should remain in use after go-live occurs.
- Identify and document estimated Customer resources and estimated time requirements for Customer-related tasks so the Customer is better prepared to assign the type of resources when necessary to do so and for what duration. This information will be based on Motorola's previous experience in installing similar systems. The goal is to help ensure the Customer is well aware in advance of

Project Planning and Pre-Installation

tasks and resource requirements so as to avoid potential project delays during the implementation process.

Prerequisites

- Signed Agreement

Completion Criteria

This task will be considered complete following the Pre-Implementation Meeting and completion of the Workflow and Forms Review Sessions.

Motorola	Customer
Responsibilities • Conduct pre-implementation meeting • Conduct product demonstrations • Conduct workflow and forms review	**Responsibilities** • Assist with workflow and forms analysis • Assist with project team planning sessions
Required Staff • Project manager • Trainer • Systems Engineer	**Required Staff** • Project manager • Project team members (staff from agencies or departments

Order Hardware

Task Description

The purpose of this task is to order the hardware required for the Flex system. Customer or Motorola (as specified in the Agreement) will be responsible for procuring the server needed to meet Motorola's hardware specifications, as well as dedicating/procuring servers for the solution's GIS component and Compstat Dashboard module. Together, Motorola and Customer will review the purchase order to verify the purchased hardware meets system specifications. Hardware will then be shipped to Customer's location.

If Customer desires a disaster recovery solution, Customer (or a mutually agreed upon third party, as specified in the Agreement) will be responsible for procuring a second server and facilitating the setup of that solution. All costs associated with the setup and testing of the disaster recovery solution will be borne by Customer.

Deliverables

- Hardware recommendations

Prerequisites

- Pre-implementation conference call

Completion Criteria

This task will be complete once the hardware has been ordered.

Motorola	Customer
Responsibilities • Verify hardware order • Order hardware (per Contract) • Provide minimum and recommended hardware requirements for all workstations	**Responsibilities** • Order hardware (per Contract) • Ensure hardware (workstation) upgrades, as needed
Required Staff • Project manager • Installation manager • Systems engineer	**Required Staff** • Project manager • IT personnel (as needed) • System administrator

Order Third Party Products

Task Description

Motorola will order third party products as specified in the Agreement. Customer will be responsible for any third party requirements not listed in the Agreement.

Deliverables

- Not applicable

Prerequisites

- Signed agreement

Completion Criteria

This task will be complete once Motorola and Customer have placed all orders for third party products.

Motorola	Customer
Responsibilities • Order third party products as specified in the Agreement	**Responsibilities** • Order third party products for which Customer is responsible
Required Staff • Project manager • Systems engineer	**Required Staff** • Project manager • System administrator • IT personnel (as needed)

Finalize Project Schedule

Task Description

Prior to signing the Agreement, Motorola and Customer may have developed a preliminary project schedule. During this task, the project managers from both Motorola and Customer, as well as Customer personnel who make decisions regarding resource allocations or scheduling, will meet and review the project schedule. These individuals will make any necessary adjustments based on known changes in resource availability. Motorola's project manager will then update the schedule.

The project schedule will be further updated as necessary over the course of the project. All changes to the schedule will be mutually agreed upon and, if required, documented via the mutually agreed upon change order process. Any schedule changes that occur will be a part of the project status reports provided by Motorola's project manager.

Deliverables

- Final project schedule

Prerequisites

- Not applicable

Completion Criteria

This task will be complete when the parties agree upon the final project schedule; approval shall not be unreasonably withheld or delayed.

Motorola	Customer
Responsibilities • Lead Customer through a review of the project schedule • Update the project schedule	**Responsibilities** • Ensure personnel who can make resource allocation and scheduling decisions attend Project Schedule review
Required Staff • Project manager • Training coordinator	**Required Staff** • Project manager • System administrator • Department supervisors (as needed, for approving the schedule)

Develop Data Entry Standards

Task Description

Customer is responsible for developing data entry standards and policies to ensure users enter data correctly and in conformity with quality assurance expectations. At the kickoff meeting, Motorola will provide and explain sample data entry standards as a starting point for Customer. Customer will need to revise the sample standards to meet its specific needs. Once standards have been established, Customer will be expected to formalize the policy as standard operating procedure for data entry tasks. Motorola will incorporate the data entry standards into end user training. Therefore, Customer must complete this task prior to end user training. Motorola is not responsible for project delays due to Customer not completing this task in a timely manner.

Deliverables

- Motorola-supplied sample data entry standard
- Final, Customer-defined data entry standards

Completion Criteria

This task will be complete after Customer develops formal data entry standards that Motorola can incorporate into end user training.

Motorola	Customer
Responsibilities • Provide sample data entry standards • Explain data entry standards	**Responsibilities** • Revise sample standards form to meet Customer's needs • Create formal policies and standard operating procedures to guide data entry tasks
Required Staff • Project manager • Lead trainer	**Required Staff** • Project team

Conduct First Web Based Map Training

Task Description

Customer must prepare its GIS data for the Flex geofile and then build the Flex geofile database. Prior to training, Customer will collect current map data for assessment. Motorola will send Customer a document to guide Customer in the collection of this data. A Motorola GIS trainer will assess the current map data and provide feedback on ways to improve the quality of the data for use in the Flex geofile.

During this time, Motorola's GIS trainer will also instruct Customer's personnel responsible for building the geofile on how to build and update the maps for use in the Flex applications. After training, Customer is responsible for building the geofile. Motorola will remotely provide additional assistance, as needed.

Deliverables

- Map data collection guide
- GIS modification recommendations
- Remote assistance as needed

Prerequisites

- Existing customer map files

Completion Criteria

This task will be complete after Motorola concludes the onsite map build training.

Motorola	Customer
Responsibilities • Provide map data collection guide • Assess current map data • Provide feedback on ways to improve quality of map data • Provide map build training • Provide remote assistance during Customer's map build activities	**Responsibilities** • Collect current available map data • Attend map training • Build geofile per Motorola's specifications
Required Staff • Trainer (GIS)	**Required Staff** • System Administrator • GIS Department

Install and Configure Hardware and Operating System

Task Description

After Customer receives the server hardware, Motorola's systems engineer will install the server at Customer site, and install and configure the operating system. The systems engineer will also help Customer configure the GIS server to accommodate Esri® Network Analyst, which is necessary if Customer wants routing and closest unit dispatching capabilities.

Deliverables

- Servers installed and configured

Prerequisites

- Addresses for servers and VPN identified
- Server location, equipment, and supply of power provided

Completion Criteria

This task will be complete when Motorola has installed and configured the Linux or Windows server and operating system, conducted initial tests of the equipment, corrected any material problems or deficiencies, and established connectivity to Motorola Flex headquarters.

Motorola	Customer
Responsibilities • Install Linux or Windows server and operating system at Customer site • Configure database storage space allocation • Guide Customer through network configuration • Conduct initial tests of the equipment and correct any problems or deficiencies • Establish connectivity to Motorola Flex headquarters	**Responsibilities** • Facilitate installation of Linux or Windows server • Set up disaster recovery solution • Configure network • Assist with establishing connectivity to Motorola Flex headquarters
Required Staff • Project manager • Systems engineer	**Required Staff** • System administrator • IT department

Install Core Flex Application

Task Description

After installing the servers and configuring the operating system and database storage, Motorola's systems engineer will install the core Flex application and the Motorola side of interfaces. The systems engineer will configure the database environments and create the initial administrative user accounts.

Motorola will provide Customer with Mobile and Flex client applications. Customer is responsible for installing the client application on the mobile and desktop computers.

Deliverables

- Installation of Flex applications, as specified in the Agreement
- Installation of Flex components of external interfaces
- Installation of Flex Mobile client application

Prerequisites

- Hardware installed

Completion Criteria

This task will be complete when Motorola has installed the core Flex applications, created the training user accounts and administrative accounts, initiated the installation of external interfaces, and performed the tests required for end user training and Go-live.

Motorola	Customer
Responsibilities • Install core Flex applications • Configure databases (live and training) • Create administrative user accounts • Create training user accounts • Initiate installation of external interfaces	**Responsibilities** • Install Flex client application on PCs • Install Flex Mobile client application on mobile computers
Required Staff • Systems engineer	**Required Staff** • IT personnel • System administrator

Configure StateLink/NCIC, E9-1-1, LiveScan and Other External Interfaces

Task Description

Motorola installs the NCIC and E9-1-1 interfaces with configuration parameters set to default values. While most external interfaces require only configuration prior to execution, these interfaces require additional technical and administrative steps for operability.

Motorola will install the State Link and Mobile StateLink NCIC interface. Customer, however, is responsible for obtaining a state connection and obtaining state user and terminal ORIs. Should Customer require assistance, Motorola can help with the process. Together, Motorola and Customer will enter the ORI and terminal information and test the connection.

Motorola will install the E9-1-1 interface. To configure this interface, Motorola will require a sample ANI/ALI data stream from Customer, as well as dispatch terminal IP addresses and a port for connectivity to the ANI/ALI box. After receiving this information and the required connectivity, Motorola will configure the E9-1-1 interface and, together with Customer, will test the connection to verify the correct data stream and format transfers to the CAD screens.

Motorola will also install and test all other external interfaces specified in the Agreement. The development process for other interfaces will include programming, testing, and demonstrating to Customer the successful completion of all included interfaces and software modifications, as set forth in the Agreement.

Deliverables

- Installation, configuration, and testing of StateLink and Mobile State Link StateLink/NCIC, E9-1-1, and LiveScan interfaces

Prerequisites

- Methods of connectivity defined
- Contact information for all third party vendors

Completion Criteria

This task will be complete when Motorola and Customer have tested the StateLink and Mobile StateLink/NCIC, E9-1-1 interface, LiveScan interface, and other external interfaces included in the Agreement and they are installed and working correctly in all material respects.

Configure StateLink/NCIC, E9-1-1, LiveScan and Other External Interfaces	
Motorola	**Customer**

Responsibilities
• StateLink Interface
  – Install StateLink/NCIC interface
  – Work with Customer to enter ORI and terminal information
  – Test StateLink/NCIC interface
• E9-1-1 Interface
  – Install interface
  – Configure ANI/ALI connection to Flex
  – Verify data stream/format to CAD screens
• Other External Interfaces
  – Serve as prime contractor to develop interfaces
  – Test and successfully demonstrate completion to Customer
  – Update interface and system Documentation, as necessary
	Responsibilities
	• StateLink Interface
	  – Obtain state connection
	  – Obtain state user and terminal ORIs
	  – Work with Motorola to enter ORI and terminal information
	  – Test StateLink and Mobile StateLink State/NCIC interface
	• E9-1-1 Interface
	  – Provide ANI/ALI port for connection
	  – Provide dispatch computer IP addresses
	  – Verify data stream/format to CAD screens

Required Staff • Project manager • Systems engineer • Development (programmers)	**Required Staff** • IT department • Any applicable third party vendors • System administrator

Conduct Project Team Training

Task Description

Motorola will conduct a three-day training course for Customer's project team. Part of this training includes an overview of the purchased application. During the overview, Motorola will demonstrate the functionality of the various modules.

Deliverables

- Project team training

Prerequisites

- Server installation complete
- Training room set up with server connectivity

Completion Criteria

This task will be complete when the parties have concluded project team training.

Motorola	Customer
Responsibilities • Project team training (system overview) • Demonstrate Flex application	**Responsibilities** • Provide appropriately equipped training location • Ensure appropriate personnel attend project team training
Required Staff • Project manger • Trainer	**Required Staff** • Project team • Trainer

Conduct System Administration Training

Task Description

Motorola will conduct the following system administration training courses:

- Specialist system application administration (3 days)
- Module-specific administration training, as appropriate

System administration training includes training to set up, enter, and administer the operational and administrative code tables. Following training, Customer will be responsible for entering code tables. Customer must enter data before user training begins. Motorola will provide training on user/group setup, including granting system privileges.

Additionally, Customer should have a good draft of its data entry standards. During this training, Motorola will work with Customer to review and finalize the data entry standards. Following training, Customer will be responsible for formalizing data entry standards. This task must be complete before user training begins.

Deliverables

- System administration training per the training plan

Prerequisites

- Flex application installation
- Project team training
- Customer completion of data entry standards

Completion Criteria

This task will be complete when Motorola has provided the system administration training per the training plan.

Motorola	Customer
Responsibilities • System administrator training • Module administration training • Code table setup training	**Responsibilities** • Provide properly equipped location • Ensure personnel attend training • Finalize data entry standards • Enter code tables
Required Staff • Trainer	**Required Staff** • Project manager (as needed) • Project team • System administrator • IT personnel • Department managers (as needed for code tables decisions)

Conduct Follow Up Map Training and Final Map Setup Training

Task Description

Motorola GIS trainers will conduct multiple (as needed) training sessions to review the geofile map build and direct the necessary GIS modifications. These trainers will identify areas where the maps could be improved and assist Customer with any issues or problems it is experiencing.

Prior to Go-live, Motorola will conduct a final review session to assess the condition of Customer map data and ensure it is ready for go live.

Deliverables

- GIS professional services (consulting)
- Final map review

Prerequisites

- Flex application installation
- System administration training
- Significant progress on Customer map build

Completion Criteria

This task will be complete when the final map is prepared and ready for go live.

Motorola	Customer
Responsibilities • Provide map build assistance to Customer • Assist with final map review and go live preparation	**Responsibilities** • Map build and GIS modifications • Perform final map review
Required Staff • Trainer (GIS)	**Required Staff** • GIS department • System administrator

Conduct End User Training

Task Description

Motorola will conduct end user training per the mutually agreed upon training plan.

Deliverables

- End user training

Prerequisites

- Functional testing completed
- Interfaces installed and configured

Completion Criteria

This task will be complete when Motorola has provided all end user training per the training plan.

Motorola	Customer
Responsibilities • Provide end user training per the training plan	**Responsibilities** • Provide training facilities and equipment • Ensure appropriate personnel attend each training class
Required Staff • Trainers	• Required Staff • All employees (end users)

Cutover to Live Operation

Task Description

Motorola trainers will be onsite to assist Customer with cutover to live operation (Go-live).

On the day of cutover to live operation, Motorola will facilitate a Go-live kickoff ensuring all tasks are completed and Customer personnel are prepared for pre and post-cutover roles.

After cutover, Motorola's trainers will assist Customer personnel with initial live database entry, providing guidance and training as needed. The trainers will troubleshoot live database problems that may arise and make minor configuration modifications as Customer makes initial database entries and enacts entire work processes in the live environment.

Motorola's project manager and trainers will hold meetings with Customer project team, as needed, to discuss concerns and issues that arise.

Customer's system administrators, project team, and other "supervisory users" shall be present to provide guidance to Customer personnel needing additional assistance. Customer personnel are free to ask questions. The system administrators, project team, and other supervisory users should report issues and concerns they encounter to Motorola's trainers and project manager, who will incorporate the issues and concerns into daily meetings and one-on-one training.

Deliverables

- Trainers onsite for Go-live

Prerequisites

- Completion of all previous tasks

Completion Criteria

This task will be complete once live operation of the entire System has commenced and the other tasks described above been completed.

Motorola	Customer
Responsibilities • Facilitate Go-live kickoff meeting (first day of Go-live) • Assist with initial live database entry • Observe operations and troubleshoot live database problems • Make minor modifications as needed • Work one-on-one with individuals	**Responsibilities** • Ensure appropriate personnel attend Go-live kickoff meeting • Provide guidance to individuals who need extra assistance • Relay issues and concerns to Flex
Required Staff • Project manager • Systems engineer • Trainers	**Required Staff** • Project manager • All employees (end users)

Perform Site Audit and Analysis

Task Description

Approximately a few weeks following cutover to live operation, a Motorola trainer will be onsite to observe how Customer personnel are using the System. The trainer will be available to answer any follow up questions and provide additional training to enhance user capabilities, showing the users alternative ways to use the System.

Deliverables

- Onsite analysis and training for up to three days

Prerequisites

- Go-live operations

Completion Criteria

This task will be complete after the Motorola trainer has conducted the site audit and analysis.

Motorola	Customer
Responsibilities • Answer follow up questions • Show users alternative ways to use the system	**Responsibilities** • Communicate questions or concerns
Required Staff • Trainer	**Required Staff** • Applicable staff

Major Milestones

- Agreement signing
- Hardware delivery/Core installation
- Project team training/Administration training complete
- Initial acceptance
- Interfaces
- End user training complete
- Go-live complete

SERVERS

SECTION 5

Solutions II

Quote #: 20191029-1
Configuratoin: Linux 500+ User
Client: Motorola
Agency: Tulare County, CA

Date: 10/29/2019
Contact: Jeff Robbins
Phone: (801)441-5982
Email: jeff.robbins@solutions-ii.com

Notes:
1. The following quote is provided for reference only as these costs are included in the Tulare County Purchased Products and Services Section at the end of this document. This quote varies slightly from the total listed in the Purchased Products and Services Section because the Purchased Products and Services quote includes installation and configuration services in addition to the costs listed below. Any shipping/freight will show as estimated and will be invoiced accordingly.
2. Taxes are not included in the costs below but are included in the Tulare County Purchased Products and Services Section in the California State Tax line item.
3. Final configuration and prices subject to change based upon the final solutions assurance review and consultation with client.
4. A detailed services Scope of Work (SOW) and MSA Agreement must be executed prior to the commencement of services.
5. Prices quoted assume standard terms and conditions, net 30.

Qty	Description
	Production Site Servers
2	HPE ProLiant DL380 Gen10 6230 2.1GHz 20-core 1P 64GB-R P816i-a 8SFF 800W RPS Server
2	HPE DL380 Gen10 Intel Xeon-Gold 6230 (2.1GHz/20-core/125W) Processor Kit
20	HPE 32GB (1x32GB) Dual Rank x4 DDR4-2933 CAS-21-21-21 Registered Smart Memory Kit
2	HPE Trusted Platform Module 2.0 Gen10 Option
2	HPE 8GB Dual microSD Flash USB Drive
2	HPE DL38X Gen10 SFF Box1/2 Cage/Backplane Kit
2	HPE DL Gen10 x8/x16/x8 Riser Kit
2	HPE DL38X Gen10 12Gb SAS Expander Card Kit with Cables
2	HPE iLO Advanced 1-server License with 3yr Support on iLO Licensed Features
4	HPE C13 - Nema 5-15P US/CA 110V 10Amp 1.83m Power Cord
4	HPE 480GB SATA 6G Mixed Use SFF (2.5in) SC 3yr Wty Multi Vendor SSD
20	HPE 1.92TB SATA 6G Read Intensive SFF (2.5in) SC 3yr Wty Multi Vendor SSD
2	HPE FlexFabric 10Gb 4-port 536FLR-T Adapter
4	ETH 10/25GB 2P 640SFP28 ADPT
4	HPE 25Gb SFP28 to SFP28 3m Direct Attach Copper Cable
1	Red Hat Enterprise Linux Server 2 Sockets or 2 Guests 5 Year Subscription 24x7 Support E-LTU
2	Microsoft Windows Server 2019 (16-Core) Standard FIO Not Pre-installed English SW
2	Microsoft Windows Server 2016 (16-Core) Downgrade Standard FIO Not Pre-installed English SW
4	Microsoft Windows Server 2019 (4-Core) Standard Additional License en/fr/es/xc SW
2	Microsoft Windows Server 2019 (16-Core) Standard Additional License en/fr/es/xc SW

2	HPE 5Y Foundation Care 24x7 wDMR SVC
2	HPE iLO Advanced Non Blade - 3yr Support
2	HPE DL38x Gen10 Support
2	HPE Microsoft Support Declined SVC
6	Power Cord 10A C13-C14 Jumper (For PDU's)
15	CAT6 ~15'
Production Site vSAN Witness Host	
1	HPE ProLiant DL20 Gen10 E-2136 3.3GHz 6-core 1P 16GB-U 4SFF 500W PS Perf Server
1	HPE Small Form Factor Hard Drive Blank Kit
1	HPE 8GB Dual microSD Flash USB Drive
1	HPE Smart Array Controller Batteries
1	HPE Trusted Platform Module 2.0 Gen10 Option
1	HPE 500W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit
1	HPE Smart Array P408i-a SR Gen10 (8 Internal Lanes/2GB Cache) 12G SAS Modular LH Controller
1	HPE 16GB (1x16GB) Dual Rank x8 DDR4-2666 CAS-19-19-19 Unbuffered Standard Memory Kit
2	HPE C13 - Nema 5-15P US/CA 110V 10Amp 1.83m Power Cord
1	HPE iLO Advanced Electronic License with 3yr Support on iLO Licensed Features
4	HPE 960GB SATA 6G Read Intensive SFF (2.5in) SC 3yr Wty Multi Vendor SSD
1	HPE DL20 Gen10 2SFF HDD Enablement Kit
1	HPE Ethernet 1Gb 4-port 366T Adapter
1	HPE 5Y Foundation Care 24x7 SVC
1	HPE iLO Advanced Non Blade - 3yr Support
1	HPE ProLiant DL20 Gen10 Support
1	Microsoft Windows Server 2019 (16-Core) Standard FIO Not Pre-installed English SW
1	Microsoft Windows Server 2016 (16-Core) Downgrade Standard FIO Not Pre-installed English SW
DR Site Server	
1	HPE ProLiant DL380 Gen10 6230 2.1GHz 20-core 1P 64GB-R P816i-a 8SFF 800W RPS Server
1	HPE DL380 Gen10 Intel Xeon-Gold 6230 (2.1GHz/20-core/125W) Processor Kit
10	HPE 32GB (1x32GB) Dual Rank x4 DDR4-2933 CAS-21-21-21 Registered Smart Memory Kit
1	HPE Trusted Platform Module 2.0 Gen10 Option
1	HPE 8GB Dual microSD Flash USB Drive
1	HPE DL38X Gen10 SFF Box1/2 Cage/Backplane Kit
1	HPE DL Gen10 x8/x16/x8 Riser Kit
1	HPE DL38X Gen10 12Gb SAS Expander Card Kit with Cables
1	HPE iLO Advanced 1-server License with 3yr Support on iLO Licensed Features
2	HPE C13 - Nema 5-15P US/CA 110V 10Amp 1.83m Power Cord
10	HPE 1.92TB SATA 6G Read Intensive SFF (2.5in) SC 3yr Wty Multi Vendor SSD
1	ETH 1GETH 4PT 366FLR ADPT
1	ETH 10/25GB 2P 640SFP28 ADPT
1	HPE 25Gb SFP28 to SFP28 3m Direct Attach Copper Cable
1	Microsoft Windows Server 2019 (16-Core) Standard FIO Not Pre-installed English SW
1	Microsoft Windows Server 2016 (16-Core) Downgrade Standard FIO Not Pre-installed English SW
1	Microsoft Windows Server 2019 (16-Core) Standard Additional License en/fr/es/xc SW
2	Microsoft Windows Server 2019 (4-Core) Standard Additional License en/fr/es/xc SW
1	HPE 5Y Foundation Care NBD wDMR SVC
1	HPE iLO Advanced Non Blade - 3yr Support
1	HPE DL38x Gen10 Support
1	HPE Microsoft Support Declined SVC
3	Power Cord 10A C13-C14 Jumper (For PDU's)

5	CAT6 ~15'
VMWare Software	
4	VMware HCI Kit 6 Standard (Per CPU)
20	Production Support/Subscription for VMware HCI Kit 6 Standard (Per CPU) for 1 year
3	VMware vSphere 6 Standard for 1 processor
15	Production Support/Subscription VMware vSphere 6 Standard for 1 processor for 1 year
1	VMware vCenter Server 6 Foundation for vSphere up to 4 hosts (Per Instance)
5	Production Support/Subscription VMware vCenter Server 6 Foundation for vSphere up to 4 hosts (Per Instance) for 1 year
Backup Software and Storage	
1	Veeam Backup & Replication Universal License. Includes Enterprise Plus Edition features. - 5 Years Subscription Upfront Billing
2	12BAY NAS RACK STATION REDUNDANTPERP PWR DISKLESS RS2420RP+
10	8TB RED PRO SATA NAS HARD DRIVEDRV 3.5IN
2	Synology Rail Kit
Professional Services	
1	Installation and Integration for 2-3 Node Cluster with Single DR Installation
Grand Total:	**$246,747.00**

Optional Services	
Flex Application Monitoring for 1 Year with 10 Hours of Support	$8,640.00
or	
1 Year Solutions II Managed Service for 2-3 Node Cluster with Single DR Server	$57,205.20

REDUNDANT K CORE AND MCC7500E

SECTION 6

SYSTEM DESCRIPTION

Motorola Solutions is pleased to provide Tulare County Sheriff's Department with a proposal for a redundant ASTRO 25 K Core Master Site and MCC 7500E dispatch consoles to replace their existing dispatch system. The proposed solution provides Tulare County Sheriff's Department with a scalable and dynamic radio platform. Motorola's proposed ASTRO 25 Conventional system consists of nine (9) MCC 7500E Dispatch Consoles, Console Alias Manager (CAM), two (2) Enhanced Conventional Channel Gateways (ECCGW), SDM3000, configuration manager, customer network interface equipment and spares. The system utilizes Ethernet site links. Tulare County Sheriff's Department is responsible for providing Ethernet site link connectivity to the system. A high level block diagram is shown below.

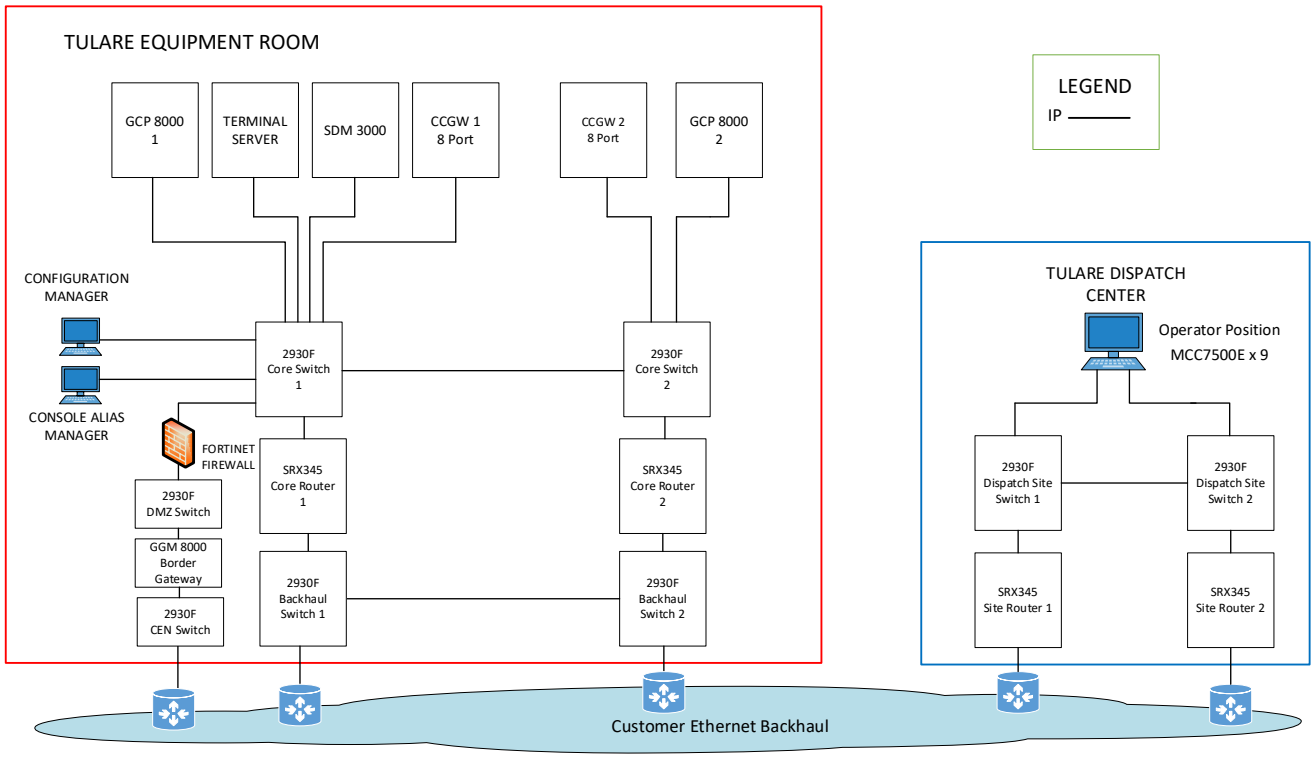


Figure 1-1: System Block Diagram

6.1 ASSUMPTIONS:

Motorola Solutions has made several assumptions in preparing this proposal, which are noted below.

- All existing sites or equipment locations will have sufficient space available for the system described as required/specified by R56.
  - 7 ft racks are included in this proposal.
- All existing sites or equipment locations will have adequate electrical power (and backup power, if necessary) in the proper phase and voltage and site grounding to support the requirements of the system described.
- Any site/location upgrades, modifications or licensing are the responsibility of Tulare County Sheriff's Department.
- All required approved local, State or Federal, FCC/FAA, and any other permits as may be required for the installation and operation of the proposed equipment are the responsibility of Tulare County Sheriff's Department.
- Any required system interconnections not specifically outlined here will be provided by Tulare County Sheriff's Department. These may include dedicated phone circuits, microwave links, Ethernet links or other types of connectivity.
- Any applicable frequencies and FCC/FAA licensing will be the responsibility of Tulare County Sheriff's Department.
- Integration of any repeater or receiver sites to the master site is not included in this proposal.
- Any necessary demarcation points are defined as the Motorola Solutions provided equipment. This includes demarcation for the following services:
  - 120VAC/ -48DC Power & Circuits.
  - Backup Power.
  - Grounding.
  - Communication Circuits and backhaul links between sites.
- Back-up power system or UPS are not included in this design.
- No coverage guarantee is included or implied for this proposal.
- Motorola Solutions is not responsible for interference caused or received by the Motorola Solutions provided equipment except for interference that is directly caused by the Motorola Solutions provided transmitter(s) to the Motorola Solutions provided receiver(s). Should Tulare County Sheriff's Department system experience interference, Motorola Solutions can be contracted to investigate the source and recommend solutions to mitigate the issue.
- Standard spares for K2 Core Master Site and Dispatch Consoles are included in this proposal.
- Tulare County Sheriff's Department will be responsible for providing the necessary connectivity required by the system. The backhaul connectivity must meet Motorola's Ethernet backhaul specifications.

- This proposal does not take into consideration any 3rd party interfaces including paging, CAD, 911 and telephony (if applicable) will be addressed outside of the scope of this proposal.
- Logging recorder and Archiving Interface Server (AIS) are not included in this design.
- Any Logging recorder, 911, CAD or any 3rd party upgrades or reconfigurations will be the responsibility of Tulare County Sheriff's Department.
- Control stations are not included in this design.

SECTION 7

STATEMENT OF WORK

Motorola is proposing to the Tulare County Sheriff's Department the installation and configuration of a redundant ASTRO 25 K Core Master Site and 9 MCC7500E dispatch consoles to replace the existing dispatch system.

The proposed system consists of the following:

- (1) Redundant K Core Master Site.
- (9) MCC7500E Dispatch Consoles.
- (1) Console Alias Manager (CAM).
- (2) Enhanced Conventional Channel Gateways (ECCGW).
- (1) SDM3000.

The document delineates the general responsibilities between Motorola and Tulare County Sheriff's Department as agreed to by contract.

The following table describes the tasks involved with installation and configuration.

Tasks	Motorola Solutions	Customer
PROJECT INITIATION		
Contract Finalization and Team Creation		
Execute contract and distribute contract documents.	X	X
Assign a Project Manager as a single point of contact.	X	X
Assign resources.	X	X
Schedule project kickoff meeting.	X	X
Deliverable: Signed contract, defined project team, and scheduled project kickoff meeting.		
Project Administration		
Ensure that project team members attend all meetings relevant to their role on the project.	X	X
Set up the project in the Motorola Solutions information system.	X	
Record and distribute project status meeting minutes.	X	
Maintain responsibility for third-party services contracted by Motorola Solutions.	X	
Complete assigned project tasks according to the project schedule.	X	X
Submit project milestone completion documents.	X	
Upon completion of tasks, approve project milestone completion documents.		X
Conduct all project work Monday thru Friday, 8:00 a.m. to 5:00 p.m.).	X	

Tasks	Motorola Solutions	Customer
Deliverable: Completed and approved project milestones throughout the project.		
Project Kickoff		
Introduce team, review roles, and decision authority.	X	X
Present project scope and objectives.	X	
Review SOW responsibilities and develop a mutually agreed project schedule.	X	X
Schedule Design Review.	X	X
Deliverable: Completed project kickoff and scheduled Design Review.		
Design Review		
Review the Tulare County Sheriff's Department's operational requirements.	X	X
Present the system design and operational requirements for the solution.	X	
Present installation plan.	X	
Develop a preliminary cutover plan and methods to document final cutover process.	X	
Present configuration required by system design.	X	
Validate that Tulare County Sheriff's Department Dispatch Center can accommodate proposed equipment.	X	X
Provide approvals required to add equipment to proposed site.		X
Review safety, security, and site access procedures.	X	
Present equipment layout plans and system design drawings.	X	
Provide backhaul performance specifications and demarcation points.	X	
Provide heat load and power requirements for new equipment.	X	
Provide information on existing system interfaces.		X
Assume liability and responsibility for proving all information necessary for complete installation.		X
Assume responsibility for issues outside of Motorola Solutions' control.		X
Review and update design documents, including System Description, Statement of Work, Project Schedule, and Acceptance Test Plan, based on Design Review agreements.	X	
Provide minimum acceptable performance specifications for Tulare County Sheriff's Department provided hardware, software, LAN, WAN and internet connectivity.	X	
Execute Change Order in accordance with all material changes to the Contract resulting from the Design Review.	X	
Deliverable: Finalized design documentation based upon "frozen" design, along with any relevant Change Order documentation.		

Tasks	Motorola Solutions	Customer
Site Planning		
Provide necessary building for installation of system equipment.		X
Provide the R56 requirements for space, power, grounding, HVAC, and connectivity requirements at the site.	X	
Provide adequate electrical power in proper phase and voltage at the site.		X
Ensure that site meets the R56 standards for space, grounding, power, HVAC, and connectivity requirements.		X
Conduct one three-point ground resistance test of the site.	X	
Pay for application fees, taxes, and recurring payments for lease/ownership of property.		X
Ensure that required rack space is available for installation of the new equipment.		
Deliverable: Information and space requirements completed at the site.		
General Facility Improvements		
Provide adequate HVAC, grounding, lighting, cable routing, and surge protection based upon Motorola Solutions' Standards and Guidelines for Communication Sites (R56)		X
Ensure the resolution of environmental and hazardous material issues at site including, but not limited to, asbestos, structural integrity (tower, rooftop, water tank, etc.), and other building risks.		X
Ensure that electrical service will accommodate installation of system equipment, including isolation transformers, circuit breakers, surge protectors, and cabling.		X
Provide obstruction-free area for the cable run between the demarcation point and system equipment.		X
Supply interior building cable trays, raceways, conduits, and wire supports.		X
Pay for usage costs of power and generator fueling, both during the construction and installation effort, and on an ongoing basis.		X
Provide one-time mobilization of implementation crew.	X	
Deliverable: Sites meet physical requirements for equipment installation.		
SYSTEM INSTALLATION		
Equipment Order and Manufacturing		
Create equipment order and reconcile to contract.	X	
Manufacture Motorola Solutions-provided equipment necessary for system based on equipment order.	X	
Procure non-Motorola Solutions equipment necessary for the system.	X	
Deliverable: Equipment procured and ready for shipment.		

Tasks	Motorola Solutions	Customer
System Staging		
Ship all equipment needed for staging to Motorola Solutions' Customer Center for Solutions Integration (CCSi).	X	
Provide information on existing system interfaces, room layouts, or other information necessary for the assembly to meet field conditions.		X
Set up and rack the solution equipment as it will be configured in the field at the Dispatch Center back room location.	X	
Cut and label the cables with to/from information to specify interconnection for field installation and future servicing needs.	X	
Power up, load application parameters, program, and test all staged equipment.	X	
Inventory the equipment with serial numbers and installation references.	X	
Review and approve proposed Factory Acceptance Test Plan.		X
Pay for travel, lodging, meals, and all incidental expenses for the Tulare County Sheriff's Department personnel and representatives to witness the Factory Acceptance Testing.		X
Perform factory functional acceptance tests of system features	X	
Conduct site and system level testing.	X	
Perform system burn-in 24 hours a day during staging to isolate and capture any defects.	X	
Deliverable: System staged and ready for shipment.		
Equipment Shipment and Storage		
Provide secure location for solution equipment.		X
Pack and ship solution equipment to the identified secure location.	X	
Receive solution equipment.		X
Inventory solution equipment.	X	
Deliverable: Solution equipment received and ready for installation		
General Installation		
Deliver solution equipment to installation location.	X	
Coordinate receipt of and inventory solution equipment with designated contact.	X	
Install all proposed fixed equipment as outlined in the System Description based upon the agreed-upon floor plans, connecting audio, control, and radio transmission cables to connect equipment to the power panels or receptacles, and audio/control line connection points. Installation performed in accordance with R56 standards and state/local codes.	X	

Tasks	Motorola Solutions	Customer
Provide system interconnections that are not specifically outlined in the system design, including dedicated phone circuits, microwave links, or other types of connectivity.		X
Install and terminate all network cables between site routers and network demarcation points, including microwave, leased lines, and Ethernet.	X	
Ensure that Type 1 and Type 2 AC suppression is installed to protect installed equipment.		X
Connect installed equipment to the provided ground system.	X	
Label equipment, racks, and cables.	X	
Perform preliminary audit of installed equipment to ensure compliance with requirements and R56 standards.	X	
Note any required changes to the installation for inclusion in the "as-built" system documentation.	X	
Remove, transport, and dispose of old equipment.		X
Deliverable: Equipment installed.		
ASTRO 25 Core Installation and Configuration		
Install fixed equipment contained in the equipment list and system description.	X	
Configure K Core to support the MCC7500E Consoles.	X	
Verify site link performance, prior to the interconnection of the solution equipment to the link equipment.	X	
Provide list of subscriber IDs for loading into the Zone Controller.		X
Load subscriber IDs in the Zone Controller.	X	
Provide required radio ID and alias information to enable alias database setup for interface to consoles.		X
Deliverable: ASTRO 25 core equipment installation completed.		
Console Installation and Configuration		
Identify circuits for connection to console and a demarcation point located within 25 feet of the console interface.		X
Connect console to circuit demarcation points.	X	
Install PC workstation w/ keyboard and mouse, and monitor.	X	
Install a Voice Processor Module (VPM) and purchased peripheral console equipment in accordance with R56 standards and state/local codes.	X	
Develop template for console programming.	X	
Perform console programming and configuration.	X	
Deliverable: Console equipment installation completed.		
SYSTEM OPTIMIZATION AND TESTING		

Tasks	Motorola Solutions	Customer
R56 Site Audit		
Perform R56 site-installation quality-audits, verifying proper physical installation and operational configurations.	X	
Create site evaluation report to verify site meets or exceeds requirements, as defined in Motorola Solutions' R56 Standards and Guidelines for Communication Sites.	X	
Deliverable: R56 Standards and Guidelines for Communication Sites audits completed successfully.		
Solution Optimization		
Verify that all equipment is operating properly and that all electrical and signal levels are set accurately.	X	
Verify that all audio and data levels are at factory settings.	X	
Verify communication interfaces between equipment for proper operation.	X	
Ensure that functionality meets manufacturers' specifications and complies with the final configuration established during design review or system staging.	X	
Deliverable: Completion of System Optimization.		
Functional Acceptance Testing		
Verify the operational functionality and features of the solution supplied by Motorola Solutions, as contracted.	X	
Witness the functional testing.		X
Document all issues that arise during the acceptance tests.	X	
If any major task for the system as contractually described fails during the acceptance testing or beneficial use, repeat that particular task after Motorola Solutions determines that corrective action has been taken.	X	
Resolve any minor task failures before Final System Acceptance.	X	
Document the results of the acceptance tests and present for review.	X	
Review and approve final acceptance test results.		X
If any major task as contractually described fails, repeat that particular task after Motorola Solutions determines that corrective action has been taken.	X	
Document all issues that arise during the acceptance tests.	X	
Document the results of the acceptance tests and present to the Tulare County Sheriff's Department for review.	X	
Resolve any minor task failures before Final System Acceptance.	X	
Deliverable: Completion of functional testing and approval by Tulare County Sheriff's Department.		
PROJECT TRANSITION		

Tasks	Motorola Solutions	Customer
Training		
Finalize schedule for training coursework.	X	
Provide training facility.		X
Ensure that the training participants fulfill course prerequisites.		X
Conduct the training classes outlined in the Training Plan.	X	
Attend proposed training classes.		X
Deliverable: Training coursework completed.		
Cutover		
Finalize Cutover Plan.	X	X
Provide Motorola Solutions with user radio information for input into the system database and activation, as required.		X
Provide programming of user radios and related services (i.e. template building, re-tuning, testing and installations), as needed, during cutover period.		X
Conduct cutover meeting with relevant personnel to address both how to mitigate technical and communication problem impacts to the users during cutover and during the general operation of the system.	X	
Notify the personnel affected by the cutover of the date and time planned for cutover.		X
Provide ongoing communication with users regarding the project and schedule.	X	X
Cut over users and ensure that user radios are operating on system.		X
Resolve punchlist items, documented during the Acceptance Testing phase, in order to meet all the criteria for final system acceptance.	X	
Assist Motorola Solutions with resolution of identified punchlist items by providing support, such as access to equipment and system, and approval of the resolved punchlist items.		X
Deliverable: Migration to new system completed, and punchlist items resolved.		
Transition to Warranty		
Review the items necessary for transitioning the project to warranty support and service.	X	
Motorola Solutions to provide services during year 1 warranty which align with the proposed services.	X	
Provide a Customer Support Plan detailing the warranty support associated with the contract equipment.	X	
Participate in the Transition Service/Project Transition Certificate (PTC) process.		X
Deliverable: Service information delivered and approved by Tulare County Sheriff's Department.		

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

SECTION 8

ACCEPTANCE TEST PLAN

8.1 MCC 7100/7500 CONVENTIONAL RESOURCES

8.1.1 Frequency Selectable Conventional Resource

1. DESCRIPTION

A Resource is selected on the console by placing the cursor over the Resource, choosing an area and selecting. The Resource choice area is the region where the name of the Resource is located (Top alphanumeric line of the Resource). When selected, the background of the Radio Resource will turn white and the border will turn green. Choosing the Instant Transmit button will send keying commands to the station.
The Frequency Select option provides the capability to choose from a number of available frequencies based on the channel type.

SETUP

RADIO-1 - CONVENTIONAL CHANNEL 1

CONSOLE-1 - CONVENTIONAL CHANNEL 1

VERSION #1.020

2. TEST

Step 1. Using CONSOLE-1, select the first frequency in the list for the resource.

Step 2. Select the corresponding frequency on RADIO-1.

Step 3. Verify communications between CONSOLE-1 and RADIO-1.

Step 4. Using CONSOLE-1, select another frequency in the list for the resource.

Step 5. Select the corresponding frequency on RADIO-1.

Step 6. Verify communications between CONSOLE-1 and RADIO-1.

Pass____ Fail____

8.1.2 Console Priority

1. DESCRIPTION

Console Operator Positions have ultimate control of transmitted audio on an assigned resource. The Console Position has the capability to take control of an assigned voice channel for a channel/talkgroup call so that the operator's audio overrides any subscriber audio. Console priority is a feature that enables dispatchers to gain immediate access to an assigned voice channel so that a central point of audio control exists.

SETUP

RADIO-1 - CONVENTIONAL CHANNEL 1
RADIO-2 - CONVENTIONAL CHANNEL 1

CONSOLE-1 - CONVENTIONAL CHANNEL 1

VERSION #1.040

2. TEST

Step 1. Initiate a call from RADIO-1 on CONVENTIONAL CHANNEL 1. Keep this call in progress until the test has completed.

Step 2. Observe that RADIO-2 receives the call.

Step 3. While the call is in progress, key up CONSOLE-1 on CONVENTIONAL CHANNEL 1.

Step 4. Observe that RADIO-2 is now receiving audio from CONSOLE-1 on CONVENTIONAL CHANNEL 1

Step 5. De-key CONSOLE-1.

Step 6. Verify RADIO-2 now receives RADIO-1 audio.

Step 7. End the CONVENTIONAL CHANNEL 1 call from RADIO-1.

Pass____ Fail____

8.1.3 Patch Operation - Conventional

1. DESCRIPTION

The Patch feature allows more than one Radio Resource to be grouped simultaneously. This can be used for temporarily merging two or more channels/frequencies together to act as one larger group. Telephones and radio resources can be patched together. In a patch group, the members can receive messages from the console and they can transmit to all other members of the patch group.

SETUP

RADIO-1 - CONVENTIONAL CHANNEL 1
RADIO-2 - CONVENTIONAL CHANNEL 2
CONSOLE-1 - CONVENTIONAL CHANNEL 1 and CONVENTIONAL CHANNEL 2

VERSION #1.020

2. TEST

Step 1. Select the tab for patch 1, 2 or 3. Verify that the patch edit button and patch transmit button appear.

Step 2. Select the "Patch Edit" icon. The selected patch will turn blue.

Step 3. Select the CONVENTIONAL CHANNEL 1 and CONVENTIONAL CHANNEL 2 Radio Resource by moving the cursor over the Radio Resources' names and selecting them.

Step 4. Verify that the selected Radio Resources display a "Patch Edit" icon.

Step 5. Press and hold the "Patch Transmit" icon to initiate the patch transmission.

Step 6. Verify that the RADIO-1 and RADIO-2 monitor the console outbound audio.

Step 7. Verify that RADIO-1 can communicate with RADIO-2 even though they are on separate channels.

Step 8. To knock down the patch, select the Radio Resources by moving the mouse cursor over the resource window and clicking over the patch icon. Repeat this process until all the resources have been removed from the Patch window.

Step 9. Select the Patch Edit icon and idle the current patch.

Pass____ Fail____

8.1.4 Alert Tones - Conventional Channel

1. DESCRIPTION

Pre-defined alert tones can be transmitted on the selected Radio Resource to subscribers which can alert members of a channel / talkgroup to a particular event or signify to radio users special instructions are to follow. The Console has the ability to send an Alert-Tone signal on selected conventional or talkgroup resources.

SETUP

RADIO-1 - CONVENTIONAL CHANNEL 1
RADIO-2 - CONVENTIONAL CHANNEL 1
CONSOLE-1 - CONVENTIONAL CHANNEL 1

VERSION #1.030

2. TEST

Step 1. Select CONVENTIONAL CHANNEL 1 on CONSOLE-1.

Step 2. Select Alert Tone 1 and depress the Alert Tone button.

Step 3. Verify that RADIO-1 and RADIO-2 hear Alert Tone 1.

Step 4. Repeat Steps 2-3 for Alert Tone 2 and 3.

Pass____ Fail____

8.1.5 Acoustic Crossmute - Conventional

1. DESCRIPTION

Acoustic crossmuting means that selected operator positions will not hear outbound transmissions from operator positions with which they are cross-muted.
This feature is used when operator positions are located in the same dispatch site.

SETUP

RADIO-1 - CONVENTIONAL CHANNEL 1

CONSOLE-1 - CONVENTIONAL CHANNEL 1
CONSOLE-1 - SITE - CONSITE 1
CONSOLE-2 - CONVENTIONAL CHANNEL 1
CONSOLE-2 - SITE - CONSITE 1
CONSOLE-3 - CONVENTIONAL CHANNEL 1
CONSOLE-3 - SITE - CONSITE 1
CONSOLE-4 - CONVENTIONAL CHANNEL 1
CONSOLE-4 - SITE - CONSITE 1

VERSION #1.040

2. TEST

Step 1. Verify Acoustic Crossmute is not configured for CONSOLE-1 and CONSOLE-2.

Step 2. Select the CONVENTIONAL CHANNEL 1 resource on CONSOLE-1 and CONSOLE-2.

Step 3. Without an Acoustic Crossmute configured, and the select speakers of CONSOLE-1 and CONSOLE-2 turned to maximum volume, initiate a call on CONVENTIONAL CHANNEL 1 using CONSOLE-1.

Step 4. Confirm feedback is heard on the operator positions and the portable hears feedback on the channel.

Step 5. Turn the volume to minimum on CONSOLE-1 and CONSOLE-2

Step 6. Verify Acoustic Crossmute is configured for CONSOLE-3 and CONSOLE-4.

Step 7. Select the CONVENTIONAL CHANNEL 1 resource on CONSOLE-3 and CONSOLE-4.

Step 8. With an Acoustic Crossmute configured, and the select speakers of CONSOLE-3 and CONSOLE-4 turned to maximum volume, transmit on CONSOLE-3.

Step 9. Verify no feedback is heard at CONSOLE-3 or CONSOLE-4 and that the portable does not hear feedback on the channel.

Pass____ Fail____

8.1.6 Activity Log - Conventional

1. DESCRIPTION

The MCC7100/7500 Console activity log will show all traffic for the resource assigned to that console to include the time, radio alias, Channel, PTT ID and Emergency Call.
The dispatcher has the capability of selecting a logged call within in the "Activity Log Window" for instant transmit on the corresponding logged resource.
This activity log can be logged to a text file for archival purposes.

Note: The log file in the ops will only be seen if you first check Log Activity in Elite Admin application then in folder options uncheck hide hidden system files. The location will be c:\Program Data\MCC7500\MessageMonitorLogs.

SETUP

RADIO-1 – CONVENTIONAL CHANNEL 1
RADIO-2 – CONVENTIONAL CHANNEL 2
RADIO-3 – CONVENTIONAL CHANNEL 3
RADIO-4 – CONVENTIONAL CHANNEL 4

CONSOLE-1 – CONVENTIONAL CHANNEL 1, CONVENTIONAL CHANNEL 2, CONVENTIONAL CHANNEL 3, CONVENTIONAL CHANNEL 4

VERSION #1.060

2. TEST

Step 1. On CONSOLE-1 select the "Show Activity Log" button on the tool bar to open the Activity Log Window.

Step 2. Initiate calls on RADIO-1, RADIO-2, RADIO-3 and RADIO-4 to log call information and verify calls are displayed in the activity log window.

Step 3. Select a logged call in the Activity Log Window and verify that the Channel Control Window (CCW) at the top of the Activity log window changes to the corresponding resource. Verify the dispatcher is capable of responding via the instant transmit button.

Step 4. Open the text file created by the Activity Log and verify call traffic has been archived to the document file.

Pass____ Fail____

8.1.7 Multi-Select Operation

1. DESCRIPTION

Multi-Select (Msel) allows the console operator to group a number of channels/talkgroups together such that when the general transmit bar is depressed, all of the multi-selected channels/talkgroups will transmit at the same time with the same information. Multi-Select is one way communication call. If a radio user responds to a Multi-Select call the talkgroup the user is affiliated to will be the only one to hear the call. There is no super-group formed, so radio communication is still at the single channel level. Multi-Select is utilized to send an APB to several channels/talkgroups. A Multi-Select has a limit of twenty (20) trunking/conventional resources

SETUP

RADIO-1 - CONVENTIONAL CHANNEL 1
RADIO-2 - CONVENTIONAL CHANNEL 2

CONSOLE-1 - CONVENTIONAL CHANNEL 1, CONVENTIONAL CHANNEL 2

VERSION #1.030

2. TEST

Step 1. From CONSOLE-1, create an Msel group with CONVENTIONAL CHANNEL 1 and CONVENTIONAL CHANNEL 2.

Step 2. Transmit on the Msel using the Msel instant transmit button.

Step 3. Verify that RADIO-1 and RADIO-2 hear the call.

Step 4. Initiate a call with RADIO-1.

Step 5. Verify the call is heard on CONSOLE-1 but not on RADIO-2.

Step 6. Initiate a call with RADIO-2.

Step 7. Verify the call is heard on CONSOLE-1 but not on RADIO-1.

Step 8. On CONSOLE-1 dissolve the Msel.

Pass____ Fail____

8.1.8 Tone Generation on Conventional Resource

1. DESCRIPTION

This test will demonstrate that the dispatch console is able to transmit on a conventional resource during the tone generation period.

SETUP

RADIO-1 - CONVENTIONAL CHANNEL 1

CCGW-1 - CONVENTIONAL CHANNEL 1
CCGW-1 - SITE 1

CONSOLE-1 - CONVENTIONAL CHANNEL 1
CONSOLE-1 - SITE - CONSITE 1

(Note: Use General Transmit by keying up CONVENTIONAL CHANNEL 1 via console microphone or footswitch)

VERSION #1.040

2. TEST

Step 1. Send an Alert tone from CONSOLE-1, followed by a voice announcement.

Step 2. Verify that RADIO-1 hears Alert tone from CONSOLE-1

Step 3. Verify that RADIO-1 hears audio from CONSOLE-1 during the Alert Tone Talk Extend period.

Pass____ Fail____

8.2 MKM 7000 CONSOLE ALIAS MANAGER (CAM)

8.2.1 Alias Display When Using the MKM 7000

1. DESCRIPTION

This test will demonstrate that a Provisioning Manager (PM) defined alias still works on incoming calls when MKM 7000 solution is installed, although the locally defined ones take precedence, i.e. centrally defined ones will only be used if there is no locally defined alias for the radio that is making an incoming call.

SETUP

RADIO-1 - TALKGROUP 1
RADIO-2 - TALKGROUP 1

CONSOLE-1 - TALKGROUP 1

A standalone or cohab'ed MKM 7000 server is connected and communicating normally with an MCC 7100/7500 Console.

CONSOLE-1 user is configured to use local alias service.

VERSION #1.030

2. TEST

Step 1. Log into MKM 7000 GUI and configure an alias for RADIO-1.

Step 2. Verify that RADIO-2 does not have any alias defined in MKM 7000.

Step 3. Verify both RADIO-1 and RADIO-2 have their own PM defined aliases. Also verify the PM defined alias for RADIO-1 is different from the one defined by MKM 7000.

Step 4. Key up RADIO-1 and verify that its locally defined alias shows up on CONSOLE-1, not the PM defined alias.

Step 5. Key up RADIO-2 and verify that its PM defined alias shows up.

Pass____ Fail____

8.2.2 Create a new Subscriber Unit ID to Subscriber Unit Alias Mapping - Conventional

1. DESCRIPTION

This test will demonstrate the capability to create a Subscriber Unit (SU) alias for an SU ID via the MKM 7000 GUI and have it show up on MCC 7100/7500 Console automatically.
The test will work on either a trunked or conventional system. This test will also demonstrate the capability to monitor connection status between MKM 7000 and MCC 7100/7500 Console.

SETUP

A standalone (not cohab) MKM 7000 server is connected and communicating normally with CONSOLE-1.
RADIO-1 - CONVENTIONAL CHANNEL 1

CONSOLE-1 - CONVENTIONAL CHANNEL 1
CONSOLE-1 user is configured to use the local alias service.

VERSION #1.010

2. TEST

Step 1. CONSOLE-1 user logs into the MCC 7100/7500 console and verifies that the consoles synchronization status with Localized Aliasing is OK, as indicated by a green check mark on the "status screen".

Step 2. Local Alias Admin logs into MKM 7000 GUI, verify under the Connected Consoles tab that MCC 7100/7500 console is connected to MKM7000.

Step 3. Create a new SU ID that matches RADIO-1 to be used for this test.

Step 4. Create a new SU Alias for the SU ID (new mapping between SU ID and SU Alias).

Step 5. Submit the change.

Step 6. Wait (up to) 30 seconds, initiate a call using RADIO-1 ON CONVENTIONAL CHANNEL 1, verify the defined SU Alias shows up on CONSOLE-1's CONVENTIONAL CHANNEL 1 resource.

Pass____ Fail____

8.2.3 Fault Management of MKM 7000 and MCC 7100/7500 Link

1. DESCRIPTION

This test will demonstrate that the link status between MKM 7000 and MCC 7100/7500 is monitored and fault managed by the Unified Event Manager (UEM).
This test will also demonstrate that the MKM 7000 and MCC 7100/7500 both monitor the link status between them.

SETUP

A standalone (not cohabed) MKM 7000 server is connected and communicating normally with an MCC 7100/7500 Console.
The console user is configured to use local alias service.

VERSION #1.050

2. TEST

Step 1. The console user logs into CONSOLE-1 and verifies that MCC 7100/7500's synchronization status with MKM 7000 server is OK, as indicated by a green check mark on the "system status" screen.

Step 2. Log into the MKM 7000 GUI and verify the connection to MCC 7100/7500 is up and running under Connected Consoles tab.

Step 3. Unplug the connection cable between MKM 7000 and MCC 7100/7500 and verify that the UEM shows link failure between MKM 7000 and MCC 7100/7500. Also verify the change of link status shows up on MKM 7000 GUI's Connected Consoles tab and MCC 7100/7500's "system status" screen.

Step 4. Restore the connection cable between MKM 7000 and MCC 7100/7500 and verify that the UEM shows link failure between MKM 7000 and MCC 7100/7500 has recovered. Also verify the change of link status shows up on MKM 7000 GUI's Connected Consoles tab and MCC 7100/7500's "system status" screen.

Step 5. Log the console user out of CONSOLE-1 and verify that UEM shows link status is now "unconfigured user logout".

Pass____ Fail____

8.3 SIGNOFF CERTIFICATE

By their signatures below, the following witnesses certify they have observed the system Acceptance Test Procedures.

Signatures

WITNESS: _____Date: _____

Please Print Name: _____ _____

Initials:

Please Print Title: _____

WITNESS: _____Date: _____

Please Print Name: _____ _____

Initials:

Please Print Title: _____

WITNESS: _____Date: _____

Please Print Name: _____ _____

Initials:

Please Print Title: _____

SECTION 9

TRAINING PLAN

9.1 TRAINING OVERVIEW

Partnering with Motorola Solutions will enable Tulare County Sheriff's Department 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 Tulare County Sheriff's Department is comprised of targeted coursework developed and delivered by our expert instructors. This plan, included below, will effectively provide Tulare County Sheriff's Department personnel with a comprehensive understanding of the proposed system and user equipment.

We will collaborate with Tulare County Sheriff's Department to tailor a final training plan to enable Tulare County Sheriff's Department organization to operate, configure, and manage the proposed solution effectively and efficiently.

9.2 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.

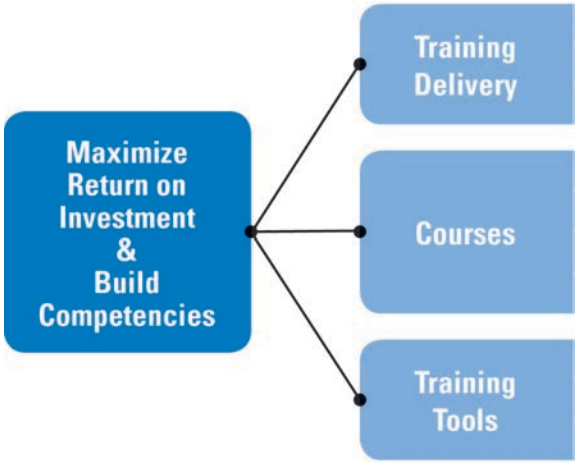


Figure 4-1: Build the competencies of Tulare County Sheriff's Department personnel and maximize your return on investment with Motorola Solutions' expanding portfolio of training delivery methods, tools, and courses.

9.2.1 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 four interactive methods of training: Online Self-Paced, Virtual Instructor-Led, Instructor-Led, and our *new* Integrated Training Environment.

Figure 4-2: 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 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 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.

9.2.2 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 advances 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.

MCC Console Training Courses

MCC 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.

APX Mobile and Portable Radio Training Courses

APX 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.

Digital Evidence Management Solution (DEMS) Training Courses

Digital Evidence Management Solution Training provides participants with a high-level overview of the DEMS solution. The CommandCentral Vault Field Workshop Solution training and Video Camera training are conducted with a combination of hands-on lab activities, demonstration, and discussion that provide an in-depth learning experience for participants, enabling them to make the most effective use of their solution/device.

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.

9.2.3 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 4-1, kits are included and shipped to our customers to allow students an in-depth, hands-on experience.

Table 4-1: 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.

Interactive End User Tool Kit (iEUTK)

The Interactive End User Tool Kit is a knowledge-transfer tool designed to accelerate learning through customizability. Using the iEUTK 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 tool 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 iEUTK 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://www.motorolasolutions.com/content/dam/msi/docs/services/learning/2018-na-learning-catalog.pdf

9.3 PROPOSED TRAINING FOR TULARE COUNTY SHERIFF'S DEPARTMENT

In order to achieve the training goals identified by Tulare County Sheriff's Department, 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 via USB drives.

9.3.1 Console Operator and Supervisor Training Plan

Course Title	Target Audience	Sessions	Duration	Location	Date	Participants
MCC7500E Console Operator and Admin 9 Training Consoles **Ratio: 2 per console** Course#: AST1054 (Instructor-led)	Sheriff & Fire Dispatch Supervisors	1 (8 hour) session	1 day	Visalia, CA	Prior to cutover	2 (1-Sheriff; 1-Fire)
MCC7500E Console Operator 9 Training Consoles **Ratio: 2 per console** Course#: AST1053 (Instructor-led)	Sheriff & Fire Dispatchers	2 (4 hour) sessions	1 day	Visalia, CA	Prior to cutover	9 (5 Sheriff session 1; 4 Fire session 2)

9.3.2 Course Descriptions for Tulare County Sheriff's Department

Course descriptions for Tulare County Sheriff's Department are included on the following pages.

9.3.2.1 MCC7500 Console Supervisor

Course Synopsis and Objectives:	This course provides participants with the knowledge and skills to manage and utilize the MCC7500 console administrator functions. Through facilitation and hands-on activities, the participant learns how to customize the console screens. After completing this training course, you will be able to: - Understand the menu items and tool bar icons. - Edit folders, multi-select/patch groups, auxiliary input output groups, windows and toolbars. - Add/delete folders.
Delivery Method:	ILT - Instructor-led training
Duration:	4 hours Operator, plus 4 hours Admin
Participants:	Dispatch Supervisors and System Administrators
Class Size:	Based on number of Training Consoles available (2 students per Console)
Prerequisite:	None
Curriculum:	- Introduction - Configurations - Folders and Resource Setup - Customizing Folders - Auto Starting the MCC7500 Dispatch Console - Editing Preferences - Configuring the Toolbar - Setting Up Aux IOs - Resource Groups

9.3.2.2 MCC7500 Console Operator

Course Synopsis and Objectives:	This course provides participants with an introduction to the dispatch console, its basic operation and tailored job aids which will be available for assistance in operation. Through facilitation and hands-on activities, the user learns how to perform common tasks associated with the console operation. After completing this training course, you will be able to: - Perform basic operational tasks of the dispatch console. - Utilize the provided job aids to perform specific tasks associated with the console. - Understand a high level view of the system configuration. - Understand a high-level overview of the customer system configuration. - Understand general console operation. - Understand proper operating procedures for specific customer features.
Delivery Method:	ILT - Instructor-led training
Duration:	4 hours
Participants:	Dispatch Console Operators, Supervisors, System Administrators, and Support Personnel
Class Size:	Based on number of Training Consoles available (2 students per Console)
Prerequisite:	None
Curriculum:	- Overview - Communicating with Radios - Advanced Signaling Features - Resource Groups - Working with Configurations - Working with Aux IOs - Troubleshooting

SECTION 10

WARRANTY AND MAINTENANCE PLAN

10.1 ESSENTIAL PLUS SERVICES OVERVIEW

In order to ensure that the Tulare County Sheriff's Department has immediate access to our on-site and technical support teams for unforeseen issues during Warranty Period, Motorola Solutions proposes our Essential Plus Services offering to the Tulare County Sheriff's Department. Appropriate for customers who want to minimize their system's downtime, Essential Plus Services provide a reliable service response and restoral process remote assistance to address unforeseen network events, effect on-site repairs to network components, and deliver patches to keep the Tulare County Sheriff's Department's system secure. The proposed offering consists of the following specific services:

- Service Desk.
- Technical Support.
- On-site Support.
- Annual Preventative Maintenance.
- Network Hardware Repair with Advanced Replacement.
- Self-Installed Security Patches.

These services will be delivered to the Tulare County Sheriff's Department through the combination of local service personnel either dedicated to the network or engaged as needed; a centralized team within our Support Center (SSC), which operates on a 24 x 7 x 365 basis; and our Repair Depot, which will ensure that equipment is repaired to the highest quality standards. The collaboration between these service resources, all of who are experienced in the maintenance of mission-critical networks, will enable a swift analysis of any network issues, an accurate diagnosis of root causes, and a timely resolution and return to normal network operation.

10.2 ESSENTIAL PLUS SERVICES DESCRIPTIONS

10.2.1 Centralized Service Delivery

Centralized support will be provided by Motorola Solutions' support staff, located at our Service Desk and Solutions Support Center (SSC). These experienced personnel will provide direct service and technical support through a combination of Service Desk telephone support, technical consultation and troubleshooting through the SSC, and ongoing network monitoring of the Tulare County Sheriff's Department system.

Motorola Solutions will provide **Service Desk** response as a single point of contact for all support issues, including communications between the Tulare County Sheriff's Department, third-party subcontractors and manufacturers, and Motorola Solutions. When Tulare County Sheriff's Department's personnel call for support, the Service Desk will record, track, and update all Service Requests, Change Requests, Dispatch Requests, and Service Incidents using our Customer Relationship Management (CRM) system. The Service Desk is responsible for documenting Tulare County Sheriff's Department's inquiries, requests, concerns, and related tickets; tracking and resolving issues; and ensuring timely communications with all stakeholders based on the nature of the incident.

As tickets are opened by the Service Desk, issues that require specific technical expertise and support will be routed to our Solutions Support Center (SSC) system technologists for **Technical Support**, who will provide telephone consultation and troubleshooting capabilities to diagnose and resolve infrastructure performance and operational issues. Motorola Solutions' recording, escalating, and reporting process applies ISO 90001 and TL 9000-certified standards to the Technical Support calls from our contracted customers, reflecting our focus on maintaining mission-critical communications for the users of our systems.

10.2.2 Field Service Delivery

On-site repairs and network preventative maintenance will be provided by authorized local field services delivery personnel, who will be dispatched from and managed by the Solutions Support Center.

On-Site Support provides local, trained and qualified technicians who will arrive at Tulare County Sheriff's Department's location upon a dispatch service call to diagnose and restore the communications network. This involves running diagnostics on the hardware or Field Replacement Unit (FRU) in order to identify defective elements, and replacing those elements with functioning ones. The system technician will respond to the Tulare County Sheriff's Department's location in order to remedy equipment issues based on the impact of the issue to overall system function.

Annual Preventive Maintenance Service provides proactive, regularly scheduled operational testing and alignment of infrastructure and network components to ensure that they continually meet original manufacturer specifications. Certified field technicians perform hands-on examination and diagnostics of network equipment on a routine and prescribed basis.

10.2.3 Network Hardware Repair

Motorola Solutions' authorized Repair Depot will repair the equipment provided by Motorola Solutions, as well as select third-party infrastructure equipment supplied as part of the proposed solution. The Repair Depot will manage the logistics of equipment repair (including shipment and return of repaired equipment), repair Motorola Solutions' equipment, and coordinate the repair of third-party solution components.

Motorola Solutions also proposes **Network Hardware Repair with Advanced Replacement** to the Tulare County Sheriff's Department. With this additional service, Motorola Solutions will exchange malfunctioning components and equipment with advanced replacement units or Field Replacement Units (FRUs) as they are available in the Repair Depot's inventory. Malfunctioning equipment will be evaluated and repaired by the infrastructure repair depot and returned to the Repair Depot's FRU inventory upon repair completion. If Tulare County Sheriff's Department prefers to maintain their existing FRU inventory, Tulare County Sheriff's Department will be able to request a "loaner" FRU while their unit is being repaired.

10.2.4 Security Management Operations

The proposed **Self-Installed Security Patches Service** will provide Tulare County Sheriff's Department with security updates that are pre-tested by Motorola Solutions and installed by Tulare County Sheriff's Department personnel. Motorola Solutions' dedicated vetting lab will pre-test security updates for the proposed ASTRO 25 system release. When appropriate, Motorola Solutions will make these updates available to outside vendors in order to enable them to test each patch, and will incorporate the results of those third-party tests into the updates provided to the Tulare County Sheriff's Department. Once an update is fully tested and ready for deployment in the Tulare County Sheriff's Department's system, Motorola Solutions will post it to a secured extranet website and send an email notification to the Tulare County Sheriff's Department. If there are any recommended configuration changes, warnings, or workarounds, Motorola Solutions will provide detailed documentation for Tulare County Sheriff's Department along with the updates on the website.

2019 SHOW SITE INCENTIVE

The following products are included free-of-charge as a 2019 signing bonus.

QUICKEST ROUTE

SECTION 11

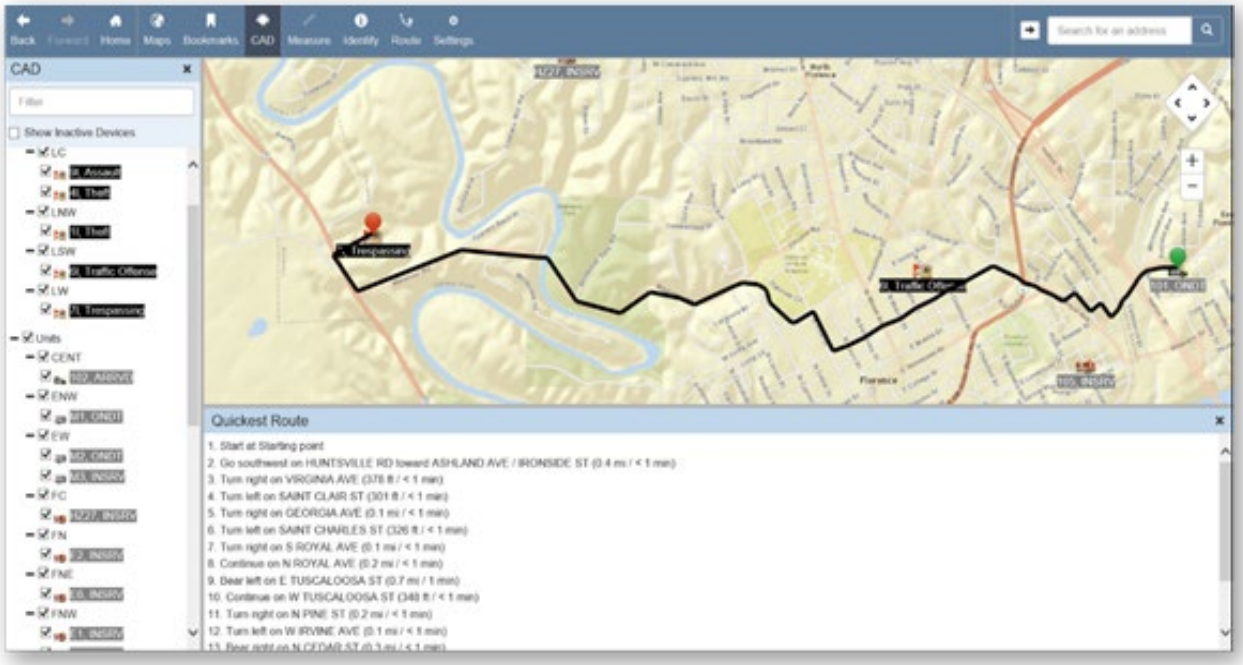
A purchase credit for Tulare County Fire Department for laptops, mounting hardware, and GPS devices is provided.

See Purchased Products and Services for purchase credit information.

Quickest Route

Tulare County Fire Department Only

Use Flex's Quickest Route feature to determine the active unit with the fastest route to an incident, greatly reducing response time. Based on a unit's current location, the Quickest Route module calculates the total drive time to reach a call, and allows users to view the ideal route and driving directions. This feature takes into account the agency's local street network, while recognizing barriers such as rivers, canyons, and limited-access highways, enabling dispatchers to minimize time-consuming obstacles for responding units. In addition to proximity calculations, it computes actual drive time to determine which unit can respond first.



Flex's AVL Mapping technology supports efficient and accurate unit response

DIGITAL EVIDENCE MANAGEMENT SOLUTION

SECTION 12

AWARE AND VAULT

Motorola Solutions is pleased to offer a next–generation digital evidence management solution that will help you leverage your multimedia content more effectively. CommandCentral Vault integrates with devices and software across our portfolio to automatically collect potentially evidentiary content, while connectors and secure manual file uploading ingests content from 3rd party systems. It also leverages a configurable tag system, metadata in your files, and integration with your records management system to automatically organize content and make it easier to search, manage, review, and eventually share.

By investing in CommandCentral Vault, records staff can more easily maintain increasing amounts of content. Detectives can more quickly review evidence and build their case, and judicial partners can more effectively prosecute criminals and ensure justice is achieved.

This is a cloud–based product, subscribed to as–a–service. It is highly accessible and cost–effective with predictable pricing. Product updates are seamless with new capabilities being delivered regularly. The cloud also provides proven security, reliability, and availability that keeps you operationally ready.

CommandCentral Vault includes a professional services engagement for implementation and deployment, and is built upon our operational expertise, tools and best practices, perfected over our 90+ year history of working side–by–side with public safety.

Key Features and Functionality

- Source–Agnostic Storage & Asset Linking.
- Google–Like Searching, Filtering & Grouping.
- Intelligent Case Folders via CAD/RMS Data Sync.
- Simple, Robust File Sharing Capabilities.
- Tag & Metadata–based Organization.
- Dynamically Updated Quick View Tabs.
- Content Mapping & Annotations.
- Chain of Custody Validation.
- Cloud–Based & Delivered–As–a–Service.
- Retention Logic & Purging.
- Flagging & Permission Management.
- Object–based Redaction.

The Capture Mobile Camera App

The Motorola Solutions Capture Mobile Camera App is an integrated smartphone application with direct secure upload into CommandCentral Vault providing a robust multimedia evidence capture application with advanced camera controls. Integrated metadata population and tagging provides immediate access of content in CommandCentral Vault. Application isolation ensures evidence is not accessible by other apps and ensures an uncompromised chain of custody from the moment of capture.

The CommandCentral Platform

CommandCentral Vault is an integrated part of our CommandCentral platform that provides a suite of solutions to address the end–to–end public safety workflow. The platform is:

- Developed on a unified platform, allowing you to take control of big data and leverage common services–keeping your team, and data, working better together.
- Built to streamline workflows by providing unique integrations, automation engines and intuitive, purpose–built interfaces that simplify workflows and help you get more done.
- Designed to evolve with your needs with an agile development philosophy based on constant feedback, and user–defined feature adoption to meet your needs on your time.

12.1 COMMANDCENTRAL AWARE

Motorola Solutions offering for CommandCentral Aware provides the ability to create a situational awareness front through consolidation of disparate systems and data such as camera feeds, incident information, resource locations, alerts and voice into a single interface.

CommandCentral Aware provides a consolidated, map–based common operating picture enabling enhance decision–making at your operation. Use the cloud–based platform to collaborate effectively across your operation with actionable intelligence. The cloud enables agencies to take advantage of new capabilities as they are developed, without an intrusive upgrade experience. Updates and new features are installed every few weeks, and users automatically get new capabilities the next time they log in. Cloud deployments also reduce the operational impact of faults and outages. This frees your staff to focus on strategic initiatives, instead of time–consuming tactical efforts, and drives greater value for public safety.

12.1.1 Solution Overview

CommandCentral Aware includes the following components:

- CommandCentral Aware Enterprise License with Software Maintenance and Technical Support.
  - CAD integration with Flex CAD for incident and Automatic Vehicle Location (AVL).
  - Motorola Solutions Intelligent MiddleWare (IMW) radio location integration.
  - Video Management System (VMS) integration—Avigilon.
  - One CloudConnect Aware Server.
  - Three Aware workstations with three 27" monitors each.

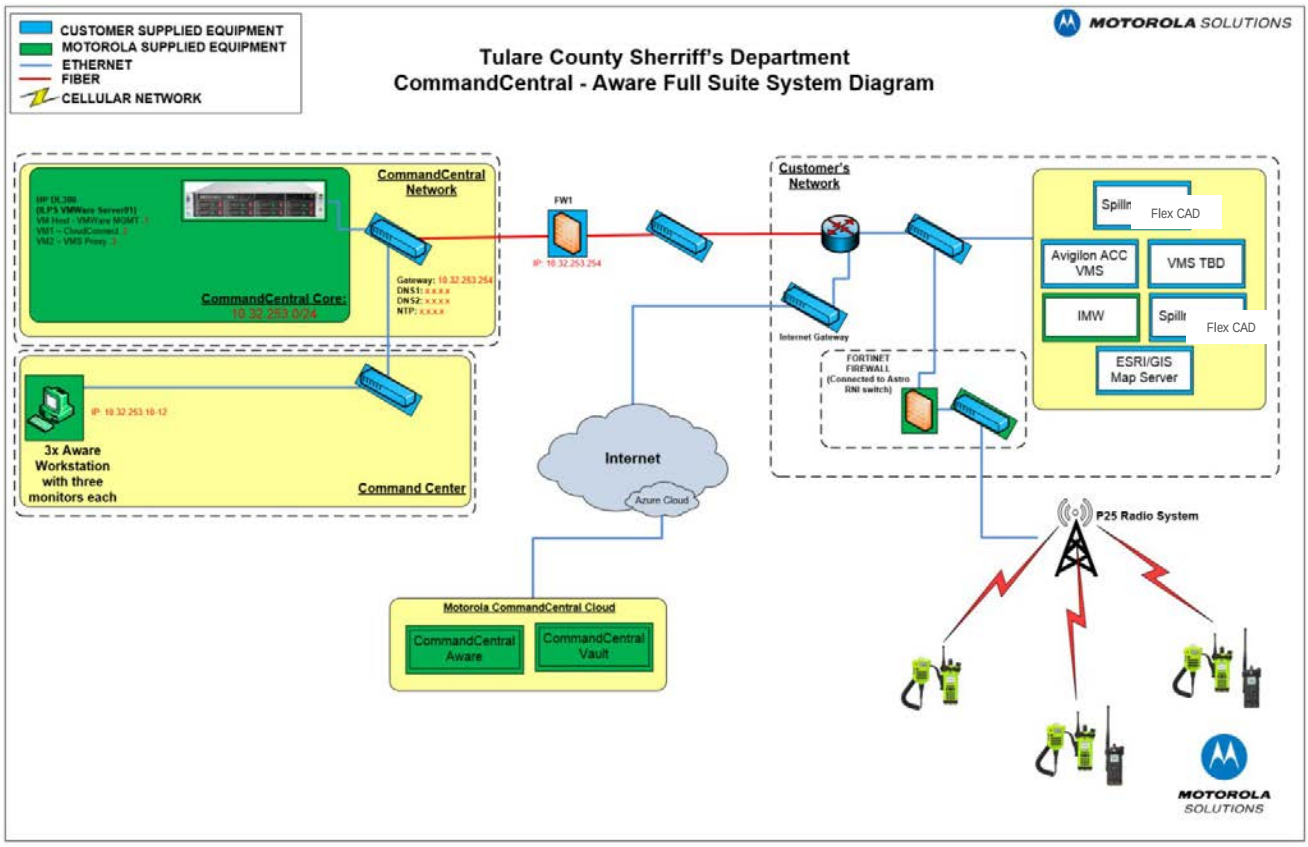


Figure 1–1: CommandCentral Aware Representative System Diagram

CommandCentral Interface Connectors

Table 1–1 lists the specific interfaces included in our solution. An Interface Specification Document (ISD). Each ISD details the specific features and functionality of the interface and describes the implementation process and responsibilities of the involved parties. Any requests for change to the ISD following contract is subject review and consideration through the change order provision of the contract.

Table 1–1: Solution Interfaces

Interface Name	Interface Status
Flex CAD/AVL	Developed, will be provided during kickoff
Motorola Solutions IMW	Developed, will be provided during kickoff
CommandCentral Vault	Developed, will be provided during kickoff
Avigilon VMS	Developed, will be provided during kickoff

CommandCentral interfaces are dependent on the functionality made available to Motorola Solutions by Customer's 3rd party system. Customer is responsible to provide connectivity to 3rd Party system via the SDK, API, or other Motorola Solutions approved access.

12.1.2 CommandCentral Aware Design Considerations

The following have been taken into consideration for the design of the CommandCentral solution for the Customer:

1. The CommandCentral Aware solution design includes separate data layers for radios, AVL, CAD events and other 3rd party data. Layers can be turned on and off by the Customer as desired.
2. The Customer will be responsible for connectivity between the various networks.
3. VPN remote access is required for Motorola Solutions personnel.
4. Customer is responsible for all necessary 3rd party upgrades of their existing system(s) as may be required to support the CommandCentral solution. Our solution does not include any services, support or pricing to support Customer 3rd party upgrades.
5. Customer is responsible to provide any API/SDK necessary for integrating existing systems into the CommandCentral Aware solution.
6. Customer is responsible for the impact to 3rd party systems inclusive of CommandCentral interfaces as a result of customer upgrading a 3rd party system. Motorola Solutions strongly recommends working with Motorola Solutions to understand the impact of such upgrades prior to taking any upgrade action.
7. Motorola Solutions will have no responsibility for the performance and/or delays caused by other contractors or vendors engaged by the Customer for this project, even if Motorola Solutions has been involved in recommending such contractors.
8. Customer is responsible for providing backup power as necessary.
9. Customer will provide Internet access to CommandCentral Aware clients(s) and server(s). This includes software licenses and media and installation support from the Customer's IT personnel.
10. Customer will provide Antivirus software for the Aware clients.
11. All electrical and or infrastructure improvement work required at Customer's facility, as needed, is the responsibility of the Customer.
12. Backhaul equipment, installation, and support costs are to be provided by the Customer.
13. In order to prevent delay in the implementation, Customer must provide the information required in Table 1–2, at the time of Project Kickoff for each interface/connector/integrated system.

Table 1–2: Aware Technical Discovery Requirements

Interfaces/Connectors (Required for Each Interface Connector)	Customer Provided	Motorola Solutions Confirmed
Manufacturer and Current Software Version		
Confirm API/SDK Availability		

Interfaces/Connectors (Required for Each Interface Connector)	Customer Provided	Motorola Solutions Confirmed
Provide IP Addresses		
Provide Data Format		
Provide Data Frequency (Peak and Average Events and Content)		
Provide Operational Aspects (Data Latency, Key Fields/Information, # Inputs)		
Data Path Factors (Bandwidth, NAT, Latency, Jitter)		
Additional VMS Interface/Connector Requirements:		
• Number of Cameras Connected to Each VMS		
• VMS Archive and Archiver to Aware Clients		
• Provide GPS Coordinates for Each Camera		
Integration		
Customer's IP Network Layout (Traffic Segmentation, NT Required?, etc.)		
Active Directory and Email Policies		
Customer's 3rd Party IP Network Connection (Schools, Fire, Traffic, etc.)		
Remote Access Policy/Procedure		
Who owns/maintains each Customer network/firewalls?		
Additional Information Required for Integration with CAD and ALPR Systems		
Data Delivery Latency Rate		
Data Interface Type		
• Fileshare/Dump		
• Webservices		
• SOAP/REST		
• SQL Extraction		
Database IP Address, Login Credentials, DB Version		
Data Volume (Calls per Service, Peak Event Rates)		
Data Fields		
• CAD Event Geolocation Data Availability		
• AVL/ARL Data Available?		

Interfaces/Connectors (Required for Each Interface Connector)	Customer Provided	Motorola Solutions Confirmed
• Event Types		
• Icons		
• Others(?)		
Additional Information Required for Integration with Streaming Servers		
Mobile Data Terminal Types		
Manufacturer		
OS Version		
Wireless Access		
VPN Connectivity to Core?		
Validate Data Integration Rate (May require system expansion**)		

12.1.3 CommandCentral Aware Hardware Environment Requirements

CloudConnect

- Two rack units per CloudConnect server with at least two (2) RU for air flow below and above with at least 30" depth.
- Two circuits to distribute power to the server rack (dual power supplies).
- UPS (Uninterruptible Power Supply at the site where the CloudConnect server and Aware workstations will be installed.

CommandCentral Aware Workstation

- Processor—Intel Xeon 6136 @3.0 GHz (12 cores).
- Memory—32 GB.
- Drive—One NVMe 512G SSD.
- NIC—1 Gb port NIC.
- OS—Windows 7 Professional or Windows 10 Pro.
- Graphics Card—NVIDIA Quadro P2000.

CommandCentral Aware Workstation Monitors

- 27–inch Narrow Bezel IPS Display, 2560X1440.

12.1.4 Connectivity and Design Requirements

Motorola Solutions will work with the Customer's IT personnel to verify that connectivity meets requirements. Customer will provide the network components.

The Customer will provide Internet access to the CloudConnect server supplied as part of this project. A minimum of 1 Gigabit network ports for the server will be made available by Customer.

The workstations positions will be connected through the local IP network.

Network Physical Requirements

- Four network ports for the CloudConnect server.
- One network port per Aware workstations.
- One network port for each VMS server.
- One network port for each VMS analytics appliance.

Network Bandwidth Requirements

- Provide network ports that are 1GB capable and network routable.
- Bandwidth with be provided between the CloudConnect server, VMS servers and Aware clients to support multiple video streams simultaneously. Final bandwidth requirements will be determined during Contract Design Review.
- Minimum bandwidth needed between the CloudConnect server and the CommandCentral Aware platform is 1.1 Mbps.

Aware Design Requirements

- A maximum of 3000 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 5000 radios per server.
- One block of ten contiguous IP addresses.

12.1.5 CommandCentral Aware Product Description

Motorola Solutions offering for CommandCentral Aware provides the Customer with the ability to create a situational awareness front through consolidation of disparate systems and data such as camera feeds, incident information, resource locations, alerts and voice into a single interface.

Motorola Solutions can increase the value of Tulare County's software investments by connecting CommandCentral Aware to Flex Computer Aided Dispatch (CAD), Automatic Vehicle Location (AVL), Call Handling, Land Mobile Radio (LMR), Video Management Systems (VMS), and other software platforms. Public safety agencies can accelerate workflows, improve ease of use, augment decision making and unify operational viewpoints.

CommandCentral Aware enhances incident response by integrating multiple disparate systems into a unified public safety workflow. CommandCentral Aware provides the ability to correlate information and events across multiple systems; radio, video surveillance, sensors, alarms, automatic license plate readers, analytics, CAD, Records, and Mapping/GPS location.

CommandCentral Aware enables you to monitor activity from anywhere, act with necessary context, collaborate without distraction, respond quickly to escalating incidents, enhance response with real time video, and streamline video management and agency workflows.

Mapping

CommandCentral Aware provides the consolidated, map–based common operating picture needed to enhance decision–making at any part of your operation. You can view all of your location–based data together, on a single map display.

Geospatial Event Mapping—See unit/device locations, CAD incidents, field personnel status and location, open–source data alerts, sensors and more, visualized on a map that can be customized with any of your agency's other data layers.

Event Monitors—CAD incidents, personnel status and location, open source data alerts, sensors and more, visualized on a map (i.e. Esri online, Esri server, or static map layers) that can be modified with any of your agency's other data layers.

Geographical Information System (GIS) Integration—Map display utilizes Esri ArcGIS online or ArcGIS Server map services provided by the Customer.

Data Layer Panel—Each data layer source can be shown or hidden based on selecting or deselecting it in the data layer panel.

Event Information Display—Details associated with each icon on the map can be viewed in an event information display upon clicking the icon.

Location

CommandCentral Aware maps GPS enabled land mobile radios (ASTRO P25 radios). The location solution supports the following capabilities:

- User & Resource Location—All available agency sources of location information and related metadata are ingested from land mobile radio (LMR) devices to pinpoint the location for vehicles and responders.
- Affiliation of Users, Devices and Units—A user can be affiliated with multiple devices. Multiple users and their devices can be affiliated with a unit.
- Customizable Frequency of Reporting—Provisioned Cadence, On–Event, and On Request
- Stale Location or Not Reporting Indication.
- Best source determination—Receives location data by responder and/or vehicle and combines with unit/user information to intelligently determine the best source and identify it for consumption by the mapping application.

Computer Aided Dispatch (CAD) Integration

CommandCentral Aware integrates with CAD to provide a CAD status and event monitor capability. The CAD status monitor will allow the user to see a listing of incidents that includes event type, location incidents, narrative, priority, status, geographic area, and location of devices or units. The application consumes event driven data from multiple CAD systems allowing for real time assessment with other relevant data published to the platform such as officer location, alarms, alerts, tips, tactical information, voice and video.

Note: Customer is responsible for any additional costs that the CAD vendor requires for integration into their product including API/SDK or application software.

Geographic Information System (GIS) Data Set Integration

CommandCentral Aware integrates with your hosted GIS data sets from Esri ArcGIS Server or ArcGIS online. The geospatial information contained within these data sets are core to the overall visualization of the intelligent map display. This adds to the common operating picture to enhance workflow details driven by geography and metadata contained within these data sets.

Esri's powerful geospatial engine within CommandCentral Aware is used to automatically invoke spatial queries to inform the user of nearby items, refine geographic boundaries and focus attention on location to orientate those responding. Utilizing the geospatial processing induces an intelligent driven analysis and help to eliminate additional noise on the map to not distract from the concentrated area of concern.

Example data sets may include (but not limited to):

- The ability to refine the data displayed based on geographic area defined per user (i.e. by Area, Beat, Sector, Precinct, Zone, Quadrant).
- Find nearby entities by predefined distance (i.e. closest camera while in route, closest cameras to an event (cad, gunshot detection, alert, etc.).
- Determining road blockades caused by traffic jams, flooded roadways, or barricades.

Avigilon Control Center (ACC) & Video Analytics Integration

The Avigilon to CommandCentral Aware connector integrates the results of the rules engine combined with video from the Avigilon VMS. The targeted video feed is displayed in response to user interaction and pre–defined scenarios based on a customizable rule set. Specific category of events such as CAD incidents, LPR alarms, or other alert reporting system(s) integrated into CommandCentral Aware solution can be configured, in relation to the analytics, to trigger display of video feeds automatically. These real–time events and forensic capabilities detect and notify scene changes, missing objects and rules violations. In addition to the live video and analytics, the connector supplies operators' video display tools that control pan, tilt, zoom (PTZ) cameras and playback of recorded video.

CommandCentral Vault Integration

CommandCentral Vault is integrated with CommandCentral Aware application. A CommandCentral Aware operator can easily take a live or recorded video stream from CommandCentral Aware, define a start and end time for the video clip, tag the clip with an incident ID and save a copy of the video directly to Vault. This workflow is streamlined from the CommandCentral Aware application. Native metadata from the camera source (time, date, GPS location, etc.) are automatically copied over to the video evidence within Vault. CommandCentral Aware users can easily switch over to Vault to perform redactions, share with external judicial partners or the public, or perform other digital evidence management tasks. Since CommandCentral Aware and Vault both exist within the CommandCentral ecosystem, Single Sign–on is utilized avoiding the need for separate logon credentials.

12.1.6 ASTRO P25 Radio Requirements

The solution can be deployed to send location data information via LMR. It requires an ASTRO 25 radio equipped with a GPS receiver with 7.18.8 or above firmware version.

ASTRO P25 Infrastructure Requirements

ASTRO 25 system release 7.14 or above is required if the data will be sent via the LMR system. Enhanced Data and Intelligent Middleware (IMW) in addition to a firewall to connect the system CEN and internet securely including a packet data gateway and GGSN for each zone are used to send the location updates and events can be enabled as part of that effort. Customer will be responsible to provide internet connection and will allow Motorola Solutions to add any necessary firewalls.

ASTRO 25 Voice Priority

ASTRO Enhanced Data subscribers give priority to voice transmissions over data.

Data Capacity Analysis

This offer does not cover the additional channels.

12.1.7 Additional System Component Descriptions

Video Management Systems

A core component of CommandCentral Aware is Video View. The module provides an ability to consume video content from a variety of Video Management Systems–VMS (live and recorded, fixed and mobile). Each VMS brings with it a variety of tools via an SDK. These tools can include, but not limited to, location, user controlled Pan Tilt Zoom (PTZ), Digital Zoom, Image Capture, Video rewind and export clip, and allow for historic search of recorded video. These features improve productivity from call to closure and increase responder safety.

In addition to functional tools, the Video View module can consume video analytics of automated license plate recognition, facial recognition and object detection. These capabilities will add greater refinement to video feeds to accurately assess detail that the eye may not see, further enhancing the users experience within CommandCentral Aware. Component configuration within CommandCentral Aware allows for specific use case definition expanding automated intelligence into the application via:

- Workflow Configuration: Automatically associates related data together from disparate systems to get a comprehensive view of the incident or threat occurrence. Displays nearby video sources based on CAD incident, sensor alarms and provided third party data alerts.
- Real–Time Video Streaming: Virtually patrol the community or immediately view the scene of an event in seconds by accessing up to 16 cameras simultaneously from video feeds via VMS System. Easily reference the video source, date, time and location as well as customize camera groups for quicker access to particular locations.
- Device and Content Control: Users can operate PTZ capable cameras, as well as perform a 10 second review from buffer. Snapshot pictures and video clips can be captured, stored and shared for timely situational awareness. Users can create rule–sets to perform automated actions based on event types, helping to reduce the amount of steps necessary to support an incident effectively.
- Camera Location and Group Definition: Can be provisioned through the CommandCentral Aware or read directly from the VMS.

- Camera Field of View can be defined via CommandCentral Aware and viewed on the map display. Users can toggle off and on the cameras that may or may not be pointed in the direction of the incident.

Visualization of the response scene seconds before the responder(s) arrive creates a virtual officer in the Command Center which provides additional security to those at the edge. This virtual officer can also act in the capacity of virtual patrol assigned to observe live video during large events or within high crime areas.

SECTION 13

STATEMENT OF WORK

13.1 OVERVIEW

This Statement of Work (SOW) describes the deliverables to be furnished to the Customer. The tasks described herein will be performed by Motorola Solutions, its subcontractors, and the Customer to implement the solution described in this proposal. It describes the work involved in installation, identifies the installation standards to be followed, and clarifies the responsibilities for both Motorola Solutions and the Customer during the project implementation.

Specifically, this SOW provides:

- A summary of the phases and tasks to be completed within the project lifecycle.
- A list of the deliverables associated with the project.
- A description of the responsibilities for both Motorola Solutions and the Customer.
- The qualifications and assumptions taken into consideration during the development of this project.

This SOW provides the most current understanding of the work required by both parties to ensure a successful project implementation. In particular, Motorola Solutions has made assumptions to be used for the new solution. Should any of the assumptions change, a revision to the SOW and associated pricing will be required. It is understood that this SOW is a working document, and that it will be revised as needed to incorporate any changes associated with contract negotiations, Contract Design Review (CDR), and any other change orders that may occur during the execution of the project.

Summary of the scope of work that is included in the SOW:

- CommandCentral Vault Store and Manage Configuration.
- CommandCentral Vault Judicial Configuration.
- Assistance with CommandCentral Vault provisioning.
- Training Support.

13.2 PROFESSIONAL SERVICES

Motorola Solutions' Professional Services Team will evaluate the Customer's digital evidence management workflows, policies, and procedures. Industry experts will recommend best practices, efficiencies, and policy/procedure analysis. The Customer's Professional Services Expert is engaged from the Pre–Deployment Questionnaire (PDQ) through system training to ensure that the system the Customer receives is fully integrated to agency workflows and needs.

Professional Services provide the Customer with a personalized experience as they integrate CommandCentral Vault into their daily operations. Whether fulfilling initial deployment of CommandCentral Vault, or providing customized agency–specific instruction for an existing deployment, Professional Services ensure the Customer finds success with their CommandCentral services.

CommandCentral Vault customers receive up to 10 days of individualized assistance and operational consultation. Engagements of eight days and over can be broken into two separate engagements offering the Customer flexibility when working through complex system integration tasks or to coincide with basic CommandCentral Vault training. Motorola Solutions' Professional Services Team provides the Customer's personnel with the knowledge to operationalize and extract maximum benefit from CommandCentral Vault within their agency.

13.2.1 Pre–Deployment Questionnaire

Each Digital Evidence Management Solution deployment begins with filling out the Pre–Deployment Questionnaire (PDQ). The PDQ is provided by Motorola Solutions to the Customer at the start of the project. The Motorola Solutions Professional Services lead will review the PDQ in detail with the Customer and answer all questions. It is the Customer's responsibility to fill out the PDQ questions that relate to CommandCentral Vault.

This questionnaire requests technical and contact information, as well as use case related details. By reviewing and collecting this information early in the process, the deployment will be quicker and more effective.

13.3 COMMANDCENTRAL VAULT STORE AND MANAGE CONFIGURATION

CommandCentral Vault Store and Manage are the base modules, which need to be configured to provide an end–to–end solution for each customer. The configuration process will be done in partnership between Motorola Solutions and the Customer, and facilitated by a Motorola Solutions professional. Industry best practices, current operations environment, and sub system integration will be discussed and taken into account in order to determine the optimal configuration for the Customer.

The Customer must determine their policies and procedures, tags, retention periods, user permissions, and all other relevant configurations. These modules need to be configured for the Customer's specific workflow and operations. The workflow requirements and configuration needed specific to the Store and Manage modules will be addressed by a section of the interactive workshop. This is part of the Professional Services Offering provided by Motorola Solutions as well as the user training.

13.3.1 CommandCentral Vault Judicial Configuration

The CommandCentral Vault Judicial Module needs to be configured for the Customer's specific workflow and operations. The workflow and configuration requirements that are specific to the Judicial module will be addressed by a section of the interactive workshop included for CommandCentral Vault Store and Manage module configuration. This workshop and the additional user training are part of the Professional Services offering provided by Motorola Solutions.

13.3.2 Smartphone Capture App (If Applicable)

A smartphone Capture App license is included with each CommandCentral Vault license. The smartphone Capture App allows a smartphone to send data to CommandCentral Vault.

The Capture App configuration parameters are set by a System Administrator in CommandCentral Vault ADMIN. The app can be set up for a specific video resolution or a range of resolutions. In addition, the Customer can determine if video can be uploaded to CommandCentral Vault via Wi–Fi and cellular network or Wi–Fi only.

The smartphone Capture App is available for Android and iOS phones via their respective App stores.

13.3.3 Network Assessment (If Applicable)

If needed, Motorola Solutions will assess if the Customer's network design and bandwidth can support media upload and download while meeting the Customer's performance expectations.

13.4 ASSUMPTIONS

Motorola Solutions has based the system design on information provided by the Customer and an analysis of their system requirements. Should Motorola Solutions assumptions be deemed incorrect or not agreeable to the Customer, a revised proposal with the necessary changes and adjusted costs may be required. Changes to the equipment or scope of the project after contract may require a change order.

All assumptions have been listed below for review:

- All work is to be performed during normal work hours, Monday through Friday 8:00 AM to 5:00 PM.
- Motorola Solutions may use conference calls or web meetings with the Customer where appropriate.
- The Customer has an existing suitable network with sufficient internet connectivity for CommandCentral Vault playback and video upload, as well as a Wi–Fi® network with sufficient signal strength and capacity that meets all specified connectivity requirements.
- The Customer will use the required Google Chrome browser.

13.5 IMPLEMENTATION CONSIDERATIONS

Motorola Solutions has made several decisions and considerations in preparing this quote, which are noted below. Motorola Solutions reserves the right to modify the solution to incorporate changes for any invalid assumptions. Changes to the equipment or scope of the project after contract may require a change order:

1. The preliminary estimate for completion is three to four months pending date of purchase and Motorola Solutions resource availability. A project schedule will be finalized during the Contract Design Review.
2. All work is to be performed during normal work hours, Monday through Friday 8:00 a.m. to 5:00 p.m. local time.
3. Customer will provide Motorola Solutions staff access to facilities and systems as required to enable Motorola Solutions to perform its tasks in accordance with the project schedule.
4. State, local or federal permits as may be required for the installation and operation of any equipment associated with this solution are the responsibility of the Customer and are not part of Motorola Solutions scope.
5. The Customer will provide desk–space and furniture for each Aware workstation/position included in this solution.
6. Motorola Solutions has no responsibility for the performance of and/or delays caused by contractors or vendors engaged by the Customer for this project.

13.6 CONTRACT

13.6.1 Contract Award

The Customer and Motorola Solutions execute the contract, and both parties receive all the necessary documentation.

13.6.2 Contract Administration and Project Initiation

After the contract is executed, the project is set up in the Motorola Solutions information and management systems. Motorola Solutions and the Customer assign project resources and, the kick–off meeting is scheduled.

Motorola Solutions Responsibilities

- Assign a Project Manager, as the single point of contact with authority to make project decisions.
- Assign resources necessary for project implementation.
- Set up the project in the Motorola Solutions information system.
- Schedule the project kickoff meeting with the Customer.

Customer Responsibilities

- Assign a Project Manager, as the single point of contact responsible for Customer–signed approvals.
- Assign other resources necessary to ensure completion of project tasks for which the Customer is responsible.

Completion Criteria

- Motorola Solutions internal processes are set up for project management.
- Both Motorola Solutions and the Customer assign all required resources.
- Project kickoff meeting is scheduled.

13.6.3 Project Kickoff

The purpose is to introduce project participants and review the overall scope of the project.

Motorola Solutions Responsibilities

- Conduct a project kickoff meeting during the Contract Design Review phase of the project.
- Ensure key project team participants attend the meeting.
- Introduce all project participants attending the meeting.
- Review the roles of the project participants to identify communication flows and decision–making authority between project participants.
- Review the overall project scope and objectives with the Customer.
- Review the resource requirements with the Customer.
- Review the implementation tasks and project schedule with the Customer to address upcoming milestones and/or events.
- Review the team's interactions (Motorola Solutions and the Customer), meetings, reports, milestone acceptance, and the Customer's participation in particular phases.
- Provide a list of additional materials required to enable a successful CDR.
- Describe the information required in the Aware Discovery Requirements checklist (provided in the System Description).

Customer Responsibilities

- The Customer's key project team participants attend the meeting.
- Introduce all project participants.
- Review the roles of the project participants to identify communication flows and decision–making authority between project participants.
- Provide requested information on 3rd party API, SDKs, data schema and any internal and 3rd party documents necessary to establish interfaces with all local and remote systems and facilities within 10 days of the Project Kickoff Meeting so as not to impact the project schedule.
- Provide VPN access to Motorola Solutions staff to facilitate delivery of services described in this Statement of Work.
- Acknowledge the list of requirements and schedule needed to finalize design for CDR.
- Ensure any necessary non–disclosure agreements, approvals, and other related issues are complete in time so as not to introduce delay in the project schedule. Data exchange development must adhere to 3rd party licensing agreements.

- Provide all paperwork and/or forms (i.e. fingerprints, background checks, card keys and any other security requirement) required of Motorola Solutions resources to obtain access to each of the sites identified for this project.
- Provide the contact information for the license administrator for the project. I.e. IT Manager, CAD Manager, and any other key contact information as part of this project.
- Provide the information required in the Aware Discovery Requirements checklist.
- Review Motorola Solutions and Customer responsibilities.

Completion Criteria

- Project kickoff meeting completed.
- Meeting notes identify the next action items.

Motorola Solutions Deliverable

Title
Project Kickoff Meeting Minutes

13.6.4 ASTRO Data Capacity Analysis

A system and RF site capacity study must be performed to determine the system's ability to accommodate location. The objective of this activity is to ensure the Customer's ASTRO 25 communication system is properly equipped and configured with appropriate capacity allocated. All potential data sources will be analyzed including Radio Management, OTAP, OTAR and Location/Mapping. The results of the capacity analysis will provide guidance for provisioning location cadence rates based on the number of available channels. The capacity analysis may indicate that additional channels may be needed*. This offering includes an assessment of the existing ASTRO 25 System. If the ASTRO 25 system is not fully operational then the analysis will be performed on the proposed ASTRO 25 system design.

Motorola Responsibilities

- Collect and review as–built information about the ASTRO system from the ASTRO deployment team, system Manager, or Customer.
- Document any deficiencies in the ASTRO system such as licenses, product versions, firmware versions, and system components that are required for PremierOne/ASTRO integration.
- Gather current ASTRO system architecture, configuration, product and firmware versions, if the ASTRO system is a Motorola Solutions supported system.
- Collect 30 days of ATIA data from the production ASTRO system.
- Analyze the ATIA data to determine the busy–hour voice load model.
- Collect Aware provisioning parameters.
- Collect current incident usage statistics.
- Analyze collected data and define a data load model based on the desired features and target configuration.
- Perform a voice and data capacity analysis using the Hydra ASTRO modeling tool. Multiple scenarios will be considered in an effort to optimize the use of available RF channels to provide PremierOne functionality while maintaining the required voice Grade of Service (GoS).

- Prepare ASTRO Capacity Analysis Report that describes any required ASTRO system changes.

Customer Responsibilities

- Provide remote access to the ASTRO Master Site for collection of ATIA and configuration data.
- Provide information on current ASTRO system architecture, configuration, product and firmware versions, and any planned changes to the ASTRO system, if ASTRO system is self–maintained.
- Provide information about the current subscriber types, quantities, and expected use.
- Provide information about any other current or planned users on the ASTRO system.
- Identify all current and planned ASTRO data applications (e.g. third party mapping applications, Radio Management).
- Review and discuss the Capacity Analysis report with Motorola Solutions.
- Complete any ASTRO improvements or version upgrades necessary to support the CommandCentral Aware solution.
- Discuss required GIS layers.

Completion Criteria

This task is completed with delivery of the Capacity Analysis Report.

13.7 CONTRACT DESIGN REVIEW (CDR)

The objective of the CDR is to review the project scope, project schedule, technical components, equipment list, training approach and test plan with the Customer project team.

Any changes to the contracted scope can be initiated via the change provision of the contract.

13.7.1 Review Contract Design

Motorola Solutions Responsibilities

- Meet with the Customer's project team.
- Review the operational requirements and the impact of those requirements on various equipment configurations.
- Review the technical, environmental and network requirements of the provided Aware solution.
- Conduct reviews of the ISDs to explain how the contracted interface(s) function as well as any dependency on 3rd party API, SDKs, data schema and any internal and 3rd party documents necessary to establish interfaces with local and remote systems.
- Document variances between the Customer's expectations and the ISDs.
- Establish a defined baseline for the deployment of CommandCentral Vault and identify any special product requirements and their impact on implementation.
- Review the contract exhibits: Solution Design, Statement of Work, Project Schedule, and Interface Specification Document(s) (as applicable), and update the documents accordingly.

- Review the information in the Aware Discovery Requirements checklist.
- Discuss the proposed Cutover Plan and methods to document a detailed procedure.
- Submit design documents to the Customer for approval, if necessary.
- Provide minimum acceptable performance specifications for Customer–provided hardware, software, LAN, WAN and internet connectivity. This includes Wi–Fi access points, if applicable, as well as network equipment security settings required.
- Establish demarcation point (supplied by the Motorola Solutions system engineer) to define the connection point between the Customer–supplied network/equipment and the Motorola Solutions product.
- Review third–party partner and components for the installations of the video surveillance system included in this project.
- Review the scope of the Post Installation Consultative Services offering.
- Review the initial Project Schedule and incorporate Customer feedback resulting in the implementation project schedule. The project schedule will be maintained by Motorola Solutions and updated through mutual collaboration. Schedule updates that impact milestones will be addressed via the change provision of the contract.
- Review the test plan that will include test procedures that define steps to be taken to validate functionality, pass/fail criteria, and the resolution for deficiencies.
- Review the functional demonstration process for Aware and interface connectors.
- Grant Customer Learning Management System administrator with access to the LMS.
- Grant Customer Administrator with access to CommandCentral Admin Console.
- Request shipping address and receiver name.
- Provide completed paperwork, provided to Motorola Solutions during project kickoff, that enables Motorola Solutions resources to obtain site access.

Restrictions

- Motorola Solutions assumes no liability or responsibility for inadequate information.
- Motorola Solutions is not responsible for issues outside of its immediate control.

Customer Responsibilities

- The Customer's key project team participants attend the meeting.
- Make timely decisions, according to the implementation.
- Provide network environment information as requested.
- Provide requested information on API, SDKs, data schema and any internal and 3rd party documents necessary to establish interfaces with all local and remote systems and facilities within 10 days of the Project Kickoff Meeting.
- If applicable, test existing equipment and/or any 3rd. party equipment with which Motorola Solutions equipment will interface.
- Providing shipping address and receiver name.
- Provide locations and access to the existing data and video equipment that will be part of the CommandCentral system per contract.
- Work with the owners of the new and existing data and video equipment to establish network connectivity (where applicable).
- Work with Motorola Solutions to review and memorialize project completion criteria and definition of completion of project.

Completion Criteria

- Complete Design Documentation, which may include updated Solution Description, Equipment List, system drawings, or other documents applicable to the project.
- Incorporate any deviations from the proposed system into the contract documents accordingly.
- A Change Order is executed in accordance with all material changes resulting from the Design Review to the contract.
- The CDR is complete upon both parties memorializing the project completion criteria.

13.7.2 CommandCentral Vault, Store and Manage Modules

Motorola Solutions Responsibilities

- Conduct an interactive workshop with the Customer designed to provide an understanding of operational needs, workflow, environment, and industry best practices, including the following:
  - User Groups and Permissions.
  - Review agency policy for use in training.
  - Case/Incident Tags.
  - Retention Policies.
  - Default Sorting.
- Optimize initial configuration of CommandCentral Vault Store and Manage, based on workshop discussions and results of the aforementioned items.
- Create default views for Customer–focused workflows.
- End–to–end functional demonstration to ensure workflow and operational requirements are met.
- Check for browser compatibility on Customer–used workstations.

Customer Responsibilities

- Determine the Customer's standard operating procedures and workflow for using CommandCentral Vault.

Completion Criteria

- The default interface views needed for the Customer's workflow requirements will be defined, presented, and approved.
- Activate CommandCentral Vault and assign Administrative user.

13.7.3 CommandCentral Vault Judicial Configuration

Motorola Solutions Responsibilities

- A section in the interactive workshop designed to understand operational needs, workflow, content and industry best practices to include the following:
  - Workflow requirements.
  - Establishing search criteria to quickly locate evidentiary segments for cases.
  - Securely sharing information.
  - Redaction practices.
- Optimal initial configuration and content for CommandCentral Vault Judicial, based on workshop discussion and results of the aforementioned items.

Customer Responsibilities

- Determine the Customer's standard operating procedures and workflow for using CommandCentral Vault.
- Engage the appropriate prosecutors' office(s) to participate in the interactive workshop.

Completion Criteria

- The end–to–end functional demonstration of the Judicial process is complete and approved by the Customer.

13.8 SHIPPING AND PROCUREMENT––HARDWARE/SOFTWARE

13.8.1 Procure and Ship Equipment

Motorola Solutions Responsibilities

- Procure contracted equipment in accordance with the equipment list.
- Arrange for shipping to Customer location.
- Notify Customer of equipment shipping specifics and ETA for arrival.

Customer Responsibilities

- Provide and install all communications lines and network equipment and configuration that are not Motorola Solutions provided in accordance with the project schedule.
- Provide software required for the support of interfaces that have not been contracted for through Motorola Solutions.

Completion Criteria

- Equipment order is completed and shipped to Customer.

13.9 SYSTEM INSTALLATION

13.9.1 CommandCentral Aware System Installation and Configuration

Motorola Solutions Responsibilities

- Receive and inventory contracted equipment (reference equipment list).
- Connect server power to power source PDU provided by the Customer.
- Connect server to the Customer's network switch.
- Assign the Customer provided IP addresses to both the physical and virtual machine servers.
- Configure Server with contracted software licenses.
- Configure Aware workstations with monitors per contracted equipment list.
- Connect and test the monitors are connected to the workstation in accordance with the system design.
- Configure video management systems including camera IP mapping supplied by the Customer.

Customer Responsibilities

- Provide access to the sites as required for Motorola Solutions to complete installation activities.
- Provide IP addresses for server and workstation equipment per system design documentation.
- Provide AC receptacles within 10 feet of locations where equipment is to be installed.
- Provide a 1 Gigabit network Ethernet port within six feet for each of the workstation's installation area. Provide user names, email addresses, phone numbers in order to create logons for system
- Provide all required 3rd party API and SDK licensing and documentation for Customer's existing systems such as CAD, Video Management Systems.
- Provide a dedicated delivery point for receiving, inventory and storage of equipment.
- Decommission, remove and/or dispose of any existing equipment as required in order to complete the installation of the CommandCentral Aware equipment.

Completion Criteria

- Aware system equipment installation and configuration is complete.

13.9.2 CommandCentral Aware Provisioning

Motorola Responsibilities

- Using the CommandCentral Admin Console, provision users, groups, rules and cameras based off Customer Active Directory data.

Customer Responsibilities

- Supply the access and credentials to Customer's Active Directory for the purpose of Motorola Solutions conducting Aware provisioning.
- Respond to Motorola Solutions inquiries regarding users/groups/agency mapping to Aware functionality.

Completion Criteria

- Aware provisioning is complete upon Motorola Solutions completing provisioning activities.

13.9.3 Interfaces/Connectors and Integration

The delivery, installation and integration of interfaces may be an iterative series of activities depending upon access to 3rd party systems. Interfaces will be installed and configured in accordance with the project schedule.

Connectivity will be established between CommandCentral Aware and the external and/or third–party systems to which CommandCentral Aware will interface. Motorola Solutions will configure Aware to support each contracted connector. The Customer is responsible for engaging third–party vendors if and as required to facilitate connectivity and functional demonstration of the connector(s).

Motorola Solutions Responsibilities

- For new interface connector(s), develop it/them in accordance with the ISD(s).
- Establish connectivity to external and third–party systems.
- Configure interface connector to support the functionality described in the ISD(s).
- Perform unit functional demonstration of each interface connector.

Customer Responsibilities

- Act as liaison between Motorola Solutions and third–party vendors or systems as required to establish connectivity with CommandCentral Aware.
- Provide personnel proficient with and authorized to make changes to the network and third–party systems to support Motorola Solutions' connector installation efforts.
- Provide network connectivity between Aware and the third–party systems.
- Provide requested information on API, SDKs, data schema and any internal and 3rd party documents necessary to establish interfaces with all local and remote systems and facilities within 10 days of the Project Kickoff Meeting.
- Adhere to the requirements presented in the ISD(s).

Motorola Solutions Deliverables

Title
Contracted Interfaces/Connector(s)

Unknown circumstances, requirements and anomalies at the time of initial design can present difficulties in interfacing CommandCentral Aware to some 3rd party applications. These difficulties could result in a poorly performing or even a non–functional interface. When Motorola Solutions is provided with information and access to systems, Motorola Solutions will be able to mitigate these difficulties. If Motorola Solutions mitigation requires additional third–party integration, application upgrades, API upgrades, and/or additional software licenses those costs will need to be addressed through the change provision of the contract.

13.9.4 CommandCentral Aware Geospatial Mapping Configuration

Motorola Solutions Responsibilities

- Installation and configuration of the connection to the Customer mapping system, (i.e. Esri online, Esri server, or static map layers).
- Add camera locations to Esri system map and configure hot links within Aware system.
- Test mapping layers and links in accordance with the system Design Document.

Customer Responsibilities

- Provide access to Esri/GIS system and/or GIS personnel.
- Provide published GIS map layers.
- Work with Motorola Solutions staff to publish specific maps beneficial to the Customer analysts.

Completion Criteria

- Aware Geospatial Mapping configuration is complete.

13.9.5 ASTRO 25 Location Configuration and Integration

Motorola Solutions will establish Location Mapping provisioning parameters based off the Astro Capacity Analysis report and provision Location Mapping with the agreed parameters.

13.9.6 Location Integration

Motorola Responsibilities

- If an upgrade to Customers IMW is required to support CommandCentral Aware, provide software required upgrade to Customer.
- Provide integration services between the radio network and any external networks.
- Configuration updates to IMW system required to support the location tracking CommandCentral Aware feature.
- Provide CommandCentral CommandCentral Aware provisioning support

Customer Responsibilities

- Provide the backhaul connections for cloud services based on Motorola Solutions' recommended network specifications.
- Customer will be responsible for any subscriber provisioning.
- Provision subscribers as needed.

13.9.7 System Installation & Configuration Acceptance (Milestone)

- All Motorola Solutions–supplied CommandCentral equipment and software is installed, configured and accepted by the Customer.

13.10 TRAINING

13.10.1 Online Training

CommandCentral Aware training is made available to you via Motorola Solutions Software Enterprise Learning Management System (LMS). This subscription service provides you with continual access to our library of on–line learning content and allows your users the benefit of learning at times convenient to them. All Motorola Solutions tasks are completed remotely and enable the Customer to engage in training when convenient to them. LMS Administrators are able to add/modify users, run reports, and add/modify groups within the panorama.

Motorola Solutions Responsibilities

- Provide the Customer with online training courses applicable to their deployment.
- Provide the Customer with access to training specialist via phone support between the hours of 8:00 AM to 5:00 PM EST.
- Initial set up of Panorama* and addition of administrators.
- Provide instruction to Customer LMS Administrators on:
  - Adding and maintaining users.
  - Adding and maintaining Groups*.
  - Assign courses and Learning Paths*.
  - Running reports.

Customer Responsibilities

- Attend online training classes.
- Comply with the prerequisites in the Training Plan.

Completion Criteria

- All training classes completed.
- The Aware on–line training is considered complete upon the provisioning of the LMS Administrator instructions.

***Panorama**—A panorama is an individual instance of the Learning Management System that provides autonomy to the agency utilizing.

***Groups**—A more granular segmentation of the LMS that are generally utilized to separate learners of like function (i.e. dispatchers, call takers, patrol, firefighter). These may also be referred to as clients within the LMS.

***Learning Path**—A collection of courses that follow a logical order, may or may not enforce linear progress.

13.10.2 On–Site Training

The Aware on–site training consists of three days of an instructor–led class and hands–on workshop. On–site training supplements the Aware online learning experience provided by the Motorola Solutions Learning Management Systems (LMS) and is structured to your individual needs.

Motorola Solutions Responsibilities

- Provide the Customer with onsite training courses applicable to their deployment for trainers.
- Provide train–the–trainer training by roles.
- Provide electronic documentation.
- Finalize training schedule between the Motorola Solutions and Customer's project managers.

Customer Responsibilities

- Trainers attend training classes.
- Comply with the prerequisites in the Training Plan including online training.
- Trainers train remaining personnel.
- Supply configured classrooms with a workstation for the instructor and at least one workstation for every two students.

Completion Criteria

- All training classes completed.

13.10.3 Training Complete

- All training classes completed.

13.11 FUNCTIONAL DEMONSTRATION

The objective of functional demonstration is to validate Customer access to the CommandCentral features and functions and system integration via configured interfaces (as applicable).

Motorola Solutions Responsibilities

- Update functional demonstration script.
- Provide script to Customer for review and acknowledgement.
- Conduct functional demonstration.
- Create a summary report documenting the activities of the functional demonstration and any corrective actions taken by Customer or Motorola during the demonstration.
- Provide Customer instruction on using the Customer Feedback Tool for feature/enhancement requests.

Customer Responsibilities

- Review and agree to the scope of the demonstration script.
- Witness the functional demonstration and acknowledge its completion.
- Resolve any provisioning impacting the functional demonstration.
- Provide Motorola with any requests for feature enhancements.

Completion Criteria

- Conclusion of the functional demonstration.

13.12 TRANSITION TO SUPPORT

Following the completion of the functional demonstration Customer may commence using CommandCentral Vault for all purposes including productive use. Motorola and Customer will schedule a mutually agreeable time to transitions Customers on–going support to Motorola Support organization. The transition of to the Motorola's Support organization completes the implementation activities.

Motorola Solutions Responsibilities

- Provide Customer with Motorola Support engagement process and contact information.
- Gather contact information for Customer users authorized to engage Motorola Support.
- Schedule and facilitate the handover call between Customer and Motorola Support organization.

Customer Responsibilities

- Provide Motorola with specific contact information for those users authorized to engage Motorola Support.
- Participate in the handover call, familiarize themselves with the terms and conditions of support.
- Engage the Motorola Support organization as needed.

Completion Criteria

- Conclusion of the handover to support.

AVIGILON

SECTION 14

14.1 OVERVIEW

Avigilon Cameras and Advanced Analytics act as a force multiplier within a Communications Center and/or real-time crime center. Avigilon AI-enhanced cameras use machine learning to understand what normal behavior should look like in both exterior and interior situations, then automatically flags unusual behavior and alerts users.

Avigilon features unusual motion and unusual direction detection to alert users if anomalies occur within the video viewing areas. Avigilon's computer intelligence simultaneously monitors hundreds of camera views, thus preventing human error due to manual observation in which key events can be missed from information overload. Advanced machine learning detects over time what is normal movement and activity in an area to ultimately recognize abnormal motion. With the Avigilon AI Appliance, the video analytics that Avigilon offers can be applied to other existing camera streams. This gives your department the ability to stay within budget and upgrade as time goes on.

When time is limited, Avigilon cameras help your team save seconds in critical situations by having additional eyes on scene. Uses can analyze events as they occur in rea-time. All footage is simultaneously recorded and stored into CommandCentral Vault and the Avigilon ACC Video Management System (Network Video Recorder). This integration makes it easier for users to investigate an incident after it occurs and hold the proper people accountable.

Avigilon System Includes:

- Camera and Mounting Hardware (purchase credit)
- ACC7 Enterprise Edition – Camera License
- Avigilon Video Management System
- Network Video Recorder (64TB Storage and Windows Server)
- User Workstation

14.2 INSTALLATION

Installation is not included. This proposal includes hardware only. Installation varies based on connectivity, power, and even building conditions (such as asbestos). Motorola Solutions will help you navigate through the installation process upon discussion of desired video camera locations. We will also be happy to refer you to our local partners for competitive bids.

QUOTE

SECTION 15

FLEX SOFTWARE SYSTEM

Tulare County Purchased Products and Services

Prepared for:	Tulare County
Prepared by:	Dave Anderson
Quote Date:	November 26 2019
Quote Expiration:	December 24, 2019

FLEX ADVANTAGES

- Flex's site license eliminates the frustrations of limited licensing and allows for future agency growth because you will be able to access the modules it needs without paying individual license fees.
- Included with the Flex system: First-year maintenance, a comprehensive 12-month warranty, unlimited standard business support, and free enhancements.
- Professional services included in this estimate for thorough end-user training and project management services. All on-site services include travel and per diem; there are no hidden costs.
- This purchase agreement is for Tulare County Sheriff's Office as a host agency with the following shared agencies: Tulare County Fire, Woodlake, Farmersville, Lindsay, Exeter, and College of the Sequoias.

ADDITIONAL INFORMATION & BROCHURES

Brochures about each software module found in this quote can be found at: http://info.spillman.com/spillman-literature

SALES CONTACT INFORMATION

Dave Anderson

Senior Field Sales Executive

Mobile: 435-757-9494

Email: dave.anderson@motorolasolutions.com

SOFTWARE & SERVICES

Core System Software (All Agencies + Fire if listed)

Hub	+ Fire	$592,978.00
Learning Management System	+ Fire	$35,260.00
CAD	+ Fire	$280,432.00
CAD Mapping	+ Fire	$97,759.00
Flex CAD Interface (Visalia, Tulare & Porterville)	+ Fire	$150,550.00
E9-1-1 Interface	+ Fire	$33,890.00
Rapid Notification - Text Messaging	+ Fire	$77,611.00
Imaging		$100,899.00
Law Records		$190,197.00
Evidence Management		$56,417.00
Evidence Barcoding		$29,458.00
California CLETS Direct StateLink		$123,284.00
California NIBRS Reporting		$98,893.00
CompStat Management Dashboard		$104,460.00
Command Staff Productivity Dashboard		$52,260.00
Pin Mapping		$56,480.00
Clery Reporting (College of the Sequoias Only)		$2,478.00
Community Dashboard		$105,260.00
Core System Software Total		**$2,188,566.00**

Software Modules - Tulare County Only

Jail Management	$216,389.00
Jail Disciplinary Actions	$45,995.00
Driver License Scanning Software	$27,705.00
CommandCentral Analytics Plus	$49,949.00
Flex Jail Biometrics	$45,302.00
Personnel and Training Management	$54,457.00
Equipment Maintenance	$45,495.00
Core System Software Total	**$485,292.00**

Mobile Software (Applies to Sheriff, Fire if stated, and shared agencies)		
Mobile Records		$72,467.00
Mobile State & National Queries		$72,467.00
Mobile Field Report with Field Interview		$94,637.00
Mobile Arrest Form		$71,719.00
Insight Multi-Agency Data Sharing		$57,977.00
Mobile AVL and Mapping	+ Fire	$78,048.00
Mobile Voiceless CAD	+ Fire	$76,425.00
Spillman Touch	+ Fire	$100,899.00
California eCitation Form	+ PDs Only	$25,614.00
Traffic Accident and Citation Records	+ PDs Only	$10,417.00
Mobile Software Total		**$660,670.00**

Third Party Interfaces & Custom Projects

Fire Emergency Reporting (ERS) Interface	+ Fire	$4,140.00
Journal Technologies - eCourts Interface		$59,680.00
GTL Interfaces to Jail (cash, phone, visitation)		$168,396.00
California Racial and Identity Profiling		$90,325.00
Court Judicial Sharing - Paperless Courts		$12,400.00
LiveScan Fingerprinting Interface (Tulare County Only)		$75,831.00
Third Party Interfaces Total		**$410,772.00**

HARDWARE & THIRD PARTY SERVICES

Redundant K-Core & MCC7500e Consoles (Qty 9)	$685.889.00
Linux Servers - HA with Single DR configuration (2 servers)	$279,685.00
Acceptance Testing	$13,250.00
GIS Licensing	$9,390.00
Convert on Demand Tool (TMS and ADSI Data)	$86,000.00
Active Directory Integration	Included
Biometrics Hardware (Jail 25 Fingerprint Scanners)	$3,125.00
Evidence Barcoding Equipment (6 scanners)	$14,010.00
Driver License Scanners L-Tron 4910LR (100 Scanners)	$37,500.00
Hardware & Third Party Services Total	**$1,128,849.00**

Total Purchase Price

Total Including All Options, Hardware and Software	**$4,874,149.00**
California Applicable State Sales Tax	**$310,220.82**
Total Multi-Agency CAD/RMS Price Including Tax	**$5,184,369.82**

Ongoing Maintenance Estimate (Begins 8th Year)

Support and maintenance includes annual software upgrades, access to online training tools, technical support, and site licensing. The 1st year maintenance is included in the software price above and years 2 thru 7 are included in the finance amount. The price listed here is an estimate given for your planning purposes for year 8. Annual maintenance will continue following the 7 year finance period. Year 8 Estimate is $456,866.40.

Flex Maintenance (Years 2-7)	$2,741,198.40
Aware Maintenance (Years 3-7)	$438,380.00
Maintenance for Fire, Tulare County, & 4 Police Departments	**$3,179,578.40**

2019 Show Site Incentive

Journal Technologies eCourts Custom Enhancements	~~$63,480.00~~
Quickest Route Call Routing (Fire Only)	~~$21,747.00~~
Laptop and GPS Hardware Purcase Credit (Install not included)	~~$126,000.00~~
Command Central Aware	~~$595,493.00~~
Command Central Aware - (Year 2 maintenance Included in Discount)	~~$87,676.00~~
Avigilon Video Management System	~~$48,031.88~~
Camera Hardware Purchase Credit (Installation not included)	~~$55,925.00~~
Total Purchase Incentive	~~$998,352.88~~

Motorola Financing Option

Total Including All Options, Hardware, Software & Radio Equip	$5,184,369.82
Total Prepaid Maintenance for 7 Years = financing term	$3,179,578.40
Subtotal of Hardware, Software and Maintenance	$8,363,948.22
Annual Payment - Due in arrears	$1,317,283.58

AUTHORIZATION

This Purchase Agreement ("Agreement") is made and entered into by and between the Customer and Motorola Solutions, 4625 Lake Park Blvd, Salt Lake City, UT 84120.

I have read this agreement in its entirety and hereby approve and accept the terms and conditions of this Agreement as contained herein.

Tulare County
Customer

X
Authorized Signature

Date

Kuyler Crocker, Chairman, Board of Supervisors
Print Name and Title

APPROVED AS TO FORM:
COUNTY COUNSEL
BY
12-11-19
20191816

CONTRACTUAL DOCUMENTATION

This proposal is subject to the terms and conditions of the Computer Aided Dispatch and Records System and Services Agreement previously provided to Tulare County.