

SECTION 10

SYSTEM, SUBSYSTEM AND SUBSCRIBER WARRANTY

RADIO COMMUNICATIONS SYSTEM

DECEMBER 21, 2016



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TABLE OF CONTENTS

SECTION 10	10-1
SYSTEM, SUBSYSTEM AND SUBSCRIBER WARRANTY	10-1
10.1 OVERVIEW	10-1
10.2 THE MOTOROLA SERVICE DELIVERY TEAM.....	10-1
10.2.1 Customer Services Manager.....	10-1
10.2.2 Motorola System Support Center.....	10-1
10.3 WARRANTY SERVICES	10-2
10.4 THE MOTOROLA SERVICE DELIVERY TEAM.....	10-2
10.4.1 Customer Services Manager.....	10-2
10.4.2 Motorola System Support Center.....	10-2
10.4.3 Located in Schaumburg, Illinois, the System Support Center (SSC) is a key component to the overall management and system maintenance. Motorola Local Service Provider	10-2
10.5 WARRANTY SERVICES	10-2
10.6 ADVANCED PLUS SERVICES OVERVIEW.....	10-2
10.7 SERVICES DESCRIPTION	10-3
10.7.1 Centralized Service Delivery	10-3
10.7.2 Network Hardware Repair	10-3
10.8 MOTOROLA’S SERVICE CAPABILITIES.....	10-4
10.8.1 On-Call Support through the Solutions Support Center (SSC).....	10-4
10.8.2 Centralized Repair Management through Motorola’s Repair Depot	10-4
10.9 SYSTEM SOFTWARE/HARDWARE REFRESH.....	10-4
10.10 SERVICE FROM THE START (SFS) - LITE	10-5
10.11 MOTOROLA SYSTEM MANAGEMENT SERVICES	10-5



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SYSTEM, SUBSYSTEM AND SUBSCRIBER WARRANTY

(Information for Years 1-3)

10.1 OVERVIEW

Motorola has over 75 years of experience supporting mission critical communications for public safety and public service agencies. Motorola's technical and service professionals use a structured approach to life cycle service delivery and provide comprehensive maintenance and support throughout the life of the system. The value of support is measured by system availability, which is optimized through the use of proactive processes, such as preventive maintenance, fault monitoring and active response management. System availability is a function of having in place a support plan delivered by highly skilled support professionals, backed by proven processes, tools, and continuous training.

10.2 THE MOTOROLA SERVICE DELIVERY TEAM

10.2.1 Customer Services Manager

Your Motorola Customer Services Manager (CSM) provides coordination of support resources to enhance the quality of service delivery and to ensure your satisfaction. The Customer Services Manager (CSM) is responsible to oversee the execution of the Warranty and Service Agreement and ensure that Motorola meets its response and restoration cycle time commitments. The CSM will supervise and manage the Motorola Authorized Servicer's functions.

10.2.2 Motorola System Support Center

Located in Schaumburg, Illinois, the System Support Center (SSC) is a key component to the overall management and system maintenance. Motorola Local Service Provider

Motorola's authorized service centers are staffed with trained and qualified technicians. They provide rapid response, repair, restoration, installations, removals, programming, and scheduled preventive maintenance tasks for site standards compliance and RF operability. Motorola's authorized service centers are assessed annually for technical and administrative competency.

Motorola places great emphasis on ensuring that communications systems, such as the one proposed for MERA, meet high standards for design, manufacture, and performance. To enhance the value of the communications system being acquired, Motorola offers customized warranty and post-warranty services as outlined in this section.



10.3 WARRANTY SERVICES

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10.5 WARRANTY SERVICES

Motorola will provide warranty services per our standard warranty terms and conditions as outlined within the Communication Systems Agreement within this proposal. In addition to the Standard Commercial Warranty, the service products that comprise the Custom Warranty package mirror those delivered to MERA and are listed below along with a brief description.

10.6 ADVANCED PLUS SERVICES OVERVIEW

As requested in the RFP, Motorola is proposing the required warranty services which are described in this section.

In order to ensure the continuity of the MERA network and reduce system downtime Motorola originally proposed our Advanced Plus Services offering to MERA Appropriate for customers who

wish to leverage Motorola's experienced personnel to maintain mission-critical communications for their first responders, Advanced Plus Services focuses on monitoring the network on an ongoing basis, proactively mitigating potential functionality and security issues, and providing both remote and onsite support. In subsequent dialog with MERA, MERA has requested a streamlined post warranty offering consisting of only the following post warranty services.

- Technical Support.
- Network Hardware Repair

These services will be delivered to MERA through the combination of local service personnel either dedicated to the network or engaged as needed; a centralized team within Motorola's Solutions Support Center (SSC), which operates on a 24 x 7 x 365 basis; and our Repair Depot, which will ensure that equipment is repaired to the highest quality standards. The collaboration between these service resources, all of who are experienced in the maintenance of mission-critical networks, will enable a swift analysis of any network issues, an accurate diagnosis of root causes, and a timely resolution and return to normal network operation.

10.7 SERVICES DESCRIPTION

10.7.1 Centralized Service Delivery

Centralized support will be provided by Motorola's support staff, located at our Service Desk and Solutions Support Center (SSC). These experienced personnel will provide direct service and technical support through a combination of Service Desk telephone support, technical consultation and troubleshooting through the SSC, and ongoing network monitoring of the MERA system.

Motorola will provide **Service Desk** response as a single point of contact for all support issues, including communications between MERA, third-party subcontractors and manufacturers, and Motorola. When MERA personnel call for support, the Service Desk will record, track, and update all Service Requests, Change Requests, Dispatch Requests, and Service Incidents using Motorola's Customer Relationship Management (CRM) system. The Service Desk is responsible for documenting MERA inquiries, requests, concerns, and related tickets; tracking and resolving issues; and ensuring timely communications with all stakeholders based on the nature of the incident.

As tickets are opened by the Service Desk, issues that require specific technical expertise and support will be routed to our Solutions Support Center (SSC) system technologists for **Technical Support**, who will provide telephone consultation and troubleshooting capabilities to diagnose and resolve infrastructure performance and operational issues. Motorola's recording, escalating, and reporting process applies ISO 90001 and TL 9000-certified standards to the Technical Support calls from our contracted customers, reflecting our focus on maintaining mission-critical communications for the users of our systems.

10.7.2 Network Hardware Repair

Infrastructure Repair service provides for the repair of all Motorola-manufactured equipment, as well as equipment from third-party infrastructure vendors. All repair management is handled through a central location eliminating your need to send equipment to multiple locations.

Comprehensive test labs replicate your network in order to reproduce and analyze the issue. State-of-the-art, industry-standard repair tools enable our technicians to troubleshoot, analyze, test, and repair your equipment. Our ISO9001 and



TL9000-certified processes and methodologies ensure that your equipment is quickly returned maintaining the highest quality standards.

Service agreements allow you to budget your maintenance costs on an annual basis. Equipment covered under service agreements also receives higher service priority, which results in quicker repair times.

10.8 MOTOROLA'S SERVICE CAPABILITIES

Our focus on the needs of our public safety partners has led us to recognize that an integrated implementation and service delivery team that takes a new system from system installation, to acceptance, to warranty, and all the way through extended maintenance, is the best way to ensure that public safety communications systems meet the needs of first responders. Motorola's team of experts, have developed refined processes and sophisticated tools through our experience in delivering mission-critical communications.

10.8.1 On-Call Support through the Solutions Support Center (SSC)

The cornerstone of our customer care process, Motorola's Solution Support Center (SSC) is staffed 24x7x365 by experienced system technologists. This TL 9000/ISO 9001-certified center responds to over 5000 public safety, utility, and enterprise customers. With over 100,000 phone and email interactions with Motorola customers per month, the SSC provides our customers with a centralized contact point for service requests.

10.8.2 Centralized Repair Management through Motorola's Repair Depot

Our repair management depot coordinates component repair through a central location, eliminating the need to send system equipment to multiple vendor locations for repair. Once equipment is at the depot, technicians will replicate MERA network configuration in our comprehensive test labs in order to reproduce and analyze the issue. Technicians will then restore the equipment to working order. After repairs are completed, equipment will be tested to its original performance specifications and, if appropriate, configured for return to use in the MERA system. All components being repaired are tracked throughout the process, from shipment by MERA to return through a case management system where users can view the repair status of the radio via a web portal.

10.9 SYSTEM SOFTWARE/HARDWARE REFRESH

Modern LMR systems are specialized Information Technology (IT) networks that are a hybrid composition of commercial off-the-shelf IT components, specialized Radio Frequency (RF) components and software designed to comply with standards-based specifications. To ensure the highest level of operation, allow for system expansion, provide maximum lifespan and protect the initial investment, regular update and replacement of individual software and hardware components is required.

Motorola is utilizing our System Upgrade Agreement (SUA) program to meet the requirement for a system software and hardware refresh at Final Acceptance, and at the end of Warranty. The Motorola System Upgrade Agreement (SUA) is comprehensive approach to technology refreshment of the ASTRO 25 system aligned with the Motorola lifecycle roadmap. The SUA is a complete package of hardware, software and implementation services required to update the ASTRO 25 system on an annual basis to a level consistent the latest systems leaving the factory.



Updates to OEM components ensure availability of repair services support and may also provide increased capacity and processing speed. Regular updates enable system expansion (i.e. expansion of RF sites, dispatch positions, data sub-systems, network management positions, etc.). Professional implementation services guarantee live system upgrades are performed with minimal interruption to system operation with minimal reliance on owner resources. SUA ensures the ASTRO 25 system functions at the highest level of operation, allows for expansion and feature enhancement and maximizes the lifespan of the investment. For owners that are committed to upgrading their system on a regular basis, SUA provides a consistent budgeting solution that provides complete coverage.

10.10 SERVICE FROM THE START (SFS) - LITE

Service from the Start (SfS) gives you the support you need to help you keep your subscriber radios operating in peak condition. When repair is required, the Motorola Depot tests, repairs, and returns the radio to original factory specifications. Firmware is also upgraded to the latest version. SfS adheres to a proven process of analysis and restoration, backed by a 90-day warranty. Service agreements allow you to budget your maintenance costs on an annual basis. Equipment covered under service agreements also receives higher service priority, which results in quicker repair times.

10.11 MOTOROLA SYSTEM MANAGEMENT SERVICES

Today's complex systems require focused support by trained, experienced resources with access to robust tools and process to ensure optimal performance 7x24x365. As communications systems evolve and advanced technologies enable even greater capabilities and functionality to network users, the complexity of those networks increases. Supporting a sophisticated radio network requires a team of experts who can provide a complete System Management solution, including Network Operations Management services such as Change Management, Configuration Management, Asset Management, Problem Management, Performance Management, Network Planning, Interoperability Planning, and of the other critical tasks that keep your network operating at peak performance. Performing these services is not an easy task and can be overwhelming, especially if managing a radio network is not a core competency.

To meet the MERA warranty requirement of having a system manager available, as needed, during the three year warranty period, Motorola has estimated and provided a bank of 300 man-day (100 days per year) of System Manager resource to be available to support MERA the MERA system management team. Motorola can work with MERA during the Design Review to determine if this is the appropriate level of support for MERA based on the specific needs of MERA.

The Motorola System Manager (SM) can provide assistance to MERA's system management resources for the communications network. The SM will be located at a Motorola facility and will visit MERA on a schedule determined between Marin and the SM. Your System Manager will assist in coordination of services related to the support, monitoring, and maintenance of your network, from day-to-day routine upkeep of the system to managing quick response for emergency service calls, and coordinating additional technical support. System Managers can assist Marin management resources with items such as database management, and oversee the implementation of system upgrades

As an alternative consideration to support MERA, Motorola has instituted capabilities that provide Network Operations Management on a 7x24x365 basis through our Premier Services package of services. These services leverage Motorola's years of experience in managing the operations of radio networks and can be provided in flexible formats to support MERA's operational environment. They can provide:

Incident Mitigation and Avoidance – Our Network Operations Center (NOC) personnel will conduct 24x7x365 monitoring of your network, detect and resolve incidents remotely if possible, and liaison with our onsite personnel to resolve equipment issues at network sites. Our local Service Delivery Managers and business continuity specialists will work with you to ensure maximum network availability during the most critical moments.

Network Performance and Configuration Management – Complementing incident avoidance, our network performance and configuration management services start with alerting and data reporting that gives you a real-time view of your network performance; optional consulting and implementation services to deliver the maximum cost-effective capacity and coverage to your end users; and the provisioning and fleetmap implementation that will enable efficient use of your system design.

Network Equipment Tracking and Management – Motorola will provide an inventory of your remotely discoverable system equipment through an asset management database, using regular auditing procedures to validate its accuracy over time as equipment is added or removed.

Network Operations Management – As the premier provider of mission critical networks to public safety, we will bring our expertise in all areas of network management for Radio System infrastructure upkeep and operational security.

These Premier services can provide MERA with guaranteed network performance through defined Service Levels measured through Key Performance Indicators. This type of approach can minimize the complexity and risk of operating this new technology. Motorola Solutions would welcome the opportunity to discuss the value these alternative services during the Design Review process.

