# CITY OF LAREDO

## MCC7500E DISPATCH CONSOLE

## UPGRADES AND ADDITIONS

MOTOROLA SOLUTIONS

Motorola Solutions, Inc.
500 W Monroe Street, Ste 4400
Chicago, IL 60661-3781
USA

July 12, 2024

Miguel A. Rodriguez Jr.
City of Laredo – Chief of Police
4712 Maher Ave
Laredo, TX 78041

RE: Dispatch Console Additions and Upgrades

Dear Chief Rodriguez,

Motorola Solutions, Inc. (Motorola) is pleased to present to you the enclosed proposal for The expansion and upgrade of the City's dispatch consoles. Motorola has taken care to work with the City of Laredo and develop a proposal that meets the needs of the project. Motorola's proposal will provide the City of Laredo with the following:

- Two additional MCC7500E dispatch positions
- Five upgrades for existing dispatch positions
- Two APX6500 back-up control stations for the two new dispatch positions

This proposal is subject to the terms and conditions of the enclosed Motorola proposal and the Texas DIR-TSO-4101 contract, and remains valid for a period of ninety (90) days from the date of this cover letter. This proposal may be accepted by issuing a purchase order that specifically references "subject to the terms and conditions of Motorola's Proposal dated 7/12/24 and the Texas DIR-TSO-4101 contract." Motorola would be happy to discuss any concerns the County may have with the proposal.

If you have any questions related to this proposal, please contact me at (832) 689-0833.

Sincerely,

Chris Matthieu

Area Sales Manager

Motorola Solutions, Inc.

SECTION 1

# SYSTEM DESCRIPTION

## 1.1 SYSTEM OVERVIEW

Motorola is pleased to present the City of Laredo with a proposal to add two (2) additional MCC7500E consoles to their existing five (5) MCC7500 console system (VPM based). Additionally, this proposal includes the upgrade of the existing five (5) MCC7500 consoles to MCC7500E consoles via the existing City's Lifecycle Service Agreement/SUA. The existing dispatch LAN switch will be reused. Backup APX6500 control stations are included for the two (2) new MCC7500E dispatch console as well as new antenna systems. The proposed MCC7500E dispatch consoles will aid additional dispatch operators in providing effective voice communications with City of Laredo field users. This MCC7500E IP-based console design will interface with the existing trunked talkgroups and conventional resources already used by the City.

## 1.2 PROPOSED MCC 7500E EQUIPMENT

The additional two (2) MCC7500E Consoles for City of Laredo will consist of the following equipment:

- MCC 7500E operator position with CommandCentral Hub and keyboard and mouse
- 22-inch touch LCD monitor
- MCC7500E ASTRO 25 Trunking Operation license
- MCC 7500E Basic Console Functionality software license
- MCC7500E Advanced Conventional Operation license
- MCC7500E IED Operation license
- MCC7500E Secure Operation License – Supports ADP/AES/DES-OFB Algorithm
- MCC7500E 160 Radio Resource License
- Enhanced Instant Recall Recorder (IRR) software license
- IRR Playback Speakers
- Operator Position Speakers
- Headset Jacks
- Headset
- Gooseneck Microphone
- PTT Footswitch

As part of the backup mobile the following equipment is proposed with each position:

- One (1) 7/800 APX6500 Mobile with Antenna System

An additional 5-pack of MCC7500E Console licenses is also included to accommodate the additional console(s).

City of Laredo's SUA will cover the upgrade for the existing five (5) MCC7500 that will be replaced with MCC7500E Consoles. The following is proposed:

- Five (5) CommandCentral Hub with PC's
- Five (5) USB Speakers
- Five (5) USB Headset Base

Existing MCC7500 accessories will be reused as well as the existing LCD monitors.

## 1.3 MCC 7500E DISPATCH CONSOLE

The MCC 7500E IP dispatch console is a Motorola mission critical wire-line radio dispatch console system. The MCC 7500E is built on the MCC 7500 high-tier radio dispatch console platform and re-uses the MCC 7500 GUI. The MCC 7500E console offers mobility and versatility at a reduced footprint than the MCC 7500 console. The console provides dispatch users with reliable and convenient access to radio resources within the ASTRO 25 infrastructure. The MCC 7500E is offered in a small form factor PC.

The MCC 7500E console delivers true wire-line capability including Console Priority to give dispatchers immediate access to a talkgroup or conventional channel.

The MCC 7500E requires no external voice processing hardware (no VPM hardware) to perform dispatch operations. Audio vocoding and encryption are performed under the Windows Operating System. The MCC 7500E supports software based end-to-end encryption. Software based encryption is supported with a key file import for systems with the Key Management Facility system. The reduced hardware configuration is ideal for installation in limited spaces.

## 1.4 ASSUMPTIONS

- Any location upgrades or modifications are the responsibility of the City.
- The City will provide 20A Quad Outlets within 6ft of the dispatch console position equipment to provide the necessary power to the dispatch console equipment. No UPS have been included as part of this proposal.
- The City will provide the dispatch furniture on which the proposed MCC7500E console positions could be installed on.
- Existing conduits and core bore openings will be available for use during antenna system cable installation at the dispatch site.
- The City will program the proposed backup APX 6500 control station(s).
- City's existing console accessories will be reused for the consoles being converted to MCC7500E. New console accessories are proposed for the two (2) new MCC7500E consoles. No LCD monitors have been provided for the existing consoles being upgraded.

SECTION 2

# STATEMENT OF WORK

## 2.1 MOTOROLA RESPONSIBILITIES

Motorola's general responsibilities include the following:

- Perform the installation of the Motorola supplied equipment described above.
- Schedule the implementation in agreement with City of Laredo.
- Coordinate the activities of all Motorola subcontractors under this contract.
- Administer safe work procedures for installation.
- Provide City of Laredo with the appropriate system interconnect specifications.

## 2.2 CITY OF LAREDO RESPONSIBILITIES:

City of Laredo will assume responsibility for the installation and performance of all other equipment and work necessary for completion of this project that is not provided by Motorola Solutions. General responsibilities for City of Laredo include the following:

- Provide all buildings, equipment shelters, and towers required for system installation
- Ensure communications sites meet space, grounding, power, and connectivity requirements for the installation of all equipment.
- Obtain all licensing, site access, or permitting required for project implementation.
- Provide required system interconnections.
- City of Laredo will provide a dedicated delivery point, such as a warehouse, for receipt, inventory and storage of equipment prior to delivery to the site(s).
- Coordinate the activities of all City of Laredo vendors or other contractors.

SECTION 3

# Infrastructure Advanced Plus Services

## 3.1 OVERVIEW

Advanced Plus Services for ASTRO® 25 infrastructure is a comprehensive program to sustain the long-term performance of City of Laredo's network. Advanced Plus Services consists of the following elements:

- ASTRO System Monitoring
  - Managed Detection and Response
- Network Hardware Repair
- Remote Security Update Service (RSUS)
- On-site Infrastructure Response
- Annual Preventative Maintenance
- Network Updates

Together, these elements will help to avoid operational disruptions and maintain the value of City of Laredo's communications investment.

## 3.2 ADVANCED PLUS SERVICES ELEMENT DESCRIPTIONS

The following sections describe the elements proposed for City of Laredo's ASTRO 25 infrastructure.

### 3.2.1 ASTRO System Monitoring

ASTRO System Monitoring Service includes advanced network and security monitoring along with connectivity to deliver these services.

- **Managed Detection and Response**

Experienced, specialized cybersecurity analyst at Motorola's Security Operations Center (SOC) will monitor the Customer's ASTRO® 25 radio network for security threats. SOC analysts will coordinate with the Customer through the ActiveEye℠ Security Platform to identify and mitigate threats to the Customer's networks.

### 3.2.2 Network Hardware Repair

To restore City of Laredo's ASTRO 25 network components if they malfunction, Motorola Solutions will repair Motorola Solutions-provided infrastructure equipment. This includes select third-party infrastructure equipment supplied by Motorola Solutions. Motorola Solutions will ship and return repaired equipment, and will coordinate the repair of third-party solution components.

### 3.2.3 Remote Security Update Service

Commercial security software updates are often designed without consideration for specialized systems like radio communications networks. These updates may inadvertently disrupt ASTRO 25 network operations and functionality.

To minimize cyber risks and software conflicts, Motorola Solutions provides the Remote Security Update Service (RSUS). With this service, Motorola Solutions deploys antivirus and operating system security updates on an ASTRO 25 network in a dedicated information assurance lab to test and validate them for use with ASTRO 25 networks.

Motorola Solutions tests whether applying these security updates degrades network service. If an update degrades performance, Motorola Solutions searches for a solution or workaround to address the issue before releasing that update.

With RSUS, Motorola Solutions will remotely install tested updates on City of Laredo's ASTRO 25 network. If there are any recommended configuration changes, warnings or workarounds, Motorola Solutions will provide detailed documentation on a secured extranet website.

### 3.2.4 On-site Infrastructure Response

Motorola Solutions will provide repair service from trained and qualified technicians. Once dispatched, technicians will travel to City of Laredo's ASTRO 25 network location to diagnose issues and restore functionality. These technicians will run diagnostics on hardware to identify defective components, and repair or replace them as appropriate. Infrastructure Response times are based on a given issue's impact on overall system function.

Travel times and service levels are governed by local geography. Motorola Solutions will provide additional information in the Statement of Work for ASTRO 25 Advanced Services and in the Customer Support Plan agreed between City of Laredo and Motorola Solutions.

### 3.2.5 Annual Preventive Maintenance

Motorola Solutions will annually test and service network components. Qualified field technicians will perform routine hands-on examination and diagnostics of network equipment to keep them operating according to original manufacturer specifications.

### 3.2.6 Network Updates

The Network Updates service provides public safety radio system release updates on a consistent, budgeted plan. These updates maintain reliable network operations and cybersecurity protection. In addition, Network Updates keeps City of Laredo's ASTRO 25 network compatible with expansion elements, as well as new products or features. With Network Updates, City of Laredo's network will remain on a release that qualifies for support services.

Motorola Solutions will deliver updates based on a predefined cadence of upgrade windows, with up to one update in each window. The Network Updates service includes the following:

- **Software Release Updates** - Motorola Solutions-certified software that improves network functions over previous releases. This also includes commercial operating system and application software updates.
- **Hardware Update** – When needed to support a software release update, Motorola Solutions provides new hardware that will support the new software update, as well as maintain existing functions and features.

- **Professional Implementation Services** – Motorola Solutions will plan and implement updates at City of Laredo's site. This includes factory integration, testing, and supply chain management for new software and hardware.

  With these services, City of Laredo will have access to the technology, support and planning expertise needed for an effective upgrade.

## 3.3 MOTOROLA SOLUTIONS SERVICE DELIVERY ECOSYSTEM

Advanced Services are delivered through a tailored combination of field service personnel, centralized teams, product repair depots and Customer Hub. These service resources will collaborate to swiftly analyze network issues, accurately diagnose root causes, and efficiently resolve issues to return the network to normal operation.

Motorola Solutions services will be delivered by staff experienced in servicing mission-critical networks. Motorola Solutions uses the Information Technology Infrastructure Library (ITIL) framework to define service tasks based on industry-recognized best practices. As staff perform tasks, service incident information will be available to City of Laredo's administrators and personnel through Customer Hub.

Service activities and Motorola Solutions' service team are described in more detail below.

### 3.3.1 Centralized Managed Support Operations

The cornerstone of Motorola Solutions' support process is the Centralized Managed Support Operations (CMSO) organization. This TL 9000/ISO 9001-certified organization is staffed 24x7x365 by experienced service desk specialists, security analysts, and operations managers. The CMSO houses critical central functions, including the Service Desk.

The CMSO Service Desk will serve as a single point of contact for services. It processes service requests, service incidents, change requests, and dispatching. The Service Desk communicates necessary information to stakeholders, bridging communications among City of Laredo, Motorola Solutions, and third-party subcontractors.

Service Desk teams record, track and update incidents through the Motorola Solutions Customer Relationship Management (CRM) system. They document and respond to inquiries, requests, concerns and service tickets. When an incident is initiated, the CMSO will engage with teams to resolve that incident. The CMSO will escalate to new teams when needed. Depending on the incident, the CMSO will coordinate incident resolution with local field service and authorized repair depots.

### 3.3.2 Field Service

Motorola Solutions authorized and qualified field service technicians will perform the On-site Infrastructure Response service, repair malfunctioning hardware in the field, and conduct preventive maintenance tasks. These technicians will coordinate with the Service Desk, technical support teams, and product engineering as needed to resolve incidents.

### 3.3.3 Repair Depot

The Motorola Solutions Repair Depot will provide City of Laredo with a central repair location. This will eliminate the need to send network equipment to multiple vendor locations for repair. Motorola Solutions tracks products sent to the Depot via a case management system throughout the repair process. This system will enable City of Laredo's representatives to check repair status, from inbound shipment to return.

### 3.3.4 Customer Support Manager

A Motorola Solutions Customer Support Manager (CSM) will be City of Laredo's key point of contact for the definition and administration of services. The CSM will work with City of Laredo to define service delivery details to address City of Laredo's specific priorities.

### 3.3.5 Customer Hub

To provide City of Laredo with quick access to service details, Motorola Solutions will provide our Customer Hub online network information tool. Customer Hub provides our customers with real-time critical network and services information through an easy-to-use graphical interface.

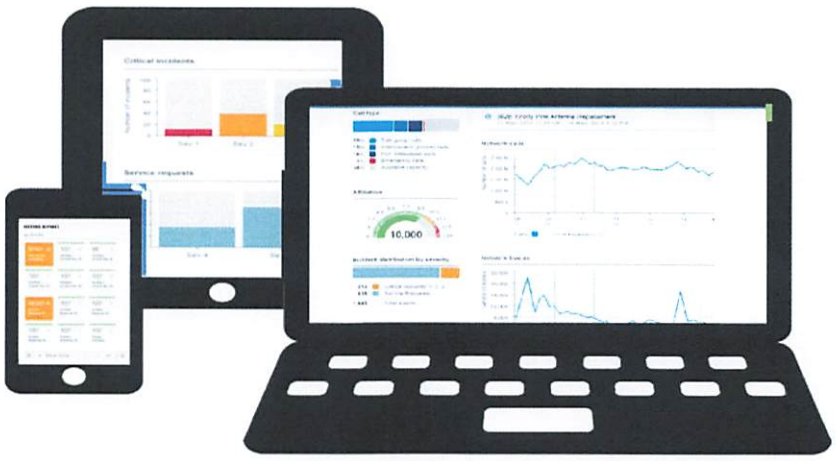

**Figure 3-1: Customer Hub offers real-time, role-based access to critical network and services information.**

With Customer Hub, City of Laredo's administrators will be able to monitor system health and maintenance updates. Capabilities include:

- Viewing network and support compliance
- Viewing incident reports
- Updating and creating incidents
- Checking system update status
- Receiving pro-active notifications regarding updates

Available 24x7x365 from any web-enabled device, the information provided by Customer Hub will be based on your needs and user access permissions, ensuring that the information displayed is secure and pertinent to your operations.

SECTION 4

# Pricing

## 4.1 Equipment and Installation

| Description | Price ($) |
|---|---|
| Equipment | $152,642.00 |
| Total System Integration | $196,871.00 |
| Discount | (40,767.00) |
| **Total System** | **$308,746.00** |

## 4.2 Optional Items

If optional items are not purchased within price validity window, then those optional items will reflect current pricing at time of purchase.

### Additional Maintenance and Support (Years 2-5)

| Description | Price ($) |
|---|---|
| Year 1 | Included |
| Year 2 | $13,451.50 |
| Year 3 | $13,451.50 |
| Year 4 | $13,451.50 |
| Year 5 | $13,451.50 |
| **Total** | **$53,806.00** |

### Cybersecurity (Years 2-5

| Description | Price ($) |
|---|---|
| MDR Cyber Security | Included |
| Year 2 | $9,049.00 |
| Year 3 | $9,049.00 |
| Year 4 | $9,049.00 |
| Year 5 | $9,049.00 |
| **Total** | **$36,196.00** |

## PAYMENT TERMS

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a check, cashier's check, or wire transfer drawn on a U.S. financial institution. If Customer has purchased additional Professional or Subscription services, payment will be in accordance with the applicable Addenda. Payment for the System purchase will be in accordance with the following milestones.

### System Milestone

1. 50% of the Contract Price due upon contract execution (due upon effective date);

2. 50% of the Contract Price due upon Final Acceptance.

Payment for 100% of the Subscriber Contract Price will be invoiced upon shipment (as shipped).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 delivered/services performed will be determined by the value delivered/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 equipment values to total contract price.

### Lifecycle Support Plan

If not purchased in full upfront, Motorola will invoice Customer annually in advance of each year of the plan.

INFLATION REVIEW. For multi-year agreements, at the end of the first year of the Agreement and each year thereafter, a CPI percentage change calculation shall be performed using the U.S. Department of Labor, Consumer Price Index, "All Items," Unadjusted Urban Areas (CPI-U). Should the annual inflation rate increase greater than 3% during the previous year, Motorola shall have the right to increase all future maintenance prices by the CPI increase amount exceeding 3%. "All Items," not seasonally adjusted shall be used as the measure of CPI for this price adjustment. The adjustment calculation will be based upon the CPI for the most recent twelve (12) month increment beginning from the most current month available as posted by the U.S. Department of Labor (http://www.bls.gov) immediately preceding the new maintenance year. For purposes of illustration, if in Year 5 the CPI reported an increase of 8%, Motorola may increase the Year 6 price by 5% (8%-3% base). Any pricing change would be documented in a change order executed with the Customer.

SECTION 5

# Contract Documentation

This proposal is subject to the terms and conditions within Motorola's proposal, and the Texas DIR-TSO-4101 contract and remains valid for a period of ninety (90) days from the date of this Proposal. This proposal may be accepted by issuing a purchase order that specifically references "Motorola's Proposal date July 12, 2024 and the terms and conditions of the Texas DIR- TSO4101 contract."

Data Location

Disclaimer: Data for the State of Texas Customer may be exported by Provider if (1) access is needed for internal business purposes such as processing orders or invoices to Poland, or (2) access to City Data is necessary to enable third tier development support personnel located in Denmark, Poland, India or Malaysia to perform fixes or other remedial services associated with the products and services purchased hereunder.

Product Accessibility

Disclaimer: Motorola provides products geared towards law enforcement professionals in their day-to-day operations and as such, our mobile video products are provided to work in and be supported in that environment. This Agreement encompasses a large variety of products, and as such accessibility for mobile video products may vary based on its environment and function, as such the accessibility requirements in this section shall not apply to Mobile Video Products. To the extent that accessibility standards could be applicable and/or commercially feasible for the applicable products and their environment, the DIR agencies may request that Motorola either provide the most recent VPAT assessment (if available), complete a VPAT assessment in a reasonable timeframe, or respond to an accessibility information requests within in reasonable timeframe.