

North Carolina 911 Board

PSAP Name: Orange County 911 Date: 2/24/2014  
 Contact Name: Kevin Medlin Contact Phone: 919-245-6139  
 Contact Address: PO Box 8181 Revised 04/16/2014  
 City: Hillsborough D Jeffries  
 Zip: 27278  
 Contact Email: kmedlin@orangecountync.gov

**Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. \*\*\*PLEASE SEE INSTRUCTIONS tab for further details\*\*\***  
**All requests must be filed with the NC 911 Board no later than February 28, 2014. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.**

June 30, 2013 Emergency Telephone System Fund Balance: \$1,072,846.31

	FY2013 (2012-2013) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2015 (2014- 2015) Requested Increase Amount <b>ONE-TIME</b> <b>Capital Purchase</b> <b>Cost</b>	FY2015 (2014- 2015) Requested Increase Amount <b>Recurring</b> <b>MONTHLY Cost</b>	FY2015 (2014- 2015) Requested Increase Amount <b>Recurring</b> <b>ANNUAL</b> <b>Cost</b>
<b>Expenditure</b>				
<b>Phone Systems</b>				
Recurring 911 service supplier charges for 911 trunks/circuits	2,698.20			
Basic line rate for one ten digit number per telecommunicator	3,982.84			
Telephone equipment, including CPE, workstations, monitors, keyboards, mice, headsets	11,344.00			
Automatic Call Distribution				
Recurring 911 service supplier selective routing and ANI/ALI	92,010.20			
<b>Phone System Totals</b>	<b>\$110,035</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Telecommunicator Furniture</b>				
	6,136.67			
<b>Software</b>				
CAD	18,879.25			
GIS	4,295.00			
Message switch software (allows for voiceless dispatch, status updates and mobile to CAD messaging. (Some message switch software included may not be eligilbe: (RMS, Firehouse, access to NCIC, DCI, warrants, JMS etc.)				
Voice Logging Recorder	3,800.00			

Management Information System (MIS) Software for 911 phone system				
Time Synchronization	297.00			
ALI Database Software				
Software Licensing				
Radio console software used in the 911 process				
Paging software to send call from CAD to first responder pager or mobile phone	1,071.00			
CAD to CAD interface software				
<b>Software Totals</b>	<b>\$28,342</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

<b>Hardware</b>				
Servers**	530,628.96			
Computer workstations**				
Time synchronization devices				
UPS	15,199.01			
Generator				
Handheld GPS**				
<b>Hardware Totals</b>	<b>\$545,828</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Eligible dispatch equipment -- must meet the requirements of SL 2010-158, as codified in GS 62A-46(c)**

Radio Network Switching**				
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for				
Mobile Message Switch				
Paging Interface with Computer				
Alpha / Numeric Pager Tone Generator				
Radio Consolette (portable or mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation)				
<b>Dispatch Equip Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**HOSTING SERVICES**

PSAPs may desire to replace or substitute eligible equipment, computer hardware, software or similar eligible 911 expense items by contracting for hosting equipment or software. Hosting service expenses may be eligible for 911 Funding upon review and approval by the 911 Board, or by Staff if so delegated by the Board.	0.00	38,259.33	25,789.92	
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**Functions**

Database Provisioning	144,350.66			
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Addressing	22,675.00			
Equipment Maintenance	45,876.00			
Software Maintenance	5,256.00			
<b>Function Totals</b>	<b>\$218,157.66</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

	FY2013 (2012-2013) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2015 (2014- 2015) Requested Increase Amount <b>ONE-TIME</b> <b>Capital Purchase</b> <b>Cost</b>	FY2015 (2014- 2015) Requested Increase Amount <b>Recurring</b> <b>MONTHLY Cost</b>	FY2015 (2014- 2015) Requested Increase Amount <b>Recurring</b> <b>ANNUAL</b> <b>Cost</b>
<b>Grand Totals</b>	<b>\$908,499.79</b>	<b>\$38,259.33</b>	<b>\$309,479.04</b>	<b>\$0.00</b>

<b>Proposed FY15 Funding</b>	<b>\$562,338.00</b>
One Time Capital Purchase Cost	<b>\$38,259.33</b>
Recurring MONTHLY Cost	<b>\$309,479.04</b>
Recurring ANNUAL Cost	<b>\$0.00</b>

**Reconsidered FY15 Funding** **\$910,076.37**      61.84% Increase over proposed

Maximum 20% Carry Forward	\$106,101
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*Funding Committee Recommendation not to increase FY15 Revenue as fund balance is adequate to offset capital purchase and monthly recurring expense*



February 24, 2014

The goal of this year's budget request is to support the OCES Strategic Plan's initiatives for developing resiliency and stability within 9-1-1 Communications by incorporating coordinated thought, planning, and structure. This budget will enable the Division to increase citizen and emergency responder support, and increase customer satisfaction while meeting and exceeding the standards and expectations of the North Carolina 9-1-1 Board.

### **Hosting Services**

With the FCC proposing major wireless carriers be able to deliver text-to-9-1-1 by the end of 2014, Orange County is aggressively preparing for the NG9-1-1 era as well as moving to the NENA i3 standard. We are currently working with neighboring PSAPs (who are currently or moving towards the Intrado network) to be able to share voice and data with PSAPs across the State. Intrado/Motorola offers the Next Generation 9-1-1 hosted solution and we are presently in preliminary talks reviewing their solutions and services. Texting is now a primary means of communication for millions of Americans, especially in our speech and hearing disability communities. Motorola has partnered with Intrado, the industry leader in Next Generation 9-1-1 and we are confident that their solution provides a comprehensive solution that meets Orange County's needs and its future needs with a turn-key ESINET that will have the capability of handling NG9-1-1 data.

The cost:

#### **Orange County One Time setup fee**

Configuration Setup and Project Management	\$22,426
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#### **Orange County Recurring Payment**

Based on current wirelined telephone numbers	\$ 24,206.59
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#### **Text 2 9-1-1 One Time setup fee**

Configuration Setup and Project Management	\$15,833.33
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#### **Monthly Recurring Payment for 60 Months**

Text 2 911	\$ 1,583.33
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We appreciate the Board's time and consideration to our requests.

Sincerely,

A handwritten signature in cursive script that reads "Kevin Medlin".

Kevin Medlin, E9-1-1 Data Manager

# NEXT GENERATION 911 SOLUTION

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PROPOSAL TO  
ORANGE COUNTY, NORTH CAROLINA

# SECTION 1

# EXECUTIVE SUMMARY

NEXT GENERATION 911 SOLUTION



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# EXECUTIVE SUMMARY

## 1.1 OVERVIEW

Motorola appreciates the opportunity to propose Orange County a Next Generation 911 Solution. The Motorola solution incorporates the latest 911 solution through our partner Intrado and the local Motorola support that Orange County has come to depend upon Motorola to meet your public safety needs.

Motorola has had the privilege to serve Orange County's mission critical public safety needs for many years and we look forward to working with the County on this mission critical 911 integrated solution. The introduction of Enhanced 9-1-1 (E9-1-1) in 1972 represented a significant improvement in 9-1-1 service. Today, 9-1-1 is poised to make another significant jump. Consumer expectations and major world events are necessitating this change. The introduction of a robust and secure Next Generation 9-1-1 network makes new information, advanced collaboration, and interoperability services available to Public Safety Answering Points (PSAPs) and other public safety entities. These capabilities will generate an exponential improvement in 9-1-1 service, by expanding the degree to which new, contextually appropriate information can be automatically provided to a broadened set of users and agencies. Motorola Solutions along with our partner Intrado is pleased to offer Orange County, a fully managed 911 service including call routing and automated location information.

Keeping the current PSAP environment in mind, the Next Generation 911 Service is integrated, operated, and maintained to the public safety class standards demanded of a life-critical application.

## 1.2 THE MOTOROLA SOLUTIONS AND INTRADO PARTNERSHIP

With Motorola Solutions and Intrado, Orange County benefits from:

- Seamless Interoperability with the County infrastructure.
- Peace of Mind that comes with partnering with a trusted and experienced 9-1-1 technology partner to fully manage your transition to next generation 9-1-1.
- Full Budgetary Predictability. By managing all aspects of your Next Generation 911 transition from planning to implementation, training, and deployment, Motorola Solutions and Intrado offer you one competitive price with no hidden costs or surprises.
- Support and Confidence. With Motorola Solutions you get a long-term "partner" that will work with you to manage your transition to Next Generation 9-1-1 and industry standards compliance today and tomorrow.
- Control. The solution offers unprecedented choice, leaving you in full control over your operations, providing the flexibility to change standard operational procedures as needed, and the ability to maximize your staffing resources.
- The Resources to manage your Next Generation 911 transition needs, so you can focus on saving lives while Motorola and Intrado deliver your next generation technology.
- Motorola Solutions System Support including local support through Wireless Communications, Inc., Motorola's local authorized service provider.
- This proposal is a transitional solution to migrate to the i3 standard. When Orange County is able to accept i3, Motorola Solutions and Intrado will work with the customer to provide i3 service. Additional fees may apply.



## 1.3 MOTOROLA ENHANCED SUPPORT

Motorola Solutions will manage the support for the 911 solution using our dedicated Public Safety Systems Support. The Motorola Call Center - the same center Orange County uses today for your two-way radio and provides 24-hour customer support, seven days a week and was designed with the mission critical applications customer in mind. Motorola Solutions will manage and track the support of the solution provided in partnership with Intrado. This coupled with Intrado direct support for the Next Generation 911 and local onsite support from Wireless Communication, Inc. will ensure prompt system response and restoration. Wireless Communication, Inc. is an authorized Motorola Service Station and currently provides local support to Orange County for your current Motorola Public Safety solutions.

## 1.4 WHY MOTOROLA AND INTRADO?

For 80 years, Motorola has provided solutions to meet the challenges faced by our Public Safety customers. To date, Motorola has implemented 911, CAD, mobile and records management systems in hundreds of agencies throughout the United States, supporting multi-discipline, multi-agency organizations with populations ranging up to the millions. Motorola has the demonstrated experience, stability, and qualifications to provide Orange County with a powerful, intuitive solution that will easily grow and adapt to the County's future needs. Motorola has partnered with Intrado, the industry leader in Next Generation 9-1-1. Motorola is confident that Intrado's Next Generation solution, along with the Motorola provided support best meets the needs of Orange County. Intrado's Next Generation 911 solution provides a comprehensive NG9-1-1 solution that meets the County's immediate needs and its future needs with a turn-key ESINET that will have the capability of handling other NG9-1-1 data.





PROPOSAL TO  
ORANGE COUNTY, NORTH CAROLINA

# SECTION 2

# STATEMENT OF WORK

NEXT GENERATION 911 SOLUTION



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# STATEMENT OF WORK

## 2.1 STATEMENT OF WORK OVERVIEW

This document, known as the Statement of Work (SOW) or Customer Implementation Plan, describes the deliverables to be furnished to Orange County, NC (Customer) and the tasks to be performed by Motorola, its subcontractors, and Customer to implement the NG9-1-1 solution described in this proposal. It describes the actual work involved in installation and clarifies the responsibilities for both Motorola and Customer during the project implementation. Specifically, this SOW provides:

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

This SOW is a working document that may be revised as needed to incorporate any changes associated with contract negotiations, Detailed Design Review (DDR), and any other change orders that may occur during project execution.

### 2.1.1 Confidential Information

Motorola shall comply with the provisions of the Privacy Act of 1974 and instruct its subcontractors to use the same degree of care as it uses with its own data to keep confidential information concerning client data, Customer, its financial affairs, its relations with its citizens and its employees, as well as any other information which may be specifically classified as confidential by the Customer in writing to Motorola.

### 2.1.2 Contract Award

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

### 2.1.3 Contract Administration

#### **Motorola / Intrado Responsibilities:**

- Assign a Project Manager, as the single point of contact with authority to make project decisions.
- Set up the project in the Motorola information system.
- Schedule the project kickoff meeting with the Customer when date is known.
- Provide for review the Customer Acceptance Test Plan.
- Execute with the Customer the Letter of Authorization (LOA) and Service Order Agreement (SOA) documents.
- Develop with the Customer and all supporting OEMs the “**CUT LIVE**” transition plan.



### **The Customer Responsibilities:**

- Assign a Project Manager, as the single point of contact responsible for Customer-signed approvals.
- Define the process of Change Order (CO) Management that the Customer will use if there are any desired or required items for completion of the project.
- Assign other resources necessary to ensure completion of the installation requirements for which the Customer is responsible.
- Contact and mitigate with the circuit providers all test circuit requirements for the NG9-1-1 Installation. Provide any documentation from the LEC to Motorola's Project Manager.
- Execute with Intrado the permission LOA for Trunking Management with the Local Exchange Carrier (LEC) and the SOA.
- Establish the date for all parties to meet and sign-off on the required Motorola "GO-LIVE" execution document; Signatures from Intrado, Customer, and Motorola. The Motorola Project Manager will chair the meeting.
- Provide proper staffing to engage in the development of the "CUT LIVE" transition plan; review and accept plan when completed.

### **Completion Criteria:**

- Motorola internal processes are set up for project management.
- LOA and SOA accepted by both customer and LEC.
- Both Motorola and the Customer assign all required resources.
- Project kickoff meeting is scheduled.

## **2.1.4 Project Kickoff**

### **Motorola / Intrado Responsibilities:**

- Conduct an installation kickoff meeting after the initial contract is approved and signed.
- Ensure key team participants attend the meeting.
- Introduce all participants attending the meeting.
- Review the roles of the project participants to identify communication flows and decision-making authority between participants.
- Review the overall installation scope and objectives with the Customer.
- Review the LOA and SOA with the entire team; establish meeting dates with the LEC for LOA and SOA actions.
- Review the resource and scheduling requirements with the Customer.  
Review the Installation Gantt Plan Scope and Schedule with the Customer to address upcoming milestones and/or events.
- Present all Customer and Functional Test Plans and OEM Build Test Plans to customer for review.
- Review the team players and their role in the installation and all team interactions (Motorola, Intrado, Wireless Communications, and the Customer), schedule required meetings, reports, milestone acceptance, and the Customer's participation and determine if any lead changes will be required in particular phases.
- Provide proper staffing to engage in the development of the "CUT LIVE" transition plan; review and accept plan when completed.
- Provide vendor names for staffing the "CUT LIVE" transition plan; review and accept plan when completed.

### **The Customer Responsibilities:**

- The Customer key project team participants attend the meeting.
- Review Motorola, Intrado and Customer responsibilities.
- Ensure all LOA and SOA documents are properly executed with Intrado and the LEC.
- Input as necessary to the Installation Plan schedule and approve the initial start plan.
- Review and approve all Functional Test Plans (TPs) and provide the name of the person responsible for overseeing the completion and acceptance of these procedures.
- Review and approve, with input from the Motorola/Intrado Project Manager, the test acceptance document required for the “GO-LIVE” execution.
- Review and approve, with input from the Motorola Project Manager, the Post “GO-LIVE” acceptance document that will be used for final system acceptance.
- Introduce staffing that will engage in the development of the “CUT LIVE” transition plan.

### **Completion Criteria:**

- Project kickoff meeting completed.
- LOA and SOA completed and all required documentation distributed.
- Meeting notes identify the next action items.

## **2.2 EQUIPMENT DELIVERY**

### **2.2.1 Ship to Customer Designated Site**

- Intrado and the Customer will establish shipping commencement date for all equipment. (Milestone Element)(sequenced as necessary)
- Motorola, Intrado and the Customer will establish the on-site receive date for equipment into the Customer Facility designated site.

### **2.2.2 Equipment Installation and Testing (Customer Site)**

#### **Motorola / Intrado Responsibilities:**

- Set up and rack the system equipment required for the installation at the designated customer sites. Ensure all cables are properly labeled.
- Install setup, and test, equipment required to make the A911 Routing service functional at customer sites.
- Intrado will provide and install redundant MPLS connectivity and network communications equipment from Intrado’s A9-1-1 network to the Intrado Point of Interconnect (POI) located at the Customer’s CPE location(s).
- Intrado will provide necessary back-office routers and LAN switches to facilitate this connectivity.
- Intrado-provided network equipment will be installed in a locked cabinet at the Customer’s CPE location(s) and will only be accessible by either Intrado installation personnel or Motorola maintenance staff; it will not be Customer-accessible as that could introduce additional risk to Orange County.
- Intrado will be responsible for all pre-service equipment installation and testing.
- Motorola is responsible for all onsite post-acceptance maintenance and upkeep, if required, for this solution.



**Customer Responsibilities:**

- Observe and approve the results of the Functional Acceptance Test Plan.

**Completion Criteria:**

- Equipment Installation completed and ready for circuit verification testing.

## 2.3 TRUNKING MANAGEMENT AND POSITIONING, TESTING AND REPORTING AND COMPLETION

### 2.3.1 Pre- "GO-LIVE" Trunking and Service Order Requirements

**Motorola Responsibilities:**

- As Prime, oversee LOA and SOA documentation requirements with Intrado and Customer ensuring LEC involvement.
- Final acceptance of LOA and SOA by Customer with detailed trunking plan. Each site documentation package will typically include:
  - One copy of the LOA and SOA
  - New Trunking layout for each associated PSAP
  - Working documents for transfer of specified trunking
  - Associated Test Plan for validating operational status of all trunking changes
  - Post Operational Testing Report on trunking to support "Go-Live"
  - Amended site and equipment installation drawings to reflect all trunking changes, revisions and additions. These drawings consist of all site-specific drawings and standard drawings that are site adapted during installation. Motorola will provide the revised/final version of the "as built" drawings to the customer within 30 days after site acceptance.

**Intrado Responsibilities:**

- With Motorola and Customer, review the LOA and SOA for this project.
- Provide to customer the new trunking plan to support the LOA and SOA.
- Provide to Customer the new Test Plan for trunking validation as agreed upon by Intrado, Motorola and LEC Ensure Customer is authorizing in writing all Trunking and telephony circuit changes prior to execution.

**The Customer Responsibilities:**

- The Customer reviews LOA and SOA for accuracy as provided by Intrado.
- Sign and authorize Intrado to act as the agent for all trunking changes and telephony circuit replacements required.
- Review and accept the Trunking Test Plan from Intrado and the LEC.
- Review and sign Customer Trunking Test Plan completion.

**Completion Criteria:**

All Trunking and Telephony circuits are installed, tested and accepted prior to "Go-Live" date. All documentation is presented at the "Go-Live" pre-meeting



## 2.4 POST INSTALLATION TEST REPORTING AND COMPLETION

### 2.4.1 Pre- "GO-LIVE" Test Plan Reporting

#### **Motorola Responsibilities:**

- Compile Customer Test Plan Reports and review with the Customer.
- Final acceptance will take place following the fifteen (15) day Stability Period after "GO-LIVE". Each site documentation package typically includes:
  - One copy of the Site Installation, Integration and Factory Acceptance Test Plans
  - Results of the Functional Test Plans
  - Results of the LOA and SOA Circuit testing for trunking and telephony circuits
  - Amended site and equipment installation drawings to reflect any on site changes, revisions and additions. These drawings consist of all site-specific drawings and standard drawings that are site adapted during installation. Motorola will provide the revised/final version of the "as built" drawings to the customer within 30 days after site acceptance.

#### **The Customer Responsibilities:**

- The Customer reviews site documents as provided by Motorola.
- Provide any Customer Acceptance Test Plan documentation to Motorola for compiling for the pre-cut review meeting.
- Sign off and accept the results of the LOA and SOA Circuit testing for trunking and telephony circuits.
- Review and sign Customer Acceptance Test Plan completion.

#### **Completion Criteria:**

- All trunking and telephony circuits tested and accepted by Customer.
- Authorize "GO-LIVE" date and time, prepare Data Center Staff for cutover. This event sequence will be used for all ensuing Data Centers and PSAPS.

### 2.4.2 Post "GO-LIVE" Review and Reporting

#### **Motorola Responsibilities:**

- Receive all post cut reviews on operations and stability.
- Motorola will transfer two sets of site documentation to the customer upon successful Acceptance.
- Commence the (3) day trainer assist period with Intrado and Customer personnel.

#### **The "CUSTOMER" Responsibilities:**

- Customer reviews site documents as provided by Motorola.

#### **Completion Criteria:**

- Customer closes NG9-1-1 Installation Project and participates in the final administrative review.



## 2.5 PROJECT RESOURCES

Motorola/Intrado team has organized project resources to meet the needs of implementing sophisticated communications technology. These staff members are involved from system conception to system completion. Motorola will use the following resources to support all NG9-1-1 ESInet (Applications and Appliance) responses. This same team will also do all NG9-1-1 consulting for Motorola.

### 2.5.1 Motorola / Intrado Project Manager

The Project Manager has full responsibility for the successful completion of the implementation lifecycle from award to final acceptance. The tasks of the Project Manager include, but are not limited to, the following:

- Act as main point of contact between Customer Project Manager and Motorola resources throughout the entire project lifecycle.
- Develop, manage, and communicate project plan, schedule, quality, and risk.
- Oversee and manage day-to-day activities, deliverables, and milestone completions. Oversee the execution of the LOA and SOA with Intrado, LEC and Customer
- Manage/supervise field installation and implementation teams to ensure that all on-site installation, integration, and optimization tasks are performed per contract requirements, industry best practices, and applicable standards and guidelines.
- Oversee the development and concurrent agreements for the “GO-LIVE” telephony “CUT” Plan required for successful migration to the new trunking and system operations.
- Participate with Customer in progress review meetings biweekly or as deemed necessary throughout the project lifecycle.
  - Generate mutually agreed upon meeting agenda.
  - Manage and submit project status reports that identify the activities of the previous review period, as well as activities planned for the upcoming review period, including an updated Project Schedule.
  - Document and distribute bi-weekly meeting minutes to Customer within five (5) business days after each meeting.
- Develop, update, maintain, and distribute project punch list.
- Coordinate closely with Customer Project Manager any needed interruptions to the existing system during implementation of the new system.
- Issue status reports that include the project status, milestones achieved, and tasks behind schedule, actual and potential problems.
- Review and administer change control procedures with Customer Project Manager.
- Work with the Customer Project Manager in designing and approving the format of an action item log to be used in conjunction with the Project Schedule. The purpose of the log is to identify outstanding issues, provide continual status updates on specific tasks and to identify responsibilities of the parties.

### 2.5.2 Motorola Customer Support Manager

The Customer Support Manager establishes the maintenance and service support program throughout the warranty and post-warranty periods. Other tasks include:

- Coordinates Motorola service support resources to enhance the quality of service delivery and to ensure Customer satisfaction over the life of their communication’s system.
- Oversee the execution of Customer support contract (warranty and maintenance).
- Serves as the single point of contact for service issue resolution and escalation.



## 2.6 QUALITY ASSURANCE

### 2.6.1 Quality Management

It is the policy of Motorola to produce and provide products and services of the highest quality which are responsive to the needs of our Customer. Motorola has a well-established reputation for designing and developing high quality products and systems, on schedule, and within budget. Motorola adheres to the International Standards Organizations (ISO) quality standards.

All work will be performed consistent with high quality commercial practice and in accordance with Motorola's Quality Standards for Fixed Equipment Installations and all applicable manufacturer installation and maintenance manuals.

### 2.6.2 Quality Assurance (ISO)

Motorola has on record and will produce for the Customer the ISO Certificate for Motorola. Please note that Motorola Implementation and Service Support Business Units are also ISO Certified. Our main team partner for NG9-1-1 also has the ISO certificates for presentation upon request.

### 2.6.3 Motorola Quality Assurance

Motorola is committed to delighting customers by serving them to their highest level of expectations and by delivering products and services of the highest quality on time every time. This will be achieved in partnership with customers, suppliers, and stakeholders, using leading systems, technologies, and methods and by fully engaging employees in a culture of continuous improvement.

### 2.6.4 Key Quality Assurance Program Benefits

#### 2.6.4.1 Safety and Health

Motorola holds safety as paramount, at no time shall any operation, task or evolution, be undertaken or continued if deemed hazardous to the personnel, equipment or community. All safety practices shall be put in place and compliance with all local, state and federal laws and regulations shall be maintained. Motorola and its subcontractors shall follow the following guidelines at all times during system installation:

- Work area will be posted in accordance with OSHA regulations (i.e. medical aide, hard hat, safety glasses, etc.).
- All personnel shall be compliant with OSHA regulations, and fully trained for the type of work to be performed.
- All team members shall ensure that the workplace is maintained clean and free of safety hazards.
- All trash and install debris shall be removed daily.
- A safety and security check will be conducted at the close of the workday.



## 2.7 PRELIMINARY PERFORMANCE SCHEDULE

Motorola has developed a detailed Microsoft Project Management (PMP) Schedule outlining most of the required key project tasks and milestones. During the implementation period, the Motorola Project Manager shall update the PMP schedule (i.e. completion dates) by the 15th day of each month. The Motorola Project Manager shall also provide a monthly report laying out progress achieved, a description of any delays and the cause of those delays, and a discussion of the effort that will be made to bring the Project back to the original schedule.

The following assumptions will be considered when developing the project implementation schedule:

- Contract Award Date
- Contract Administration Meeting
- Project Kick-off Meeting
- Intrado, LEC, Customer Trunking meeting for the LOA and SOA
- Equipment Delivery and Acceptance Meeting
- Installation Call Testing Approval Meeting
- Post Installation/Test Reporting/Pre-GO-LIVE Meeting
- Installation, Maintenance and Operations Proceedings Meeting
- Pre-Cut “GO-LIVE” meeting
- Post CUT Review and Acceptance Meeting
- A detailed implementation plan will be developed in consultation with the Customer. The schedule of work presented here is intended to show major tasks and the relationships between them.

### 2.7.1 Project Deliverables

Dates on the project schedule are dependent on all data being supplied and/or all tasks being completed by the assigned parties on time. A delay in one activity may result in delays in other related activities.

- All deliverables are linked to key installation guide lines.

## 2.8 PROJECT DELAYS

Motorola shall not be deemed to be in default nor be held responsible for any delays or failures resulting from an event of natural disaster or for any delays resulting from the Customer or any NON-Motorola third party vendors. The Customer shall be responsible to ensure third party vendors collaborate with Motorola in a reasonable and timely manner.

Project of this size requires multiple parties to be involved with completing this project on time. Motorola has made every effort to describe and identify the work here within this SOW and Project Schedule as Motorola, Customer, or others responsibility.

Motorola shall be responsible for any project delays related to their responsibilities. Work not under Motorola’s control that could cause delays, shall be discussed and reviewed with Customer whereby upon mutual agreement any granted project extensions shall be documented via the Change Order process. The Motorola Project Manager will update the project schedule deadline with the agreed revised completion date.

Provided below is a non-inclusive list of potential delays not under Motorola’s control.

- Actions taken by Customer or its agents, vendors, subcontractors, etc.
- Customer initiated change orders.
- Road repairs, mishaps, strikes, Acts of War, Acts of God, riots, lockouts, or inclement weather which would delay equipment or limit access to any site at which work will be required for this project.
- Force majeure and other delays outside of the project teams control.

## 2.9 PROJECT SUBMITTALS

Motorola understands that all key project deliverables and submittals are subject to Customer review and approval. Motorola will submit to the Customer the following key deliverables in properly bounded hard and electronic format (quantity 5 each).

### 2.9.1 Project Punch list

The Motorola / Intrado PM will be responsible for creating, maintaining, and distributing a “Project Punch List” throughout the project lifecycle (Contract Award to Final Acceptance). The PPL will be maintained in “real” time and distributed to all key project participants weekly. The PPL will be maintained in Microsoft Excel 2007 or later and will include the following details: sequential punch list item number, date identified, item description, party(ies) responsible for item resolution, expected resolution date, actual resolution date, description of resolution, and any other important notes about the punch list item.

The punch list will be reviewed at each status meeting. Closed items will be marked accordingly and moved to the appropriate closed section of the report.

#### **Motorola / Intrado Responsibilities:**

- Maintain “active” punch list report throughout the entire project.
- Distribute punch list report to Project Teams on a weekly basis with the following information provided in the report at a minimum:
  - Sequential punch list item number
  - Date identified
  - Item description
  - Party responsible for resolution
  - Expected resolution date
  - Resolution date
  - Resolution and test conducted
  - Notes/status about the item
- Create new entry when an item has been transferred to another responsible party and note accordingly.
- Discuss and review punch list with Customer at each bi-weekly meeting.

#### **Customer Responsibilities:**

- Assist Motorola with resolution of identified punch list items by providing support, such as access to the sites, equipment and system, and approval of the resolved punch list item(s).

#### **Completion Criteria:**

- All punch list items resolved and approved by Customer.



The Motorola PM will schedule bi-weekly call or meetings as determined at the kick-off meeting. The Motorola PM will be responsible for developing the agenda, providing project status reports (i.e. schedule, punch list, action items), and distributing meeting minutes to all participants within three business days following completed bi-weekly meeting.

If the team decides to have a conference call at times versus face-to-face meeting, the Motorola PM will provide an 800 conference call number and pin for all meeting participants. For face-to-face meetings, Customer would be responsible for providing meeting facility.

- The agenda will include at a minimum the following topics:
  - Overall project status compared to the Project Schedule.
  - Product or service related issues that may affect the Project Schedule.
  - The status of the action items, project deliverables, punch list items, changes, and risk.
  - Any miscellaneous concerns of either Customer or Motorola.

Motorola understands that Customer may request at their discretion for the Motorola Project Manager to attend other meetings during installation outside the regularly scheduled bi-weekly meetings.

**Functional Test Plan.** A detailed PSAP Functional Test Plan (FTP) will be delivered by Motorola /Intrado at the initial Kick-off meeting with a final “test ready” document provided no later than 45 business days before the tests are to begin. The Customer shall approve the PSAP FTP no later ten business days before the test are to begin. The test will provide a comprehensive list of tests that will be performed with Customer present. The FTP is the testing document that will be used to certify the PSAP Primary operations to the PSAP Backup Center operations required to operationally link both systems and to the HOST facilities. The total depth of FTPs used will be decided by the Customer during the Initial Kick-off meeting.

There will be one PSAP FTP for both a Primary and Backup PSAPs if so designed. Final system acceptance will not be deemed successful until all tests pass, all punch list items identified during the PSAP FTP are marked complete, all deliverables of this SOW are complete, and Customer and Motorola sign and date a Final System Acceptance milestone completion form. This test document must be run at both the Primary and Backup PSAPs.

Within 30 days of successful completion of the Customer Acceptance Testing Plan, Motorola shall provide Customer with a complete set of test documentation, including the testing procedures utilized, testing dates, testing locations, project participants, a description of testing irregularities or problems encountered, and testing results.



## 2.9.2 Project Responsibility Matrix

The following matrix outlines the responsibilities of each party for the A9-1-1 Solution.

Task	Responsibility
<i>Project Implementation</i>	Motorola/Intrado
Project Management	Motorola/Intrado
Project Plan for A9-1-1 Solution	Motorola/Intrado
LOA and SOA Trunking Plan	Intrado/Motorola
TSP Agreements	Motorola/Intrado
TSP Communications	Motorola/Intrado
Motorola A9-1-1 Customer Facility Project Survey for Intrado A9-1-1	Motorola/Intrado
A9-1-1 System Architecture	Motorola/Intrado
End Office Trunks, and Selective Router connectivity to Intrado POI	Motorola/Intrado
Connectivity from Intrado Local POI to Intrado RGW	Motorola/Intrado
Develop Operations and Procedures Manual for Motorola A9-1-1 Routing Customer(s)	Motorola/Intrado
Co-location facilities for A9-1-1 Services systems	Motorola/Intrado
Redundant Ethernet Connectivity between Intrado LNG and ECMC facilities	Motorola/Intrado
Redundant MPLS Connectivity between the ECMCs and each Motorola A9-1-1 Customer Facility– Establish and test connectivity	Motorola/Intrado
Intrado A9-1-1 Routing Network - Establish and test connectivity	Motorola/Intrado
Motorola A9-1-1 Customer Facility Site Preparation (floor space, power, etc.)	Customer
Motorola A9-1-1 Customer Facilities	Customer
Motorola A9-1-1 Customer Facility Project and Site Survey for Intrado A9-1-1 PSAP Equipment	Motorola/Intrado
Project Survey Analysis and Report	Motorola/Intrado
Site Readiness as addressed in Project Survey Analysis and Report	Customer
PSAP Data Collection, Configurations/Lists - Routing, Transfer, etc.	Motorola/Intrado
Intrado A9-1-1 PSAP Equipment – Provide, Stage, Install and Maintain at Motorola A9-1-1 Routing Customer Facility	Motorola/Intrado
A9-1-1 Training	Motorola/Intrado
Pre-production and End to End Testing	Motorola/Intrado
Develop Migration plan and execute Migration Testing	Motorola/Intrado
A9-1-1 Routing Production Turn-up	Motorola/Intrado

Task	Responsibility
<i>Ongoing Responsibilities</i>	
TSP Communications	Motorola/Intrado
Data Management and Address Correction	Motorola/Intrado
Metrics Reporting	Motorola/Intrado
A9-1-1 Routing – Monitoring and Maintenance	Motorola/Intrado
Network Monitoring and Maintenance – Intrado A9-1-1 Routing Network	Motorola/Intrado
A9-1-1 Upgrades	Motorola/Intrado
A9-1-1 Routing Log storage and backups	Motorola/Intrado
Problem Reporting	Motorola/Intrado
Problem Triage and Resolution	Motorola/Intrado
Intrado A9-1-1 Network Capacity Management	Motorola/Intrado

### 2.9.3 Software Release Upgrades

Intrado will complete and install regularly scheduled software release upgrades on the Intrado A9-1-1 systems as appropriate.

Intrado maintains and follows documented processes for all software development and release upgrades in accordance with its ISO certification. Intrado will test software release upgrades and Intrado initiated engineering changes prior to installation on A9-1-1 Services systems.

The Customer should plan to see one to two major or feature releases each year, with additional patch releases if needed to address Severity 1 or Severity 2 issues. Intrado will provide Motorola advance notification of all scheduled release upgrades per the guidelines within this guide.

### 2.9.4 Scheduled Maintenance and Upgrades

Intrado will schedule planned events for all A9-1-1 Services system maintenance or upgrades that may impact the Customer’s PSAPs. The Intrado Program Manager will send a notification to Motorola for each planned event a minimum of 24 hours in advance of the scheduled start time and the Motorola Project Manager will, in turn, notify the Customer.

Intrado may also have a periodic need to perform proactive system maintenance to prevent an imminent or likely system failure. The risk posed by the system issue may not allow Intrado to provide Motorola with a 24 hour notice for this type of event, called emergent events.

The Customer will be responsible for all management and maintenance of non-A9-1-1 Customer PSAP equipment

### 2.9.5 Severity Levels

Intrado will address all A9-1-1 Services issues, whether identified by Intrado or by Motorola, according to the Intrado-confirmed Severity Level. Severity Levels determine the appropriate contact procedure and the actions that will be taken by Intrado for initial notification time, status update time, and incident management.

Following are service disruption definitions and procedures for each Severity Level:

### 2.9.5.1 Severity Level 1

Systems supporting A9-1-1 Services are completely inoperative or severely impacted where critical network or data communication problems on the Intrado system that prevent Intrado from routing or delivering data for 9-1-1 voice calls, or that prevent the Customer from handling such 9-1-1 calls through the Intrado-provided service.

**Response Time Goal:** Intrado will contact the appropriate or designated Motorola contact within thirty (30) minutes of Motorola's initial notification to Intrado of the Severity Category 1 Service Disruption.

**Resolution Procedure:** Intrado will correct the service disruption or provide a procedure for PSAP to bypass or work around such disruption in order to continue operations if possible. If a bypass procedure is utilized, Intrado will provide PSAP with an action plan for the development of the final resolution, and Intrado will continue resolution activity until full service is restored to PSAP.

### 2.9.5.2 Severity Level 2

Systems supporting A9-1-1 Services are impaired, where major functions are operative but functioning at limited capacity or critical elements are no longer redundant.

**Examples:** Reduced incoming trunk capacity, intermittent or sustained non-delivery of voice or ANI, sustained line noise or interference. Data Management system failures that prohibit the processing of service order files within the contractually defined response times; system response time problems; single sided ALI node. Intrado will apply sustained effort until a resolution is in place. If a resolution cannot be readily identified, Intrado will initiate internal escalation procedures to assure resources are appropriately assigned for problem resolution efforts.

**Response Time Goal:** Intrado will contact the appropriate or designated Motorola contact within sixty (60) minutes of Motorola's initial notification to Intrado of the Severity Category 2 Service Disruption.

**Resolution Procedure:** Intrado will correct the service disruption or provide a procedure for the PSAP to bypass or work around such disruption in order to continue operations if possible. If a bypass procedure is utilized, Intrado will provide PSAP with an action plan for the development of the final resolution, and Intrado will continue resolution activity until full service is restored to PSAP.

### 2.9.5.3 Severity Level 3

Systems supporting A9-1-1 Services are impaired and some functions are not operating, but those functions are not mandatory or critical to 9-1-1 call delivery.

**Examples:** Intermittent poor voice quality or PGM port loss. ALI data communications are reaching PSAP but not all fields are in correct format. Intrado will address via standard maintenance procedures during Intrado Normal Business Hours. If a software fix is required, Intrado will provide a fix during the next scheduled software release. Degradation that requires an immediate patch would mean that the situation is affecting major functions of the system. In that case, the degradation would be deemed a Severity Level 1 or 2.



**Response Time Goal:** Intrado will contact the appropriate or designated Motorola contact within twenty-four (24) hours of Motorola's initial notification to Intrado of the Severity Category 3 Service Disruption.

#### 2.9.5.4 Severity Level 4

Systems supporting A9-1-1 Services are impaired and some functions are not operating, but the impairments are considered minor or cosmetic and have only a minor impact on usability.

**Examples:** Metrics report issues, documentation issues, system anomalies that occur only once. Features being unsupported or unreliable in ways the Motorola A9-1-1 Customer will not notice.

Intrado will address via standard maintenance procedures during Intrado Normal Business Hours. If a software fix is required, Intrado will provide a fix during the next scheduled software release.

### 2.9.6 Motorola Services

Motorola will provide on-site Field Services and support of Intrado A9-1-1 PSAP Equipment as defined within the SOW that resides at PSAP facilities (collectively "Intrado PSAP Equipment").

#### **Assumptions**

These assumptions include tasks that Intrado will agree to perform as part of this project. These assumptions will also include what items are in scope and out of scope for this project.

- a. Intrado will maintain ownership of all Intrado PSAP equipment, documentation and associated software
- b. Each party will provide the other party with a single point of contact or key staff necessary for completion of the project and that contact will be responsible for that party's logistics and coordination
- c. Intrado will have all documents that are required for Trunking and Telephony circuits enclosed in the LOA and SOA packages
- d. Intrado will support Motorola in a training phase of the project in determining best methods of training, education, and mentorship as needed for overall long term growth and joint success.

#### 2.9.6.1 Remote Hands-On Support

Motorola shall provide labor only Remote Hands-On Support for each enrolled Hardware Component starting upon the Cutover Date for each PSAP Site. Remote Hands-On Support shall be provided according to the specifications of the Component manufacturer, Motorola, and the SOW.

Motorola or Intrado will initiate hands on support requests for Intrado A9-1-1 PSAP Equipment as set forth in this Agreement by contacting Motorola's NOC. Intrado technical personnel will provide phone support for all remote hands-on support requests made by Intrado to Motorola.

Intrado will install all equipment, including hardware and cabling on the Intrado A9-1-1 PSAP Equipment on the A9-1-1 side of the DEMARC. In the event that Motorola provides any equipment at Intrado's direction, such as hardware or cabling, for the Intrado equipment, Intrado will reimburse Motorola for the cost of such materials upon Motorola's presentation of original invoices to Intrado, as agreed in a written change order.

Intrado technical personnel will provide phone support for all remote hands support requests made by Motorola or Customer for Intrado PSAP Equipment.

Motorola Support shall consist of:

- a. Motorola will contact Intrado's designated 24x7 center or designated Intrado Engineer and confirm ETA.
- b. Arrival of an experienced and qualified Customer Service Engineer with the necessary tools at the Intrado Sites within the response times (if applicable as per the maintenance level specified).
- c. Coordination with Intrado's designated 24x7 center of fault determination through problem determination analysis.
- d. Use proper grounding straps when working with Components.
- e. Replacement of defective parts and field replaceable units including components damaged by power surges; all materials to be provided by Intrado.
- f. Record & provide to Intrado serial numbers of device(s) that have been replaced.
- g. Providing on site assistance (eyes and hands) to Intrado help desk should remote diagnostics not be possible.
- h. Testing of repaired and replaced Components with the appropriate sections of the acceptance tests being performed by Intrado.
- i. Swapping EPROMS from defective units to replacement spare parts.
- j. Motorola to ship back to Intrado all parts with pre-printed return label per Intrado return material authorization (RMA) provided to Motorola at the time of service call, at no cost to Motorola.
- k. Perform monthly preventative maintenance on all equipment per Intrado's direction.

#### 2.9.6.2 Replacement Parts Procedures for Remote Hands-On Support

Replacement parts required to perform Motorola Remote Hands-On Support services will be provided by Intrado, or an Intrado approved parts provider, to Motorola or a designated site location when Intrado requests Motorola Remote Hands-On Support service.

Motorola will house the A9-1-1 PSAP Equipment replacement parts (spares) provided by Intrado to support the NG9-1-1 Customers.

Intrado will provide the following (subject to change):

- a. One (1) Router
- b. One (1) WTI chassis
- c. 24 Port Switch
- d. Power Supply (-48V)
- e. RFAI SIP to CAMA signal conversion equipment

#### 2.9.6.3 Shipment of Replacement Parts Inventory:

Intrado will ship all replacement equipment not contained in spares and all depot replacement components.

Intrado will place orders for the Replacement parts inventory according to Intrado standard parts procedures, shipping to the specified delivery location and notify Motorola of delivery point, contact, and phone number at time of shipment.



#### 2.9.6.4 Replacement Parts Returns

Motorola is responsible for returning replacement parts to Intrado within five (5) business days of the parts being used to resolve the break/fix service request.

#### 2.9.6.5 Availability

Motorola Remote Hands-On Support services response coverage will be 24 hours per day, 7 days per week for Priority 1 and Priority 2 events as defined in the SOW

##### Response Times

Motorola Remote Hands-On Support services response time shall be on customer site within two (2) hours of any Priority 1 and Priority 2 events as defined in the SOW Motorola and next business day for all other events.

## 2.10 CONTRACT AWARD/PROJECT INITIATION (MILESTONE)

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

### 2.10.1 Contract Administration

#### **Motorola Responsibilities:**

- Assign a Project Manager, as the single point of contact throughout the duration of the project lifecycle, with authority to make project decisions.
- Assign Project Engineer to be assigned throughout the duration of the project lifecycle.
- Assign other required resources necessary for project implementation.
- Schedule the project kickoff meeting with Customer prior to start of the project.

#### **Customer Responsibilities:**

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

#### **Completion Criteria:**

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

### 2.10.2 Project Kickoff

#### **Motorola Responsibilities:**

- Conduct a project kickoff meeting with Customer.
- Introduce and review the roles of the project participants to identify communication flows and decision-making authority between project participants.
- Review the overall project scope and objectives.
- Review of the LOA and SOA between Intrado and Customer.
- Review the resource and scheduling requirements.



- Review the Project Schedule to address upcoming milestones and/or events.
- Review the teams' interactions (Motorola and Customer) or Communication Plan, meetings, reports, milestone acceptance, and Customer participation in particular phases.
- Schedule Detailed Design Review.
- Document and distribute meeting notes to all participants within three business of completing the kick-off meeting.

**Customer Responsibilities:**

- Customer key project team participants attend the meeting.

**Completion Criteria:**

- Project kickoff meeting completed.

## 2.11 ENVIRONMENTAL SITE REQUIREMENTS

Prior to starting any site work commencing, Motorola and Customer shall conduct a site readiness review at each site to examine existing site conditions and work performed by others. The site readiness review documents any conditions that will prevent start of site work to be performed by Motorola. Customer, site owner, or site tenants shall be responsible for correcting any deficiencies found during the site readiness review affecting personnel or equipment safety prior to system installation.

Site readiness shall include at a minimum the following:

- Review of work performed by others is necessary to be completed prior to start of equipment installations.
- Determine and document proposed radio and ancillary equipment locations per site.
- If necessary, update and approve changes to original documents prior to work commencing.
- Complete and document exterior general site compound survey.

### 2.11.1 Equipment Room Requirements

The Equipment Room requirements are as follows:

- Temperature and humidity levels of 72 degrees F+/- 5 and less than 50 percent relative humidity.
- The equipment room environment should be dry, clean and well ventilated.
- The equipment area should be well lit, easily accessible and free from excess vibrations.
- It is recommended that the floor be a tiled floor, computer floor or sealed concrete. If the only alternative is carpeted flooring, then a true anti-static mat must be supplied. It must be 3 ft larger than the module base on all four sides.
- The floor must be capable of supporting 104 lbs. per square foot.
- A minimum ceiling height of 8 ft is required.
- Clear of opening doors, drawers, etc.
- No sprinkler systems above installation footprint

### 2.11.2 Power and Breaker Panels

Receptacle and Circuit Breaker Requirements:



## Equipment at Customer Site

- Surge/Lightning Protection is strongly recommended.
- All UPS backup is Customer provided, unless otherwise noted.
- All AC systems require a #10 AWG Personal Hazard Ground conductor from the IG Bus within the AC panel to Customer provided ground window/bus installed in the switch-room. This ground conductor must be identified by labeling at both ends.
- Motorola recommends between 1200VA (min) and 1500VA (max) for each UPS.

## 2.12 SYSTEM INSTALLATION

When contracted, a certified Intrado field technician will conduct the installation of the cold installation portion of the materials and an Intrado Field Technician and Engineer will be responsible for all NG9-1-1 equipment and software systems detailed herein for the entire contract period.

Standard working hours are 8 hours per day, however site access should be provided to the Technician beyond the hours indicated above as required in order to complete the installation.

This phase includes the installation of all base software as operative systems and general-purpose applications.

Intrado is responsible for the installation of the Hardware.

## 2.13 TRAINING

### 2.13.1 Perform Training

#### **Motorola Responsibilities:**

- Finalize training schedules with Customer.
- Conduct the training on use of Customer Management Portal and Clearview Reporting and A911NET.

#### **Customer Responsibilities:**

- Coordinate required student attendance at the scheduled time.

### 2.13.2 Training Complete

- All training is completed.
- Motorola and Customer sign and date a Training Completion milestone certificate.

## 2.14 TEST PLAN (FUNCTIONAL)

### 2.14.1 Perform System Functional Testing

Motorola and Intrado shall complete the installation of the System and all required testing. Prior to the “Live-Cutover”, a Functional Test Plan (FTP) will be conducted on each operating PSAP for signaling verification from and to the LEC and Hosting Facilities with all required circuits. The results of each Functional Test Procedure will be forwarded to the Customer when completed.



A specified test plan will be executed between Intrado, the LEC and accepted by the Customer and Motorola prior to the “Go-Live” pre-event meeting.

Upon successful completion of these test plans, Motorola shall notify Customer that the System has been installed, tested and operates in accordance with the requirements to be able to schedule a “GO-LIVE” Date.

## 2.14.2 Perform PSAP Functional Testing

### **Motorola Responsibilities:**

- Supply minimum two copies of the test plan.
- Conduct Site Functional Test Plan testing at each PSAP as approved at the design review.
- Repeat any failed test(s) as well as test affected components once responsible party(ies) have taken corrective action(s).
- Prepare documentation of component tests to be delivered as part of the final documentation package.
- Record test results in test plan.

### **Customer Responsibilities:**

- Witness acceptance tests.

### **Completion Criteria:**

- Successful completion of equipment testing.

## 2.15 CUTOVER PLAN

The Cutover Plan will be part of the “CUT-LIVE Plan that is required above. Because there will be multiple Data enter Cut-Lives and PSAP sequencing from Legacy 9-1-1 Systems to NG9-1-1 Systems, the Cutover Plan for all of these sites will be addendums to the Master “CUT-LIVE” Control Document

## 2.16 FINALIZE

### 2.16.1 Cutover

#### **Motorola Responsibilities:**

- Motorola will present a preliminary cutover plan for Customer approval at the initial Kick-Off meeting.
- Plan shall cover proposed cutover timeline, procedures, user group migration, and fallback plan.
- The “Cut-Live” Plan will be detailed for each Data Center and have addendums for each PSAP.
- Required LEC has agreed to the cutover plan and has supplied cutover plan timing frame.
- During cutover, follow the written plan and implement the defined contingencies, as required, with little or no impact on the existing system and/or Customer operations.
- Complete all required/proposed training plans prior to cutover.

#### **Customer Responsibilities:**

- Notify the user group(s) affected by the cutover (date and time).

**Completion Criteria:**

- Successful cutover of all installed equipment.

## 2.16.2 Final Documentation

**Motorola Responsibilities:**

- Prior to Final Acceptance, provide final copies and quantities of equipment operational, installation, service and maintenance, and programming manuals.
  - Infrastructure equipment/item description, models, serial numbers, versions, equipment location
  - Final as-built drawings
    - ◆ System-Level Block Diagrams
  - Acceptance Test documentation

**Customer Responsibilities:**

- Notify Motorola in writing following satisfactory completion of final system acceptance.

## 2.16.3 Final Acceptance (Milestone)

## 2.17 CHANGE ORDERS

Motorola shall provide the Customer with the services as set out in the Contract. Should the Customer request additional services, Motorola shall perform such additional services upon signature of a change order. All Change Orders will require both the “District’s Signature and the Motorola PM’s signature to be valid.

All services that are subject to a change order will also pass thru the management of the Motorola PM and the Customer approved agent. Motorola will allow these services to be provided directly or through any of its subcontractors

### 2.17.1 CHANGE ORDER REQUEST

Either Party may request changes within the general scope of the award contract agreement. If a requested change causes an increase or decrease in the cost or time required to perform this Agreement, the Parties will agree to an equitable adjustment of the Contract Price, Performance Schedule, or both, and will reflect the adjustment in a change order. Neither Party is obligated to perform requested changes unless both Parties execute a written, jointly signed change order. A sample change order is provided at the end of this document.



### Sample Change Order Request Form

Project Name:		Project No:	
Prepared by:		Date:	
Requester:		Change No:	
Type of Change Requested:			
<input type="checkbox"/> Project Scope Change		<input type="checkbox"/> Project Budget Change	
<input type="checkbox"/> Project Schedule Change		<input type="checkbox"/> Project Procurement/Contract Change	
<input type="checkbox"/> Other (specify):			
Detailed Description of Change:			
Reason for Change Requested:			
Effect on Project Cost:			
<input type="checkbox"/> Estimated Projected Cost <i>extension</i>		<input type="checkbox"/> Estimated Cost <i>reduction</i>	
Effect on Schedule:			
<input type="checkbox"/> Planned Project Completion Date:		<input type="checkbox"/> New Project Completion Date:	
Additional Remarks:			
Approval	Project Manager	Date	
Approval	Sponsor	Date	



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PROPOSAL TO  
ORANGE COUNTY, NORTH CAROLINA

# SECTION 3

# PRICING

NEXT GENERATION 911 SOLUTION



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# PRICING

## 3.1 PRICING SUMMARY

### Orange County One Time setup fee

Configuration Setup and Project Management	\$22,426
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### Orange County Recurring Payment

Based on current wirelined telephone numbers	\$ 24,206.59
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The Contract Price in U.S. dollars is \$1,474,821 which will be payable over a 60 month term with an upfront payment of \$22,426 and a monthly combined recurring charge of \$24,206.59 for ALI Management service and Voice and Routing service. The monthly recurring charge of \$24,206.59 is based on a quantity of 91,000 wirelined telephone numbers (TN's). Should the quantity of wirelined TN's exceed 91,000, the monthly charge will be recalculated at a rate of \$.225 per TN.

During implementation, the monthly recurring charges will be invoiced in two phases. Phase one will begin upon activation of the ALI Management service; the associated monthly recurring charge is \$ 12,073.26. Phase two will begin upon activation of Voice and Routing services; the associated monthly recurring charge will increase to \$24,206.59. The 60 month terms will commence once all services are live. ALI Management services may be active for one or more months prior to all services going live. A change order will be used to amend the Contract Price to include any additional months of ALI Management service.

## TEXT 2 911 PRICING SUMMARY

### Orange County One Time setup fee

Configuration Setup and Project Management	\$15,833.33
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### Orange County Monthly Recurring Payment for 60 Months

Text 2 911	\$ 1,583.33
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**ORANGE COUNTY**

**Expenditures**

**Phone Systems**

	2008/2009	2009/2010	2010/2011	2011/2012	2012/2013
9-1-1 trunks	315,318	235,448	4,216		
Admin lines			3,853	3,853	3,983
Language Interpretation Services	5,841	6,721	6,789	3,946	2,698
Selective Routing			166,506	160,933	91,587
Automatic Call Distribution					
Telephone equipment (CPE etc.)		1,596	15,658	4,898	4,054
TDD/TTY					
<b>Totals</b>	<b>321,159</b>	<b>243,765</b>	<b>197,021</b>	<b>173,630</b>	<b>102,322</b>

**Furniture**

<b>Totals</b>				9,932	6,137
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**Software**

CAD	83,108	19,342	16,763	15,068	
GIS	9,900			4,198	
Ortho/Oblique Imagery	33,259				
Voice Logging Recorder	2,950	3,800	7,600	3,800	
MIS for 9-1-1 phone system			683	7,290	
Time Synchronization			280	290	
Dispatch Protocols	5,700	5,548	4,314	3,917	
QA for Protocols				405	
ALI Database software					
Software Licensing					
Radio Console Software					
Console Audio Box (CAB) Software					
Paging Software				1,047	
Computer Aided Dispatch					
Automated digital voice dispatching software					
<b>Totals</b>	<b>134,917</b>	<b>28,690</b>	<b>29,640</b>	<b>36,015</b>	<b>0</b>

**Hardware**

CAD	11,382	398		522	395,623
GIS Server					
911 Phone System Server					
Voice Logging Server	2,950	3,800		3,800	131,206
Computer Workstations				20	
Time Synchronization					
UPS		5,753	6,792	6,446	9,199
Generator	215				
Call Detail Record Printer					
Radio Network Switching Equipment					
Fax Modem					
Printers			1,161		
Radio Console Ethernet Switch					
Radio Console Access Router					
Back up Storage equipment for 911 database					
Mobile Message Switch					
Paging Interface w/ CAD					
Alpha/Numeric Pager Tone Generator					
Radio Console					
<b>Totals</b>	<b>14,547</b>	<b>9,951</b>	<b>7,953</b>	<b>10,788</b>	<b>536,028</b>

**Training**

Registration			1,070	2,250	2,425
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In State Travel					
*Out of State Travel					
	<b>Totals</b>	0	0	1,070	2,250
					2,425

**Functions**

Database Provisioning	61,104	58,569	64,302	64,242	144,351
Addressing	31,689	27,728	21,272	21,192	22,675
Equipment Maintenance	74,384	50,552	40,595	47,430	62,966
Software Maintenance	58,627	49,703	4,261	4,211	33,598
	<b>Totals</b>	225,804	186,552	130,430	137,075
					263,590

						<b>FY2008-FY2012</b>	Yearly Amt.	Monthly Amt.
<b>TOTAL EXPENDITURES:</b>	696,427	468,958	366,113	369,690	910,502	2,811,689.81	562,337.96	46,861.50

[Proposed PSAP Dist.'IA1](#)