MOTOROLA SOLUTIONS

EVERMAN, CITY OF

APX N70 & APX Next

07/05/2023

MOTOROLA *SOLUTIONS*

07/05/2023

EVERMAN, CITY OF
404 W ENON AVE
EVERMAN, TX 76140

RE: Motorola Quote for APX N70 & APX Next
Dear Craig Spencer,

Motorola Solutions is pleased to present EVERMAN, CITY OF with this quote for quality communications equipment and services. The development of this quote provided us the opportunity to evaluate your requirements and propose a solution to best fulfill your communications needs.

This information is provided to assist you in your evaluation process. Our goal is to provide EVERMAN, CITY OF with the best products and services available in the communications industry. Please direct any questions to Jonathan Castilaw at jonathancastilaw@callmc.com.

We thank you for the opportunity to provide you with premier communications and look forward to your review and feedback regarding this quote.

Sincerely,

Jonathan Castilaw

Motorola Solutions Manufacturer's Representative

MOTOROLA SOLUTIONS

Billing Address:
EVERMAN, CITY OF
404 W ENON AVE
EVERMAN, TX 76140
US

Shipping Address:
EVERMAN, CITY OF
404 W ENON AVE
EVERMAN, TX 76140
US

Quote Date:07/05/2023
Expiration Date:09/03/2023
Quote Created By:
Jonathan Castilaw
jonathancastilaw@callmc.com

End Customer:
EVERMAN, CITY OF
Craig Spencer
cspencer@evermantx.net

Contract: 34071 - FORT WORTH TX

Summary:

Any sales transaction resulting from Motorola's quote is based on and subject to the applicable Motorola Standard Terms and Conditions, notwithstanding terms and conditions on purchase orders or other Customer ordering documents. Motorola Standard Terms and Conditions are found at www.motorolasolutions.com/product-terms.

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
	APX™ N70	APX N70					
1	H35UCT9PW8AN	APX N70 7/800 MODEL 4.5 PORTABLE	17		$5,014.00	$2,928.18	$49,779.06
1a	QA09030AA	ADD: MOTOROLA HOSTED RADIOCENTRAL W CPS*	17		$0.00	$0.00	$0.00
1b	QA01767BL	ADD: P25 LINK LAYER AUTHENTICATION	17		$0.00	$0.00	$0.00
1c	QA03399AK	ADD: ENHANCED DATA	17		$0.00	$0.00	$0.00
1d	H38DA	ADD: SMARTZONE OPERATION	17		$0.00	$0.00	$0.00
1e	Q806CH	ADD: ASTRO DIGITAL CAI OPERATION	17		$0.00	$0.00	$0.00
1f	QA00580BA	ADD: TDMA OPERATION	17		$0.00	$0.00	$0.00
1g	H637AB	ADD: RADIO CENTRAL PROGRAMMING PROMO CARVE OUT+	17		-$32.04	-$32.04	-$544.68
1h	H636AA	ADD: APX N70 APPLICATION BUNDLE PROMO+	17		-$300.00	-$300.00	-$5,100.00

MOTOROLA SOLUTIONS

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
1i	H638EB	ADD: N70 SMART LOCATE MAPPING TRIAL PROMO+	17		-$56.00	-$56.00	-$952.00
1j	BD00001AA	ADD: CORE BUNDLE	17		$3,106.00	$1,813.90	$30,836.30
1k	H499KC	ENH: SUBMERSIBLE (DELTA T)	17		$0.00	$0.00	$0.00
1l	Q361CD	ADD: P25 9600 BAUD TRUNKING	17		$0.00	$0.00	$0.00
1m	QA09001AM	ADD: WIFI CAPABILITY	17		$0.00	$0.00	$0.00
1n	Q387CB	ADD: MULTICAST VOTING SCAN	17		$0.00	$0.00	$0.00
1o	QA09028AA	ADD: VIQI VC RADIO OPERATION	17		$0.00	$0.00	$0.00
1p	BD00010AA	ADD: SECURITY BUNDLE	17		$1,023.00	$597.43	$10,156.31
1q	H797DW	ENH: DVP-XL ENCRYPTION AND ADP	17		$0.00	$0.00	$0.00
1r	Q15AK	ADD: AES/DES-XL/DES-OFB ENCRYPTION AND ADP	17		$0.00	$0.00	$0.00
1s	Q498BN	ENH: ASTRO 25 OTAR W/ MULTIKEY	17		$0.00	$0.00	$0.00
1t	QA09016AA	ADD: LTE FOR VERIZON LTE SERVICE	17		$0.00	$0.00	$0.00
2	PSV00S01424A	APX NEXT PROVISIONING*	1		$0.00	$0.00	$0.00
3	LSV01S03060A	APX N70 DMS ESSENTIAL	17	7 YEARS	$432.43	$432.43	$7,351.31
4	SSV01P01685B	ELIGIBLE FOR PROMO - CC AWARE STARTER+	17	1 YEAR	$56.00	$56.00	$952.00
5	PSV01S02940A	SMARTMAPPING ENABLEMENT	1		$0.00	$0.00	$0.00
6	SSV01P01407B	SMARTPROGRAMMING PROMO+	17	1 YEAR	$75.00	$75.00	$1,275.00
7	SSV01P01406A	SMARTCONNECT PROMO+	17	1 YEAR	$75.00	$75.00	$1,275.00
8	SSV01P01476A	SMARTLOCATE PROMO+	17	1 YEAR	$75.00	$75.00	$1,275.00

MOTOROLA SOLUTIONS

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
9	SSV01P01902A	SMARTMAPPING PROMO+	17	1 YEAR	$75.00	$75.00	$1,275.00
10	PMNN4816A	BATT IMPRES 2 LIION IP68 3200T	17		$225.50	$169.13	$2,875.21
11	LSV01P03092A	RADIOCENTRAL PROGRAMMING PROMO	17	1 YEAR	$32.04	$32.04	$544.68
12	LSV01S03082A	RADIOCENTRAL PROGRAMMING	17	4 YEARS	$128.16	$128.16	$2,178.72
13	SSV01S01407A	SMARTPROGRAMMING	17	5 YEARS	$375.00	$375.00	$6,375.00
14	SSV01S01406A	SMARTCONNECT	17	5 YEARS	$375.00	$375.00	$6,375.00
15	SSV01S01476A	SMARTLOCATE	17	5 YEARS	$375.00	$375.00	$6,375.00
16	SSV01S01907A	SMARTMAPPING	17	5 YEARS	$375.00	$375.00	$6,375.00
17	PMMN4142A	XVP730 REMOTE SPEAKER MICROPHONE NO CHANNEL KNOB, FOR APX N RADIOS	17		$486.00	$364.50	$6,196.50
18	PMPN4604A	CHARGER,CHGR DESKTOP SINGLE UNIT IMPRES 2 EXT US	17		$207.14	$155.36	$2,641.12
	Product Services						
19	LSV00Q00202A	DEVICE PROGRAMMING	17		$100.00	$100.00	$1,700.00
	APX™ NEXT	APX NEXT SINGLE BAND					
20	H45TGT9PW8AN	APX NEXT SINGLE BAND MODEL 4.5 PORTABLE	8		$6,641.00	$3,878.34	$31,026.72
20a	QA00569AP	ADD: 7/800MHZ BAND	8		$0.00	$0.00	$0.00
20b	BD00001AA	ADD: CORE BUNDLE	8		$3,106.00	$1,813.90	$14,511.20
20c	H499KC	ENH: SUBMERSIBLE (DELTA T)	8		Included	Included	Included
20d	H38DA	ADD: SMARTZONE OPERATION	8		Included	Included	Included
20e	Q806CH	ADD: ASTRO DIGITAL CAI OPERATION	8		Included	Included	Included
20f	Q361CD	ADD: P25 9600 BAUD TRUNKING	8		Included	Included	Included

MOTOROLA SOLUTIONS

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
20g	QA09028AA	ADD: VIQI VC RADIO OPERATION	8		Included	Included	Included
20h	QA03399AK	ADD: ENHANCED DATA	8		Included	Included	Included
20i	Q387CB	ADD: MULTICAST VOTING SCAN	8		Included	Included	Included
20j	QA00580BA	ADD: TDMA OPERATION	8		Included	Included	Included
20k	QA09001AM	ADD: WIFI CAPABILITY	8		Included	Included	Included
20l	BD00010AA	ADD: SECURITY BUNDLE	8		$1,023.00	$597.43	$4,779.44
20m	QA01767BL	ADD: P25 LINK LAYER AUTHENTICATION	8		Included	Included	Included
20n	Q498BN	ENH: ASTRO 25 OTAR W/ MULTIKEY	8		Included	Included	Included
20o	H797DW	ENH: DVP-XL ENCRYPTION AND ADP	8		Included	Included	Included
20p	Q15AU	ADD: AES/DES-XL/DES-OFB ENCRYPTION AND ADP	8		Included	Included	Included
20q	QA07710AA	ALT: STUBBY 7-800MHZ 6CM ANTENNA	8		$0.00	$0.00	$0.00
20r	QA09030AA	ADD: MOTOROLA HOSTED RADIOCENTRAL W CPS*	8		$0.00	$0.00	$0.00
20s	H636AB	ADD: APX NEXT APPLICATION BUNDLE PROMO+	8		-$300.00	-$300.00	-$2,400.00
20t	H637AB	ADD: RADIO CENTRAL PROGRAMMING PROMO CARVE OUT+	8		-$32.04	-$32.04	-$256.32
20u	H638EA	ADD: SMART LOCATE MAPPING TRIAL PROMO+	8		-$56.00	-$56.00	-$448.00
20v	QA09016AA	ADD: LTE FOR VERIZON LTE SERVICE	8		$0.00	$0.00	$0.00
21	NNTN9216A	BATTERY PACK,IMPRES GEN2, LIION,IP68, 4400T	8		$248.05	$186.04	$1,488.32
22	SSV01P01407B	SMARTPROGRAMMING PROMO+	8	1 YEAR	$75.00	$75.00	$600.00

MOTOROLA SOLUTIONS

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
23	SSV01P01406A	SMARTCONNECT PROMO+	8	1 YEAR	$75.00	$75.00	$600.00
24	SSV01P01476A	SMARTLOCATE PROMO+	8	1 YEAR	$75.00	$75.00	$600.00
25	SSV01P01902A	SMARTMAPPING PROMO+	8	1 YEAR	$75.00	$75.00	$600.00
26	SSV01P01685B	ELIGIBLE FOR PROMO - CC AWARE STARTER+	8	1 YEAR	$56.00	$56.00	$448.00
27	LSV01S03446A	APX NEXT DMS ESSENTIAL	8	7 YEARS	$484.60	$484.60	$3,876.80
28	LSV01P03092A	RADIOCENTRAL PROGRAMMING PROMO	8	1 YEAR	$32.04	$32.04	$256.32
29	LSV01S03082A	RADIOCENTRAL PROGRAMMING	8	4 YEARS	$128.16	$128.16	$1,025.28
30	PSV00S01424A	APX NEXT PROVISIONING*	1		$0.00	$0.00	$0.00
31	PSV03S02465A	APX DMS PROVISIONING PD3*	1		$0.00	$0.00	$0.00
32	PSV01S02940A	SMARTMAPPING ENABLEMENT	1		$0.00	$0.00	$0.00
33	SSV01S01407A	SMARTPROGRAMMING	8	5 YEARS	$375.00	$375.00	$3,000.00
34	SSV01S01406A	SMARTCONNECT	8	5 YEARS	$375.00	$375.00	$3,000.00
35	SSV01S01476A	SMARTLOCATE	8	5 YEARS	$375.00	$375.00	$3,000.00
36	SSV01S01907A	SMARTMAPPING	8	5 YEARS	$375.00	$375.00	$3,000.00
37	PMPN4591A	CHGR DESKTOP MULTI UNIT IMPRES 2 6 DISPLAYS INT PS US	1		$1,799.29	$1,349.47	$1,349.47
38	NNTN9199A	IMPRES 2 SUC, 3.0A, 120VAC, TYPE A PLUG, NA	8		$169.56	$127.17	$1,017.36
39	PMMN4136B	XVP830 REMOTE SPEAKER MICROPHONE NO CHANNEL KNOB	8		$486.00	$364.50	$2,916.00
40	PMPN4604A	CHARGER,CHGR DESKTOP SINGLE UNIT IMPRES 2 EXT US	6		$207.14	$155.36	$932.16

MOTOROLA *SOLUTIONS*

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
	Product Services						
41	LSV00Q00202A	DEVICE PROGRAMMING	8		$100.00	$100.00	$800.00

Grand Total $214,937.28(USD)

Pricing Summary

	List Price	Sale Price
Upfront Costs for Hardware, Accessories and Implementation (if applicable), plus Subscription Fee	$271,582.91	$164,609.19
Year 2 Subscription Fee	$9,905.02	$9,905.02
Year 3 Subscription Fee	$9,905.02	$9,905.02
Year 4 Subscription Fee	$9,905.02	$9,905.02
Year 5 Subscription Fee	$9,905.02	$9,905.02
Year 6 Subscription Fee	$9,104.02	$9,104.02
Year 7 Subscription Fee	$1,604.02	$1,604.02
Grand Total System Price	$321,911.00	$214,937.28

Notes:

● Additional information is required for one or more items on the quote for an order.

+ Promotional pricing for 1 year Application Service trial.

MOTOROLA *SOLUTIONS*

Motorola's quote (Quote Number: _____ Dated: _____) is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then the following Motorola's Standard Terms of use and Purchase Terms and Conditions govern the purchase of the Products which is found at http://www.motorolasolutions.com/msi/omterms.

The Parties hereby enter into this Agreement as of the Effective Date.

Motorola Solutions, Inc.	Customer
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

- Unless otherwise noted, this quote excludes sales tax or other applicable taxes (such as Goods and Services Tax, sales tax, Value Added Tax and other taxes of a similar nature). Any tax the customer is subject to will be added to invoices.

APX NEXT RADIO SOLUTIONS

Overview

APX NEXT is Motorola Solutions' next-generation P25 platform purpose-built for first responders to access and act on information while maintaining focus in critical situations. Across all aspects of the radio experience—deployment, operation, maintenance, and evolution—APX NEXT brings critical advancements to usability and performance. Equipped with broadband, LTE, Wi-Fi, Bluetooth 5.0, and GPS capabilities, APX NEXT extends future-ready performance, applications, and full interoperability to the field and control room to transform accurate data into smarter action.

Key benefits of the APX NEXT include the following:
- **SmartTouch Experience** – Easier operation centered around a redefined 3.6" impact resistant touch display and shallow menu hierarchy. This cleaner and more intuitive visual layout increases the usability of the APX NEXT radio and helps users find the information they need without pause or distraction.
- **Ruggedized, Ergonomic Design** – Increased personnel safety and efficiency with an improved T-Grip ergonomic design, full-color top display, and tactile knobs for efficient use in emergency situations. Patented touch technology enables for reliable gloved use, while also making the screen immune to false actuations from water, snow, ice, or debris. The APX Next device meets the same MIL standards for ruggedization achieved by Motorola Solutions' APX platform radios.
- **Easy Fleet Management** – Easier and quicker radio provisioning, remote software updates, and streamlined management reduce downtime and support control center staff. Motorola Solutions' Device Management Services (DMS) maximize the effectiveness of APX NEXT, reducing maintenance risk, workload, and total cost of ownership. DMS brings RadioCentral (RC) programming to APX NEXT, as well, supporting faster provisioning and deployment to get devices in the hands of responders and out into the field.
- **Secure Communications** – Hardened End-to-End security allows only authorized units in the system to listen to transmissions. Real-time security provides seamless protection from the device and data in transit to the cloud and the LMR system

Evolving with Applications Services

APX NEXT Application Services enhance device capabilities and improve user experience. These applications are subscription-based offerings for easier optimization and scaling to meet evolving needs.

SmartConnect

First responders need to know that they are covered and supported with critical intelligence no matter where the mission takes them. The SmartConnect application keeps users connected and maintains critical LMR features through a broadband connection by extending Land Mobile Radio (LMR) networks for voice and data coverage outside normal LMR service areas. By seamlessly switching between P25 LMR and LTE cellular networks, SmartConnect extends reliable PTT communications as radio users roam onto supported broadband networks. Authentication, status, talkgroups, and encryption are all preserved automatically, without interruptions or resets to ensure that end users continue to have access to the critical features they need in emergency situations.

SmartLocate

The SmartLocate application provides dispatchers with accurate location data over a broadband network, enabling better tracking of field personnel and improved situational awareness. By using the broadband

network and CommandCentral Aware integration, SmartLocate can quickly send GPS coordinate updates and location information from the field to dispatchers to create a more effective operating picture of any situation. This gives dispatchers a greater ability to manage incidents and efficiently dispatch available units with confidence that resources are allocated where necessary. Access to CommandCentral Aware is not included with a SmartLocate subscription.

SmartProgramming

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

SmartMapping

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

APX N70 PORTABLE RADIO SOLUTION DESCRIPTION

OVERIVIEW

The APX N70 offers affordable, next generation communications for without compromising P25 interoperability or voice and data quality. It offers a durable design with "pick-up-and-go" functionality, optimizing ease-of-use and focused communications in almost all environments.

DURABLE AND EASY TO USE

The APX N70 enhances operations with a full color transflective glass display with touch technology for easy operation with gloves on. The touchscreen includes a high velocity user interface with large touch targets, shallow menu hierarchy, home screen information at a glance, and access to integrated apps. Additionally, the N70 offers extended battery life, a shorter antenna, and Bluetooth compatibility with audio accessories, promoting efficient communications between first responders.

ESSENTIAL AND SECURE P25 COMMUNICATIONS

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

Reliable Connectivity

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

Managing and Provisioning Devices

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

Customer Programming Service

CPS is a proprietary, Windows-based application used to configure APX subscriber radios in offline situations. The CPS application offers drag-and-drop, clone-wizard, and basic import/export functions that allow for the addition of new

software and feature enhancements. APX N radios can be programmed one-at-a-time on a local PC, *via* secure USB port connection, with TLS-PSK based encryption. Once loaded, subscriber radios are read, and edited, and copdeplugs and templates can be saved and duplicated to program other fleet radios.

Radio Management

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

Device Management Services

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

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

Radio Central

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

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

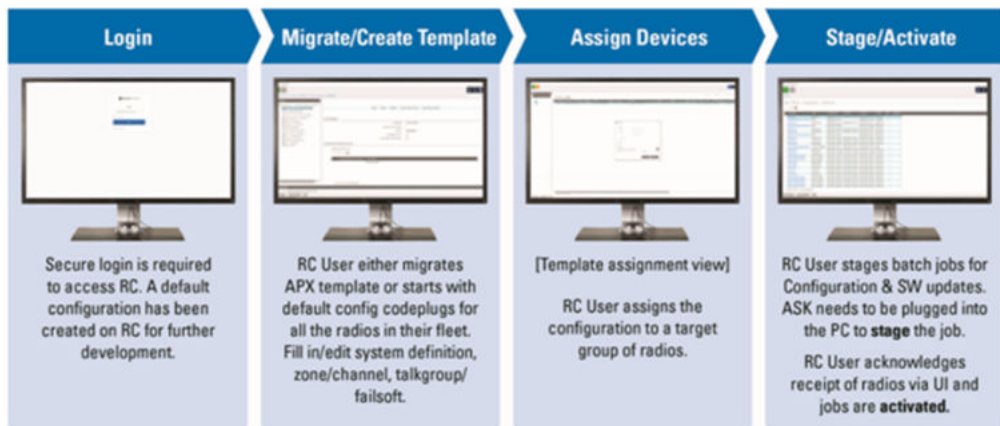The figure below illustrates APX N70's faster provisioning process.

Figure 1: APX N70 Provisioning via Radio Central

EVOLVING WITH APPLICATION SERVICES

APX N70 gives first responders access to mobile features through the following application services described below.

SMARTCONNECT APPLICATION SERVICES

SmartConnect allows first responders to access critical intelligence no matter where the mission takes them. It keeps first responders connected and maintains critical LMR features through a broadband connection. By seamlessly switching between P25 LMR and LTE cellular networks, SmartConnect extends reliable Push-to-talk ("PTT") communications as users roam onto supported broadband networks. Authentication, status, talkgroups, and encryption are all preserved automatically, without interruptions or resets to ensure that first responders continue to have access to the critical features they need in dangerous situations.
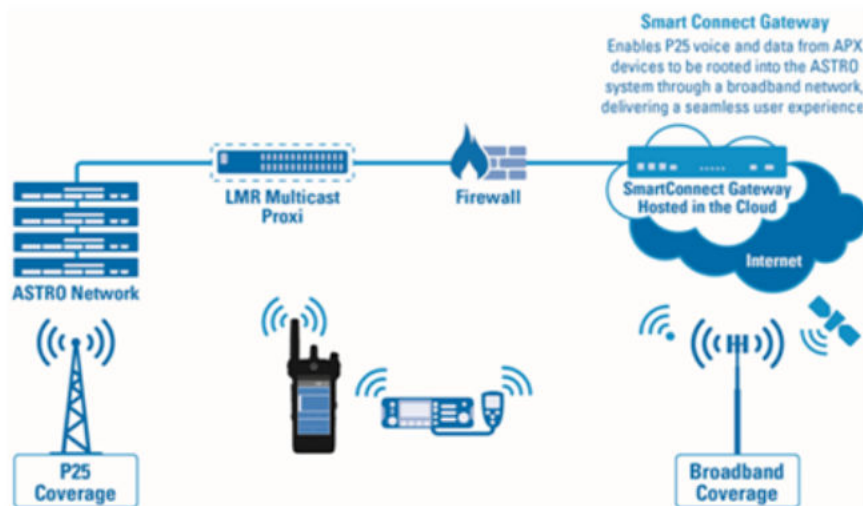
Figure 3: APX N70 SmartConnect Network Elements

SMARTLOCATE APPLICATION SERVICES

The SmartLocate application sends GPS location information of first responders over a broadband network. This enables dispatchers to track field units more frequently and improve resource deployment. With Dynamic Mode, SmartLocate can dynamically switch from LTE to P25 to continue sending location reports, without requiring the user to change inputs. This fallback capability provides an extra layer of reliability and enhances location tracking to build an effective operating picture as situations evolve. The use of broadband increases the frequency of location reporting beyond an LMR system to allow for a higher number of users without LMR infrastructure capacity limitations.

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

SmartLocate integrates with CommandCentral Aware to provide location triggers such as time, distance, PTT, emergency, and accelerated cadence during emergency.

The SmartLocate Application Service is proposed as a subscription-based model that optimizes budget and scales to meet evolving needs. SmartLocate provides enhanced capabilities to existing investments in CommandCentral Aware. Access to CommandCentral Aware is not included with the SmartLocate subscription.

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

SMARTPROGRAMMING APPLICATION SERVICES

Leveraging DMS and Radio Central provisioning capabilities, the SmartProgramming application allows radios to be updated anywhere within an agency's local LTE network coverage area. APX N70 devices do not need to be tied to a computer via USB cable, limited to Wi-Fi network coverage, or gated by LMR bandwidth. SmartProgramming allows the APX N70 device to take advantage of LTE broadband data speeds to pull programming jobs from Radio Central Programming devices in minutes.

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

SMARTMAPPING APPLICATION SERVICES

The SmartMapping application provides precise and accessible location information of field units to inform response and improve situational awareness. The application displays this data on the APX N70's modernized map interface. Users can see their own location and the location/status of other crew members at a glance and immediately tap to communicate with them. Users can access SmartMapping directly from the APX N70 home screen, making it easier to leverage the map display in fast-paced situations.
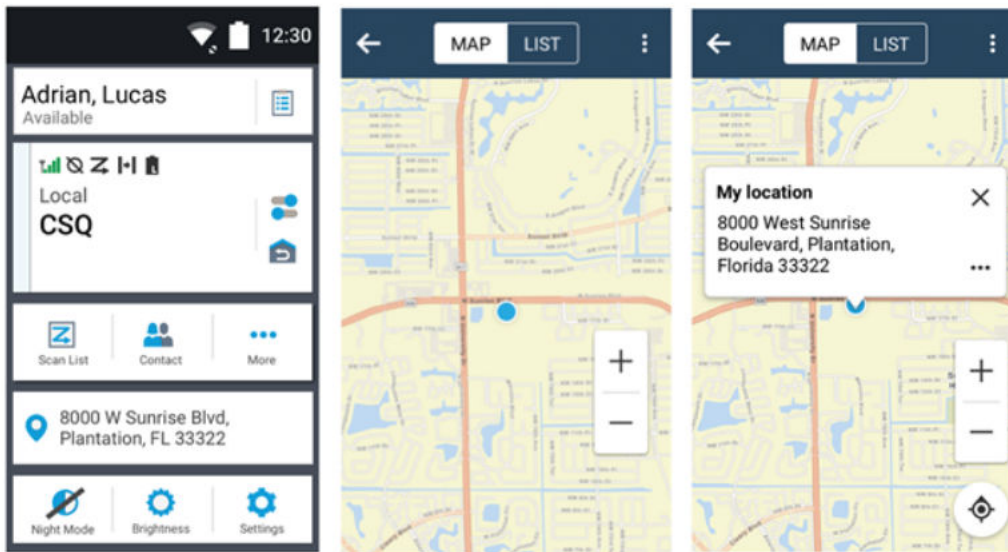

Figure 4: SmartMapping Widget, Map View, and Location Pop-Up Display (Left to Right)

SmartMapping also provides the following capabilities for APX N70 first responders:
• Search for specific users to communicate with using accessible, on-screen navigation and search tools.
• Select map layers to get a different area view, including Street View, Terrain, or Satellite Image.
• Adapt to changing agency needs as new integrations and capabilities are introduced for the SmartMapping application.

APX N-Series Device Management Services - Essential Statement Of Work

Overview

Device Management Servces ("DMS") efficiently maintains the Customer's device fleet while helping to keep devices up-to-date and fully operational in the field.

DMS Essential services provide basic hardware and software support.

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

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

HardwareRepair

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

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

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

Motorola Solutions Responsibilities

• Repair or replace malfunctioning device, as determined by Motorola Solutions.
• Complete repair or replacement with a turnaround time of five business days in-house, provided the device is delivered to the repair center by 9:00 a.m. (local repair center time). Turnaround time represents thetime a product spends in the repair process, and does not include time in transit to and from the Customer's site. Business days do not include US holidays or weekends.
• If applicable, apply periodically-released device updates, in accordance with an Engineering Change Notice.
• Provide two-way air shipping when a supported Motorola Solutions electronic system, such as MyView Portal, is used to initiate a repair. A shipping label will be generated via the electronic system.

Customer Responsibilities

• For non-contiguous renewals, Customer must provide a complete list, preferably in electronic format, of all hardware serial numbers to be covered under the Agreement to Motorola Solutions.
• Initiate device repairs, as needed.
  • When initiating a repair via a supported Motorola Solutions electronic system, label each package correctly with the shipping label and Return Material Authorization ("RMA") number generated by the electronic system.
  • When initiating a repair via paper Return Material Form ("RMF"), the RMF must be completed for each device, included in the package with the device, and shipped to the Motorola Solutions depot specified on the RMF.

- Remove any data or other information from the device that the Customer wishes to destroy or retain prior to sending the device for repair.
- If a malfunctioning device must be replaced and the Customer has loaded information for that device to Motorola Solutions' cloud environment, the Customer will need to remove the information for the malfunctioning device and add information for the replacement device to the applicable cloud environment.

LIMITATIONS AND EXCLUSIONS

The Customer will incur additional charges at the prevailing rates for any activities that are not included or are specifically excluded from this service scope, as described below. Motorola Solutions will notify the Customer and provide a quotation of any incremental charges related to such exclusions prior to completing the repair and said repair will be subject to Customer's acceptance of the quotation.
- Replacement of consumable parts or accessories, as defined by product, including but not limited to batteries, cables, and carrying cases.
- Repair of problems caused by:
    - Natural or manmade disasters, including but not limited to internal or external damage resulting from fire, theft, and floods.
    - Third-party software, accessories, or peripherals not approved in writing by Motorola Solutions for use with the device.
    - Using the device outside of the product's operational and environmental specifications, including improper handling, carelessness, or reckless use.
    - Unauthorized alterations or attempted repair, or repair by a third party.
- Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
- Problem determination and/or work performed to repair or resolve issues with non-covered products. For example, any hardware or software products not specifically listed on the service order form are excluded from service.
- File backup or restoration.
- Completion and test of incomplete application programming or system integration if not performed by Motorola Solutions and specifically listed as covered.
- Accidental damage, chemical or liquid damage, or other damage caused outside of normal device operating specifications, except if optional Accidental Damage Coverage was purchased.
- Cosmetic imperfections that do not affect the functionality of the device.
- Software support for unauthorized modifications or other misuse of the device software is not covered.

Motorola Solutions is not obligated to provide support for any device that has been subject to the following:
- Repaired, tampered with, altered or modified (including the unauthorized installation of any software) — except by Motorola Solutions authorized service personnel.
- Subjected to unusual physical or electrical stress, abuse, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable product specification.
- If the Customer fails to comply with the obligations contained in the Agreement, the applicable software license agreement, and Motorola Solutions terms and conditions of service.

DEVICETECHNICALSUPPORT

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

For Device Technical Support, Motorola Solutions will respond to calls within two (2) hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may

contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request in Motorola Solutions Case Management System on the Customer's behalf.

MOTOROLA SOLUTIONS RESPONSIBILITIES

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

CUSTOMER RESPONSIBILITIES

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

LIMITATIONS AND EXCLUSIONS

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

Software Maintenance

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

MOTOROLA SOLUTIONS RESPONSIBILITIES

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

CUSTOMER RESPONSIBILITIES

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

MyView Portal Access

MyView Portal is the single location to track the status of subscriptions and service contracts, including start and end dates. This portal includes order, RMA, and technical support ticket status, as well as a consolidated download site for software and documentation.

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

MOTOROLA SOLUTIONS RESPONSIBILITIES

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

CUSTOMER RESPONSIBILITIES

- Provide Motorola Solutions with contact information for administrative users.
- Administer user access.
- Provide Internet access for users to access the site.
- Attend available MyView Portal training.
- Protect login information against unauthorized use.
- Provide Motorola Solutions with updated equipment information, as needed.

MOTOROLA SOLUTIONS

Purchase Order Checklist
Marked as PO/ Contract/ Notice to Proceed on Company Letterhead   **(PO will not be processed without this)**
PO Number/ Contract Number
PO Date
Vendor = Motorola Solutions, Inc.
Payment (Billing) Terms/ State Contract Number
Bill-To Name on PO must be equal to the *Legal* Bill-To Name
Bill-To Address
Ship-To Address (If we are shipping to a MR location, it must be documented on PO)
Ultimate Address (If the Ship-To address is the MR location then the Ultimate Destination address must be documented on PO)
PO Amount must be equal to or greater than Order Total
Non-Editable Format (Word/ Excel templates cannot be accepted)
Bill To Contact Name & Phone # and EMAIL for customer accounts payable dept
Ship To Contact Name & Phone #
Tax Exemption Status
Signatures (As required)