

BOARD OF COUNTY COMMISSIONERS
SARPY COUNTY, NEBRASKA

RESOLUTION EXTENDING AGREEMENT WITH MOTOROLA FOR EQUIPMENT
MAINTENANCE AND SUPPORT FOR THE SARPY COUNTY EMERGENCY
MANAGEMENT AND COMMUNICATIONS DEPARTMENT

WHEREAS, pursuant to Neb. Rev. Stat. §23-104(6) (Reissue 2012), the County has the power to do all acts in relation to the concerns of the county necessary to the exercise of its corporate powers; and,

WHEREAS, pursuant to Neb. Rev. Stat. §23-103 (Reissue 2012), the powers of the County as a body are exercised by the County Board; and,

WHEREAS, an agreement to has been proposed by Motorola Solutions, Inc. (“Motorola”) to extend the existing agreement for maintenance and support for the County’s Emergency Management and Communications Department, which is due to expire September 30, 2013; and,

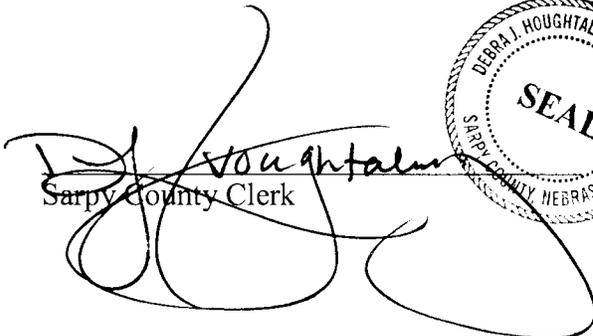
WHEREAS, the proposed agreement to extend the maintenance and support is in the best interests of the citizens of Sarpy County.

NOW, THEREFORE, BE IT RESOLVED BY THE SARPY COUNTY BOARD OF COMMISSIONERS THAT the Chair and Clerk are hereby authorized to execute on behalf of Sarpy County, the extension of the maintenance and support agreement with Motorola, a copy of which is attached hereto, the same being approved by the Board.

The above and foregoing Resolution was duly approved by a vote of the Sarpy County Board of Commissioners at a public meeting duly held in accordance with applicable law on this 24th day of September, 2013.



 Chairman, Sarpy County Board



 Sarpy County Clerk





SARPY COUNTY 911 CENTER

1210 Golden Gate Drive
Papillion, NE 68046

Larry Lavelle, Director
Phone: 402-593-2283
Fax: 402-593-2319

Commissioners,

This contract is an annual renewal which covers the licensing and maintenance of the Motorola products used by public safety agencies in Sarpy County. The change to note in this contract is the licensing and maintenance of the Motorola Premier Computer Aided Dispatch (CAD) software. That product has been replaced with the agreement with Douglas County for the new CAD product P1 used by Sarpy, Douglas and Washington Counties. The licensing and maintenance of P1 is covered in the agreement with Douglas County.

The elements found in this agreement continue support for the following:

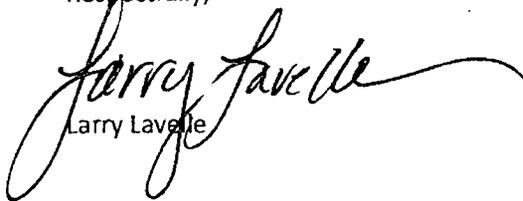
Advanced Tactical Mapping (ATM) used in the mobile data computers in the responder vehicles.

Law Record Management System (LRMS) used by the law enforcement agencies in Sarpy County.

Premier Mobile Data Computer (PMDC) clients and interface used by the responders.

Fire Record Management System (FRMS) used by the fire agencies in Sarpy County.

Respectfully,


Larry Lavelle



September 17, 2013

Mr. John Prince
Sarpy County Communications
1210 Golden Gale Drive
Papillion, NE 68046

RE: Extension to Maintenance and Support Agreement: 146
Product: PremierCAD™, PremierMDC™, and LRMS

Dear Mr. Prince:

By means of this letter, Motorola Solutions, Inc. hereby extends Sarpy County Communications maintenance and support agreement as referenced above. Enclosed is one (1) copy of the updated Exhibit A Description of Covered Products, Exhibit B Support Plan, Exhibit C Support Plan Options and Pricing Worksheet and Exhibit D Billable Rates for the period **October 1, 2013 through September 30, 2014**. Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

Please indicate acceptance of this extension by signing the acceptance block below and returning one copy to my attention by e-mailing it to christinelay@motorolasolutions.com or faxing it to (847) 761-4957 on or before **October 1, 2013**. Failure to return this fully executed letter on or before **October 1, 2013** will result in a lapse in maintenance, which will be subject to a 10% recertification and reimplementaion fee.

If you have any questions or need further clarification, please contact me directly at (909) 598-2964 or e-mail christinelay@motorolasolutions.com.

Sincerely,

Christine Lay

Christine Lay
Customer Service Manager
Motorola Solutions, Inc.

Accepted by:

MOTOROLA SOLUTIONS, INC.

By: *Shelley Rhoads*

Name: Shelley Rhoads

Title: Sr. Services Business Operations Manager

Date: September 17, 2013

SARPY COUNTY COMMUNICATIONS

By: *Jim Warren*

Name: Jim Warren

Title: Chairman

Date: 9/24/13

Exhibit A

DESCRIPTION OF COVERED PRODUCTS

MAINTENANCE AND SUPPORT AGREEMENT 146

TERM: 10/01/13-09/30/14

CUSTOMER: Sarpy County Communications

Site Identification Numbers

Product	Site Identification Number
PremierCAD™	PSA167900_(CAD)
PremierMDC™	PSA167900_(PMDC)
LRMS	PSA167900_(LRMS)
FRMS	PSA167900_(FRMS)

The following table lists the Products under maintenance coverage:

Product	Description	Service Level	Qty	Term Fees
PREMIERCAD™	PremierCAD™ Server License	24x7	1	REPLACED BY DOUGLAS COUNTY'S P1 SYSTEM PROJECT 2605 EFFECTIVE 08/01/13
	PremierCAD™ Client 1.6.8.27		9	
	MGU License		1	
	AWW Workstation License 3.3.3.1		9	
	DSS License		1	
	ATM License 5.5.1.4		9	
	UDT License 4.1.2.1		1	
	TDD Interface		1	
	MDT/MDC Interface		1	
	E 9-1-1 Interface		1	
	Paging/Toning Interface		1	
	Tear & Run Interface		1	
PREMIERCAD™ ADD-ON SW	PremierCAD™ License FO#3318031860041 dated 06/13/11 - SA 889 REPLACED BY DOUGLAS COUNTY'S P1 SYSTEM PROJECT 2605 EFFECTIVE: 08/01/13*		4	*REPLACED
	ATM Vehicle Client (101-500) Proposal 10-0385 dated 09/21/10 - SA 718		104	\$11,100.00
	PMDC to Motorola AVL Proposal 10-0385 dated 09/21/10 - SA 718 REPLACED BY DOUGLAS COUNTY'S P1 SYSTEM PROJECT 2605 EFFECTIVE: 08/01/13*		1	*REPLACED
	ATM Vehicle Client (101-500) FO#0609033070018/PO #65300002-03 dated 06/28/12 SA 1011		15	\$1,859.00
PREMIERCAD™ SOFTWARE MAINTENANCE TOTAL				\$12,959.00

Exhibit A
DESCRIPTION OF COVERED PRODUCTS
(Continued)

MAINTENANCE AND SUPPORT AGREEMENT 146

TERM: 10/01/13-09/30/14

CUSTOMER: Sarpy County Communications

Product	Description	Service Level	Qty	Term Fees
LRMS	LRMS Server License	9x5	1	\$29,838.00
	LRMS Workstation Licenses		225	
	NIBRS Workstation Licenses		225	
	LRMS DSS Server License		1	
	LRMS to IMACS License		1	\$1,737.00
LRMS SOFTWARE MAINTENANCE TOTAL				\$31,575.00
PREMIERMDC™	PMDC Message Switch (41-100 units)	9x5	1	\$25,145.00
	PMDC Client (41-100 units)		43	
	CAD Interface – Motorola API Only		1	
PREMIERMDC™ ADD-ON SW	Premier MDC Client License (101-500 units) Proposal 10-0385 dated 09/21/10 - SA 718	9x5	4	\$2,216.00
	GPS Integration Client Module (charge per user) Proposal 10-0385 dated 09/21/10 - SA 718		104	
	Mobile Mapping Client Module - Standard Integration (charge per user) Proposal 10-0385 dated 09/21/10 - SA 718		104	
	Premier MDC Client License (101-500 units) FO#0609033070018/PO #65300002-03 dated 06/28/12 SA 1011		15	
	GPS Integration Client Module (charge per user) FO#0609033070018/PO #65300002-03 dated 06/28/12 SA 1011		15	\$1,985.00
	Mobile Mapping Client Module - Standard Integration (charge per user) FO#0609033070018/PO #65300002-03 dated 06/28/12 SA 1011		15	
PREMIERMDC™ SOFTWARE MAINTENANCE TOTAL				\$29,346.00
3RD PARTY - FRMS (Zoll Data)	Stations Enterprise Gold	24x7	10	\$14,630.00
	Stations CADlink		10	
3RD PARTY – FRMS SOFTWARE MAINTENANCE TOTAL				\$14,630.00
MAINTENANCE FEES TOTAL				\$88,510.00
Multi-system Discount – 2.5% for 2 Motorola Sub-systems				(\$1,847.00)
Strategic Discount - Motorola Negotiated Discount on FRMS SW (25%)				(\$3,658.00)
Credit for PCAD License & PMDC to Motorola AVL (Effective: 08/01/13-09/30/13)				(\$358.00)
One (1) User Conference Attendee for 2013				\$2,650.00
GRAND TOTAL				\$85,297.00

Exhibit A			
DESCRIPTION OF COVERED PRODUCTS			
MAINTENANCE AND SUPPORT AGREEMENT	146	TERM:	10/01/13-09/30/14
CUSTOMER:	Sarpy County Communications		

2013-2014 MAINTENANCE FEE SUMMARY

PRODUCT	COVERAGE	TERM FEES
		10/01/13-09/30/14
PREMIERCAD™ SW (Effective: 08/01/13)	24x7	REPLACED BY DOUGLAS COUNTY'S P1 SYSTEM PROJECT 2605
PREMIERCAD™ ADD-ON SW PremierCAD™ License FO#3318031860041 dated 06/13/11 - SA 889 & PMDC to Motorola AVL Proposal 10-0385 dated 09/21/10 - SA 718 (Effective: 08/01/13)	24x7	REPLACED BY DOUGLAS COUNTY'S P1 SYSTEM PROJECT 2605
PREMIERCAD™ ADD-ON SW ATM Vehicle Client (101-500) Proposal 10-0385 dated 09/21/10 - SA 718 & ATM Vehicle Client (101-500) FO#0609033070018/PO #65300002-03 dated 06/28/12 - SA 1011	24x7	\$12,959.00
LRMS SW	9x5	\$31,575.00
PREMIERMDC™ SW	9x5	\$25,145.00
PREMIERMDC™ ADD-ON SW Proposal 10-0385 dated 09/21/10 - SA 718	9x5	\$2,216.00
PREMIERMDC™ ADD-ON SW FO#0609033070018/PO #65300002-03 dated 06/28/12 - SA 1011	9x5	\$1,985.00
Motorola SW Maintenance Subtotal		\$73,880.00
3rd Party SW - FRMS (Zolldata)	24x7	\$14,630.00
3rd Party SW Maintenance Subtotal		\$14,630.00
Maintenance Fees Total		\$88,510.00
Multi-System Discount – 2.5% Based on 2 Sub-systems		(\$1,847.00)
Strategic Discount - Motorola Negotiated Discount on FRMS SW (25%)		(\$3,658.00)
Credit for PCAD License & PMDC to Motorola AVL (Effective: 08/01/13-09/30/13)		(\$358.00)
One (2) User Conference Attendee for 2013		\$2,650.00
Maintenance Grand Total		\$85,297.00

Exhibit B
CUSTOMER SUPPORT PLAN

MAINTENANCE AND SUPPORT AGREEMENT 146

TERM: 10/01/13-09/30/14

CUSTOMER: Sarpy County Communications

Introduction

Welcome to Motorola Solutions Customer Support. We appreciate your business and look forward to serving your needs on your Public Safety Applications system.

The Customer Support Plan is designed to provide Motorola Solutions customers the details necessary for understanding Motorola Solutions overall support processes and policies as a compliment to the Motorola Solutions Maintenance and Support Agreement.

The Motorola Solutions Maintenance and Support Agreement is the legal and binding contractual terms for which services are provided under. Questions or concerns regarding your support plan can be directed to your Support Manager.

Below are the topics outlined in this Customer Support Plan:

- I. Service Offerings**
- II. Accessing Customer Support**
- III. Severity Levels and Case Management**
- IV. Responsibilities**
- V. Customer Call Flow**
- VI. Contacts**

I. Service Offerings

Motorola Solutions Customer Support organization includes a staff of Support Analysts whom are managed by Motorola Solutions Customer Support Managers and are chartered with the direct front-line support of our customers. A Support Analyst is a system technologist responsible for providing direct or escalation support. A Support Analyst is sometimes referred to as a Customer Support Analyst (“CSA”) or Technical Support Analyst (“TSA”) or Technical Support Representative.

Motorola Solutions Support Organization offers a multi-layered approach to a total service solution. Levels of support are defined as follows:

Service Levels

Level 0	Logging, dispatching and tracking service requests
Level 1	Selected 1 st call support, triage and resolution
Level 2	Telephone and/or on-site support for normal technical requirements
Level 3	High-level technical support prior to Engineering escalation
Level 4	Engineering software code fixes and changes

Motorola Solutions provides to customers on an active maintenance and support agreement defined services and Software Releases. Specific support definitions, offerings and customer responsibilities are detailed in section 3 of the main body of the maintenance and support agreement.

II. Accessing Customer Support

The Motorola Solutions System Support Center Operations

Motorola Solutions Public Safety Applications Technical Support personnel in cooperation with Motorola Solutions System Support Center ("SSC") provide the gateway to technical support for all of Motorola Solutions Public Safety Application systems. Accessing support through Motorola Solutions toll free 800 number, web ticketing or email ticketing ensures accurate case handling and tracking. The goal of the Support team and SSC is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing your requests to the right support team in a timely manner.

The System Support Center offers total call management including:

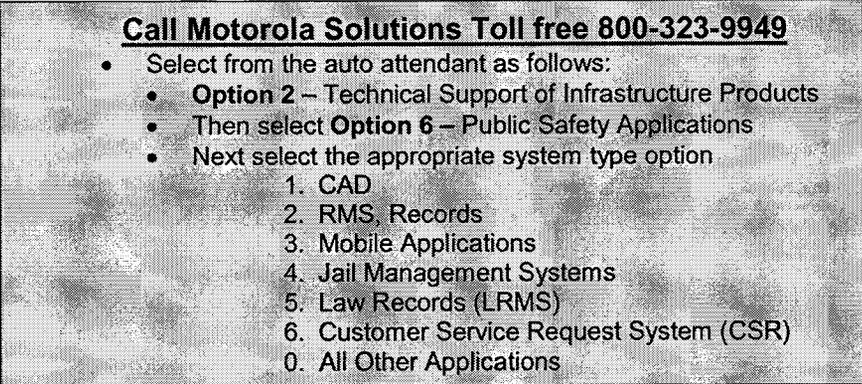
- Single point of contact for Motorola Solutions service requests
- Logging, dispatching and tracking of service requests
- System capabilities to identify pending cases and automatically escalate to management
- Database and customer profile management
- Standard reports with on-demand distribution
- Case notification

Motorola Solutions System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola Solutions and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola Solutions:

1. **Motorola Solutions System Support Center Toll Free Number**
2. **eCase Management through Motorola Solutions On-Line**
3. **Email Case Ticketing**

Option 1 - Call Motorola Solutions System Support Center



Call Motorola Solutions Toll free 800-323-9949

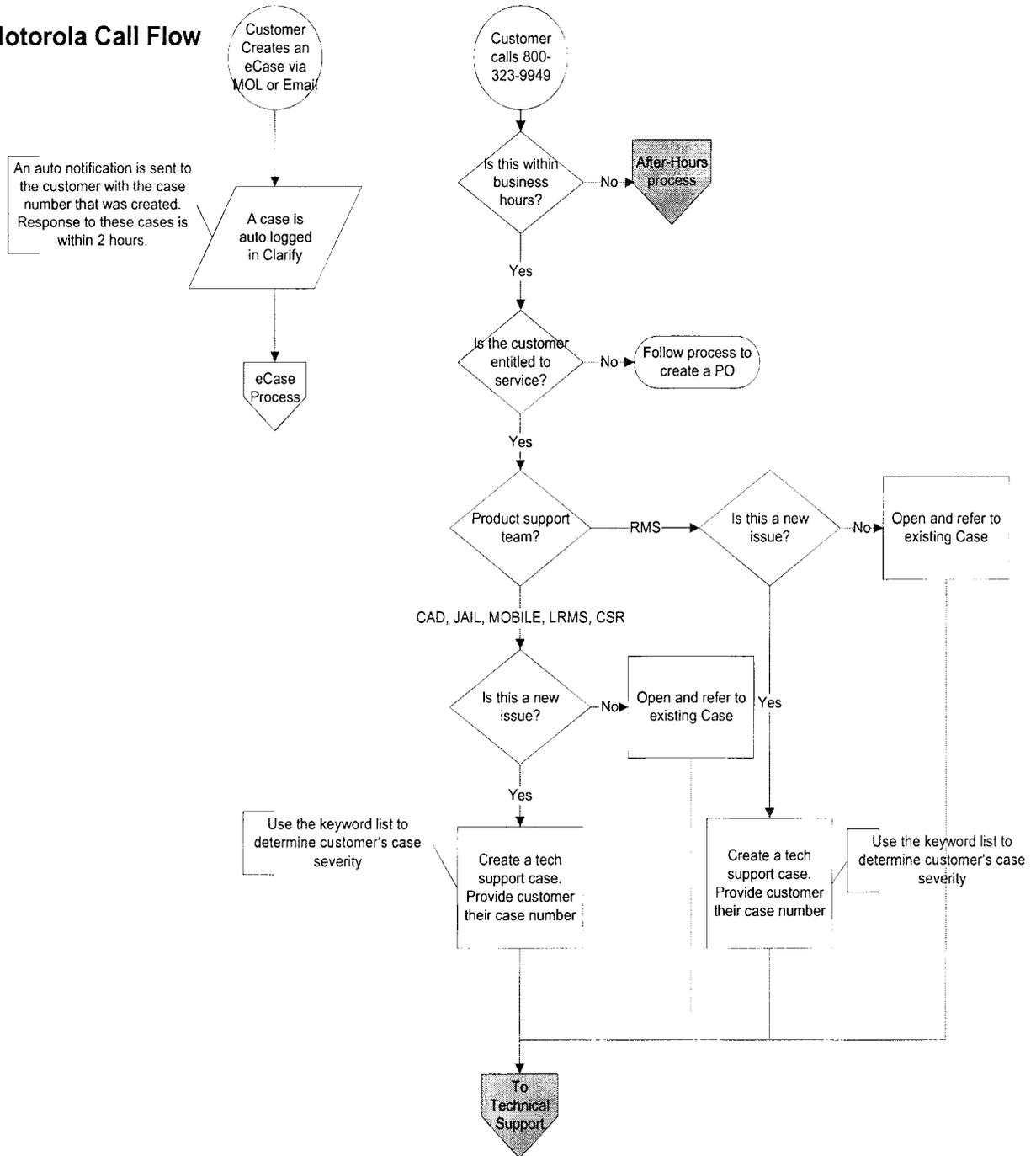
- Select from the auto attendant as follows:
 - **Option 2** – Technical Support of Infrastructure Products
 - Then select **Option 6** – Public Safety Applications
 - Next select the appropriate system type option
 1. CAD
 2. RMS, Records
 3. Mobile Applications
 4. Jail Management Systems
 5. Law Records (LRMS)
 6. Customer Service Request System (CSR)
 0. All Other Applications

Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola Solutions technical support team member. A unique tracking number will be provided to your agency for future reference.

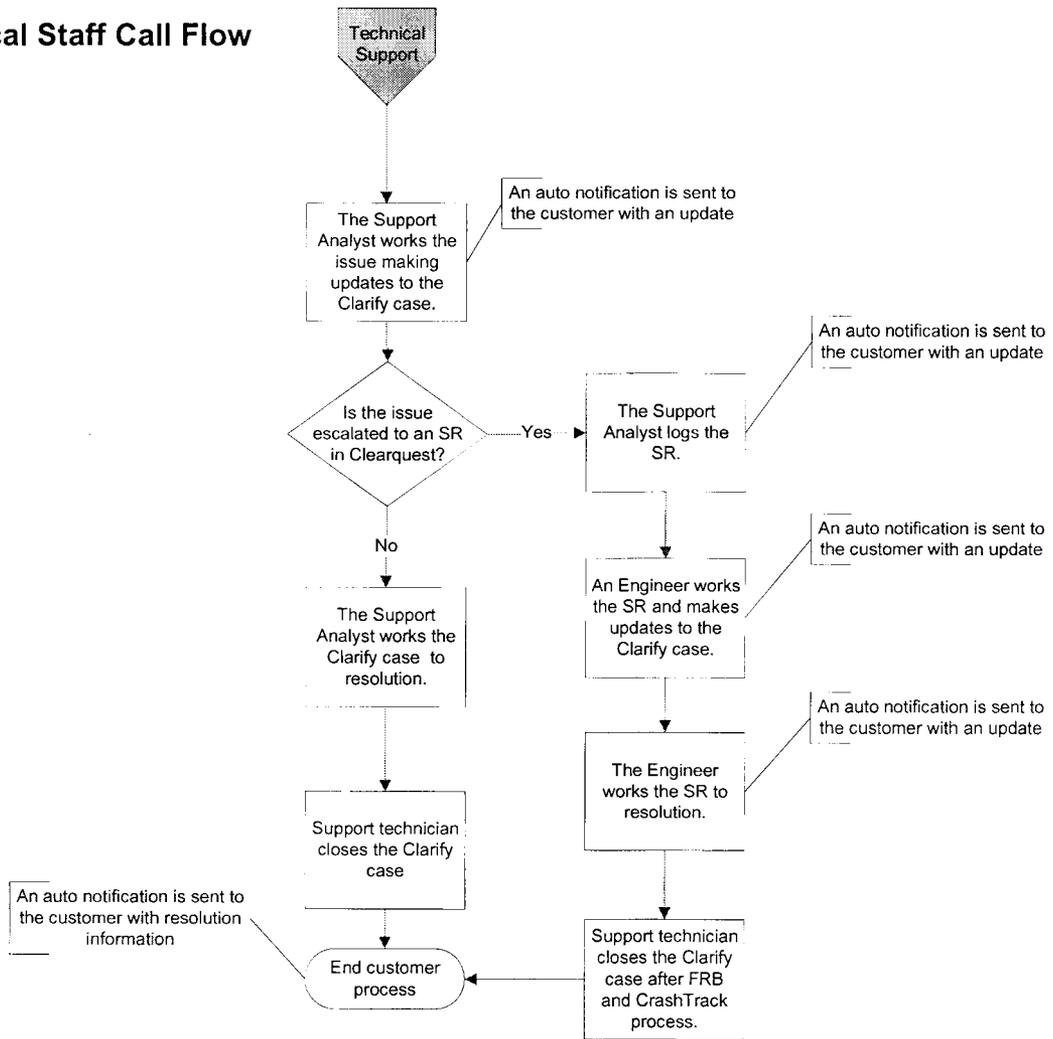
Generally customers calling the toll-free 800 number will access Public Safety Applications technical support directly. For heavy call times or after hours the caller will be directed to Motorola Solutions System Support Call Center Operations. Once the logging process is complete customers are transferred directly to a Technical Support Analyst during Technical Support Operation Hours (6:00 a.m. to 6:00 p.m. Mountain Time, Monday to Friday). After support operation hours (6:00 p.m. to 6:00 a.m. Mountain Time,

Weekends and Motorola Solutions Holidays) customers will be contacted within the contractually specified period of time by a Technical Support Analyst.

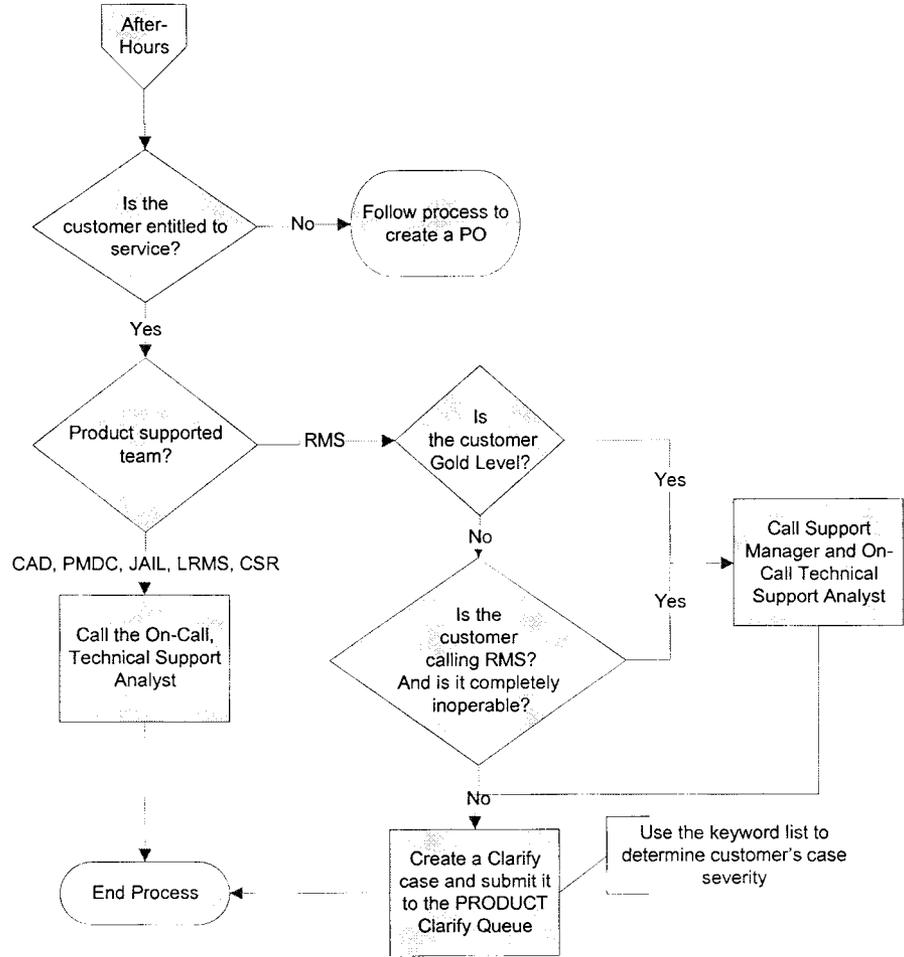
Motorola Call Flow



Technical Staff Call Flow



Call Flow After-Hours



How to Obtain Technical Support for Products

Action / Response	
<p>Step 1. Call the Motorola Solutions System Support Center 1-800-323-9949</p> <p>Step 2. Select option 2 (Technical Support)</p> <p>Step 3. Select option 6 (Public Safety Applications)</p> <p>Step 4. Select product specific option</p> <p>Step 5. Provide Site Identification Number (See Exhibit A-Description of Covered Products for your agency's Site Identification Numbers)</p>	
Step 6. Provide Your Information	Caller Name Contact Phone Number Description of problem Severity of system problem determined at time of call Time available for call back Email address
Step 7. Case Number Generated	Caller will receive a Case number for tracking the service request.
Check Status	The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number.
Case Assignment	The Customer Support Representative will determine a course of action and assign the Case to the appropriate group.
Standard Response Time	<u>RESPONSE</u> See Section III for Severity Level definitions Severity 1: 1 hour Severity 2: 3 business hours Severity 3: 6 business hours Severity 4: 2 business days
Step 8. Notification of CASE All Activity	Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure. To request case notifications, please contact your Support Manager.
Notification of CASE Open/Close Activity	Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure. To request case notifications, please contact your Support Manager.

Option 2 - Submit a ticket via eCase Management from Motorola Solutions On-Line

Motorola Solutions On-Line eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

Setting Up a Motorola Solutions On-Line Account

To set up a Motorola Solutions On-Line account, please visit <https://businessonline.motorola.com> and follow the directions on the link for "Sign Up Now."

A User ID and Password are not required for setting up your account. After accessing the link above, indicate in the "Additional Information" field you are a **Public Safety** customer seeking access to **eCase Management**. Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions On-Line account set up. In approximately 4-5 business days an additional email will be sent which includes details about your On-Line account.

Accessing the Technical Case Management web site

Once you have set up your agency's Motorola Solutions On-Line Account, to access the site simply log onto Motorola Solutions at businessonline.motorola.com with your user ID and password, click on the **Contact Us** → **Open Case**, and select **System Support Issue** from the Issue Type drop-down.

Primary Features of On-Line Technical Case Management

Motorola Solutions customers have three main functions available through Motorola Solutions On-Line to manage their cases:

- A. Open new cases**
- B. Search for existing cases and view details of the existing case**
- C. Update existing cases by adding notes**

A. Open a New Case

1. Log into Motorola Solutions On-Line
2. Click on the "Case Mgmt" → Open Case

The screenshot shows the Motorola Solutions On-Line account management interface. At the top right, it says "Welcome PSA Customer" and "Contact List Help Logout". The Motorola Solutions logo is on the left. Below the logo is a navigation menu with items: "Buying Center", "Resource Center", "Training", "Order Status", "My Carts", "Repair Center", "Account Status", "Settings", and "Case Mgmt". Below the navigation menu is a search bar with the text "Search" and a magnifying glass icon. Below the search bar is a "Change" button and the text "MOTOROLA SYSTEM SUPPORT CENTER (1012597730) 2214 GALVIN DR, ELGIN, IL". Below the "Change" button is a "Home" button and the text "(800) 814-0601 Contact Motorola Solutions for your customer care needs." Below the "Home" button is a "HOME" button. On the right side of the interface, there are two buttons: "Open Case" and "Search Cases".

3. Then select the Reason Code = **System Support Issue** (and the page will automatically reload)

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the Motorola Membership Site

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue

Title:

System Support Site: Please Specify

Case Type: Please Specify

Severity: Please Specify

System: Please Specify

Description:

Fill in the Case Title (description of request) and choose the applicable Site (which are listed alphabetically)

4. Choose case type **Technical Support**, Severity Level and **Public Safety Applications System**
5. Fill in a detailed description of your issue
6. Click "Create Case"

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the Motorola Membership Site

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue

Title:

System Support Site: Please Specify

Case Type: Please Specify

Severity: Please Specify

System: Please Specify

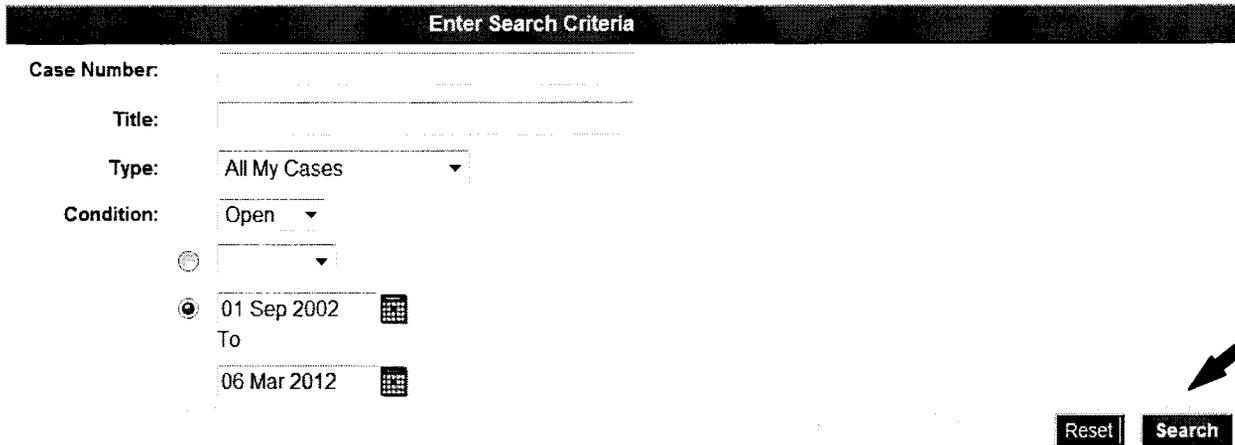
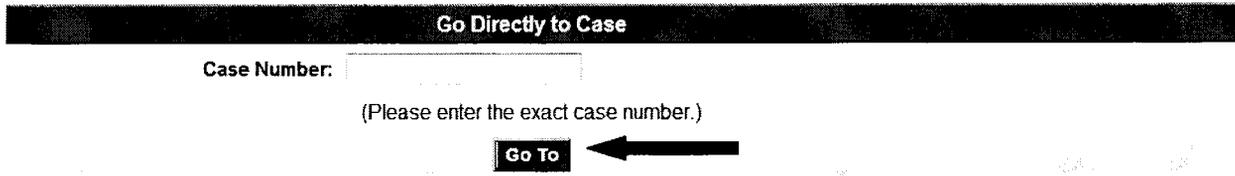
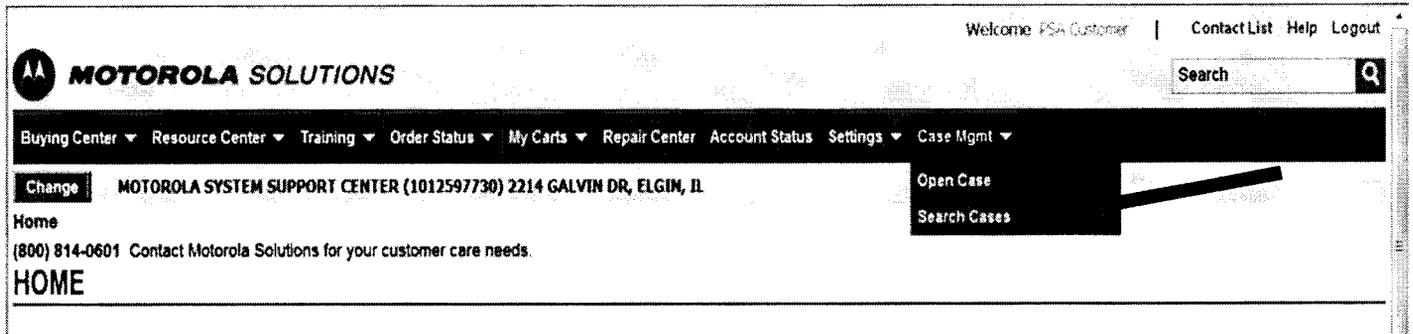
Description:

Create Case

7. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long)
8. The confirmation screen includes "expand all" and "collapse all" buttons for case notes

B. Search for a Case

1. Log into Motorola Solutions On-Line
2. Click on the "Case Mgmt" → Search Case
3. Enter the exact case number or enter search criteria to find a range of tickets
4. Click "Got To" or "Search"



C. Add Notes to an Existing Case

1. You can also add notes after submitting your case, by clicking on the “Add Notes” button

[Add Note - Open Case - Search Cases](#)

Details for Case # 20000215 Case Number

Title: TEST

<p>Case Condition: Open Customer name: TEST CUSTOMER Case Status: Not Assigned Issue Type: System Support Case Source: Web Contact Name: Test Test web@ Contact Phone: 847 725-4932 Contact Email: test@test.comtest</p>	<p>System Site ID: MDM130 System Site Name: Test Site as an example Case System: IT Case Type: Network Management</p>
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Expand/Collapse Buttons

Activity	Date/Time	Activity Summary
+	12/1/2004 3:59:53 PM	Performed by contact: Please Specify, Status = Not Assigned
+	12/1/2004 3:59:53 PM	Performed by contact

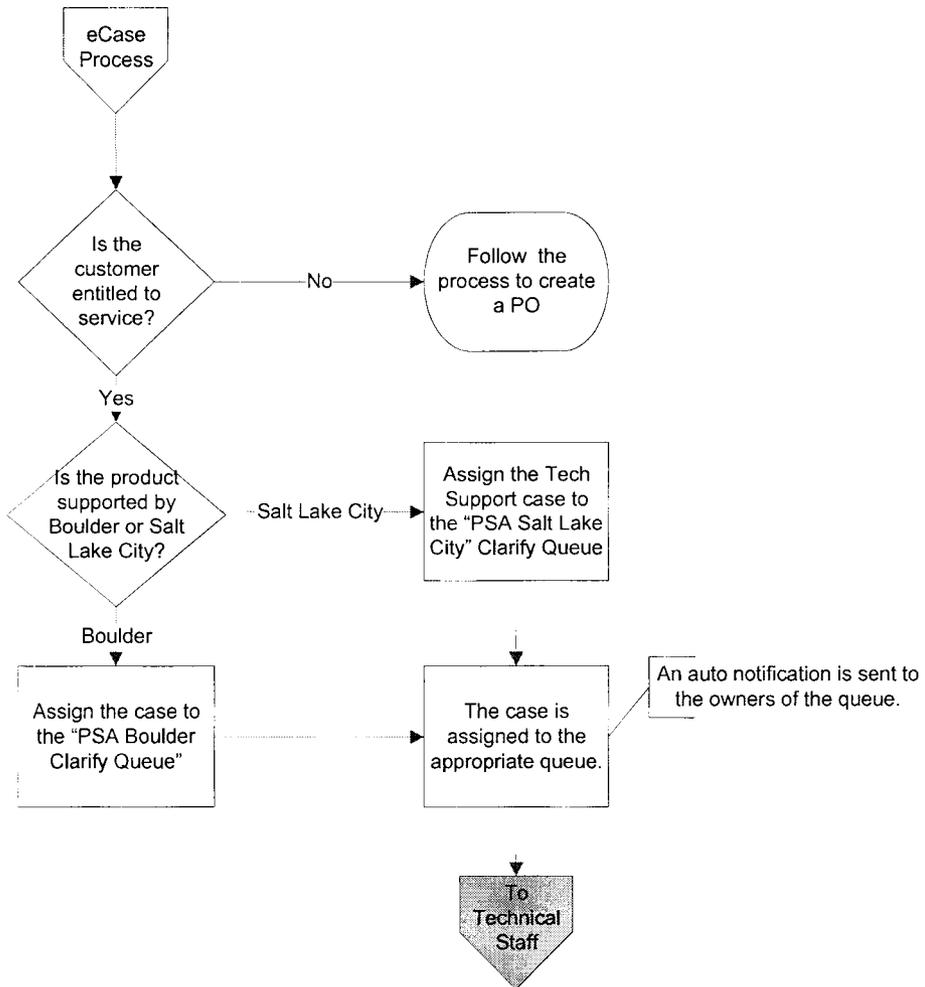
Previous
Add Note
Add Notes

Motorola Solutions On-Line Support

1. Motorola Solutions does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.
3. When updating case notes, please provide contact information, which includes phone number, email, etc.
4. For questions on Motorola Solutions On-Line eCase Management or administrative support, please contact the Motorola Solutions Online Helpdesk at 800-814-0601.

Requirements for effective usage:
Browser: Internet Explorer 5.0 or greater
Valid MOL user ID and Password

Motorola On-line Flow



Option 3 - Submit a ticket via Email Case Management

An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Solutions Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating cases.

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below: Instructions are also located under "Resources" at: <https://motonline.mot.com>

1. Address your email to PSACASE@motorolasolutions.com
2. Type **PSA Service Request** and a brief description of the system issue in the Subject line of the e-mail message. This will become the case title
3. Type **Site ID =** followed by the site identification number of the system location
4. Type **Product Type=** followed by the product family type. Choose from the following list:
 - CAD (OR FRIENDS OF CAD, such as AWW, ATM, AVL and UDT)
 - CSR (CUSTOMER SERVICE REQUEST)
 - INFOTRAK, LRMS
 - JAIL MANAGEMENT (OFFENDERTRAK)
 - MOBILE APPLICATIONS (PMD, AIRMOBILE, TXMESSENGER)
 - NETRMS
5. Type **Contact First Name =** followed by your first name or the name of the person you would like support personnel to contact
6. Type **Contact Last Name =** followed by your last name or the name of the person you would like support personnel to contact.
7. Type **Phone Number =** followed by the area code and phone number where the contact person may be reached
8. Type **Severity Level =** followed by either severity level 3 or 4. All severity level one or two cases must be opened via the toll-free PSA customer support number
9. Type **Problem Description =** followed by a comprehensive description of the problem
10. Send the message to us. You will receive an email with your case number for future reference.

If an email response is not received, or if you need to open a severity level one or two case, please contact the PSA customer support at 1 800-323-9949 for further assistance.

SAMPLE Email Ticket Formatting:

The screenshot shows an email client window with a 'Send' button on the left. The email header fields are: To: PSACASE, CC: (empty), BCC: (empty), and Subject: PSA Service Request: NetRMS Reports Not Functioning. The main body of the email contains the following text:

Site ID number: PSA1234_(NetRMS_) (*Clarify site identification number*)
Product type: NetRMS (*Specific product such as LRMS, NetRMS, PremierMDC, etc.*)
Contact first name: John
Contact last name: Doe
Phone number: 303-123-4567
Severity level: Level 3 (*Email ticketing is available for severity levels three and four only*)
Problem description: NetRMS does not allow for the creation of manual-case reports which is affecting the generation of daily reports (*Include a comprehensive description of the problem*)

III. Severity Levels and Case Management

Motorola Solutions services and response times are based on the severity levels of the error a customer is experiencing as defined below. This method of response allows Motorola Solutions to prioritize its resources for availability on our customer's more severe service needs. Severity level response time defines the actions that will be taken by Motorola Solutions Support team. Due to the urgency involved in some service cases, Motorola Solutions will make every reasonable effort to provide a temporary or work around solution. When a permanent solution is developed and certified through testing, it will be incorporated in to the applicable Supplemental and or Standard Release.

SEVERITY LEVEL	DEFINITION	RESPONSE TIME
1	Total System Failure - occurs when the System is not functioning and there is no workaround; such as a Central Server is down or when the workflow of an entire agency is not functioning. This level is meant to represent a major issue that results in an unusable System, Subsystem, Product, or critical features. No work around or immediate solution is available.	Telephone conference within 1 Hour of initial voice notification
2	Critical Failure - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable work-around. Note that this may not be applicable to intermittent problems. This level is meant to represent a moderate issue that limits a Customer's normal use of the System, Subsystem, Product or major non-critical features.	Telephone conference within 3 Business Hours of initial voice notification during normal business hours
3	Non-Critical Failure - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround. This level is meant to represent a minor issue that does not preclude use of the System, Subsystem, Product, or critical features.	Telephone conference within 6 Business Hours of initial notification during normal business hours
4	Inconvenience - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow. This level is meant to represent very minor issues, such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests.	Telephone conference within 2 Standard Business Days of initial notification

*Incoming cases are automatically assigned an initial **Severity Level** of 3, unless otherwise indicated or determined at the time the case is logged. When escalation is required, Motorola Solutions adheres to strict policy dictated by the level of problem severity.*

Severity Level One Escalation

Once an issue is escalated to Engineering, the following table is used as an Engineering resolution guideline for standard product problems.

Escalation Policy- Severity Level 1		
CRITICAL	ACTION	RESPONSIBILITY
0 Hours	Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level.	Support Analyst
2 Hours	If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration.	Support Analyst Support Manager
4 Hours	If a resolution is not identified within this timeframe, Customer Support Manager escalates to the Director of Customer Support and Director of System Integration to assign additional resources. Email notification to Vice President of System Integration and Vice President Customer Support.	Support Manager Director of Customer Support Director of Systems Integration
8 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and account team.	Support Manager Director of Customer Support Director of Systems Integration VP of System Integration VP of Customer Support
12 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and account team, Senior Vice President's of Operations, System Integration, Customer Support and Engineering.	Senior Management Support Operations Systems Integration Engineering

All **Severity Level 1** problems will be transferred or dispatched immediately to the assigned Motorola Solutions technical support representative, to include notification to Motorola Solutions management 24x7. All other severity level problems logged after business hours will be dispatched the next business morning.

- 3.1 **Reporting a Problem.** Customer will assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Motorola Solutions call incoming center. Motorola Solutions will notify the Customer if Motorola Solutions makes any changes in Severity Level (up or down) of any Customer-reported problem.
- 3.2 Motorola Solutions will use best efforts to provide Customer with a resolution for Severity 1 and Severity 2 issues within a reasonable time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Motorola Solutions diagnostics indicate that a Residual Error is present in the Software. Should Customer report an error that Motorola Solutions cannot reproduce, Motorola Solutions may enable a detail error capture/logging process to monitor the System. If Motorola Solutions is unable to correct the reported Residual Error within a reasonable time, Motorola Solutions will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola Solutions, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola Solutions will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.
- 3.3 **Error Correction Status Report.** Motorola Solutions will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.

IV. Key Responsibilities

4.1 Motorola Solutions Responsibilities

- 4.1.1 **Support on Motorola Solutions Software.** Motorola Solutions will provide any required software fixes in the form of either a “patch” or in a Supplemental (maintenance) Release.
- 4.1.2 **Motorola Solutions Response.** Motorola Solutions will provide telephone and on-site response to Central Site, defined as the Customer’s primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in Support Plan Options and Pricing Worksheet.
- 4.1.3 **Remote Installation.** At Customer’s request, Motorola Solutions will provide remote installation advice or assistance for Updates.
- 4.1.4 **Software Release Compatibility.** At Customer’s request, Motorola Solutions will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Motorola Solutions Software Supplemental or Standard Releases
- 4.1.5 **Customer Notifications.** Motorola Solutions will provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) hardware and firmware updates, as released and if applicable.
- 4.1.6 **On-Site Software Correction.** Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Motorola Solutions facilities. Motorola Solutions will decide whether on-site correction of any Residual Error is required and will take appropriate action.
- 4.1.7 **On-site Product Technical Support Services.** Motorola Solutions will furnish labor and parts required due to normal wear to restore the Equipment to good operating condition. Customer will provide on-site hardware service or is responsible for purchasing on-going maintenance for 3rd party on-site hardware support.
- 4.1.8 **PremierCAD HP NonStop S-Series Services:**

Continuous Availability	The PPM is 24 hours a day, 7 days a week. On-site response time is within two (2) hours for customers within 50 miles of an HP Service Center. Includes on-site coverage for national holidays.
High Availability	The PPM is 24 hours a day, 7 days a week. On-site response time is within four (4) hours. Includes on-site coverage for national holidays.
Enhanced Availability	The PPM is 8 a.m. – 5 p.m. Monday-Friday, excluding national holidays. On-site response time is next business day.

Premier CAD HP NonStop Series hardware service plans coverage includes:

- Perform corrective service during the PPM specified in the Plan.
- Log all service requests and furnish telephone and/or on-line diagnostic services from the Motorola Solutions’ call intake center or the HP Nonstop Global Management Call Support Center (GMSCS) 24 hours per day, 7 days per week.
- Furnish all labor, parts, materials, and on-site service during the PPM as necessary to ensure HP NonStop Series hardware is operating in accordance with applicable published specifications. Replacement parts will be new or equivalent of new in performance. Replaced parts will become the property of HP.
- Install any mandatory Field Change Order(s) required for the safety or proper operation of maintained HP NonStop Series hardware.
- Assign an HP area Lead with rotational Customer Engineers based on geographical regions that will be responsible for providing service.
- Provide unlimited level 0 support provided by Motorola Solutions System Support Center

- Provide unlimited level 1, 2, and 3 technical telephone support provided by Motorola Solutions Technical Support Team
 - Escalation to Engineering for 4th level support as appropriate
 - Telephone and Remote VPN support
 - Software patches, bug fixes and Supplemental (maintenance) releases as described in the maintenance and support agreement terms
 - Repair or exchange of hardware component failures during the warranty term (as applicable)
 - Respond to customer's support requests timely. Response criteria are based on severity level as described in Section III of this document.
- 4.1.9 **Decision Support System ("DSS") Products.** (*Applies to Motorola Solutions Premier CAD Software only*). The CAD DSS products are supported on a consultative basis only with annual consultation hours not to exceed eight (8) hours. Any additional consultation will be invoiced on a time and material basis at Motorola Solutions then current rates for professional services
- 4.1.10 **Principle Period of Maintenance.** At Customer's request, Motorola Solutions will provide continuous effort to repair a reported problem beyond the PPM per the customer selected service level, provided Customer gives Motorola Solutions access to the Equipment before the end of the PPM, Motorola Solutions will extend a two (2) hour grace period beyond PPM at no charge. Following this grace period, any additional support will be invoiced on a time and material basis at Motorola Solutions then current rates for professional services.
- 4.1.11 **Compliance to Local, County, State and/or Federal Mandated Changes.** (Applies to Software and interfaces to those Products) Unless otherwise stated herein, compliance to local, county, state and/or federally mandated changes, including but not limited to IBR, UCR, NCIC and state interfaces are not part of the covered Services.
- 4.1.12 **Anti-virus Software.** At Customer's request, Motorola Solutions will make every reasonable effort to test and verify specific anti-virus, anti-worm, or anti-hacker patches against a replication of Customer's application. Motorola Solutions will respond to any reported problem as an escalated support call.
- 4.1.13 **Account Reviews.** Upon request, Motorola Solutions will provide annual account reviews to include (a) service history of site; (b) downtime analysis; and (c) service trend analysis.
- 4.1.14 **Reports.** Service history reports and notifications are available from the Motorola Solutions call tracking system. If you are interested in obtaining access to service history reports and ticketing notifications, inquire with your Technical Support Representative.
- 4.1.15 **Annual System Performance Review and Report.** Motorola Solutions will prepare the following reports to include.

The following *applies to Premier CAD & HP NonStop Software only*:

- | | |
|----------------------|--|
| (a) System Analysis | MEASURE: Evaluate disk and CPU load |
| | PEEK: Evaluate memory availability and use |
| | VIEWSYS: Evaluate use and availability of PCBs |
| | EMSA/TMDS: Review logs for hardware reports |
| | File Sizing Review file sizing on changeable files |
| (b) Pathway Analysis | Evaluate effectiveness of system configuration for current load |
| | Evaluate TCP/Server statistics |
| | Evaluate efficiency of server class maximum and minimum settings |
| (c) Performance | TMX Timings: Evaluate application response times |

Analysis

The following *applies to Motorola Solutions® Computer Aided Dispatch Software with on Stratus ftServer only:*

- Update Equipment drivers
- Upload Equipment patches, hot fixes and firmware
- Evaluate effectiveness of System configuration for current load based upon overall CPU Utilization

Based on the Annual System Performance Review and Reports, Motorola Solutions Technical Support Analyst will review findings and recommend software or hardware changes to improve overall operations.

- 4.1.16 **Maintenance Contract Administration.** Motorola Solutions Maintenance Contracts Administration Department manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola Solutions system.

Approximately four months prior to the expiration of the warranty period, the Motorola Solutions Contracts territory specialist will contact the customer to discuss the options available for their specific site. The terms of the agreement can be customized to your agency's budgetary requirements and cycle. Motorola Solutions offers various levels of support to meet an agency's requirements, for example:

- Telephone, VPN support for software fixes
- Varying hours of coverage
- Third party vendor services
- On-site services
- Users Conference
- Professional Services

4.2 **Customer Responsibilities**

- 4.2.1 **Initiate Service Request Cases.** Contact Motorola Solution through authorized tools and processes outlined in the Motorola Maintenance and Support agreement Exhibit B to initiate technical support request case.
- 4.2.2 **Assess Severity Level.** Assist in assessing the correct severity level per the severity level definitions found in Motorola Maintenance and Support Agreement Exhibit B.
- 4.2.3 **Escalate Appropriately.** Contact Motorola Solutions to add information or make changes to existing technical support cases, or escalate service requests to Motorola management. Motorola Services management contact information provided in the Motorola Solutions Maintenance and Support Agreement Exhibit B.
- 4.2.4 **Support on Hardware.** Customer will provide all on-site hardware service or is responsible for purchasing on-going maintenance for 3rd party on-site hardware support. Third party support on some system components may be available through Motorola Solutions maintenance and support agreement. Customer will contact the appropriate vendor directly for parts and hardware service if not purchased through Motorola Solutions maintenance and support agreement.
- 4.2.5 **VPN connectivity.** Provide VPN connectivity and telephone access to Motorola Solutions personnel.
- 4.2.6 **Anti-virus software.** Run installed anti-virus software.
- 4.2.7 **Operating System ("OS") Upgrades.** Unless otherwise stated herein, Customer is responsible for any OS upgrades to the System. Before installing OS upgrades, Customer will contact Motorola Solutions to verify that a given OS upgrade is appropriate.

- 4.2.8 **Trouble Report Form** To better assist us in gathering details for analyzing and repairing your system errors, Motorola Solutions has created the Trouble Report Form (page 21). Completion of this form by the customer is voluntary.

The Trouble Report form helps Motorola Solutions Technical Support reduce errors by increasing the understanding of the problem description definition. It may also improve repair time by understanding the probability of repeat errors. Additionally, should escalation to Motorola Solutions Engineering team be required, information gathered on this form will aid by potentially avoiding the wait associated with error reoccurrence.

Information customers provide on the Trouble Report form will assist Motorola Solutions Support team expedite the troubleshooting process. Your assistance in providing the information is appreciated. Once you complete the form, please e-mail or fax this form to the Technical Support Representative assigned to work on the issue reported.

Trouble Report Form

Agency Name: <input type="text"/> Contact Name: <input type="text"/> Contact Phone: <input type="text"/> Severity Level: <input type="text"/>	Motorola Solutions Case Number: <input type="text"/> E-mail Address: <input type="text"/> Contact Fax: <input type="text"/> CAD Correction#: <input type="text"/>
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Subject:

Product/Version:

Problem Description: Please ensure that the description provided is as detailed as possible. By including accurate details, Motorola Solutions opportunity to resolve the issue promptly and successfully increases. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola Solutions probability of locating a root cause and achieving a timely resolution.

Steps to Duplicate: Motorola Solutions understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help.

Step One:

Step Two:

Step Three:

Step Four:

Step Five:

Step Six:

Step Seven:

Additional Steps:

Expected Results:

Actual Results:

Configuration Checked:

V. Customer Call Flow

To Be Provided By Customer

VI. Contact Information

Motorola Solutions Contacts

CONTACT	PHONE NUMBER
Motorola Solutions System Support Center	(800) 393-9949
Mike Burpoe Director, Customer Support MVW436@motorolasolutions.com	(303) 527-4010
Phillip Askey Tier 2 - Technical Support Manager P.Askey@motorolasolutions.com	(720) 565-4764
David Harris Tier 1 - Technical Support Manager DavidHarris@motorolasolutions.com	(303) 527-4025
Wayne Parent Technical Support Lead – Records Applications Wayne.Parent@motorolasolutions.com	(801) 234-9971
Shelley Rhoads Senior Services Business Operations Manager srhoads@motorolasolutions.com	(951) 934-3285

Customer Contacts (to be provided by Customer)

<u>Customer Agency Name:</u> Address: City, State and Zip:
<u>Billing Contact Name:</u> Phone No: Fax No: Email:
<u>Backup System Administrator Name:</u> Phone No: Fax No: Email:
<u>Service Escalations Contact Name:</u> Title: Phone No: Email:

Exhibit C

SUPPORT PLAN OPTIONS AND PRICING WORKSHEET

Maintenance and Support Agreement # 146 Term Length 12 Months
 Term Start Date October 1, 2013 Term End Date September 30, 2014

CUSTOMER AGENCY Address City, State, Zip Contact Name Telephone Number Fax Number Email Address	Sarpy County Communications 1210 Golden Gate Drive Papillion, NE 68046 John Prince (402) 593-4374 (402) 593-5916 JohnP@sarpy.com	BILLING AGENCY Address City, State, Zip Contact Name Telephone Number Fax Number Email Address	Sarpy County Communications 1210 Golden Gate Drive Papillion, NE 68046 Accounts Payable
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For support and updates on products below, please contact Motorola Solutions Public Safety Application's Customer Support: (800) 323-9949 Option 2, Option 6, then select the corresponding product prompts as follows:

1 CAD PRODUCTS	2 RMS	3 MOBILE APPLICATIONS	4 JAIL MANAGEMENT
<input type="checkbox"/> PremierOne CAD™ <input checked="" type="checkbox"/> Premier CAD™ <input type="checkbox"/> Motorola Solutions® Computer Aided Dispatch <input type="checkbox"/> CAD HP NonStop™ Series hardware	<input type="checkbox"/> PremierOne Records™ <input checked="" type="checkbox"/> FRMS <input type="checkbox"/> NetRMS <input type="checkbox"/> Cruiser <input type="checkbox"/> ActivePaper	<input type="checkbox"/> PremierOne Mobile™ <input checked="" type="checkbox"/> Premier MDC™ <input type="checkbox"/> AirMobile™ <input type="checkbox"/> TxMessenger™	<input type="checkbox"/> Offendertrak™ <input type="checkbox"/> Imagetrak™ <input type="checkbox"/> Case Management System
5 LRMS	0 OTHER		
<input checked="" type="checkbox"/> Infotrak™ (LRMS)	<input type="checkbox"/> Integration Framework <input type="checkbox"/> UCRR <input type="checkbox"/> Customer Service Request System	<input type="checkbox"/> Custom Software <input type="checkbox"/> Enhancements to Products <input type="checkbox"/> Other	

MOTOROLA SOLUTIONS SERVICES	TERM FEES
<input checked="" type="checkbox"/> STANDARD SUPPORT SERVICES	\$ 73,880.00
1 Customer Support Plan	\$ Included
2 Case Management 24x7	\$ Included
3 Technical Support Monday through Friday 8:00 a.m. to 5:00 p.m. Customer local time	\$ Included
4 Third-party Vendor Coordination	\$ Included
5 On-site Support (when applicable)	\$ Included
6 System Audit for PremierCAD HP NonStop	\$ Included
7 SW Releases: Standard & Supplemental	\$ Included
8 Access to Users Group Site	\$ Included
<input checked="" type="checkbox"/> SUPPLEMENTAL SERVICE OPTIONS <i>Service Descriptions Available Upon Request</i>	
1 24x7 Technical Support Svcs	\$ See "Exhibit A"
2 Time and Materials	\$ N/A
3 Professional Services Training	\$ N/A
4 Professional Services Upgrades	\$ N/A
5 Preventive Maintenance	\$ N/A
6 Users Conference Advance Purchase	\$ 2,650.00
7 On-site Support (Dedicated Resource)	\$ N/A
8 GeoFile Services	\$ N/A
MOTOROLA SOLUTIONS TOTAL FEES	\$ 76,530.00

THIRD PARTY SERVICES	TERM FEES
<input checked="" type="checkbox"/> VENDOR AGENCY: Zoll Data	\$ 14,630.00
◆ Product Type/Description: FRMS	
◆ Term Dates: 10/01/13-09/30/14	
◆ Service Level	
-Hours of Coverage: 24x7	
THIRD PARTY TOTAL FEES	\$ 14,630.00
BUNDLED SERVICE OPTIONS	DISCOUNT \$
<input checked="" type="checkbox"/> MULTI-SYSTEM (2.5% Discount)	\$ (1,847.00)
<input checked="" type="checkbox"/> MOTOROLA NEGOTIATED DISCOUNT ON FRMS SOFTWARE (25% Discount)	\$ (3,658.00)
<input checked="" type="checkbox"/> Credit for PCAD License and PMDC to Motorola AVL (Effective: 08/01/13-09/30/13)	\$ (358.00)
DISCOUNTS	\$ (5,863.00)

USERS CONFERENCE ATTENDANCE ADVANCE PURCHASE DETAILS			
<input checked="" type="checkbox"/> Users Conference Attendance (\$2,650 per Attendee)	Year	2013	Number Attendees
• Registration fee			1
• Hotel accommodations (booked by Motorola Solutions)			• Roundtrip travel for event (booked by Motorola Solutions)
• Daily meal allowance (determined by Motorola Solutions guidelines)			• Ground Transportation (booked by Motorola Solutions)

TERM GRAND TOTAL* \$ 85,297.00
*Excludes taxes if applicable

Prepared by: Christine Lay, (909) 598-2964, christinelay@motorolasolutions.com

Exhibit D
LABOR RATES

MAINTENANCE AND SUPPORT AGREEMENT 146

TERM: 10/01/13-09/30/14

CUSTOMER: Sarpy County Communications

The following are Motorola Solutions' current billable rates, subject to an annual change.

The following rates apply to Customers with a current, active Maintenance and Support Agreement. Billable rates apply to services provided outside of the PPM.

SERVICE HOURS	LABOR RATES
8 a.m.-5 p.m. M-F (local time)	\$223 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Solutions Holidays	\$334 per hour, 2 hours minimum

The following rates apply to Customers without a current, active Maintenance and Support Agreement.

SERVICE HOURS	LABOR RATES
8 a.m.-5 p.m. M-F (local time)	\$446 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Solutions Holidays	\$668 per hour, 2 hours minimum

Above rates reflect labor rate only. Additional fees for on-site travel expenses, third party expenses and /or materials will be quoted at the time of customer request for services.

ADDENDUM

The undersigned contracting parties agree that the following residency verification language shall be incorporated into the "Agreement for Professional Surveying Services".

"The Contractor agrees to comply with the residency verification requirements of Neb. Rev. Stat. §4-108 through §4-114. The contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee."

IN WITNESS WHEREOF, we the contracting parties, by our respective and duly authorized agents, hereto affix our signatures and seals in duplicate this 27th day of September, 2013.

(Seal)



ATTEST:

Debra J. Houghtaline
Sarpy County Clerk

COUNTY OF SARPY, NEBRASKA,
A body Politic and Corporate

Jim Wane 9/24/13
Chairperson
Sarpy County Board of Commissioners

Stullie [Signature] 9/27/13
Contractor

Approved as to form and content:

[Signature]
Deputy County Attorney