

21. Approve Fifth (Final) Renewal of M-138-00/BJC – Radio Maintenance and Service Agreement, with Motorola, Inc. of Altamonte Springs (\$331,008.72) (October 1, 2004 through September 30, 2005).

M-138-00/BJC provides for annual service and maintenance of the SmartNet Communications System throughout the County. Motorola, Inc. has agreed to renew their agreement for the period of October 1, 2004 through September 30, 2005 for an annual fee of \$331,008.72. The list of equipment covered under this Agreement is included as part of the backup documents.

Funds are available in account number 140200-53046000 (Division Operations, Repair and Maintenance). Information Technologies Department/Telecommunications Division and Fiscal Services Department/Purchasing and Contracts Division recommend that the Board approve the renewal and authorize the Purchasing and Contracts Division to notify the contractor of such action.



Ver. 4.7 Build 1000

SERVICE AGREEMENT

21

Attn: National Service Support
1307 East Algonquin Road
Schaumburg, IL 60196
(800) 247-2346

Date: 6/21/2004

Agreement Order # : _____

Supersedes Agreement #(s) : 318000405

Company Name: Seminole Board of County Commissioners

Attn: Telecommunications Division

Billing Address: 150 Bush Blvd.

City, State, Zip: Sanford, FL 32773

Customer Contact: Greg Holcomb

Phone: 407-665-5109

Fax: 407-665-5035

Required P.O.: No

Customer # : 1000306218

Bill to Tag # : 001

Contract Start Date: 10/01/2004

Contract End Date: 09/30/2005

Anniversary Date: _____

Payment Cycle: Annually

Tax Exempt: Yes

PO # : N/A

Qty	Model/Option	Description	Monthly Ext	Extended
		Total Services:	\$ 27,584.06	\$ 331,008.72
	SVC01SVC1424	Onsite Infrastructure Response with Local Dispatch Service		
	SVC01SVC1420	SP - Local Infrastructure Repair		

SPECIAL INSTRUCTIONS - ATTACH STATEMENT OF WORK FOR PERFORMANCE DESCRIPTIONS

This agreement is the County's option to renew County contract # M-37-97 on file and the Terms and Conditions are per original contract. This agreement covers equipment on attached equipment list at a minimum to support full system maintenance. Response and repair is inclusive of equipment replaced under contract M-317-02/BJC. A discount of \$ 10,511.40 will be applied for annual payment. New balance due is \$320,497.32.

SUBTOTAL - RECURRING SERVICES	\$ 27,584.06	\$ 331,008.72
SUBTOTAL - ONE-TIME EVENT SERVICES		\$ -
TOTAL	\$ 27,584.06	\$ 331,008.72

TAXES	\$0.00	\$0.00
GRAND TOTAL	\$ 27,584.06	\$ 331,008.72

THIS SERVICE AMOUNT IS SUBJECT TO STATE & LOCAL TAXING JURISDICTIONS, TO BE VERIFIED BY MOTOROLA.

SUBCONTRACTOR(S)	CITY	STATE

I received Statements of Work that describe the services provided on this Agreement.
Motorola's Service Terms & Conditions, a copy of which is attached to this Service Agreement, is incorporated herein by this reference

AUTHORIZED CUSTOMER SIGNATURE

TITLE

DATE

Greg Holcomb

CUSTOMER (PRINT NAME)

Area Support Manager

6-25-04

MOTOROLA REPRESENTATIVE (SIGNATURE)

TITLE

DATE

Dan Kimpe

954-723-8907

954-723-5858

MOTOROLA REPRESENTATIVE (PRINT NAME)

PHONE

FAX



SEMINOLE COUNTY EQUIPMENT LIST

Qty Description

Prime Site Five Points		Unit Price	Ext. Price
17	Premisys		
1	Microwave Prime to Altamonte	112.00	112.00
1	MUX	77.27	77.27
1	Microwave Prime to Dike Road	112.00	112.00
1	MUX	77.27	77.27
1	Remote Delay Chassis	8.56	8.56
18	Digitac	21.41	385.38
19	Trunked Repeaters	99.54	1,891.29
2	USGY Shelf	53.50	107.00
1	Prime Site Controller	256.97	256.97
1	Backup Site Controller	214.13	214.13
1	Remote Site Controller	171.31	171.31
1	CIT cardcage	171.31	171.31
3	Pulsecom	3.43	10.28
1	Site Modems	4.28	4.28
2	Sims Modems	4.28	8.57
1	T Bar Switch	21.41	21.41
1	Vacume Pump	20.99	20.99
1	Moscad Computer	77.09	77.09
1	Moscad Alarm	25.19	25.19
1	TX/RX System Tower Pre Amp	171.31	171.31
1	Antenna multicoupler	28.13	28.13
2	Combiners	61.66	123.32
1	Efratom System Freq Standard	42.82	42.82
1	Rim Box	3.43	3.43
2	BlackBox	4.28	8.57
1	Four by Five Med Eight Repeater	76.23	76.23
1	Med Eight Receiver	42.82	42.82
1	250 Watt Paging Base	62.22	62.22
1	VHF Base	62.22	62.22
3	Larus shelf	23.70	71.11
1	UHF Radio	35.25	35.25

Altamonte Spring Site

1	Microwave Altamonte to Five Point	112.00	112.00
1	MUX	77.27	77.27
1	Microwave Altamonte to Forest City	112.00	112.00
1	MUX	77.27	77.27
1	Remote Site Controller	171.31	171.31
18	Receivers	41.58	748.35
1	TX/RX System Tower Pre Amp	171.31	171.31
1	Antenna multicoupler	28.13	28.13
2	Premisys	66.56	133.11
1	Moscad Alarm	25.19	25.19
1	Larus shelf	23.70	23.70
1	MCS 2000 Site Clocking radio	33.21	33.21
1	Power Supply clocking radio	33.21	33.21

SEMINOLE COUNTY EQUIPMENT LIST

Qty Description**Forest City Site**

1	Microwave Forest City to Altamonte Springs	112.00	112.00
1	MUX	77.27	77.27
1	Microwave Forest City to Paola	112.00	112.00
1	MUX	77.27	77.27
1	Remote Site Controller	171.31	171.31
1	TX/RX System Tower Pre Amp	171.31	171.31
1	Antenna multicoupler	28.13	28.13
2	Combiner	61.66	123.32
1	Vacume Pump	20.99	20.99
1	Efratom System Freq Standard	42.82	42.82
18	Trunked Repeaters	99.54	1,791.75
1	Moscad Alarm	25.19	25.19
1	Premisys	66.56	66.56
1	Larus shelf	23.70	23.70

Paola Site

1	Microwave Paola to Forest City	112.00	112.00
1	MUX	77.27	77.27
1	Microwave Paola to Courthouse	112.00	112.00
1	MUX	77.27	77.27
1	Remote Site Controller	171.31	171.31
1	TX/RX System Tower Pre Amp	171.31	171.31
1	Antenna multicoupler	28.13	28.13
2	Combiner	61.66	123.32
1	Vacume Pump	20.99	20.99
1	Efratom System Freq Standard	42.82	42.82
18	Trunked Repeaters	99.54	1,791.75
1	Premisys	66.56	66.56
1	Moscad Alarm	25.19	25.19
1	Larus shelf	23.70	23.70

Court House Site

1	Microwave Court House to Paola	112.00	112.00
1	MUX	77.27	77.27
1	Microwave Court House to Geneva	112.00	112.00
1	MUX	77.27	77.27
1	Remote Site Controller	171.31	171.31
18	Receivers	41.58	748.35
1	TX/RX System Tower Pre Amp	171.31	171.31
1	Antenna multicoupler	28.13	28.13
2	Premisys	66.56	133.11
1	Moscad Alarm	25.19	25.19
1	Larus Shelf	23.70	23.70
1	MCS 2000 Site Clocking radio	33.21	33.21
1	Power Supply clocking radio	33.21	33.21
1	Bidirectional amplifier	171.31	171.31

SEMINOLE COUNTY EQUIPMENT LIST

Qty Description**Geneva Site**

1	Microwave Geneva to Court House	112.00	112.00
1	MUX	77.27	77.27
1	Microwave Geneva to Chuluota	112.00	112.00
1	MUX	77.27	77.27
1	Remote Site Controller	171.31	171.31
1	Antenna multicoupler	28.13	28.13
1	TX/RX System Tower Pre Amp	171.31	171.31
2	Combiner	61.66	123.32
1	Vacume Pump	20.99	20.99
1	Efratom System Freq Standard	42.82	42.82
18	Trunked Repeaters	99.54	1,791.75
1	Premisys	66.56	66.56
1	Moscad Alarm	25.19	25.19
1	Larus Shelf	23.70	23.70

Chuluota Site

1	Microwave Chuluota to Geneva	112.00	112.00
1	MUX	77.27	77.27
1	Microwave Chuluota to Dike Road	112.00	112.00
1	MUX	77.27	77.27
1	Remote Site Controller	171.31	171.31
1	Antenna multicoupler	28.13	28.13
1	TX/RX System Tower Pre Amp	171.31	171.31
2	Combiner	61.66	123.32
1	Vacume Pump	20.99	20.99
1	Efratom System Freq Standard	42.82	42.82
18	Trunked Repeaters	99.54	1,791.75
1	Premisys	66.56	66.56
1	Moscad Alarm	25.19	25.19
1	Larus Shelf	23.70	23.70

Dike Road Site

1	Microwave Dike Road to Chuluota	112.00	112.00
1	MUX	77.27	77.27
1	Microwave Dike Road to Five Point	112.00	112.00
1	MUX	77.27	77.27
1	Remote Site Controller	171.31	171.31
18	Receivers	41.58	748.35
1	TX/RX System Tower Pre Amp	171.31	171.31
1	Antenna multicoupler	28.13	28.13
2	Premisys	66.56	133.11
1	Moscad Alarm	24.89	24.89
1	Larus Shelf	23.70	23.70
1	MCS 2000 Site Clocking radio	33.21	33.21
1	Power Supply clocking radio	33.21	33.21

SEMINOLE COUNTY EQUIPMENT LIST

Qty Description**Oviedo Site**

1	Microwave Oviedo to Dike	112.00	112.00
1	Microwave Oviedo to Chuluota	112.00	112.00
1	Remote Site controller	171.31	171.31
1	Antenna Multicoupler	28.13	28.13
1	TX/RX System Tower Pre Amp	171.31	171.31
2	Combiner	61.66	123.32
1	Dehydrator	20.99	20.99
1	Efraton System Freq Standard	42.82	42.82
18	Trunked Repeaters	66.56	1,198.08
1	Moscad Alarm	25.19	25.19
1	Premisys	66.56	66.56
1	Laurus shelf	23.70	23.70

Public Safety CEB Room

5	CEB	299.79	1,498.94
1	Ambassador	80.43	80.43
1	Button & LED Console	49.77	49.77

Public Safety Tower Room

1	Intercity base	62.22	62.22
1	Weather Receiver	41.58	41.58

Public safety Dispatch

10	Consoles	49.77	497.66
1	Moscad printer	17.14	17.14

Computer Room

2	Rim Box	3.43	6.85
2	Sims Modems	4.28	8.57

Data System

2	Quantar Data Station	49.08	98.16
3	Quantar Data Station	49.08	147.25
1	RNC 3000 Control	28.22	28.22
4	Modem v.3229 Card	49.68	198.74
2	Modem v.3229 Card	49.68	99.37
1	RNC 3000 Software	514.64	514.64
1	Avel Net GPS Software	703.13	703.13
1	Radio Network Controller	172.69	172.69

Total Monthly \$ 27,584.06

Total Annual \$ 331,008.72

Statement of Work

Definitions

There may be additional terms defined in this list that do not apply to the SOWs attached. Terms in this list that are not specifically used in the attached SOWs should be disregarded.

1.0 Definitions

Capitalized terms used in this Statement of Work and not otherwise defined within the Statement of Work, Communications System Agreement or other applicable Agreement have the following meanings:

- 1.1 Box Unit Test: Unit is tested in a fixture that simulates the functions for which it was designed, engineered, or manufactured to insure that it meets manufacturer specifications.
- 1.2 Case: Electronic tracking document for requests for service through the System Support Center.
- 1.3 Components: Motorola new or refurbished parts of equal quality.
- 1.4 Configuration Change Support: A change in a user-defined parameter, which may include, but is not limited to, a change in the placement of a dispatch console talkgroup window. Fleetmapping is not considered included in Configuration Change Support.
- 1.5 Continuously: Seven (7) days per week, twenty four (24) hours a day, three hundred sixty five (365) days a year including holidays.
- 1.6 Core Release: A new version of Software that adds Standard Features and major enhancements. These new versions are signified by changes to the first digit of the version identifier number (e.g. SmartZone 2.0.3 to SmartZone 3.0).
- 1.7 Customer: The end-user Customer as identified in the Communications System Agreement, Service Agreement or other applicable Agreement.
- 1.8 Customer Support Plan: A document mutually developed by Motorola and the Customer that provides information about the Customer and the System and describes the specific processes by which Motorola will deliver and the Customer will receive the services promised under this Statement of Work.
- 1.9 Enhancement Release: A superseding issue of Software, which adds to, improves, or enhances the performance of Standard Features contained in the then currently shipping Software version. These releases are signified by changes to the second digit of the version identifier number (e.g. SmartZone 3.1 to SmartZone 3.2).
- 1.10 Equipment: The equipment specified in the Equipment List as set forth in the Communications System Agreement, Service Agreement or other applicable Agreement, including any additions to the Equipment List during the Warranty Period.
- 1.11 Enhanced System Support (ESS) Period: The 12 month period commencing at the start of the Warranty Period for Equipment and Software as defined by the Communications System Agreement.
- 1.12 Event: An alarm or informational notification received by Motorola through the Network Management tools.
- 1.13 Federal Technical Center: A Motorola facility located in Lanham, Maryland, the purpose of which is to serve as Motorola's centralized location for radio repair for Federal Customers.
- 1.14 Firmware: Software in object code form that is implanted or embedded in hardware.
- 1.15 Infrastructure: The fixed Equipment excluding mobiles, portables, and accessories.
- 1.16 Maintenance: The process for determining the cause of Equipment failure, removing, repairing, or replacing parts or elements necessary in order to conform the Equipment with the manufacturer's specifications along with system specific specifications, delivering and reinstalling the parts, and placing the Equipment back into operation.
- 1.17 Motorola Software: Software whose copyright is owned by Motorola.
- 1.18 Radio Support Center: A Motorola facility located in Rockford, Illinois, the purpose of which is to serve as Motorola's centralized location for radio repair.

- 1.19 Response: Response times are defined as when a technician, a remote systems technologist or a remote network specialist is actively working the technical issue, remotely or on-site, as determined by Motorola.
- 1.20 Restore/Restoration: The effort required to bring Equipment to the level for which it was designed, engineered and adjusted for performance in accordance with the manufacturer's published specifications, although such Equipment may not necessarily be malfunctioning.
- 1.21 Servicer: a Motorola Authorized Service Station or Motorola Field Service personnel.
- 1.22 Software: Includes Motorola and any non-Motorola Software that may be furnished with the Communications System.
- 1.23 Standard Business Day: Monday through Friday, 8:30 a.m. to 4:30 p.m., local time, excluding Motorola holidays.
- 1.24 Standard Feature: A software functionality for components of Customer's System that is available to Customer in the standard software release.
- 1.25 Start Date: Effective start date as listed on the Service Agreement or other applicable Agreement.
- 1.26 System: System is the communications system as defined in the Communications System Agreement or other applicable Agreement.
- 1.27 System Acceptance: Unless otherwise defined in the Communications System Agreement, the date upon which Motorola has successfully completed all of the System tests as described in the acceptance test plan.
- 1.28 System Support Center: a Motorola facility located in Schaumburg, Illinois, the purpose of which is to serve as Motorola's centralized system support facility to compliment the field support resources. The System Support Center is hereinafter referred to as the "SSC."
- 1.29 System Test: Unit is tested in a Motorola manufactured system of similar type from which the unit was designed to test all functionality of the unit to insure that it meets manufacturer specifications.
- 1.30 Systemic: A software/hardware product defect related to or affecting the designed system operation.
- 1.31 Technical Support Operations: A centralized telephone support help desk that provides technical support for Motorola customers' who have purchased Commercial Government and Industrial Solutions Sector (CGISS) products or have a contract for technical support.
- 1.32 Work Flow: A step-by-step process including instruction or direction for routing, handling, and processing information at a given agency.

Statement of Work

OnSite Infrastructure Response With Local Dispatch

1.0 Description of Service

OnSite Infrastructure Response provides for on-site technician Response as determined by pre-defined severity levels set forth in Table C and Response times set forth in Table A in order to Restore the System.

The terms and conditions of this Statement of Work (SOW) are an integral part of the Motorola Service Agreement or other applicable Agreement to which it is attached and made a part thereof by this reference. If there are any inconsistencies between the provisions of this SOW and the provisions of the Service or other applicable Agreement, the provisions of the Agreement shall prevail.

2.0 Motorola has the following responsibilities:

- 2.1 Provide Customer access to a single phone number to request service Continuously via one of the following communication methods: (telephone, answering service, pager, cellular phone).
- 2.2 Assign technical resources and provide estimated time of arrival (ETA) to Customer.
- 2.3 Respond to the Customer site per the Table A below.
- 2.4 Perform diagnostics on the Component/Field Replaceable Unit (FRU) /assembly
- 2.5 Restore the System by replacing defective Component/FRU/assembly:
 - 2.5.1 FRU and assembly will be provided by Customer.
- 2.6 Call Customer upon restoration and request verification. If Customer cannot be contacted within twenty (20) minutes, the Servicer will be released from Customer site.
- 2.7 Provide the service ticket document to Customer when requested. Service ticket document should include the following:
 - 2.7.1 Resolution action.
 - 2.7.2 Provide defective FRU or part number (model #) used.

3.0 Customer has the following responsibilities:

- 3.1 Contact the Servicer when service is needed.
- 3.2 Contact the Servicer upon expiration of Response time goal.
- 3.3 Supply FRU or assembly as needed in order for Motorola to Restore the System as set forth in paragraph 2.5.1
- 3.4 Maintain and store any and all Software needed to Restore the System.
- 3.5 Upon being contacted by the Servicer requesting verification of a Restoration as described above in Section 2.6, respond to that request within twenty (20) minutes.
- 3.6 Establish and maintain a suitable environment (heat, light, and power) for the Equipment location and provide the Servicer full, free, and safe access to the Equipment so that the Servicer may provide services. All sites shall be accessible by standard service vehicles.
- 3.7 Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide OnSite Infrastructure Response with Local Dispatch services to Customer.

Table A - OnSite Response Times

Severity Level	Response Time
Severity 1	Within 4 hours from receipt of notification
Severity 2*	Within 4 hours from receipt of notification*
Severity 3*	Within 24 hours from receipt of notification*

* Denotes that these response times are applicable only during Standard Business Days. Severity 1 Response Times are applicable Continuously.

Table C –Severity Definitions

Severity Level	Problem Types
Severity 1	Major system failure 33% of System down 33% of Site channels down Site Environment Alarms (smoke, access, temp, A/C Power) Response is provided Continuously
Severity 2	Significant System Impairment Response is provided Standard Business Day
Severity 3	Parts Questions Upgrades Intermittent problems System problems presently being monitored Operational and informational questions Configuration Change Support and Work Flow procedure questions Response is provided Standard Business Day.

Statement of Work

Local Infrastructure Repair

1.0 Description of Services

Local Infrastructure Repair provides repair service of Equipment named on the Customer Equipment list by the Servicer. At the Servicer's discretion and responsibility, Equipment may be sent to Motorola, original equipment manufacturer, or other facility for repair.

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2.0 Motorola has the following responsibilities:

- 2.1. Repair Equipment at the Servicer facility or Customer location to be determined by Motorola. Servicer is responsible for travel costs to a Customer location to repair Equipment.
- 2.2. Perform the following on Motorola Equipment:
 - 2.2.1. Perform an operational check on the Equipment to determine the nature of the problem.
 - 2.2.2. Replace malfunctioning Components with new or reconditioned assemblies.
 - 2.2.3. Verify that Motorola Equipment is returned to Motorola manufactured specifications.
- 2.3. Provide the following service on third party Infrastructure
 - 2.3.1. Perform diagnostic on select third party Infrastructure to determine whether there is an Equipment malfunction. If no malfunction is found, Equipment with no trouble found (NTF) will not be sent to third party vendor for repair.
 - 2.3.2. If a malfunction is found, ship select third party Infrastructure to the original equipment manufacturer or third party vendor for repair service.
 - 2.3.3. Coordinate and track third-party Infrastructure Equipment sent to the original equipment manufacturer or third party vendor for service.
- 2.4. Reprogram Equipment to return Equipment to original operating parameters based on templates provided by Customer. If the Customer template is not provided or is not reasonably usable, a generic template will be used which will be provided by Servicer.
- 2.5. Notify the Customer upon completion of repair.
- 2.6. Properly package, return ship or hand deliver Equipment to the Customer specified address. Servicer will pay return shipping charges, if being sent via overnight carrier.

3.0 Customer has the following responsibilities:

- 3.1. Contact Servicer and provide the following information:
 - 3.1.1. Provide customer name, address of site location, and symptom of problem
 - 3.1.2. Provide model description, model number, serial number, and type of System and Firmware version, if known.
- 3.2. Maintain and/or store backups of all applicable Software applications and Firmware for reloading, if necessary by Servicer, after repair service is completed.
- 3.3. Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide Local Infrastructure Repair services to Customer.