



**ROANOKE CITY COUNCIL
INFORMAL SESSION**

**APRIL 6, 2020
9:00 A.M.**

**CITY COUNCIL CHAMBER
215 CHURCH AVENUE, S. W.**

AGENDA

**INASMUCH AS THERE ARE NO ITEMS OR
BRIEFINGS FOR DISCUSSION BY THE COUNCIL, THE
9:00 A.M. SESSION HAS BEEN CANCELLED.**



**ROANOKE CITY COUNCIL
REGULAR SESSION**

**APRIL 6, 2020
2:00 P.M.**

CITY COUNCIL CHAMBER

AGENDA

**PARTICIPATION BY ELECTRONIC COMMUNICATIONS PURSUANT TO
SECTION 2.2-3708.2 (A)(3),
CODE OF VIRGINIA (1950), AS AMENDED,
ORDINANCE NO. 41703-032720; AND
RESOLUTION NO. 41704-032720.**

The City of Roanoke is a safe, caring and economically vibrant community in which to live, learn, work, play and prosper

A vibrant urban center with strong neighborhoods set amongst the spectacular beauty of Virginia's Blue Ridge

1. Call to Order--Roll Call.

The Invocation will be delivered by Mayor Sherman P. Lea, Sr.

The Pledge of Allegiance to the Flag of the United States of America will be led by Mayor Lea.

Welcome. Mayor Lea.

NOTICE:

Today's Council meeting will be televised live and replayed on RVTV Channel 3 on Thursday, April 9 at 7:00 p.m., and Saturday, April 11 at 4:00 p.m.; and video streamed through Facebook Live at [facebook.com/RoanokeVa](https://www.facebook.com/RoanokeVa). Council meetings are offered with closed captioning for the hearing impaired.

2. PRESENTATIONS AND ACKNOWLEDGEMENTS: NONE.

3. HEARING OF CITIZENS UPON PUBLIC MATTERS:

City Council sets this time as a priority for citizens to be heard. All matters will be referred to the City Manager for response, recommendation or report to Council, as he may deem appropriate.

Based upon Executive Order Fifty-One, issued by Governor Northam on March 12, 2020, Executive Order Fifty-Five, issued by Governor Northam on March 30, 2020, Virginia Code Section 2.2-3708.2(A)(3), Virginia Code Section 15.2-1413, Ordinance No. 41703-032720, and Resolution No. 41704-032720, City Council will be conducting this regular session of City Council by electronic communication means without a quorum of City Council physically present in Council Chamber and without the presence of members of the public in the City Council Chamber.

In order to afford citizens an opportunity to provide comments to City Council during the COVID-19 pandemic disaster, citizens wishing to address the Council during this regular session of City Council conducted by electronic communication means were instructed to sign-up by emailing or by calling the City Clerk's Office at clerk@roanokeva.gov and (540) 853-2541, by 12:00 p.m., on April 6.

Those citizens, who have signed up to speak before the Council, have been provided the Zoom meeting information and will be allowed to join the meeting and address City Council by electronic communication means.

4. CONSENT AGENDA: NONE.

REGULAR AGENDA:

5. PUBLIC HEARINGS: NONE.

6. PETITIONS AND COMMUNICATIONS: NONE.

7. REPORTS OF CITY OFFICERS AND COMMENTS OF THE CITY MANAGER:

a. CITY MANAGER:

BRIEFINGS:

- Budget/Financial Planning FY 2020 - 2021 - 60 minutes

ITEMS RECOMMENDED FOR ACTION:

1. Authorization to establish the Percentage Reduction for Personal Property Tax Relief for the 2020 Tax Year.
2. Execution of Amendment No. 5 to the City's contract with Motorola Solutions, Inc., to provide necessary maintenance and support for the newly implemented systems.

P 6
R 7

P 9
R 37

COMMENTS OF THE CITY MANAGER.

8. REPORTS OF COMMITTEES: NONE.

9. UNFINISHED BUSINESS: NONE.

10. INTRODUCTION AND CONSIDERATION OF ORDINANCES AND RESOLUTIONS:

- a. An ordinance to approve a revised budget schedule.

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11. MOTIONS AND MISCELLANEOUS BUSINESS:

- a. Inquiries and/or comments by the Mayor and Members of City Council.
- b. Vacancies on certain authorities, boards, commissions and committees appointed by Council.

12. ADJOURNMENT.



CITY COUNCIL AGENDA REPORT

To: Honorable Mayor and Members of City Council
Meeting: April 6, 2020
Subject: Adoption of Tax Year 2020 Personal Property Tax Relief Act (PPTRA) Percentage

Background:

The PPTRA was enacted in 1998 and provides for a measure of personal property tax relief based on assessed motor vehicle values. (Vehicles valued at \$1,000 and below are exempt from taxation.) The amount of relief each locality receives from the Commonwealth has been fixed since 2006. The City of Roanoke budgets in anticipation of receiving \$8,075,992 annually.

Considerations:

City Council is required by the Commonwealth to annually adopt a resolution setting the percentage reduction in personal property for that year. City staff computed the effective reimbursement rate using information provided by the Commissioner of the Revenue and trend data. The percentage reduction is calculated to distribute the \$8,075,992 block grant allocation from the Commonwealth in conformance with the state code.

The rate as computed for tax year 2020 is 52.4%, a slight decrease from the 2019 rate of 53.8%. The tax year 2020 rate is based on historical growth rates of qualifying vehicles.

Recommended Action:

Adopt the attached resolution which establishes the percentage reduction for personal property tax relief at 52.4% for the City of Roanoke for the 2020 tax year.

Robert S. Cowell, Jr.
 City Manager

Distribution: Honorable Sherman A. Holland, Commissioner of the Revenue
 Honorable Evelyn W. Powers, Treasurer
 Sherman M. Stovall, Assistant City Manager for Operations
 R. Brian Townsend, Assistant City Manager for Community Development
 Amelia C. Merchant, Director of Finance

7.a.1.

IN THE COUNCIL OF THE CITY OF ROANOKE, VIRGINIA

A RESOLUTION setting the allocation percentage for personal property tax relief in the City of Roanoke for the 2020 tax year; and determining that an emergency exists and this resolution shall be effective upon passage.

WHEREAS, in accordance with the requirements set forth in Section 58.1-3524 (C) (2) and Section 58.1-3912 (E) of the Code of Virginia, as amended by Chapter 1 of the Acts of Assembly and as set forth in item 503.E (Personal Property Tax Relief Program or "PPTRA") of Chapter 951 of the 2005 Acts of Assembly, qualifying vehicles with a taxable situs within the City commencing January 1, 2020, shall receive personal property tax relief;

WHEREAS, this Resolution is adopted pursuant to Ordinance 37221-101705 adopted by City Council on October 17, 2005; and

WHEREAS, on March 12, 2020, Governor Ralph S. Northam issued Executive Order Fifty-One declaring a state of emergency for the Commonwealth of Virginia arising from the novel Coronavirus (COVID-19) pandemic disaster and on March 27, 2020, Roanoke City Council adopted Emergency Ordinance No. 41703-032720 modifying public meeting practices and procedures to address continuity of government operations associated with pandemic disaster.

NOW THEREFORE BE IT RESOLVED by the Council of the City of Roanoke as follows:

1. That tax relief shall be allocated such as to provide 100% tax relief for qualifying personal use vehicles valued at \$1,000 or less.

2. That qualifying personal use vehicles valued at \$1,001-\$20,000 will be eligible for 52.4% tax relief.

3. That qualifying personal use vehicles valued at \$20,001 or more shall only receive 52.4% tax relief on the first \$20,000 of value.

4. That all other vehicles which do not meet the definition of “qualifying” (for example, including but not limited to, business use vehicles, farm use vehicles, motor homes, etc.) will not be eligible for any form of tax relief under this program.

5. That the percentages applied to the categories of qualifying personal use vehicles are estimated fully to use all available PPTRA funds allocated to the City of Roanoke by the Commonwealth of Virginia.

6. In order to provide for the continuity of operations of the municipal government associated with the pandemic disaster, an emergency is deemed to exist, and this resolution shall be in full force and effect upon its passage.

ATTEST:

City Clerk.



CITY COUNCIL AGENDA REPORT

To: Honorable Mayor and Members of City Council
Meeting: April 6, 2020
Subject: Amendment to Computer Aided Dispatch/Mobile Replacement Services with Motorola Solutions, Inc.

Background:

The City contracted with Motorola Solutions, Inc. in 2017 to upgrade the Computer Aided Dispatch (CAD) system used by the City's E911 Center at a cost of \$2,699,469. Contract amendment #1, in the amount of \$540,000, added a disaster recovery system. Contract amendment #2, in the amount of \$28,220, added additional software licensing. Contract amendment #3 extended the contract expiration date and reconfigured the phone interface and did not change the contract amount. Contract amendment #4, in the amount of \$90,656, provided relocation services to move E911 CAD equipment to the new VA811/E911 Communications Center on Blue Hills Drive. Contract amendment #5, which is currently being requested, will provide the necessary maintenance and support for the newly implemented systems.

Considerations:

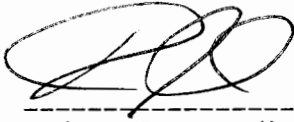
The current contract amount is \$3,358,345. An increase to the contract of \$65,906 is needed for maintenance and support. Council approval is required to amend the contract, funding is available in the following accounts:

| | |
|-------------------|------------------|
| E911 | 01-430-4130-2555 |
| Fire Department | 01-520-3213-2555 |
| Police Department | 01-640-3111-2555 |

Recommended Action:

Authorize the City Manager to execute the amendment as referenced above, approved as to form by the City Attorney, to the City's contract with Motorola Solutions, Inc. in an amount not to exceed \$65,906.

Authorize the City Manager to take such actions and to execute such documents, as may be necessary to provide for the implementation, administration, and enforcement of all such amendments to the above-mentioned contract with Motorola Solutions, Inc., as well as the contract itself.



Robert S. Cowell, Jr.
City Manager

Distribution: Council Appointed Officers
Sherman M. Stovall, Assistant City Manager for Operations
Amelia C. Merchant, Director of Finance

AMENDMENT NO. 5

DATE: April 6, 2020 **PROJECT:** Computer Aided Dispatch/Mobile Replacement

CONTRACTOR: Motorola Solutions, Inc.

CONTRACT DATE: May 22, 2017

DESCRIPTION OF AMENDMENT:

WHEREAS, the City and Contractor entered into a Contract dated May 22, 2017, which provided for the Contractor to provide all equipment, materials, goods, labor and services necessary for providing Computer Aided Dispatch, Mobile Replacement and other services as more fully described therein (Contract); and

WHEREAS, such Contract was amended by Amendment No. 1 dated March 21, 2018, which increased the Contract amount, for the Implementation Term only, from \$2,699,469.00 to \$3,239,469.00, an increase of \$540,000.00, to add services related to disaster recovery.

WHEREAS, such Contract was amended by Amendment No. 2 dated December 10, 2018, which increased the Contract amount, for the Implementation Term only, from \$2,699,469.00 to \$3,267,689.00, an increase of \$28,220.00, to add additional licenses and an additional interface.

WHEREAS, such Contract was amended by Amendment No. 3 dated March 18, 2019, which modified Exhibit D-2 to add that Motorola will reconnect the ANI/ALI/TDD to the call control function for no additional cost.

WHEREAS, such Contract was amended by Amendment No. 4 dated October 11, 2019, which City Council authorized by Resolution No. 41579-101019, adding server relocation services.

THEREFORE, in consideration of the mutual promises and covenants contained herein and in the original Contract, including Amendment No. 1, No. 2, No. 3, and No. 4, the above Recitals are incorporated herein and made a part hereof, and the parties also agree as follows:

This Amendment amends the above Contract as follows:

1. **Exhibit F. Maintenance and Support Agreement: Replace:** By Mutual agreement of the parties this Contract is hereby modified to replace Exhibits A, B, and C of Exhibit F, with the Updated Motorola Amendment Maintenance and Support Agreement Exhibits A, B, and C, which are attached hereto and incorporated by reference.
2. **Exhibit B. Fee Schedule: Replace:** Replace the Standard Maintenance Summary with the following table:

| | |
|---------------|------------------------|
| Year 1 | \$ 127,341.00 |
| Year 2 | \$ 212,708.00 |
| Year 3 | \$ 244,395.00 |
| Year 4 | \$ 255,742.00 |
| Year 5 | \$ 263,416.00 |
| Year 6 | \$ 271,318.00 |
| Year 7 | \$ 279,460.00 |
| Total | \$ 1,654,380.00 |

| | |
|---|----------------|
| Original contract amount | \$2,699,469.00 |
| Net amount of Amendment No. 1 (for Implementation only) | \$ 540,000.00 |
| Net amount of Amendment No. 2 (for Implementation only) | \$ 28,220.00 |
| Net amount of Amendment No. 3 (for Implementation only) | \$ 0.00 |
| Net amount of Amendment No. 4 (for Implementation only) | \$ 90,656.00 |

Net amount of this Amendment No. 5
Contract amount

\$ 65,906.00
\$3,424,251.00

Except as amended and/or modified above, all the terms and provisions of the above Contract, and any prior amendments thereto, shall continue in full force and effect.

IN WITNESS WHEREOF, the parties agree to the above Amendment and hereby sign such Amendment by their authorized representatives.

CITY OF ROANOKE, VIRGINIA

MOTOROLA SOLUTIONS, INC.

By: _____
City Manager/Date

By: _____
President/Vice President/Date

Witness//Date

Typed or Printed Name and Title

Appropriation and Availability of Funds
Required for this Contract Change
Order Certified

Witness/Date

Director of Finance / Date

Approved as to Form

Approved as to Execution

Assistant City Attorney /Date

Assistant City Attorney /Date

Exhibit A
COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

| | | | |
|--|---------------------------|--------------------------------|-------------------|
| MAINTENANCE AND SUPPORT AGREEMENT 106 | | TERM: 07/01/19-06/30/26 | |
| CUSTOMER AGENCY | City of Roanoke | BILLING AGENCY | City of Roanoke |
| Address | 215 Church Ave | Address | 215 Church Ave |
| City, State, Zip | Roanoke, VA 24011 | City, State, Zip | Roanoke, VA 24011 |
| Contact Name | Sonya Roman | Contact Name | Accounts Payable |
| Telephone Number | 540-853-2945 | Telephone Number | |
| Email Address | sonya.roman@roanokeva.gov | Email Address | |

For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP (800-674-4357)

Option 4 Software Products/Public Safety Applications:

- Option 2) Computer Aided Dispatch and Mobile
- Option 2) PremierOne, Legacy CAD/Mobile

Site Identification Numbers

| Product Group | Site Identification Number | Phone Prompt |
|-------------------|----------------------------|--------------|
| PremierOne CAD | PSA819800 (CAD) | 4,2,2 |
| PremierOne Mobile | PSA819800 (P1MOB) | 4,2,2 |

Standard Services Include:

- Customer Support Plan
- Case Management 24X7
- Technical Support 9x5
- Third-party Vendor Coordination
- On-site Support (when applicable)
- Virtual Private Network VPN Tool, if applicable
- Defective Media Retention (DMR), if available
- Software Releases, as defined
- Access to Users Group Site

MOTOROLA SUPPORTED PRODUCTS – Primary System

| Product | Description | Technical Service Level | Qty | Full Term Fees |
|-------------------------------------|--|-------------------------|--------------|----------------|
| PremierOne Common Query & Reporting | P1 Query Service Server License | 24x7 | 1 | \$45,692 |
| | P1 GIS Editing Client Plug-In License | | 1 | |
| | PremierOne CAD&Mobile Reporting Service Server License | | 1 | |
| | PremierOne Mapping Server License | | 2 | |
| PremierOne CAD | P1 CAD Server License (Primary) | | 1 | \$482,912.00 |
| | P1 Fire Station Alerting Interface License | | 1 | |
| | P1 CAD Dispatch (CAD Client and Mapping) | | 12 | |
| | P1 ARL Vehicle Tracking Module License | | 1 | |
| | P1 CAD Dispatch (CAD Client and Mapping) (Warranty 12/1/18-11/30/19 1 Yr Prorated Maintenance 12/1/19-6/30/20, 7 mos) | | 11 | |
| | P1 CAD ViewOnly-Limited Use Client License wMapping (Per Concurrent User) (Warranty 12/1/18-11/30/19 1 Yr Prorated Maintenance 12/1/19-6/30/20, 7 mos) | | 10 | |
| PremierOne NG911 Call Control | PremierOne NG911 Call Control Client License for Voice (Estimated Warranty 9/1/20-8/31/21 1 Yr Prorated Maintenance 9/1/21-6/30/21 10 mos) | 15 | \$149,002.00 | |
| | PremierOne NG911 Call Control Client License for Text (Estimated Warranty 9/1/20-8/31/21 1 Yr Prorated Maintenance 9/1/21-6/30/21 10 mos) | 15 | | |

Exhibit A Continued

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MOTOROLA SUPPORTED PRODUCTS – Primary System

| Product | Description | Technical Service Level | Qty | Full Term Fees |
|--|---|-------------------------|--------------|-----------------------|
| Add-On PremierOne CAD SW | P1 CAD Client With Mapping Client (Warranty 4/1/19-3/31/20, 1 st Yr Prorated Maintenance 4/1/20-6/30/20) | 24x7 | 2 | \$37,972.00 |
| | P1 CAD View-Only Client (Warranty 4/1/19-3/31/20, 1 st Yr Prorated Maintenance 4/1/20-6/30/20) | | 2 | |
| PremierOne Interfaces | Spectracom Netclock | | 1 | \$209,039.00 |
| | Positron Viper | | 1 | |
| | Locution | | 1 | |
| | Tear-N-Run Interface Network Printers | | 1 | |
| | Third Party Paging Device or Service (TAP) | | 1 | |
| | MCC 7500 Radio Console | | 1 | |
| | PTT (Warranty 1/1/20-12/31/20, 1 st yr prorated maintenance 1/1/21-6/30/21, 6 mos) | | 1 | |
| | Pictometry | | 1 | |
| | ASAP Alarm Protocol | | 1 | |
| | State/NCIC | | 1 | |
| | SMTP Server | | 1 | |
| | State Query Transaction Bundle | | 1 | |
| PremierOne Mobile | Linx (Warranty 1/1/20-12/31/20, 1 st Yr Prorated Maintenance 1/1/21-6/30/21, 6 mos) | 1 | \$223,963.00 | |
| | P1 Mobile Server License (Primary) | 1 | | |
| | P1 Mobile Client License with Mobile Mapping (Concurrent User) | 90 | \$25,649.00 | |
| | P1 Handheld Mapping Server License (for Integrated Suite with R3.3) (Warranty 7/1/19-6/30/20) | 1 | | |
| P1 HandHeld Integrated Suite License (Per Concurrent User) (Warranty 7/1/19-6/30/20) | 25 | | | |
| MOTOROLA P1 PRIMARY SYSTEM SUBTOTAL | | | | \$1,174,229.00 |

MOTOROLA SUPPORTED PRODUCTS – DR System

| Product | Description | Technical Service Level | Qty | Full Term Fees |
|---|--|-------------------------|-----|--------------------|
| PremierOne Query & Reporting | PremierOne CAD&Mobile Reporting Service Server License for DR system | 24x7 | 2 | \$19,039.00 |
| PremierOne CAD | P1 CAD Server License (DR Backup Site) | | 1 | \$35,701.00 |
| PremierOne Mobile | P1 Mobile Server License (DR Backup Site) | | 1 | \$23,797.00 |
| MOTOROLA P1 DR SYSTEM SUBTOTAL | | | | \$78,537.00 |
| Note: DR Software Warranty, 12/1/18-11/30/19, 1 st Yr Prorated Maintenance 12/1/19-6/30/20, 7 mos) | | | | |

Exhibit A Continued
COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

THIRD-PARTY VENDOR SUPPORTED PRODUCTS

| Vendor | Description | Vendor Service Level | Qty | Full Term Fees |
|---|--|---|-----|---------------------|
| Primary and DR Systems 3rd Party Support | | | | |
| HPE | HPE Servers for Primary and DR System Serial# MXQ82002MS (Gen9 svr) MXQ82002MT (Gen9 svr), MXQ82002MV (Gen9 svr), MXQ82002MU (Gen9 svr), MXQ829026L (Gen10 svr). | 24x7, HW Problem Diagnosis, Onsite Spt Parts & Material, 4 Hr Onsite Response, DMR, No Usage Limitation, Remote Delivery SVC, Advanced Access to Adv Tech Specialists | 5 | \$258,282.00 |
| | StoreOnce System Serial# 5UN812DV01 | 24x7 | 1 | |
| | Nimble for Primary System and DR System Serial# AF174005NIM, AF181904NIM | 24x7 | 2 | |
| Fortinet | Fortigate devices for Primary and DR Systems Serial# Primary FG5H1E5818901628, FG5H1E5818901556, DR FG5H1E5818901449, FG5H1E5818901684 | 24x7 Next Business Day Response | 4 | |
| CDW | CDW F5s for Primary and DR System Serial# ZVXAHDQJ, ZARVIVBT, ZKXPRSWX, ZMFVZMYH | 24x7, 4 Hour Response | 4 | |
| Extreme Network | Extreme Switches for Primary and DR System Serial# 1745N-40604, 1749N-44537, 1721N-40699, 1730N-40066 | 24x7, 4 Hour Response for parts | 4 | |
| SolarWinds | SolarWinds NetFlow Traffic Analyzer - SL250 | 24x7 | | |
| | SolarWinds Network Performance Monitor SL250 | | | |
| VMWare | VMw vSphere Ent-EntPlus 1P | 24x7 | 9 | \$152,824.00 |
| | VMw vCntr Srv Std | | 2 | |
| Microsoft | Microsoft System Center Data Center 2016 ALNG EMB MVL 2 CORE LIC | 24x7 | 24 | |
| | Microsoft System Center Data Center 2016 ALNG EMB MNTN MVL 2 CORE LIC | | 24 | |
| CommSys | CommSys Software | 24x7 | 1 | \$14,843.00 |
| HipLink | HipLink Software (Existing Software) | 24x7 | 1 | \$75,152.00 |
| | TAP Gateway | | 1 | |
| TOTAL | | | | \$501,101.00 |
| Note: New 3 rd Party Vendor SW/HW Warranty 12/1/18-11/30/19, 1 st Yr Prorated Maintenance 12/1/19-6/30/20 (7 mos) | | | | |

Exhibit A Continued
COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT 106 TERM: 07/01/19-06/30/26

Optional Services Available:

- | | |
|------------------------------------|-------------------------------------|
| 24X7 Technical Support | Professional Services Training |
| Professional Services Upgrades* | On-site Support Dedicated Resource |
| Hardware Refresh* | GeoFile Services |
| Professional Services Consultation | Users Conference Advance Purchase** |
- *Require Multi-year Agreement

| USERS CONFERENCE ADVANCE PURCHASE OPTION | | | | | |
|--|------|--|----------------------------------|-----|------|
| Users Conference Attendance | Year | | Attendees | Qty | Fees |
| | | | Standard Attendance ¹ | | |
| | | | Registration Only | | |

Standard Attendance Fees Includes the following:

- Registration fee
- Round trip travel for event (booked by Motorola)
- Hotel accommodations (booked by Customer Agency per Motorola website instructions)
- Ground Transportation (booked by Motorola)
- Daily meal allowance²

¹ Standard Attendance includes above accommodations for the regular conference days. Any offer for pre-training outside of the standard conference days is not included in this offer. Customers who wish to attend pre-conference training may do so at their own lodging and food expense. Adjustment to travel dates and times to attend pre-conference training is allowed

² Daily meal allowance is determined by Motorola based on published guidelines. In no event will the amount provided exceed attendee's applicable Agency rules regarding meal expenses, provided the attendee or his/her agency notifies Motorola in advance of the conference of any restrictions, prohibitions or limitations that apply.

OPTIONAL SUPPORT SERVICES

| Service | Description | Qty | Term Fees |
|--------------|------------------------|-----|-----------------|
| 24X7 Support | 24x7 Technical Support | 1 | Included |
| TOTAL | | | Included |

Exhibit A Continued
COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

SUPPORT FEES SUMMARY

| Product | 19-20 Term Fees | 20-21 Term Fees | 21-22 Term Fees | 22-23 Term Fees | 23-24 Term Fee | 24-25 Term Fee | 25-26 Term Fee | 7 Year Term Total |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------|
| PremierOne Common Query & Reporting | 5,963.00 | 6,142.00 | 6,326.00 | 6,516.00 | 6,712.00 | 6,913.00 | 7,120.00 | 45,692.00 |
| PremierOne CAD Software | 41,715.00 | 42,967.00 | 44,256.00 | 45,583.00 | 46,951.00 | 48,360.00 | 49,810.00 | 319,642.00 |
| PremierOne CAD Add-On Software (Warranty 12/1/18-11/30/19 1st Yr Prorated Maintenance 12/1/19-6/30/20 7 mos) | 13,606.00 | 23,153.00 | 23,848.00 | 24,563.00 | 25,300.00 | 26,059.00 | 26,841.00 | 163,270.00 |
| PremierOne Call Control Software (Est. Warranty 9/1/20-8/31/21 Est. 1st Yr Prorated Maintenance 9/1/21-8/31/21 10 mos) | Est. 24,127.00 | Est. 24,127.00 | 24,750.00 | 25,700.00 | 31,551.00 | 31,508.00 | 32,453.00 | 149,002.00 |
| PremierOne CAD Interfaces | 24,550.00 | 27,087.00 | 29,647.00 | 30,536.00 | 31,453.00 | 32,396.00 | 33,370.00 | 209,039.00 |
| P1 Common Query, Reporting & CAD Software Support | 85,734.00 | 99,349.00 | 128,827.00 | 136,898.00 | 141,007.00 | 145,236.00 | 149,594.00 | 886,645.00 |
| PremierOne Mobile Software | 29,228.00 | 30,105.00 | 31,009.00 | 31,939.00 | 32,897.00 | 33,884.00 | 34,901.00 | 223,963.00 |
| PremierOne Handheld Software (Warranty 7/1/19-6/30/20) | 3,965.00 | 4,034.00 | 4,207.00 | 4,333.00 | 4,463.00 | 4,597.00 | | 25,649.00 |
| P1 Mobile Software Support | 29,228.00 | 34,070.00 | 35,093.00 | 36,146.00 | 37,230.00 | 38,347.00 | 39,498.00 | 249,612.00 |
| Motorola P1 Software Maintenance Total | 114,962.00 | 133,419.00 | 163,920.00 | 173,044.00 | 178,237.00 | 183,583.00 | 189,092.00 | 1,136,257.00 |
| PremierOne Server Hardware Software Includes: 2 HPE Svcs 2 FS 1 Nimble, 2 Extreme Switches Solaris And, 1 HPE StoreOnce (Warranty 12/1/18-11/30/19 Prorated 1st Yr Maintenance 12/1/19-6/30/20 7 mos) | 9,532.00 | 16,349.00 | 16,830.00 | 17,335.00 | 17,855.00 | 18,391.00 | 18,943.00 | 115,226.00 |
| Microsoft Data Center and VMware (Warranty 12/1/18-11/30/19 Prorated 1st Yr Maintenance 12/1/19-6/30/20 7 mos) | 9,161.00 | 15,704.00 | 16,175.00 | 16,660.00 | 17,160.00 | 17,675.00 | 18,205.00 | 110,740.00 |
| SCM Software | Removed | Removed | Removed | Removed | Removed | Removed | Removed | Removed |
| CommSys Software (Warranty 12/1/18-11/30/19 Prorated 1st Yr Maintenance 12/1/19-6/30/20 7 mos) | 1,228.00 | 2,105.00 | 2,168.00 | 2,233.00 | 2,300.00 | 2,369.00 | 2,440.00 | 14,843.00 |
| HipLink Software (Existing SV) | 9,808.00 | 10,102.00 | 10,405.00 | 10,717.00 | 11,039.00 | 11,370.00 | 11,711.00 | 75,152.00 |
| HipLink TAP Gateway | | | | | | | | |
| 3rd Party Software/Hardware Total | 29,729.00 | 44,251.00 | 45,578.00 | 46,945.00 | 48,354.00 | 49,805.00 | 51,299.00 | 315,961.00 |
| P1 CAD and P1 Mobile Support (12/01/18-06/30/19, 7 mos) | 56,519.00 | N/A | N/A | N/A | N/A | N/A | N/A | 56,519.00 |
| PCAD and P1 DC Unused Support Credit (12/01/18-06/30/19, 7 mos) | -80,942.00 | N/A | N/A | N/A | N/A | N/A | N/A | -80,942.00 |
| Negotiated P1 Migration 1st Year 1k Discount | -10,312.00 | N/A | N/A | N/A | N/A | N/A | N/A | -10,312.00 |
| Multi-System Discount | -2,874.00 | -3,335.00 | -4,098.00 | -4,326.00 | -4,456.00 | -4,590.00 | -4,727.00 | -28,406.00 |
| Multi-Year Discount | -2,299.00 | -2,668.00 | -3,278.00 | -3,461.00 | -3,565.00 | -3,672.00 | -3,782.00 | -22,725.00 |
| Primary System Maintenance Total | 104,783.00 | 171,667.00 | 202,122.00 | 212,202.00 | 218,570.00 | 225,126.00 | 231,882.00 | 1,366,352.00 |

| Exhibit A Continued | | | | | | | | |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------|
| COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING | | | | | | | | |
| SUPPORT FEES SUMMARY CONTINUED | | | | | | | | |
| DR System Maintenance | | | | | | | | |
| PremierOne Reporting Service Server License for DP System (Warranty 12/1/10-11/30/19 1st Yr Prorated Maintenance 12/1/19-6/30/20 7 mos) | 1,675.00 | 2,700.00 | 2,731.00 | 2,884.00 | 2,950.00 | 3,039.00 | 3,130.00 | 19,039.00 |
| PremierOne CAD DR Software (Warranty 12/1/10-11/30/19 1st Yr Prorated Maintenance 12/1/19-6/30/20 7 mos) | 2,950.00 | 5,063.00 | 5,215.00 | 5,371.00 | 5,532.00 | 5,696.00 | 5,869.00 | 35,701.00 |
| PremierOne Mobile DP Software (Warranty 12/1/10-11/30/19 1st Yr Prorated Maintenance 12/1/19-6/30/20 7 mos) | 1,929.00 | 3,375.00 | 3,476.00 | 3,590.00 | 3,697.00 | 3,796.00 | 3,912.00 | 23,797.00 |
| Motorola P1 Software Maintenance Total | 6,497.00 | 11,138.00 | 11,472.00 | 11,815.00 | 12,169.00 | 12,535.00 | 12,911.00 | 78,537.00 |
| PremierOne Server Hardware Software Includes: 1 HFE Bus, 2 FE, 4 Endpoint devices, 2 Mobile, 2 Extreme Switches (Warranty 12/1/10-11/30/19 1st Yr Prorated Maintenance 12/1/19-6/30/20 7 mos) | 11,634.00 | 20,200.00 | 20,395.00 | 21,522.00 | 22,168.00 | 22,332.00 | 23,513.00 | 143,656.00 |
| Microsoft Data Center and VM Ware (Warranty 12/1/10-11/30/19 1st Yr Prorated Maintenance 12/1/19-6/30/20 7 mos) | 2,401.00 | 5,962.00 | 6,147.00 | 6,321.00 | 6,521.00 | 6,717.00 | 6,913.00 | 42,084.00 |
| 3rd Party Software/Hardware Total | 15,315.00 | 26,254.00 | 27,042.00 | 27,853.00 | 28,689.00 | 29,550.00 | 30,437.00 | 185,140.00 |
| Multi-System Discount | -162.00 | -278.00 | -287.00 | -295.00 | -304.00 | -310.00 | -323.00 | -1,962.00 |
| Multi-Year Discount | -130.00 | -223.00 | -229.00 | -236.00 | -243.00 | -251.00 | -253.00 | -1,570.00 |
| DR System Maintenance Total | | | | | | | | |
| Add-On Software | | | | | | | | |
| PremierOne CAD Client (Licensing and Premier One CAD View Only Client) (Amendment# 2 dtd 12/10/13) (Warranty 4/1/13-3/31/20 1st Yr Prorated Maintenance 4/1/20-6/30/20 3 mos) | 1,413.00 | 5,652.00 | 5,822.00 | 5,996.00 | 6,176.00 | 6,361.00 | 6,552.00 | 37,972.00 |
| Motorola P1 Software Maintenance Subtotal | 1,413.00 | 5,652.00 | 5,822.00 | 5,996.00 | 6,176.00 | 6,361.00 | 6,552.00 | 37,972.00 |
| Amendment#2 Support Discount | -375.00 | -1,502.00 | -1,547.00 | -1,593.00 | -1,641.00 | -1,690.00 | -1,741.00 | -10,089.00 |
| Add-On Software Total | | | | | | | | |
| Maintenance and Services Grand Total | 127,341.00 | 212,708.00 | 244,395.00 | 255,742.00 | 263,416.00 | 271,318.00 | 279,460.00 | 1,654,380.00 |

Exhibit B

CUSTOMER SUPPORT PLAN

MAINTENANCE AND SUPPORT AGREEMENT 106 **TERM:** 07/01/19-06/30/26
CUSTOMER: City of Roanoke

Introduction

Welcome to Motorola Customer Support. We appreciate your business and look forward to serving your needs on your Public Safety Applications (PSA) system.

The Customer Support Plan is designed to provide Motorola customers the details necessary for understanding Motorola overall support processes and policies as a compliment to the Motorola Maintenance and Support Agreement.

The Motorola Maintenance and Support Agreement is the legal and binding contractual terms for which services are provided under. Questions or concerns regarding your support plan can be directed to your Support Manager.

Below are the topics outlined in this Customer Support Plan:

- I. **Service Offerings**
- II. **Accessing Customer Support**
- III. **Severity Levels and Case Management**
- IV. **Responsibilities**
- V. **Customer Call Flow**
- VI. **Contacts**

I. Service Offerings

Motorola Customer Support organization includes a staff of Support Analysts who are managed by Motorola Customer Support Managers and are chartered with the direct front-line support of Motorola Customers. A Support Analyst is a system technologist responsible for providing direct or escalation support. A Support Analyst is sometimes referred to as a Customer Support Analyst ("CSA") or Technical Support Analyst ("TSA") or Technical Support Representative.

Motorola Support Organization offers a multi-layered approach to a total service solution. Levels of support are defined as follows:

Service Levels

| | |
|----------------|--|
| Level 0 | Logging, dispatching and tracking service requests |
| Level 1 | Selected 1 st call support, triage and resolution |
| Level 2 | Telephone and/or on-site support for normal technical requirements |
| Level 3 | High-level technical support prior to Engineering escalation |
| Level 4 | Engineering software code fixes and changes |

Motorola provides to customers on an active Maintenance and Support Agreement defined services and Software Releases. Specific support definitions, offerings and customer responsibilities are detailed in Section 3 of the main body of the Maintenance and Support Agreement.

II. Accessing Customer Support

The Motorola Solutions System Support Center Operations

Motorola Public Safety Applications Technical Support personnel in cooperation with Motorola System Support Center ("SSC") provide the gateway to technical support for all of Motorola Public Safety Application systems. Accessing support through Motorola toll free 800 number, web ticketing or email ticketing ensures accurate case handling and tracking. The goal of the Support team and SSC is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing requests to the right support team in a timely manner.

The System Support Center offers total call management including:

- Single point of contact for Motorola service requests
- Logging, dispatching and tracking of service requests
- System capabilities to identify pending cases and automatically escalate to management
- Database and customer profile management
- Standard reports with on-demand distribution
- Case notification

Motorola System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola:

1. **Motorola System Support Center Toll Free Number**
2. **eCase Management through Motorola Online**
3. **Email Case Ticketing**

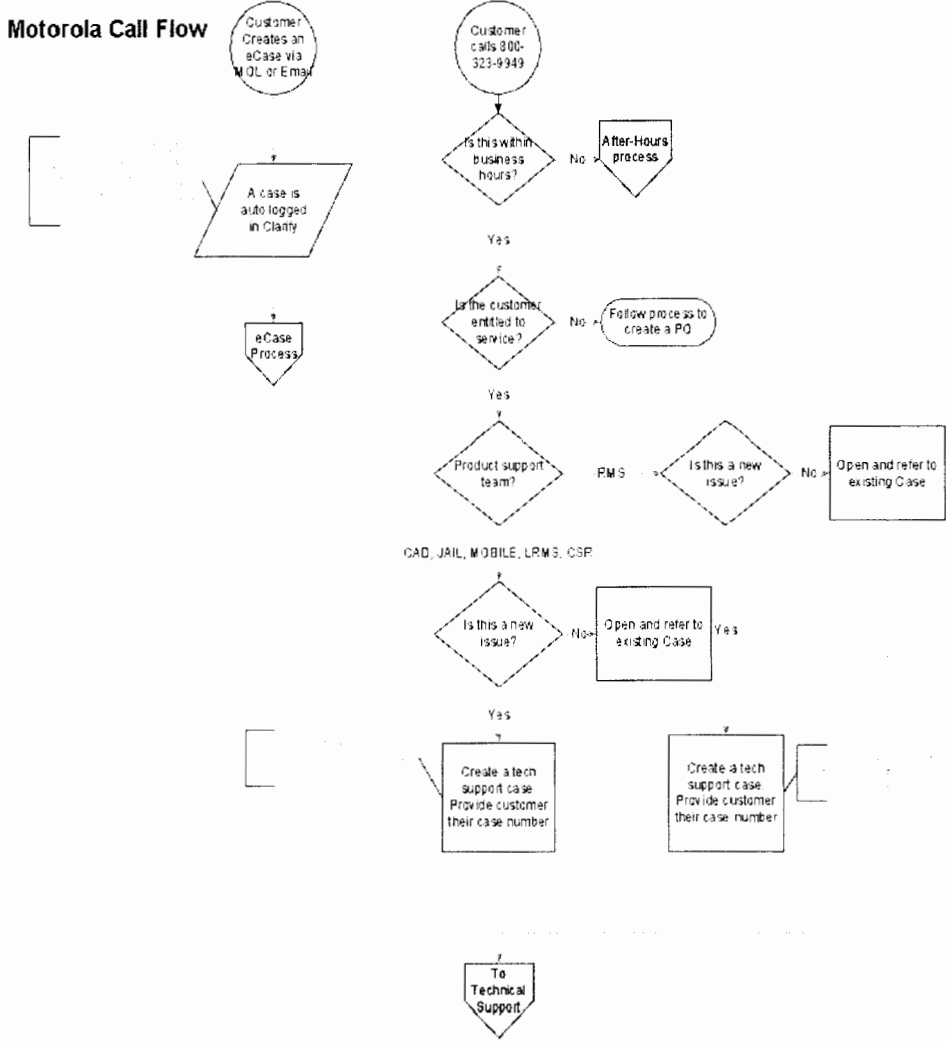
Option 1 - Call Motorola Solutions System Support Center

For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP Option 4 Software Products/Public Safety Applications:

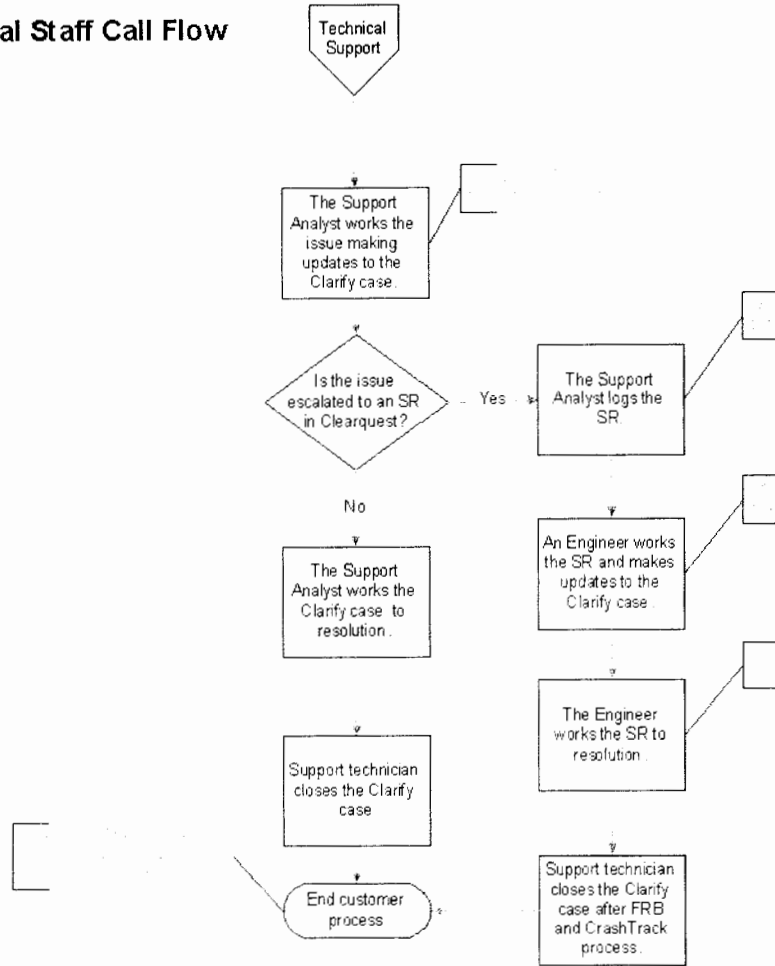
Option 2) Computer Aided Dispatch and Mobile
Option 2) PremierOne, Legacy CAD/Mobile
or
Option 4) Records/Jail Management
Option 2) PremierOne, Legacy Records or
Option 5) Offendertrak

Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola Technical Support Team Member. A unique tracking number will be provided to your agency for future reference.

Generally customers calling the toll-free 800 number will access Public Safety Applications technical support directly. For heavy call times or after hours the caller will be directed to Motorola System Support Call Center Operations. Once the logging process is complete customers are transferred directly to a Technical Support Analyst 24/7/365.



Technical Staff Call Flow



How to Obtain Technical Support for Products

| Action / Response | |
|---|--|
| <p>Step 1. Call the Motorola Solutions System Support Center 1-800-MSI-HELP Step 2. Select option 4 (Software Products/Public Safety Applications) Step 3. Select option 2 (CAD/Mobile) or Select option 4 (Records/Jail) Step 4. Select product specific option Step 5. Provide Site Identification Number (See Covered Products Exhibit for your agency's Site Identification Numbers)</p> | |

| | |
|--|--|
| <p>Step 6. Provide Your Information</p> | <p>Caller Name Contact Phone Number Description of problem Severity of system problem determined at time of call Time available for call back Email address</p> |
|--|--|

| | |
|---|--|
| <p>Step 7. Case Number Generated</p> | <p>Caller will receive a Case number for tracking the service request.</p> |
| <p>Check Status</p> | <p>The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number.</p> |
| <p>Case Assignment</p> | <p>The Customer Support Representative will determine a course of action and assign the Case to the appropriate group.</p> |
| <p>Standard Response Time</p> | <p><u>RESPONSE</u> See Section III for Severity Level definitions Severity 1: 1 hour Severity 2: 3 business hours Severity 3: 6 business hours Severity 4: 2 business days</p> |

| | |
|---|--|
| <p>Step 8. Notification of CASE All Activity</p> | <p>Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure.</p> <p>To request case notifications, please contact your Support Manager.</p> |
| <p>Notification of CASE Open/Close Activity</p> | <p>Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure.</p> <p>To request case notifications, please contact your Support Manager.</p> |

Option 2 - Submit a ticket via eCase Management from Motorola On-Line


Motorola Online eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

Setting Up a Motorola Solutions Online Account

To set up a Motorola Solutions On-Line account, please visit <https://businessonline.motorolasolutions.com> and follow the directions on the link for "Sign Up Now."

A User ID and Password are not required for setting up your account. After accessing the link above, indicate in the "Additional Information" field you are a **Public Safety** customer seeking access to **eCase Management**. Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions Online account set up. In approximately 4-5 business days an additional email will be sent which includes details about your Online account.

Accessing the Technical Case Management web site


Once you have set up your agency's Motorola On-Line Account, to access the site simply log onto Motorola at businessonline.motorolasolutions.com with your user ID and password, click on the **Contact Us**  **Open Case**, and select **System Support Issue** from the Issue Type drop-down.

Primary Features of Online Technical Case Management

Motorola customers have three main functions available through Motorola Online to manage their cases:

- A. Open new cases**
- B. Search for existing cases and view details of the existing case**
- C. Update existing cases by adding notes**

A. Open a New Case

- 1. Log into Motorola Solutions Online
- 2. Click on the "Case Mgmt"  Open Case

The screenshot shows the Motorola Solutions website interface. At the top right, there are links for "Contact Us", "Help", and "Logout". Below these is a search bar with a magnifying glass icon. The main navigation bar includes: "Buying Center", "Resource Center", "Training", "Order Status", "My Carts", "Repair Center", "Account Status", "Settings", and "Case Mgmt". Below the navigation bar, there is a "Change" button and the text "MOTOROLA SYSTEM SUPPORT CENTER (101.259.77.30) 2214 GALVIN DR, ELGIN, IL". To the right of this text are two buttons: "Open Case" and "Search Cases". Below the navigation bar, there is a "Home" link and the text "(800) 814-0601 Contact Motorola Solutions for your customer care needs". At the bottom left, there is a "HOME" link.

3. Select the Reason Code = **Technical Request** (and the page will automatically reload)

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the [Profile](#) page.

Contact Name: PSA Customer WebID
Contact Phone: 8008140601
Contact Email: PT1128@MOTOROLASOLUTIONS.COM

Reason: System Support Issue ▼

Title:

System Support Site: Please Specify ▼

Case Type: Please Specify ▼

Severity: Please Specify ▼

System: Please Specify ▼

Description:

4. Fill in the Case Title (description of request) and choose the applicable Site (which are listed alphabetically)
5. Choose case type **Technical Support**, Severity Level and **Public Safety Applications System**
6. Fill in a detailed description of your issue
7. Click "Create Case"

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the [Profile](#) page.

Contact Name: PSA Customer WebID
Contact Phone: 8008140601
Contact Email: PT1128@MOTOROLASOLUTIONS.COM

Reason: System Support Issue ▼

Title:

System Support Site: Please Specify ▼

Case Type: Please Specify ▼

Severity: Please Specify ▼

System: Please Specify ▼

Description:

Create Case

- 8. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long). Note: The confirmation screen includes "expand all" and "collapse all" buttons for case notes.

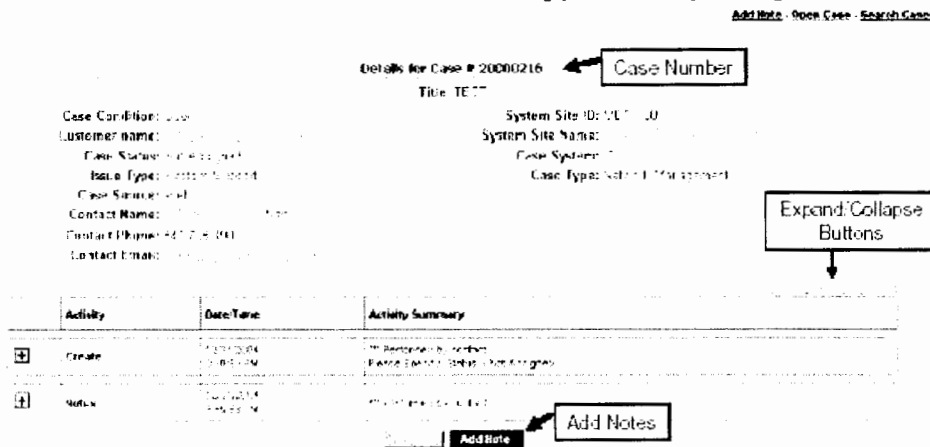
B. Search for an Existing Case

- 1. Log into Motorola Online
- 2. Click on the "Case Mgmt" Search Case
- 3. Enter the exact case number or enter search criteria to find a range of tickets
- 4. Click "Go To" or "Search"

The screenshot displays the Motorola Solutions web interface. At the top, the Motorola Solutions logo is on the left, and a search bar with a magnifying glass icon is on the right. Below the logo is a navigation menu with items: Buying Center, Resource Center, Training, Order Status, My Carts, Repair Center, Account Status, Settings, and Case Mgmt. The Case Mgmt dropdown menu is open, showing 'Open Case' and 'Search Cases' options. Below the navigation is a header area with 'Home' and '(800) 814-0601 Contact Motorola Solutions for your customer care needs'. A 'HOME' link is also visible. The main content area has two sections: 'Go Directly to Case' and 'Enter Search Criteria'. The 'Go Directly to Case' section has a 'Case Number:' label and a text input field with the placeholder '(Please enter the exact case number)'. Below the input field is a 'Go To' button. The 'Enter Search Criteria' section has a 'Case Number:' label and several filters: 'Title:', 'Type:' (set to 'All My Cases'), 'Condition:' (set to 'Open'), and a date range from '01 Sep 2002' to '00 Mar 2012'. At the bottom right of this section are 'Reset' and 'Search' buttons.

C. Update an Existing Case

1. You can also add notes after submitting your case, by clicking on the "Add Notes" button

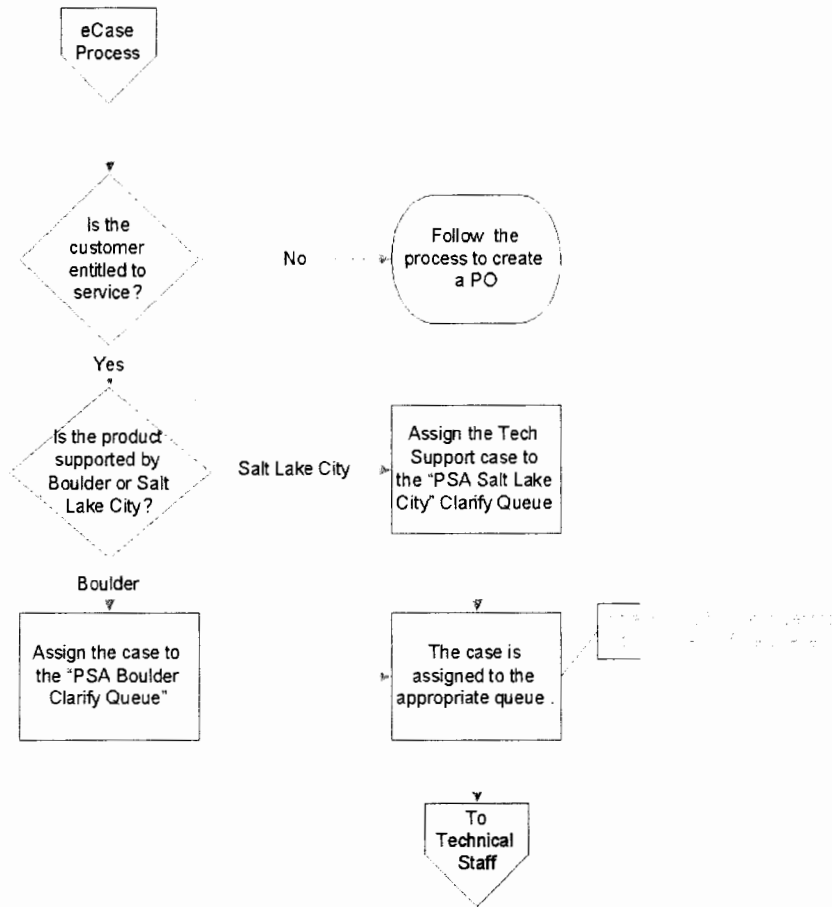


Motorola Solutions On-Line Support

1. Motorola does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-MSI-HELP and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support by calling 800-MSI-HELP and following the appropriate prompts.
3. When updating case notes, please provide contact information, which includes phone number, email, etc.
4. For questions on Motorola Online eCase Management or Support, please contact the Motorola Online Helpdesk at 800-814-0601.

Requirements for effective usage:
Browser: Internet Explorer 5.0 or greater
Valid MOL user ID and Password

Motorola On-line Flow



Option 3 - Submit a ticket via Email Case Management

An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating cases.

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below:

1. Address your email to PSACASE@motorolasolutions.com
2. Type **PSA Service Request** and a brief description of the system issue in the Subject line of the e-mail message. This will become the case title
3. Type **Site ID =** followed by the site identification number of the system location
4. Type **Product Type=** followed by the product family type. Choose from the following list:
 - CAD (OR FRIENDS OF CAD, such as AWW, ATM, AVL and UDT)
 - CSR (CUSTOMER SERVICE REQUEST)
 - INFOTRAK, LRMS
 - JAIL MANAGEMENT (OFFENDERTRAK)
 - MOBILE APPLICATIONS (PMDC, AIRMOBILE, TXMESSENGER)
 - NETRMS
5. Type **Contact First Name =** followed by your first name or the name of the person you would like support personnel to contact
6. Type **Contact Last Name =** followed by your last name or the name of the person you would like support personnel to contact.
7. Type **Phone Number =** followed by the area code and phone number where the contact person may be reached
8. Type **Severity Level =** followed by either severity level 3 or 4. All severity level one or two cases must be opened via the toll-free PSA customer support number
9. Type **Problem Description =** followed by a comprehensive description of the problem
10. Send the message to us. You will receive an email with your case number for future reference.

If an email response is not received, or if you need to open a severity level one or two case, please contact the PSA Customer Support by calling 800-MSI-HELP and following the appropriate prompt for further assistance.

SAMPLE Email Ticket Formatting:

Send

To... PSACASE

Cc...

Bcc...

Subject: PSA Service Request: NetRMS Reports Not Functioning

Site ID number: PSA1234_(NetRMS_) *(Clarify site identification number)*

Product type: NetRMS *(Specific product such as LRMS, NetRMS, PremierMDC, etc.)*

Contact first name: John

Contact last name: Doe

Phone number: 303-123 4567

Severity level: Level 3 *(Email ticketing is available for severity levels three and four only)*

Problem description: NetRMS does not allow for the creation of manual-case reports which is affecting the generation of daily reports *(Include a comprehensive description of the problem)*

III. Severity Levels and Case Management

Motorola services and response times are based on the severity levels of the error a customer is experiencing as defined below. This method of response allows Motorola to prioritize its resources for availability on our customer's more severe service needs. Severity level response time defines the actions that will be taken by Motorola Support and Engineering teams. Due to the urgency involved in some service cases, Motorola will make every reasonable effort to provide a temporary or work around solution (On Demand). When a permanent solution is developed and certified through testing, it will be incorporated into the applicable On Demand, Cumulative Update, Supplemental, or Standard Release.

| SEVERITY LEVEL | DEFINITION | RESPONSE TIME |
|----------------|---|---|
| 1 | Total System Failure - occurs when the System is not functioning and there is no workaround, such as a Central Server is down or when the workflow of an entire agency is not functioning. This level is meant to represent a major issue that results in an unusable System, Subsystem, Product, or critical features. No work around or immediate solution is available. | Telephone conference within 1 Hour of initial voice notification |
| 2 | Non-Critical Major Failure - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable work-around. Note that this may not be applicable to intermittent problems. This level is meant to represent a moderate issue that limits a Customer's normal use of the System, Subsystem, Product or major non-critical features. | Telephone conference within 3 Business Hours of initial voice notification during normal business hours |
| 3 | Non-Critical Minor Failure - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround. This level is meant to represent a minor issue that does not preclude use of the System, Subsystem, Product, or critical features. | Telephone conference within 6 Business Hours of initial notification during normal business hours |
| 4 | Inconvenience - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow. This level is meant to represent very minor issues, such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests. | Telephone conference within 2 Standard Business Days of initial notification |

*Incoming cases are automatically assigned an initial **Severity Level of 3**, unless otherwise indicated or determined at the time the case is logged. When escalation is required, Motorola adheres to strict policy dictated by the level of problem severity.*

Severity Level One Escalation

Once an issue is escalated to Engineering, the following table is used as an Engineering resolution guideline for standard product problems.

| Escalation Policy- Severity Level 1 | | |
|--|--|--|
| CRITICAL | ACTION | RESPONSIBILITY |
| 0 Hours | Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level. | Support Analyst |
| 2 Hours | If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration. | Support Manager |
| 4 Hours | If a resolution is not identified within this timeframe, Customer Support Manager escalates to the Director of Customer Support and Director of System Integration to assign additional resources. Email notification to Vice President of System Integration and Vice President Customer Support. | Director of Customer Support Director of Systems Integration |
| 8 Hours | If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team. | Support Manager Director of Customer Support Director of Systems Integration VP of System Integration VP of Customer Support |
| 12 Hours | If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team, Senior Vice President of Operations, System Integration, Customer Support and Engineering. | Senior Management System Support Operations Systems Integration Engineering |

All **Severity Level 1** problems will be transferred or dispatched immediately to the assigned Motorola technical support representative, to include notification to Motorola management 24x7. All other severity level problems logged after business hours will be dispatched the next business morning.

- 3.1 **Reporting a Problem** Customer will assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Motorola call incoming center. Motorola will notify the Customer if Motorola makes any changes in Severity Level (up or down) of any Customer-reported problem.
- 3.2 Motorola will use best efforts to provide Customer with a resolution for Severity 1 and Severity 2 issues within a reasonable time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Motorola diagnostics indicate that a Residual Error is present in the Software. Should Customer report an error that Motorola cannot reproduce, Motorola may enable a detailed error capture/logging process to monitor the System. If Motorola is unable to correct the reported Residual Error within a reasonable time, Motorola will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.
- 3.3 **Error Correction Status Report** Motorola will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.

Approximately four months prior to the expiration of the warranty period, a Motorola Customer Support Manager will contact you to discuss the options available for your specific site. The terms of the agreement can be customized to your agency's budgetary requirements and cycle. Motorola offers various levels of support to meet an agency's requirements, for example:

- Telephone, VPN support for software fixes
- Varying hours of coverage
- Third party vendor services
- On-site services
- Users Conference
- Professional Services

4.2 **Customer Responsibilities**

- 4.2.1 **Initiate Service Request Cases.** Contact Motorola through authorized tools and processes outlined in the Motorola Maintenance and Support Agreement Customer Support Plan Exhibit to initiate technical support request case.
- 4.2.2 **Assess Severity Level.** Assist in assessing the correct severity level per the severity level definitions found in the Customer Support Plan Exhibit.
- 4.2.3 **Escalate Appropriately.** Contact Motorola to add information or make changes to existing technical support cases, or escalate service requests to Motorola management. Motorola Services management contact information provided in the Customer Support Plan Exhibit.
- 4.2.4 **Support on Hardware.** Customer will provide all on-site hardware service or is responsible for purchasing on-going maintenance for 3rd party on-site hardware support. Third party support on some system components may be available through Motorola Maintenance and Support Agreement. Customer will contact the appropriate vendor directly for parts and hardware service if not purchased through the Motorola Maintenance and Support Agreement.
- 4.2.5 **VPN connectivity.** Provide VPN connectivity and telephone access to Motorola personnel.
- 4.2.6 **Anti-virus software.** Run installed anti-virus software.
- 4.2.7 **Operating System ("OS") Upgrades.** Unless otherwise stated herein, Customer is responsible for any OS upgrades to the System, except HP OS upgrades. Before installing OS upgrades, Customer will contact Motorola to verify that a given OS upgrade is appropriate.
- 4.2.8 **Trouble Report Form** To better assist us in gathering details for analyzing and repairing your system errors, Motorola has created the Trouble Report Form (page 21). Completion of this form by the customer is voluntary.

The Trouble Report form helps Motorola Technical Support reduce errors by increasing the understanding of the problem description definition. It may also improve repair time by understanding the probability of repeat errors. Additionally, should escalation to Motorola Engineering team be required, information gathered on this form will aid by potentially avoiding the wait associated with error reoccurrence.

Information customers provide on the Trouble Report form will assist Motorola Support team in expediting and troubleshooting the issue. Your assistance in providing the information is appreciated. Once you complete the form, please e-mail or fax this form to the Technical Support Representative assigned to work on the issue reported.

Trouble Report Form

| | |
|-------------------------|------------------------------|
| Agency Name: | Motorola Case Number: |
| Contact Name: | E-mail Address: |
| Contact Phone: | Contact Fax: |
| Severity Level: | CAD Correction#: |
| Subject: | |
| Product/Version: | |

Problem Description: Please ensure that the description provided is as detailed as possible. Including accurate details, helps Motorola to resolve the issue promptly and successfully. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola probability of locating a root cause and achieving a timely resolution.

Steps to Duplicate: Motorola understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help.

| | |
|--------------------|--|
| Step One: | |
| Step Two: | |
| Step Three: | |
| Step Four: | |
| Step Five: | |
| Step Six: | |
| Step Seven: | |

Additional Steps:

| | |
|--------------------------|--|
| Expected Results: | |
| Actual Results: | |

Configuration Checked:

V. Customer Call Flow

To Be Provided By Customer

VI. Contact Information

Motorola Contacts

| CONTACT | PHONE NUMBER |
|---|---|
| Motorola Solutions System Support Center | (800) MSI-HELP Option 4 Software Product/Public Safety Apps: <i>Option 2) Computer Aided Dispatch and Mobile;</i> <i>Option 2) PremierOne, Legacy CAD/Mobile</i> |
| Timothy Leach Senior Manager, Technical Support Timothy.Leach@motorolasolutions.com | (303) 527-4017 - office |
| Phillip Askey Tier 2 - Technical Support Manager P.Askey@motorolasolutions.com | (720) 565-4764 - office |
| Jeff Dolph Tier 1 - Technical Support Manager JeffDolph@motorolasolutions.com | (303) 527-4038 - office (303) 319-8935 - mobile |
| Tanya Mansell Customer Service Manager tanyamansell@motorolasolutions.com | (714) 319-6242 - cell |
| Ryan Goforth Strategic Sales Manager ryan.goforth@motorolasolutions.com | (561) 277-9862 - office |

Customer Contacts (to be provided by Customer)

| |
|---|
| <u>Customer Agency Name:</u> Address: City, State and Zip: |
| <u>Billing Contact Name:</u> Phone No: Email: |
| <u>Backup System Administrator Name:</u> Phone No: Email: |
| <u>Service Escalations Contact Name:</u> Title: Phone No: Email: |

Exhibit C
LABOR RATES

MAINTENANCE AND SUPPORT AGREEMENT 106 **TERM:** 07/01/19-06/30/26
CUSTOMER:

The following are Motorola's current labor rates, subject to an annual change.

The following rates apply to Customers with a current, active Maintenance and Support Agreement. Billable rates apply to services provided outside of the scope of the Maintenance and Support Agreement and outside the selected Service Level PPM:

| SERVICE HOURS | LABOR RATES |
|---|---------------------------------|
| 8 a.m.-5 p.m. M-F (local time) | \$223 per hour, 2 hours minimum |
| After 5 p.m., Saturday, Sunday, Motorola Holidays | \$334 per hour, 2 hours minimum |

The following rates apply to Customers without a current, active Maintenance and Support Agreement and apply to services available on a Time and Material basis:

| SERVICE HOURS | LABOR RATES |
|---|---------------------------------|
| 8 a.m.-5 p.m. M-F (local time) | \$446 per hour, 2 hours minimum |
| After 5 p.m., Saturday, Sunday, Motorola Holidays | \$668 per hour, 2 hours minimum |

Above rates reflect labor rate only. Additional fees for on-site travel expenses, third party expenses and /or materials will be quoted at the time of customer request for services.

AL

7.a.2.

IN THE COUNCIL OF THE CITY OF ROANOKE, VIRGINIA

A RESOLUTION authorizing the City Manager's issuance and execution of an additional Amendment to the City's Contract with Motorola Solutions, Inc. for maintenance and support for the computer aided dispatch hardware and software to the new VA811/E911 Communications Center; authorizing the City Manager to take such actions and execute such documents as may be necessary to provide for the implementation, administration, and enforcement of such Amendment to the above mentioned Contract, as well as the Contract itself; and determining that an emergency exists and this resolution shall be effective upon passage.

WHEREAS, on March 12, 2020, Governor Ralph S. Northam issued Executive Order Fifty-One declaring a state of emergency for the Commonwealth of Virginia arising from the novel Coronavirus (COVID-19) pandemic disaster and on March 27, 2020, Roanoke City Council adopted Emergency Ordinance No. 41703-032720 modifying public meeting practices and procedures to address continuity of government operations associated with pandemic disaster; and

WHEREAS, pursuant to the Emergency Ordinance, the provisions of Virginia Code Section 2.2-3708.2 (A)(3) are invoked for consideration of this proposed amendment to a contract affecting the operations of the City's E-911 system.

BE IT RESOLVED by the Council of the City of Roanoke that:

1. The City Manager is hereby authorized, for and on behalf of the City, to issue and execute an additional Amendment to the City's Contract with Motorola Solutions, Inc., for maintenance and support for the computer aided dispatch hardware and software to the new VA811/E911 Communications Center on Blue Hills Drive, Roanoke, Virginia, all as more fully set forth in the City Council Agenda Report dated April 6, 2020.

2. The form of such Amendment shall be approved by the City Attorney.
3. Such Amendment will provide authorization for additions to the work, with an increase in the amount of the Contract of \$65,906, all as set forth in the above Agenda Report.
4. The City Manager is further authorized to take such actions and execute such documents as may be necessary to provide for the implementation, administration, and enforcement of such Amendment to the above mentioned Contract, as well as the Contract. All such documents shall be approved as to form by the City Attorney.
5. In order to provide for the continuity of operations of the municipal government associated with the pandemic disaster, an emergency is deemed to exist, and this resolution shall be in full force and effect upon its passage.

ATTEST:

City Clerk.

[Handwritten signature]

10.a.

IN THE COUNCIL OF THE CITY OF ROANOKE, VIRGINIA

AN ORDINANCE approving and endorsing the revised budget schedule for the Fiscal Year 2020-2021 budget presented by the City Manager on April 6, 2020, pursuant to Ordinance No. 41703-032720 and Virginia Code Section 15.2-1413; authorizing the City Manager to take such actions necessary to implement the revised budget schedule; determining that an emergency exists; establishing an effective date; and dispensing with the second reading of this Ordinance by title.

WHEREAS, the City Manager presented, and City Council approved, the budget development and presentation schedule for the Fiscal Year 2020-2021 budget that provided for presentation of the recommended Fiscal Year 2020-2021 budget to Council on April 20, 2020, separate public hearings on the recommended Fiscal Year 2020-2021 budget and related matters on April 30, 2020, and proposed adoption of the Fiscal Year 2020-2021 budget, the updates to the HUD Consolidated Plan, adopting and reaffirming the real property tax rate, and related matters on May 11, 2020;

WHEREAS, Governor Ralph S. Northam issued Executive Order Number Fifty-One, dated March 12, 2020, declaring that a state of emergency exists within the Commonwealth of Virginia as a result of the COVID-19 pandemic disaster, and supplemented this declaration by issuing Executive Order Number Fifty-Five on March 30, 2020 that ordered all residents of the Commonwealth of Virginia to remain at their place of residence through June 10, 2020, as a result of the COVID-19 pandemic disaster;

WHEREAS, Virginia State Code Section 15.2-1413 permits localities to adopt methods for the continuity of government during a disaster, “notwithstanding any contrary provision of law, general or special;” and City Council adopted Ordinance No. 41703-032720 to authorize certain actions as a result of the COVID-19 pandemic disaster;

WHEREAS, Virginia State Code Section 2.2-3708.2(A)(3) permits members of a governing body to meet through electronic communication means without a quorum of the governing body being physically present at one location for the duration of an emergency to address the emergency; and

WHEREAS, adoption of the Fiscal Year 2020-2021 budget prior to June 30, 2020 is essential to the continuity of government and the emergency created by the COVID-19 pandemic disaster has made the original budget presentation inoperative.

NOW, THEREFORE, BE IT ORDAINED by the Council of the City of Roanoke that:

1. City Council approves and endorses, notwithstanding any other applicable law, general or specific, the budget presentation schedule for the Fiscal Year 2020-2021 Budget submitted by the City Manager during his presentation. Pursuant to this revised schedule, the City Manager will present a recommended Fiscal Year 2020-2021 Budget to City Council on May 18, 2020; the public hearing on the recommended Fiscal Year 2020-2021 Budget will be held on Thursday, May 28, 2020; Budget Study for the recommended Fiscal Year 2020-2021 Budget will be on June 1, 2020; and adoption of the Fiscal Year 2020-2021 Budget will be held on June 15 2020.

2. City Council approves and endorses, notwithstanding any other applicable law, general or specific, the schedule proposed by the City Manager for separate public hearings at

separate times for the updates to the HUD Consolidated Plan and the proposal for adopting and reaffirming the real property tax rate for May 28, 2020.

3. City Council authorizes the City Manager to amend these dates and times of the separate public hearings in his discretion, and to take such other actions necessary to implement this ordinance.

4. City Council determines that an emergency exists as a result of the COVID-19 pandemic disaster and this ordinance shall be effective upon passage.

5. Pursuant to Section 12 of the City Charter, the second reading of this ordinance by title is hereby dispensed with.

ATTEST:

City Clerk.