



September 12, 2017

Mr. Tad Shaver  
Winnebago County 911  
204 South 1<sup>st</sup> Street  
Rockford, IL 61101

**RE: Extension to Maintenance and Support Agreement: SA 353  
Product: PremierCAD™ and PremierMDC™**

Dear Mr. Shaver:

By means of this letter, Motorola Solutions, Inc. hereby extends **Winnebago County 911** maintenance and support agreement as referenced above. Enclosed is one (1) copy of the updated Exhibit A Covered Products, Support Options and Pricing, Exhibit B Customer Support Plan, and Exhibit C Labor Rates for your PremierMDC™ from **November 1, 2017 through October 31, 2018** and PremierCAD™, PremierCAD™ Interfaces and Third Party Vendor Supported Products from **November 1, 2017 through August 31, 2018**. Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

Please indicate acceptance of this extension by signing the acceptance block below and returning one copy to my attention by e-mailing it to [christine.lay@motorolasolutions.com](mailto:christine.lay@motorolasolutions.com) on or before **November 1, 2016**. Failure to return this fully executed letter on or before **November 1, 2016** will result in a lapse in maintenance, which will be subject to a 10% recertification and reimplementation fee. If you have any questions or need further clarification, please contact me directly at **(626) 416-6726** or by e-mailing me.

Sincerely,

*Christine Lay*

Christine Lay  
Customer Service Manager  
Motorola Solutions, Inc.

Accepted by:

MOTOROLA SOLUTIONS, INC.

WINNEBAGO COUNTY 911

By: *Chris Carroll*

By: *Tad Shaver*

Name: Chris Carroll

Name: TAD SHAVER

Title: MSSSI Vice President & Director, Sales

Title: Technical Services Coordinator

Date: September 12, 2017

Date: 10-17-17

**Exhibit A**

**COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING**

<b>MAINTENANCE AND SUPPORT AGREEMENT 353</b>		<b>TERM: 11/1/2017-10/31/2018</b>	
<b>CUSTOMER AGENCY</b>	<b>Winnebago County 911</b>	<b>BILLING AGENCY</b>	<b>Winnebago County 911</b>
Address	204 South 1 <sup>st</sup> Street	Address	204 South 1 <sup>st</sup> Street
City, State, Zip	Rockford, IL 61101	City, State, Zip	Rockford, IL 61101
<b>Contact Name</b>	<b>Tad Shaver</b>	<b>Contact Name</b>	<b>Accounts Payable</b>
Contact Title		Contact Title	
Telephone Number	(815) 987-5490	Telephone Number	
Email Address	Tad.Shaver@rockfordil.gov	Email Address	

**For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) 323-9949 Option 2, Option 6, then select the corresponding prompt by product**

**Site Identification Numbers**

<b>Product Group</b>	<b>Site Identification Number</b>	<b>Agency</b>	<b>Phone Prompt</b>
PremierCAD™	PSA494600 (CAD)	Rockford Fire Department/Back Up	2,6,1
PremierMDC™	PSA494600 (PMDC)	Rockford Fire Department/Back Up	2,6,3
PremierCAD™	PSA425500 (CAD)	Winnebago County 911/Primary	2,6,1
PremierMDC™	PSA425500 (PMDC)	Winnebago County 911/Primary	2,6,3
PremierCAD™	PSA494600 (CAD)	Rockford Fire Department/Back Up	2,6,1

**Standard Services Include:**

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

**MOTOROLA SUPPORTED PRODUCTS**

<b>Product</b>	<b>Description</b>	<b>Technical Service Level</b>	<b>Qty</b>	<b>Term Fees</b>
PremierCAD™ (Maintenance Term: 11/1/17- 8/31/18 only due to End of Support)	PremierCAD™ Server License	24x7	2	\$67,751.00
	Geofile Utility License		1	
	Q&A Tree License		2	
	CAD/AWW License		65	
	CAD Ad Hoc (UDT/DSS)		2	
	Open Query Server License		2	
	Open Query License		65	
	ATM License		46	
PremierCAD™ Interfaces (Maintenance Term: 11/1/17- 8/31/18 only due to End of Support)	FRMS Interface	24x7	1	Included in PremierCAD™
	E911 Interface		1	
	Netclock Interface		1	
	Fire Station Alerting Interface		2	
	NetRMS to Rockford PD Interface (included in UDT)		2	
	Open Query Interface		2	
	PremierMDC™ to Alerts Interface		2	
	Fax & Run (Spool Empower) Interface		2	
Fire Station Toning Zetron 26 Interface	2			
PremierMDC™	PremierMDC™ Msg Server License	24x7	2	\$25,347.00
			<b>TOTAL</b>	<b>\$93,098.00</b>



**Exhibit A Continued**

**COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING**

**MAINTENANCE AND SUPPORT AGREEMENT 353**

**TERM: 11/1/2017-10/31/2018**

**THIRD-PARTY VENDOR SUPPORTED PRODUCTS**

Vendor	Description	Vendor Service Level	Qty	Term Fees 11/1/17-8/31/18 <sup>3</sup>	
HPE Hardware/Software System #76763 Primary Server	<b>HARDWARE</b>				
	3880	SERVERNET WIDE AREA NET CONCENTRATOR		1	\$39,212.00
	M1202M8	HP NS1200 2P/8GB MEM HW BASE BUNDLE		1	
	M8210-24	HP NONSTOP 24 PORT MTNT LAN SWITCH		1	
	M8305SP	42U MODULAR CAB SIDE PANELS (PAIR)		1	
	M8331-6	HP NONSTOP SINGLE PH UPS NA/JPN R2		1	
	M8331-ERM	NONSTOP EXTENDED RUN TIME MODULE R2		1	
	M8331-EXT	NONSTOP MOD PDU EXTENSION BARS	24x7	2	
	M8400-30	300GB FIBRE CHANNEL DISK DRIVE		6	
	M8609A	NONSTOP LTO G4 TAPE DRIVE FC TT		1	
	NSCR110	NONSTOP CONSOLE RACK MOUNT		1	
	NSCR215	HPE NONSTOP RACK MOUNT SYSTEM CONSOLE		1	
	NSCRMKM1	NSC RACKMOUNT MONITOR		1	
	MRM8400-30	DEFECTIVE MEDIA RETENTION		12	
	<b>SOFTWARE</b>				
	H9190	NETBATCH		2	Included in HPE System #76763 Hardware
	H9640	VIEWPOINT		2	
	HSA30	PERFORMANCE MANAGEMENT BUNDLE		2	
	HSA31V4	PERFORMANCE MGMT BUNDLE WORKSTATION		1	
	HSA57	EXPAND		2	
	HSB02	COBOL RUNTIME FOR TNS/E		2	
	HSB81	COBOL85 RUNTIME FOR TNS	24x7	2	
	HSM58V1	RSC/MP HOST		2	
	HSM67V1	RSC/MP WINDOWS 32 CLIENT V1.0 UPD 7		1	
	HSN01	NONSTOP OS, MISSION CRITICAL EDITION		2	
	HSN51	NS OS SECURITY ENHANCEMENT - H SER		2	
	HSR76	PATHWAY WITH TS/MP		2	
MLC	SOFTWARE LICENSE	24x7	1	\$13,552.00	

Note: <sup>3</sup>End of support effective 8/31/18. Therefore, support on HPE System #76763 and MLC are effective through 8/31/18 only.

**Exhibit A Continued**

**COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING**

**MAINTENANCE AND SUPPORT AGREEMENT    353**

**TERM: 11/1/2017-10/31/2018**

**THIRD-PARTY VENDOR SUPPORTED PRODUCTS**

Vendor	Description	Vendor Service Level	Qty	Term Fees 11/1/17-8/31/18
HPE Hardware/Software System #76764 Backup Server	<i>HARDWARE</i>			
	3880	SERVERNET WIDE AREA NET CONCENTRATOR	1	\$38,875.00
	M1202M8	HP NS1200 2P/8GB MEM HW BASE BUNDLE	1	
	M8210-24	HP NONSTOP 24 PORT MTNT LAN SWITCH	1	
	M8305SP	42U MODULAR CAB SIDE PANELS (PAIR)	1	
	M8331-6	HP NONSTOP SINGLE PH UPS NA/JPN R2	1	
	M8331-ERM	NONSTOP EXTENDED RUN TIME MODULE R2	1	
	M8331-EXT	NONSTOP MOD PDU EXTENSION BARS	2	
	M8400-30	300GB FIBRE CHANNEL DISK DRIVE	6	
	M8609A	NONSTOP LTO G4 TAPE DRIVE FC TT	1	
	NSCR110	NONSTOP CONSOLE RACK MOUNT	1	
	NSCR215	HPE NONSTOP RACK MOUNT SYSTEM CONSOLE		
	NSCRMKM1	NSC RACKMOUNT MONITOR	1	
	MRM8400-30	DEFECTIVE MEDIA RETENTION	12	
	<i>SOFTWARE</i>			
	H9190	NETBATCH	2	Included in HPE System #76764 Hardware
	H9640	VIEWPOINT	2	
	HSA30	PERFORMANCE MANAGEMENT BUNDLE	2	
	HSA31V4	PERFORMANCE MGMT BUNDLE WORKSTATION	1	
	HSA57	EXPAND	2	
	HSB02	COBOL RUNTIME FOR TNS/E	2	
	HSB81	COBOL85 RUNTIME FOR TNS	2	
	HSM58V1	RSC/MP HOST	2	
HSM67V1	RSC/MP WINDOWS 32 CLIENT V1.0 UPD 7	1		
HSN01	NONSTOP OS, MISSION CRITICAL EDITION	2		
HSN51	NS OS SECURITY ENHANCEMENT – H SER	2		
HSR76	PATHWAY WITH TS/MP	2		
MLC	SOFTWARE LICENSE	1	\$11,590.00	

Note: \*End of support effective 8/31/18. Therefore, support on HPE System #76764 and MLC are effective through 8/31/18 only.

**Exhibit A Continued**  
**COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING**

**MAINTENANCE AND SUPPORT AGREEMENT    353                      TERM: 11/1/2017-10/31/2018**

**Optional Services Available:**

24X7 Technical Support	Users Conference Advance Purchase**
Professional Services Upgrades*	On-site Support Dedicated Resource
Hardware Refresh*	GeoFile Services
Professional Services Consultation	Time and Materials
Professional Services Training	Lifecycle Services*

*\*Require Multi-year Agreement*

<b>**USERS CONFERENCE ATTENDANCE ADVANCE PURCHASE DETAILS</b>			
<b>Users Conference Attendance (\$2,650 per Attendee) Includes:</b>	<b>Year</b>	<b>2018</b>	<b>Number Attendees</b>
			<b>0</b>
<ul style="list-style-type: none"> <li>• Registration fee</li> <li>• Roundtrip travel for event (booked by Motorola)</li> <li>• Hotel accommodations (booked by Customer Agency per Motorola website instructions)</li> <li>• Ground Transportation (booked by Motorola)</li> <li>• Daily meal allowance<sup>1</sup></li> </ul>			

<sup>1</sup> 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.

**SUPPORT FEES SUMMARY**

<b>Product</b>	<b>Service Level</b>	<b>Term Fees</b>
PremierCAD™	24x7	
- Maintenance Term: 11/1/17-8/31/18 only due to End of Support		\$67,751.00
PremierCAD™ Interface	24x7	
- Maintenance Term: 11/1/17-8/31/18 only due to End of Support		Included in PremierCAD
PremierMDC™	24x7	
		\$25,347.00
Multi-System Discount – 2.5% Based on 2 Sub-Systems		(\$2,327.00)
<b>SUBTOTAL MOTOROLA SUPPORT</b>		<b>\$90,771.00</b>
HPE HW/SW System #76763 with DMR DMR - SA 1078		\$39,212.00
- Maintenance Term: 11/1/17-8/31/18 only due to End of Support)	24x7	
HPE HW/SW System #76764 with DMR DMR - SA 1078		\$38,875.00
- Maintenance Term: 11/1/17-8/31/18 only due to End of Support)	24x7	
HPE HW/SW System #76763 MLC Licenses		\$13,552.00
- Maintenance Term: 11/1/17-8/31/18 only due to End of Support)	24x7	
HPE HW/SW System #76764 MLC Licenses		\$11,590.00
- Maintenance Term: 11/1/17-8/31/18 only due to End of Support)	24x7	
HPE Proliant Server HW		\$7,516.00
- Maintenance Term: 11/1/17-8/31/18 only due to End of Support)	24x7	
Gemini Communications Inc. - GAP SW		\$7,018.00
- Maintenance Term: 11/1/17-8/31/18 only due to End of Support)	24x7	
Comforte® - Spool EmPower Standard License		\$2,933.00
- Maintenance Term: 11/1/17-8/31/18 only due to End of Support)	24x7	
Network Technologies International - DRNet SW		\$30,481.00
	24x7	
<b>SUBTOTAL THIRD PARTY SUPPORT</b>		<b>\$151,177.00</b>
<b>GRAND TOTAL</b>		<b>\$241,948.00</b>