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Motorola PremierOne CAD Contract APPENDIX D-1 – Maintenance and Support Services

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APPENDIX D-1 CAD Maintenance and Support Services

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This Appendix D-1 describes the post Go-Live Maintenance and Support services provided to the City by Motorola for the PremierOne CAD system.

I. Definitions

“Customer Support Advocate” or “CSA” is a Motorola resource who will assist the City with maximizing the use of their Motorola software and service investment; manage, escalate, and log issues with Support, Product Management, and Sales; provide ongoing communication about progress, timelines, and next steps and liaise with the City on industry trends and product evolutions.

“Customer Support Manager” or “CSM” is a Motorola resource who oversees the Maintenance and Support Services program throughout the warranty and maintenance periods.

“Motorola” means Motorola Solutions, Inc., a Delaware corporation.

“Motorola Solutions Software” means Software that Motorola owns and is covered in this Maintenance and Support Agreement.

“Non-Motorola Solutions Software” means Software that a Third Party other than Motorola owns.

“Optional Technical Support Services” means fee-based technical support services that are not covered as part of the standard Technical Support Services.

“Products” means the Equipment and Software provided by Motorola as indicated in Appendix A.

“Product Release” means the release of Motorola Software considered to be the next generation of an existing product or a new product offering.

“Releases” means an Upgrade to the Motorola Software.

“Software Error” means a software malfunction or a programming, coding, or syntax error that causes the Software to fail to conform to the Specifications.

“Services” means those maintenance and support services described in and provided under this Appendix.

“Software Releases” means Update or Upgrade to the Motorola Solutions Software and are characterized as “On Demand,” “Cumulative Update,” “Standard Releases,” or “Product Releases” as further defined in Section IV.C.1.

“Standard Business Day” means Monday through Friday, 8:00 a.m. to 5:00 p.m. local time, excluding established Motorola holidays.

“Standard Business Hour” means a sixty (60) minute period of time starting at notification within a Standard Business Day(s).

“Start Date” means the date upon which this Agreement begins.

“Technical Support Services” means the remote support provided by Motorola on a standard and centralized basis concerning the Covered Products, including diagnostic services and troubleshooting to assist the Customer in ascertaining the nature of a problem being experienced by the Customer. Technical Support Services includes minor assistance concerning the use of the Software (including advising or assisting the Customer in attempting data/database recovery, database set up, client-server advice), and minor assistance or advice on installation of Releases provided under this Agreement.

II. Description of the CAD Maintenance and Support Services: “CAD Maintenance and Support Services” include the following services:

A. Motorola Solutions Software: Use of Contractor’s Software operating on equipment located at City provided facilities (“On Prem”), Contractor’s facility, and/or any Data Center as further outlined under Section III (SaaS or Hosted Data Centers) of this Appendix D. This includes all software described in Detailed Design Document including:

1. PremierOne CAD Server and Client Software
2. PremierOne Mobile Server and Client Software
3. CommandCentral CAD Web-Viewer clients
4. (Optional) CommandCentral Aware subscription services

B. Non-Motorola Solutions Software:

1. Use of Contractor Provided certain third-party software required to operate the CAD Software, including Microsoft System Center Operation Manager 2019 (SCOM), VMware vCenter Standard, VMware vSphere Ent+ CPU, F5 Local Traffic Manager (Load Balancers), CommSys ConnectCIC, and any other Contractor Provided third-party software as described in the Detailed Design Document.
2. Inclusion of Contractor-supplied third-party software updates, patches and fixes as scheduled by Contractor.

C. Motorola-provided Third-party Hardware

The following service levels are provided by third-party manufacturers of equipment provided by Motorola. If the third-party manufacturer is not on-site, Motorola will perform the on-site installation.

1. HPE Servers - 24x7 Care Pack. 4-hour on-site response.
2. Fortigate Firewall - FortiCare Premium. 24x7x365 with one-hour response for critical issues and next-business day response for non-critical issues.
3. Arista 7050TX3 - A-Care Next Business Day. 24x7x365 product support via email, phone or through the Arista Customer Portal. Next business day advance replacements for shipment-based delivery.
4. HPE Alletra SAN – 24x7 Remote Support. Next-day shipment of replacement parts.
5. TrueNAS R20 – 5YR Support w/ Drive Retention. Silver plan, 6am-6pm Pacific time, business days. Next business day on-site service including next business day Advanced Hardware Replacement.

D. Back-Up of City’s Data:

1. Contractor shall provide up to thirty-six (36) months of data retention for CAD Software operation, configuration, and data.
2. Contractor shall provide near-real time backups of CAD data as defined in the Detailed Design Document.
3. Contractor shall support the ability of the City to implement its own third-party backup solution with a duration that matches the agreed-upon backup schedule and retention to a City-provided location other than the primary site.

E. CAD Problem Reporting:

1. Contractor shall provide electronic notification within 1 hour of discovery and subsequent monthly reporting of any incidents or breaches that occur within the CAD environment, whether On Prem or hosted. In the event of a security breach, Contractor shall follow the procedures set forth in Section 16.5 of the primary Agreement.

F. Availability of CAD Services:

1. Contractor shall provide the City with access to the CAD application for Normal Use according to the terms herein.

2. **CAD System Uptime:** Other than Scheduled CAD Maintenance Services or emergency maintenance as described below, Force Majeure as described in the Agreement, or lack of City provided Network availability, Contractor shall provide uptime to the CAD Application in accordance with Appendix E, Service Level Obligations.

3. Scheduled CAD Maintenance

i. Contractor shall provide City with a minimum of two weeks' notice prior to conducting Scheduled CAD maintenance, unless otherwise agreed to in advance and in writing by the City.

ii. When Scheduled CAD maintenance may result in a Priority 1 disruption (as defined in Section VI, of this Appendix) Contractor shall conduct the Scheduled CAD Maintenance during the following hours: between 2 AM (Pacific Time) and 6 AM (Pacific Time) at a day of week to be agreed-to in advance by the City in writing, with the same exclusions noted in Subsection 1, above.

iii. When Scheduled CAD maintenance may result in a Priority 2 or lower disruption (as defined in Section VI of this Appendix) Contractor shall conduct the Scheduled CAD Maintenance at a date and time to be agreed-to in advance by the City in writing.

iv. Scheduled CAD Maintenance resulting in Priority 1 or 2 disruption shall not exceed an average of 1 hour per month over a twelve (12) month period except for Standard Releases as defined in section IV of this Appendix.

4. **Unscheduled CAD Maintenance.** Contractor shall use commercially reasonable efforts to adhere to the Service Level Standard as defined in Appendix E, Section B. Any Priority 1 disruption associated with Unscheduled CAD maintenance may result in the performance Credits in accordance with Appendix E, Section B.

5. **Emergency Maintenance.** If Force Majeure Events or emergencies arise or continue, Contractor shall be entitled to take any actions that Contractor, in good faith, determines is necessary or advisable to prevent, remedy, mitigate, or otherwise address actual or potential harm, interruption, loss, threat, security or like concern to any of the CAD systems or the CAD Software. Such emergency maintenance may include, but is not limited to: analysis, testing, repair, maintenance, re-setting and other servicing of the hardware, cabling, networks, software and other devices, materials and systems through which access to and/or use of the CAD Software by City is made available. Contractor shall endeavor to provide advance written notice of such emergency maintenance to City as soon as is reasonably possible.

6. **Notice of Unavailability:** In the event there will be Priority 1 or 2 disruption of any CAD components for any reason, including but not limited to, Scheduled CAD Maintenance or emergency maintenance, Contractor shall provide notice to City's 9-1-1 Service Desk at (415-558-3877 or E911_servdesk@sfgov.org) with a brief description of the reason for the down time and an estimate of the time when City can expect CAD to be available for normal use.

D. Changes in Functionality. During the term of this Agreement, Contractor shall not reduce or eliminate functionality in CAD Services as it relates to functions categorized as Priority 1 or Priority 2 in Appendix A1 SRD. In the event those functions, or other functionality considered core functionality in CAD Services are reduced or eliminated, Motorola will provide substantially equivalent functionality or a reasonable workaround. Beyond these efforts Motorola does not warrant that a Release will meet Customer's particular requirement, be uninterrupted or error-free, be backward compatible, or that all errors will be corrected. Full compatibility of a Release with the capabilities and functions of earlier versions of the Software may not be technically feasible. Where Contractor has reduced or eliminated such Priority 1 or Priority 2 functions or eliminates other functions considered necessary for operations and for which there isn't a reasonable alternative feature or function, City, in its sole election, shall: (i) have, in addition to any other rights and remedies under this Agreement or at law, the right to immediately terminate this Agreement and be entitled to a return of any prepaid fees; or, (ii) determine the value of the reduced or eliminated functionality and Contractor shall immediately adjust the Maintenance fees accordingly on a prospective basis. Where Contractor increases functionality in the CAD Services, such functionality shall be provided to City without any increase in the Maintenance fees. .

III. SaaS or Hosted Data Centers

This section describes requirements for Contractor Provided SaaS or Hosted Data Centers when those facilities are utilized to provide CAD services to the City (may also be referred to as "Cloud Services"). SaaS or Hosted Data Centers refers to any data center or servers provided by Contractor that are not "On Prem" (located at City provided facilities). This section doesn't currently apply to the CAD Services but would be applicable in the event CAD Services are migrated to Cloud services or other SaaS Products are incorporated in the Agreement.

A. Control: The method and means of providing the Services shall be under the exclusive control, management, and supervision of Contractor, giving due consideration to the requests of City. Contractor, or any previously approved subcontractor, shall provide the Services (including data storage) solely from within the continental United States and on computing and data storage devices residing in the United States.

B. Contractor's Data Center Standards.

Motorola provided SaaS utilizes the Azure.gov cloud to provide services, including CommandCentral Aware. Azure.gov meets FedRamp standards and is compliant with CJIS.

C. Location: The location of the approved Data Centers that will be used to host the CAD Application are as follows:

Primary Tier 4 data center:
[name and address TBD]

Back-up Tier 4 data center:
[name and address TBD]

The Data Center Hosted Provider shall perform a SSAE 18, SOC 2, Type 2 Audit Report at least annually, in accordance with Article 6.8 of this Agreement.

D. Replacement Cloud or Hosted Provider: In the event Contractor changes the foregoing Cloud or Hosted Provider, Contractor shall provide City with prior written notice of said change and disclose the name and location of the replacement Cloud or Hosted Provider. The replacement Cloud or Hosted Provider shall be a reputable Hosted Provider and meet the same requirements as the Contractor's current Cloud or Hosted provider; comparable to Contractor's current Cloud or Hosted Provider and said replacement Cloud or Hosted Provider shall be located within the United States. The replacement Cloud or Hosted Provider shall perform a SSAE 18, SOC 2, Type 2 Audit Report at least annually, in accordance with Section 6.8 of this Agreement.

E. Notice of Change: If the location of the Data Center used to host the SaaS Application is changed, Contractor shall provide City with written notice of said change at least sixty (60) days prior to any such change taking place. Contractor shall disclose the address of the new facility, which shall be within the United States. The Data Centers referenced above, and any replacement Cloud or Hosted Provider(s) are subcontractors that must be approved by City.

F. Subcontractors. Contractor shall not enter into any subcontracts for the performance of the Services or assign or transfer any of its rights or obligations under this Agreement, without City's prior written consent and any attempt to do so shall be void and without further effect and shall be a material breach of this Agreement. Contractor's use of subcontractors shall not relieve Contractor of any of its duties or obligations under this Agreement.

G. Multiple Environments. Depending on the CAD services provided as defined in the Detailed Design Document, SaaS or Hosted data centers may be required to provide:

1. A single Back-up Environment available as needed to serve as the backup or "failover" environment for the SaaS and Hosted Services.
2. Multiple environments (e.g., disaster recovery, test & training) available to the City and Contractor for the evaluation and eventual promotion of SaaS Software updates, patches, fixes or otherwise deemed tests. Test Environment shall perform at 50% or better of production environment.

IV. CAD Maintenance Services Provided by Motorola.

A. The CAD Software maintained under this Agreement shall be the CAD Software described in the Detailed Design Document.

B. Motorola Solutions Technical Support Center (“TSC”) is the central point of contact to report PremierOne incidents and submit change requests. The TSC can be reached 24/7/365 to assist with your service needs via:

1. Toll Free Telephone: 1-800-MSI-HELP (800-647-4357)
 - a. Option 4,2,2 CAD Mobile
2. Customer Portal: low priority requests only, (estimated 24-hour turnaround)
3. Email: PSACASE@motorolasolutions.com (estimated 24-hour turnaround)

C. The customer portal and Email should only be used for Priority Level 4 issues. Notification of Priority Level 1-3 issues via either the customer portal or Email are not subject to the Service Level Standard for Technical Support Problem Response Service Levels in Appendix E, Service Level Obligations. The following CAD Maintenance Services are included as part of this Agreement:

1. **PremierOne Software Releases** are defined as an Update or Upgrade to the Motorola Solutions Software and are characterized as “On Demand,” “Cumulative Update,” “Standard Releases,” or “Product Releases.” The content and timing of PremierOne Solution releases will be at Motorola Solutions sole discretion.

- i. An “On Demand Release” (“OD”) is a release of Motorola Solutions Software that is done on demand to address critical issues like stability, performance or priority 1 or 2 functional issues.
- ii. A “Cumulative Update” (“CU”) is defined as a release of Motorola Solutions Software that contains error corrections to an existing Standard Release, including ODs, that do not affect the overall structure of the Motorola Solutions Software. Cumulative Updates may contain product enhancements and improvements. Cumulative Updates will be superseded by the next issued Cumulative Update.
- iii. A “Standard Release” is defined as a release of Motorola Solutions Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases will contain all the

content of prior On Demand Releases and Cumulative Updates that are reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release.)

NOTE: Motorola has included the services to install up to one (1) Standard Release every two years through the Warranty and Maintenance.

- iv. A “Product Release” is defined as a release of Motorola Solutions Software considered the next generation of an existing product or a new product offering. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola Solutions opinion will prevail, if Motorola Solutions treats the Product offering as a new Product or feature for its end user customers generally. Motorola will provide to Customer an available Product Release after receipt of a request from Customer, but Customer must pay any onsite installation or other services for a new Product offering. Any services will be performed in accordance with a mutually agreed schedule. Exceptions to this definition are Product Releases to which the City is entitled to under “Cloud Entitlement” in Section IX.
- v. There is no planned End of Life, End of Sale, or End of Support for the PremierOne product suite. For the twelve-year term of the maintenance agreement following Final System Acceptance (FSA) , Motorola will continue to provide enhancements, updates, and support. Any specific or custom enhancements or services which are beyond the scope of this agreement will be mutually agreed and memorialized through the Change Order process. In the event a contracted feature or function of the PremierOne CAD system is deprecated and made available in a newer media (i.e., on-prem to cloud), Motorola will apply current software licenses (if required) and provide services (if required) to implement, train, and transition to the newer media at no cost.

D. PremierOne Software update Process: As new PremierOne software releases become available, Motorola Solutions will provide the City with access to the software. Motorola Solutions Essential Service includes the remote installation services of any On Demand (“OD”) and Cumulative Update (“CU”) that may be available and remote and on-site installation services for up to one Standard Release every two years. Motorola Solutions will only provide releases that have been analyzed, pre-tested and certified in a dedicated test lab.

1. Motorola Solutions will post the OD and CU releases to the customer portal for customer review. Motorola will provide release notes that describe the error corrections, enhancements, and any recommended configuration changes, warnings, or workarounds on the portal . Webinars will also be conducted and available that demonstrate enhancements.

The CCSF will be responsible for scheduling remote installation support of OD and CU releases with the Motorola Solutions TSC. The application of ODs and CUs are designed to avoid system downtime, but Motorola will agree to a mutually agreeable time to apply those releases. The CCSF will work with their Customer Support Manager (CSM) for the purchase of on-site installation services with the Motorola Solutions System Implementation Organization if requested for ODs and CU releases. Motorola will consult with the CCSF upon the availability of a Standard Release to review enhancements and/or new functionality. The CSA and AA will work with the CCSF to identify specific topics or functions the releases address as it relates to open CCSF support tickets and advise the CCSF on anticipated effects on CCSF operations.

Implementation of software releases shall be performed to ensure; (a) that the functionality of the CAD Software and Services, as described in the Documentation, is available to Authorized Users; (b) that the functionality of the CAD Software and Services is in accordance with the representations and warranties set forth herein, including but not limited to, the CAD Software and Services conforming in all material respects to the specifications, functions, descriptions, standards, and criteria set forth in the Documentation; and (c) that the Service Level Standards can be achieved.

- i. Planning: Contractor must assist the City with the planning and logistics of upgrades and updates.
- ii. Technical Assistance. Contractor must provide technical assistance regarding release notes, new functionality, and new application workflows.
- iii. Deployment: For Standard Releases, the upgrade will be initiated with a Project Kickoff to introduce project participants, review their roles, and review the resources and scheduling requirements. Deployment plans for these Software Releases will be mutually developed and agreed upon between Contractor and City and the Change Control Board process. The City is under no obligation to immediately deploy a Software Release and may elect to delay deployment of ODs, CUs, and Standard Releases depending on the new functionality that is being provided and City staff workload. However, if installation of an OD, CU or Standard Release is required in order to satisfy a Service Level Obligation as defined in Appendix E, Motorola shall be relieved of the associated Performance Credit until such release is installed. If the Software Release does not resolve Priority 1 or 2 errors, or create known deficiencies in the System, the Contractor is still responsible for providing the functionality in the Standard Release and Service Credits still apply.

- iv. Software Releases: Release of Software Releases as defined will be conducted on a schedule as determined by Contractor. Contractor shall provide no less than a thirty (30) calendar day prior written notice of when any such revision is scheduled to be released. City will be granted at least a fifteen (15) calendar day evaluation window to review release documentation regarding software modules being impacted and general revision changes.
- v. Software Releases will be deployed on the existing Equipment.
- vi. Testing. After the evaluation period, Contractor shall install the Software Release to the City test environment. The Upgrade will be scheduled in writing ten (10) calendar days prior to actual deployment activities. Scheduling is contingent upon CCSF public safety operational and training considerations. As part of the upgrade activities within the Test Environment, Contractor will provide testing to be mutually agreed with the City to ensure all systems are functional and the revision deployment was successful. The Contractor will support a process that includes defining the preparation, installation, testing and validation of the software release. Motorola will notify the City when the Software Release has been installed and is available for testing. City shall have a forty-five (45) calendar day test window and/or mutually agreed timeframe in which City has ability to test and raise issues with Contractor. Test environment deployment activities will be conducted during a mutually agreed-to time window and may not necessarily align with the production maintenance windows as described within this document in Section E.
- vii. After installation of a Standard Release in the Test Environment, Contractor shall test existing interfaces to validate operation in accordance with the current Interface Control Documents.
- viii. Priority 1 and Priority 2 Incident Correction: If a CAD Priority Level 1 or Priority Level 2 Issue is identified and appropriately triaged and classified by both Contractor and City during the test environment deployment test window, Contractor shall correct the CAD Issue. The severity of a CAD Issue will be initially defined by the City and confirmed by Contractor. Until the CAD Issue has been resolved, the Priority Level may be raised or lowered based on Contractor's analysis of impact to business. If the CAD Issue can be corrected and the Software Release redeployed to the City Test environment within the remainder of the deployment test window, City will have an additional five (5) testing days and/or a mutually agreeable timeframe, based on the scale and severity of the correction, in which to evaluate and further test for the CAD Issue resolution. If the CAD Issue cannot be corrected within the remainder of the test window, Contractor will deploy the corrected software immediately to the City Test environment upon availability with as much notice as practicable. City

will be allowed an additional five (5) testing days or a mutually agreeable timeframe, to evaluate the correction post the test window if desired. Priority Level 1 or Priority Level 2 issues that occur in the test environment are exempted from the Availability Service Levels, Technical Support Problem Response Service Level and Service Level Standards for Technical Support Problem Response Service Level in Appendix E, Service Level Obligations.

- ix. **Testing Suspension:** If at any time during the testing window City identifies the presence of CAD Priority Level 1 or Priority Level 2 Issues that can be shown to materially impact City ability to continue testing, City may in writing elect to suspend testing until corrections for the CAD Issues can be provided. Contractor will deploy corrections to the City Test environment immediately upon availability with as much notice as practicable. Upon release of corrections, City will have an additional five (5) calendar days and/or a mutually agreeable timeframe, based on the scale and severity of the correction to commence the testing within the then available remaining testing window.
- x. **Software Promotion:** Contractor will promote revision from Test environment to Training, Production and Back-up environments after the provided test window has elapsed, any identified Priority 1 or 2 issues have been corrected and the City confirms readiness to commence production operations with the Software Release. The Software promotion will be scheduled in writing fourteen (14) calendar days and/or a mutually agreeable timeframe, based on CCSF public safety operational and training considerations, prior to actual deployment activities (in accordance with Section (II)(G)(2) of this Appendix). As part of the promotion activities within the Training, Production and Back-up environment, Contractor may provide nominal testing to ensure all systems and interfaces are functional and the revision promotion was successful. Post promotion activities include verification there are no Priority Level 1 or 2 issues and Motorola certification that the upgrade is complete. The new Software Release is considered “in production” and supported under the maintenance service terms described here within.
- xi. **Documentation.** If there are any recommended configuration changes, warnings, or workarounds, Motorola Solutions will provide detailed documentation along with the releases on the portal. Contractor shall provide release notes for each Software Release upon releases being made available. The CSA and AA will provide information that include CCSF-specific Priority 1 and 2 resolutions, performance and functional descriptions. Updated user technical documentation that corrects CAD Software Errors or other minor discrepancies will be provided to

Contractor's customers or made available upon customer request, when available.

- xii. Training. Remote training services will be provided for trainers/supervisors on new or changed features and functions introduced with Standard Releases . In addition to access to training related to software releases available via LXP, the CCSF may request additional training services for ODS and CU releases, if desired.

2. **Third-Party Software Revisions:** At its election, Contractor will provide periodic software revisions of Contractor provided Third-Party Software with the CAD Software without further charge provided the following conditions are met: (i) the Third-Party Software revision corrects a malfunction or significant publicly disclosed security threat in the Third-Party Software that affects the operation or ability to provide secure use of the CAD Software; and (ii) the Third-Party Software Revision has, in the opinion of Contractor, corrected malfunctions or a significant security threat identified in Contractor's Technology System and has not created any additional malfunctions; and (iii) the Third-Party Software revision is available to Contractor. City is responsible for obtaining and installing or requesting installation of the Third-Party Software revision if the Third-Party Software was not licensed to City by or through Contractor. Contractor Software revisions provided by Contractor are specifically limited to the Third-Party Software identified and set forth in Appendix A3 to this Agreement.

3. **Solution Monitoring & Response (Advanced Support)** provides continuous real-time fault monitoring for PremierOne system elements. Motorola uses a defined set of tools to remotely monitor the Customer's PremierOne system and characterize network events. When an actionable event takes place, it becomes an incident. Centralized Managed Support Organization (CMSO) technologists acknowledge and assess these incidents and initiate a defined response.

With System Monitoring, Motorola uses a Managed Services Suite of Tools (MSST) to detect events 24/7 as they occur, analyze them, and escalate them to the Technical Support Organization (TSO). Incidents will be generated automatically based on preset rules of continuous failure or multiple bounces in the Motorola Fault management system.

The CMSO technical support agent assigns a priority level to an incident, then initiates a response in accordance with the Priority Level Definitions and Response Times as defined in this Appendix. Depending on the incident, Motorola's response may include continued monitoring for further incident development, remote remediation technical support, dispatching a field service technician, or other actions Motorola determines necessary.

To prevent duplicate incidents from being generated by the same root cause, Motorola employs an auto-triage process that groups related incidents. The auto triage process therefore automatically assigns grouped incidents to a field service technician, enabling the resolution of these incidents together if the root alarm has been addressed.

System Monitoring is provided 24/7/365. Incidents generated by the monitoring service will be handled in accordance with the Priority Level Definitions and Response Times. Timeframes are based on the Customer's local time zone.

System Monitoring is available for the devices listed below for the Motorola systems provided at the Primary and Disaster Recovery sites.

Monitored Elements		
App Server	Monitoring Server	Firewall
Switches	SAN	NAS
Loadbalancer	Database server	SCOM

i. Motorola Responsibilities

- Provide a dedicated network connection necessary for monitoring the City’s communication network
- Verify connectivity and event monitoring prior to go live.
- Remotely access the City’s system to perform remote diagnosis as permitted by the Customer pursuant to City Responsibilities, below.
- Create an incident, as necessary. Gather information to perform the following:
 - Characterize the issue.
 - Determine a plan of action.
 - Assign and track the incident to resolution.
- Provide the City with a link to access system configuration information, site information, system notifications, and system notes.
- Cooperate with the City to coordinate the transition of monitoring responsibilities between Motorola and the Customer.
- Maintain communication as needed with the Customer in the field until incident resolution.
- Provide available information on incident resolution to the Customer.

ii. Limitations and Exclusions

The following activities are outside the scope of the System Monitoring service:

- Motorola will not monitor any elements outside of the Customer’s PremierOne Environment such as infrastructure provided by a third party, unless specifically stated. Monitored elements must be within the Customer’s network and elements should be capable of sending alerts to the Motorola Fault Management Platform.

- System installations, upgrades, and expansions.
- Customer training.
- Hardware repair and/or replacement.
- Network security services.
- Monitoring workstation or mobile device applications.

iii. Customer Responsibilities

- Allow Motorola continuous remote access to enable the monitoring service.
- Provide continuous power to any Motorola equipment installed or used at the Customer's premises to support delivery of the service. The Customer agrees to take reasonable due care to secure the Motorola equipment from theft or damage while on the Customer's premises.
- Submit timely updates to any information supplied to Motorola to the CSM or Customer Support Manager(s) as applicable.
- Notify the TSC Team prior to City performing any activity that impacts the system. Activity that impacts the system may include but is not limited to: installing software or hardware upgrades, performing upgrades to the network, renaming elements or devices within the network, and taking down part of the system to perform maintenance.
- Coordinate system configuration change requests with the on-site Infrastructure Administrator (IA), and/or through the CSM or CSA to the TSC.
- Allow Motorola's on-site IA access to equipment, including any connectivity or monitoring equipment, if remote service is not possible.
- Allow Motorola's on-site IA to remove Motorola-owned monitoring equipment upon cancellation of service.
- Provide authorized Motorola personnel with all City-managed passwords required to access the City's system upon request (if applicable), when opening a request for service support, or when needed to enable response to a technical issue.

E. Response to CAD Issues. Contractor shall provide verbal and/or written responses to CAD Issues identified by City. Such responses shall be provided in accordance with the Target Response Times defined under Section V of this Appendix (24x7) Technical Support). Upon notification of an issue affecting CAD/Mobile functionality and/or availability, Motorola will troubleshoot/triage the issue to determine the root cause of the issue, which may include working with CCSF and/or 3rd parties, if required, to identify the root cause.

If the City feels that the support or maintenance needs are not being met, the following table represents the escalation path.

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Level 1	Level 2	Level 3
Support Center Manager, Front Office Technical Support Manager	Senior Manager, Technical Support	Head of Software Enterprise Centralized Managed and Support Operations
On-Site IA/AA Manager, Technical Support	Senior Manager, Technical Support	Head of Software Enterprise Centralized Managed and Support Operations

F. CAD Software Maintenance Acceptance Period. Unless otherwise agreed to by City on a case-by-case basis, for non-emergency maintenance, City shall have a twenty (20) business day period to test any maintenance changes to scheduled or planned maintenance tasks prior to Contractor introducing such maintenance changes into production. If the City rejects, for good cause, any maintenance changes during the CAD Software Maintenance Acceptance Period, Contractor shall not introduce such rejected maintenance changes into production. At the end of the Maintenance Acceptance Period, if City has not rejected the maintenance changes, the maintenance changes shall be deemed to be accepted by City and Contractor shall be entitled to introduce the maintenance changes into production (in accordance with Section VI of this Appendix).

G. Warranty Enhancement Services improve and enhance the transition from project to support. Motorola Solutions systems integration will provide two instances of on-site support (“health checks”), which will be delivered by the same project team who integrated the customer’s system.

1. **Health Check 1:** Upon request from customer, Motorola Solutions will provide a three-day (3) day on-site health check approximately thirty (30) days following System Go Live to address needs such as:
 - i. Configuration
 - ii. Process changes/Change management
 - iii. Provisioning changes (new users, user updates, etc.)
 - iv. Consultation as appropriate and designed in pre-planning meeting
2. **Health Check 2:** Upon request from customer, Motorola Solutions will provide a three-day (3) on-site follow-up health check approximately one hundred twenty (120) days following System Go Live to review and address additional customer and system needs such as:
 - i. Post-production system training refresh

- ii. Evolving business processes
- iii. Challenges and system needs as determined in pre-planning meeting
- iv. Next upgrade details and timing preparation
- v. The City shall open a technical support ticket to request and schedule Warranty Enhancement services. The assigned Motorola resource will work with the City to identify and tailor the services to City-specific issues.

H. City Responsibilities

City shall provide Contractor with timely notification of any CAD Issues or CAD Software Errors by contacting Contractor’s Technical Support Center (“TSC”) as identified in Section IV.B of this Appendix.

For Priority Level 1-3 issues, Customer should use the Toll-Free Telephone number. The customer portal and Email should only be used for Priority Level 4 issues. Notification of Priority Level 1-3 issues via either the customer portal or Email are not subject to the Service Level Standard for Technical Support Problem Response Service Levels in Appendix E, Service Level Obligations.

1. City shall support all reasonable requests by Contractor as may be required in problem investigation and resolution.

CAD Incident Manager: Designation of Point of Contact. City shall assign an individual or individuals to serve as the designated contact(s) for all communication with Contractor during CAD Issue investigation and resolution. The individual or individuals should be trained in the PremierOne products being supported.

Required knowledge includes:

- Instructor-Led Training/Workshop
 - PremierOne System Administration Training
 - PremierOne CAD and Mobile Provisioning
 - PremierOne CAD and Mobile Train the Trainer
- Internet Training based on product or package:
 - PremierOne System Administration-Hardware Overview
 - PremierOne CAD/Mobile Client Installation

2. Discovery of CAD Software Errors. Upon discovery of a CAD Software Error, City agrees, if requested by Contractor, to submit to Contractor a listing of output and any other data that Contractor may require in order to reproduce the CAD Software Error and the operating conditions under which the CAD Software Error occurred or was discovered.

3. Backup Power. Install and maintain backup power source to ensure the effective operation of the PremierOne System and all its components in the event of a primary power source failure.

4. General Responsibilities The City's designated contacts are responsible for the following.

1. Allow the IA and AA full and free access to the PremierOne system, including any connectivity/monitoring equipment, necessary to deliver the services outlined in this Appendix.
2. Contact Motorola Solutions to add information, make changes to existing technical support tickets, or escalate service requests to Motorola Solutions management via the TSC.
3. VPN connectivity. Provide VPN connectivity and telephone access to Motorola Solutions personnel.
4. Physical Hardware Workstation Maintenance. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Inspect physical equipment for damage or wear, replace parts as per contractual agreement.
5. CAD application and Mobile application client maintenance. Apply upgrades such as OS patches, administrative tools and utilities.
 - i. Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.).
 - ii. Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to PremierOne Products latest published Anti-Virus Exclusions List.)
 - iii. Apply any Microsoft Critical Security patch to their PremierOne solution that fits within the security and sustainability processes of the agency. Motorola Solutions recommends agencies follow Microsoft's guidance related to the application of Critical Security patches.
6. Build/Modify/Support all custom reports in a manner that will not adversely impact RDW Server/Database functionality. Custom reports are the sole responsibility of the creator and not supported by Motorola Solutions.
7. CAD Client Upgrade Testing: Test PremierOne Software Releases (includes Standard, CU and ODs). Report and supply data for any problems that are

discovered with the software to Motorola Solutions for review and correction. Ensure that minimum software/hardware requirements are met.

8. Third-Party Maintenance

For third party systems that integrate to CAD but are not provided by Motorola, City shall be responsible.

9. Mobile Client Install and Testing: Working with the AA, test PremierOne Software Releases (includes Standard, CU and ODs). Report and supply data for any problems that are discovered with the software to Motorola Solutions for review and correction. Ensure that minimum software/hardware requirements are met.

10. GIS Updates: PremierOne Map Maintenance

- i. Ensure validity and integrity of all GIS related data introduced to the system
- ii. Record modifications made to GIS files, and confirm expected behavior within the PremierOne solution
- iii. Perform all server mapping updates, geoset transitions, and distribute updated map files to CAD/Mobile clients

11. System Backups: With the support of the IA, confirm successful completion of the automated full and incremental database backups. Deploy the job that sends the backups on a schedule to the target storage share the CCSF is hosting. Ensure that all required system files and data are successfully backed up to the out of band/out of system backup storage point.

12. Anti-Virus and Windows User Account Control: Install, configure, and upgrade chosen anti-virus (AV) software. Appropriately configure the user account control (UAC) settings in a manner that ensures the files are accessible for system stability and successful operation. If system instability occurs after changing any system element pertaining to UAC or AV, report changes to Motorola Solutions. If unexpected behavior is experienced while UAC or AV are enabled, and does not occur after disabling UAC or AV, the customer will be responsible for diagnosing and correcting the issue. Per request, Motorola Solutions will make every reasonable effort to test and verify specific anti-virus patches against a replication of the customer's application if a problem cannot be resolved internally.

13. Provisioning knowledge of the system: customer must ensure that adequate provisioning training and knowledge has been provided to those authorized to access and/or make changes within PremierOne provisioning. Provisioning

changes should be tracked. This Provisioning change information should be supplied to Motorola Solutions to aid in troubleshooting efforts should a problem be experienced. Motorola Solutions now provides a tool to aid in provisioning change identification, but changes should be tracked internally by the customer as a failsafe.

14. Gathering Issue Logs (Server and Client): During non-business hours, supply all requested logs for problems that need to be diagnosed and resolved. In some circumstances, log automation will be implemented, however anything that is not automatically gathered, and deemed necessary by Motorola Solutions, must be furnished. The IA will assist with this task during normal business hours.
15. Customer Data Archiving: customer is responsible for all Data Archival as per their internal requirements and needs. Adequate storage space should be maintained, and data must not be stored in a manner that adversely impacts the PremierOne solution or component operations.
16. Network Bandwidth and Stability: Install, monitor, and maintain network systems that provide stable operations and adhere to bandwidth requirements to ensure the effective operation of Motorola Solutions products and related system components.
17. Remote Access: Upon successful completion of approved background check, customer must provide remote access to requesting Motorola Solutions personnel for troubleshooting purposes. This includes, but is not limited to, VPN account access, remote hosting, PremierOne domain access, and access to all system elements that pertain to the operation of the PremierOne solution and functionality.
18. End User Training: Ensure that all end users of Motorola Solutions products are adequately trained to perform their duties and not cause harm or upset of system functionality. Motorola Solutions does offer additional training if necessary for an additional cost.
19. Change Management: Notify Motorola Solutions of any changes made to the PremierOne solution, associated interfaces, related hardware, software, network, or any other system element that may adversely impact operation or system functionality.

V. 24/7/365 Technical Support:

A. 24x7 Technical Support: Authorized Users will make Technical Support requests 24/7 by calling or submitting a request via Contractor's service desk web portal.

Service credits for Technical Support Problem Response Service Levels (Appendix E, Service Level Obligations) shall apply only when reported by voice.

The Contractor’s Technical Support staff shall assign to the request the Incident Priority Level indicated by the City. Priority Level 1 and 2 Incident items will be addressed 24/7/365. Priority Level 3 and 4 Incidents will be addressed/acknowledged during standard Business Days (Monday – Friday excluding holidays) and standard business hours (Monday – Friday 8am – 5pm US Pacific Time).

Incident Priority Level	<i>Response Time</i>
<p>Priority Level 1: The entire System (e.g., CAD) or a major component or critical function (e.g., call creation, dispatch, mobiles) is unavailable or severely degraded. City cannot use System to continue intended operations. Error impacts all or most users, halts or severely impacts critical operations, or database integrity is compromised. The notification showing evidence of a potential security breach of the CAD application, systems or user terminals and subsequent investigation of the breach shall be considered a Priority 1 event.</p>	<p>Within one (1) hour of receiving the Error report by voice notification, Contractor shall assign a product technical specialist(s) to diagnose and correct the Error. Thereafter, Contractor shall: provide ongoing communication about the status of the correction; immediately provide a Fix, a Patch or a Workaround; and exercise all commercially reasonable efforts to include a Fix or Patch for the Error in the next Release. Contractor shall escalate resolution of the problem to personnel with successively higher levels of technical expertise until the Error is corrected. Contractor shall make Priority 1 support services available 24 hours a day, 7 days a week, and 365 days a year.</p> <p><i>Service credits related to Priority 1 incident response shall be in accordance with the Service Level Standard for Technical Support Problem Response Service Level in Appendix E, Service Level Obligations</i></p>
<p>Priority Level 2: System Error, defect or malfunction issue that results in a loss of redundant</p>	<p>Within four (4) hours of receiving the Error report by</p>

<p>systems or a major component or function is unavailable and normal customer business activity is impacted or degraded, and a workaround may be available to mitigate the effects of the service impact; however overall efficiency or effectiveness is degraded.</p>	<p>voice notification, Contractor shall: assign a product technical specialist(s) to diagnose the Error and to commence correction of the Error; provide a Workaround; provide escalation procedures as reasonably determined by Contractor's staff; and exercise all commercially reasonable efforts to include a Fix or Patch for the Error in the next OD or CU Release, or within ninety (90) days as a software or approved procedural correction. Contractor shall make Priority 2 support services available 24 hours a day, 7 days a week, and 365 days a year.</p> <p><i>Service credits related to Priority 2 incident response shall be in accordance with the Service Level Standard for Technical Support Problem Response Service Level in Appendix E, Service Level Obligations.</i></p>
<p>Priority Level 3: System error, defect or malfunction that reduces the functionality, efficiency or usability of core services. The error impacts an individual or a small group of users. Service can be delayed until a mutual-established time while a workaround may be available but is inefficient.</p>	<p>Within eight (8) Hours of the Error report notification during normal business hours, following its receipt of the Error report, Contractor shall: assign a product technical specialist(s) to diagnose the Error; provide a Workaround, if available; and exercise commercially reasonable efforts to include a Fix or patch for the Error in the next Standard Release.</p> <p><i>Service credits related to Priority 3 incident response shall be in accordance with the</i></p>

	<p><i>Service Level Standard for Technical Support Problem Response Service Level in Appendix E, Service Level Obligations.</i></p>
<p>Priority Level 4: System error, defect or malfunction issue which has little, or no impact on the functionality, efficiency or usability of core services. Issues can include faults resulting in minor functions being unsupported, or unreliable in ways that are not noticeable to the user, faults that have no impact in how the user perceives the system to work, informational, preventive maintenance or educational in nature. Requests for enhancements and similar requests are also included in priority 4.</p>	<p>Contractor will acknowledge receipt of report within two business days of voice notification. Errors are corrected at Contractor’s discretion.</p>

1. SERVICE ESCALATION.

- In the event of a Priority Level 1 issue that is not resolved sufficiently quickly as determined in the City’s sole discretion, City may escalate the problem to the Customer’s Executive Sponsors, and Contractor’s Customer Service Executives. If a Priority Level 1 issue occurs during non-business hours, the Technical Service Center technicians may attempt to contact the IA and/or AA to request they engage in discussing and/or troubleshooting the issue, if, in Contractor’s sole discretion, such engagement is required.
- In the event of a Priority Level 2 issue that is not resolved sufficiently quickly as determined in the City’s sole discretion, City may escalate the problem to the Customer’s Executive Sponsors and Contractor’s Customer Service Executives.
- In the event numerous Priority Level 3 issues exist that, when evaluated collectively, substantially meet the definition of a Priority Level 2 issue, Contractor and the City will mutually agree to such classification in order to prioritize resolution of such Priority Level 3 issues.

2. ROOT CAUSE ANALYSIS.

- Following the resolution of a Priority Level 1 or Level 2 incident, Contractor will discuss with City the cause of the failure, the actions Contractor took to resolve the failure, a timeline of the event and the

actions Contractor plans to take to prevent such failure from recurring, and, if requested, Contractor will provide City a written summary of such discussion. Contractor will, on request, provide detailed documentation of the root cause analysis and preventative actions taken or planned with clear dates for completion of the action(s).

VI. Optional On-Site Infrastructure and Application Administrators
If the option for the on-site Infrastructure and Application Administrators is not executed at least twelve months prior to the scheduled Go-live, City resources will be required to perform the responsibilities described in this Section VI during the one-year warranty period.

Motorola provides two dedicated resources who are responsible for delivering technical and application support services as outlined in this document, an Infrastructure Administrator (IA) and an Application Administrator (AA). The resources will be available to the CCSF Monday – Friday 8am – 5pm local time minus Motorola Solutions holidays, paid time off (PTO) benefits, and training events throughout the term of the Agreement. Each day shall be defined as normal business hours M-F 8:00 a.m. to 5:00 p.m. and shall not exceed 8 hours per day. This provision may vary by mutual agreement between Motorola Solutions and the customer

Motorola holidays include (but are subject to annual updates): New Years Day, Martin Luther King, Jr. Day, Memorial Day, Juneteenth, July 4, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day.

Except for unexpected leaves or emergency situations, Motorola will provide the CCSF with at least two (2) weeks' notice of scheduled PTO or annual training events.

The IA and AA will be trained and capable of accomplishing the tasks outlined in this document. The City has the ability to review, schedule and assign tasks for the IA/AA according to the roles and responsibilities in this document. CCSF will coordinate with IA/AA's manager(s) regarding CAD projects requiring their support for updates, changes, etc. in accordance with their roles and responsibilities in this document. The City and Motorola will mutually agree to a reporting structure to ensure the IA and AA each have single points of contact with the City for assignment of tasks.

The CCSF responsibilities outlined in this Agreement may require IA/AA assistance, expertise and support to accomplish the maintenance required for the system.

CCSF and Motorola Solutions will review the IA/AA performance, roles and responsibilities on a regular basis, including the Annual Health Check.

For daily and scheduled tasks, the IA/AA will coordinate with the appropriate CCSF resources (System and Application Administrators, IT Personnel). They will act as liaisons between the City and Motorola Solutions software and hardware technical support teams.

This provision may vary by mutual agreement between Motorola Solutions and the customer. Specifically, the tasks identified below as “Scheduled or Planned Maintenance” typically will be performed during off-hours. Motorola and the City will mutually agree to the days and times they will be performed at least two weeks in advance.

“Scheduled or Planned Maintenance” tasks:

1. Physical Server Maintenance – servers provided by Motorola: Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
2. Virtual Server Maintenance-servers provided by Motorola: Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
3. DB Failover: Perform and periodically test system database failover via script or MSSQL tools. Engage Motorola Solutions TSC and provide supporting data for any problems discovered. The DB Failover is performed on the primary and secondary databases at 1011 Turk St. and Rancho Cordova sites.
4. Perform and periodically (up to twice a year) test the disaster recovery failover and recovery process to ensure DR system can be successfully used during an emergency.
5. Software Releases: Build PremierOne upgrade packages (using MSI tooling) and assist customer with deployment to CAD and Mobile Clients.
6. Perform periodic system maintenance and software patching, in accordance with Motorola Solutions supplied guidelines, on Motorola provided physical and virtual servers covered within the scope of the Maintenance and Service Agreement.
7. Perform planned maintenance activities that may require off-hour support to minimize the impact to users or risk.

A. System Administrator Training

In order to maintain and expand product and technical knowledge as Motorola Solutions’ technologies and customer environments evolve, the On-Site Administrators may attend up to 120 hours of annual training. Some training may be available on a remote basis, but other training will require the resource travel to a remote site to complete training. Potential travel time is not included in the estimated 120 hours of annual training. On-going training is designed to enhance and expand the knowledge and capabilities of the On-Site Administrator in an effort to continuously improve the services provided. Motorola Solutions will provide adequate advanced notice, generally 30 days, of any training requirements for the On-site Administrators.

The On-Site Administrators may be required to attend up to 40 hours of CCSF-based annual training; for example, CCSF IT Security policies and operations. Such training shall be scheduled to occur during normal working hours.

B. System Administrator Placement, Terms and Conditions

The terms and conditions of this SOW are an integral part of the contract:

1. Motorola Solutions will make a good faith effort to secure a local resource with suitable abilities and qualifications for the duration of the agreement. If Customer objects in good faith to a proposed IA or AA assignment, the Parties shall attempt to resolve Customer's concerns on a mutually agreeable basis.
2. Customer may request Motorola Solutions remove and replace the IA or AA for any valid performance or business reason, provided that Customer does not request the removal of any such person for reasons prohibited by law, and further provided that reasonable notice (which may be immediate, depending on the circumstances surrounding the removal) is given.

C. Motorola Solutions On-Site Infrastructure Administrator (IA)

The IA will perform diagnostic assistance, provide preliminary hardware and software problem evaluation and possess the knowledge reasonably necessary to repair systems outlined herein. The Infrastructure Administrator will travel on a monthly basis to the Disaster Recovery Data Center Site in Rancho Cordova to perform maintenance activities on the backup PremierOne equipment.

Responsibilities of the IA are:

1. Initiate Service Request Tickets. During normal business hours, contact the TSC through tools and processes outlined herein to initiate technical support request tickets.
2. Assess Priority Level. During normal business hours assist in assessing and assigning the initial and the correct priority level per the priority level definitions found in this Customer Support Plan.

3. Troubleshooting: Diagnose, triage and coordinate with the IA, Solutions technical support, Motorola Solutions engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
4. Gathering Issue Logs (Server and Client). During normal scheduled business hours, supply all requested logs for problems that need to be diagnosed and resolved.
5. Follow customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.
6. Diagnose, triage and coordinate with the on-site AA, Motorola Solutions technical support, Motorola Solutions engineering teams, for interface issues related to the Motorola System responsibilities.
7. Monitor system(s) to determine any negative performance impacts and engage appropriate resources when necessary.
8. Work with Customer staff to identify and resolve reported system incidents/problems.
9. Perform periodic system maintenance and software patching, in accordance with Motorola Solutions supplied guidelines, on Motorola provided physical and virtual servers covered within the scope of the Maintenance and Service Agreement.
10. Ensure that reported incidents/problems are documented, analyzed, validated, and escalated (when necessary) through full resolution.
11. Run diagnostics using approved Motorola Solutions tools.
12. Assist with technical system requirements analysis.
13. Work closely with support teams and contractually covered third-party vendors to provide any additional information required by technicians to analyze and resolve incidents/problems. (i.e., logs, output, etc.).
14. Provide system performance reporting using approved Motorola Solutions tools when requested.
15. Assist with the collaboration of the City's implementation of system monitoring capabilities using Motorola and City or industry standard tools with product management and the TSC.
16. Assist the City with the investigation and resolution of GIS issues in PremierOne CAD.
17. Assist with contractually covered database system back-ups.
18. Assist with upgrade planning and installations.
19. As applicable, engage third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances

- involving third-party vendor on-site support as well as coordination of third-party upgrade services when applicable.
20. In cases where the IA has responded to system failure or critical issues, verify with Customer that restoration is complete and/or System is functional.
 21. Provide case activity reports to the City. Work cohesively with the City to identify and prioritize issues of greatest concern. Coordinate with Motorola On-Site AA and/or customer support personnel, City Project Management and City Application Administrator(s), as applicable.
 22. Assist in the development of internal documentation pertaining to system configuration, administration, and troubleshooting.
 23. Software Releases: Build PremierOne upgrade packages (using MSI tooling) and assist customer with deployment to CAD and Mobile Clients.
 24. Maintenance on Hardware: Provide PremierOne hardware maintenance and service for hardware purchased from Motorola as part of the PremierOne solution in accordance with manufacturers' warranties. Such maintenance and service consist of troubleshooting the initial support request and facilitating support, repair and/or replacement with the third-party manufacturer.
 25. SCOM Monitoring: Monitor system for notifications sent by SCOM, resolve related issues and/or contact Motorola Solutions to open a ticket for issue tracking.
 26. Physical Server Maintenance – servers provided by Motorola: Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
 27. Virtual Server Maintenance-servers provided by Motorola: Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
 28. DB Failover: Perform and periodically test system database failover via script or MSSQL tools. Engage Motorola Solutions SCC and provide supporting data for any problems discovered.
 29. Perform and periodically (up to twice a year) test the disaster recovery failover and recovery process to ensure DR system can be successfully used during an emergency.
 30. Data Purging: Assist with regular file archival and purge as necessary according to the customer policy and procedures for data retention. Configure data purges compliant with government mandates and internal retention protocols. Maintain adequate storage space for retention of required data in a manner that will not adversely impact Motorola Solutions Systems.

31. Storage Capacity Tracking and Maintenance: Monitor, maintain, and configure system data storage components in accordance with accepted standards and operational requirements as outlined by Motorola Solutions. Act on any storage related SCOM notification in accordance with the SCOM monitoring standards outlined above.
32. Temporary DB File Size Maintenance: Monitor system temporary database size and available storage. Act on any related SCOM notifications in accordance with the SCOM monitoring standards outlined above.
33. System Backups: Verify the successful completion of automated daily backup operations. Verify that all required system files and data are successfully backed up to the appropriate media. Monitor health of all backup related hardware. Maintain and upgrade backup related software. Prior to performing system or database upgrades, create a backup of the system and/or database to maintain a restoration point. Complete PremierOne SSMS full and incremental database backups.
34. Assist with the management of Dispatcher hardware changes where appropriate.
35. Work closely with support teams and contractually covered third-party vendors to provide any additional information required by technicians to analyze and resolve incidents/problems. (I.e., logs, output, etc.).
36. As applicable, engage contractually covered third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving third-party vendor on-site support.
37. In tickets where the Infrastructure SA has responded to system failure or critical issues, verify with customer that restoration is complete and/or System is functional.
38. Provide ticket activity reports to customer. Work cohesively with customer to identify and prioritize issues of greatest concern.
39. Support cross-staff collaboration and knowledge transfer with City CAD personnel for the purposes of personnel resiliency

a. On-Site AA Responsibilities

The Motorola Solutions' AA is responsible for delivering support services as herein defined. The AA, with City's guidance, will develop an understanding of the agency's specific environment, City-specific requirements, and configurations. The AA will work with the Infrastructure SA to liaison with the Motorola Solutions CMSO technical support teams. The resource will provide support for system provisioning/configuration, client software applications, and software upgrades and will be equipped to perform workstation and/or client based diagnostic assistance. The AA's responsibilities are:

1. Possess knowledge of the business practices of each end user area and how to use their respective modules within the PremierOne CAD and Mobile system
2. Assist Customer with training plan development for users and system functionalities. Engage appropriate Motorola Solutions subject matter experts when necessary.
3. Coordinate with Motorola Solutions and/or Customer Project Management as applicable.
4. Assist in assessing and assigning the initial and the correct priority level per the priority level definitions found in this Appendix.
5. Diagnose, triage and coordinate with the on-site IA, Motorola Solutions technical support, Motorola Solutions engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
6. Diagnose, triage and coordinate with the on-site IA, Motorola Solutions technical support, Motorola Solutions engineering teams, for interface issues related to the Motorola System responsibilities.
7. Follow customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.
8. Assist in the development and maintenance of internal documentation pertaining to system configuration, administration, and troubleshooting.
9. Possess knowledge of the business practices of each end-user area and use of their respective modules within the PremierOne system CAD.
10. Possess knowledge of the PremierOne CAD, PremierOne CAD database schema in order to support the SSRS Reporting System and be able to generate end-user reports as requested.
11. Enter and maintain users within the PremierOne CAD.
12. Present newly available CAD system features and provide advice/assistance during need and usability review.
13. Assist in establishing “pilot groups” for new system enhancements or problem resolution analysis in order to review and provide feedback.
14. Assist the City with the investigation and resolution of GIS issues in PremierOne CAD.
15. Assist CAD Validators with test plans.
16. Provide incident/problem information to track reported issues and progress towards resolution.
17. In tickets where the AA has responded to system failure or critical issues, verify with customer that restoration is complete and/or System is functional.

18. Provide ticket activity reports to Customer. Work cohesively with customer to identify and prioritize issues of greatest concern.
19. Create security groups and user roles to appropriately grant/limit system privileges as directed by Customer.
20. Maintain general application provisioning, make changes to default views and color coding as requested by the Customer.
21. Support cross-staff collaboration and knowledge transfer with City CAD personnel for the purposes of personnel resiliency.

VII. Scorecard Governance:

A. Warranty and Maintenance Period Scorecard Governance:

1. Annual Task and Acceptance Planning - During the first quarter of the warranty term and each subsequent year of maintenance, the Motorola IA, AA and CSM CSA Support Center And Support Center Manager, Front Office Technical Support Manager will meet with City representatives to agree upon the tasks, planning, objectives, project schedule, and Scorecard criteria for the delivery of Services to be provided during the Warranty and Maintenance period. The Parties shall agree upon the appropriate allocation of responsibilities for completion of the agreed upon tasks consistent with the responsibilities set forth in this Agreement. The agreed upon tasks and project schedule will contain appropriate acceptance criteria, acceptance test plans (“ATPs”) where appropriate, scorecard criteria and evaluation, and milestone dates that will be completed by the end of each calendar year.
2. To the degree completion of tasks and/or objectives align with the Service Level Obligations, the Service Level Obligation will be included in the Scorecard criteria and evaluation.
3. Annual Health Check – On an annual basis, beginning with the conclusion of the one-year warranty period, Motorola will conduct a Health Check to review the overall performance of the system and outstanding tickets and status, Motorola will also participate in the CCSF’s Cyber Security Risk Assessment as it applies to the PremierOne Solution and will support CCSF’s submission responses for the Annual DEM Cybersecurity Maturity Assessment that involves the PremierOne solution.

VIII. System Refresh Services

System Refresh Services are defined as Motorola’s services required to plan for the delivery, installation and testing of new PremierOne system equipment (servers, system software, storage, network switches and monitoring) in accordance with the current PremierOne technology and/or bill of materials. The Agreement includes two (2) equipment refreshes that are expected to be

deployed in Year 5 and Year 10. Workstations, mobile devices (MDTs, tablets, smartphones) are not included in the equipment Motorola will provide. Motorola and the City will mutually agree to the tasks and activities required to implement the system refreshes, costs for which will be based on Form 9 – Hourly Rates in Appendix B-1 Calculation of Charges.

Motorola will procure and deliver the new system hardware and software to the Primary and Disaster Recovery Data Centers. The new system equipment will be installed, tested and made available to the City for additional user testing. Upon acknowledgement that testing has been successfully completed, users will transition to the upgraded production system.

A. Detailed Design Review:

A detailed design review is the process to identify the system upgrade details. A Detailed Design Review includes providing all the details necessary to describe the installation and configuration of all the system components. This review is a group of sessions to review the following as-built documents prior to any Motorola development, or procurement of system components. The As-Built Detailed Design Document is updated that may include the following sections, to the degree the existing sections are affected by the System Refresh:

- System Architecture Drawings and Descriptions
- Disaster Recovery operations (DR Playbook)
- Multiple Environment support, maintenance procedures and supported interfaces)
- Site Installation Drawings (floor, rack elevations, power, network, labeling plan) – baseline for as-built drawings
- Network and System Security
- CAD Database schema and Report templates
- GIS and Mapping configuration
- Interfaces (Updated interface overviews as needed))
- CAD Workstation configurations
- CAD Mobile, phone/handheld configurations (for example - provisioning worksheets)
- Final System Schematics (to be a baseline for as-built drawings)
- Final BOM (Basis for CCSF’s Asset Management tool/process)

Motorola Deliverable

- Mark-up/red-line all as-built System Documentation to reflect the system upgrade.

B. Implementation Plan

Motorola will develop an implementation plan to provide the mutual agreed upon system refresh scope. The implementation plan may include the following:

- Project Management Plan
- Scope of Services
- Training Plan (if associated with a software upgrade)
- Schedule and Milestones
- System Validation and Acceptance Testing

- System Cutover Plan

C. System Refresh Implementation:

Two Hardware Refreshes will be provided over the term of the Agreement. The scope of the hardware refresh is a basis for changes that may result from the Detailed Design Review and Implementation Plan. Changes will be handled through the Change Order Process.

1. Upgrade Considerations

The scope of work described herein is based on the following considerations:

- If a Standard Software release is available when the System Refresh is scheduled, the tasks described in Section IV.C.1 will be performed in concert with the System Refresh as long as the City is prepared accept the Standard Software release.
- If a Standard Software Release is not available concurrently with the Hardware Refresh, the release version of software in production use at the time will be installed.
- Only those interfaces covered under the terms of the contract will be validated and or modified to ensure operational use with the hardware refresh and, if combined with a Standard Software Release upgrade, the upgraded PremierOne System software. Supported interface functionality is that which is described in the current interface Control documents (ICDs) and any interface functionality which may have been added or modified with a Change Order or subsequent amendment.
- There may be periods of time during which interface functionality will not be available for production operations during implementation and while testing is conducted with the new hardware, unless non-production interface connectivity is available.
- The City should be prepared to go to a “manual” mode when operations are moving from the existing system to the upgraded system.
- If the System Refresh includes a Standard Release upgrade, and to the degree provisioning parameters are affected by the Standard Release upgrade, Motorola will conduct a working session with the CCSF’s Administrators and desired SMEs to review the CCSF provisioning parameters (BPR Workbook, Provisioning Worksheets and Scope and Vision documents). The purpose of the session is to determine any provisioning impacts to the system upgrade. In addition, any expected changes to the provisioning will be identified.
- If combined with a Standard Release upgrade, discuss the impact of the System Refresh on CAD Workstations, Clients, Mobile Clients, any potentially impacted components or elements.
- CCSF and Motorola will mutually agree on the scope, timing, and scheduling of the Implementation Plan.
- If combined with a Standard Release upgrade, discuss the impact of any database changes and support for CCSF’s data consumers.

- Discuss the migration of data and records in the Implementation and Cutover Plan.
- If combined with a Standard Release upgrade, discuss the Training needs as part of the Implementation and Cutover Plan.

2. Kickoff Teleconference

In order to finalize the project schedules and procedures and the bill of materials, the hardware refresh event will be initiated with a kickoff teleconference that includes key Customer and Motorola project participants.

The objectives of this task are:

- To introduce all project participants.
- Review roles of key participants.
- Review overall upgrade scope and objectives.
- Review the list of equipment
- Review the list of interfaces.
- Review resource and scheduling requirements.
- Review and finalize project schedule with Customer.
- Review operational readiness and resumption of use criteria.

Motorola Responsibilities

- i. Assign a Project Manager that will direct Motorola's efforts and serve as the primary point of contact for the Customer, Maintain project communications with the Customer's project manager, Manage the efforts of Motorola project team and coordinate Motorola activities with the Customer's project team members, Coordinate and oversee the installation of hardware and all licensed Motorola application software
- ii. Introduce Motorola resources
- iii. Review the roles of Motorola and CCSF resources and resource scheduling requirements.
- iv. Review overall upgrade scope and objectives.
- v. Provide the proposed bill of materials (BOM) for City review
- vi. Review the list of existing interfaces.
- vii. Review and finalize project schedule with Customer.
- viii. Review operational readiness and resumption of use criteria.

Customer Responsibilities

- i. Designate a project manager who will direct Customer's efforts and serve as the primary point of contact for the Motorola Project Manager.
- ii. Provide input to the final project schedule dates.
- iii. Review the BOM and schedule City resources to provide input and final approval.
- iv. Identify the efforts required of Customer staff and assign appropriate resources to meet the Customer's task requirements described in this Appendix.
- v. Liaison and coordinate with other partner agencies, other governmental agencies and the Customer's vendors and contractors, as applicable.
- vi. Provide all network infrastructures to support the new equipment for testing purposes.
- vii. Maintain responsibility for connectivity to all external systems.
- viii. Act as liaison with all user agencies and other outside agencies, organizations and City provided 3rd party vendors, if/as necessary.

Completion Criteria

- i. This task is considered complete upon conclusion of the Upgrade Kickoff Teleconference.

3. System Procurement and Staging

Motorola will procure the system equipment (Hardware, Software and Licenses) in accordance with the final City-approved bill of materials and stage it at Motorola's staging facility. Application software will be installed, and the system will be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to the CCSF's location for installation.

Motorola Responsibilities

- i. Procure equipment in accordance with the final City-approved BOM
- ii. Receive the contracted hardware, software, and related components at the Motorola staging facility.
- iii. Rack and install hardware components.
- iv. Conduct an equipment inventory and provide it to CCSF.
- v. Install and configure system software.

- vi. Complete staging validation testing and provide validation testing results to the City
- vii. Ship staged system to the CCSF's installation site.

CCSF Responsibilities

- i. Review staged system documentation, inventory, and validation testing results
- ii. Receive the staged system and securely store it until Motorola installation.
- iii. Provide acknowledgement of receipt of delivered equipment.

Completion Criteria

- i. This task is considered complete upon delivery and acceptance of the equipment inventory, staging validation testing results, and staged equipment to CCSF's facilities.

4. On-Site Installation

The objective of this activity is to install the system at the CCSF's site. This activity addresses physical installation activities and system connectivity verification. Server installation will occur at the Primary CAD Data Center and the Disaster Recovery CAD Data Center.

Motorola Responsibilities

- i. Install the staged system in the CCSF's environment.
- ii. Conduct a Power On test to validate the installed hardware and software are ready for configuration.
- iii. Load preliminary provisioning data.
- iv. Verify contracted software is available and accessible on the installed system.
- v. Synchronize the primary and disaster recovery systems.
- vi. Verify failover and restore connectivity.
- vii. Complete applicable installation validation test

CCSF Responsibilities

- i. Validate server room availability and meets the requirements stated in the Implementation Plan.

Completion Criteria

- i. This task is considered complete upon City approval of installation of system equipment, cabinet, equipment and cable labeling, system drawings, and installation validation testing.

5. Acceptance Testing

Motorola Responsibilities

- i. Develop a mutually agreed upon Acceptance Test Plan to include validation of system functions to meet the City requirements of the replaced system, based on the scope of the system changes. Regression testing may be required but performance of the testing in Appendix A5 Sections 1 and 2 is not included.
- ii. Conduct an Acceptance Test Plan and Procedure review with the City.

CCSF Responsibilities

- iii. Support and assist with the performance of the agreed upon Acceptance Test Plan to include validation of system functions to meet the City requirements of the replaced system, based on the scope of the system changes. If performance of testing in Appendix A5 Section 1 and 2 is required, the CCSF will complete such tests.

6. Cutover To Production System

Motorola Responsibilities

- i. Assist customer in developing cut-over plan to include plan for CAD and Mobile client updates, if a Standard Release upgrade is included.
- ii. Assist customer in developing cut-over plan for CAD data consumers, GIS, interfaces, and security if a Standard Release upgrade is included.
- iii. Perform final backup and transfer of CAD database and RDW on all environments (Production, Disaster Recovery, Training and Testing) to new system.
- iv. Test system and subsystem interfaces with production connections to validate operation in accordance with the as-built ICD markups.
- v. Verify system readiness for Go-Live as agreed in the Cutover Plan
- vi. Support the transition of all production operations to the upgraded system. Support will be provided on the day of the upgrade and during business hours for two days following the upgrade.

Customer Responsibilities

- i. Provide and make available (during a mutually agreed time frame) the appropriate lines for production testing of interfaces.
- ii. Acknowledge system readiness for production cutover.
- iii. Execute the plan to install upgraded client software on CAD workstations and mobile devices as needed
- iv. Execute the plan to prepare all data consumers, if a Standard Release upgrade is included.
- v. Facilitate the transition of production operations to the upgraded primary system.

Completion Criteria

- i. This task is considered complete when the production operations have transitioned to the upgraded primary, disaster recover, training and testing PremierOne systems, completed all acceptance testing and any associated “punch list” items (as created during the implementation plan) have been resolved, and any associated Priority 1 or Priority 2 issues have been resolved.

7. Documentation

Motorola will provide the services to modify the existing as-built documentation as needed to reflect the changes of the system refresh. All user documentation, including hardware documentation (as provided by the manufacturers) and, if the hardware refresh included a Standard Release upgrade, application and interface documentation, help documentation, training documentation, and software tutorials shall be available electronically, online and/or accessible from within the relevant application.

Notes on documentation:

- Motorola will provide all source documents for CCSF to tailor documentation to support modifications during the lifecycle of the documents.
- All drawings will be date/time stamped with version control
- The following as-built documentation and information approved for implementation will be updated for the system refresh as-built condition:
 - o Detailed Design Document
 - o Interface Control Documents (ICDs) (if any changes occur as a result of the system refresh)
 - o Site Installation Drawings (rack elevations, power & network schematics)
 - Installation drawings are consistent equipment and cable labels
 - o Equipment Inventory
 - Equipment (make/model/serial#/versions & warranty documentation)
 - Software (make/model/versions)
 - Licenses

- IP/Port Mapping
- CAD Database schema and Report templates, if combined with a Standard Release upgrade
- CAD Workstation configurations, if combined with a Standard Release upgrade

As part of project completion, Motorola will validate CCSF receipt of electronic copies of the system documentation as needed for any changes from the original system documentation.

Motorola Deliverables

- a. Provisioning Guides (CAD/Mobile)
- b. User Guides (for the primary products).
- c. Training guides, materials
- d. Interface Specification documents (ICDs) (if changes occurred as a result of the hardware refresh)
- e. System Administration guide
- f. Reporting Data Warehouse data models
- g. SQL Server Reporting Services (SSRS) Training Guide
- h. System Administration Guide
- i. Disaster Recovery Procedures
- j. As-Built System Design Documentation to include the Motorola System Configuration Workbook. (As-built system documentation is also archived with the System Support Center along with CCSF information and access procedures to facilitate efficient response and resolution of any reported system issues.)

IX. Cloud Entitlement

Cloud migration (entitlement to adopt Cloud functionality which replaces contracted PremierOne on premise functionality) is included in this contract at no additional cost to the City as it becomes available and meets the needs of CCSF users. The Cloud solution and migration will adhere to the City's cyber security requirements. This migration entitlement enables the following:

During the contract term, if and when on premise products covered by this Agreement become available in native Cloud environments and the CCSF determines such products can replace a covered on-premise application, the CCSF and Motorola will work in good faith to mutually develop an implementation plan, migration schedule, and training plan (train-the-trainer), for product(s) which suit the CCSF's needs in the Cloud environment. If services described in this Appendix are no longer required as a result of the migration to a Cloud solution, Motorola and the CCSF will mutually agree to update this Appendix accordingly.

This agreement creates no obligation of the CCSF to pay additional amounts above and beyond the costs agreed hereto. In the event no acceptable, correlated Cloud product(s) suitable for the

CCSF become available, the CCSF shall continue to operate the products and Motorola will continue to support and maintain such products as described in this Agreement.

X. Software Enhancement Process

PremierOne Product Management utilizes various customer committees and groups to provide insight on the design of PremierOne. We currently have customer advisory groups for PremierOne Mobile UI design, a GIS Advisory group, PremierOne RMS Advisory Group, PremierOne CAD Admin group and a PremierOne Radio Integration group. We also meet with both the PremierOne customer executive committee and PremierOne regional customer groups on a regular basis. Finally, we engage our customers with our UI/UX team to gather data on the best human centered design for software and then bring that software to our customers to provide even more feedback through the design process.

The software enhancement process for PremierOne includes the use of an Idea Portal to gather ideas from customers and selecting those that bring benefits to all customers. The process includes the following steps:

- A. **Idea Portal:** PremierOne provides an online platform, known as the Idea Portal, where customers can submit their ideas for software enhancements. This portal serves as a centralized location for customers to share their suggestions and improvements.
- B. **Idea Submission:** Customers can submit their ideas through the Idea Portal. They are required to provide details about the proposed enhancement, including its purpose, potential benefits, and any supporting documentation or examples.
- C. **Idea Review:** The PremierOne product team regularly reviews all the submitted ideas. They analyze the feasibility, potential impact, and alignment with the overall software roadmap.
- D. **Categorization and Prioritization:** The ideas are categorized based on their nature, such as new features, user interface improvements, performance enhancements, or bug fixes. The team then prioritizes the ideas based on various factors like customer demand, strategic importance, technical feasibility, and resource availability.
- E. **Impact Analysis:** The selected ideas undergo a thorough impact analysis to assess their potential benefits to all customers. This analysis considers factors such as usability, functionality, scalability, and overall user experience.
- F. **Development Planning:** Once an idea is deemed feasible and beneficial, the development team creates a detailed plan for implementation. This includes defining the scope, allocating resources, and estimating the timeline required for development, testing, and deployment.
- G. **Development and Testing:** The development team implements the selected ideas according to the plan. They create the necessary code, perform unit testing, and ensure compatibility with the existing software infrastructure.

- H. Release and Deployment: The enhanced software version, including the selected ideas, undergoes a release process. This involves packaging the changes into a new software build, conducting final testing, and preparing release notes and documentation. The releases occur on a quarterly basis.
- I. Customer Communication: PremierOne informs all customers about the software enhancements through various communication channels like release notes, newsletters, webinars or email notifications. They provide details about the implemented ideas, highlighting the benefits and improvements achieved.
- J. Feedback and Iteration: PremierOne encourages customers to provide feedback on the implemented enhancements. They gather input through surveys, user forums, or direct customer support channels. This feedback helps in identifying any further improvements or fine-tuning required, leading to iterative enhancement cycles. By employing this software enhancement process, PremierOne ensures that ideas from customers are carefully evaluated, selected, and implemented to provide maximum benefits to all users of their software.

To the degree CAD and Mobile enhancements continue through the warranty and maintenance term, Motorola Product Management will conduct engagement with City end users, supervisors, and stakeholders to gather desired outcomes, requirements, and problems to solve. If CAD and Mobile Advisory Groups continue to meet during the warranty and maintenance term, the City is invited to continue to participate in the group.

XI. Training Shadowing

Motorola will provide an Application Specialist for two (2) 4-day trips during the warranty year and each year of maintenance for the purposes of shadowing City-led training classes to monitor content and support the City trainers with updating training materials. The City shall work with the AA to coordinate the scheduling of these sessions with the Customer Support and project delivery organizations at least thirty (30) days prior to the requested dates of the sessions.

XII. Database Administration

Motorola will provide the services of a database administrator (DBA) for up to ten (10) hours per month to perform activities such as:

- A. Update Test/DEV CAD database tables to be consistent with the Production RDW
- B. Create accounts for new personnel as needed. Note, when creating an account on a second database server, the same SID used on the first account must be used for the second so database copies from Production->Test/DEV do not wipe out database level account information.
- C. Review space usage of the RDW and performance. When possible, suggest tuning suggestions to make jobs more efficient.

- D. In rare cases, facilitate direct access to the live transactional CAD database with Motorola engineering resources.

The City shall submit the request for DBA services to Motorola and provide information on the requested activities. Motorola will respond within five (5) business days with an estimate of time the activity(ies) will take, any additional information required, and a date(s) on which the DBA will be scheduled to perform it/them.

XIII. Optional Support Services

A. Optional Remote System Administrator

Motorola Solutions Remote System Administrator provides a dedicated resource who is responsible for delivering technical services as outlined in this section.

1. Description of Service

The dedicated Remote System Administrator will act as a liaison between the customer and Motorola Solutions software and hardware technical support teams. The Remote System Administrator is trained in PremierOne Solution products and capable of accomplishing tasks related to diagnostic assistance, provide preliminary hardware and software problem evaluation and possess the knowledge reasonably necessary to repair systems outlined in this SOW.

2. Scope

The Remote System Administrator service provides dedicated support for 12 hours a month. This provision may vary by mutual agreement between Motorola Solutions and Customer. Any such variance will necessitate a separately attached addendum.

3. Motorola Solutions Responsibilities

- i. Contact Motorola Solutions through authorized tools and processes outlined in this SOW to initiate technical support request ticket.
- ii. Assist in assessing and assigning the initial and the correct priority level per the priority level definitions found in this SOW.
- iii. Diagnose, triage and coordinate with Motorola Solutions technical support, Motorola Solutions engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
- iv. Supply all requested logs for problems that need to be diagnosed and resolved.
- v. Follow customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.

- vi. Possess knowledge of the SSRS Reporting System and be able to generate end-user reports as requested.
- vii. User Configuration - Entering and maintaining users within the PremierOne CAD system.
- viii. Assist with the management of Dispatcher hardware changes where appropriate.
- ix. Convert, develop, and test CAD-related custom utilities & scripts, reports, etc.
- x. Assist CAD Validators with test plans.
- xi. Present newly available CAD/Mobile system features and provide advice/assistance during need and usability review.
- xii. Work closely with support teams and contractually covered third-party vendors to provide any additional information required by technicians to analyze and resolve incidents/problems. (I.e., logs, output, etc.).
- xiii. As applicable, engage third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving third-party vendor on-site support as well as coordination of third-party upgrade services when applicable.
- xiv. In tickets where the resource has responded to system failure or critical issues, verify with customer that restoration is complete and/or System is functional.
- xv. Provide ticket activity reports to Customer. Work cohesively with customer to identify and prioritize issues of greatest concern.

B. Optional GIS Support

A Motorola GIS Specialist will provide up to 144 hours per year of GIS support per year.

1. Motorola Solutions Responsibilities

- i. Perform the addition and correction of streets, common places, address points, service boundaries and other layers deemed necessary for CAD by the CCSF.
- ii. Load geodatabase to the CAD system.
- iii. Create and maintain CAD mapping files

- iv. Create and maintain routing services on the ArcGIS Servers
- v. Create and maintain Mobile (Windows, Android/iOS) mapping files
- vi. Diagnose, triage and coordinate with the TSC, engineering teams, and contractually agreed upon third-party vendors to resolve reported GIS incidents/problems.

2. CCSF Responsibilities

- i. Provide data in conformance with the GIS Data Requirements document (from Scope of Services)
- ii. Correct any GIS errors in the provided GIS datasets.

XIV. Summary

Our Support Plan includes the following key services elements:

- A. Single point of contact** - A Customer Support Manager who maintains close communication with you and serves as a point of escalation when service or support levels are not meeting expectations.
- B. Systems Support Center:** One place to report incidents and place requests.
- C. Customer Portal:** Enhanced access to case status and resolution details.
- D. Preventive Maintenance:** Supporting optimal performance of the installed solution by performing periodic preventive maintenance reviews of the site's environment, hardware, and software.
- E. Technical Support Center:** Staffed with subject matter experts to handle escalated tickets.
- F. Dedicated On-Site System Administrators:** Skilled and certified support engineer who will provide system support.