

# AGENDA

## Special City Council Meeting and Workshop



**5:30 PM - Tuesday, May 11, 2021**

City Council Chambers, 201 E. Nash Street, Terrell, TX

**Mayor Rick Carmona**

**Council Members**

**District 2 - Grady Simpson**

**District 3 - Mayrani Velazquez**

**District 4 - Charles Whitaker**

**District 5 - Tim Royse**

**City Manager Mike Sims**

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NOTICE IS HEREBY GIVEN that the Terrell City Council will conduct a Special City Council Meeting and Workshop at 5:30 p.m. on Tuesday, May 11, 2021, at Terrell City Hall located at 201 East Nash Street. The meeting is open to the public with limited seating in the Council Chambers. Recommendations of the CDC regarding social distancing will be practiced during the course of the public meeting to slow the spread of the Coronavirus (COVID-19).

If you choose not to attend in person and you wish to submit public comments, email support@cityofterrell.org and title the email "Public Comment". All public comments submitted by 12:00 pm on Tuesday, May 11, 2021 will be provided to the City Council members and read into the record for the Tuesday, May 11, 2021 City Council Meeting.

Page

**1 CALL TO ORDER**

**2 INVOCATION**

**3 PLEDGE TO AMERICAN FLAG AND TEXAS FLAG.**

**4 MAYOR AND COUNCIL COMMUNITY RECOGNITION AND EVENTS**

M. Legend Brown Recognition

Recognition of Retiring Council Member

41. National Police Week Proclamation

4

## [National Police Week](#)

### **5 HEAR REMARKS FROM VISITORS.**

*This time is set aside on the agenda to invite any person to address the Council on issues not subject to a public hearing. Routine administrative matters are best discussed with the appropriate City Staff before bringing them to the Council. Prior to the meeting, please complete a "Citizen Participation Form" and present it to the City Secretary. In accordance with the Texas Open Meetings Act, Section 551.042, the City Council cannot discuss, consider, or take action on matters not listed on the agenda. Speakers should limit their comments to 3 minutes and are asked to speak into the microphone provided, identifying themselves for the record. The total amount of time set aside for this place on the agenda is 15 minutes. Comments of a personal nature directed at the Council or Staff are inappropriate.*

### **6 DISCUSSION ITEMS**

61. Discuss Process for Tracking Council Related Customer Service.

### **7 BUSINESS ITEMS**

71. Discuss and Consider Purchase of Motorola Radios from Garland 5 - 76 Mesquite Radio System.  
[Motorola Contract](#)
72. Discuss and Consider Contract Between the City of Terrell and 77 - 89 Charter/Spectrum for Fiber Link.  
[City of Terrell Spectrum Service Order](#)
73. Discuss and Consider Strategic Plan. 90 - 126  
[Strategic Plan DRAFT FY22](#)

### **8 INFORMATION REPORTS**

81. April 2021 National Incident-Based Reporting System (NIBRS) Report. 127 - 128  
[April NIBRS 2021](#)
82. Terrell Fire Department April 2021 Monthly Report. 129 - 130  
[Monthly Report April 2021](#)

**9 ADJOURN INTO EXECUTIVE SESSION IN ACCORDANCE WITH SECTION 551 OF THE TEXAS GOVERNMENT CODE TO DISCUSS THE FOLLOWING:**

Section 551.072 Deliberations Regarding Real Property.

Section 551.087 Deliberations Regarding Economic Development Negotiations.

**10 RECONVENE INTO REGULAR SESSION AND CONSIDER ACTION, IF ANY, ITEMS DISCUSSED IN EXECUTIVE SESSION.**

**11 ADJOURN.**

I, the undersigned authority, do hereby certify that the above NOTICE OF MEETING of the Governing Body of the City of Terrell is a true and correct copy of said NOTICE, which has been posted on the front OUTDOOR BULLETIN BOARD CABINET FOR AGENDAS of the Terrell City Hall, Terrell, Texas, a place convenient and readily accessible to the General Public and on the website at cityoterrell.org, and which has been continuously posted for a period of seventy-two (72) hours prior to the date and time said meeting was convened.

Posted Friday, May 7, 2021 –5:00 p.m.

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Dawn Steil, City Secretary

This facility is wheelchair accessible and accessible parking spaces are available. Requests for accommodations or interpretive services must be made 48 hours prior to this meeting. Please contact the City Secretary's office at 972-551-6600 for further information. Braille is not available.

Council Reserves the Right to Adjourn into Executive Session to Seek Legal Counsel on a Matter Which the Canon of Legal Ethics Demands to Preserve the Attorney-Client Privilege Pursuant to Section 551.071(2) of the Texas Government Code.



*Office of the Mayor of the City of Terrell*  
**Proclamation**

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**WHEREAS**, President Kennedy established May 15 as National Peace Officers Memorial Day in 1962 in recognition of the courageous service and sacrifice of police officers killed in the line of duty while protecting our communities and safeguarding our democracy; and

**WHEREAS**, the calendar week in which May 15 falls is designated as National Police Week; and

**WHEREAS**, the International Association of Chiefs of Police has declared police officer safety and wellness a top priority, and the IACP's Center for Officer Safety and Wellness promotes the importance of individual, agency, family, and community safety and wellness awareness; and

**WHEREAS**, the members of the police department of the City of Terrell play an essential role in safeguarding the rights and freedoms of the citizens of our community; and

**WHEREAS**, it is important that all citizens know and understand the problems, duties and responsibilities of their police department, and

**WHEREAS**, members of our police department recognize their duty to serve the people by safeguarding life and property, by protecting them against violence or disorder, and by protecting the innocent against deception and the weak against oppression or intimidation; and

**WHEREAS**, the men and women of the police department of the City of Terrell unceasingly provide a vital public service;

**NOW, THEREFORE**, I, Rick Carmona, by the virtue vested in me as Mayor and on behalf of Terrell City Council, do hereby proclaim Tuesday, May 11, 2021 as City of Terrell Police Officer Recognition Day and call upon all citizens of the City of Terrell to thank our Men and Women in Blue for their service to our community.

IN WITNESS WHEREOF, I have hereunto set my hand, and caused the Corporate Seal of the City of Terrell, Texas, to be affixed, this the 11th day of May, 2021.

*Rick Carmona, Mayor*

# CITY OF TERRELL

P25 SITE UPGRADE AND SUBSCRIBER REFRESH

March 16 th, 2021



## ITEM 71.

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



March 16<sup>th</sup>, 2021

Dustin Conner

City of Terrell Emergency Management Coordinator

1100 TX-34, Terrell, TX 75160

RE: P25 Site Upgrade and Subscriber Refresh

Dear Mr. Conner

Motorola Solutions, Inc. (Motorola Solutions) appreciates the opportunity to provide The City of Terrell quality communications equipment and services. Motorola Solutions' project team has taken great care to propose a solution to address your needs and provide exceptional value.

Motorola's proposal includes APX radios to upgrade the City of Terrell's existing radio fleet and a radio site upgrade to allow The City of Terrell to tie into the GMRS (Garland, Mesquite, Rowlett, Sachse) Regional Radio System to allow for better interoperability and communications coverage. The proposal includes both the radio upgrade and site upgrade each as standalone options, as well as, doing both options as a package. We have also provided 3 and 5 year leasing options for both standalone options, and as a package.

Motorola Solution's proposal is subject to the terms and conditions of the enclosed HGAC Lease Communications System and Services Agreement and remains valid for 180 days from the date of this proposal. This proposal may be accepted by returning to Motorola a signed copy of the aforementioned agreement. Any questions the County has regarding this proposal can be directed to either George Arnold, Mobile Communications America Account Manager at 903-918-6639, (georgearnold@callmc.com), or Collin Wetzel, Motorola Account Manager, at 312-256-3260, (collin.wetzel@motorolasolutions.com).

Our goal is to provide the County with the best products and services available in the communications industry. We thank you for the opportunity to present our proposed solution, and we hope to strengthen our relationship by implementing this project.

Sincerely,

A handwritten signature in blue ink that reads "Brad Rice".

Brad Rice

North Texas

Area Sales Manager

MOTOROLA SOLUTIONS, INC.

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## SECTION 1

# SYSTEM DESCRIPTION

## 1.1 ASTRO 25 ADD-ON SITE DESCRIPTION

### 1.1.1 Introduction

Motorola Solutions is pleased to provide the City of Terrell with a proposal to upgrade their existing ASTRO Express site to a P25 ASTRO Site Repeater (ASR) site to meet their communication needs. The City of Terrell radio subsystem currently consists of a (4)-channel FDMA ASTRO Express site. This project proposes the upgrade of this site to a (4) channel TDMA ASR site tying into the Garland-Mesquite-Rowlett-Sachse (GMRS) regional system. The site will connect to the GMRS master site via customer provided backhaul link.

The existing ASTRO Express site is located at 32 42 43.2N, 96 18 32.5W. An upgrade will be performed to the existing GTR ESS to support ASR functionality and also to add TDMA capability to three voice channels. These channels will also be Dual Dynamic Mode (DDM) enabled to support FDMA operation. The repeater site will utilize the existing G-series RF equipment and antenna system. The necessary FDMA and TDMA site licenses for the proposed sites at the master site are also included.

The existing K core with dispatch at the PD Building will also be upgraded and tied in to the GMRS core to provide wireline connectivity to the GMRS core. The City of Terrell will need to provide backhaul links tying back to the core from this site as well.

Motorola understands that the GMRS will provide the master site licenses for the consoles and radio users as a part of this upgrade. Hence, no console master site licenses or radio user licenses are included in this proposal.

Motorola Solutions has taken a great care to propose an offering that will provide a solution that meets the City of Terrell's communications needs. A description of the features, benefits, system architecture, and hardware components is provided in this system description.

### 1.1.2 System Components

The proposed solution includes the following equipment.

- Software upgrades to existing GTR ESS to convert to TDMA ASR site
- One (1) ASR Site Router.
- One (1) Dispatch Site Router.
- One (1) Site LAN Switch
- Two (2) Dispatch LAN switches
- Software upgrade of existing K-core controller to Dispatch Site Controller
- Flash upgrades for up to 20 existing APX subscribers and APX consolettes have been included to add OTAP, Multikey, Wi-Fi, TDMA and Enhanced Data where applicable. (Wi-Fi is only available for FLASHport upgrade on APX8000/XE and APX6000/XE and SRX2200 BN Models. Wi-Fi is not available for upgrade on APX6000Li or APX6000/XE and SRX2200 AN Models. So if City

o f Terrell's existing APX subscribers are not APX8000/XE or APX6000/XE BN model, Wi-Fi flash upgrade cannot be added.

Existing antenna system and RF site equipment will be reused for this project. Any issues with the antenna system or existing equipment will be the City of Terrell's responsibility.

Master Site Licenses:

- One (1) FDMA site license
- One (1) TDMA site license
- One (1) Enhanced Data license
- One (1)- Pack of five (5) MCC7500 console licenses
- Three (3) Dual Dynamic Mode licenses
- One (1) UNC additional device licenses
- 130 Radio Management Device licenses for existing GMRS Radio Management server
- Location and Presence licenses for existing GMRS IMW to support up to (200) devices

Motorola understands that the City of Terrell will work with the GMRS system for their subscriber programming needs. Hence, Motorola has not included any subscriber-programming task in this proposal.

130 Radio Management licenses on the GMRS Radio Management server are included to support the City of Terrell's new and legacy APX subscribers. Motorola also understands that City of Terrell would like to take advantage of the GMRS IMW to enable location tracking of their subscribers in the future. This project includes expansion licenses for the GMRS IMW to enable this. City of Terrell will work with GMRS to gain access to the radio management as well as IMW server.

This proposal does NOT provide a mapping application to display the location data provided through the locations services and also does not include any services to interface to any mapping application vendor. This scope is separate and will need to be addressed in a new project proposal.

Along with an ASR site, the following subscribers and accessories have also been included in the project:

- 45 APX 6000s
- 20 APX 6000XEs
- 40 APX6500s
- 5 APX8000 -VHF/700/800
- 5 APX8000XE - VHF/700/800 (High Impact Green)
- 45 Single Unit Chargers
- 3 Multi Unit Chargers
- 45 IMPRES RSMs
- 20 XE5000 RSMs
- 1 KVL5000
- 10 Mission Critical Wireless Push To Talk Pod
- 10 Single Wire Surveillance Kit, Trans Tube

Following options have been included on the APX subscribers:

- o TDMA software
- o SMARTZONE digital software
- o Over the air programming and rekeying
- o AES and ADP Encryption
- o O2 control head with remote mount option on the FD Mobiles
- o E5 control head for PD mobiles
- o 3-year essential service

## 1.2 SYSTEM COMPONENTS

### 1.2.1 ASTRO 25 Repeater Site

An ASTRO 25 Repeater Site consists of a single site with up to 28 channels and two site controllers (in a redundant configuration), which can be standalone or housed in a GTR 8000 Expandable Site Subsystem (ESS).

The GTR 8000 Expandable Site Subsystem in a repeater site is set up in a single trunked site, with one active control channel and a number of voice channels at the site. If packet data services are supported at the site, a number of voice channels can be configured with packet data channel capability. Voice traffic is routed from each of the base radios to the system for distribution to other sites and is repeated by the base radios to support other local subscribers. However, data traffic is routed to the GCP 8000 Site Controller. The site controller routes these packets upstream to the zone controller for further processing and routing.

The ASTRO 25 Repeater Site consists of the following components, described in the Component Descriptions section of this System Description.

- GTR 8000 Expandable Site Subsystem (ESS).
- GTR 8000 Repeater/Base Radio.
- GCP 8000 Site Controller.
- Radio Frequency Distribution System (RFDS).
- Sub-Site Ethernet Switch.
- GGM 8000/ SRX Site Gateway.

### 1.2.2 Components

Each site type in an ASTRO 25 system contains various components. Components included in this system design are described in this section.

#### 1.2.2.1 GTR 8000 Expandable Site Subsystem

The GTR 8000 Expandable Site Subsystem (ESS) enclosure can contain reconfigured GTR 8000 base stations, site LAN switches, and GCP 8000 controllers, along with an optional Radio Frequency Distribution System (RFDS), depending on your configuration needs.

Voice traffic is routed from each of the site base stations to the system for distribution all sites associated with the call. Benefits of the ESS include:

- **Integrated Design** - Provides a smaller footprint at the site.
- **Front!fop Access Design** - Minimized cabling reduces install and service labor.
- **Increased Power Supply** - Provides redundancy through common power bus.

#### 1.2.2.2 GTR 8000 Site Repeater/Base Radio

The GTR 8000 Base Radio consists of transceiver module, power amplifier module, fan module, and power supply. The transceiver module includes the functionality for the exciter, receiver, and station

control. The base radio software, configuration, and network management, as well as inbound/outbound traffic handling, are performed through this transceiver module. On-board serial and Ethernet ports are located on this module for local servicing via Configuration/Service Software (CSS).

The power amplifier module amplifies the low-level modulated RF signal from the transceiver module and delivers the amplified signal on the path to the transmit antenna. The power supply module supports the transceiver and power amplifier modules, and can also provide auxiliary power to a connected site controller or Receive Multicoupler/Low Noise Amplifier (RMC/LNA).

### 1.2.2.3 Gateway

The Gateway is a modular multi-purpose network communications platform, designed to interconnect devices and networks within ASTRO 25 public safety network systems.

It provides a connection to a Wide Area Network (WAN) with no conventional channel interface (V.24, analog, and/or IP).

### 1.2.2.4 GCP 8000 Site Controller

The GCP 8000 Site Controller (GCP 8000) is the control interface between the transmitter/receiver subsystem and the Zone Controller. The GCP 8000 Site Controller comprises redundant site controller modules; one site controller module acts as the active module, and the second module acts as a standby. The redundancy minimizes the possibility of a single point of failure at the site.

The GCP 8000 provides the following functions:

- Manages the channels to maximize throughput and channel availability.
- Administers registration and context activation requests.
- Monitors base stations and RF distribution equipment and interacts with the MOSCAD site device manager to facilitate centralized alarm and control monitoring.
- Provides redundant site control.
- Enables redundant site link routing for patch redundancy.

Additionally, the GCP 8000 provides the following functions at simulcast sites:

- Provides a time and frequency reference signal to the base stations, maximizing frequency stability and allowing for further site separation in a simulcast configuration.
- Provides IP simulcast capability, enabling true end-to-end IP connectivity in a simulcast configuration.

Existing GCP 8000 site controllers will be used for this project.

### 1.2.2.5 Radio Frequency Distribution System

The Radio Frequency Distribution System (RFDS) provides interconnect between the base radios and antennas, allowing for a completely contained and more compact installation footprint. For the transmitters, this can include isolators, combiners, TX filters, diplexers, and power monitors.

For the receivers, this can include duplexers, site preselectors, and multicouplers. Various RFDS options exist for each of the GTR 8000 Base Radio, GTR 8000 Site Subsystem, and GTR 8000 Expandable Site Subsystem. Existing RFDS will be used for this project.

### 1.2.2.6 Sub-Site Ethernet Switch

There may be either one or two Ethernet switches at the sub-site to form the sub-site LAN. In a single sub-site link configuration, only one switch is used unless a second switch is needed to provide enough port capacity for all of the hosts at the sub-site. In a dual sub-site link configuration, two switches are used so that there is no single point of failure for the sub-site's entire IP network.

## 13 BACKHAUL SOLUTION (PROVIDED BY CITY OF TERRELL)

A backhaul link to GMRS master site is required from both the Express site and the Dispatch sites respectively. This link will be provided by the customer. The specifications for the site link are as follows:

### 1.3.1 Bandwidth:

The bandwidths referenced are the minimums that need to be provided to ensure performance of a fully utilized site. The port speed and/or internal backhaul network may need to be greater to ensure the jitter specification is met.

A minimum of 3 Mbps of bandwidth is required.

### 1.3.2 Tolerance to Backhaul Network Congestion or Outage:

- Repeater Site Links: 2 seconds

### 1.3.3 Latency

- Latency or IP Packet Transfer Delay is defined per RFC 2681. It is usually in the range of 5 to 60 ms one-way per hop, depending on system type, size, structure, etc.
- The maximum End-to-End Delay cannot exceed a total of 100 milliseconds

### 1.3.4 Jitter

The measurement method for jitter is based on RFC 3393 (Section 2.4) and ITU-T Recommendation Y.1541. RFC 3393 specifies the calculation of inter-packet delay variation (IPDV). ITU-T Y.1541 uses IPDV to calculate jitter. All jitter specifications are 99th percentile values. The jitter specification must apply when passing standard 1500 byte packets.

In non-simulcast configurations the jitter budget needs to be kept to 20ms or less. The 20ms is a 99th percentile value and is based on Y.1541 method of calculation.

### 1.3.5 Packet Loss

This refers to "Type-P-One-Way-Packet-Loss" as defined in RFC 2680, section 2.4. In the context of audio for the ASTRO 25 network, reordered packets are also considered packet loss.

The specification for end to end packet loss is no more than 0.01 %. Packet loss is additive and can be combined among all the link segments.

### 1.3.6 QoS Mechanisms

Four QoS levels are recommended for optimal user experience, but at least 2 are required.

The following QoS mechanisms are supported:

- Layer 3 (ToS or DSCP).
- Layer 2 (802.1p Priority).

Motorola would match the QoS of the Microwave provider between 0 to 7 (7 being the highest). Hence we would need to know this information once you have your link configured.

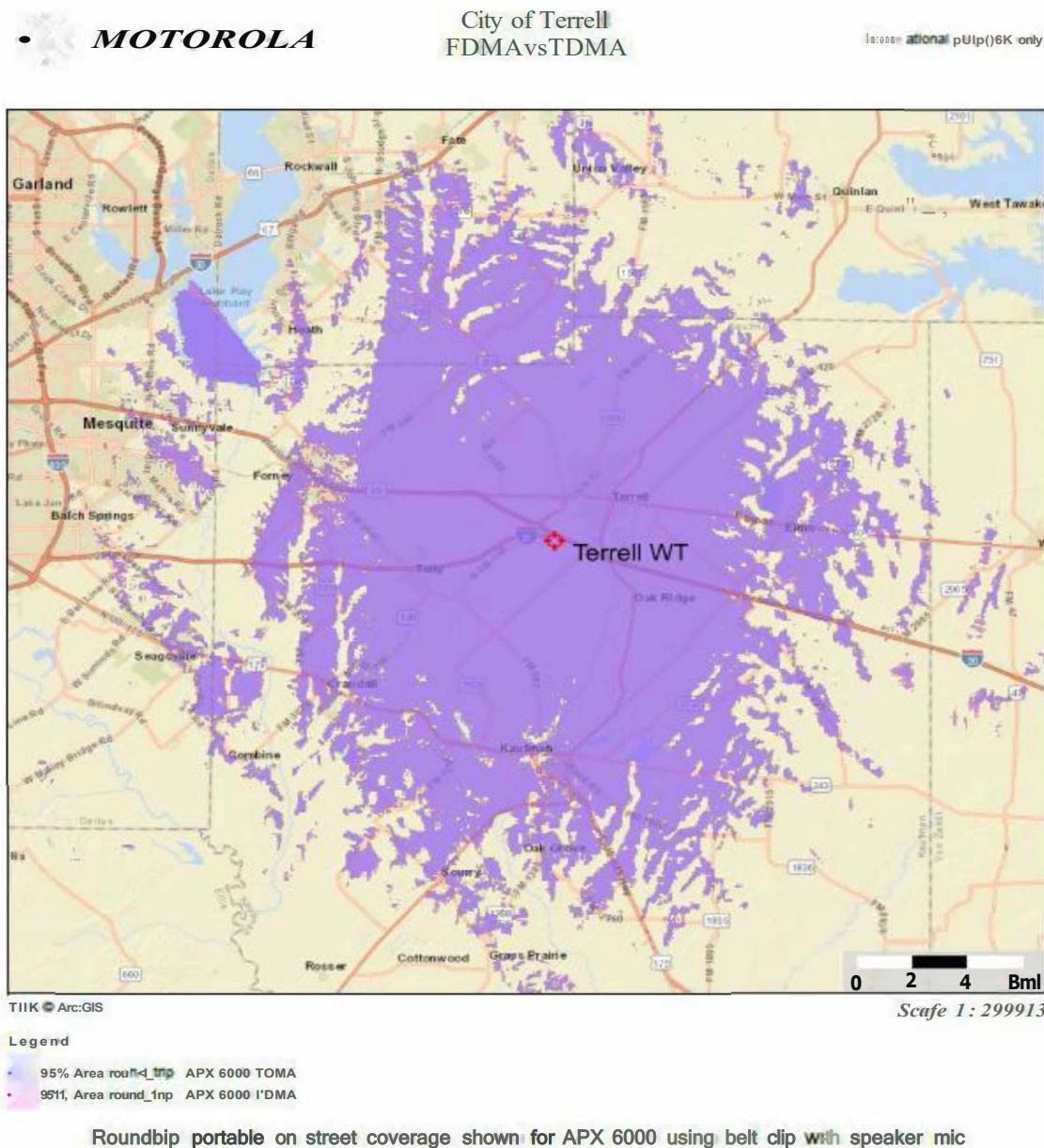
Here is what we currently recommend:

- Highest Mapped QoS value: 6.
- Number of Priority QoS levels: 4.
- QoS type: CoS -L2

## SECTION 2

# COVERAGE DESIGN

Please see below the coverage map showing TDMA coverage vs FDMA Portable on Street coverage. Coverage will change when the system goes from FDMA operation to TDMA operation. The map below shows minimal change in coverage. No coverage guarantee or testing is included in this proposal.



**Coverage parameters:**

The portable coverage is shown for 95% covered area reliability at DAQ 3.4. The site design parameters are mentioned in the table below which reflect the existing antenna system:

Site Name	Latitude	Longitude	TXAntType	TXAnt Height	RXAntType	RXAnt Height	ERP
Terrell WT	32° 42'43.2" N	96° 18'32.5" W	SC476-HF1LDF {6.SdB Existing)	350ft	SC476-HF1LDF {6.SdB Existing)	350ft	47.52 dBm

No changes to the antenna systems are proposed. Existing antenna system will be re-used for this project. Motorola suggests use of diversity receive antenna system for TDMA system. Currently no diversity receive system is included in this proposal.

## SECTION 3

# EQUIPMENT LIST

ASTROExpress to ASR upgrade equipment list

SUB SYS	QTY	NOMENCLATURE	DESCRIPTION
MASTER LICENSES	1	SQM01SUM0323	ASTRO MASTER SITE
MASTER LICENSES	1	CA03517AB	ADD: CORE EXPANSION
MASTER LICENSES	1	UA00153AB	ADD: P25 FDMA TRUNKING OPERATION SITE
MASTER LICENSES	1	UA00159AB	ADD: P25 PHASE 2 TDMA TRKNG OP SITE UC
MASTER LICENSES	1	UA00160AA	ADD: PHASE 2 DYNAMIC TG ASGNMT SITE UC
MASTER LICENSES	3	UA00161AA	ADD: P25 PHASE 2 TDMA SW BASE RADIO UC
MASTER LICENSES	3	UA00162AA	ADD: PHASE 2 DYNAMIC CH BASE RADIO UC
MASTER LICENSES	1	UA00156AA	ADD: MCC7500 CONSOLE LICENSES (QTY 5)
MASTER LICENSES	1	UA00408AA	ADD: ENHANCED DATA-P25 TRNK SITE
MASTER LICENSES	1	UA00152AA	ADD: 500 RADIO USER LICENSES
GTR UPGRADES	1	CA01316AA	ADD: UNC ADDTL DEVICE UC (QTY 10)
GTR UPGRADES	1	T7140	G-SERIES SOFTWARE UPGRADE
GTR UPGRADES	4	CA01116AA	ADD: SITE REPEATER BR SW UPGRADE
GTR UPGRADES	3	CA01903AA	ADD: P25 FDMA TO P25 TDMA SW UPGRADE
GTR UPGRADES	3	CA01966AA	ADD: DYNAMIC CHANNEL ASSIGNMENT SOFTWARE
SC UPGRADES	1	T7140	G-SERIES SOFTWARE UPGRADE
SC UPGRADES	2	CA02205AA	ADD: ASTRO 25 EXPRESS to SITE REPEATER SC SW UPGRADE IV&D
CSS	1	DLN6455	CONFIGURATION/SERVICE SOFTWARE
ASR Site router	1	T8492	SITE ROUTER & FIREWALL- AC
ASR Site router	1	CA03445AA	ADD: MISSION CRITICAL HARDENING
ASR Site router	1	CA03448AA	ADD: STATEFUL FIREWALL
Rack	2	DS1101990	SPD, SHIELDED RJ-45 JACK, SINGLE LINE GBE (1000MBPS) R56 COMPLIANT
Rack	2	DSTSJADP	RACK MOUNT GROUND BAR, 19 IN FOR TSJ AND WPH SERIES DATA SPDS
Rack	1	DS11011188	PDU, 120/240 SPLIT PH OR N+1 REDUNDANT, GOA MAX PER PHASE, SIX DEDICATED
Rack	12	DS3750297	BREAKER, 15 AMP, CB UL 489 LISTED FOR AC EDGE    {1101-1188}
Rack	2	DSRMP615A	SPD, TYPE 3, 120V RACK MOUNT, 15A PLUG-IN W/ (6) 15A NEMA 5-15 OUTLETS
Dispatch site router	1	T8492	SITE ROUTER & FIREWALL-AC

Dispatch site router	1	CA03445AA	ADD: MISSION CRITICAL HARDENING
Dispatch site router	1	CA03448AA	ADD: STATEFUL FIREWALL
Site LAN Switch	1	CLN1868	2930F 24-PORT SWITCH
Dispatch LAN switch	2	CLN1868	2930F 24-PORT SWITCH
Dispatch LAN switch	2	CLN1866	FRU: IM DAC CABLE
Dispatch SC upgrades	1	T7140	G-SERIES SOFTWARE UPGRADE
Dispatch SC upgrades	2	CA01246AA	ADD: MCC 7500 CONV SITE UPGRADE
RM licenses	1	T7914	RADIO MANAGEMENT ONLINE
RM licenses	130	UA00049AA	ADD: RADIO MANAGEMENT LICENSES ONLINE
IMW expansion	1	T8108	UNS RESOURCE EXPANSIONS
IMW expansion	1	CA03096AA	ADD: ADDITIONAL RESOURCES TO AN EXISTING SERVICE
IMW expansion	1	UA00012AA	ADD: 101-200 RESOURCES FOR LOCATION
IMW expansion	1	UA00059AA	ADD: 101-200 RESOURCES FOR PRESENCE
Legacy APX flashes	1	T7664	DIGITAL SMARTZONE
Legacy APX flashes	20	QA03399AB	ADD: ENHANCED DATA
Legacy APX flashes	30	H869CC	ENH: MULTIKEY
Legacy APX flashes	30	QA09001AC	ENH: WI-FI CAPABILITY FLP
Legacy APX flashes	20	QA00782AE	ENH: APX GPS ACTIVATION
Legacy APX flashes	20	Q947BE	ADD: ASTRO 25 INTEGRATED VOICE & DATA
Legacy APX flashes	30	G996AX	ENH: PROGRAMMING OVER P25 (OTAP)
Legacy APX flashes	30	QA00580AE	ENH: TDMA OPERATION
Legacy APX flashes	1	T7936	APX UCM UPGRADE CD
Legacy APX flashes	30	CA00182AR	ADD: AES ENCRYPTION SOFTWARE
Legacy APX flashes	1	T7936	APX UCM UPGRADE CD
Legacy APX flashes	30	CA00243AH	ADD: ADP ENCRYPTION

## SUBSCRIBER LIST

QTY	NOMENCLATURE	DESCRIPTION
5	H91TGD9PW7 N	APX 8000 ALL BAND PORTABLE MODEL 3.5
5	H91TGD9PW7 N	APX 8000 ALL BAND PORTABLE MODEL 3.5
10	NTN2571	Mission Critical Wireless Push To Talk Pod
10	PMLN7052	Single Wire Surveillance Kit, Trans Tube
45	H98UCF9PW6BN	APX6000 700/800 MODEL 2.5 PORTABLE
45	Q498	ENH: ASTRO 25 OTAR W/ MULTI KEY
45	Q361	ADD: P25 9600 BAUD TRUNKING
45	G996	ADD: PROGRAMMING OVER P25 (OTAP)
45	Q58	ADD: 3Y ESSENTIAL SERVICE
45	QA00580	ADD: TDMA OPERATION

45	H38	ADD: SMARTZONE OPERATION
45	Q806	ADD: ASTRO DIGITAL CAI OPERATION
45	Q629	ENH: AES ENCRYPTION AND ADP
45	PMNN4485	BATT IMPRES 2 LIION R IP68 2550T
20	H98UCF9PW6BN	APX6000 700/800 MODEL 2.5 PORTABLE
20	Q498	ENH: ASTRO 25 OTAR W/ MULTI KEY
20	Q361	ADD: P25 9600 BAUD TRUNKING
20	QA02006	ENH: APX6000XE RUGGED RADIO
20	Q58	ADD: 3Y ESSENTIAL SERVICE
20	QA00580	ADD: TDMA OPERATION
20	G996	ADD: PROGRAMMING OVER P25 (OTAP)
20	H38	ADD: SMARTZONE OPERATION
20	QA01427	ALT: IMPACT GREEN HOUSING
20	Q806	ADD: ASTRO DIGITAL CAI OPERATION
20	Q629	ENH: AES ENCRYPTION AND ADP
20	PMNN4547A	BATT IMPRES 2 LIION TIA4950 R IP68 3100T
25	M25URS9PW1BN	APX6500 ENHANCED 7/800 MHZ
25	G78	ADD: 3Y ESSENTIAL SERVICE
25	GA00580	ADD: TDMA OPERATION APX
25	G361	ENH: P25 TRUNKING SOFTWARE APX
25	GSI	ENH: SMARTZONE OPERATION APX6500
25	G806	ENH: ASTRO DIGITAL CAI OP APX
25	B18	ADD: AUXILIARY SPKR 7.5 WATT
25	G843	ADD: AES ENCRYPTION APX AND ADP
25	G298	ENH: ASTRO 25 OTAR W/ MULTIKEY
25	GA01670	ADD: APX ES CONTROL HEAD
25	G444	ADD: APX CONTROL HEAD SOFTWARE
25	G67DT	ADD: REMOTE MOUNT ES APXM
25	G996	ENH: OVER THE AIR PROVISIONING
25	W22	ADD: STD PALM MICROPHONE APX
25	G174	ADD: ANT 3DB LOW-PROFILE 762-870
25	GA01606AA	ADD: NO GPS/WI-FI ANTENNA NEEDED
7	M25URS9PW1BN	APX6500 ENHANCED 7/800 MHZ
7	G78	ADD: 3Y ESSENTIAL SERVICE
7	GA00580	ADD: TDMA OPERATION APX
7	G361	ENH: P25 TRUNKING SOFTWARE APX
7	GSI	ENH: SMARTZONE OPERATION APX6500
7	G806	ENH: ASTRO DIGITAL CAI OP APX
7	B18	ADD: AUXILIARY SPKR 7.5 WATT
7	G843	ADD: AES ENCRYPTION APX AND ADP
7	G298	ENH: ASTRO 25 OTAR W/ MULTIKEY
7	GA01670	ADD: APX ES CONTROL HEAD

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City of Terrell  
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7	G444	ADD: APX CONTROL HEAD SOFTWARE
7	G67DT	ADD: REMOTE MOUNT ES APXM
7	G996	ENH: OVER THE AIR PROVISIONING
7	GA01606AA	ADD: NO GPS/WI-FI ANTENNA NEEDED
7	W22	ADD: STD PALM MICROPHONE APX
7	G174	ADD: ANT 3DB LOW-PROFILE 762-870
8	M25URS9PW1BN	APX6500 ENHANCED 7/800 MHZ
8	G24	ADD: 3Y ESSENTIAL SERVICE
8	G831	ADD: SPKR 15W WATER RESISTANT
8	GA00580	ADD: TDMA OPERATION APX
8	G201	ADD:IMPACT GREEN COLOR HOUSING (02)
8	QA02756	ADD: 3600 OR 9600 TRUNKING BAUD SINGLE SYSTEM
8	G892	ENH: HAND MIC,GCAI WATER RESISTANT
8	G843	ADD: AES ENCRYPTION APX AND ADP
8	G298	ENH: ASTRO 25 OTAR W/ MULTIKEY
8	G996	ENH: OVER THE AIR PROVISIONING
8	GA00804	ADD: APX 02 CONTROL HEAD
8	G444	ADD: APX CONTROL HEAD SOFTWARE
8	G67	ADD: REMOTE MOUNT <b>APXM</b>
8	QA03399	ADD: ENHANCED DATA
8	GA01606AA	ADD: NO GPS/WI-FI ANTENNA NEEDED
8	G174	ADD: ANT 3DB LOW-PROFILE 762-870
45	<b>NNTN8860A</b>	CHARGER, SINGLE-UNIT, IMPRES 2, 3A, IISVAC, US/NA
3	<b>NNTN8844A</b>	CHARGER, MULTI-UNIT, IMPRES 2, 6-DISP, <b>NA/LA-PLUG</b> , ACC USB CHGR
20	PMMN4106D	XES00 HIGH IMPACT GREEN, CHANNEL KNOB, XTREME TEMPERATURE CABLE
1	T8476B	KVL 5000
1	CA00182AW	ADD: AES ENCRYPTION SOFTWARE
1	CA03358AA	ADD: ASTRO 25 MODE
1	CA03467AA	ADD: NORTH AMERICA MICRO USB CHARGER 100/240V
1	CA00243AJ	ADD: ADP PRIVACY
1	HKN6182B	CABLE KEYLOADING ADAPTER CGAI
1	PMKN4012B	PORTABLE PROGRAMMING CABLE
1	CB000262A01	CABLE,MICRO USB PROGRAMMING CABLE
45	HMN4104B	IMPRES RSM DSPLY W JACK, W CHNL

## SECTION 4

# PROJECT ASSUMPTIONS

- FCC license update of the existing RF site from FDMA to TDMA will be customer responsibility.
- The City of Terrell will ensure that there is rack space available on the existing rack space for the addition of equipment included in this project.
- The City of Terrell will provide any electrical power required to power equipment provided in this project. The backup power at the sites will also be able to support any new proposed equipment.
- The City of Terrell will ensure that the ASR site and dispatch equipment rooms are grounded to R56 standards.
- Existing RF distribution equipment, antennas and lines will be reused at the existing site. No new RFDS equipment is proposed in this project. If any issues are found upon sweeping the antenna lines, a new antenna system may need to be added through a change order.
- No changes will be made to the GenWatch equipment or Configuration Manager equipment at the Express or dispatch sites. Any changes to this assumption will require a change order to this project.
- No coverage guarantees or coverage acceptance test is included with this offering. Coverage may change when the FDMA RF site is converted to TDMA site.
- The City of Terrell will require an Inter Local Agreement (ILA) with the GMRS system to enable the tying in of this upgraded ASR site and dispatch into the GMRS system for successful completion of this project. This will be City of Terrell's responsibility.
- The ASR and dispatch sites require a dedicated backhaul connectivity to Master site located at Garland. It is the customer's responsibility to provide this dedicated public safety grade link of 3 Mbps or more. Motorola will perform link test to verify the reliability of these links before connecting the sites to the Master site. No backhaul has been included in this project. Motorola's demark at each of the sites for the backhaul are the site gateway routers provided by Motorola in this project which require Ethernet connectivity from the backhaul provider.
- Existing consolettes at the dispatch site will continue to be used after this project. If tying in to GMRS, reprogramming of these consolettes will be a Customer responsibility.
- Any site/location upgrades or modifications not specified in this proposal are the responsibility of the customer.
- This proposal is designed for the 700 MHz frequency band.
- The customer will provide any required system interconnections not specifically outlined here.
- Flash upgrades for existing 20 APX subscribers have been included as applicable to add capabilities included in this project.
- Motorola is not responsible for interference caused or received by the Motorola provided equipment except for interference that is directly caused by the Motorola-provided transmitter(s) to the Motorola-provided receiver(s). Should the Terrell system experience interference, Motorola can be contracted to investigate the source and recommend solutions to mitigate the issue.
- A one-time programming and installation cost for the City of Terrell's new subscribers proposed in this project to work on the Terrell system has been included. These subscribers will need to be re-programmed to work on the GMRS regional system.
- Motorola understands that when the City chooses to tie in to GMRS, GMRS will provide one-time programming for all the subscribers to work on the GMRS system. No cost has been included in this project to support this transition.

## SECTION 5

# STATEMENT OF WORK

Motorola will install and configure the proposed equipment. The following table describes the tasks involved with installation and configuration.

Tasks	Motorola Solutions	Customer
<b>PROJECT INITIATION</b>		
<b>Contract Finalization and Team Creation</b>		
Execute contract and distribute contract documents.	X	X
Assign a Project Manager as a single point of contact.	X	X
Assign resources.	X	X
Schedule project kickoff meeting.	X	X
Deliverable: Signed contract, defined project team, and scheduled project kickoff meeting.		
<b>Project Administration</b>		
Ensure that project team members attend all meetings relevant to their role on the project.	X	X
Record and distribute project status meeting minutes.	X	
Maintain responsibility for third-party services contracted by Motorola Solutions.	X	
Complete assigned project tasks according to the project schedule.	X	X
Submit project milestone completion documents.	X	
Upon completion of tasks, approve project milestone completion documents.		X
Conduct all project work Monday thru Friday, 7:30 a.m. to 5:00 p.m.).	X	
Deliverable: Completed and approved project milestones throughout the project.		
<b>Project Kickoff</b>		
Introduce team, review roles, and decision authority.	X	X
Present project scope and objectives.	X	
Review SOW responsibilities and project schedule.	X	X
Schedule Design Review.	X	X
Deliverable: Completed project kickoff and scheduled Design Review.		
<b>Design Review</b>		
Present the system design and operational requirements for the solution.	X	
Present installation plan.	X	
Present preliminary cutover plan and methods to document final cutover process.	X	

Tasks	Motorola Solutions	Customer
Present configuration and details of sites required by system design.	X	
Validate that Customer sites can accommodate proposed equipment.	X	X
Provide approvals required to add equipment to proposed existing sites.		X
Review safety, security, and site access procedures.	X	
Present equipment layout plans and system design drawings.	X	
Provide backhaul performance specifications and demarcation points.	X	
Provide heat load and power requirements for new equipment.	X	
Provide information on existing system interfaces.		X
Provide frequency and radio information for each site.		X
Complete the required forms required for frequency coordination and licensing.		X
Ensure that frequency availability and licensing meet project requirements, and pay licensing and frequency coordination fees.		X
Review and update design documents, including System Description, Statement of Work, Project Schedule, and Acceptance Test Plan, based on Design Review agreements.	X	
Execute Change Order in accordance with all material changes to the Contract resulting from the Design Review.	X	
Deliverable: Finalized design documentation based upon "frozen" design, along with any relevant Change Order documentation.		
<b>Site Planning</b>		
Provide necessary equipment shelters for installation of system equipment.		X
Provide necessary tower for installation of antenna system, if required.		X
Provide the R56 requirements for space, power, grounding, HVAC, and connectivity requirements at each site.	X	
Provide adequate commercial electrical power in proper phase and voltage at sites.		X
Perform structural analysis of towers, rooftops, or other structures to confirm that they are capable of supporting future antenna loads if required.		X
Confirm that there is adequate utility service to support the new equipment and ancillary equipment.		X

Tasks	Motorola Solutions	Customer
Conduct site walks to collect pertinent information (e.g. location of telco, power, structures, etc.)	X	
Ensure that each site meets the R56 standards for space, grounding, power, HVAC, and connectivity requirements.		X
Prepare and submit Electromagnetic Energy (EME) plans for the site (as licensee) to demonstrate compliance with FCC RF Exposure Guidelines.		X
<b>SYSTEM INSTALLATION</b>		
<b>Equipment Order and Manufacturing</b>		
Create equipment order and reconcile to contract.	X	
Manufacture Motorola Solutions-provided equipment necessary for system based on equipment order.	X	
Deliverable: Equipment procured and ready for shipment.		
<b>Equipment Shipment and Storage</b>		
Provide secure location for solution equipment.		X
Pack and ship solution equipment to the identified, or site locations.	X	
Receive solution equipment.		X
Inventory solution equipment.	X	
Deliverable: Solution equipment received and ready for installation		
<b>General Installation</b>		
Deliver solution equipment to installation location.	X	
Coordinate receipt of and inventory solution equipment with designated contact.	X	
Install all proposed fixed equipment as outlined in the System Description based upon the agreed-upon floor plans, connecting audio, control, and radio transmission cables to connect equipment to the power panels or receptacles, and audio/control line connection points. Installation performed in accordance with R56 standards and state/local codes.	X	
Provide system interconnections that are not specifically outlined in the system design, including dedicated backhaul connectivity.		X
Install and terminate all network cables between site routers and network demarcation points, including microwave, leased lines, and Ethernet.	X	
Connect installed equipment to the provided ground system.	X	
Label equipment, racks, and cables.	X	
Perform preliminary audit of installed equipment to ensure compliance with requirements and R56 standards.	X	

Tasks	Motorola Solutions	Customer
Note any required changes to the installation for inclusion in the "as-built" system documentation.	X	
Remove, transport, and dispose of old equipment.		X
Deliverable: Equipment installed.		
<b>Antenna and Transmission Line Installation</b>		
Provide antennas, including supplying and installing new side arm mounts, if replacement required.		X
Install towertop amplifiers, if replacement required.		X
Install transmission lines required for system, if replacement required.		X
Provide structure penetrations for transmission equipment (e.g. antennas & microwave line.), if replacement required.		X
Perform sweep tests on transmission lines.	X	
Provide and install attachment hardware for supporting transmission lines on antenna support structure, if replacement required.		X
Supply and install ground buss bar at the bottom of each antenna support structure, if replacement required.		X
<b>ASTRO 25 Core and Remote Site Installation and Configuration</b>		
Install fixed equipment contained in the equipment list and system description.	X	
Provide backhaul connectivity and associated equipment for all sites to meet latency, jitter and capacity requirements.		X
Configure ASTRO 25 system to support the new RF sites.	X	
Provide list of subscriber IDs for loading into the Zone Controller.		X
Load subscriber IDs in the Zone Controller.		X
Provide required radio ID and alias information to enable alias database setup for interface to consoles.		X
Integrate the RF sites into the system to ensure proper operation.	X	
Deliverable: ASTRO 25 core and remote site equipment installation completed.		
<b>Mobile Radio Installation and Programming (For new subscribers on existing Terrell system)</b>		
Deliver portable radios to authorized Customer personnel and inventory upon receipt.	X	X
Develop and approve prototypes for each type of mobile installation.	X	

Tasks	Motorola Solutions	Customer
Test features and functionalities of the mobile templates.		X
Program the mobile radios identified in the equipment list in accordance with the programming templates, client software, and fleetmap.		X
Install all the mobiles in the vehicles, as identified in the equipment list, and according to the installation schedule.	X	
Remove the existing mobiles from the vehicle at the time of installation of the new radios	X	
<b>Portable Radio Programming and Distribution (For new subscribers on existing Terrell system)</b>		
Pass all features and functionalities of the portable radio template.		X
Program test portable radios with each template version and activate them on the system.		X
Program the portable radios identified in the equipment list in accordance with the programming templates, client software, and fleetmap.		X
Deliver portable radios to authorized Customer personnel and inventory upon receipt	X	X
Acknowledge receipt of portable radios and accessories and verify proper operation of a sampling of delivered portable radios.		X
Distribute portable radios to end users.		X
<b>SYSTEM OPTIMIZATION AND TESTING</b>		
<b>R56 Site Audit</b>		
Perform R56 site-installation quality-audits, verifying proper physical installation and operational configurations.	X	
Create site evaluation report to verify site meets or exceeds requirements, as defined in Motorola Solutions' R56 Standards and Guidelines for Communication Sites.	X	
Deliverable: R56 Standards and Guidelines for Communication Sites audits completed successfully.		
<b>Solution Optimization</b>		
Verify that all equipment is operating properly and that all electrical and signal levels are set accurately.	X	
Verify communication interfaces between devices for proper operation.	X	
Ensure that functionality meets manufacturers' specifications and complies with the final configuration established during design review or system staging.	X	
Deliverable: Completion of System Optimization.		

Tasks	Motorola Solutions	Customer
<b>Functional Acceptance Testing</b>		
Verify the operational functionality and features of the solution supplied by Motorola Solutions, as contracted.	X	
Witness the functional testing.		X
Document all issues that arise during the acceptance tests.	X	
If any major task for the system as contractually described fails during the Customer acceptance testing or beneficial use, repeat that particular task after Motorola Solutions determines that corrective action has been taken.	X	
Resolve any minor task failures before Final System Acceptance.	X	
Document the results of the acceptance tests and present for review.	X	
Review and approve final acceptance test results.		X
Document all issues that arise during the acceptance tests.	X	
Document the results of the acceptance tests and present to the Customer for review.	X	
Deliverable: Completion of functional testing and approval by Customer.		
<b>PROJECT TRANSITION</b>		
<b>Cutover</b>		
Finalize Cutover Plan.	X	X
Provide Motorola Solutions with user radio information for input into the system database and activation, as required.		X
Provide programming of user radios and related services (i.e. template building, re-tuning, testing and installations), as needed, during cutover period.		X
Conduct cutover meeting with relevant personnel to address both how to mitigate technical and communication problem impacts to the users during cutover and during the general operation of the system.	X	
Notify the personnel affected by the cutover of the date and time planned for cutover.		X
Provide ongoing communication with users regarding the project and schedule.	X	X
Cut over users and ensure that user radios are operating on system.		X
Resolve punchlist items, documented during the Acceptance Testing phase, in order to meet all the criteria for final system acceptance.	X	

Tasks	Motorola Solutions	Customer
Assist Motorola Solutions with resolution of identified punchlist items by providing support, such as access to the sites, equipment and system, and approval of the resolved punchlist items.		<input checked="" type="checkbox"/>
Deliverable: Migration to new system completed, and punchlist items resolved.		
<b>Transition to Warranty</b>		
Review the items necessary for transitioning the project to warranty support and service.	<input checked="" type="checkbox"/>	
Motorola Solutions to provide services during year 1 warranty which align with the proposed services.	<input checked="" type="checkbox"/>	
Provide a Customer Support Plan detailing the warranty support associated with the contract equipment.	<input checked="" type="checkbox"/>	
Deliverable: Service information delivered and approved by Customer		
<b>Finalize Documentation and System Acceptance</b>		
Provide manufacturer's installation material, part list and other related material to Customer upon project completion.	<input checked="" type="checkbox"/>	
Provide any updated documents as a part of this project.		<input checked="" type="checkbox"/>
Receive and approve documentation.		<input checked="" type="checkbox"/>
Execute Final Project Acceptance.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Deliverable: All required documents are provided and approved. Final Project Acceptance.		



## SECTION 6

# ACCEPTANCE TEST PLAN

System Acceptance of the proposed solution will occur upon successful completion of a Functional Acceptance Test Plan (FATP), which will test the features, and functions for the installed equipment in order to verify that the solution operates according to its design. This plan will validate that the solution will operate according to its design, and increase the efficiency and accuracy of the final installation activities. A detailed FATP will be developed and finalized during the Design Review.

No Coverage testing is included as a part of this proposal.



SECTION 7

# ESSENTIAL PLUS SERVICES

The existing service and SUA II package that City of Terrell has will continue to support this project during the warranty period.

As a part of the SUA II package, City of Terrell's next system upgrade will be synchronized with GMRS regional system upgrade. Both City of Terrell and GMRS system need to be on the same ASTRO release version during the implementation of this project and henceforth.

## SECTION 8

# PRICING

## 8.1 EQUIPMENT AND SERVICES SUMMARY

Radio Pricing (Standalone) - Option 1	Price (\$)
Equipment	\$708,796
(Programming & Installation)	\$40,624
<b>Radio Pricing Total</b>	<b>\$749,420</b>

Site Upgrade (Standalone) – Option 2	Price (\$)
Equipment	\$223,367
Implementation Services	\$155,353
<b>Site Upgrade Total</b>	<b>\$378,720</b>

Radios and Site Upgrade (Combined) – Option 3	Price (\$)
Equipment	\$932,163
Implementation Services	\$195,977
<i>GMRS Discount</i>	<i>-\$302,229</i>
<b>Radios and Site Upgrade Combined Total</b>	<b>\$825,911</b>

SECTION 9

# CONTRACTUAL DOCUMENTATION

## **Communications System and Services Agreement**

Motorola Solutions, Inc. ("Motorola") and City of Terrell ("Customer") enter into this "Agreement," pursuant to which Customer will purchase and Motorola will sell the System and Services, as described below. Motorola and Customer may be referred to individually as a "Party" and collectively as the "Parties."

WHEREAS, the Customer desires to purchase a Communications System; and

WHEREAS, Motorola desires to sell a Communications System to Customer; and

WHEREAS, Houston-Galveston Area Council ("H-GAC"), acting as the agent for various local governmental entities who are "End Users" under interlocal agreements (including the Customer) has solicited proposals for radio communications equipment and conducted discussions with Motorola concerning its proposal and, where applicable, in accordance with the competitive procurement procedures of Texas law; and

WHEREAS, H-GAC and Motorola entered into that certain Contract dated as of May 1, 2018 (the "Contract"), which provided that End Users may purchase radio communications equipment from Motorola pursuant to certain terms contained therein; and

WHEREAS, pursuant to Article 6 of the Contract, Motorola and Customer now wish to enter into this Agreement to delineate the specific terms of the purchase of radio communications equipment from Motorola by the Customer. For good and valuable consideration, the Parties agree as follows:

### **Section 1 ATTACHMENTS**

1.1. EXHIBITS. The Exhibits listed below are exhibits related to the System sale and implementation. These Exhibits are incorporated into and made a part of this Agreement.

Exhibit A "Motorola Software License Agreement"

Exhibit B "Payment"

Exhibit C Technical and Implementation Documents

- C-1 "System Description"
- C-2 "Pricing Summary & Equipment List"
- C-3 "Implementation Statement of Work"
- C-4 "Acceptance Test Plan" or "ATP"
- C-5 "Performance Schedule"

Exhibit D "System Acceptance Certificate"

Exhibit E H-GAC Contract dated May 1, 2018

1.2. ADDENDUM (ADDENDA). Customer may elect to purchase professional or subscription services in addition to the System and related services. Any such services will be governed by the terms in the main body of the Agreement and an applicable Addendum containing terms specific to such service. Such Addenda will be labeled with the name of the service being purchased.

1.3 ORDER OF PRECEDENCE. In interpreting this Agreement and resolving any ambiguities: 1) the main body of this Agreement takes precedence over the exhibits (unless otherwise specified in an exhibit), and any inconsistency between Exhibits A through E will be resolved in their listed order, except that Exhibit E shall prevail over this entire Agreement in the event of a conflict and 2) The applicable service Addendum will take precedence over the main body of the Agreement and the Exhibits.

### **Section 2 DEFINITIONS**

Capitalized terms used in this Agreement have the following meanings:

**“Acceptance Tests”** means those tests described in the Acceptance Test Plan.

**“Addendum (Addenda)”** is the title of the document(s) containing a specific set of terms and conditions applicable to a particular service or other offering beyond the Communication System and System implementation services. The terms in the Addendum are applicable only to the specific service or offering described therein.

**“Administrative User Credentials”** means an account that has total access over the operating system, files, end user accounts and passwords at either the System level or box level. Customer's personnel with access to the Administrative User Credentials may be referred to as the Administrative User.

**“Beneficial Use”** means when Customer first uses the System or a Subsystem for operational purposes (excluding training or testing).

**“Confidential Information”** means all information consistent with the fulfillment of this Agreement that is (i) disclosed under this Agreement in oral, written, graphic, machine recognizable, and/or sample form, being clearly designated, labeled or marked as confidential or its equivalent or (ii) obtained by examination, testing or analysis of any hardware, software or any component part thereof provided by discloser to recipient. The nature and existence of this Agreement are considered Confidential Information. Confidential Information that is disclosed orally must be identified as confidential at the time of disclosure and confirmed by the discloser by submitting a written document to the recipient within thirty (30) days after such disclosure. The written document must contain a summary of the Confidential Information disclosed with enough specificity for identification purpose and must be labeled or marked as confidential or its equivalent.

**“Contract Price”** means the price for the System and implementation Services, including the H-GAC administrative fee but excluding applicable sales or similar taxes and freight charges. Further, unless otherwise stated in Exhibit B, “Payment” or the pricing pages of the proposal, recurring fees for maintenance, SUA, or subscription services are not included in the Contract Price.

**“Deliverables”** means all written information (such as reports, specifications, designs, plans, drawings, analytics, Solution Data, or other technical or business information) that Motorola prepares for Customer in the performance of the Services and is obligated to provide to Customer under this Agreement. The Deliverables, if any, are more fully described in the Statement of Work.

**“Derivative Proprietary Materials”** means derivatives of the Proprietary Materials that Motorola may from time to time, including during the course of providing the Services, develop and/or use and/or to which Motorola provides Customer access.

**“Effective Date”** means that date upon which the last Party executes this Agreement.

**“Equipment”** means the hardware components of the Solution that Customer purchases from Motorola under this Agreement. Equipment that is part of the System is described in the Equipment List.

**“Feedback”** means comments or information, in oral or written form, given to Motorola by Customer in connection with or relating to Equipment or Services, during the term of this Agreement.

**“Force Majeure”** means an event, circumstance, or act that is beyond a Party's reasonable control, such as an act of God, an act of the public enemy, an act of a government entity, strikes, other labor disturbances, supplier performance, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, riots, or any other similar cause.

**“Motorola Software”** means software that Motorola or its affiliated companies owns.

**“Non-Motorola Software”** means software that a party other than Motorola or its affiliated companies owns.

**“Open Source Software”** (also called “freeware” or “shareware”) means software with either freely obtainable source code, license for modification, or permission for free distribution.

**“Proprietary Materials”** means certain software tools and/or other technical materials, including, but not limited to, data, modules, components, designs, utilities, subsets, objects, program listings, models, methodologies, programs, systems, analysis frameworks, leading practices and specifications which Motorola has developed prior to, or independently from, the provision of the Services and/or which Motorola licenses from third parties.

**“Proprietary Rights”** means the patents, patent applications, inventions, copyrights, trade secrets, trademarks, trade names, mask works, know-how, and other intellectual property rights in and to the Equipment and Software, including those created or produced by Motorola under this Agreement and any corrections, bug fixes, enhancements, updates or modifications to or derivative works from the Software whether made by Motorola or another party.

**“Services”** means system implementation, maintenance, support, subscription, or other professional services provided under this Agreement, which may be further described in the applicable Addendum and/or SOW.

**“Software”** (i) means proprietary software in object code format, and adaptations, translations, decompilations, disassemblies, emulations, or derivative works of such software; (ii) means any modifications, enhancements, new versions and new releases of the software provided by Motorola; and (iii) may contain one or more items of software owned by a third party supplier. The term “Software” does not include any third party software provided under separate license or third party software not licensable under the terms of this Agreement.

**“Software License Agreement”** means the Motorola Software License Agreement (Exhibit A).

**“Software Support Policy” (“SwSP”)** means the policy set forth at <http://www.motorolasolutions.com/softwarepolicy> describing the specific technical support that will be provided to Customers under the Warranty Period and during any paid maintenance support period for Motorola Software. This policy may be modified from time to time at Motorola’s discretion.

**“Solution”** means the combination of the System(s) and Services provided by Motorola under this Agreement.

**“Solution Data”** means Customer data that is transformed, altered, processed, aggregated, correlated or operated on by Motorola, its vendors or other data sources and data that has been manipulated or retrieved using Motorola know-how to produce value-added content to data consumers, including customers or citizens which is made available to Customer with the Solution and Services.

**“Specifications”** means the functionality and performance requirements that are described in the Technical and Implementation Documents.

**“SUA” or “SUA II”** means Motorola’s Software Upgrade Agreement program.

**“Subsystem”** means a major part of the System that performs specific functions or operations. Subsystems are described in the Technical and Implementation Documents.

**“System”** means the Equipment, including incidental hardware and materials, Software, and design, installation and implementation services that are combined together into an integrated system; the

System(s) is (are) described in the Technical and Implementation Documents.

**“System Acceptance”** means the Acceptance Tests have been successfully completed.

**“System Data”** means data created by, in connection with or in relation to Equipment or the performance of Services under this Agreement.

**“Warranty Period”** for System Hardware, Software, or services related to system implementation means one (1) year from the date of System Acceptance or Beneficial Use, whichever occurs first. Unless otherwise stated in the applicable Addendum, Warranty Period for other Services means ninety (90) days from performance of the Service.

### **Section 3      SCOPE OF AGREEMENT AND TERM**

3.1. **SCOPE OF WORK.** Motorola will provide, install and test the System(s), and perform its other contractual responsibilities to provide the Solution, all in accordance with this Agreement. Customer will perform its contractual responsibilities in accordance with this Agreement.

3.2. **CHANGE ORDERS.** Either Party may request changes within the general scope of this Agreement. If a requested change causes an increase or decrease in the cost or time required to perform this Agreement, the Parties will agree to an equitable adjustment of the Contract Price or applicable subscription fees, Performance Schedule, or both, and will reflect the adjustment in a change order or Addendum. Neither Party is obligated to perform requested changes unless both Parties execute a written change order.

3.3. **TERM.** Unless terminated in accordance with other provisions of this Agreement or extended by mutual agreement of the Parties, the term of this Agreement begins on the Effective Date and continues until the date of Final Project Acceptance or expiration of the Warranty Period, or completion of the Services, whichever occurs last. The term and the effective date of recurring Services will be set forth in the applicable Addendum.

3.4. **ADDITIONAL EQUIPMENT OR SOFTWARE.** For three (3) years after the expiration date of the Agreement, Customer may order additional Equipment or Software, if it is then available. Each purchase order must refer to this Agreement, the expiration date of the Agreement, and must specify the pricing and delivery terms. The Parties agree that, notwithstanding expiration of the Agreement, the applicable provisions of this Agreement (except for pricing, delivery, passage of title and risk of loss to Equipment, warranty commencement, and payment terms) will govern the purchase and sale of the additional Equipment or Software. Additional or contrary terms in the purchase order will be inapplicable, unless signed by both parties. Title and risk of loss to additional Equipment will pass at shipment, warranty will commence upon delivery, and payment is due within thirty (30) days after the invoice date. Motorola will send Customer an invoice as the additional Equipment is shipped or Software is licensed. Alternatively, Customer may register with and place orders through Motorola Online (“MOL”), and this Agreement will be the “Underlying Agreement” for those MOL transactions rather than the MOL On-Line Terms and Conditions of Sale. MOL registration and other information may be found at <https://businessonline.motorolasolutions.com> and the MOL telephone number is (800) 814-0601.

3.5. **MOTOROLA SOFTWARE.** Any Motorola Software, including subsequent releases, is licensed to Customer solely in accordance with the Software License Agreement. Customer hereby accepts and agrees to abide by all of the terms and restrictions of the Software License Agreement.

3.6. **NON-MOTOROLA SOFTWARE.** Any Non-Motorola Software is licensed to Customer in accordance with the standard license, terms, and restrictions of the copyright owner on the Effective Date unless the copyright owner has granted to Motorola the right to sublicense the Non-Motorola Software pursuant to the Software License Agreement, in which case it applies and the copyright owner will have all of Lessor's rights and protections under the Software License Agreement. Motorola makes no representations or warranties of any kind regarding Non-Motorola Software. Non-Motorola Software may

include Open Source Software.

3.7. **SUBSTITUTIONS.** At no additional cost to Customer, Motorola may substitute any Equipment, Software, or services to be provided by Motorola, if the substitute meets or exceeds the Specifications and is of equivalent or better quality to the Customer. Any substitution will be reflected in a change order.

3.8. **OPTIONAL EQUIPMENT OR SOFTWARE.** This paragraph applies only if a "Priced Options" exhibit is shown in Section 1, or if the parties amend this Agreement to add a Priced Options exhibit. During the term of the option as stated in the Priced Options exhibit (or if no term is stated, then for one (1) year after the Effective Date), Customer has the right and option to purchase the equipment, software, and related services that are described in the Priced Options exhibit. Customer may exercise this option by giving written notice to Seller which must designate what equipment, software, and related services Customer is selecting (including quantities, if applicable). To the extent they apply, the terms and conditions of this Agreement will govern the transaction; however, the parties acknowledge that certain provisions must be agreed upon, and they agree to negotiate those in good faith promptly after Customer delivers the option exercise notice. Examples of provisions that may need to be negotiated are: specific lists of deliverables, statements of work, acceptance test plans, delivery and implementation schedules, payment terms, maintenance and support provisions, additions to or modifications of the Software License Agreement, hosting terms, and modifications to the acceptance and warranty provisions.

#### **Section 4 SERVICES**

4.1. If Customer desires and Motorola agrees to continue Services beyond the Term, Customer's issuance and Motorola's acceptance of a purchase order for Services will serve as an automatic extension of the Agreement for purposes of the continuing Services. Only the terms and conditions applicable to the performance of Services will apply to the extended Agreement.

4.2. During the Warranty Period, in addition to warranty services, Motorola will provide maintenance Services for the Equipment and support for the Motorola Software pursuant to the applicable maintenance and support Statements of Work. Support for the Motorola Software will be in accordance with Motorola's established Software Support Policy. Copies of the SwSP can be found at <http://www.motorolasolutions.com/softwarepolicy> and will be sent by mail, email or fax to Customer upon written request. Maintenance Services and support during the Warranty Period are included in the Contract Price. Unless already included in the Contract Price, if Customer wishes to purchase 1) additional maintenance or software support services during the Warranty Period; or 2) continue or expand maintenance, software support, installation, and/or SUA services after the Warranty Period, Motorola will provide the description of and pricing for such services in a separate proposal document. Unless otherwise agreed by the parties in writing, the terms and conditions in this Agreement applicable to maintenance, support, installation, and/or SUA Services, will be included in the Maintenance and Support Addendum, SUA Addendum, the applicable Statements of Work, and the proposal, (if applicable). These collective terms will govern the provision of such Services.

To obtain any such additional Services, Customer will issue a purchase order referring to this Agreement and the separate proposal document. Omission of reference to this Agreement in Customer's purchase order will not affect the applicability of this Agreement. Motorola's proposal may include a cover page entitled "Service Agreement" or "Installation Agreement", as applicable, and other attachments. These cover pages and other attachments are incorporated into this Agreement by this reference

4.3. **PROFESSIONAL AND SUBSCRIPTION SERVICES.** If Customer purchases professional or subscription Services as part of the Solution, additional or different terms specific to such Service will be included in the applicable Addendum and will apply to those Services. Customer may purchase additional professional or subscription services by issuing a purchase order referencing this Agreement and Motorola's proposal for such additional services.

4.4. Any information in the form of specifications, drawings, reprints, technical information or otherwise furnished to Customer in providing Services under this Agreement or Motorola data viewed, accessed, will remain Motorola's property, will be deemed proprietary, Confidential Information. This Confidential Information will be promptly returned at Motorola's request.

4.5. TOOLS. All tools, equipment, dies, gauges, models, drawings or other materials paid for or furnished by Motorola for the purpose of providing Services under this Agreement will be and remain the sole property of Motorola. Customer will safeguard all such property while it is in Customer's custody or control, be liable for any loss or damage to this property, and return it to Motorola upon request. This property will be held by Customer for Motorola's use without charge and may be removed from Customer's premises by Motorola at any time without restriction. Upon termination of the contract for any reason, Customer shall return to Motorola all equipment delivered to Customer.

4.6. COVENANT NOT TO EMPLOY. During the term of this Agreement and continuing for a period of two (2) years thereafter, Customer will not hire, engage on contract, solicit the employment of, or recommend employment to any third party of any employee of Motorola or its subcontractors without the prior written authorization of Motorola. This provision applies only to those employees of Motorola or its subcontractors who are responsible for rendering Services under this Agreement. If this provision is found to be overly broad under applicable law, it will be modified as necessary to conform to applicable law.

4.7. CUSTOMER OBLIGATIONS. If the applicable Statement of Work or Addendum contains assumptions that affect the Services or Deliverables, Customer will verify that they are accurate and complete. Any information that Customer provides to Motorola concerning the Services or Deliverables will be accurate and complete in all material respects. Customer will make timely decisions and obtain any required management approvals that are reasonably necessary for Motorola to perform the Services and its other duties under this Agreement. Unless the Statement of Work states the contrary, Motorola may rely upon and is not required to evaluate, confirm, reject, modify, or provide advice concerning any assumptions and Customer-provided information, decisions and approvals described in this paragraph.

4.8. ASSUMPTIONS. If any assumptions or conditions contained in this Agreement, applicable Addenda or Statements of Work prove to be incorrect or if Customer's obligations are not performed, Motorola's ability to perform under this Agreement may be impacted and changes to the Contract Price, subscription fees, project schedule, Deliverables, or other changes may be necessary.

4.9. NON-PRECLUSION. If, as a result of the Services performed under this Agreement, Motorola recommends that Customer purchase products or other services, nothing in this Agreement precludes Motorola from participating in a future competitive bidding process or otherwise offering or selling the recommended products or other services to Customer. Customer represents that this paragraph does not violate its procurement or other laws, regulations, or policies.

4.10. PROPRIETARY MATERIALS. Customer acknowledges that Motorola may use and/or provide Customer with access to Proprietary Materials and Derivative Proprietary Materials. The Proprietary Materials and the Derivative Proprietary Materials are the sole and exclusive property of Motorola and Motorola retains all right, title and interest in and to the Proprietary Materials and Derivative Proprietary Materials.

4.11. ADDITIONAL SERVICES. Any services performed by Motorola outside the scope of this Agreement at the direction of Customer will be considered to be additional Services which are subject to additional charges. Any agreement to perform additional Services will be reflected in a written and executed change order, Addendum or amendment to this Agreement.

## Section 5      PERFORMANCE SCHEDULE

The Parties will perform their respective responsibilities in accordance with the Performance Schedule. By executing this Agreement, Customer authorizes Motorola to proceed with contract performance.

## **Section 6 CONTRACT PRICE, PAYMENT AND INVOICING**

6.1. Customer affirms that a purchase order or notice to proceed is not required for contract performance or for subsequent years of service, if any, and that sufficient funds have been appropriated in accordance with applicable law. The Customer will pay all invoices as received from Motorola and any changes in scope will be subject to the change order process as described in this Agreement. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment in accordance with this Agreement.

6.2. **CONTRACT PRICE.** The Contract Price in U.S. dollars is \$825,911, which includes the H-GAC administrative fee. Motorola will pay H-GAC's administrative fee in accordance with the payment terms of the Motorola/H-GAC Contract dated May 1, 2018. If applicable, a pricing summary is included with the Payment schedule in Exhibit B. Motorola has priced the Services, Software, and Equipment as an integrated System. A change in Software or Equipment quantities, or Services, may affect the overall Contract Price, including discounts if applicable. Fees for professional, SUA, and/or subscription services which are not included in the Contract Price may be listed in Exhibit B, the pricing pages of the proposal, or the applicable Addendum.

6.3. **INVOICING AND PAYMENT.** Motorola will submit invoices to Customer according to the Payment schedule in Exhibit B. Invoices will be mailed or emailed to Customer pursuant to Section 6.5, Invoicing and Shipping Addresses. Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a wire transfer, check, or cashier's check from a U.S. financial institution. Overdue invoices will bear simple interest at the maximum allowable rate. For reference, the Federal Tax Identification Number for Motorola is 36-1115800.

6.4. **FREIGHT, TITLE, AND RISK OF LOSS.** Motorola will pre-pay and add all freight charges to the invoices. Title and risk of loss to the Equipment will pass to Customer upon shipment. Title to Software will not pass to Customer at any time. Motorola will pack and ship all Equipment in accordance with good commercial practices.

6.5. **INVOICING AND SHIPPING ADDRESSES.** Invoices will be sent to the Customer at the following address:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

**E-INVOICE.** To receive invoices via email:

Customer Account Number: \_\_\_\_\_

Customer Accounts Payable Email: \_\_\_\_\_

Customer CC(optional) Email: \_\_\_\_\_

The address which is the ultimate destination where the Equipment will be delivered to Customer is:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

The Equipment will be shipped to the Customer at the following address (insert if this information is known):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Customer may change this information by giving written notice to Motorola.

## **Section 7 SITES AND SITE CONDITIONS**

7.1. **ACCESS TO SITES.** In addition to its responsibilities described elsewhere in this Agreement, Customer will provide a designated project manager; all necessary construction and building permits, zoning variances, licenses, and any other approvals that are necessary to develop or use the sites and mounting locations; and access to the worksites or vehicles identified in the Technical and Implementation Documents as reasonably requested by Motorola so that it may perform its duties in accordance with the Performance Schedule and Statement of Work. If the Statement of Work so indicates, Motorola may assist Customer in the local building permit process.

7.2. **SITE CONDITIONS.** Customer will ensure that all work sites it provides will be safe, secure, and in compliance with all applicable industry and OSHA standards. To the extent applicable and unless the Statement of Work states to the contrary, Customer will ensure that these work sites have adequate: physical space; air conditioning and other environmental conditions; adequate and appropriate electrical power outlets, distribution, equipment and connections; and adequate telephone or other communication lines (including modem access and adequate interfacing networking capabilities), all for the installation, use and maintenance of the System. Before installing the Equipment or Software at a work site, Motorola may inspect the work site and advise Customer of any apparent deficiencies or non-conformities with the requirements of this Section. This Agreement is predicated upon normal soil conditions as defined by the version of E.I.A. standard RS-222 in effect on the Effective Date.

7.3. **SITE ISSUES.** If a Party determines that the sites identified in the Technical and Implementation Documents are no longer available or desired, or if subsurface, structural, adverse environmental or latent conditions at any site differ from those indicated in the Technical and Implementation Documents, the Parties will promptly investigate the conditions and will select replacement sites or adjust the installation plans and specifications as necessary. If change in sites or adjustment to the installation plans and specifications causes a change in the cost or time to perform, the Parties will equitably amend the Contract Price, Performance Schedule, or both, by a change order.

## **Section 8 TRAINING**

Any training to be provided by Motorola to Customer will be described in the applicable Statement of Work. Customer will notify Motorola immediately if a date change for a scheduled training program is required. If Motorola incurs additional costs because Customer reschedules a training program less than thirty (30) days before its scheduled start date, Motorola may recover these additional costs.

## **Section 9 SYSTEM ACCEPTANCE**

9.1. **COMMENCEMENT OF ACCEPTANCE TESTING.** Motorola will provide to Customer at least ten (10) days notice before the Acceptance Tests commence. System testing will occur only in accordance with the Acceptance Test Plan.

9.2. **SYSTEM ACCEPTANCE.** System Acceptance will occur upon successful completion of the Acceptance Tests. Upon System Acceptance, the Parties will memorialize this event by promptly executing a System Acceptance Certificate. If the Acceptance Test Plan includes separate tests for individual Subsystems or phases of the System, acceptance of the individual Subsystem or phase will occur upon the successful completion of the Acceptance Tests for the Subsystem or phase, and the Parties will promptly execute an acceptance certificate for the Subsystem or phase. If Customer believes the System has failed the completed Acceptance Tests, Customer will provide to Motorola a written notice that includes the specific details of the failure. If Customer does not provide to Motorola a failure notice within thirty (30) days after completion of the Acceptance Tests, System Acceptance will be deemed to have occurred as of the completion of the Acceptance Tests. Minor omissions or variances in the System that do not materially impair the operation of the System as a whole will not postpone System Acceptance

or Subsystem acceptance, but will be corrected according to a mutually agreed schedule.

9.3. **BENEFICIAL USE.** Customer acknowledges that Motorola's ability to perform its implementation and testing responsibilities may be impeded if Customer begins using the System before System Acceptance. Therefore, Customer will not commence Beneficial Use before System Acceptance without Motorola's prior written authorization, which will not be unreasonably withheld. Motorola is not responsible for System performance deficiencies that occur during unauthorized Beneficial Use. Upon commencement of Beneficial Use, Customer assumes responsibility for the use and operation of the System.

9.4. **FINAL PROJECT ACCEPTANCE.** Final Project Acceptance will occur after System Acceptance when all deliverables and other work have been completed. When Final Project Acceptance occurs, the parties will promptly memorialize this final event by so indicating on the System Acceptance Certificate.

## **Section 10 REPRESENTATIONS AND WARRANTIES**

10.1. **SYSTEM FUNCTIONALITY.** Motorola represents that the System will perform in accordance with the Specifications in all material respects. Upon System Acceptance or Beneficial Use, whichever occurs first, this System functionality representation is fulfilled. Motorola is not responsible for System performance deficiencies that are caused by ancillary equipment not furnished by Motorola which is attached to or used in connection with the System or for reasons or parties beyond Motorola's control, such as natural causes; the construction of a building that adversely affects the microwave path reliability or radio frequency (RF) coverage; the addition of frequencies at System sites that cause RF interference or intermodulation; or Customer changes to load usage or configuration outside the Specifications.

10.2. **EQUIPMENT WARRANTY.** During the Warranty Period, Motorola warrants that the Equipment under normal use and service will be free from material defects in materials and workmanship. If System Acceptance is delayed beyond six (6) months after shipment of the Equipment by events or causes beyond Motorola's control, this warranty expires eighteen (18) months after the shipment of the Equipment.

10.3. **SOFTWARE WARRANTY.** Except as described in the SwSP and unless otherwise stated in the Software License Agreement, during the Warranty Period, Motorola warrants the Software in accordance with the warranty terms set forth in the Software License Agreement and the provisions of this Section that are applicable to the Software. If System Acceptance is delayed beyond six (6) months after shipment of the Motorola Software by events or causes beyond Motorola's control, this warranty expires eighteen (18) months after the shipment of the Motorola Software. **Nothing in this Warranty provision is intended to conflict or modify the Software Support Policy. In the event of an ambiguity or conflict between the Software Warranty and Software Support Policy, the Software Support Policy governs.**

10.4. **EXCLUSIONS TO EQUIPMENT AND SOFTWARE WARRANTIES.** These warranties do not apply to: (i) defects or damage resulting from: use of the Equipment or Software in other than its normal, customary, and authorized manner; accident, liquids, neglect, or acts of God; testing, maintenance, disassembly, repair, installation, alteration, modification, or adjustment not provided or authorized in writing by Motorola; Customer's failure to comply with all applicable industry and OSHA standards; (ii) breakage of or damage to antennas unless caused directly by defects in material or workmanship; (iii) Equipment that has had the serial number removed or made illegible; (iv) batteries (because they carry their own separate limited warranty) or consumables; (v) freight costs to ship Equipment to the repair depot; (vi) scratches or other cosmetic damage to Equipment surfaces that does not affect the operation of the Equipment; and (vii) normal or customary wear and tear.

10.5. **SERVICE WARRANTY.** During the Warranty Period, Motorola warrants that the Services will be provided in a good and workmanlike manner and will conform in all material respects to the applicable Statement of Work. Services will be free of defects in materials and workmanship for a period of ninety

(90) days from the date the performance of the Services are completed. Customer acknowledges that the Deliverables may contain recommendations, suggestions or advice from Motorola to Customer (collectively, "recommendations"). Motorola makes no warranties concerning those recommendations, and Customer alone accepts responsibility for choosing whether and how to implement the recommendations and the results to be realized from implementing them.

**10.6. WARRANTY CLAIMS.** To assert a warranty claim, Customer must notify Motorola in writing of the claim before the expiration of the Warranty Period. Upon receipt of this notice, Motorola will investigate the warranty claim. If this investigation confirms a valid Equipment or Software warranty claim, Motorola will (at its option and at no additional charge to Customer) repair the defective Equipment or Motorola Software, replace it with the same or equivalent product, or refund the price of the defective Equipment or Motorola Software. These actions will be the full extent of Motorola's liability for the warranty claim. In the event of a valid Services warranty claim, Customer's sole remedy is to require Motorola to re-perform the non-conforming Service or to refund, on a pro-rata basis, the fees paid for the non-conforming Service. If this investigation indicates the warranty claim is not valid, then Motorola may invoice Customer for responding to the claim on a time and materials basis using Motorola's then current labor rates. Repaired or replaced product is warranted for the balance of the original applicable warranty period. All replaced products or parts will become the property of Motorola.

**10.7. ORIGINAL END USER IS COVERED.** These express limited warranties are extended by Motorola to the original user purchasing the System or Services for commercial, industrial, or governmental use only, and are not assignable or transferable.

**10.8. DISCLAIMER OF OTHER WARRANTIES.** THESE WARRANTIES ARE THE COMPLETE WARRANTIES FOR THE EQUIPMENT AND MOTOROLA SOFTWARE PROVIDED UNDER THIS AGREEMENT AND ARE GIVEN IN LIEU OF ALL OTHER WARRANTIES. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE.

## **Section 11      DELAYS**

**11.1. FORCE MAJEURE.** Neither Party will be liable for its non-performance or delayed performance if caused by a Force Majeure. A Party that becomes aware of a Force Majeure that will significantly delay performance will notify the other Party promptly (but in no event later than fifteen days) after it discovers the Force Majeure. If a Force Majeure occurs, the Parties will execute a change order to extend the Performance Schedule or applicable Addenda for a time period that is reasonable under the circumstances.

**11.2. PERFORMANCE SCHEDULE DELAYS CAUSED BY CUSTOMER.** If Customer (including its other contractors) delays the Performance Schedule, it will make the promised payments according to the Payment schedule as if no delay occurred; and the Parties will execute a change order to extend the Performance Schedule and, if requested, compensate Motorola for all reasonable charges incurred because of the delay. Delay charges may include costs incurred by Motorola or its subcontractors for additional freight, warehousing and handling of Equipment; extension of the warranties; travel; suspending and re-mobilizing the work; additional engineering, project management, and standby time calculated at then current rates; and preparing and implementing an alternative implementation plan.

## **Section 12      DISPUTES**

The Parties will use the following procedure to address any dispute arising under this Agreement (a "Dispute").

**12.1. GOVERNING LAW.** This Agreement will be governed by and construed in accordance with the laws of the State in which the System is installed.

12.2. **NEGOTIATION.** Either Party may initiate the Dispute resolution procedures by sending a notice of Dispute ("Notice of Dispute"). The Parties will attempt to resolve the Dispute promptly through good faith negotiations including 1) timely escalation of the Dispute to executives who have authority to settle the Dispute and who are at a higher level of management than the persons with direct responsibility for the matter and 2) direct communication between the executives. If the Dispute has not been resolved within ten (10) days from the Notice of Dispute, the Parties will proceed to mediation.

12.3. **MEDIATION.** The Parties will choose an independent mediator within thirty (30) days of a notice to mediate from either Party ("Notice of Mediation"). Neither Party may unreasonably withhold consent to the selection of a mediator. If the Parties are unable to agree upon a mediator, either Party may request that American Arbitration Association nominate a mediator. Each Party will bear its own costs of mediation, but the Parties will share the cost of the mediator equally. Each Party will participate in the mediation in good faith and will be represented at the mediation by a business executive with authority to settle the Dispute.

12.4. **LITIGATION, VENUE and JURISDICTION.** If a Dispute remains unresolved for sixty (60) days after receipt of the Notice of Mediation, either Party may then submit the Dispute to a court of competent jurisdiction in the state in which the System is installed. Each Party irrevocably agrees to submit to the exclusive jurisdiction of the courts in such state over any claim or matter arising under or in connection with this Agreement.

12.5. **CONFIDENTIALITY.** All communications pursuant to subsections 12.2 and 12.3 will be treated as compromise and settlement negotiations for purposes of applicable rules of evidence and any additional confidentiality protections provided by applicable law. The use of these Dispute resolution procedures will not be construed under the doctrines of laches, waiver or estoppel to affect adversely the rights of either Party.

### **Section 13      DEFAULT AND TERMINATION**

13.1. **DEFAULT BY A PARTY.** If either Party fails to perform a material obligation under this Agreement, the other Party may consider the non-performing Party to be in default (unless a Force Majeure causes the failure) and may assert a default claim by giving the non-performing Party a written and detailed notice of default. Except for a default by Customer for failing to pay any amount when due under this Agreement which must be cured immediately, the defaulting Party will have thirty (30) days after receipt of the notice of default to either cure the default or, if the default is not curable within thirty (30) days, provide a written cure plan. The defaulting Party will begin implementing the cure plan immediately after receipt of notice by the other Party that it approves the plan. If Customer is the defaulting Party, Motorola may stop work on the project until it approves the Customer's cure plan.

13.2. **FAILURE TO CURE.** If a defaulting Party fails to cure the default as provided above in Section 13.1, unless otherwise agreed in writing, the non-defaulting Party may terminate any unfulfilled portion of this Agreement. In the event of termination for default, the defaulting Party will promptly return to the non-defaulting Party any of its Confidential Information. If Customer is the non-defaulting Party, terminates this Agreement as permitted by this Section, and completes the System through a third Party, Customer may as its exclusive remedy recover from Motorola reasonable costs incurred to complete the System to a capability not exceeding that specified in this Agreement less the unpaid portion of the Contract Price. Customer will mitigate damages and provide Motorola with detailed invoices substantiating the charges. In the event Customer elects to terminate this Agreement for any reason other than default, Customer shall pay Motorola for the conforming Equipment and/or Software delivered and all services performed.

### **Section 14      INDEMNIFICATION**

14.1. **GENERAL INDEMNITY BY Motorola.** Motorola will indemnify and hold Customer harmless from any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or

direct damage to tangible property which may accrue against Customer to the extent it is caused by the negligence of Motorola, its subcontractors, or their employees or agents, while performing their duties under this Agreement, if Customer gives Motorola prompt, written notice of any claim or suit. Customer will cooperate with Motorola in its defense or settlement of the claim or suit. This Section sets forth the full extent of Motorola's general indemnification of Customer from liabilities that are in any way related to Motorola's performance under this Agreement.

14.2. GENERAL INDEMNITY BY CUSTOMER. Customer will indemnify and hold Motorola harmless from any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or direct damage to tangible property which may accrue against Motorola to the extent it is caused by the negligence of Customer, its other contractors, or their employees or agents, while performing their duties under this Agreement, if Motorola gives Customer prompt, written notice of any the claim or suit. Motorola will cooperate with Customer in its defense or settlement of the claim or suit. This Section sets forth the full extent of Customer's general indemnification of Motorola from liabilities that are in any way related to Customer's performance under this Agreement.

14.3. PATENT AND COPYRIGHT INFRINGEMENT.

14.3.1. Motorola will defend at its expense any suit brought against Customer to the extent it is based on a third-party claim alleging that the Equipment manufactured by Motorola or the Motorola Software ("Motorola Product") directly infringes a United States patent or copyright ("Infringement Claim"). Motorola's duties to defend and indemnify are conditioned upon: Customer promptly notifying Motorola in writing of the Infringement Claim; Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and Customer providing to Motorola cooperation and, if requested by Motorola, reasonable assistance in the defense of the Infringement Claim. In addition to Motorola's obligation to defend, and subject to the same conditions, Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim or agreed to, in writing, by Motorola in settlement of an Infringement Claim.

14.3.2 If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Motorola Product; (b) replace or modify the Motorola Product so that it becomes non-infringing while providing functionally equivalent performance; or (c) accept the return of the Motorola Product and grant Customer a credit for the Motorola Product, less a reasonable charge for depreciation. The depreciation amount will be calculated based upon generally accepted accounting standards.

14.3.3 Motorola will have no duty to defend or indemnify for any Infringement Claim that is based upon: (a) the combination of the Motorola Product with any software, apparatus or device not furnished by Motorola; (b) the use of ancillary equipment or software not furnished by Motorola and that is attached to or used in connection with the Motorola Product; (c) Motorola Product designed or manufactured in accordance with Customer's designs, specifications, guidelines or instructions, if the alleged infringement would not have occurred without such designs, specifications, guidelines or instructions; (d) a modification of the Motorola Product by a party other than Motorola; (e) use of the Motorola Product in a manner for which the Motorola Product was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to install an enhancement release to the Motorola Software that is intended to correct the claimed infringement. In no event will Motorola's liability resulting from its indemnity obligation to Customer extend in any way to royalties payable on a per use basis or the Customer's revenues, or any royalty basis other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the infringing Motorola Product.

14.3.4. This Section 14 provides Customer's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim. Customer has no right to recover and Motorola has no obligation to provide any other or further remedies, whether under another provision of this Agreement or any other legal theory or principle, in connection with an Infringement Claim. In addition, the rights and remedies provided in this Section 14 are subject to and limited by the restrictions set forth in Section 15.

## **Section 15      LIMITATION OF LIABILITY**

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, indemnification, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of the Equipment, Software, or implementation and other one-time Services with respect to which losses or damages are claimed. With respect to all subscription or other ongoing Services and unless as otherwise provided under the applicable Addenda, Motorola's total liability will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Services preceding the incident giving rise to the claim. **ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS, INCONVENIENCE, LOSS OF USE, LOSS TIME, DATA, GOODWILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT, THE SALE OR USE OF THE EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT.** This limitation of liability provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account.

## **Section 16      CONFIDENTIALITY AND PROPRIETARY RIGHTS**

### **16.1. CONFIDENTIAL INFORMATION.**

16.1.1. Each party is a disclosing party ("Discloser") and a receiving party ("Recipient") under this Agreement. All Deliverables will be deemed to be Motorola's Confidential Information. During the term of this Agreement and for a period of three (3) years from the expiration or termination of this Agreement, Recipient will (i) not disclose Confidential Information to any third party; (ii) restrict disclosure of Confidential Information to only those employees (including, but not limited to, employees of any wholly owned subsidiary, a parent company, any other wholly owned subsidiaries of the same parent company), agents or consultants who must be directly involved with the Confidential Information for the purpose and who are bound by confidentiality terms substantially similar to those in this Agreement; (iii) not copy, reproduce, reverse engineer, decompile, or disassemble any Confidential Information; (iv) use the same degree of care as for its own information of like importance, but at least use reasonable care, in safeguarding against disclosure of Confidential Information; (v) promptly notify Discloser upon discovery of any unauthorized use or disclosure of the Confidential Information and take reasonable steps to regain possession of the Confidential Information and prevent further unauthorized actions or other breach of this Agreement; and (vi) only use the Confidential Information as needed to fulfill this Agreement.

16.1.2. Recipient is not obligated to maintain as confidential, Confidential Information that Recipient can demonstrate by documentation (i) is now available or becomes available to the public without breach of this agreement; (ii) is explicitly approved for release by written authorization of Discloser; (iii) is lawfully obtained from a third party or parties without a duty of confidentiality; (iv) is known to the Recipient prior to such disclosure; or (v) is independently developed by Recipient without the use of any of Discloser's Confidential Information or any breach of this Agreement.

16.1.3. All Confidential Information remains the property of the Discloser and will not be copied or reproduced without the express written permission of the Discloser, except for copies that are absolutely necessary in order to fulfill this Agreement. Within ten (10) days of receipt of Discloser's written request, Recipient will return all Confidential Information to Discloser along with all copies and portions thereof, or certify in writing that all such Confidential Information has been destroyed. However, Recipient may retain one (1) archival copy of the Confidential Information that it may use only in case of a dispute concerning this Agreement. No license, express or implied, in the Confidential Information is granted other than to

use the Confidential Information in the manner and to the extent authorized by this Agreement. The Discloser warrants that it is authorized to disclose any Confidential Information it discloses pursuant to this Agreement.

16.2. PRESERVATION OF MOTOROLA'S PROPRIETARY RIGHTS. Motorola, the third party manufacturer of any Equipment, and the copyright owner of any Non-Motorola Software own and retain all of their respective Proprietary Rights in the Equipment and Software, and nothing in this Agreement is intended to restrict their Proprietary Rights. All intellectual property developed, originated, or prepared by Motorola in connection with providing to Customer the Equipment, Software, or related services remain vested exclusively in Motorola, and this Agreement does not grant to Customer any shared development rights of intellectual property. Except as explicitly provided in the Software License Agreement, Motorola does not grant to Customer, either directly or by implication, estoppel, or otherwise, any right, title or interest in Motorola's Proprietary Rights. Customer will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, distribute, sublicense, sell or export the Software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner.

16.3 VOLUNTARY DISCLOSURE. Except as required to fulfill its obligations under this Agreement, Motorola will have no obligation to provide Customer with access to its Confidential Information and/or proprietary information. Under no circumstances will Motorola be required to provide any data related to cost and pricing.

#### 16.4 DATA AND FEEDBACK.

16.4.1 To the extent permitted by law, Customer owns all right, title and interest in System Data created solely by it or its agents (hereafter, "Customer Data"), and grants to Motorola the right to use, host, cache, store, reproduce, copy, modify, combine, analyze, create derivatives from, communicate, transmit, publish, display, and distribute such Customer Data.

16.4.2 Motorola owns all right, title and interest in data resulting from System Data that is or has been transformed, altered, processed, aggregated, correlated or operated on (hereafter, "Derivative Data").

16.4.3 Any Feedback given by Customer is and will be entirely voluntary and, even if designated as confidential, will not create any confidentiality obligation for Motorola. Motorola will be free to use, reproduce, license or otherwise distribute and exploit the Feedback without any obligation to Customer. Customer acknowledges that Motorola's receipt of the Feedback does not imply or create recognition by Motorola of either the novelty or originality of any idea. The parties further agree that all fixes, modifications and improvements made to Motorola products or services conceived of or made by Motorola that are based, either in whole or in part, on the Feedback are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements to the Motorola product or service will vest solely in Motorola.

### Section 17 GENERAL

17.1. TAXES. The Contract Price does not include any excise, sales, lease, use, property, or other taxes, assessments or duties, all of which will be paid by Customer except as exempt by law. If Motorola is required to pay any of these taxes, Motorola will send an invoice to Customer and Customer will pay to Motorola the amount of the taxes (including any interest and penalties) within thirty (30) days after the date of the invoice. Customer will be solely responsible for reporting the Equipment for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income or net worth.

17.2. ASSIGNABILITY AND SUBCONTRACTING. Except as provided herein, neither Party may

assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event. Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

17.3. **WAIVER.** Failure or delay by either Party to exercise a right or power under this Agreement will not be a waiver of the right or power. For a waiver of a right or power to be effective, it must be in a writing signed by the waiving Party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

17.4. **SEVERABILITY.** If a court of competent jurisdiction renders any part of this Agreement invalid or unenforceable, that part will be severed and the remainder of this Agreement will continue in full force and effect.

17.5. **INDEPENDENT CONTRACTORS.** Each Party will perform its duties under this Agreement as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership or formal business organization of any kind.

17.6. **HEADINGS AND SECTION REFERENCES.** The section headings in this Agreement are inserted only for convenience and are not to be construed as part of this Agreement or as a limitation of the scope of the particular section to which the heading refers. This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

17.7. **NOTICES.** Notices required under this Agreement to be given by one Party to the other must be in writing and either personally delivered or sent to the address provided by the other Party by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as Federal Express, UPS, or DHL), or by facsimile with correct answerback received, and will be effective upon receipt.

17.8. **COMPLIANCE WITH APPLICABLE LAWS.** Each Party will comply with all applicable federal, state, and local laws, regulations and rules concerning the performance of this Agreement or use of the System. Customer will obtain and comply with all Federal Communications Commission ("FCC") licenses and authorizations required for the installation, operation and use of the System before the scheduled installation of the Equipment. Although Motorola might assist Customer in the preparation of its FCC license applications, neither Motorola nor any of its employees is an agent or representative of Customer in FCC or other matters.

17.9 **FUTURE REGULATORY REQUIREMENTS.** The Parties acknowledge and agree that this is an evolving technological area and therefore, laws and regulations regarding Services and use of Solution

may change. Changes to existing Services or the Solution required to achieve regulatory compliance may be available for an additional fee. Any required changes may also impact the price for Services.

17.10. AUTHORITY TO EXECUTE AGREEMENT. Each Party represents that it has obtained all necessary approvals, consents and authorizations to enter into this Agreement and to perform its duties under this Agreement; the person executing this Agreement on its behalf has the authority to do so; upon execution and delivery of this Agreement by the Parties, it is a valid and binding contract, enforceable in accordance with its terms; and the execution, delivery, and performance of this Agreement does not violate any bylaw, charter, regulation, law or any other governing authority of the Party.

17.11. ADMINISTRATOR LEVEL ACCOUNT ACCESS. If applicable to the type of System purchased by Customer, Motorola will provide Customer with Administrative User Credentials. Customer agrees to only grant access to the Administrative User Credentials to those personnel with the training and experience to correctly use them. Customer is responsible for protecting Administrative User Credentials from disclosure and maintaining Credential validity by, among other things, updating passwords when required. Customer may be asked to provide valid Administrative User Credentials when in contact with Motorola System support personnel. Customer understands that changes made as the Administrative User can significantly impact the performance of the System. Customer agrees that it will be solely responsible for any negative impact on the System or its users by any such changes. System issues occurring as a result of changes made using the Administrative User Credentials may impact Motorola's ability to perform Services or other obligations under the Agreement. In such cases, a revision to the appropriate provisions of the Agreement, including the Statement of Work, may be necessary. To the extent Motorola provides assistance to correct any issues caused by or arising out of the use of or failure to maintain Administrative User Credentials, Motorola will be entitled to bill Customer and Customer will pay Motorola on a time and materials basis for resolving the issue.

17.12. SURVIVAL OF TERMS. The following provisions will survive the expiration or termination of this Agreement for any reason: Section 3.5 (Motorola Software); Section 3.6 (Non-Motorola Software); if any payment obligations exist, Sections 6.2 and 6.3 (Contract Price and Invoicing and Payment); Subsection 10.8 (Disclaimer of Implied Warranties); Section 12 (Disputes); Section 15 (Limitation of Liability); and Section 16 (Confidentiality and Proprietary Rights); and all of the General provisions in Section 17.

17.13. ENTIRE AGREEMENT. This Agreement, including all Exhibits, constitutes the entire agreement of the Parties regarding the subject matter of the Agreement and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter. This Agreement may be executed in multiple counterparts, and shall have the same legal force and effect as if the Parties had executed it as a single document. The Parties may sign in writing, or by electronic signature, including by email. An electronic signature, or a facsimile copy or computer image, such as a PDF or tiff image, of a signature, shall be treated as and shall have the same effect as an original signature. In addition, an electronic signature, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document. This Agreement may be amended or modified only by a written instrument signed by authorized representatives of both Parties. The preprinted terms and conditions found on any Customer purchase or purchase order, acknowledgment or other form will not be considered an amendment or modification of this Agreement, even if a representative of each Party signs that document.

The Parties hereby enter into this Agreement as of the Effective Date.

**Motorola Solutions, Inc.**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Customer**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Exhibit A**

**MOTOROLA SOFTWARE LICENSE AGREEMENT**

This Exhibit A Motorola Software License Agreement ("Agreement") is between Motorola Solutions, Inc., ("Motorola"), and \_\_\_\_\_ ("Licensee").

For good and valuable consideration, the parties agree as follows:

**Section 1      DEFINITIONS**

1.1     "Designated Products" means products provided by Motorola to Licensee with which or for which the Software and Documentation is licensed for use.

1.2     "Documentation" means product and software documentation that specifies technical and performance features and capabilities, and the user, operation and training manuals for the Software (including all physical or electronic media upon which such information is provided).

1.3     "Open Source Software" means software with either freely obtainable source code, license for modification, or permission for free distribution.

1.4     "Open Source Software License" means the terms or conditions under which the Open Source Software is licensed.

1.5     "Primary Agreement" means the agreement to which this exhibit is attached.

1.6     "Security Vulnerability" means a flaw or weakness in system security procedures, design, implementation, or internal controls that could be exercised (accidentally triggered or intentionally exploited) and result in a security breach such that data is compromised, manipulated or stolen or the system damaged.

1.7     "Software" (i) means proprietary software in object code format, and adaptations, translations, de-compilations, disassemblies, emulations, or derivative works of such software; (ii) means any modifications, enhancements, new versions and new releases of the software provided by Motorola; and (iii) may contain one or more items of software owned by a third party supplier. The term "Software" does not include any third party software provided under separate license or third party software not licensable under the terms of this Agreement.

**Section 2      SCOPE**

Motorola and Licensee enter into this Agreement in connection with Motorola's delivery of certain proprietary software or products containing embedded or pre-loaded proprietary software, or both. This

Agreement contains the terms and conditions of the license Motorola is providing to Licensee, and Licensee's use of the proprietary software and affiliated documentation.

### **Section 3 GRANT OF LICENSE**

3.1. Subject to the provisions of this Agreement and the payment of applicable license fees, Motorola grants to Licensee a personal, limited, non-transferable (except as permitted in Section 7) and non-exclusive license under Motorola's copyrights and Confidential Information (as defined in the Primary Agreement) embodied in the Software to use the Software, in object code form, and the Documentation solely in connection with Licensee's use of the Designated Products. This Agreement does not grant any rights to source code.

3.2. If the Software licensed under this Agreement contains or is derived from Open Source Software, the terms and conditions governing the use of such Open Source Software are in the Open Source Software Licenses of the copyright owner and not this Agreement. If there is a conflict between the terms and conditions of this Agreement and the terms and conditions of the Open Source Software Licenses governing Licensee's use of the Open Source Software, the terms and conditions of the license grant of the applicable Open Source Software Licenses will take precedence over the license grants in this Agreement. If requested by Licensee, Motorola will use commercially reasonable efforts to: (i) determine whether any Open Source Software is provided under this Agreement; and (ii) identify the Open Source Software (or specify where that license may be found).

3.3 TO THE EXTENT, IF ANY, THAT THERE IS A SEPARATE LICENSE AGREEMENT PACKAGED WITH, OR PROVIDED ELECTRONICALLY WITH, A PARTICULAR PRODUCT THAT BECOMES EFFECTIVE ON AN ACT OF ACCEPTANCE BY THE END USER, THEN THAT AGREEMENT SUPERSEDES THE SOFTWARE LICENSE AGREEMENT AS TO THE END USER OF EACH SUCH PRODUCT.

### **Section 4 LIMITATIONS ON USE**

4.1. Licensee may use the Software only for Licensee's internal business purposes and only in accordance with the Documentation. Any other use of the Software is strictly prohibited. Without limiting the general nature of these restrictions, Licensee will not make the Software available for use by third parties on a "time sharing," "application service provider," or "service bureau" basis or for any other similar commercial rental or sharing arrangement.

4.2. Licensee will not, and will not allow or enable any third party to: (i) reverse engineer, disassemble, peel components, decompile, reprogram or otherwise reduce the Software or any portion to a human perceptible form or otherwise attempt to recreate the source code; (ii) modify, adapt, create derivative works of, or merge the Software; (iii) copy, reproduce, distribute, lend, or lease the Software or Documentation to any third party, grant any sublicense or other rights in the Software or Documentation to any third party, or take any action that would cause the Software or Documentation to be placed in the public domain; (iv) remove, or in any way alter or obscure, any copyright notice or other notice of Motorola's proprietary rights; (v) provide, copy, transmit, disclose, divulge or make the Software or Documentation available to, or permit the use of the Software by any third party or on any machine except as expressly authorized by this Agreement; or (vi) use, or permit the use of, the Software in a manner that would result in the production of a copy of the Software solely by activating a machine containing the Software. Licensee may make one copy of Software to be used solely for archival, back-up, or disaster recovery purposes; *provided* that Licensee may not operate that copy of the Software at the same time as the original Software is being operated. Licensee may make as many copies of the Documentation as it may reasonably require for the internal use of the Software.

4.3. Unless otherwise authorized by Motorola in writing, Licensee will not, and will not enable or allow any third party to: (i) install a licensed copy of the Software on more than one unit of a Designated Product; or (ii) copy onto or transfer Software installed in one unit of a Designated Product onto one other

device. Licensee may temporarily transfer Software installed on a Designated Product to another device if the Designated Product is inoperable or malfunctioning, if Licensee provides written notice to Motorola of the temporary transfer and identifies the device on which the Software is transferred. Temporary transfer of the Software to another device must be discontinued when the original Designated Product is returned to operation and the Software must be removed from the other device. Licensee must provide prompt written notice to Motorola at the time temporary transfer is discontinued.

4.4 Licensee will maintain, during the term of this Agreement and for a period of two years thereafter, accurate records relating to this license grant to verify compliance with this Agreement. Motorola or an independent third party ("Auditor") may inspect Licensee's premises, books and records, upon reasonable prior notice to Licensee, during Licensee's normal business hours and subject to Licensee's facility and security regulations. Motorola is responsible for the payment of all expenses and costs of the Auditor. Any information obtained by Motorola and the Auditor will be kept in strict confidence by Motorola and the Auditor and used solely for the purpose of verifying Licensee's compliance with the terms of this Agreement.

## **Section 5        OWNERSHIP AND TITLE**

Motorola, its licensors, and its suppliers retain all of their proprietary rights in any form in and to the Software and Documentation, including, but not limited to, all rights in patents, patent applications, inventions, copyrights, trademarks, trade secrets, trade names, and other proprietary rights in or relating to the Software and Documentation (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, emulations to or derivative works from the Software or Documentation, whether made by Motorola or another party, or any improvements that result from Motorola's processes or, provision of information services). No rights are granted to Licensee under this Agreement by implication, estoppel or otherwise, except for those rights which are expressly granted to Licensee in this Agreement. All intellectual property developed, originated, or prepared by Motorola in connection with providing the Software, Designated Products, Documentation or related services, remains vested exclusively in Motorola, and Licensee will not have any shared development or other intellectual property rights.

## **Section 6        LIMITED WARRANTY; DISCLAIMER OF WARRANTY**

6.1. Unless otherwise stated in the Primary Agreement, the commencement date and the term of the Software warranty will be a period of ninety (90) days from Motorola's shipment of the Software (the "Warranty Period"). If Licensee is not in breach of any of its obligations under this Agreement, Motorola warrants that the unmodified Software, when used properly and in accordance with the Documentation and this Agreement, will be free from a reproducible defect that eliminates the functionality or successful operation of a feature critical to the primary functionality or successful operation of the Software. Whether a defect occurs will be determined by Motorola solely with reference to the Documentation. Motorola does not warrant that Licensee's use of the Software or the Designated Products will be uninterrupted, error-free, completely free of Security Vulnerabilities, or that the Software or the Designated Products will meet Licensee's particular requirements. Motorola makes no representations or warranties with respect to any third party software included in the Software. Notwithstanding, any warranty provided by a copyright owner in its standard license terms will flow through to Licensee for third party software provided by Motorola.

6.2 Motorola's sole obligation to Licensee and Licensee's exclusive remedy under this warranty is to use reasonable efforts to remedy any material Software defect covered by this warranty. These efforts will involve either replacing the media or attempting to correct significant, demonstrable program or documentation errors or Security Vulnerabilities. If Motorola cannot correct the defect within a reasonable time, then at Motorola's option, Motorola will replace the defective Software with functionally-equivalent Software, license to Licensee substitute Software which will accomplish the same objective, or terminate the license and refund the Licensee's paid license fee.

6.3. Warranty claims are described in the Primary Agreement.

6.4. The express warranties set forth in this Section 6 are in lieu of, and Motorola disclaims, any and all other warranties (express or implied, oral or written) with respect to the Software or Documentation, including, without limitation, any and all implied warranties of condition, title, non-infringement, merchantability, or fitness for a particular purpose or use by Licensee (whether or not Motorola knows, has reason to know, has been advised, or is otherwise aware of any such purpose or use), whether arising by law, by reason of custom or usage of trade, or by course of dealing. In addition, Motorola disclaims any warranty to any person other than Licensee with respect to the Software or Documentation.

## **Section 7 TRANSFERS**

Licensee will not transfer the Software or Documentation to any third party without Motorola's prior written consent. Motorola's consent may be withheld at its discretion and may be conditioned upon transferee paying all applicable license fees and agreeing to be bound by this Agreement. If the Designated Products are Motorola's radio products and Licensee transfers ownership of the Motorola radio products to a third party, Licensee may assign its right to use the Software (other than CPS and Motorola's FLASHport® software) which is embedded in or furnished for use with the radio products and the related Documentation; *provided* that Licensee transfers all copies of the Software and Documentation to the transferee, and Licensee and the transferee sign a transfer form to be provided by Motorola upon request, obligating the transferee to be bound by this Agreement.

## **Section 8 TERM AND TERMINATION**

8.1 Licensee's right to use the Software and Documentation will begin when the Primary Agreement is signed by both parties and will continue for the life of the Designated Products with which or for which the Software and Documentation have been provided by Motorola, unless Licensee breaches this Agreement, in which case this Agreement and Licensee's right to use the Software and Documentation may be terminated immediately upon notice by Motorola.

8.2 Within thirty (30) days after termination of this Agreement, Licensee must certify in writing to Motorola that all copies of the Software have been removed or deleted from the Designated Products and that all copies of the Software and Documentation have been returned to Motorola or destroyed by Licensee and are no longer in use by Licensee.

8.3 Licensee acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Software and Documentation and that Licensee's breach of this Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate. If Licensee breaches this Agreement, Motorola may terminate this Agreement and be entitled to all available remedies at law or in equity (including immediate injunctive relief and repossession of all non-embedded Software and associated Documentation unless Licensee is a Federal agency of the United States Government).

## **Section 9 Commercial Computer Software**

9.1 *This Section 9 only applies to U.S. Government end users.* The Software, Documentation and updates are commercial items as that term is defined at 48 C.F.R. Part 2.101, consisting of "commercial computer software" and "computer software documentation" as such terms are defined in 48 C.F.R. Part 252.227-7014(a)(1) and 48 C.F.R. Part 252.227-7014(a)(5), and used in 48 C.F.R. Part 12.212 and 48 C.F.R. Part 227.7202, as applicable. Consistent with 48 C.F.R. Part 12.212, 48 C.F.R. Part 252.227-7015, 48 C.F.R. Part 227.7202-1 through 227.7202-4, 48 C.F.R. Part 52.227-19, and other relevant sections of the Code of Federal Regulations, as applicable, the Software, Documentation and Updates are distributed and licensed to U.S. Government end users: (i) only as commercial items, and (ii) with only those rights as are granted to all other end users pursuant to the terms and conditions contained herein.

9.2 If Licensee is licensing Software for end use by the United States Government or a United States

Government agency, Licensee may transfer such Software license, but only if: (i) Licensee transfers all copies of such Software and Documentation to such United States Government entity or interim transferee, and (ii) Licensee has first obtained from the transferee (if applicable) and ultimate end user an enforceable end user license agreement containing restrictions substantially identical to the ones contained in this Agreement. Except as stated in the foregoing, Licensee and any transferee(s) authorized by this subsection 9.2 may not otherwise use or transfer or make available any Motorola software to any third party nor permit any party to do so.

## **Section 10 CONFIDENTIALITY**

Licensee acknowledges that the Software and Documentation contain Motorola's valuable proprietary and Confidential Information and are Motorola's trade secrets, and that the provisions in the Primary Agreement concerning Confidential Information apply.

## **Section 11 LIMITATION OF LIABILITY**

The Limitation of Liability provision is described in the Primary Agreement.

## **Section 12 NOTICES**

Notices are described in the Primary Agreement.

## **Section 13 GENERAL**

13.1. **COPYRIGHT NOTICES.** The existence of a copyright notice on the Software will not be construed as an admission or presumption of publication of the Software or public disclosure of any trade secrets associated with the Software.

13.2. **COMPLIANCE WITH LAWS.** Licensee acknowledges that the Software is subject to the laws and regulations of the United States and Licensee will comply with all applicable laws and regulations, including export laws and regulations of the United States. Licensee will not, without the prior authorization of Motorola and the appropriate governmental authority of the United States, in any form export or re-export, sell or resell, ship or reship, or divert, through direct or indirect means, any item or technical data or direct or indirect products sold or otherwise furnished to any person within any territory for which the United States Government or any of its agencies at the time of the action, requires an export license or other governmental approval. Violation of this provision is a material breach of this Agreement.

13.3 **FUTURE REGULATORY REQUIREMENTS.** The Parties acknowledge and agree that this is an evolving technological area and therefore, laws and regulations regarding Services and use of Solution may change. Changes to existing Services or the Solution required to achieve regulatory compliance may be available for an additional fee. Any required changes may also impact the price for Services.

13.4. **ASSIGNMENTS AND SUBCONTRACTING.** Motorola may assign its rights or subcontract its obligations under this Agreement, or encumber or sell its rights in any Software, without prior notice to or consent of Licensee.

13.5. **GOVERNING LAW.** This Agreement is governed by the laws of the United States to the extent that they apply and otherwise by the internal substantive laws of the State to which the Software is shipped if Licensee is a sovereign government entity, or the internal substantive laws of the State of Illinois if Licensee is not a sovereign government entity. The terms of the U.N. Convention on Contracts

for the International Sale of Goods do not apply. In the event that the Uniform Computer Information Transaction Act, any version of this Act, or a substantially similar law (collectively "UCITA") becomes applicable to a party's performance under this Agreement, UCITA does not govern any aspect of this Agreement or any license granted under this Agreement, or any of the parties' rights or obligations under this Agreement. The governing law will be that in effect prior to the applicability of UCITA.

13.6. **THIRD PARTY BENEFICIARIES.** This Agreement is entered into solely for the benefit of Motorola and Licensee. No third party has the right to make any claim or assert any right under this Agreement, and no third party is deemed a beneficiary of this Agreement. Notwithstanding the foregoing, any licensor or supplier of third party software included in the Software will be a direct and intended third party beneficiary of this Agreement.

13.7. **SURVIVAL.** Sections 4, 5, 6.4, 7, 8, 9, 10, 11 and 13 survive the termination of this Agreement.

13.8. **ORDER OF PRECEDENCE.** In the event of inconsistencies between this Exhibit and the Primary Agreement, the parties agree that this Exhibit prevails, only with respect to the specific subject matter of this Exhibit, and not the Primary Agreement or any other exhibit as it applies to any other subject matter.

13.9. **SECURITY.** Motorola uses reasonable means in the design and writing of its own Software and the acquisition of third party Software to limit Security Vulnerabilities. While no software can be guaranteed to be free from Security Vulnerabilities, if a Security Vulnerability is discovered, Motorola will take the steps set forth in Section 6 of this Agreement.

**Exhibit B**  
**PAYMENT**

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

**System Purchase (excluding Subscribers, if applicable)**

- 1. 25% of the Contract Price due upon contract execution (due upon effective date);**
- 2. 60% of the Contract Price due upon shipment of equipment from Staging;**

3. 10% of the Contract Price due upon installation of equipment; and
4. 5% of the Contract Price due upon Final Acceptance.

**If Subscribers are purchased, 100% of the Subscriber Contract Price will be invoiced upon shipment (as shipped).**

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

**For Lifecycle Support Plan and Subscription Based Services:**

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

The chart below outlines the hourly labor rates for Motorola System Integration resources to be used. The staffing requirements shall be multiplied by the appropriate rate per resource in the table below. The hourly labor rates are fully burdened. The hourly rates per resource type and level are listed in Table 1.

Levels	Resource Types			
	Project Management	System Engineering	System Technologist	Project Administration
4	\$ 290.00	\$ 300.00	\$ 280.00	\$ 200.00
3	\$ 240.00	\$ 250.00	\$ 240.00	\$ 180.00
2	\$ 220.00	\$ 220.00	\$ 220.00	\$ 170.00
1	\$ 190.00	\$ 210.00	\$ 210.00	\$ 160.00

Table 1 - Hourly Rates

These rates apply to ordinary days and times (Monday to Friday during the hours 8am to 5pm). Additional surcharges may apply to work done outside these timeframes. The minimum charge for any resource will be 4 hours. Travel expenses are not included in these rates and may be charged separately. The qualifications of each type and level of resource are defined in the tables found at <https://www.motorolasolutions.com/content/dam/msi/secure/services/labor-rates-exhibit-160408.pdf>. All Motorola System Integration personnel assigned to this project will be classified according these levels. Project Administrative roles are varied and their specific duties and qualifications will be determined by the complexity and requirements of each project.

**EXHIBIT D**

**System Acceptance Certificate**

**Customer Name:** \_\_\_\_\_

**Project Name:** \_\_\_\_\_

This System Acceptance Certificate memorializes the occurrence of System Acceptance. Motorola and Customer acknowledge that:

1. The Acceptance Tests set forth in the Acceptance Test Plan have been successfully completed.
2. The System is accepted.

**Customer Representative:**

**Motorola Representative:**

Signature: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

**FINAL PROJECT ACCEPTANCE:**

Motorola has provided and Customer has received all deliverables, and Motorola has performed all other work required for Final Project Acceptance.

**Customer Representative:**

**Motorola Representative:**

Signature: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

**Exhibit E**

**H-GAC/Motorola Contract dated May 1, 2018**

**H-GAC**

**Houston-Galveston Area Council**  
**P.O. Box 22777 · 3555 Timmons · Houston, Texas 77227-2777**

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**Cooperative Agreement - Motorola Solutions, Inc. - Public Services - 18-00196**

**GENERAL PROVISIONS**

This Agreement is made and entered into, by and between the Houston-Galveston Area Council hereinafter referred to as H-GAC having its principal place of business at 3555 Timmons Lane, Suite 120, Houston, Texas 77027 and Motorola Solutions, Inc., hereinafter referred to as the Contractor, having its principal place of business at 500 West Monroe Street, 44th Floor, Chicago, IL 60661.

WITNESSETH:

WHEREAS, H-GAC hereby engages the Contractor to perform certain services in accordance with the specifications of the Agreement; and

WHEREAS, the Contractor has agreed to perform such services in accordance with the specifications of the Agreement;

NOW, THEREFORE, H-GAC and the Contractor do hereby agree as follows:

**ARTICLE 1: LEGAL AUTHORITY**

Both parties warrant and assure that each possesses adequate legal authority to enter into this Agreement. The governing body, where applicable, has authorized the signatory official(s) to enter into this Agreement and bind the respective parties to the terms of this Agreement and any subsequent amendments hereto.

**ARTICLE 2: APPLICABLE LAWS**

The Contractor agrees to conduct all activities under this Agreement in accordance with all applicable rules, regulations, directives, standards, ordinances, and laws, in effect or promulgated during the term of this Agreement, including without limitation, workers' compensation laws, minimum and maximum salary and wage statutes and regulations, and licensing laws and regulations. When required, the Contractor shall furnish H-GAC with satisfactory proof of its compliance therewith.

**ARTICLE 3: INDEPENDENT CONTRACTOR**

The execution of this Agreement and the rendering of services prescribed by this Agreement do not change the independent status of H-GAC or the Contractor. No provision of this Agreement or act of H-GAC in performance of the Agreement shall be construed as making the Contractor the agent, servant or employee of H-GAC, the State of Texas or the United States Government. Employees of the Contractor are subject to the exclusive control and supervision of the Contractor. The Contractor is solely responsible for employee related disputes and discrepancies, including employee payrolls and any claims arising therefrom.

**ARTICLE 4: WHOLE AGREEMENT**

The General Provisions, Special Provisions, and Attachments, as provided herein, constitute the complete Agreement ("Agreement") between the parties hereto, and supersede any and all oral and written agreements between the parties relating to matters herein. Except as otherwise provided herein, this Agreement cannot be modified without written consent of the parties.

**ARTICLE 5: SCOPE OF SERVICES**

**ITEM** The services to be performed by the Contractor are outlined in an Attachment to this Agreement.

## **ARTICLE 6: PERFORMANCE PERIOD**

This Agreement shall be performed during the period which begins May 01 2018 and ends Apr 30 2021. All services under this Agreement must be rendered within this performance period, unless directly specified under a written change or extension provisioned under Article 15, which shall be fully executed by both parties to this Agreement.

## **ARTICLE 7: PAYMENT OR FUNDING**

Payment provisions under this Agreement are outlined in the Special Provisions.

## **ARTICLE 8: REPORTING REQUIREMENTS**

If the Contractor fails to submit to H-GAC in a timely and satisfactory manner any report required by this Agreement, or otherwise fails to satisfactorily render performances hereunder, H-GAC may terminate this agreement with notice as identified in Article 16 of these General Provisions. H-GAC has final determination of the adequacy of performance and reporting by Contractor. Termination of this agreement for failure to perform may affect Contractor's ability to participate in future opportunities with H-GAC. The Contractor's failure to timely submit any report may also be considered cause for termination of this Agreement.

Any additional reporting requirements shall be set forth in the Special Provisions of this Agreement.

## **ARTICLE 9: INSURANCE**

Contractor shall maintain insurance coverage for work performed or services rendered under this Agreement as outlined and defined in the attached Special Provisions.

## **ARTICLE 10: SUBCONTRACTS and ASSIGNMENTS**

Except as may be set forth in the Special Provisions, the Contractor agrees not to subcontract, assign, transfer, convey, sublet or otherwise dispose of this Agreement or any right, title, obligation or interest it may have therein to any third party without prior written approval of H-GAC, which will not be unreasonably withheld. The Contractor acknowledges that H-GAC is not liable to any subcontractor or assignee of the Contractor. The Contractor shall ensure that the performance rendered under all subcontracts shall result in compliance with all the terms and provisions of this Agreement as if the performance rendered was rendered by the Contractor. Contractor shall give all required notices, and comply with all laws and regulations applicable to furnishing and performance of the work. Except where otherwise expressly required by applicable law or regulation, H-GAC shall not be responsible for monitoring Contractor's compliance, or that of Contractor's subcontractors, with any laws or regulations.

## **ARTICLE 11: AUDIT**

Notwithstanding any other audit requirement, H-GAC reserves the right to conduct or cause to be conducted an independent audit of any transaction under this Agreement, such audit may be performed by the H-GAC local government audit staff, a certified public accountant firm, or other auditors designated by H-GAC and will be conducted in accordance with applicable professional standards and practices. The Contractor understands and agrees that the Contractor shall be liable to the H-GAC for any findings that result in monetary obligations to H-GAC. In no circumstances will Contractor be required to create or maintain documents not kept in the ordinary course of its business operations, nor will Contractor be required to disclose any information, including but not limited to product cost data, which it considers confidential or proprietary.

## **ARTICLE 12: EXAMINATION OF RECORDS**

The Contractor shall maintain during the course of the work complete and accurate records of all of the Contractor's invoices and pertinent documentation of items which are chargeable to H-GAC under this Agreement. H-GAC, through its staff or designated public accounting firm, the State of Texas, and United States Government, shall have the right at any reasonable time to inspect, copy and audit

**ITEM 7** Those pertinent records on or off the premises by authorized representatives of its own or any public accounting firm selected by H-GAC. The right of access to records is not limited to the required retention period, but shall last as long as the records are retained. Failure to provide access to records may be cause for termination of the Agreement.

The Contractor further agrees that the examination of records outlined in this article shall be included in all subcontractor or third-party agreements.

### **ARTICLE 13: RETENTION OF RECORDS**

The Contractor and its subcontractors shall maintain all records pertinent to this Agreement for a period of seven (7) years from the later of the date of acceptance of the final payment or until all audit findings have been resolved. If any litigation, claim, negotiation, audit or other action involving the records has been started before the expiration of the retention period, the records shall be retained until completion of the action and resolution of all issues which arise from it, or until the end of the seven (7) years, whichever is later, and until any outstanding litigation, audit, or claim has been fully resolved.

### **ARTICLE 14: CHANGES AND AMENDMENTS**

- A. Any alterations, additions, or deletions to the terms of this Agreement, which are required by changes in federal or state law or by regulations, are automatically incorporated without written amendment hereto, and shall become effective on the date designated by such law or by regulation.
- B. To ensure the legal and effective performance of this Agreement, both parties agree that any amendment that affects the performance under this Agreement must be mutually agreed upon and that all such amendments must be in writing. After a period of no less than 30 days subsequent to written notice, unless sooner implementation is required by law, such amendments shall have the effect of qualifying the terms of this Agreement and shall be binding upon the parties as if written herein.

### **ARTICLE 15: TERMINATION PROCEDURES**

The Contractor acknowledges that this Agreement may be terminated for Convenience or Default.

#### *A. Convenience*

H-GAC may terminate this Agreement at any time, in whole or in part, with or without cause, whenever H-GAC determines that for any reason such termination is in the best interest of H-GAC, by providing thirty (30) days written notice by certified mail to the Contractor. Upon receipt of notice of termination, all services hereunder of the Contractor and its employees and subcontractors shall cease to the extent specified in the notice of termination.

The Contractor may cancel or terminate this Agreement upon submission of thirty (30) days written notice, presented to H-GAC via certified mail. The Contractor may not give notice of cancellation after it has received notice of default from H-GAC.

#### *B. Default*

H-GAC may, by written notice of default to the Contractor, terminate the whole or any part of the Agreement, in any one of the following circumstances:

- (1) If the Contractor fails to perform the services herein specified within the time specified herein or any extension thereof; or
- (2) If the Contractor fails to perform any of the other provisions of this Agreement for any reason whatsoever, or so fails to make progress or otherwise violates the Agreements that completion of services herein specified within the Agreement term is significantly endangered, and in either of these two instances does not cure such failure within a period of fifteen (15) days (or such longer period of time as may be authorized by H-GAC in writing) after receiving written notice by certified mail of default from H-GAC.

### **ARTICLE 16: SEVERABILITY**

H-GAC and Contractor agree that should any provision of this Agreement be determined to be invalid

**ITEM 71.** unenforceable, such determination shall not affect any other term of this Agreement, which shall continue in full force and effect.

## **ARTICLE 17: FORCE MAJEURE**

To the extent that either party to this Agreement shall be wholly or partially prevented from the performance of any obligation or duty placed on such party by reason of or through strikes, stoppage of labor, riot, fire, flood, acts of war, insurrection, accident, order of any court, act of God, or specific cause reasonably beyond the party's control and not attributable to its neglect or nonfeasance, in such event, the time for the performance of such obligation or duty shall be suspended until such disability to perform is removed. The party affected by the Force Majeure will notify the other within fifteen (15) days. Determination of force majeure shall rest solely with H-GAC.

## **ARTICLE 18: CONFLICT OF INTEREST**

No officer, member or employee of the Contractor or subcontractor, no member of the governing body of the Contractor, and no other public officials of the Contractor who exercise any functions or responsibilities in the review or Contractor approval of this Agreement, shall participate in any decision relating to this Agreement which affects his or her personal interest, or shall have any personal or pecuniary interest, direct or indirect, in this Agreement.

## **ARTICLE 19: FEDERAL COMPLIANCE**

Contractor agrees to comply with all applicable federal statutes relating to nondiscrimination, labor standards, and environmental compliance. Additionally, for work to be performed under the Agreement or subcontract thereof, including procurement of materials or leases of equipment, Contractor shall notify each potential subcontractor or supplier of the Contractor's federal compliance obligations. These may include, but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§ 1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) the Fair Labor Standards Act of 1938 (29 USC 676 et. seq.), (d) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), which prohibits discrimination on the basis of handicaps and the Americans with Disabilities Act of 1990; (e) the Age Discrimination in Employment Act of 1967 (29 USC 621 et. seq.) and the Age Discrimination Act of 1974, as amended (42 U.S.C. §§ 6101-6107), which prohibits discrimination on the basis of age; (f) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (g) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to the nondiscrimination on the basis of alcohol abuse or alcoholism; (h) §§ 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. 290 dd-3 and 290 ee- 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (i) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. § 3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (j) any other nondiscrimination provisions in any specific statute(s) applicable to any Federal funding for this Agreement; (k) the requirements of any other nondiscrimination statute(s) which may apply to this Agreement; (l) applicable provisions of the Clean Air Act (42 U.S.C. §7401 et seq.), the Federal Water Pollution Control Act, as amended (33 U.S.C. §1251 et seq.), Section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and the Environmental Protection Agency regulations at 40 CFR Part 15; (m) applicable provisions of the Davis- Bacon Act (40 U.S.C. 276a - 276a-7), the Copeland Act (40 U.S.C. 276c), and the Contract Work Hours and Safety Standards Act (40 U.S.C. 327-332), as set forth in Department of Labor Regulations at 20 CFR 5.5a; (n) the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (P.L. 94-163).

## **ARTICLE 20: CRIMINAL PROVISIONS AND SANCTIONS**

The Contractor agrees to perform the Agreement in conformance with safeguards against fraud and abuse as set forth by the H-GAC, the State of Texas, and the acts and regulations of any related state or federal agency. The Contractor agrees to promptly notify H-GAC of any actual or suspected fraud, abuse, or other criminal activity through the filing of a written report within twenty-four (24) hours of

**ITEM 7** knowledge thereof. Contractor shall notify H-GAC of any serious accident or incident requiring medical attention arising from its activities under this Agreement within twenty-four (24) hours of such occurrence. Theft or willful damage to property on loan to the Contractor from H-GAC, if any, shall be reported to local law enforcement agencies and H-GAC within two (2) hours of discovery of any such act.

The Contractor further agrees to cooperate fully with H-GAC, local law enforcement agencies, the State of Texas, the Federal Bureau of Investigation and any other duly authorized investigative unit, in carrying out a full investigation of all such incidents.

The Contractor shall notify H-GAC of the threat of lawsuit or of any actual suit filed against the Contractor pertaining to this Agreement or which would adversely affect the Contractor's ability to perform services under this Agreement.

#### **ARTICLE 21: INDEMNIFICATION AND RECOVERY**

H-GAC's liability under this Agreement, whether for breach of contract, warranty, negligence, strict liability, in tort or otherwise, is limited to its order processing charge. In no event will H-GAC be liable for any loss of use, loss of time, inconvenience, commercial loss, lost profits or savings or other incidental, special or consequential damages to the full extent such use may be disclaimed by law. Contractor agrees, to the extent permitted by law, to defend and hold harmless H-GAC, its board members, officers, agents, officials, employees and indemnities from any and all claims, costs, expenses (including reasonable attorney fees), actions, causes of action, judgements, and liens arising as a result of Contractor's negligent act or omission under this Agreement. Contractor shall notify H-GAC of the threat of lawsuit or of any actual suit filed against Contractor relating to this Agreement.

#### **ARTICLE 22: LIMITATION OF CONTRACTOR'S LIABILITY**

Except as specified in any separate writing between the Contractor and an END USER, Contractor's total liability under this Agreement, whether for breach of contract, warranty, negligence, strict liability, in tort or otherwise, but excluding its obligation to indemnify H-GAC, is limited to the price of the particular products/services sold hereunder, and Contractor agrees either to refund the purchase price or to repair or replace product(s) that are not as warranted. In no event will Contractor be liable for any loss of use, loss of time, inconvenience, commercial loss, loss of profits or savings or other incidental, special or consequential damages to the full extent such use may be disclaimed by law. Contractor understands and agrees that it shall be liable to repay and shall repay upon demand to END USER any amounts determined by H-GAC, its independent auditors, or any agency of State or Federal government to have been paid in violation of the terms of this Agreement.

#### **ARTICLE 23: TITLES NOT RESTRICTIVE**

The titles assigned to the various Articles of this Agreement are for convenience only. Titles shall not be considered restrictive of the subject matter of any Article, or part of this Agreement.

#### **ARTICLE 24: JOINT WORK PRODUCT**

This Agreement is the joint work product of H-GAC and the Contractor. This Agreement has been negotiated by H-GAC and the Contractor and their respective counsel and shall be fairly interpreted in accordance with its terms and, in the event of any ambiguities, no inferences shall be drawn against any party.

#### **ARTICLE 25: DISPUTES**

All disputes concerning questions of fact or of law arising under this Agreement, which are not addressed within the Whole Agreement as defined pursuant to Article 4 hereof, shall be decided by the Executive Director of H-GAC or his designee, who shall reduce his decision to writing and provide notice thereof to the Contractor. The decision of the Executive Director or his designee shall be final and conclusive unless, within thirty (30) days from the date of receipt of such notice, the Contractor requests a rehearing from the Executive Director of H-GAC. In connection with any rehearing under this Article, the Contractor shall be afforded an opportunity to be heard and offer evidence in support of

**ITEM 7ts.** position. The decision of the Executive Director after any such rehearing shall be final and conclusive. The Contractor may, if it elects to do so, appeal the final and conclusive decision of the Executive Director to a court of competent jurisdiction. Pending final decision of a dispute hereunder, the Contractor shall proceed diligently with the performance of the Agreement and in accordance with H-GAC's final decision.

**ARTICLE 26: CHOICE OF LAW: VENUE**

This Agreement shall be governed by the laws of the State of Texas. Venue and jurisdiction of any suit or cause of action arising under or in connection with the Agreement shall lie exclusively in Harris County, Texas. Disputes between END USER and Contractor are to be resolved in accordance with the law and venue rules of the state of purchase. Contractor shall immediately notify H-GAC of such disputes.

**ARTICLE 27: ORDER OF PRIORITY**

In the case of any conflict between or within this Agreement, the following order of priority shall be utilized: 1) General Provisions, 2) Special Provisions, 3) Scope of Work, and, 4) Other Attachments.

**SIGNATURES:**

H-GAC and the Contractor have read, agreed, and executed the whole Agreement as of the date first written above, as accepted by:

**Motorola Solutions, Inc.**

DocuSigned by:  
Signature  
  
970050FB3ADC4F5...

Name      Travis Boettcher

Title      Vice President

Date      7/25/2018

**H-GAC**

DocuSigned by:  
Signature  
  
82EC270D5D61423...

Name      Chuck Wemple

Title      Executive Director

Date  
7/24/2018



# H-GAC

Houston-Galveston Area Council  
P.O. Box 22777 · 3555 Timmons · Houston, Texas 77227-2777

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Cooperative Agreement - Motorola Solutions, Inc. - Public Services - 18-00196

18-00196

## SPECIAL PROVISIONS

Incorporated by attachment, as part of the whole agreement, H-GAC and the Contractor do, hereby agree to the Special Provisions as follows:

### **ARTICLE 1: BIDS/PROPOSALS INCORPORATED**

In addition to the whole Agreement, the following documents listed in order of priority are incorporated into the Agreement by reference: Bid/Proposal Specifications and Contractor's Response to the Bid/Proposal.

### **ARTICLE 2: END USER AGREEMENTS ("EUA")**

H-GAC acknowledges that the **END USER** may choose to enter into an End User Agreement ("EUA") with the **Contractor** through this Agreement, and that the term of the EUA may exceed the term of the current **H-GAC** Agreement. **H-GAC**'s acknowledgement is not an endorsement or approval of the End User Agreement's terms and conditions. **Contractor** agrees not to offer, agree to or accept from the **END USER**, any terms or conditions that conflict with those in **Contractor**'s Agreement with **H-GAC**. Contractor affirms that termination of its Agreement with H-GAC for any reason shall not result in the termination of any underlying EUA, which shall in each instance, continue pursuant to the EUA's stated terms and duration. Pursuant to the terms of this Agreement, termination of this Agreement will disallow the **Contractor** from entering into any new EUA with **END USERS**. Applicable **H-GAC** order processing charges will be due and payable to **H-GAC** on any EUAs, surviving termination of this Agreement between **H-GAC** and **Contractor**.

### **ARTICLE 3: MOST FAVORED CUSTOMER CLAUSE**

If at any time during this Agreement, Contractor develops a regularly followed standard procedure of entering into agreements with other governmental customers within the State of Texas, and offers the same or substantially the same products/services offered to **H-GAC** on a basis that provides prices, warranties, benefits, and or terms more favorable than those provided to **H-GAC**, **Contractor** shall notify **H-GAC** within ten (10) business days thereafter, and this Agreement shall be deemed to be automatically retroactively amended, to the effective date of Contractor's most favorable past agreement with another entity. **Contractor** shall provide the same prices, warranties, benefits, or terms to **H-GAC** and its END USER as provided in its most favorable past agreement. H-GAC shall have the right and option at any time to decline to accept any such change, in which case the amendment shall be deemed null and void. If **Contractor** claims that a more favorable price, warranty, benefit, or term that was charged or offered to another entity during the term of this Agreement, does not constitute more favorable treatment, than **Contractor** shall, within ten (10) business days, notify **H-GAC** in writing, setting forth the detailed reasons **Contractor** believes the aforesaid offer is not in fact most favored treatment. **H-GAC**, after due consideration of Contractor's written explanation, may decline to accept such explanation and thereupon this Agreement between **H-GAC** and **Contractor** shall be automatically amended, effective retroactively, to the effective date of the most favored agreement, to provide the same prices, warranties, benefits, or terms to H-GAC and the END USER.

**EXCEPTION:** This clause shall not be applicable to the sale of large communications systems (one

## **ARTICLE 4: PARTY LIABILITY**

Contractor's total liability under this Agreement, whether for breach of contract, warranty, negligence, strict liability, in tort or otherwise, is limited to the price of the particular products/services sold hereunder. Contractor agrees either to refund the purchase price or to repair or replace product(s) that are not as warranted. Contractor accepts liability to repay, and shall repay upon demand to END USER, any amounts determined by H-GAC, its independent auditors, or any state or federal agency, to have been paid in violation of the terms of this Agreement.

## ARTICLE 5: GOVERNING LAW & VENUE

Contractor and H-GAC agree that Contractor will make every reasonable effort to resolve disputes the **END USER** in accord with the law and venue rules of the state of purchase. **Contractor** shall immediately notify **H-GAC** of such disputes.

## ARTICLE 6: SALES AND ORDER PROCESSING CHARGE

**Contractor** shall sell its products to **END USERS** based on the pricing and terms of this Agreement. **H-GAC** will invoice **Contractor** for the applicable order processing charge when H-GAC receives notification of an END USER order. **Contractor** shall remit to **H-GAC** the full amount of the applicable order processing charge, after delivery of any product or service and subsequent END USER acceptance. Payment of the Order Processing Charge shall be remitted from Contractor to H-GAC, within thirty (30) calendar days or ten (10) business days after receipt of an END USER's payment, whichever comes first, notwithstanding Contractor's receipt of invoice. For sales made by **Contractor** based on this Agreement, including sales to entities without Interlocal Agreements, **Contractor** shall pay the applicable order processing charges to **H-GAC**. Further, **Contractor** agrees to encourage entities who are not members of H-GAC's Cooperative Purchasing Program to execute an **H-GAC** Interlocal Agreement. **H-GAC** reserves the right to take appropriate actions including, but not limited to, Agreement termination if **Contractor** fails to promptly remit the appropriate order processing charge to H-GAC. In no event shall **H-GAC** have any liability to **Contractor** for any goods or services an **END USER** procures from **Contractor**. At all times, **Contractor** shall remain liable to pay to **H-GAC** any order processing charges on any portion of the Agreement actually performed, and for which compensation was received by **Contractor**.

## **ARTICLE 7: LIQUIDATED DAMAGES**

Any liquidated damage terms will be determined between Contractor and End User at the time End User's purchase order is placed.

## ARTICLE 8: INSURANCE

Unless otherwise stipulated in Section B of the Bid/Proposal Specifications, **Contractor** must have the following insurance and coverage:

- a. **General liability** insurance with a Single Occurrence limit of at least ,000,000.00, and a General Aggregate limit of ,000,000.

**Product liability** insurance with a Single Occurrence limit of at least ,000,000.00, and a

**ITEM 7** General Aggregate limit of at least two times the Single Occurrence limit for all Products except Automotive Fire Apparatus. For Automotive Fire Apparatus, see Section B of the Bid/Proposal Specifications.

**Property Damage or Destruction** insurance is required for coverage of **End User** owned equipment while in **Contractor**'s possession, custody or control. The minimum Single Occurrence limit is ,000.00 and the General Aggregate limit must be at least two times the Single Occurrence limit. This insurance may be carried in several ways, e.g. under an Inland Marine policy, as part of Automobile coverage, or under a Garage Keepers policy. In any event, this coverage must be specifically and clearly listed on insurance certificate(s) submitted to **H-GAC**.

- b. Insurance coverage shall be in effect for the length of any contract made pursuant to the Bid/Proposal, and for any extensions thereof, plus the number of days/months required to *deliver* any outstanding order after the close of the contract period.
- c. PDF Insurance Certificates must be furnished to **H-GAC** after contract execution and at policy renewal during term of contract, showing **Contractor** as the insured and showing coverage and limits for the insurances listed above.
- d. If any Product(s) or Service(s) will be provided by parties other than **Contractor**, all such parties are required to carry the insurance coverages specified herein, and if requested by **H-GAC**, a separate insurance certificate must be submitted for each such party.

## **ARTICLE 9: PERFORMANCE AND PAYMENT BONDS FOR INDIVIDUAL ORDERS**

**H-GAC**'s contractual requirements DO NOT include a Performance & Payment Bond (PPB); therefore, Contractor shall offer pricing that reflects this cost savings. **Contractor** shall remain prepared to offer a PPB to cover any order if so requested by the **END USER**. **Contractor** shall quote a price to **END USER** for provision of any requested PPB, and agrees to furnish the PPB within ten business (10) days of receipt of **END USER**'s purchase order.

## **ARTICLE 10: CHANGE OF STATUS**

**Contractor** shall immediately notify **H-GAC**, in writing, of **ANY** change in ownership, control, dealership/franchisee status, Motor Vehicle license status, or name. Contractor shall offer written guidance to advise **H-GAC** if this Agreement shall be affected in any way by such change. **H-GAC** shall have the right to determine whether or not such change is acceptable, and to determine what action shall be warranted, up to and including cancellation of Agreement.

## Attachment A

## Motorola Solutions, Inc.

Radio Communication/Emergency Response & Mobile Interoperability Equipment  
Contract No.: RA05-18

H-GAC Product Code	Item Description (Offeror may not change any description or add items)	Offered Price
NA	<i>Per the RFP Motorola Solutions has included an Electronics Catalogue for our equipment on a USB drive in lieu of listing each individual product and its options. In addition, a discount APC sheet is attached in the pricing section and used to calculate all individual prices within the USB drive and also available via Motorola Solutions Online.</i>	
NC	<i>Motorola Solutions offers this extensive on-line program called Motorola Solutions On-Line that allows each H-GAC end the user to check specific contract pricing, place orders, and check shipping estimates in addition to invoice history. The on-line tool is the most advanced of its kind in the Communications Industry.</i>	
NB	<i>Per the RFP Motorola Solutions has included an Electronics Catalogue on a USB drive in lieu of listing each individual product and its options. In addition, a discount APC sheet is attached in the pricing section and used to calculate all individual prices within the USB drive and also available via Motorola Solutions Online.</i>	
NC	Mobile Command Interoperable Communication Equipment & Services	
ND	<b>Motorola Solutions Integration Services LMR</b>	
	Motorola Solutions offers wide range of services including Integration, Installation and Training. The cost of these services is regional in nature. Samples below are listed for reference only.	
ND	Project Management Daily Rate*	\$ 1,818.00
ND	System Engineering Daily Rate*	\$ 1,818.00
ND	System Technologist Daily Rate*	\$ 2,173.00
ND	Standard Shop Installation: Hourly Rate*	\$ 150.00
ND	Standard Shop Installation: Daily Rate*	\$ 1,200.00
ND	Mobile Radio Installation*	\$180-\$500
ND	Radio Programming*	\$55-\$125
ND	Data Installation*	\$180-\$428
	*Prices may vary by Region and Stated Scope. Travel Not Included	
ND	<b>Motorola Solutions Integration Services Advanced Services</b>	
	Motorola Solutions offers wide range of services including Integration, Installation and Training. The cost of these services is regional in nature. Samples below are listed for reference only.	
ND	NG9-1-1 Consulting Services-Daily Rate*	\$1,694
ND	Security Project/Program Management-Daily Rate*	\$1,694
ND	Wireless Security Technician-Daily Rate*	\$1,580
ND	Security Penetration Tester (Wired Network)-Daily Rate*	\$1,580

## ITEM 71.

<b>ND</b>	Secutriy Trainer-Daily Rate*	\$1,328
<b>ND</b>	Application Security Code Reviewer-Daily Rate*	\$2,033
<b>ND</b>	IT Incident Response and E-Discovery Assitance-Daily Rate*	\$1,694
<b>ND</b>	IT Disaster Recovery Planner-Daily Rate*	\$1,580
<b>ND</b>	IT Disaster Recovery Plan Tester-Daily Rate*	\$1,580
<b>ND</b>	Buisness Continuity/Continuity of Government Planner-Daily Rate*	\$1,580
<b>ND</b>	Buisness Continuity/Continuity of Government Plan Tester-Daily Rate*	\$1,580
<b>ND</b>	Mobile Application Services Project Management-Daily Rate*	\$565
<b>ND</b>	Mobile Application Services System Engineer-Daily Rate*	\$565
<b>ND</b>	Mobile Application Services Solution Architech-Daily Rate*	\$2,033
<b>ND</b>	Mobile Application Services Application and Solution Design-Daily Rate*	\$2,033
<b>ND</b>	Mobile Application Services Application and Solution Implementation-Daily Rate*	\$2,033
<b>ND</b>	Application Integration and Customization Services Project Management-Daily Rate*	\$1,694
<b>ND</b>	Application Integration and Customization Services System Engineer-Daily Rate*	\$1,694
<b>ND</b>	Application Integration and Customization Services Solution Architech-Daily Rate*	\$2,033
<b>ND</b>	Application Integration and Customization Services Application and Solution Design-Daily Rate*	\$2,033
<b>ND</b>	Application Integration and Customization Services Application and Solution Implementation-Daily Rate*	\$1,694
<b>ND</b>	Unified Communications Services Project Management-Daily Rate*	\$1,694
<b>ND</b>	Unified Communications Services System Engineer-Daily Rate*	\$1,694
<b>ND</b>	Unified Communications Services Solution Architech-Daily Rate*	\$2,033
<b>ND</b>	Unified Communications Services Application and Solution Design-Daily Rate*	\$2,033
<b>ND</b>	Unified Communications Services Application and Solution Implementation-Daily Rate*	\$1,694
<b>ND</b>	Consulting Services Project Management-Daily Rate*	\$1,694
<b>ND</b>	Consulting Services System Engineer-Daily Rate*	\$1,694
<b>ND</b>	Consulting Services Solution Architech-Daily Rate*	\$2,033
<b>ND</b>	Consulting Services Internet Protocol Network Accessment-Daily Rate*	\$2,033
<b>ND</b>	Consulting Services IP Network Design and Integration-Daily Rate*	\$2,033
<b>ND</b>	Consulting Services IP Wide Area Network Backhaul Design and Integration-Daily Rate*	\$2,033
<b>ND</b>	Consulting Services Custoemr Network Interface Design and Integration-Daily Rate*	\$2,033

**APC DISCOUNTS PER ECAT/MOL PRICEBOOK**

020	CAD Equipment	List
039	CAD Equipment	10%
068	CAD Equipment	10%
232	CAD Equipment	10%
297	CAD Equipment	5%
330	CAD Equipment	5%
333	CAD Equipment	10%
472	CAD Equipment	10%
473	CAD Equipment	List
548	CAD Equipment	10%
702	CAD Equipment	10%

## ITEM 71.

789	CAD Equipment	10%
797	CAD Equipment	List
850	CAD Equipment	List
879	CAD Equipment	List
981	CAD Equipment	List
040	Data Applications	15%
041	Data Applications	10%
041	Data Applications	10%
138	Data Applications	10%
153	Data Applications	15%
343	Data Applications	10%
670	Data Applications	List
766	Data Applications	List
170	Data Subscriber Devices	15%
177	Data Subscriber Devices	15%
185	Data Subscriber Devices	List
736	Data Subscriber Devices	22%
855	Data Subscriber Devices	10%
006	Dispatch Service	5%
768	Dispatch Service	List
118	Dispatch Solutions	10%
124	Dispatch Solutions	15%
129	Dispatch Solutions	20%
139	Dispatch Solutions	List
147	Dispatch Solutions	10%
185	Dispatch Solutions	List
202	Dispatch Solutions	15%
207	Dispatch Solutions	10%
226	Dispatch Solutions	15%
228	Dispatch Solutions	30%
229	Dispatch Solutions	14%
261	Dispatch Solutions	5%
322	Dispatch Solutions	15%
404	Dispatch Solutions	20%
415	Dispatch Solutions	10%
443	Dispatch Solutions	20%
454	Dispatch Solutions	15%
520	Dispatch Solutions	10%
524	Dispatch Solutions	10%
551	Dispatch Solutions	10%
660	Dispatch Solutions	10%
706	Dispatch Solutions	20%
708	Dispatch Solutions	17%
729	Dispatch Solutions	17%
740	Dispatch Solutions	15%
892	Dispatch Solutions	10%
214	Fixed Data Products	10%
275	Fixed Data Products	10%
342	Fixed Data Products	10%
382	Fixed Data Products	10%
403	Fixed Data Products	15%
455	Fixed Data Products	15%
469	Fixed Data Products	10%
499	Fixed Data Products	10%

## ITEM 71.

708	Fixed Data Products	17%
222	Fixed Network Equipment	15%
329	Fixed Network Equipment	10%
381	Fixed Network Equipment	15%
207	Fixed Station Accessories	10%
273	Fixed Station Accessories	10%
277	Fixed Station Accessories	20%
457	Fixed Station Accessories	20%
515	Fixed Station Accessories	20%
524	Fixed Station Accessories	15%
525	Fixed Station Accessories	15%
856	Fixed Station Accessories	10%
207	Fixed Station Antenna Systems	10%
005	Fixed Stations	20%
112	Fixed Stations	18%
225	Fixed Stations	10%
272	Fixed Stations	20%
281	Fixed Stations	18.50%
301	Fixed Stations	20%
360	Fixed Stations	21.50%
377	Fixed Stations	17%
417	Fixed Stations	10%
424	Fixed Stations	15%
425	Fixed Stations	15%
448	Fixed Stations	20%
474	Fixed Stations	23%
509	Fixed Stations	21.50%
512	Fixed Stations	23%
537	Fixed Stations	21.50%
590	Fixed Stations	21.50%
595	Fixed Stations	18%
643	Fixed Stations	15%
675	Fixed Stations	20%
680	Fixed Stations	21.50%
744	Fixed Stations	20%
811	Fixed Stations	5%
881	Fixed Stations	15%
015	Fixed Wireless Broadband	20%
075	Fixed Wireless Broadband	List
224	Fixed Wireless Broadband	15%
800	Fixed Wireless Broadband	List
832	Fixed Wireless Broadband	10%
882	Fixed Wireless Broadband	15%
904	Fixed Wireless Broadband	15%
906	Fixed Wireless Broadband	15%
910	Fixed Wireless Broadband	15%
947	Fixed Wireless Broadband	15%
298	Infrastructure Repair	15%
901	Lifecycle Services	List
902	Lifecycle Services	List
903	Lifecycle Services	List
904	Lifecycle Services	List
905	Lifecycle Services	List

## ITEM 71.

051	LTE	10%
051	LTE	10%
053	LTE	10%
054	LTE	10%
055	LTE	10%
056	LTE	10%
057	LTE	10%
058	LTE	5%
059	LTE	10%
061	LTE	10%
063	LTE	10%
065	LTE	10%
066	LTE	10%
171	LTE	10%
375	LTE	List
708	LTE	10%
941	LTE	15%
984	LTE	List
985	LTE	List
989	LTE	List
823	Maintenance	List
983	Maintenance	List
133	Misc. Equipment	15%
299	Misc. Equipment	15%
629	Misc. Equipment	10%
682	Misc. Equipment	20%
887	Misc. Equipment	18.50%
554	Mobile Accessories	15%
644	Mobile Accessories	15%
879	Mobile Applications Software	10%
038	Mobile Stations	10%
103	Mobile Stations	10%
109	Mobile Stations	26.50%
159	Mobile Stations	20%
189	Mobile Stations	15%
276	Mobile Stations	25%
287	Mobile Stations	10%
374	Mobile Stations	15%
426	Mobile Stations	25%
466	Mobile Stations	25%
471	Mobile Stations	25%
484	Mobile Stations	20%
500	Mobile Stations	25%
511	Mobile Stations	10%
514	Mobile Stations	25%
518	Mobile Stations	25%
527	Mobile Stations	25%
571	Mobile Stations	15%
585	Mobile Stations	25%
652	Mobile Stations	25%
655	Mobile Stations	25%
656	Mobile Stations	25%
681	Mobile Stations	25%

## ITEM 71.

761	Mobile Stations	25%
775	Mobile Stations	16.50%
776	Mobile Stations	20%
792	Mobile Stations	20%
869	Mobile Stations	20%
922	Mobile Stations	20%
216	MOTOTRBO	20%
422	MOTOTRBO	20%
475	MOTOTRBO	20%
516	MOTOTRBO	20%
557	MOTOTRBO	10%
563	MOTOTRBO	20%
777	MOTOTRBO	20%
131	Network Products	10%
147	Network Products	10%
207	Network Products	10%
232	Network Products	10%
708	Network Products	17%
136	Pagers/Receiver	15%
169	Pagers/Receiver	20%
452	Pagers/Receiver	15%
361	Paging/Recievers	15%
839	Paging/Recievers	15%
940	Paging/Recievers	15%
001	Portable Radiophone (Portables)	20%
004	Portable Radiophone (Portables)	20%
008	Portable Radiophone (Portables)	20%
018	Portable Radiophone (Portables)	List
019	Portable Radiophone (Portables)	List
027	Portable Radiophone (Portables)	List
032	Portable Radiophone (Portables)	20%
037	Portable Radiophone (Portables)	20%
087	Portable Radiophone (Portables)	10%
128	Portable Radiophone (Portables)	20%
158	Portable Radiophone (Portables)	20%
185	Portable Radiophone (Portables)	List
187	Portable Radiophone (Portables)	15%
205	Portable Radiophone (Portables)	25%
206	Portable Radiophone (Portables)	20%
209	Portable Radiophone (Portables)	20%
271	Portable Radiophone (Portables)	25%
291	Portable Radiophone (Portables)	25%
320	Portable Radiophone (Portables)	25%
332	Portable Radiophone (Portables)	20%
362	Portable Radiophone (Portables)	20%
372	Portable Radiophone (Portables)	20%
402	Portable Radiophone (Portables)	20%
407	Portable Radiophone (Portables)	25%
414	Portable Radiophone (Portables)	20%
426	Portable Radiophone (Portables)	25%
430	Portable Radiophone (Portables)	20%
442	Portable Radiophone (Portables)	20%
446	Portable Radiophone (Portables)	20%
453	Portable Radiophone (Portables)	25%
456	Portable Radiophone (Portables)	20%

## ITEM 71.

458	Portable Radiophone (Portables)	25%
470	Portable Radiophone (Portables)	25%
476	Portable Radiophone (Portables)	20%
477	Portable Radiophone (Portables)	20%
481	Portable Radiophone (Portables)	25%
483	Portable Radiophone (Portables)	25%
505	Portable Radiophone (Portables)	25%
527	Portable Radiophone (Portables)	25%
536	Portable Radiophone (Portables)	25%
562	Portable Radiophone (Portables)	25%
570	Portable Radiophone (Portables)	10%
577	Portable Radiophone (Portables)	20%
579	Portable Radiophone (Portables)	25%
619	Portable Radiophone (Portables)	15%
626	Portable Radiophone (Portables)	20%
654	Portable Radiophone (Portables)	List
655	Portable Radiophone (Portables)	25%
656	Portable Radiophone (Portables)	25%
672	Portable Radiophone (Portables)	25%
687	Portable Radiophone (Portables)	18%
721	Portable Radiophone (Portables)	25%
726	Portable Radiophone (Portables)	25%
742	Portable Radiophone (Portables)	25%
749	Portable Radiophone (Portables)	33.50%
755	Portable Radiophone (Portables)	25%
756	Portable Radiophone (Portables)	25%
778	Portable Radiophone (Portables)	20%
785	Portable Radiophone (Portables)	25%
795	Portable Radiophone (Portables)	25%
798	Portable Radiophone (Portables)	25%
837	Portable Radiophone (Portables)	25%
841	Portable Radiophone (Portables)	33.50%
883	Portable Radiophone (Portables)	15%
977	Portable Radiophone (Portables)	10%
986	Portable Radiophone (Portables)	List
		List
390	Professional Services	List
659	Professional Services	List
659	Professional Services	List
670	Professional Services	List
842	Professional Services	List
509	Receivers	21.50%
512	Receivers	23%
743	Receivers	15%
608	Records Management Software	10%
137	Secure Solutions	5%
201	Secure Solutions	10%
229	Secure Solutions	14%
462	Secure Solutions	10%
524	Secure Solutions	15%
525	Secure Solutions	15%
519	Security	List
519	Security	List
561	Service/Maintenance	List

## ITEM 71.

769	Service/Maintenance	List
769	Service/Maintenance	List
772	Service/Maintenance	List
929	Service/Maintenance	List
206	Service/Maintenance	List
293	Service/Maintenance	List
195	Software Upgrades/Flashport	List
371	Software Upgrades/Flashport	List
430	Software Upgrades/Flashport	20%
262	Test Equipment	20%
854	Test Equipment	List
293	Training-Professional Services	List
039	Trunking Products and Systems	5%
085	Trunking Products and Systems	15%
112	Trunking Products and Systems	18%
115	Trunking Products and Systems	10%
152	Trunking Products and Systems	5%
277	Trunking Products and Systems	20%
280	Trunking Products and Systems	18.50%
281	Trunking Products and Systems	18.50%
377	Trunking Products and Systems	17%
495	Trunking Products and Systems	15%
593	Trunking Products and Systems	23%
708	Trunking Products and Systems	17%
877	Trunking Products and Systems	18.50%
002	Video Solutions	10%
085	Video Solutions	10%
488	Video Solutions	10%
964	Warranty	List
218	Wireless Mobility	15%
606	Wireless Mobility	15%
683	Wireless Mobility	15%
832	Wireless Mobility	10%
907	Wireless Mobility	15%
908	Wireless Mobility	15%
	Package Discounts - Packages for System 01A7	List
	Package Discounts - Packages for System 03BA	List
	Package Discounts - Packages for System 1027	List

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## SERVICE ORDER

THIS SERVICE ORDER ("Service Order"), is executed and effective upon the date of the signature set forth in the signature block below ("Effective Date") and is by and between Charter Communications Operating, LLC on behalf of those operating subsidiaries providing the Service(s) hereunder ("Spectrum") and Customer (as shown below) and is governed by and subject to the Spectrum Enterprise Commercial Terms of Service posted to the Spectrum Enterprise website, <https://enterprise.spectrum.com/> (or successor url) or, if applicable, an existing services agreement mutually executed by the parties (each, as appropriate, a "Service Agreement"). Except as specifically modified herein, all other terms and conditions of the Service Agreement shall remain unamended and in full force and effect.

Spectrum Enterprise Contact Information	
Spectrum Enterprise 12405 Powerscourt Drive St. Louis, MO 63131	Contact: Cathy Larson Telephone: 214-784-4154 Email: cathy.larson@charter.com

Customer Information		
Customer Name CITY OF TERRELL	Order #	12545804
Address 1100 N State Highway 34 Terrell TX 75160		
Telephone (972) 551-6600	Email:	mikesims@cityofterrell.org
Contact Name MikeSims	Telephone (972) 551-6600	Email: mikesims@cityofterrell.org
Billing Address 1100 N State Highway 34 Terrell TX 75160		


**NEW AND REVISED SERVICES AT 1891 Forest Ln , Garland TX 75042**

Service Description	Contract Term	Quantity	Sales Price	Monthly Recurring Charges
Ethernet - 10 Mbps	36 Months	2	\$ 0.00	\$ 0.00
Ethernet - Hub - Master	36 Months	2	\$ 0.00	\$ 0.00
Retail Ethernet EPL Intrastate	36 Months	2	\$ 300.00	\$ 600.00
<b><u>TOTAL*</u></b>				<b>\$600.00</b>

**NEW AND REVISED SERVICES AT 10643 County Road 304 , Terrell TX 75160**

Service Description	Contract Term	Quantity	Sales Price	Monthly Recurring Charges
Ethernet - Spoke	36 Months	1	\$ 0.00	\$ 0.00
Ethernet - Type II 10 Mbps	36 Months	1	\$ 0.00	\$ 0.00
Retail Ethernet EPL Intrastate	36 Months	1	\$ 699.74	\$ 699.74
<b><u>TOTAL*</u></b>				<b>\$699.74</b>

**NEW AND REVISED SERVICES AT 1100 N State Highway 34 , Terrell TX 75160**

Service Description	Contract Term	Quantity	Sales Price	Monthly Recurring Charges
Ethernet - Spoke	36 Months	1	\$ 0.00	\$ 0.00
Ethernet - Type II 10 Mbps	36 Months	1	\$ 0.00	\$ 0.00
Retail Ethernet EPL Intrastate	36 Months	1	\$ 699.74	\$ 699.74
<b><u>TOTAL*</u></b>				<b>\$699.74</b>


**ONE TIME FEES AT 1891 Forest Ln , Garland TX 75042**

Service Description	Quantity	Sales Price	Install One Time Charge
Retail Ethernet - Fiber Install	1		\$ 0.00
<b><u>TOTAL*</u></b>			<b>\$0.00</b>

**ONE TIME FEES AT 10643 County Road 304 , Terrell TX 75160**

Service Description	Quantity	Sales Price	Install One Time Charge
Retail Ethernet - Fiber Type II Install	1		\$ 250.00
<b><u>TOTAL*</u></b>			<b>\$250.00</b>

**ONE TIME FEES AT 1100 N State Highway 34 , Terrell TX 75160**

Service Description	Quantity	Sales Price	Install One Time Charge
Retail Ethernet - Fiber Type II Install	1		\$ 250.00
<b><u>TOTAL*</u></b>			<b>\$250.00</b>



1. **TOTAL FEES.** Total Monthly Recurring Charges and Total One-Time Charges are due in accordance with the monthly invoice.
2. **TAXES.** Prices for Services do not include taxes, surcharges, or other fees.
3. **NO UNTRUE STATEMENTS.** Customer represents and warrants to Spectrum that neither this Service Order, nor any other information, including without limitation, any schedules or drawings furnished to Spectrum contains any untrue or incorrect statement of material fact or omits or fails to state a material fact.
4. **SPECIAL TERMS.**

The Parties have caused their duly authorized representatives to execute this Service Order.

**CUSTOMER SIGNATURE**

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_



# Spectrum Enterprise

## Ethernet Service Level Agreement

This document outlines the Service Level Agreement ("SLA") for fiber-based Spectrum Enterprise Ethernet Service and Spectrum Enterprise Cloud Connect Service (individually the "Service" and collectively the "Services"). Capitalized words used, but not defined herein, shall have the meanings given to them in the Agreement.

This SLA is a part of, and hereby incorporated by reference into the Spectrum Enterprise Service Agreement (including the terms and conditions, attachments, and Service Orders described therein, the "Agreement"). To the extent any provision of this SLA conflicts with the Agreement, this SLA shall control. Performance tier goals ("SLA Targets") are set forth in the table(s) below.

Ethernet Services SLA Targets presented below are measured end to end (i.e. from any two applicable Customer's edge or network interface devices at the Service Location) at the individual circuit or service level, and any applicable credits are issued for the affected circuit or service (the "Affected Service").

The Cloud Connect Service SLA Target for Availability is measured between Spectrum Enterprise's network interface device (NID) located at the Customer location and the point of physical handoff of the Service to the Cloud Service Provider (the "Gateway Point").

### I. SLA Targets for Ethernet and Cloud Connect Services:

Spectrum Enterprise Ethernet Services SLAs				
Performance Tier	On-Net			Off-Net
	Metro	Regional	National	
Miles	0 - 155	156 - 746	> 746	N/A
Kilometers	0 - 250	251 - 1200	> 1200	N/A
Latency	$\leq$ 10ms	$\leq$ 25ms	$\leq$ 125ms	$\leq$ 125ms
Jitter	$\leq$ 2ms	$\leq$ 4ms	$\leq$ 8ms	$\leq$ 8ms
Frame Loss	$\leq$ 0.01%	$\leq$ 0.01%	$\leq$ 0.01%	$\leq$ 0.01%
Availability	$\geq$ 99.99%	$\geq$ 99.99%	$\geq$ 99.99%	$\geq$ 99.99%
MTTR	4 hrs.	4 hrs.	4 hrs.	4 hrs.

<sup>1</sup> "On-Net" includes circuits that are provided by Spectrum Enterprise to Service Locations directly from the Spectrum Network.

<sup>2</sup> "Off-Net" includes circuits that are provided to geographic locations that may be outside or inside Spectrum Enterprise service areas and are provided by third party service providers and not from the Spectrum Network.

Spectrum Enterprise Cloud Connect Gateway Point SLAs	
Availability	$\geq$ 99.99%

### II. Priority Classification:

"Excluded Disruptions" means (i) planned outages, (ii) routine or urgent maintenance, (iii) time when Spectrum Enterprise is unable to gain access to Customer's premises to troubleshoot, repair or replace equipment or the Service, (iv) service problems resulting from acts of omissions of Customer or Customer's representatives or agents, (v) Customer equipment failures, (vi) Customer is not prepared to release the Service for testing, and (vii) Force Majeure

Events. Notwithstanding anything to the contrary in the Agreement, any service issues beyond the connectivity to the Cloud Service Provider is not covered by this SLA.

A “Service Disruption” is defined as an outage, disruption, or severe degradation, other than an Excluded Disruption, that interferes with the ability of a Spectrum Enterprise network hub to transmit and receive network traffic between Customer’s A and Z Service Locations. The Service Disruption period begins when Customer reports a Service Disruption using Spectrum Enterprise’s trouble ticketing system by contacting Customer Care, Spectrum Enterprise acknowledges receipt of such trouble ticket, Spectrum Enterprise validates that the Service is affected, and Customer releases the Service for testing. The Service Disruption ends when the affected Service has been restored.

“Service Degradation” means a degradation of the Service that is not a Service Disruption or a result of an Excluded Disruption, such as failure of the Service to achieve the SLA Targets for Latency / Frame Delay, Jitter / Frame Delay Variation, or Packet / Frame.

Spectrum Enterprise will classify Service problems as follows:

Priority	Criteria
Priority 1	<ul style="list-style-type: none"> <li>Service Disruption resulting in a total loss of Service; or</li> <li>Service Degradation to the point where Customer is unable to use the Service and is prepared to release it for immediate testing (each a “Priority 1 Outage”).</li> </ul>
Priority 2	<ul style="list-style-type: none"> <li>Service Degradation where Customer is able to use the Service and is not prepared to release it for immediate testing.</li> </ul>
Priority 3	<ul style="list-style-type: none"> <li>A service problem that does not impact the Service; or</li> <li>A single non-circuit specific quality of Service inquiry.</li> </ul>

### III. Service Availability

“Service Availability” is calculated as the total number of minutes in a calendar month less the number of minutes that the Service is unavailable due to a Priority 1 Outage (“Downtime”), divided by the total number of minutes in a calendar month.

The following table contains examples of the percentage of Service Availability translated into minutes of Downtime for the 99.99% Service Availability Target:

Percentage by Days Per Month	Total Minutes / Month	Downtime Minutes
99.99% for 31 Days	44,640	4.5
99.99% for 30 Days	43,200	4.3
99.99% for 29 Days	41,760	4.2
99.99% for 28 Days	40,320	4

**IV. Mean Time to Restore (“MTTR”)**

The MTTR measurement for Priority 1 Outages is the average time to restore Priority 1 Outages during a calendar month calculated as the cumulative length of time it takes Spectrum Enterprise to restore a Service following a Priority 1 Outage in a calendar month divided by the corresponding number of trouble tickets for Priority 1 Outages opened during the calendar month for the Service.

MTTR per calendar month is calculated as follows:

**Cumulative length of time to restore Priority 1 Outage(s) per Service**

**Total number of Priority 1 Outage trouble tickets per Service**

**V. Latency / Frame Delay**

Latency or Frame Delay is the average roundtrip network delay, measured every 5 minutes during a calendar month, unless measurement is not possible as a result of an Excluded Disruption, to adequately determine a consistent average monthly performance level for frame delay for each Service. The roundtrip delay is expressed in milliseconds (ms).

Latency / Frame Delay is calculated as follows:

**Latency / Frame  
Delay=**

**Sum of the roundtrip delay measurements for a Service**

**Total # of measurements for a Service**

**VI. Packet Loss / Frame Loss Ratio**

Packet Loss or Frame Loss Ratio is defined as the percentage of frames that are not successfully received compared to the total frames that are sent in a calendar month, except where any packet or frame loss is the result of an Excluded Disruption. The percentage calculation is based on frames that are transmitted from a network origination point and received at a network destination point.

Packet Loss / Frame Loss Ratio is calculated as follows:

$$\text{Packet Loss / Frame Loss (\%)} = \frac{100 (\%)}{\text{Frames Received}}$$

**VII. Jitter / Frame Delay Variation**

Jitter or Frame Delay Variation is defined as the variation in delay for two consecutive frames that are transmitted (one-way) from a network origination point and received at a network destination point. Spectrum Enterprise measures a sample set of frames every 5 minutes during a calendar month, unless measurement is not possible as a result of an Excluded Disruption, and determines the average delay between consecutive frames within each sample set. The monthly Jitter / Frame Delay Variation is calculated as the average of all of the frame delay variation measurements during such calendar month and is expressed in milliseconds (ms).

$$\text{Jitter / Frame Delay Variation} = \frac{\text{Sum of the Frame Delay Variation measurements for a Service}}{\text{Total # of measurements for a Service}}$$

## VIII. Network Maintenance

### Maintenance Notice:

Customer understands that from time to time, Spectrum Enterprise will perform network maintenance for network improvements and preventive maintenance. In some cases, Spectrum Enterprise will need to perform urgent network maintenance, which will usually be conducted within the routine maintenance windows. Spectrum Enterprise will use reasonable efforts to provide advance notice of the approximate time, duration, and reason for any urgent maintenance outside of the routine maintenance windows.

### Maintenance Windows:

Routine maintenance may be performed Monday – Friday 12 a.m. – 6 a.m. Local Time.

## IX. Remedies Service Credit:

If the actual performance of a Service during any calendar month is less than the SLA Targets, and Customer is in compliance with the terms of the Agreement and this SLA, then Customer may request credit equal to the corresponding percentage of the monthly recurring charges for the Affected Service as set forth in the table below. Any credit to be applied will be off-set against any amounts due from Customer to Spectrum Enterprise in the billing cycle following the date Spectrum Enterprise makes its credit determination. Credit requests must be submitted to Spectrum Enterprise within thirty (30) days of the calendar month in which the SLA Target was missed. Spectrum Enterprise will exercise commercially reasonable efforts to respond to such credit requests within 30 days of receipt thereof.

Service Availability	Mean Time To Restore (“MTTR”)	Latency / Frame Delay (Roundtrip)	Jitter / Frame Delay Variation	Packet Loss / Frame Loss
30%	> 4 hours ≤ 7:59:59 hours	4%	5%	5%
	> 8 hours	10%		

All SLA Targets are monthly measurements, and Customer may request only one credit per SLA Target per month for the Affected Service. Should one event impact more than one SLA hereunder, Customer shall receive the single highest of the qualifying credits only. Except as set forth below, the credits described in this SLA shall constitute Customer's sole and exclusive remedy, and Spectrum Enterprise's sole and exclusive liability, with respect to any missed SLA Targets. Service Credits hereunder shall not be cumulative per Service.

### Chronic Priority 1 Outages:

If Customer experiences and reports three (3) separate Priority 1 Outages where the Downtime exceeds four (4) hours during each Priority 1 Outage within three (3) consecutive calendar months, then Customer may terminate the Affected Service without charge or liability by providing at least thirty (30) days written notice to Spectrum Enterprise; provided, however, that (i) Customer may only terminate the Affected Service; (ii) Customer must exercise its right to terminate the Affected Service by providing written notice to Spectrum Enterprise within thirty (30) days after the event giving rise to Customer's termination right; (iii) Customer shall have paid Spectrum Enterprise all amounts due at the time of such termination for all Services provided by Spectrum Enterprise pursuant to the Agreement, and (iv) the foregoing termination right provides the sole and exclusive remedy of Customer and the sole and exclusive liability of Spectrum Enterprise for chronic Priority 1 Outages and Customer shall not be eligible for any additional credits. Termination will be effective forty-five (45) days after Spectrum Enterprise's receipt of such written notice of termination.



## ***Ethernet Intrastate-Only Traffic Certification***

Customer Name (Legal Entity):

CITY OF TERRELL

Billing Address:

1100 N State Highway 34

Terrell TX 75160

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### **CERTIFICATION**

I certify that the traffic carried by Spectrum in its provision of WAN/Ethernet services on the circuits **listed on the attached Service Order** is jurisdictionally intrastate and **will contain no more than 10% interstate traffic**.

(Authorized Customer Signature)

(Date Signed)

(Printed Name)

(Title)

Authorized Customer Contact Information:

Phone: **(972) 551-6600**

Email:

[mikesims@cityofterrell.org](mailto:mikesims@cityofterrell.org)

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Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
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Payment Events	Status	Timestamps

# FY22, FY23, FY24

## City of Terrell

## Strategic Plan



Adopted by City Council on DATE

## Strategic Plan Themes

### The Themes

1. Our Citizens benefit when we are efficient and relentless: Operational Goals
2. Our Citizens benefit when we are the partner of choice: Partnership Goals
3. Our Citizens benefit when we are a great place for commercial investment and job creation: Development Goals
4. Our Citizens benefit when we are diligent in maintaining and enhancing infrastructure: Construction Goals
5. Our Citizens benefit when we set and achieve Quality of Life benchmarks: Quality of Life Goals

Our Citizens benefit when we are efficient and relentless

### Major Operational Goals

- Add multiple staff in Police Department to meet growth in calls/demand for service and to maintain/improve recent anti-narcotics successes
- Add multiple staff in municipal development to improve customer service and stay ahead of development
- Stabilize operations with single new positions for finance clerk, assistant city manager, assistant fire marshal
- Keep the budget growing to meet our city's needs
- Expand library and youth recreation staff concurrent with budget availability to grow programs
- Train, evaluate and retain the dedicated staff we have
- Plan for retirements and cross train for resilience
- Expand Spanish language skill sets
- Add Downtown security and “polish” functions
- Crisp and clean everyday
- Control IT spending while enhancing IT footprint
- Maintain balanced annual approach to fleet

Our Citizens benefit when we are the partner of choice

#### Major Partnership Goals

- Utilize regional animal shelter for pay-per-night services
- Utilize Garland/Mesquite radio system for emergency communication improvements
- Update NTMWD contract for growth and access to capital funds
- Plan new county sub courthouse with new municipal court element
- Negotiate partial CCN buyouts ahead of growth demands
- Work with NCTCOG/RTC on a wide range of grants and cooperative programs
- Work with TXDOT to improve maintenance, lower costs and obtain benefits from state capital investment
- Improve partnerships with TSHS/TDEM to put Covid-19 behind us and improve resiliency
- Negotiate voluntary annexations and new TIRZ Districts with surrounding major land owners
- Partner with NETRMA on outer loop planning and creative infrastructure finances
- Implement projects from the County Transportation Interlocal Agreement
- Enhance workforce, school district, TVCC, and other education partnerships
- Equip Mayor/Council and board members with training beneficial to role and duties

Our Citizens benefit when Terrell is a great place for commercial investment and job creation

### Major Development Goals

- Update comprehensive plan zoning and subdivision ordinances to raise the standard
- Attract and open new retail, restaurants, lofts and entertainment downtown
- Support great mixed-use hubs in Downtown, Crossroads, and TVCC Health Science Center; support a great retail destination at Shops at Terrell
- Foster high quality development and preservation in the Big Brushy Creek corridor by partnering for water, sewer, outer loop improvements with a variety of partners
- Promote more high-quality residential infill
- Attract more quality, high wage employers
- Add a university presence and a hospital/medical center
- Continue the mindset that every square inch of Terrell matters and is worthy of municipal care and attention
- Address neighborhood revitalization by, but not limited to, the maintenance of aging infrastructure such as stormwater, sewer and sidewalks

Our Citizens benefit when our core infrastructure meets the needs

### Major Construction Goals

- Build Temple, Blanche and South Alley as concrete complete streets
- Reconstruct North Alley, sections of Apache Trail and Metro Drive
- Reconstruct the Muckleroy Building to serve as a destination amenity
- Select and engineer the road, water, sewer, drainage, sidewalks, lighting and parking for the Town Square Development, including quiet zones and complete streets on US 80 and Spur 226
- Identify and engineer a second NTMWD take point as well as the water distribution system for big brushy creek corridor development
- Acquire land for a new library/community center, 3 fire stations, park expansions, lake area protection zones
- Fully implement smart water meters
- Finalize Kings Creek WWTP improvements
- Complete the US 80, FM 148, SH 205 reconstruction
- Work with TXDOT to start construction on IH 20 frontage roads at FM 148
- Implement enhanced approaches to street maintenance based off robotics/SPI
- Implement enhanced approach to storm water based on drainage study
- Concentrate on opportunities to add and refurbish sidewalks, especially in areas with ADA concerns.

Our Citizens benefit when we set and achieve quality of life benchmarks: Quality of Life Goals

### Quality of Life Goals

- Design and Perform a thorough Quality of Life Audit
- Utilize the results of the Quality of Life Audit to set a range of Quality of Life Goals and update as may be necessary governing documents such as Comprehensive Plan
- Establish Financial Plans and Partnerships necessary to build and operate the Capital Improvements and/or Operational Improvements identified in the Audit
- Utilize audit results to transition to a performance management system to optimize city-wide day to day operations and identify opportunities for continuous improvement
- A quality of life element should be included with all new city construction projects where applicable.

## **FY22-FY24 Strategic Plan Workshops Timeline**

February 2	Council Discussion
February 9	Police/Fire/City Manager
February 16	Human Resources/Housing/Finance
March 2	Engineering/Utilities
March 9	Municipal Development/Library/IT
March 16	Court
March 30	Public Services
April 20	Council Discussion

## Vision Statement from 2017 Comprehensive Plan



*Terrell, grounded by its legacy  
as an authentic community,  
is positioning itself to be  
a regional and relevant  
destination while offering  
residents sustainable lifestyle  
choices*

## **Vision and Goal Statements from Mayor and Council**

- Land that WOW idea! A project that would be set our town apart from competing cities in the region.
- Build trust with residents, ensuring continuity and equitable service to each District.
- Continue working to improve streets, making maintenance a top priority.
- Show appreciation for efforts of city employees, make sure Council has opportunity to attend the Annual Employee Appreciation event as well as other opportunities.
- Change the community mindset, aim for higher standards and focus on a culture of pride by ensuring city properties/facilities are well maintained, including streets, sewer, lighting, sanitation and other city assets. Also, encourage and hold community members responsible for maintaining their properties.
- Work on unification, identifying the city by Districts rather than by North and South or East and West.
- Give equal attention to public facilities across the city, plan and implement neighborhood level infrastructure projects.
- Continue to prepare for growth and continue to encourage growth.
- Demand budget transparency and ensure Council objectives are in line with city expenditures.
- Focus attention on our infrastructure. Pay attention to details - mowing, paint, street sweeping.
- Address needed park improvements across all City park facilities.
- Ensure that all city entrances are given equal attention, specifically addressing the East entrance of the city.
- Continue to work diligently to secure a first-class medical facility and specialty services. Work to continue to change the perception of Terrell by improving safety and quality of life.
- Provide good services and amenities.
- Sell Terrell by continuing efforts on business expansion and retention, including facilitating an event center with hotel.
- Establish and execute communication with citizens including educating community members about city services and creating and enhancing healthy

community relationships. i.e. quarterly newsletters, meet your city events, participating in events hosted by partners for community outreach purposes

- Plan for new facilities: library, fire station, etc.
- Improve safety (i.e. improve lighting, reduce flood prone areas, increase police patrol to reduce drug flow/sales, other illegal activity, 18-wheeler trucks driving in neighborhoods, increase patrol and pick-up of stray animals).
- Provide quality service waste/trash pick-up.
- Continue to prepare for city growth with an emphasis on partnerships at federal, state, regional and local levels to ease the burden of cost.
- Ensure the addition of large events on Adelaide

## Goals

### 1.0 Internal Services Goals

#### 1.1 City Secretary

#	Goal
1.1.1	Expand use of City technology to other boards and commissions
1.1.2	Implement an electronic records management system to technology to ensure the integrity of the records and history of our local government.
1.1.3	Finalize Certified Municipal Clerk Certification
1.1.4	Coordinate redistricting effort.
1.1.5	Review and Update Bylaws and Ordinances of City Boards and Commissions

#### 1.2 Information Technology

#	Goal
1.2.1	Improve management of communication and mobile devices
1.2.2	Enhance Firewall, Server and Endpoint Security Management
1.2.3	Promote E-posters, kiosks for improved customer service and information delivery
1.2.4	Establish Information Technology department request and purchasing procedures to reduce unnecessary spending and maintain a more balanced budget.
1.2.5	Utilize IT modernization to improve workflow; consider IT staffing versus 3 <sup>rd</sup> party options

### 1.3 Finance

#	Goal
1.3.1	Pursue a diverse tax base and revenue options in every fund
1.3.2	Increase General Fund balance to two months of operating expenditures
1.3.3	Build a sustainable financial structure that maintains the City's capital assets and provides for a quality workforce
1.3.4	Update Cell Phone procurement system
1.3.5	Upgrade Financial Software to include new features to help streamline many of our processes and eliminate the need for paper documents
1.3.6	Improve training/skill sets and increase the number of staff in the Finance Department
1.3.7	Achieve the Budget Presentation Award from Government Finance Officers Association
1.3.8	Complete the software implementation for credit card reconciliations
1.3.9	Implement pilot project for inventory management system
1.3.10	Update Financial Policy and improve financial reporting

## 1.4 Human Resources

#	Goal
1.4.1	Cultivate a culture that matches both citizen needs and the next generation of employees
1.4.2	Improve how the city encourages and supports professional development
1.4.3	Create a stand-alone employee indirect pool charge account in all departments to cover tuition reimbursements, global training, leave time payouts and other indirect expenses.
1.4.4	Move tuition reimbursement to 100%; increase certification pay
1.4.5	Third party review of HR Handbook, Job Descriptions, Departmental Policies and regular mandatory training
1.4.6	Third party review of hiring process, advertising and recruitment
1.4.7	Training for all supervisors on how to improve so we can recruit and retain non-traditional, but otherwise motivated applicants
1.4.8	Review and update employee handbook and financial policies
1.4.9	Pending funding, implement phased increases to close the gap behind market
1.4.10	Rework civilian STEPs to allow a merit-based element
1.4.11	Major update to the Ray Study at/or prior to the 10-year mark

## 1.5 Fleet

#	Goal
1.5.1	Review additional staffing to service Emergency Response fleet equipment
1.5.2	Continue efforts to replace aging Dump Trucks and other Heavy Equipment
1.5.3	Restructure Fleet Staff
1.5.4	Reduce per vehicle maintenance and operation cost
1.5.5	Expand fleet as to accommodate expansion of staff/operations
1.5.6	Continue transition from ownership models to lease models
1.5.7	Transition to partnership-based public sector fuel purchasing
1.5.8	Maintain an effective fleet replacement schedule

## 1.6 Building

#	Goal
1.6.1	Adopt a more proactive approach to aging buildings
1.6.2	Continue phased approach to remodel of City Hall
1.6.3	Renovate Old City Hall
1.6.4	Fire Department Admin Facilities
1.6.5	Animal Shelter- transition for scale down use
1.6.6	Upgrade HVAC at several City Buildings

## 1.7 Public Information

#	Goal
1.7.1	Coordinate with County, School District & Chamber to deliver messages on key topics.
1.7.2	Continue to expand Social Media Presence, sharing posts with TISD, Chamber, STAR Transit and others when applicable
1.7.3	Serving on the 2021 Terrell Chamber of Commerce Executive Board/Vice Chairman of Legislative Advocacy
1.7.4	Regularly participate in Leadership Kaufman County Programs
1.7.5	Work with city departments to ensure concise, timely and customer- friendly public notices to residents.
1.7.6	Work with Chamber to coordinate tourism activities/promotion
1.7.7	Establish quarterly major downtown street festivals
1.7.8	Continue to make improvements to City Website
1.7.9	State/Federal Legislative efforts; including annual legislative programs for council approval
1.7.10	Create and Adopt New Social Media and Press Policies

## 2.0 Public Safety Goals

### 2.1 Police

#	Goal
2.1.1	Strengthen communications in house team
2.1.2	Implementation of Cutting-Edge Technology
2.1.3	Partner with the community, including efforts such as Citizens Police Academy
2.1.4	Add additional Narcotics officers to strengthen enforcement and develop interdiction program

### 2.2 Fire

#	Goal
2.2.1	Continue to stimulate Professional Development and provide Growth Opportunities for both the Department and its members
2.2.2	Evaluate the Department's current fire station locations, design, and numbers with acceptable emergency response standards and projected growth.
2.2.3	Replace Apparatus which has met its 20 years end-of-service life to ensure a maintainable fleet of dependable up-to-date response Apparatus
2.2.4	Provide the Department's Fire Prevention program with the resources needed to carry out its enhanced Fire Safety Initiatives.
2.2.5	Provide the Department's Emergency Medical Services (EMS) with the support and oversight

	needed for its newly attained ALS (Advance Life Support) designation.
2.2.6	Incentivize certification and education advancement separately so that members are encouraged to seek advancement in each
2.2.7	Restructure the Department's current pay plan to provide adequate separation between ranks
2.2.8	Utilizing the data analysis provided by the Department's Fire Station Study to prepare to relocate Fire Stations #1 and #2 and prepare building a third Fire Station with a Fire Administration and creditable Training Facility (Drill Field) located on one of the three sites
2.2.9	Establish an Assistant Fire Marshal position
2.2.10	Establish an EMS quality assurance officer position

### 2.3 Emergency Management

#	<b>Goal</b>
2.3.1	Take advantage of the GMRS network to ensure the continuity of Public Safety communications
2.3.2	Provide an annual tabletop exercise and a Full-Scale exercise for Department Heads and City officials
2.3.3	Evaluate the current EOC for functionality and provide redundancy in operations.
2.3.4	Take a more active role in the county and regional Emergency Management initiatives

## 2.4 Regional Medical Hub

#	Goal
2.4.1	Partner with TEDC regarding recruitment of new hospital and medical facilities
2.4.2	Support expansion of TVCC Health Science Center
2.4.3	Support reinvestment in the Terrell State Hospital and State Hospital partnerships with universities
2.4.4	Develop recruiting materials for medical facilities
2.4.5	Develop tax and incentive structures necessary for medical partnerships

## 2.5 Public Service

#	Goal
2.5.1	Conduct Emergency Simulation with Emergency Coordinator to establish operational goals to improve performance standards for various emergency events
2.5.2	Enhance staff training for emergency response
2.5.3	Refine a Rapid Response Team
2.5.4	Improve response stockpile of supplies and equipment

## 2.6 Municipal Court

#	Goal
2.6.1	Implement an electronic ticket system that can be accessed by the Police department, records department and municipal court
2.6.2	Partner with Terrell ISD and Terrell Public Library to create outreach programs and activities for kids
2.6.3	Utilize court bailiffs to serve arrest warrants and make phone calls to violators that have outstanding court balances.
2.6.4	Update current violator code list so the court is in compliance with the State of Texas and by doing increases court efficiency
2.6.5	Continue meeting with county officials to discuss construction of new municipal court building

### 3.0 Growth and Infrastructure Goals

#### 3.1 Engineering

#	Goal
3.1.1	Continue implementation of ESRI software to make online mapping available
3.1.2	Continue efforts to GPS system inventory and update accuracy of maps
3.1.3	Initiate digital scanning of plans and records
3.1.4	Develop and implement succession plan City Engineer position
3.1.5	Continue to progress all TWDB and other projects
3.1.6	Initiate construction on New Terrell City Lake Dam project

#### 3.2 Water Utilities

#	Goal
3.2.1	Develop succession plan for vacancies created by retirement
3.2.2	Provide licensing training and training to develop for new employees
3.2.3	Complete transition to an Automated Meter Infrastructure system and replace all meters
3.2.4	Continue efforts in root control of priority mains to reduce blockages and backups to customers
3.2.5	Identify avenues to reduce cost of water/sewer services to customers while building reserves
3.2.6	Increase capacity of wastewater treatment

### 3.3 Municipal Development

#	Goal
3.3.1	Develop more information related to violations and permitting for the citizens that can be beneficial for the bilingual community
3.3.2	Update Comprehensive Plan based in Quality of Life Audit results
3.3.3	Enhance building inspections and expand hotel/motel services
3.3.4	Create three new programs; Quality of Life, Property Management System, Block heroes and council relations
3.3.5	Provide excellent customer service beyond
3.3.6	Three new full-size trucks
3.3.7	Obtain CEU to continue to provide excellent services to the citizens of Terrell/Certified IPMC
3.3.8	Utilize consultant for Zoning Update, Performance Data and GIS Services
3.3.9	Budget for Building Standards Commission
3.3.10	Add Staff to match growing workload and Council Goals
3.3.11	Work with private entities to open New and improved private sector developments Citywide

### 3.4 Parks and Downtown Improvement (PADIC)

#	<b>Goal</b>
3.4.1	Council Assigns Members to Board
3.4.2	Board Receives Mandatory Training and City Planning Briefings
3.4.3	Board Drafts a Capital Plan for Council Approval
3.4.4	Board Develops Partnerships to Implement Priority Projects
3.4.5	Board Recommends Capital Expenditures to Council

### 3.5 Annexation Plan

#	<b>Goal</b>
3.5.1	Follow HB 347 and Resolutions 927 and 928
3.5.2	Finish annexations in progress
3.5.3	Negotiate voluntary annexations
3.5.4	Protect key entryways, transportation corridors and water/sewer system needs

### 3.6 Local Streets/Drainage

#	Goal
3.6.1	Annually monitor and maintain streets based on Robotics/SPI platform
3.6.2	Increase street maintenance funding to match Robotics/SPI recommendations; including blade and grade projects
3.6.3	Implement quality improvements with street lighting, street signs and street markings
3.6.4	Implement \$2M Asphalt Pavement improvements and find additional mechanisms for local street reconstruction projects
3.6.5	Determine a set of streets appropriate for a “big capital campaign”, coordinate those with water, wastewater and storm water capital projects
3.6.6	Annually monitor and maintain drainage along open drainage ditches
3.6.7	Implement Crisp and Clean Priority Projects
3.6.8	Address Drainage Improvement Needs along Alamo Creek
3.6.9	Improve quality, safety and long-term monitoring of utility cut repairs

### 3.7 TXDOT Roadways

#	Goal
3.7.1	Develop partnerships for the FM 986/FM1392 relocation project
3.7.2	Utilize remaining FM148 funds for FM 148 sidewalk improvement
3.7.3	Support legislation promoting better TxDOT maintenance of TxDOT ROWs; continue to fund local support in the interim
3.7.4	Develop partnerships to clean and maintain US 80 entryway bridge structure
3.7.5	Annex along major roadway corridors to promote quality and increase land valuations
3.7.6	Partner with TxDOT to construct US80/FM148/SH 205 UPRR intersection improvement
3.7.7	Cooperate with County TR Partnership
3.7.8	Promote TxDOT Implementation of the IH20 Frontage Roads
3.7.9	Support TxDOT/RTC Funding for the SH205 Expansion

### 3.8 Airport Capital

#	Goal
3.8.1	Masterplan, Business Plan, Zoning Ordinance
3.8.2	Development Partnerships
3.8.3	Hanger and Aprons
3.8.4	Lighting, Fencing, Weather Station Improvements
3.8.5	New fuel farm
3.8.6	Drainage Improvements

### 3.9 Funding Capital Improvements

#	Goal
3.9.1	Pursue partnership grants, and other strategies to leverage modest City investments into large capital improvements
3.9.2	Stabilize unassigned fund balance of 60 days of operating reserve
3.9.3	Restructure utility rates to annually transfer 10 percent of Utility Fund to Utility Capital Reserve for pay-as-you-go capital and grant matching funds

## 4.0 Community Services Goals

### 4.1 Library

#	Goal
4.1.1	Increase hours open by 4 per week to maintain accreditation with the State
4.1.2	Increase budget for technology upgrades to meet the expanding virtual needs of the public and staff
4.1.3	Finalize Needs Assessment to accompany city's Master, Downtown and Park Plans and Continue planning for new library facility
4.1.4	Restructure and expand all programs to include on-site and virtual access
4.1.5	Reestablish an increased budget for updating and expanding print and online collections
4.1.6	Complete policies and procedures manual

## 4.2 Parks/Recreation

#	Goal
4.2.1	Conduct study to determine the viability of sports tourism and target uses
4.2.2	Explore partnerships and joint ventures with TISD, TVCC, sports teams organizers and developers that align with market findings
4.2.3	Integrate sports tourism marketing on the city website
4.2.4	Increase Youth Sports Offerings
4.2.5	Increase event offerings (Juneteenth, Play Date, etc.)
4.2.6	Implement PADIC Park Lighting Projects
4.2.7	Land Acquisitions consistent with Park Master Plan
4.2.8	Establish an annual Park improvement Pay As You Go program to address equipment replacement and upgrades
4.2.9	Set Pay As You Go priorities with Park Board/ PADIC Board input
4.2.10	Become the destination of choice for parks, youth recreation and youth sports tourism
4.2.11	Evaluate opportunities for crushed granite walkways at parks; review and address drainage concerns at all parks
4.2.12	Regulate 3 <sup>rd</sup> party arborist review of city trees in parks and other locations

### 4.3 Housing

#	Goal
4.3.1	Maintain Section 8 Management Assessment Program (SEMAP) rating as a “High Performer” each fiscal year
4.3.2	Reduce and maintain a Per Unity Cost that aligns with our grant fund amounts
4.3.3	Increase amount of Reserve Funds
4.3.4	Expand Jurisdiction to increase coverage area for HCV Program
4.3.5	Efficiency Improvement- Housing Pro (electronic document submission and retention)
4.3.6	Customer Service Software Upgrades- MRI Assistance Connect (Applicant, Tenant, and Landlord Portal)
4.3.7	Implement the Family Self Sufficiency program
4.3.8	Explore and implement other beneficial programs available to administer for our community

#### 4.4 Sanitation

#	Goal
4.4.1	Oct 1, 2021 Phase in planned Franchise fee increase
4.4.2	Current extension of contract extended beginning January 26, 2021 under Section 12 of the Original Solid Waste Collection Contract to February 15, 2023. No change in rates
4.4.3	Provide Council the opportunity to discuss service changes

#### 4.5 Airport Operation

#	Goal
4.5.1	Work with FBO to improve customer service
4.5.2	Adjust finances to reduce need to rely on major land leases
4.5.3	Manage events to reduce staff support costs
4.5.4	Recruit additional activity and operations
4.5.5	Develop plan to build additional T-hangars
4.5.6	Increase Hangar lease rates

#### 4.6 Animal Control

#	Goal
4.6.1	Major upgrades to current building
4.6.2	Budget available to rent room at county facility
4.6.3	Additional staff or contract workers to fill in current gaps in service
4.6.4	Additional staff to manage wildlife and feral hogs

#### 4.7 Municipal Swimming Pool

#	Goal
4.7.1	Renovate shower/locker rooms (add roof)
4.7.2	Reduce vegetation
4.7.3	Replace pool deck
4.7.4	Splash Pad
4.7.5	Install rinsing shower that is accessible from pool deck
4.7.6	Safety Signage

# Straight Line Budget Growth Model

## General Fund

General Fund	FY21	Growth Factor	FY22	FY23	FY24	Average Annual Growth
Start of Year Reserve	\$ 2,636,948		\$ 2,725,212	\$ 3,157,614	\$ 3,954,143	
Revenues	\$ 29,237,643	0.035	\$ 30,260,961	\$ 31,320,094	\$ 32,416,297	\$ 1,059,551
Expenditures	\$ 29,149,379	0.023	\$ 29,828,559	\$ 30,523,564	\$ 31,234,764	\$ 695,128
End of Year Reserve	\$ 2,725,212		\$ 3,157,614	\$ 3,954,143	\$ 5,135,677	\$ 803,488
Days of Reserve	34.1		38.6	47.3	60.0	

# Straight Line Budget Growth Model

## Utility Fund

Utility Fund	FY21	Growth Factor	FY22	FY23	FY24	Average Annual Growth
Start of Year Reserve	\$ 3,573,557		\$ 3,573,740	\$ 3,922,555	\$ 4,637,139	
Revenues	\$ 16,720,870	0.035	\$ 17,306,100	\$ 17,911,814	\$ 18,538,727	\$ 605,952
Expenditures	\$ 16,720,687	0.014	\$ 16,957,285	\$ 17,197,230	\$ 17,440,571	\$ 239,961
End of Year Reserve	\$ 3,573,740		\$ 3,922,555	\$ 4,637,139	\$ 5,735,295	\$ 720,519
Days of Reserve	78.0		84.4	98.4	120.0	

# Current and Upcoming Debt Issuances

## Phase 1

Capital Projects	FY21 Borrowing				
	Short Term	Utility Short Term (Water)	Long-Term PADIC	TWDB - DWSRF (Water)	TWDB - CWSRF (Sewer)
Water Meters		\$ 3,500,000			
Radios and PD Equip	\$ 1,000,000				
Street Overlay Catch Up	\$ 2,000,000				
Major Park Lighting +			\$ 3,500,000		
TWDB North and South Alley				\$ 1,535,000	
Kings Creek WWTP					\$ 10,045,000

# Phase 2

Capital Projects	FY22 Borrowing					
	Refinance Package	TIRZ Package	Utility Package (Water)	Utility Package (Sewer)	TWDB - DWSRF (Water)	TWDB - CWSRF (Sewer) *
TWDB North and South Alley						\$ 780,000
Kings Creek WWTP				\$ 4,000,000		\$ 510,000
205 Relocations			\$ 900,000	\$ 3,000,000		
June-Harrisse / East Moore			\$ 1,200,000			
Downtown / Parks Package			\$ 2,000,000			
Concrete Streets	TBD					
Downtown Building/Parking	TBD		\$ 5,000,000			
FM986 Water Tower					\$ 4,150,000	
Wastewater Mains						\$ 2,000,000

# Phase 3

Capital Projects	FY23 Borrowing			
	Short Term	Long-Term PADIC	TIRZ Package	Utility Package (Water)
June-Harrisse / East Moore				\$ 1,200,000
Fire Equipment	\$ 1,000,000			
Complete Streets (US80/Spur226)		\$ 3,500,000		
Ground Storage				\$ 4,000,000
Hwy 205 - 16" Water (Fill Gap)				\$ 880,000
Fire Station #3			\$ 3,000,000	
Airport Improvement Package			\$ 4,000,000	

# Phase 4

Capital Projects	FY24/FY25 Borrowing				
	Short Term	General Obligation Debt	Utility Package (Water)	Utility Package (Sewer)	Storm Water
Town Square Infrastructure		TBD	TBD	TBD	TBD
Fire Equipment					
Library/Community Center		TBD			
Additional Streets/Drainage	\$ 2,400,000	TBD			



# Year to Date - Analysis of Offense against Person, Property & Society for April 2021



Agency: TERRELL PD

ITEM 81.

	Offense Description	Year	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	YTD	% Change
Crimes Against Person	Assault Offenses	Last Year	10	16	31	18									75	-
		This Year	17	15	13	19									64	-14.67%
	Homicide Offenses	Last Year	0	0	0	1									1	-
		This Year	0	0	0	0										-
	Human Trafficking	Last Year	0	0	0	0										-
		This Year	0	0	0	0										-
	Kidnapping/Abduction	Last Year	0	0	0	0										-
		This Year	0	0	0	0										-
	Sex Offenses	Last Year	1	0	0	0									1	-
		This Year	1	1	3	0									5	400.00%
Crimes Against Property	Sex Offenses, Non-Forcible	Last Year	0	0	0	0									1	-
		This Year	0	0	1	0										-
	Arson	Last Year	0	0	1	0									1	-
		This Year	0	0	0	0										-
	Bribery	Last Year	0	0	0	0										-
		This Year	0	0	0	0										-
	Burglary/Breaking and Entering	Last Year	6	7	11	6									30	-
		This Year	6	0	1	1									8	-73.33%
	Counterfeiting/Forgery	Last Year	5	4	4	2									15	-
		This Year	2	1	0	0									3	-80.00%
	Destruction/Damage/Vandalism of Property	Last Year	7	8	5	3									23	-
		This Year	10	6	3	2									21	-8.70%
	Embezzlement	Last Year	0	0	0	0										-
		This Year	0	0	0	0										-
	Extortion/Blackmail	Last Year	0	0	0	0										-
		This Year	0	0	0	0										-
	Fraud Offenses	Last Year	4	2	7	1									14	-
		This Year	1	0	2	0									3	-78.57%



# Year to Date - Analysis of Offense against Person, Property & Society for April 2021



Agency: TERRELL PD

Crimes Against Society	Larceny/Theft Offenses	Last Year	16	17	9	10					52	-
	Larceny/Theft Offenses	This Year	14	10	7	11					42	-19.23%
	Motor Vehicle Theft	Last Year	3	4	4	4					15	-
	Motor Vehicle Theft	This Year	4	1	3	1					9	-40.00%
	Robbery	Last Year	1	0	0	1					2	-
	Robbery	This Year	1	1	0	0					2	0.00%
	Stolen Property Offenses	Last Year	0	0	0	0					-	
	Stolen Property Offenses	This Year	0	0	0	0					-	
	Animal Cruelty	Last Year	0	0	0	0					-	
	Animal Cruelty	This Year	0	0	0	1					1	-
	Drug/Narcotic Offenses	Last Year	10	9	10	4					33	-
	Drug/Narcotic Offenses	This Year	10	10	14	22					56	69.70%
	Gambling Offenses	Last Year	0	0	0	0					-	
	Gambling Offenses	This Year	0	0	0	0					-	
	Pornography/Obscene Material	Last Year	1	0	0	0					1	-
	Pornography/Obscene Material	This Year	0	0	0	0					-	
	Prostitution Offenses	Last Year	0	0	0	0					-	
	Prostitution Offenses	This Year	0	0	0	0					-	
	Weapons Law Violations	Last Year	1	1	0	0					2	-
	Weapons Law Violations	This Year	2	2	3	4					11	450.00%
<b>Group A Offense, Total</b>		Last Year	65	68	82	50					265	
<b>Group A Offense, Total</b>		This Year	68	47	50	61					226	
<b>% Change</b>			4.62%	-30.88%	-39.02%	22.00%						-14.72%

ITEM 81.



# TERRELL FIRE DEPARTMENT

## MONTHLY REPORT

April 2021

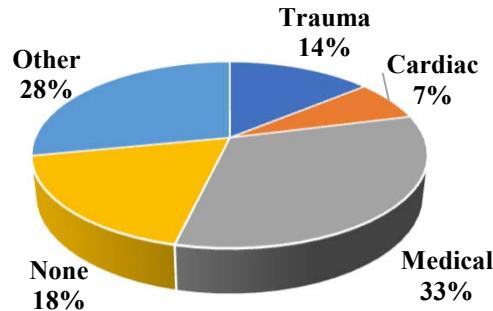
Start Date: 04/01/2021 | End Date: 04/30/2021

### INCIDENT COUNT

INCIDENT TYPE	# INCIDENTS
EMS	256
FIRE	74
<b>TOTAL</b>	<b>327</b>

### EMS

PRIMARY IMPRESSION	TOTALS
Trauma	34
Cardiac	17
Medical	79
None	44
Other	68



### Training Areas

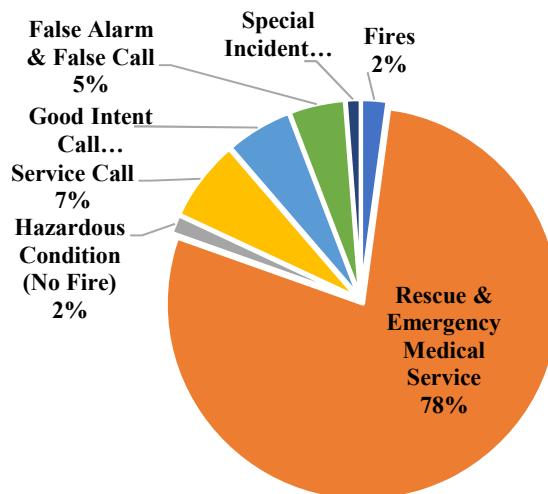
### Training Hours

Training Areas	Training Hours
Search & Rescue	4:00
Prevention, Preparedness, and Maintenance	3:00
Equipment Inspection	6:00
Fireground Operations	3:00
Rescue Equipment	3:00
Medical	3:00:00
New Recruit Module	1:30:00
SOG and Policy	8:00:00
TFD Apparatus Familiarization	135:00:00
TFD District Familiarization	135:00:00
TFD Extrication Tool Usage	5:00:00
TFD Fire Hose	4:00:00
TFD Firefighter Survival	6:00:00
TFD Ladders	4:00:00
TFD Pump Operations	6:00:00
TFD SCBA	7:00
Trauma	18:00
<b>Totals for all selected Training Codes 4/1/2021 -4/30/2021</b>	<b>18</b>
	<b>375:30:00</b>

ACTIVITY CODE	# OF ITEMS	TIME SPENT	% TOTAL TIME
CIT - Citizen Contact	6	2:15	0.18%
Daily Apparatus Checks	16	9:00	0.72%
Emergency Response	1321	514:46:00	41.33%
Fire Inspection	9	2:10	0.17%
Fueled Apparatus	29	6:34	0.53%
Lawn Maintenance	6	101:25:00	8.14%
Maintenance Completion	40	32:20:00	2.60%
PR - Public Relations	4	1:40:00	0.13%
PT - Physical Fitness	62	64:37:00	5.19%
Shift Brief - Captain's Log Review	16	4:20	0.35%
TRC - Training Completed	115	486:45:00	30.08%
Weekly Kitchen Detail	9	14:30	1.16%
Weekly Pump Test	6	5:00:00	0.40%
<b>Totals</b>	<b>1639</b>	<b>1245:22:00</b>	<b>100%</b>

(FIRES) PRE-INCIDENT VALUE		LOSSES
\$11,202.00		\$11,202.00

MAJOR INCIDENT TYPE	#	% of TOTAL
Fires	7	2.14%
Rescue & Emergency Medical Service	256	78.29%
Hazardous Condition (No Fire)	5	1.53%
Service Call	22	6.73%
Good Intent Call	18	5.50%
False Alarm & False Call	15	4.59%
Special Incident Type	4	1.22%



LIGHTS AND SIREN - AVERAGE RESPONSE TIME (Dispatch to Arrival)			
Station	EMS		FIRE
Station 1	0:06:07		0:06:33
Station 2	0:06:06		0:06:01
<b>AVERAGE FOR ALL CALLS</b>			<b>0:06:10</b>

LIGHTS AND SIREN - AVERAGE TURNOUT TIME (Dispatch to Enroute)			
Station	EMS		FIRE
Station 1	0:01:09		0:01:25
Station 2	0:01:32		0:01:34
<b>AVERAGE FOR ALL CALLS</b>			<b>0:01:22</b>

AGENCY	AVERAGE TIME ON SCENE (MM:SS)
Terrell Fire Department	19:08