

MARIN EMERGENCY RADIO AUTHORITY

c/o Town of Corte Madera

300 Tamalpais Drive Corte Madera, CA 94925 PHONE: (415) 927-5050

WWW.MERAONLINE.ORG

DATE: April 22, 2020
TO: MERA Governing Board
FROM: Raul Rojas, Acting Operations Officer
SUBJECT: AGENDA ITEM C-2: First Gen MERA Radio System Motorola Support Letter

Recommended Action: Accept the Report.

On April 8, 2019, Motorola provided an existing system support letter (attached) that detailed Motorola's commitment to ongoing support of the existing system during the Next Generation System extended deployment schedule--currently anticipating cutover to the Next Gen System in 2023. In that letter, Motorola offered to provide "an additional year of Technical Support with commercially reasonable efforts for the existing system" as well as a variety of resources for replacement equipment.

The referenced additional year of Technical Support for the SmartZone System was extended until June 2020 per the attached April 8, 2019 letter. While the length of this support does not extend through the anticipated cutover period (2023), the scarcity of resources to provide the service will require further negotiations with Motorola at a future date as more information is gathered on the performance of the equipment spares referenced below.

Former Operations Officer Ernest Klock requested a revised system support letter from Kent Martin (Motorola) on January 22, 2020 and again on March 12, 2020, that would extend the support after the current June 2020 expiration date. Motorola has held internal discussions regarding the support extension, and has issued an extension letter (see attached).

Equipment Spares

Work on securing a number of different controller boards and replacement equipment spares has been successful but will be an ongoing effort until the Next Gen System comes online. Testing of the acquired critical replacement boards to confirm compatibility with the existing MERA system has taken place. As more spares are gathered/needed, additional testing may occur using Motorola Service Technicians. This service is being provided per the legacy system support letters referenced herein.

Attachments: A) Motorola April 8, 2019 Letter – Existing System Support Extended
B) Motorola Support Letter April 17, 2020 - Existing System Support Extended

April 8, 2019

Ernest Klock
Assistant Director
County of Marin
Department of Public Works
3501 Civic Center Drive, Suite 304
San Rafael, CA 94903

RE: MERA Next Generation Radio Communications Contract – Existing System Support

In a letter dated April 16, 2018, Motorola provided an additional year of Technical Support with commercially reasonable efforts for the existing radio system. Since the transition to the new ASTRO 25 system is still in process, Motorola is able to extend Technical Support services for the existing SmartZone system until June 2020. As this support extension is an exception to Motorola's standard support policy, any further extensions are subject to review and availability.

As described in the previous letter, there still remains a very limited stock of refurbished components to help restore the legacy radio system while repairs are made to damaged components. Motorola will continue to monitor their availability and update you if they become depleted. In addition, since these systems and components are beyond their support, the availability of the tools and experienced personnel is becoming scarce.

As an added level of protection, Motorola is ensuring that the additional spare equipment that Marin County has procured to augment their spares pool is compatible and configured for use on the existing system.

If you have any additional questions, please contact me at 619-203-3795, or you can email me at Kent.Martin@MotorolaSolutions.com.

Sincerely,



Kent Martin
Regional Services Manager - California
Motorola Solutions, Inc.

April 17, 2020

County of Marin
Department of Public Works
3501 Civic Center Drive, Suite 304
San Rafael, CA 94903

RE: MERA Next Generation Radio Communications Contract – Existing System Support

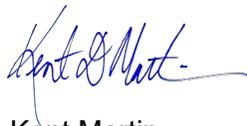
For the past two years, Motorola has extended the Technical Support service with commercially reasonable efforts for the existing radio system. Since the transition to the new ASTRO 25 system is still in process, Motorola is able to extend Technical Support services for the existing SmartZone system until June 2021. As this support extension is an exception to Motorola's standard support policy, any further extensions are subject to review and availability.

As described in the previous extensions, there still remains a very limited stock of refurbished components to help restore the legacy radio system while repairs are made to damaged components. Motorola will continue to monitor their availability and update you if they become depleted. In addition, since these systems and components are beyond their support, the availability of the tools and experienced personnel is becoming scarce. As an example, the test system used to verify patches and security updates for your system's software release is being decommissioned to make space for new test systems for the latest releases.

During the past year, Motorola invested many hours with the Marin County radio shop to ensure that the additional spare equipment procured to augment the spares pool is compatible and configured for use on your existing system.

If you have any additional questions, please contact me at 619-203-3795, or you can email me at Kent.Martin@MotorolaSolutions.com.

Sincerely,



Kent Martin

Field Resource Manager - California

Motorola Solutions, Inc.