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August 1st, 2020

Nancie Pass
Director
388 13th Street
Saint Paul, MN 55101

Dear Director Pass:

Motorola Solutions, Inc. ("Motorola") is pleased to have the opportunity to provide Ramsey County with an IP Based NG9-1-1 System for quality NG 9-1-1 ready hardware, software and services. The Motorola Vesta project team has taken great care to propose a solution to address your needs and provide exceptional value.

The Motorola Vesta 911 Call Handling solution includes a combination of hardware, software and services. Specifically, this solution provides:

- NG 9-1-1 Ready Hardware and Software
- Professional Services
- System Support and Onsite Maintenance

This proposal is subject to the terms and condition of the State of Minnesota's Contract # 125398 Release No. R-696(5) (Price Agreement) and shall remain valid for a period of 60 days from the date of this cover letter. Ramsey County may accept the proposal by issuing a Purchase Order subject to the Price Agreement and Motorola's proposal dated September 15, 2020. Motorola will be pleased to address any concerns Ramsey County may have regarding the proposal. Any questions can be directed to Daniel Ploesser, Senior Account Manager, at 314-691-6046.

We thank you for the opportunity to furnish Ramsey County with this NG Ready 9-1-1 solution, and we hope to strengthen our relationship by implementing this project. Our goal is to provide you with the best products and services available in the communications industry.

Sincerely,

MOTOROLA SOLUTIONS, INC.

Elizabeth Heintzman
Area Sales Manager

RAMSEY COUNTY, MINNESOTA

NEXT GENERATION VESTA 9-1-1

SEPTEMBER 15, 2020

VESTA9-1-1 HARDWARE REFRESH FIRM PROPOSAL

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SECTION 1

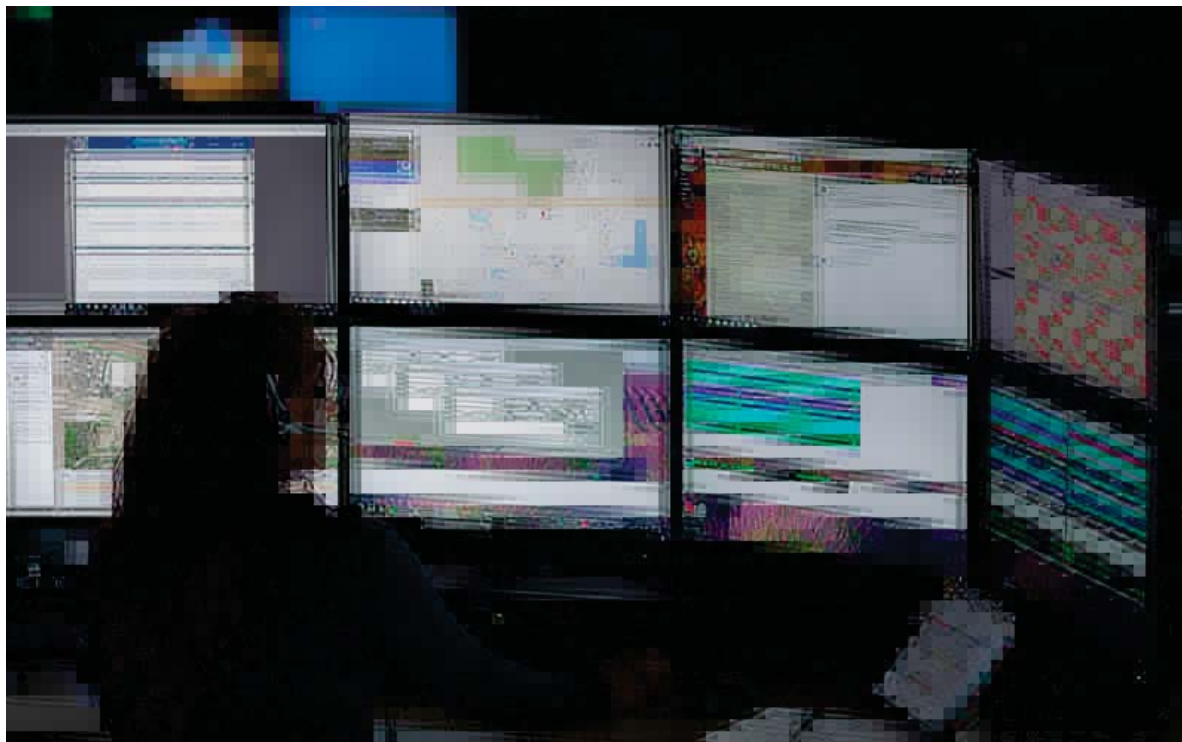
INTRODUCTION

Motorola Solutions is proud to present a VESTA® 9-1-1 call handling Hardware Refresh in response to Ramsey County's request.

Our VESTA team redesigned its industry leading 9-1-1 call handling platform from the ground up to specifically accommodate future emergency call handling formats. Our VESTA solution is that Next Generation 9-1-1 (NG9-1-1) platform. Already selected by over 1,500 agencies, the VESTA solution was designed to handle IP communications including Wireline, Wireless, VoIP, TDD/ TTY, SMS/Text. It will evolve to accept additional technologies like MMS and video, while maintaining our reputation for reliability and ease of use.

Today, the VESTA solution is the industry standard comprehensive NG9-1-1 solution. It offers PSAP's increased product features, operational efficiencies, and reliability along with stable, centralized call handling for individual or multiple PSAP locations.

The VESTA solution and its suite of products and services has been designed to meet growing community needs and emerging 9-1-1 technology. Ramsey County can be assured the solution proposed herein will comply and meet both the E9-1-1 requirements of today, the transitional standards or interim protocols (such as SMS versus RTT, RFAI versus true i3 SIP delivery (with PIDF-LO)) and the NG9-1-1 requirements of tomorrow. By selecting Motorola Solutions, Ramsey County can be confident they have partnered with the leading provider of Public Safety 9-1-1 solutions, and selecting the highest possible level of service to the visitors, citizens, and public safety professionals of their region.



SECTION 2

SOLUTION DESCRIPTION

2.1 BACKGROUND

Ramsey County and Arden Hills, Minnesota are currently configured with two (2) Standalone VESTA 911 Systems using version R7.0 and Analytics Standard Version 2.4 SP2 HF1.

Ramsey County currently operates a thirty-three (33) position center with Arden Hills operating a fifteen (15) position center.

2.2 SOLUTION REVIEW

Ramsey County and Arden Hills, MN will be sharing a redundant and geo-diverse VESTA 9-1-1 solution as part of the hardware refresh on their existing VESTA 9-1-1 systems which has recently surpassed the 5-year mark.

The new configuration will include but not limited to, the replacement of all Workstations, Servers, gateways, switches and firewalls in addition to migrating the workstations and servers to the current VESTA supported Operating System from Microsoft.

CenturyLink will continue to deliver SIP for 9-1-1 calls using the RFAI protocol for voice and ANI, while a traditional ALI lookup will continue for the location information on the caller until true i3 is delivered with the location as part of the SIP packet.

10-digit non-emergency calls will terminate from CenturyLink to each call centers' backroom using SIP. CenturyLink will provide an on premise ADTRAN device to output Primary Rate ISDN over to the VESTA systems at both locations.

The new solution will leverage existing investment and licensing where applicable while offering expansion capability for increased call volume and added content. Technologies such as SMS texting, RapidSOS, Automated Abandoned Callback will also be deployed to aid in processing calls within each center.

Ramsey County and Arden Hills will reuse/provide the following peripherals at all locations:

- Monitors at each Call-taker's and Administrative positions where applicable.

2.2.1 Summary of Offer

NG9-1-1 Call Handling solution for two PSAP location(s)

Ramsey County – Side A

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Arden Hills

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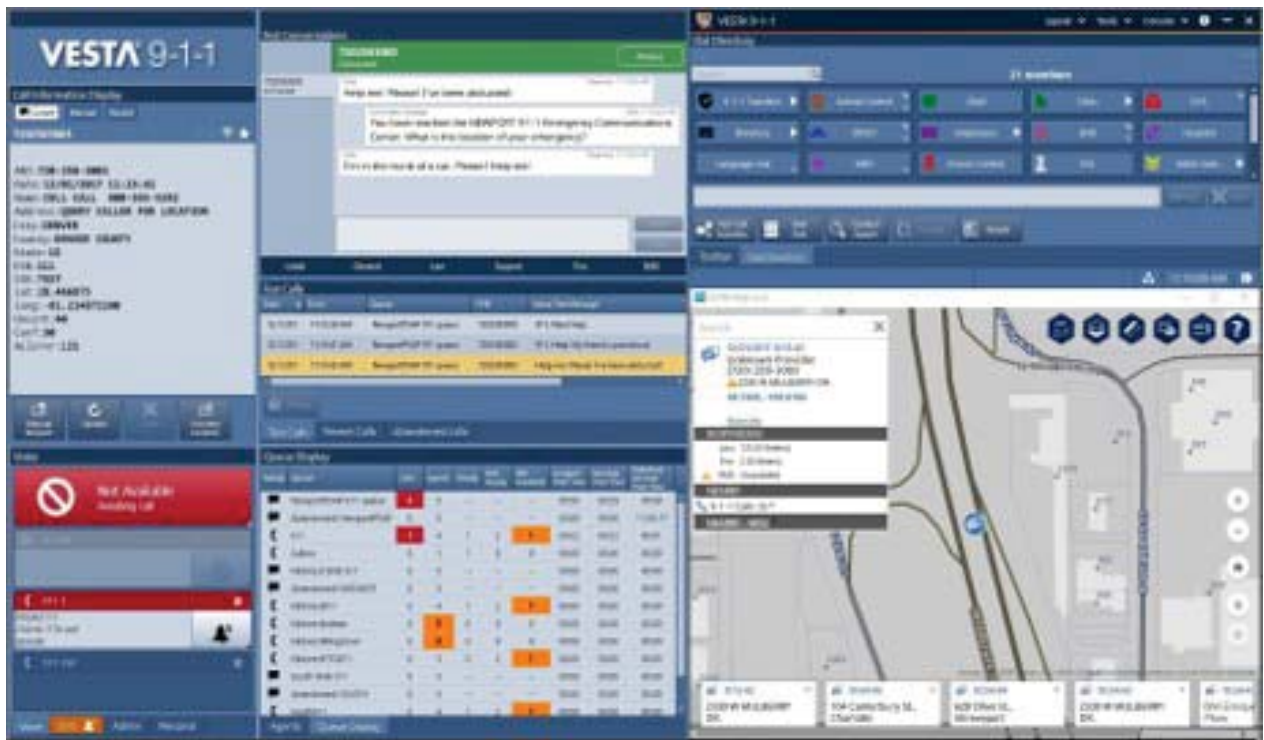


System-wide features

- EIM for NG9-1-1 core functions and capabilities for current RFAI and future i3 ESInet deployments
- MIS - Call management and reporting software (VESTA Analytics)
- Support for integrated Text-to-9-1-1 services
- Ramsey County & Arden Hills -wide data collection and reporting services on all 9-1-1 transactions



- System and component level monitoring, alarming, diagnostics and reporting services
- All-inclusive software support, updates, and upgrades for the contract term
- 24x7x365 help desk, trouble ticketing and Ramsey County support services
- Installation, testing, training, maintenance and on-site support services by Motorola Solutions.
- Project management services for the planning, design, testing, installation and operation of the systems for contract term



Fully Configurable VESTA 9-1-1 Solution

SECTION 3

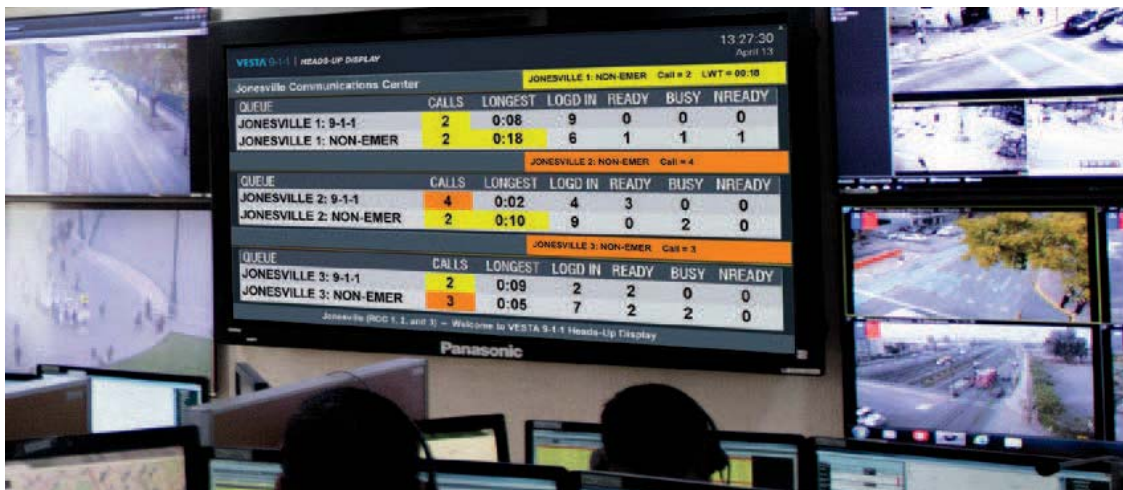
PRODUCT DESCRIPTION

3.1 DATA MANAGEMENT

3.1.1 Optional VESTA Heads-Up Display (HUD)

VESTA Heads-Up Display (HUD) will allow Ramsey County 9-1-1 to display call queue and PSAP activity information on a large 55" display mounted on the wall. Information may include queue status (number of calls in queue, length of time in queue), and call taker information (ready/not ready, busy). Various thresholds may also be set which can trigger a color change and/or trigger an external alerting device via a relay contact.

A HUD Viewer desktop application has also been included. This allows a supervisor or administrator to see the same information as on the overhead displays on their desktop but in many cases more information due to the limitation of the 55" display and what users can see from a distance.



Wall Mounted VESTA Heads-Up Display

3.1.2 Networking

The VESTA 9-1-1 system requires specific network capabilities in order to operate correctly in accordance with the VESTA IP Networking Guide (VESTA 9-1-1 Release 7.2 IP Networking Guide 833959-00505)



Ramsey County has dedicated and redundant single mode dark fiber between the Host sites for the VESTA® 9-1-1 required Layer 2 connections (these are referred to as East and West according to Ramsey County). Ramsey County has diverse entry points into the building while Arden Hills does not. However, there are plans to do so in the future but not part of this project.

There are no immediate plans at this point to have a remote site (though at any time they *could* deploy CommandPOST's (our remote mobile units)) and using a secured VPN connection, log in to VESTA to process calls from any agency.

The distance between the sites is approximately 24 miles, with that, MSI has provided the GBIC's for each Host location as the customer was not sure if they were going to light up the fiber or not.

3.1.3 Automated Abandoned Callback (AAC)

Automated Abandoned Callback (AAC) feature allows the VESTA 9-1-1 system to automatically call back serviceable abandoned 9-1-1 voice calls and verify if the caller needs assistance or not. If a caller responds that emergency service is still required, the system will automatically queue the call for the next available call-taker. Otherwise, the call is marked as no further action required and released.

NOTE: This feature requires that Answer Supervision be enabled on all lines used to automatically return abandoned calls. The use of ISDN-PRI lines is recommended for this purpose, especially in larger, busy systems. Lines used for AAC will remain in use even after the call exits the AAC function if a caller responds that help is still required. Sufficient lines will need to be configured for AAC use to ensure that there is no blocking during high traffic periods.

3.1.4 VESTA Integrated SMS

The VESTA SMS solution allows VESTA 9-1-1 systems to connect directly to Text Control Centers (TCC's) using standards-based MSRP protocol for delivery of text messages directly to VESTA console users. Some of the features of the VESTA SMS solution are:

- Standards based Text-to-9-1-1 solution
- Easy and flexible to operate
- Supports multiple text queues
- Text capability may be assigned to user roles
- Allows transfer of text calls within a single multi-PSAP system

3.1.5 VESTA's Enhanced Data Window

The Enhanced Data Window provides additional data content to the VESTA 9-1-1 console, which can help a Telecommunicator better assist a 9-1-1 caller.

Motorola Solutions and RapidSOS understand that every second counts in an emergency and that Telecommunicators and first responders need location accuracy to save lives. Through the integration of the RapidSOS NG911 Clearinghouse into VESTA, Ramsey County and Arden Hills now have the capability for improved situational awareness and improved decision making.



When a call comes in from an enabled smartphone, Telecommunicators will see location & enhanced data (if available) on the Enhanced Data Window in addition to the ALI on the VESTA console. The additional location data is based on Advanced Mobile Location (AML) from mobile devices.



RapidsOS Information Displays in Enhanced Data View

3.1.6 VESTA Analytics (MIS)

The VESTA Analytics solution (formerly Aurora) is the Motorola Solutions next-generation Management Information System (MIS). The VESTA Analytics solution expands on the role of MIS, becoming a comprehensive management platform. Based on Ramsey County and Arden Hills system size, the VESTA Analytics system will be deployed as:

- A standalone [REDACTED] Server

A record of each incoming and outgoing VESTA call will be contained within the VESTA Analytics database. At a minimum, the record contains the following information:

- Seize Time
- Answer Time
- Transfer Time
- Hang-up (disconnect) time
- Position number
- Agent
- Incoming number (ANI)

- Date/time
- ALI
- ANI log of disconnected calls showing arrival time and disconnected party abandonment time.

Microsoft Internet Explorer v. 6.0 or later is required to run the browser interface to the VESTA Analytics solution. Microsoft .Net support libraries v. 2.0 or higher are also required on the workstation accessing the VESTA Analytics MIS system.

The VESTA Analytics solution will be deployed as:

- Single host. Supports one geo-diverse system.

3.1.7 VESTA Analytics Front End

No dedicated client software is required to access the VESTA Analytics system. All access is performed using the Microsoft Internet Explorer 6.0 or later browser. The workstation accessing the VESTA Analytics system must:

- Have Microsoft .Net 2.0 or later software libraries installed.
- Be connected to the same network as the VESTA Analytics server or have other dedicated, secure access to the VESTA Analytics server network (VPN, etc.)
- One MS-SQL License per user accessing the VESTA Analytics MIS system is required.
- One VESTA Analytics system access license is required per user accessing the VESTA Analytics MIS system is required.

The VESTA Analytics access licenses are “concurrent usage” licenses. Users may log into the system from any workstation connected to the network as long as the number of users concurrently logged in do not exceed the number of access licenses purchased.

3.1.8 Call Detail Record (CDR) Interface

As part of the VESTA 9-1-1 system, the Call Details Record Interface (CDR) port(s) are implemented and available for use. CDR ports provide the following types of information to external devices:

- Call Detail Record. Shows a detailed listing of every action that has occurred (either automatically or by the call-taker) in the handling of the call.
- Optionally may include the ALI (Automatic Location Information) of the caller. This will typically be the last ALI received on the call.
- Optionally may include any TDD/TTY conversations that occurred as part of the call.
- Optionally may include call-taker log in/out and ready/not ready status changes.
- One or more ports may be implemented. To provide CDR port redundancy, one port must be equipped on each DDS server. Ports are typically run through a [REDACTED] which serves as a data arbitrator if the receiving service cannot perform its own arbitration.



3.1.9 Activity View

In addition to MSI's Heads Up Display product which continues to grow in features, the Activity View management application provides real-time monitoring of PSAP activities is good to have. At some point in time, most if not all the Activity View management application features will reside in HUD. Activity View may be configured by the user to display the status of:

- Call taker status
- Group status
- Group ACD status
- Incoming trunks
- Administrative lines
- Active calls

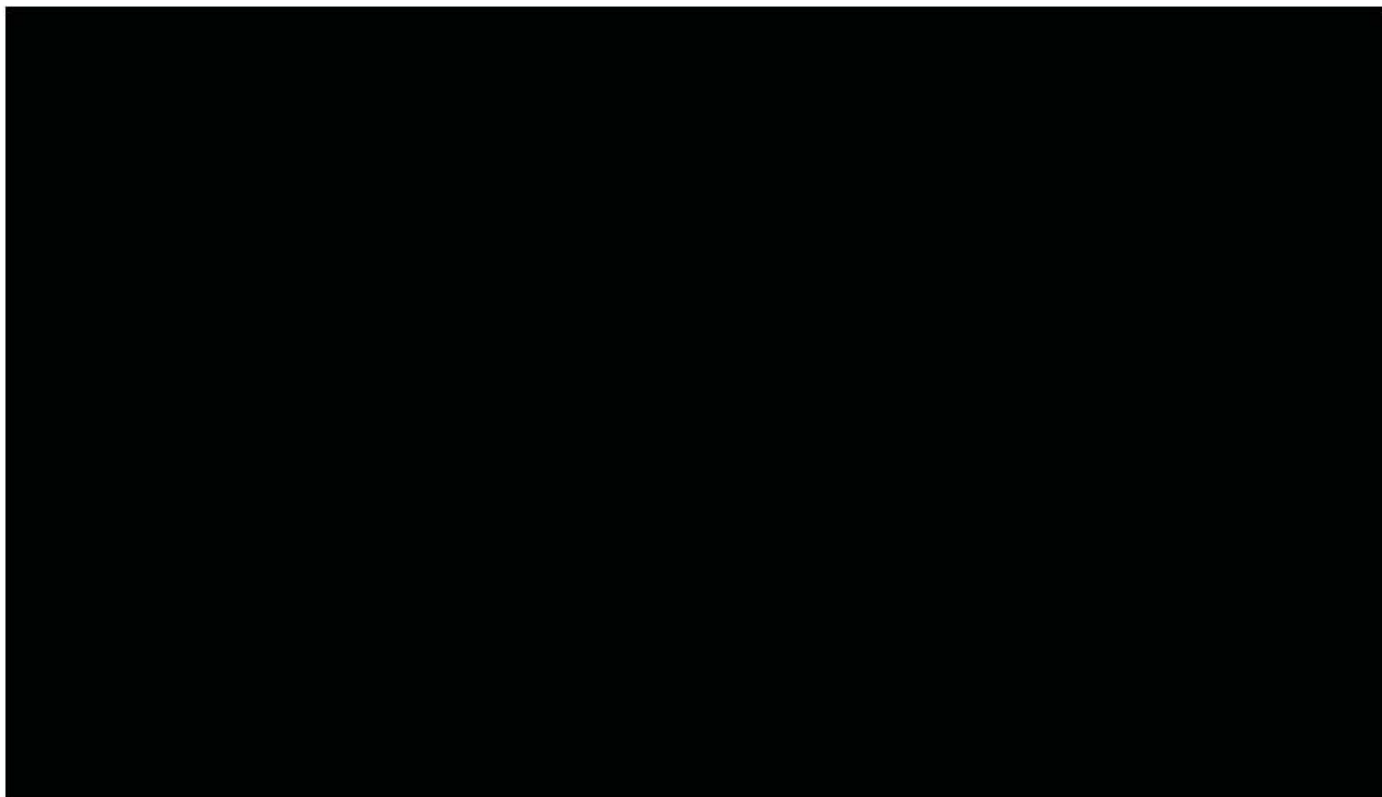
A user may also configure custom message colors and set a variety of thresholds which will trigger color changes.

The Activity View application also supports a Display Panels feature allowing a user to configure a display output that is compatible with large screen (wall-mount) monitors and/or projectors.

The Activity View management application can also display up to five (5) marquee messages to inform call-takers of upcoming events.



3.2 SYSTEM DIAGRAM



SECTION 4

STATEMENT OF WORK

4.1 INTRODUCTION

This Statement of Work (SOW) describes the deliverables to be furnished to Ramsey County, and the tasks to be performed by Motorola Solutions, Inc, its subcontractors, and by Ramsey County, in order to implement the solution detailed in this proposal. This SOW provides the most current understanding of the work required by both parties to ensure a successful project implementation.

It is understood that this SOW may be revised during contract negotiations or during the Contract Design Review (CDR), and through any other Change Orders that may occur during the execution of the project. If there are changes to the Scope of Work, those changes must be reflected in this SOW before becoming binding on either party. This SOW will be an Exhibit to the Contract negotiated between Motorola Solutions and Ramsey County. After contract execution, changes to the SOW must be made through the formal contract Change Order process as set forth in the Contract.

4.2 CONTRACT

4.2.1 Contract Award - Milestone

Ramsey County and Motorola Solutions execute the contract and both parties receive all the necessary documentation.

4.2.2 Contract Administration

Motorola Solutions Responsibilities

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

Customer Responsibilities

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

Completion Criteria

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



4.2.3 Project Kickoff

Motorola Solutions Responsibilities

- Conduct a project kickoff meeting during the Contract Design Review (CDR) phase of the project.
- Ensure key project team participants attend the meeting.
- Introduce all project participants attending the meeting.
- Review the roles of the project participants to identify communication flows and decision-making authority between project participants.
- Review the overall project scope and objectives with Ramsey County.
- Review the resource and scheduling requirements with Ramsey County.
- Review the Project Schedule with Ramsey County to address upcoming milestones and/or events.
- Review the teams' interactions (Motorola Solutions and Ramsey County), meetings, reports, milestone acceptance, and Ramsey County's participation in particular phases.

Customer Responsibilities

- Ramsey County 's key project team participants attend the meeting.
- Review Motorola Solutions and Ramsey County responsibilities.
- Provide copies of their existing map data.

Completion Criteria

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

4.3 CONTRACT DESIGN REVIEW

4.3.1 Review Contract Design

Motorola Solutions Responsibilities

- Meet with the Ramsey County project team.
- Review the operational requirements and the impact of those requirements on various equipment configurations.
- Establish a defined baseline for the system design and identify any special product requirements and their impact on system implementation.
- Review the System Design, Statement of Work, Project Schedule, and Acceptance Test Plans, and update the contract documents accordingly.
- Discuss the proposed Cutover Plan and methods to document a detailed procedure.
- Submit design documents to Ramsey County for approval. These documents form the basis of the system, which Motorola Solutions will manufacture, assemble, stage, and install.
- Prepare equipment layout plans for field.
- Establish demarcation point to define the connection point between the Motorola Solutions-supplied equipment and the Ramsey County -supplied link(s) and external interfaces.

Customer Responsibilities

- Ramsey County's key project team participants attend the meeting.
- Make timely decisions, according to the Project Schedule.



Completion Criteria

- Incorporate any deviations from the proposed system into the contract documents accordingly.
- The system design is "frozen" in preparation for subsequent project phases such as Order Processing and Manufacturing.
- A Change Order is executed in accordance with all material changes resulting from the Design Review to the contract.

4.3.2 Design Approval - Milestone

Ramsey County executes a Design Approval milestone document.

4.4 ORDER PROCESSING

4.4.1 Process Equipment List

Motorola Solutions Responsibilities

- Validate Equipment List by checking for valid model numbers, versions, compatible options to main equipment, and delivery data.
- Enter order into Motorola Solutions' Customer Order Fulfillment (COF) system.
- Reconcile the equipment list(s) to the Contract.

Customer Responsibilities

- Provide shipping location(s).
- Complete and provide Tax Certificate information verifying tax status of shipping location.

Completion Criteria

- Verify that the Equipment List contains the correct model numbers, version, options, and delivery data.
- Trial validation completed.
- Bridge the equipment order to the manufacturing facility.

4.5 MANUFACTURING AND STAGING

4.5.1 Manufacture Motorola Solutions Equipment

Motorola Solutions Responsibilities

- Manufacture the Motorola Solutions and non-Motorola Solutions equipment necessary for the system based on equipment order.

Customer Responsibilities

- Provide 3rd party hardware not provided on the Motorola equipment list.
- Provide Administrative Printer

Completion Criteria

- Ordered equipment shipped to either the field or the staging facility.

4.5.2 Staging

Motorola Solutions Responsibilities

- Ship all equipment needed for staging of the E911 console system.
- Stage the system.
- Pack system for shipment to final destination.
- Arrange for shipment to the field.

Customer Responsibilities

- Ramsey County to provide shipment location.

Completion Criteria

- Equipment ready for shipment to the field.

4.6 SYSTEM INSTALLATION

4.6.1 Install Call Handling Equipment - Milestone

Motorola Solutions Responsibilities

- Receive and inventory all equipment.
- Will remove existing equipment and set aside
- Install system equipment as specified by the Equipment List, System Description, and system drawings.

Customer Responsibilities

- Provide Antenna and Peripherals for the Netclock
- Provide access to the sites, as necessary
- Will Provide ALL monitors for each Call Taker and Administrative workstations
- Will provide storage location for the Motorola Solutions-provided equipment.
- Dispose of existing equipment if necessary.
- Install and test of all Telco circuits required.
- Provide all appropriate data and accounts for Analytic.
- Provide two existing ALI modems appropriate for the system.
- Provide connectivity from the required ALI database to an existing ALI modem at the primary site.
- Provide a printer if desired.

Completion Criteria

- Fixed Network Equipment installation completed and ready for optimization.



Design Assumptions

Motorola Solutions has made several system design assumptions in preparing this proposal, which are noted below. Should any of these assumptions be incorrect, Motorola Solutions reserves the right to amend the proposal which could result in a change in project scope, schedule, and/or cost. Motorola Solutions will need to verify all assumptions or seek alternate solutions in the case of invalid assumptions:

- This quote does not include considerations for any site-specific installation requirements, including but not limited to:
 - HVAC.
 - Floor Loading.
 - Power sourcing/loading.
 - Breaker panel availability.
 - Surge suppression, beyond that provided by Motorola Solutions for new equipment.
- All power/HVAC will be provided by Ramsey County.
- Equipment power is to be 120V AC:
 - The demarcation point will be the circuit distribution devices in the equipment racks.
 - Customer will provide NEC and R56 compliant TVSS power panel protection and grounding connection points for all rack-mounted equipment.
 - Customer will provide a connection to the building grounding system at each operator position.
- All existing sites or equipment locations will have sufficient space available for the system described. Ramsey County will be responsible to secure the use of existing equipment racks and power/grounding systems for the proposed hardware from existing site owners.
- Motorola Solutions is not providing any console workspace furniture or enclosures. Ramsey County will be responsible for providing furniture and any custom equipment to accommodate the call taker operator terminal(s) and to suit individual preferences.
- This proposal/design does not make any claims concerning equivalent functionality between the existing E911 console equipment/design and the proposed E911 Call Handling equipment.
- Motorola Solutions has not made any provisions in its design for connection of third-party systems to its dispatch hardware, this includes but is not limited to:
 - Computer Aided Dispatch (CAD).
 - Radio Dispatch Console.
 - Logging recorder.
- Any required system interconnections not specifically outlined here will be provided by Ramsey County. These may include dedicated phone circuits, microwave links or other types of connectivity.
- No box level or performance spec testing will be conducted.

4.6.2 Fixed Call Handling Equipment Installation Complete

All fixed network and console equipment installed and accepted by the Ramsey County.

4.7 TRAINING

4.7.1 Perform Training

Motorola Solutions Responsibilities

- Finalize training schedules purchased as part of this project with the Ramsey County Project Manager.
- Conduct the training classes outlined in the Training Plan.
- Online training will be provided to Ramsey County for the following:
 - E-Learn V9-1-1 SMS Administrative Delta training course (computer base)

Customer Responsibilities

- Attend training classes.
- Comply with the prerequisites in the Training Plan.

Completion Criteria

- All training classes completed.

4.7.2 Training Complete

All training classes completed.

4.8 CONDUCT FIELD ACCEPTANCE TEST

Motorola Solutions Responsibilities

- Conduct the Field Acceptance Test Plan (ATP) upon functional testing documents approved during the Design Review phase.
- If any major task as contractually described fails, repeat that particular task after Motorola Solutions determines that corrective action has been taken.
- Document all issues that arise during the acceptance tests.
- Document the results of the acceptance tests and present to Ramsey County for review.
- Resolve any minor task failures before Final System Acceptance.

Customer Responsibilities

- Witness the Field ATP.

Completion Criteria

- Successful completion of the Field ATP.
- Ramsey County approval of the Field ATP.

4.8.1 System Acceptance Test Procedures - Milestone

Ramsey County approves the completion of all the required tests.



4.9 FINALIZE

4.9.1 Cutover

Motorola Solutions Responsibilities

- Motorola Solutions and Ramsey County develop a mutually agreed upon cutover plan based upon discussions held during the CDR.
- During cutover, follow the written plan and implement the defined contingencies, as required.
- Conduct cutover meeting(s) to address both how to mitigate technical and communication problem impact to the users during cutover and during the general operation of the system.

Customer Responsibilities:

- Attend cutover meetings and approve the cutover plan.
- Notify the user group(s) affected by the cutover (date and time).
- Conduct a roll call of all users working during the cutover, in an organized and methodical manner.

Completion Criteria

- Successful migration from the old system to the new system.

4.9.2 Resolve Punch List

Motorola Solutions Responsibilities

- Work with Ramsey County to resolve punch list items, documented during the ATP phase, in order to meet all the criteria for final system acceptance.

Customer Responsibilities

- Assist Motorola Solutions 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 Ramsey County.

4.9.3 Finalize Documentation

Motorola Solutions Responsibilities

- Provide the following documents:
 - Field ATP Test Sheets and Results.

Customer Responsibilities

- Receive and approve all documentation provided by Motorola Solutions.

Completion Criteria

- All required documentation is provided and approved by Ramsey County.

4.9.4 Final Acceptance - Milestone

- All deliverables completed, as contractually required.
- Final System Acceptance received from the Ramsey County.

4.10 PROJECT ADMINISTRATION

4.10.1 Project Status Meetings

Motorola Solutions Responsibilities

- Motorola Solutions' Project Manager, or designee, will attend all project status meetings with Ramsey County, as determined during the CDR.
- Record the meeting minutes and supply the report.
- The agenda will include the following:
 - Overall project status compared to the Project Schedule.
 - Product or service related issues that may affect the Project Schedule.
 - Status of the action items and the responsibilities associated with them, in accordance with the Project Schedule.
 - Any miscellaneous concerns of either Ramsey County or Motorola Solutions.

Customer Responsibilities

- Attend meetings.
- Respond to issues in a timely manner.

Completion Criteria

- Completion of the meetings and submission of meeting minutes.

4.10.2 Progress Milestone Submittal

Motorola Solutions Responsibilities

- Submit progress (non-payment) milestone completion certificate/documentation.

Customer Responsibilities

- Approve milestone, which will signify confirmation of completion of the work associated with the scheduled task.

Completion Criteria

- Ramsey County approval of the Milestone Completion document(s).

4.10.3 Change Order Process

Either Party may request changes within the general scope of this 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 change order.



SECTION 5

SERVICE/WARRANTY

Motorola Solutions, Inc. (Motorola Solutions) has the most comprehensive service organization in the Land Mobile Industry. Since 1947, we have been building a unique service team, national in scope, but local in its ability to respond to Ramsey County's diverse needs. As product and system complexity has evolved over the years, the Motorola Solutions Global Solutions and Service Division has responded by developing new service products and programs to match the evolution. This ensures that we have the ability to provide service products to effectively maintain your system.

Routine system monitoring, network connectivity issues and ongoing cyber threats eat up valuable time and resources. At Motorola Solutions, we understand the complexities and challenges associated with maintaining communications integrity. It's why we proudly offer our Network Security Operations Center (NSOC), a best-in-class solution for 24/7 monitoring and 9-1-1 systems management.

We tailor our Service Delivery Plans to support the individual needs of our customers. We do this by leveraging our Service Delivery Management team who is focused on the servicing of your system so you can focus on the operations. Our Service Delivery Manager will maintain close communications with Ramsey County to continually monitor and assess our services at all stages and adapt to meet your needs where necessary.

Our goal is to build a service relationship you can trust and count on to grow with your needs and the demands of Next Generation 9-1-1 emerging technologies.

5.1 MOTOROLA SOLUTIONS WARRANTY

Motorola Solutions' will be providing Ramsey County with 24x7x365 support during the 1-year warranty period.

In addition, Motorola Solutions provides a customized support package to meet your needs. We have included the following additional services in your support plan. After the first year, these services may be purchased under a separate agreement.

5.2 ONSITE INFRASTRUCTURE RESPONSE

Motorola Solutions' On-Site Response service gives you that advantage by making available our network of expert support resources located all across North America to provide on-site support when you need it. These Motorola Solutions certified field technicians arrive at your door equipped and ready to do what it takes to get your system running at optimum capacity.

Using Motorola Solutions-approved test equipment, service procedures and backed by Motorola Solutions' centralized technical resources, technicians from your local authorized service center are dispatched to your site to perform diagnostics, remove components for repair, and reinstall new or reconditioned components. When it is a response to a call for help, Motorola Solutions On-Site Response service guarantees technician dispatch, site arrival, and problem resolution—all within your contracted 2hrs response times.



Motorola Solutions field technicians average 35-60 hours of technical training per year and 15-25 years of solution experience that aid in the quick and timely resolution of your service issues. Motorola Solutions on-site technicians are also backed up by technical consultants and field engineering support across the county when the situation calls for a more specialized expertise. We recognize that your communication system is critical to your operation and our support strategy of local and centralized support is our promise to you that we will do whatever it takes to keep it working at peak efficiency.

Motorola Solutions' On-Site Response service is a vital component of an intelligent communication support plan that keeps your business running, your costs down, and helps you stay focused on your goals.

5.3 TECHNICAL SUPPORT SERVICE

Motorola Solutions Technical Support Service assures you maximum preparedness with on-demand technical support, commitment to restoration, and whatever it takes to enable immediate communication via your wireless network! The skilled professionals and advanced systems at the Motorola Solutions System.

Support Center is there to keep your network running at peak performance 24 hours a day, 7 days a week.

Technical Support provides:

- Expert technologists trained in troubleshooting to analyze, isolate and correct problems to get your system issue(s) resolved quickly.
- Best-in-class Remote Diagnosis capabilities: advanced diagnostics and fully equipped test labs, if applicable, based on system type.
- Automated test systems to quickly diagnose boards.
- Shared knowledge database constantly updated for technologists to utilize to reduce cycle time.
- Immediate access to Network Designers and Engineers.
- Rigorous and defined case and escalation management process and procedures.
- Motorola Solutions technologists participate in ongoing training programs.
- Customer case performance reports available upon request.

5.4 SOFTWARE SUPPORT

Due to normal advancements in technology, individual components within the E911 platform will require periodic update and replacement to mitigate network vulnerabilities and address technology obsolescence. Software Agreement complements the lifecycle of the E911 system by providing periodic software updates which safeguard and enhance the operation, and extend the lifespan of the E911 system. The Software Agreement provides system release software for VESTA.

Updated software incorporates the latest advancements in technology and provides improvement in network security. Regular updates ensure commercial software remains within the OEM support coverage and may provide operational enhancements of previously purchased features. The Software Agreement not only provides a simple approach to updating the system, but owners can also realize up to 80% cost savings compared to individual procurement of software updates. The fixed price annual subscription also provides an approach for consistent budget planning and cost containment against unexpected changes. The Software Agreement is a flexible lifecycle management solution that



allows the system owner to implement updates on their own schedule and incur hardware and implementation services expense at the time of upgrade:

- Minor releases may include security updates, patches and service pack updates for Microsoft Windows and Server OS, Red Hat Linux, Sun Solaris and any VESTA software service packs that may be available.
- Major releases include VESTA system release software to improve the system functionality and operation from previous releases as well as significant new feature enhancements that are available for purchase.

5.5 MONITORING AND RESPONSE

Monitoring and Response Service can help keep your network at optimum availability so it is ready to serve mission-critical communications needs. By watching over the network continuously, Network Monitoring Service takes action whenever needed, and resolves network problems. We often intervene and correct the problem before you even know a problem exists. Monitoring and Response Service provides improved productivity and enhanced network performance, which in turn helps to increase your technology Return-On-Investment (ROI).

Using a combination of network monitoring software, automated alerts, and remote diagnostics inquiries, our technologists actively monitor your network to maximize network uptime and overall preparedness for the expected and unexpected. Upon receiving an alert, our team immediately performs a series of diagnostics to assess the problem. Often the situation can be resolved remotely, but when additional attention is required, local field technicians are dispatched immediately to your site to achieve restoration.

Monitoring and Response Service is a vital component of an intelligent communication support plan that keeps your business operating smoothly, your costs down, and assures maximum preparedness at all times.

Specifically, Monitoring and Response Service provides:

- Improved network availability.
- Remote and timely resolution to minimize downtime.
- Cost efficiencies.
- Optimize time at site due to assessment and knowledge transfer before dispatch.
- Minimize unnecessary trips to site.
- Mitigate need for 24x7 operations monitoring center.
- Detailed Reports.



SECTION 6

EQUIPMENT LIST

6.1 RAMSEY COUNTY PSAP

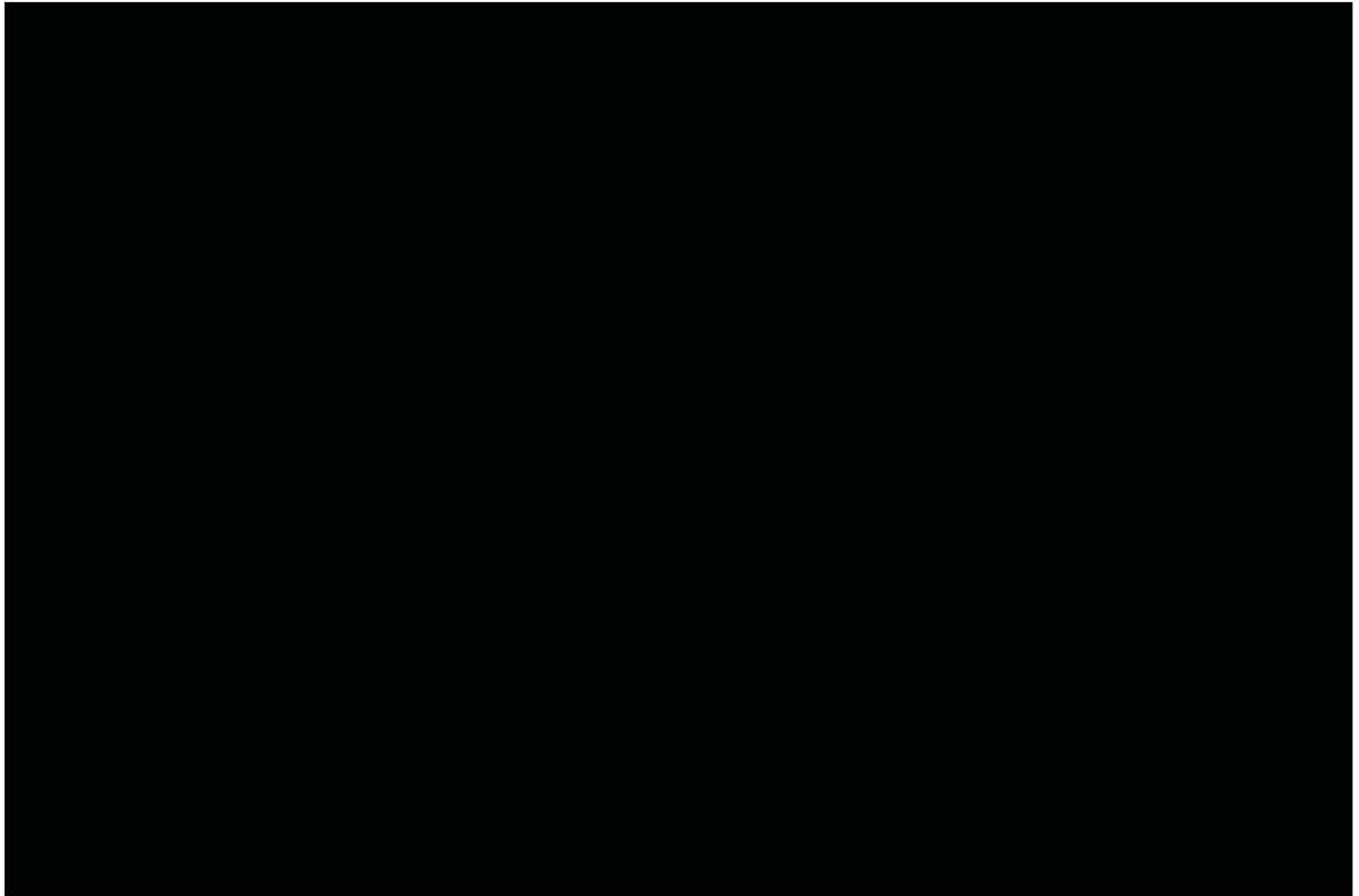
VESTA® 9-1-1

Qty.	Part No.	Description	Unit Price	U/M	Total









VESTA® Analytics

Qty.	Part No.	Description	Unit Price	U/M	Total



Managed Services

Qty.	Part No.	Description	Unit Price	U/M	Total



Optional Parts/Spares

Qty.	Part No.	Description	Unit Price	U/M	Total

Extended Warranties

Qty.	Part No.	Description	Unit Price	U/M	Total



VESTA® Services

Qty.	Part No.	Description	Unit Price	U/M	Total
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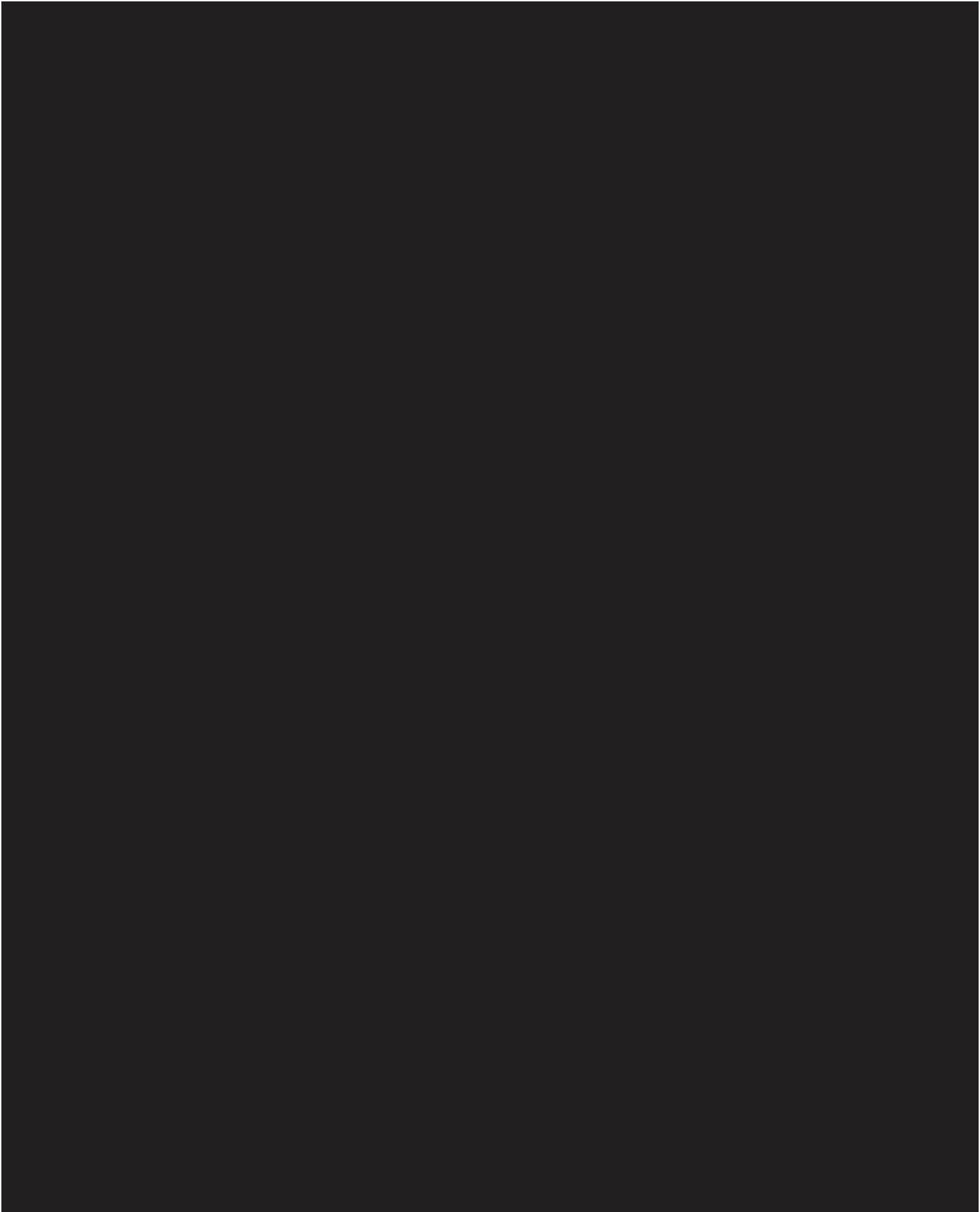


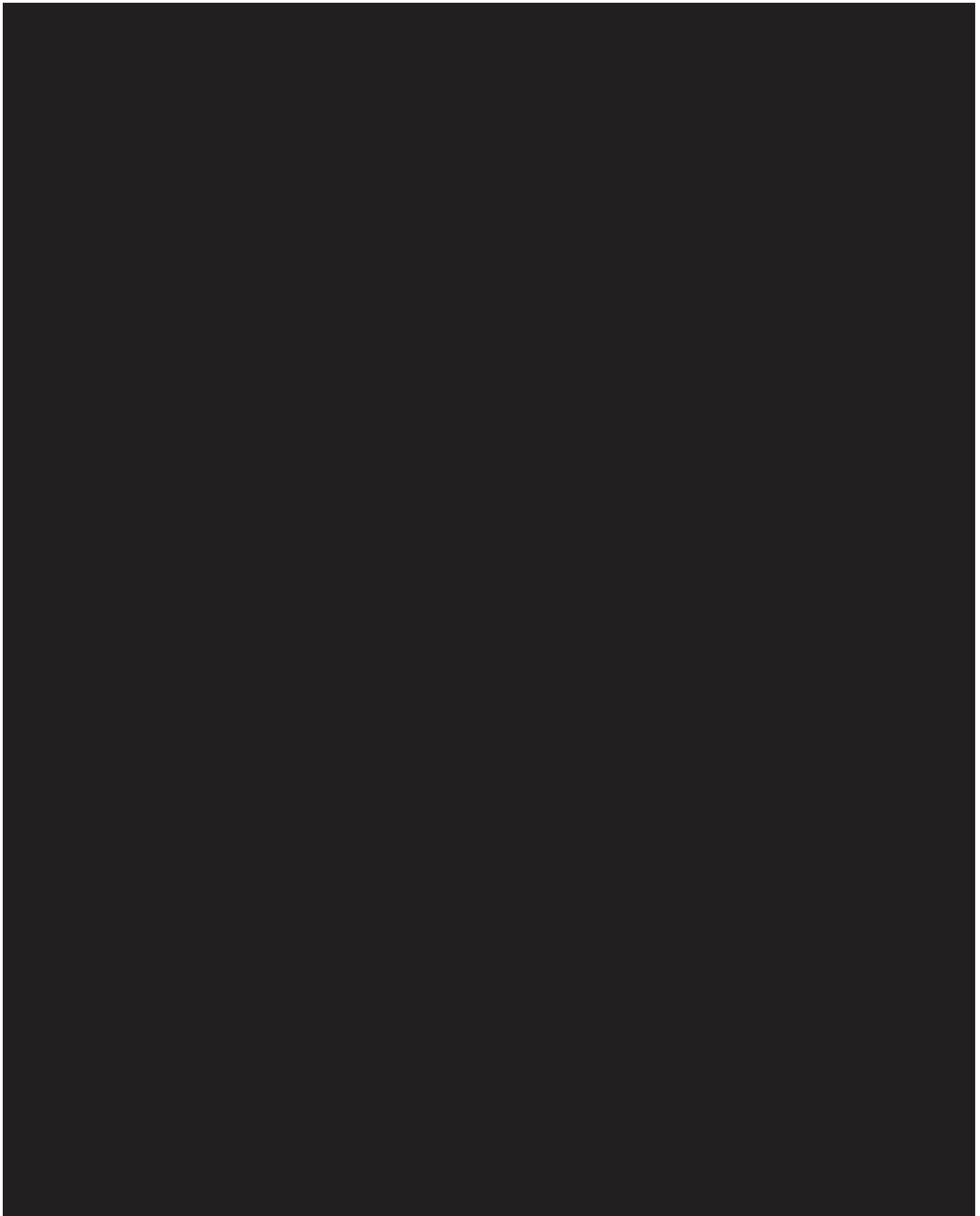
6.2 ARDEN HILLS

VESTA® 9-1-1

Qty.	Part No.	Description	Unit Price	U/M	Total
[Redacted Table Content]					

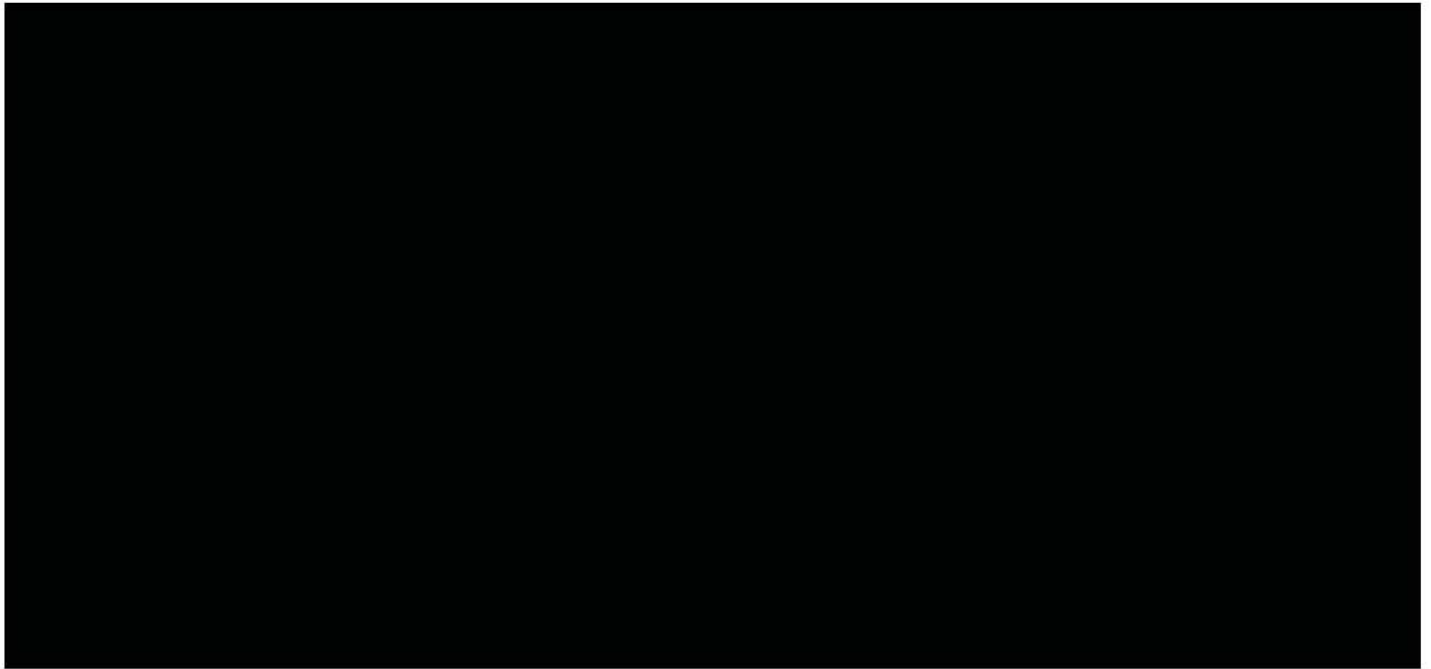






Qty.	Part No.	Description	Unit Price	U/M	Total

Qty.	Part No.	Description	Unit Price	U/M	Total



Extended Warranties

Qty.	Part No.	Description	Unit Price	U/M	Total
[Redacted Table Content]					



SECTION 7

OPTIONAL FEATURES

7.1 HEADS-UP DISPLAY FOR RAMSEY AND ARDEN

VESTA® 9-1-1

Qty.	Part No.	Description	Unit Price	U/M	Total





Managed Services

Qty.	Part No.	Description	Unit Price	U/M	Total

Extended Warranties

Qty.	Part No.	Description	Unit Price	U/M	Total

VESTA® Services

Qty.	Part No.	Description	Unit Price	U/M	Total





SECTION 8

PRICING

Pricing Summary for the VESTA 9-1-1 Hardware Refresh to be purchased by Ramsey County, MN is subject to the terms and conditions of the State of Minnesota Price Agreement Contract # 125398 Release No R-696 (5)

Summary by Expense Category/Component - 1 YEAR			List Price
<u>Hardware Refresh</u>			
Hardware/Software	\$	404,073.75	
Implementation, Project Management and Training	\$	217,118.25	
Software Support	\$	149,257.50	
24x7 Onsite Maintenance - Ramsey	\$	2,400.00	
Extended Warranties	\$	16,935.00	
	Discount	\$ (43,873.00)	
	Grand Total	\$ 745,911.50	
<u>Optional Items</u>			
24x7 Onsite Maintenance - MSI	\$	72,000.00	
HUD	\$	76,495.00	

8.1 DESIGN CHANGE REQUEST IMPACT

Add

- Abandon 9-1-1 Server (License, server, labor) = [REDACTED]

SIP Interface Hardware Requirement

- Add (2) additional T1 Span gateways and (2) additional [REDACTED] Chassis at each location [REDACTED]
- Added GBIC [REDACTED]

Remove

- Remove the Administrative Workstation [REDACTED]
- Remove all monitors [REDACTED]
- Remove all printer [REDACTED]
- Removed the M800C Gateways at both locations [REDACTED]
- Removed monitors for the Admin Workstation

- Switched out Workstations to Minis without dual NIC's per Ramsey's request



PAYMENT SCHEDULE

Motorola has provided the suggested payment terms for Ramsey County Emergency Communications consideration. Ramsey County Emergency Communications will make payments to Motorola within thirty (30) days after the date of each invoice Ramsey County Emergency Communications will make payments when due in the form of a check, cashier's check or wire transfer drawn on a U.S. financial institution and in accordance with the following milestones:

System Purchase (excluding Subscribers, if applicable)

1. 75% of the Contract Price upon Shipment of the Equipment to the Customer, and
2. 25% of the Contract Price due upon Completion of Installation.

Motorola shall make partial shipments of equipment and will request payment upon shipment of such equipment. In addition, Motorola shall invoice for installations completed on a site-by-site basis or when professional services are completed, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value. Unless otherwise specified, contract discounts are based upon all items proposed and overall system package. For invoicing purposes only, discounts will be applied proportionately to the FNE and Subscriber equipment values to total contract price. Overdue invoices will bear simple interest at the maximum allowable rate by state law.

For Lifecycle Support Plan and Subscription Based Services

Motorola will invoice Customer annually in advance of each year of the plan.



SECTION 9

CONTRACTUAL DOCUMENTATION

This Proposal is subject to the terms and conditions of the State of Minnesota's Price Agreement Contract #125398 Release No. R-696(5)





MOTOROLA SOLUTIONS

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Ramsey County – Arden Hills, MN

Geo Diverse VESTA® 9-1-1 Call Processing

Solution Diagram from Motorola Solutions Inc.

Assumptions / Notes / Purpose:

The following drawings provide a high level illustration of the proposed deployment model of using virtualized servers with a VESTA 9-1-1

Legend

- LAN A
- LAN B
- Digital
- Analog
- Mixed
- WAN
- Optional
- Optional
- Demarc Point
- VRP
- 10GbE

Title: Ramsey County – Arden Hills MN Solution Diagram

Project: Ramsey County – Arden Hills MN

Version: 08.17.20a

Date: Aug 17, 2020

☐ Preliminary ☒ Final

Filename: Ramsey County MN Diagram 08.17.20a.vsd

Engineer: Mark Gallant/Tim Tallman

Page: 1 of 4



Ramsey County – Arden Hills VESTA 7.4 9-1-1 Geo-Diverse System



Core and Access Layer Switches
(3) Cisco 2960-X at Host A
(3) Cisco 2960-X at Host B

GBIC's for Layer 2 Connections
(2) GBIC SFP MOD GLC-ZX-SM at Host A
(2) GBIC SFP MOD GLC-ZX-SM at Host B

● MSI - Network Demarcation Point

This diagram is conceptual in nature and used to provide an overview only.



MOTOROLA SOLUTIONS

Ramsey County - Arden Hills VESTA 7.4 9-1-1 Geo-Diverse System



This diagram is conceptual in nature and used to provide an overview only.

Drawing Revision Notes:

Revision 06.11.20a – [mdg] initial design
Revision 08.03.20a – [mdg] updated with PRI from CenturyLink versus SIP for admin calls.
Revision 08.11.20a – [mdg] synced the diagram up with the proposal
Revision 08.17.20a – [mdg] added Aries Media Player to Arden Hills with customer providing the display panel.



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