

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.25
(ID # 30247)

MEETING DATE:
Tuesday, April 28, 2026

FROM : SHERIFF-CORONER-PA

SUBJECT: SHERIFF-CORONER-PA: Ratify and Approve the Second Amendment to the Professional Services Agreement with Motorola Solutions, Inc., for Technical Support Programs and Software Maintenance, Effective March 1, 2026, Increasing the Total Aggregate Compensation by \$494,896, from \$825,433 to \$1,320,329. All Districts [Total Aggregate Increase \$494,896, and Increase Total Aggregate Compensation by \$49,490 - 100% PSEC Budget]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and approve the Second Amendment to the Professional Services Agreement with Motorola Solutions, Inc., for Technical Support Programs and Software Maintenance, effective March 1, 2026, increasing the total aggregate compensation by \$494,896, from \$825,433 to \$1,320,329 and authorize the Chair of the Board to sign the Second Amendment on behalf of the County;
2. Authorize the Purchasing Agent, in accordance with Ordinance 459, based on the availability of fiscal funding and as approved as to form by County Counsel to: (a) sign amendments that include modifications of the scope of services that stay within the intent of the Agreement; and (b) sign amendments to the compensation provisions that do not exceed the sum total of ten percent (10%) of the total aggregate cost of the Agreement; and
3. Authorize the Purchasing Agent, based on the availability of fiscal funding, to issue Purchase Orders for the goods and services that do not exceed the Board approved amounts consistent with the Second Amendment.

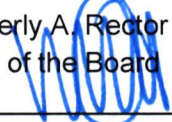
ACTION:


Zachary Hall, ASSISTANT SHERIFF 4/21/2026

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Washington, seconded by Supervisor Perez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: None
Date: April 28, 2026
xc: Sheriff

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 302,245	\$ 494,896	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 100% PSEC Budget			Budget Adjustment:	No
			For Fiscal Year:	26/27-28/29

C.E.O. RECOMMENDATION: Approve

BR: 26-096

Prev. Agn. Ref.: 12/17/19 3.31; 06/25/24 3.67

BACKGROUND:

Summary

The regional countywide radio system provides mission critical communication for the County's public safety responders. The system supports approximately 24 million calls annually in Riverside County. The ASTRO technical support service provides centralized remote telephone support for technical issues that require a high level of communications systems expertise or troubleshooting on both the Project 25 radio system infrastructure and NICE centralized dispatch logging equipment. The Motorola System Support Center's (SSC) Technical Support Operation is staffed with technologists who specialize in the diagnosis and resolution of system performance issues. The SSC provides real-time diagnostic expertise, specific to the infrastructure, to address time-critical system failures that would impact public safety communications.

The Public Safety Enterprise Communications Department (PSEC) maintains the regional countywide radio system which provides day-to-day mission critical communication for public-safety first responders such as County Sheriff, Fire, District Attorney, and city police departments. The NICE logging solution records the critical communications between the first responder field units and the dispatch center. Loss of communication represents a significant risk to the safety of the first responders and the public that they serve. The radio technical support and NICE maintenance agreement provides vendor-specific technical resources to address system failures in an expeditious manner.

Currently, the PSEC Department is requesting Amendment No. 2 of the Professional Services Agreement with Motorola to purchase hardware and software to upgrade the Motorola NICE Logging Recorder previously acquired through a donation from the Eastern Riverside County Interoperable Communications Authority (ERICA). This amendment request includes adding the third logger to the existing Agreement for maintenance and technical support with Motorola Solutions, Inc.

Impact on Residents and Businesses

Various Riverside County public safety agencies rely on the PSEC system to provide communications for first responders and emergency management teams who serve and protect the community. The PSEC system provides critical countywide communication for these agencies. Upgrading the hardware and software will provide modern components and ensure

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that they are fully supported by Motorola’s technical team. This will allow PSEC to continue to provide the greatest level of safety and support for the residents and visitors of Riverside County.

Additional Fiscal Information

Below is the cost summary funded 100% by the PSEC budget.

Description:	FY24/25	FY25/26	FY26/27	FY27/28	FY28/29	Total
One-time Costs:						
NICE Logger Solution Hardware	\$0	\$0	\$91,760	\$0	\$0	\$91,760
Systems Integration Services	\$0	\$0	\$153,389	\$0	\$0	\$153,389
Ongoing Costs:						
Maintenance Program				\$31,073	\$34,257	\$65,330
SUA II			\$57,096	\$61,663	\$65,658	\$184,417
Total SSJ Cost for Amendment No. 2	\$0	\$0	\$302,245	\$92,736	\$99,915	\$494,896
Total Aggregate Costs	\$170,383	\$178,902	\$490,091	\$289,975	\$190,978	\$1,320,329
Up to Total Additional Compensation						\$132,033

Contract History and Price Reasonableness

On May 16, 2024, the Central Purchasing and Fleet Department approved Sole Source Justification No. 24-249 for the renewal of the Professional Services Agreement for Technical Support Programs and Software Maintenance.

On June 25, 2024, Minute Order No. 3.67, the Board approved the renewal of Professional Services Agreement for Technical Support Programs and Software Maintenance (PEARC-95285-001-12/28) effective August 1, 2024, through December 31, 2028, under a maximum Agreement amount of \$825,433.

On August 1, 2024, the Department processed, for administrative purposes, Amendment No. 1 to include authorization of Purchase Orders and to amend the Agreement by the Purchasing Agent.

The current proposed Amendment No. 2 to the Agreement will serve to purchase hardware and software to upgrade the Motorola Nice Logger. Motorola has applied HGAC pricing to the proposal, which is a 14% discount from the listed price, then provided an additional discount in the amount of \$60,000. These discounts result in total cost savings of \$83,503 for PSEC.

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ATTACHMENTS:

1. Sole Source Justification No. 24-249a
2. Second Amendment to the Professional Service Agreement for Technical Support Programs and Software Maintenance with Motorola Solutions, Inc.

Melissa Curtis
Melissa Curtis, Deputy Director of Purchasing and Fleet

4/16/2026

Rebecca S Cortez
Rebecca S Cortez, Principal Management Analyst

4/23/2026

Amrit Dhillon
Amrit Dhillon

4/20/2026

Aaron Gettis
Aaron Gettis, Chief Deputy County Counsel

4/20/2026

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Original Contract Term:	June 25, 2024, through December 31, 2028
Contract Term Extended To:	Not applicable.
Effective Date of Amendment:	March 1, 2026
Original Maximum Contract Amount:	\$825,433
Amended Maximum Contract Amount:	\$1,320,329
Contract ID:	PEARC-95285-001-12/28

The Professional Services Agreement for Technical Support Programs and Software Maintenance between County of Riverside, a political subdivision of the State of California, by and through its Sheriff's Office, ("COUNTY") and Motorola Solutions, Inc., a Delaware corporation registered to do business in the State of California whose principal address is 500 West Monroe Street, Chicago, IL 60661, ("CONTRACTOR"), entered into as of the Effective Date of June 25, 2024, is hereby amended below as Amendment No. 2. CONTRACTOR and COUNTY are sometimes individually referred to herein as "Party" and together as the "Parties".

RECITALS

WHEREAS, on June 25, 2024 (Minute Order 3.67), the Board of Supervisors of COUNTY entered into that certain Professional Services Agreement for Technical Support Programs and Software Maintenance Services between County of Riverside and Contractor ("Agreement") for \$825,433 ("Original Agreement");

WHEREAS, on August 1, 2024, the Parties entered into that certain Amendment No. 1 to the Agreement ("Amendment No. 1") amending Subsections 3.2 and 22.1D;

WHEREAS, the Original Agreement and Amendment No. 1 are referred to collectively herein as the "Agreement"; and

WHEREAS, COUNTY and CONTRACTOR now desire to amend the Agreement to modify compensation and scope of services.

NOW, THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, the Parties hereto mutually agree as follows:

The Agreement entered into as of June 25, 2024, is amended as follows:

1. The recitals set forth above are true and correct and incorporated herein by this reference.
2. Section 3, Subsection 3.1 is deleted in its entirety and replaced with the following:

The COUNTY shall pay the CONTRACTOR for services performed, products provided and expenses incurred in accordance with the terms of Exhibit C, Payment Provisions. Maximum payments by COUNTY to CONTRACTOR shall not exceed one million three hundred twenty thousand three hundred twenty-nine dollars (\$1,320,329), including all expenses. The COUNTY

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is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Exhibit C, COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement.

3. Amended Exhibit B-1 is added as the Scope of Services for the additional loggers and maintenance for the upgrades that are needed.
4. Exhibit C is deleted in its entirety and replaced with Amended Exhibit C-1.
5. Second Amendment to Prevail. The provisions of this Amendment No. 2 and Agreement shall prevail over any inconsistency or conflicting provisions of the Agreement and shall supplement the remaining provisions thereof.
6. Effective Date. The "Effective Date" of this Amendment No. 2 shall be March 1, 2026.
7. Entire Understanding. Amendment No. 2 and the Agreement set forth contain the entire understanding and agreement of the Parties hereto. There are no oral or written representations, understandings, or ancillary covenants, undertakings, or agreements, which are not contained or expressly referred to within this Amendment No. 2 and the Agreement.
8. Further Assurances. The Parties agree to execute such other documents and to take such other actions as may be reasonably necessary to further the purposes of this First Amendment.
9. Agreement in Full Force and Effect. Except as otherwise expressly modified herein, all other terms and conditions of the Agreement remain unmodified and in full force and effect.

[Signature page to follow]

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IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment No. 2.

COUNTY OF RIVERSIDE, a political
a subdivision of the State of California

By: Karen S. Spiegel
Karen Spiegel
Chair of the Board of Supervisors

Dated: APR 28 2026

APPROVED AS TO FORM:
Minh C. Tran
County Counsel

By: Amrit P. Dhillon
Amrit P. Dhillon
Deputy County Counsel

MOTOROLA SOLUTIONS, INC.
Delaware Corporation

By: Miguel Lombana
Miguel Lombana
Regional Service Manager

Dated: 03/27/26

ATTEST:
KIMBERLY A. RECTOR, Clerk

By [Signature]
DEPUTY

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AMENDED EXHIBIT B-1

SCOPE OF SERVICES FOR NICE UPGRADE AND ASTRO SYSTEM UPGRADE

This Statement of Work (SOW) describes the deliverables to be furnished to Riverside County Sheriff Department. The tasks described herein will be performed by Motorola Solutions, its subcontractors, and Riverside County Sheriff Department to implement the solution described in the System Description. It describes the actual work involved in installation, identifies the installation standards to be followed, and clarifies the responsibilities for Motorola Solutions and Riverside County Sheriff Department during the project implementation. Specifically, this SOW provides:

- A description of the responsibilities for Motorola Solutions and Riverside County Sheriff Department.
- A preliminary implementation timeline.
- The assumptions taken into consideration during the development of this project.

This SOW provides the most current understanding of the work required by all parties to ensure a successful project implementation. In particular, Motorola Solutions has made assumptions of the sites to be used for the new system. Should any of the sites change, a revision to the SOW and associated pricing will be required. It is understood that this SOW is a working document, and that it will be revised as needed to incorporate any changes associated with contract negotiations, and any other change orders that may occur during the execution of the project.

1.1. Responsibility Matrix

Motorola will use a phased approach for successfully implementing Riverside County Sheriff Department's system.

These phases are broken down by:

- Project Initiation
- Site Preparation And Development
- System Installation
- System Optimization And Testing

Tasks	Motorola Solutions	Customer
PROJECT INITIATION		
Contract Finalization and Team Creation		
Execute contract and distribute contract documents.	X	X

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Tasks	Motorola Solutions	Customer
Furnish a performance bond in the full amount of the contract price as security for the faithful performance of Motorola Solutions' contractual obligations.	X	
Purchase the required performance bond.		X
Furnish a payment bond.	X	
Furnish a bid bond.	X	
Assign a remote 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.		
Project Administration		
Ensure that project team members attend all meetings relevant to their role on the project.	X	X
Set up the project in the Motorola Solutions information system.	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 within 7 to 10 business days.		X
Conduct all project work Monday thru Friday, 8 a.m. to 5:00 p.m. local time with the exception of Motorola Solutions' and the Customer's holidays.	X	
Deliverable: Completed and approved project milestones throughout the project.		
SYSTEM INSTALLATION		
Equipment Order and Manufacturing		
Create equipment order and reconcile to contract.	X	
Manufacture Motorola Solutions-provided equipment necessary for the system based on equipment order.	X	

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Tasks	Motorola Solutions	Customer
Procure non-Motorola Solutions equipment necessary for the system.	X	
Deliverable: Equipment procured and ready for shipment.		
Equipment Shipment and Storage		
Provide a secure location, temperature-controlled for solution equipment.		X
Pack and ship solution equipment to the identified, or site locations.	X	
Receive solution equipment.		X
Inventory solution equipment.	X	X
Deliverable: Solution equipment received and ready for installation		
General Installation		
Deliver solution equipment to installation location.	X	
Coordinate receipt of and inventory solution equipment with designated contact.	X	X
Install proposed servers into existing PSEC provided rack infrastructure		X
Provide system interconnections that are not specifically outlined in the system design, including dedicated phone circuits, microwave links, or other types of connectivity.		X
Install and terminate all network cables between proposed servers and existing networking infrastructure	X	
Ensure that Type 1 and Type 2 AC suppression is installed to protect installed equipment.		X
Connect installed equipment to the provided ground system within 15 feet.	X	
Label Motorola-supplied equipment, racks, and cables.	X	
Perform preliminary audit of installed equipment to ensure compliance with requirements and R56 standards.	X	
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.		

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Tasks	Motorola Solutions	Customer
Logging Recorder Installation and Configuration		
Provide logging recorder equipment and all associated services, including removal, re-location/installation and configuration, and the Motorola API, SDK, as needed.	X	
Provide the interface to the logging equipment.	X	
Provide a routable IP network path from the Motorola Solutions' dispatch site LAN to the County's enterprise network and logging recorder.		X
Reuse the existing Archiving Information Server, serving as the interface between the proposed ASTRO 25 radio system and the recorder.	X	
Verify the flow of clear and encrypted audio to the logging recorder as a precursor to functional acceptance testing.	X	X
Migrate G10 database metadata to G11 Servers	X	
Deliverable: Logging equipment installation and configuration completed.		
SYSTEM OPTIMIZATION AND TESTING		
Solution Optimization		
Verify that all equipment is operating properly and that all electrical and signal levels are set accurately.	X	
Verify that all audio and data levels are at factory settings.	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	
Reconfigure and reoptimize 3rd party equipment that is not part of the Motorola Solutions scope of work.		X
Deliverable: Completion of System Optimization.		
Functional Acceptance Testing		
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	

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Tasks	Motorola Solutions	Customer
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
If any major task as contractually described fails, repeat that particular task after Motorola Solutions determines that corrective action has been taken.	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	
Resolve any minor task failures before Final System Acceptance.	X	
Deliverable: Completion of functional testing and approval by Customer.		
Transition to Warranty		
Review the items necessary for transitioning the project to warranty support and service.	X	
Motorola Solutions to provide services during year 1 warranty which align with the proposed services.	X	
Provide a Customer Support Plan detailing the warranty support associated with the contract equipment.	X	
Participate in the Transition Service/Project Transition Certificate (PTC) process.		X
Deliverable: Service information delivered and approved by Customer		
Finalize Documentation and System Acceptance		
Provide manufacturer's installation material, part list and other related material to Customer upon project completion.	X	
Update existing customer documentation with new server information. The documentation will include the following: <ul style="list-style-type: none"> ▪ Site Equipment Rack Configurations. ▪ Functional Acceptance Test Plan Test Sheets and Results. ▪ Equipment Inventory List. ▪ Maintenance Manuals (where applicable). 	X	

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Tasks	Motorola Solutions	Customer
<ul style="list-style-type: none"> ▪ Technical Service Manuals (where applicable). ▪ Drawings will be delivered in Adobe PDF format. 		
Receive and approve documentation.		X
Execute Final Project Acceptance.	X	X
Deliverable: All required documents are provided and approved. Final Project Acceptance.		

1.2. Assumptions

The following assumptions remain in need of review and verification as of the submission of this proposal. These assumptions affect the scope of responsibilities to ensure ancillary systems and facilities are fully prepared to support the solution contained in this proposal. Motorola will work with customer to determine the validity of these assumptions and determine the increased scope for which Motorola and/or customer is responsible. Should customer prefer Motorola to assume responsibility for the increased scope, Motorola will prepare and submit to customer a revised proposal or change order reflecting the revised scope, cost, and project implementation.

- A Performance Bond is not required.
- Union Labor is not required.
- Prevailing Wages are not required.
- All existing sites or equipment locations will have sufficient space available for the system described as required/specified by R56.
- All existing sites or equipment locations will have adequate electrical power in the proper phase and voltage, and site grounding to support the requirements of the system described.
 - a. Electrician services are not included.
- Any site/location upgrades or modifications are the responsibility of the Customer.
- Sufficient rack space will need to be made available for both the existing G10 servers and new G11 servers at the Alessandro site and all other solution equipment. County is responsible to supply KVM's and cabling, the proposed new servers require USB KVM connections. Racking and stacking the solution equipment is the responsibility of the County.
- There are sufficient ports for installing the proposed equipment at the Alessandro site.
- No data migration is required from the existing G10 servers to the proposed G11 servers
- Audio retention period is 12 months

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- During the upgrade there may be downtime where the logger is not recording. The amount of time will be determined during the planning phase of the project.
- No training is being provided as part of this proposed upgraded.
- No security clearance is required for Motorola to configure the proposed logging solution. Should Motorola personal require security clearance, site safety prep or other site requirements, additional charges may apply.
- Motorola's demarcation point is the connection port on the proposed equipment.
- All existing sites or equipment locations will have sufficient space available for the system described as required/specified by R56.
- The Alessandro site will have adequate electrical power in the proper phase and voltage, and site grounding to support the requirements of the system described.
- Any site/location upgrades or modifications are the responsibility of County.
- Approved local, State, or Federal permits as may be required for the installation and operation of the proposed equipment are the responsibility of County.
- Any required system interconnections not specifically outlined here will be provided by County. These may include dedicated phone circuits, microwave links, or other types of connectivity.
- No coverage guarantee is included in this proposal.
- 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 County's system experience interference, Motorola can be contracted to investigate the source and recommend solutions to mitigate the issue.

1.3. 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, functions, and failure modes for the installed equipment in order to verify that the solution operates according to its design. This plan will validate that Riverside County Sheriff Department's 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 project implementation.

1.4. Project Schedule

The proposed schedule will be dependent upon the timing of Riverside County Sheriff's ASTRO25 Core upgrade to version 2024.x and implementation of the NICE Logger will be

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conducted after the system core is upgraded. The project schedule assumes Riverside County Sheriff's tasks will be completed in a timely manner and appropriate resources will be available when necessary to complete various project tasks. Current worldwide parts and resource shortages may impact schedule.

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System Upgrade Agreement II and Essential Services

Motorola will provide Riverside County warranty services as outlined in the H-GAC CSSA. Additionally, Motorola is proposing to provide with NICE SUA II and NICE Silver Maintenance services for the proposed new NICE Logging infrastructure. The proposed NICE Recorder solution will be eligible for up to one (1) software upgrade in the first upgrade window, and one (1) hardware and/or software upgrade in the second upgrade window for the proposed equipment. Motorola is also proposing Tech Support and SUA II for the existing AIS, Playback Station, and Firewall infrastructure. This equipment will be eligible for up to one (1) software release upgrade in the first upgrade window and one (1) hardware and/or software upgrade during the second upgrade window of the SUA II. The proposal assumes that the proposed IP Logging Solution Final Project Acceptance will occur on or before 3/1/2026 and will run through 12/31/2028

The existing G10 loggers will not be eligible for future SUA II upgrades or NICE Maintenance services.

The NICE SUA II and Silver Maintenance Statement of Work, and Motorola SUA II and MSI Support Statement of Work are included in the following pages.

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MSI Support Services Statement of Work

Support Services Overview

Motorola Solutions' Support Services provide an integrated and comprehensive sustainment program for fixed end network infrastructure equipment located at the network core, RF sites, and dispatch sites.

Motorola Solutions' proposed Services consist of the following elements:

- Remote Technical Support.
- Security Update Service.

This Statement of Work ("SOW"), including all of its subsections and attachments is an integral part of the applicable agreement ("Agreement") between Motorola Solutions, Inc. ("Motorola Solutions") and the customer ("Customer").

In order to receive the services as defined within this SOW, the Customer is required to keep the system within a standard support period as described in Motorola Solutions' [Software Support Policy \("SwSP"\)](#).

Remote Technical Support

Motorola Solutions will provide telephone consultation with specialists skilled at diagnosing and swiftly resolving infrastructure operational technical issues that require a high level of ASTRO 25 network experience and troubleshooting capabilities.

Security Update Service

Motorola Solutions will pre-test third-party security updates to verify they are compatible with the ASTRO 25 network. Once tested, Motorola Solutions posts the updates to a secured extranet website, along with any recommended configuration changes, warnings, or workarounds.

Remote Technical Support

Motorola Solutions' Remote Technical Support service provides telephone consultation for technical issues that require a high level of ASTRO 25 network knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola Solutions Centralized

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Managed Support Operations (“CMSO”) organization by a staff of technical support specialists skilled in diagnosis and swift resolution of infrastructure performance and operational issues.

Motorola Solutions applies leading industry standards in recording, monitoring, escalating, and reporting for technical support calls from its contracted customers to provide the support needed to maintain mission-critical systems.

Description of Service

The CMSO organization’s primary goal is Customer Issue Resolution (“CIR”), providing incident restoration and service request fulfillment for Motorola Solutions’ currently supported infrastructure. This team of highly skilled, knowledgeable, and experienced specialists is an integral part of the support and technical issue resolution process. The CMSO supports the Customer remotely using a variety of tools, including fault diagnostics tools, simulation networks, and fault database search engines.

Calls requiring incidents or service requests will be logged in Motorola Solutions’ Customer Relationship Management (“CRM”) system, and Motorola Solutions will track the progress of each incident from initial capture to resolution. This helps ensure that technical issues are prioritized, updated, tracked, and escalated as necessary, until resolution. Motorola Solutions will advise and inform Customer of incident resolution progress and tasks that require further investigation and assistance from the Customer’s technical resources.

The CMSO Operations Center classifies and responds to each technical support request in accordance with the **Priority Level Definitions and Response Times**.

This service requires the Customer to provide a suitably trained technical resource that delivers maintenance and support to the Customer’s system, and who is familiar with the operation of that system. Motorola Solutions provides technical consultants to support the local resource in the timely closure of infrastructure, performance, and operational issues.

Scope

The CMSO Service Desk is available via telephone 24 hours per day, 7 days per week, and 365 days per year to receive and log requests for technical support. Remote Technical Support service is provided in accordance with the **Priority Level Definitions and Response Times**.

Inclusions

Remote Technical Support service will be delivered for Motorola Solutions-provided infrastructure, including integrated third-party products.

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Motorola Solutions Responsibilities

- Maintain availability of the Motorola Solutions CMSO Service Desk via telephone (800-MSI-HELP) 24 hours per day, 7 days per week, and 365 days per year to receive, log, and classify Customer requests for support.
- Respond to incidents and technical service requests in accordance with the **Priority Level Definitions and Response Times**.
- Provide caller a plan of action outlining additional requirements, activities, or information required to achieve restoral/fulfillment.
- Maintain communication with the Customer in the field as needed until resolution of the incident.
- Coordinate technical resolutions with agreed upon third-party vendors, as needed.
- Escalate support issues to additional Motorola Solutions technical resources, as applicable.
- Determine, in its sole discretion, when an incident requires more than the Remote Technical Support services described in this SOW and notify the Customer of an alternative course of action.

Limitations and Exclusions

The following activities are outside the scope of the Remote Technical Support service:

- Customer training.
- Remote Technical Support for network transport equipment or third-party products not sold by Motorola Solutions.
- Any maintenance and/or remediation required as a result of a virus or unwanted cyber intrusion.

Customer Responsibilities

- Prior to contract start date, provide Motorola Solutions with pre-defined information necessary to complete Customer Support Plan (“CSP”).
- Submit timely changes in any information supplied in the CSP to the Customer Support Manager (“CSM”).
- Contact the CMSO Service Desk to engage the Remote Technical Support service when needed, providing the necessary information for proper entitlement services. This information includes, but is not limited to, the name of contact, name of

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Customer, system ID number, site(s) in question, and a brief description of the problem that contains pertinent information for initial issue classification.

- Maintain suitably trained technical resources familiar with the operation of the Customer's system to provide field maintenance and technical maintenance services for the system.
- Supply suitably skilled and trained on-site presence when requested.
- Validate issue resolution in a timely manner prior to close of the incident.
- Acknowledge that incidents will be addressed in accordance with Priority Level Definitions and Response Times.
- Cooperate with Motorola Solutions, and perform all acts that are reasonable or necessary to enable Motorola Solutions to provide Remote Technical Support.
- In the event that Motorola Solutions agrees in writing to provide supplemental Remote Technical Support to third-party elements provided by the Customer, the Customer agrees to obtain all third-party consents or licenses required to enable Motorola Solutions to provide the service.

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Statement of Work - ASTRO 25 Security Update Service

Overview

Motorola Solutions' ASTRO® 25 Security Update Service (SUS) provides pretested security updates, minimizing cyber risk and software conflicts. These security updates contain operating system security patches and antivirus definitions that have been validated for compatibility with ASTRO 25 systems. Security update delivery is determined by the options included as part of this service. Inclusions indicates if options are included as part of this service.

This Statement of Work (SOW), including all of its subsections and attachments, is an integral part of the applicable agreement (Agreement) between Motorola Solutions, Inc. (Motorola Solutions) and the customer (Customer).

In order to receive the services as defined within this SOW, the Customer is required to keep the system within a standard support period as described in Motorola Solutions' [Software Support Policy \(SwSP\)](#).

Description of Service

Motorola Solutions uses a dedicated information assurance lab to test and validate security updates. Motorola Solutions deploys and tests security updates in the lab to check for and prevent potential service degradation.

Motorola Solutions releases tested, compatible security updates for download and installation. Once security updates are verified by the SUS team, Motorola Solutions uploads them to a secure website and sends a release notification email to the Customer contact to inform them that the security update release is available. If there are any recommended configuration changes, warnings, or workarounds, the SUS team will provide documentation with the security updates on the secure website.

With the base service, the Customer will be responsible for downloading security updates, installing them on applicable components, and rebooting updated components. Additional options are available for Motorola Solutions to deploy security updates, reboot servers and workstations, or both.

On-site Delivery

If On-site Delivery is included with SUS, Motorola Solutions provides trained technician(s) to install security updates at the Customer's location. The technician downloads and installs available security updates and coordinates any subsequent server and workstation reboots. On-Site delivery is not available for the optional transport network updates for routers, firewalls and switches. If onsite transport network updates are required please discuss this with your Motorola Solutions Customer Support Manager.

Reboot Support

If Reboot Support is included with SUS, Motorola Solutions provides technician support to reboot impacted Microsoft Windows servers and workstations after operating system security patches have been installed.

Scope

SUS includes pretested security updates for the software listed in [Table 1: Update Cadence](#). This table also describes the release cadence for security updates.

Table 1: Update Cadence

Software	Update Release Cadence
Antivirus Definition Files	Weekly

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Software	Update Release Cadence
Microsoft Windows	Monthly
Microsoft SQL Server	Quarterly
Microsoft Windows third party (i.e. Adobe Reader)	Monthly
Red Hat Linux (RHEL)	Quarterly
VMWare ESXi Hypervisor (A2024 or earlier only)	Quarterly
PostgreSQL	Quarterly
Antivirus Software Patch(es)	Quarterly
Server Firmware Updates	Quarterly
QNAP Firmware	Quarterly
Juniper Firewall Updates	Bi-Annually*
Juniper Router Updates	Bi-annually*
Fortinet Firewall Updates	As required - no regular cadence*
Juniper Switch Updates	As required - no regular cadence*
Aruba Switch Updates	As required - no regular cadence*

**To receive the updates for ASTRO Transport Network devices, the Customer is required to "Opt-In".*

Transport Network Updates

Updates to the transport network devices, which includes routers, firewalls and switches, will be issued up to twice a year (subject to applicability of vendor updates). See Table 1. These updates require customer specific network device configurations which can only be prepared by Motorola Solutions.

Opt-In

To receive configuration files for updating their transport network devices, customers must actively choose to "Opt-In." If customers choose to perform these updates themselves, it will involve a certain level of interaction and shared responsibilities between the customer and Motorola Solutions. The customer's decision and requirements for opting in are documented during the initial service onboarding process.

Configuration files

When Customers "Opt-In", their assigned Motorola Solutions engineer will provide any network configuration file updates needed for Customers to self-deploy the new device software release.

Deployment Options

The download and installation of the transport network updates are the responsibility of the Customer, with remote support from Motorola to provide configuration file updates. An alternative option available, should the Customer require Motorola Solutions to deploy the updates, is an onsite deployment service, which is quoted separately. Please discuss this with your CSM.

Note that transport network updates are not included in the ASTRO 25 Remote Security Update Service.

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Change Management

Customers are required to notify Motorola Solutions prior to deploying the updates (by calling the service desk). Your assigned MSI engineer who is supporting you with configuration changes will also raise/close the necessary Change Requests using the Motorola Solutions Change Management process.

Inclusions

Supported ASTRO 25 core types and security update delivery methods are included in [Table 2: SUS Packages](#). This table indicates if Motorola Solutions will provide any SUS optional services to the Customer. SUS supports the current Motorola Solutions ASTRO 25 system release and aligns with the established [Software Support Policy \(SwSP\)](#).

Motorola Solutions reserves the right to determine, which releases are supported as business conditions dictate. Additional charges may apply in the event of supporting older releases. Contact Motorola Solutions’ assigned Customer Support Manager (CSM) for the latest supported releases.

Table 2: SUS Packages

Service	ASTRO 25 Core Type	Included
Security Update Service Customer Self-installed	Standard Core Simplified Core	X
Security Update Service Customer Self-installed (Transport Network Updates)*	Standard Core Simplified Core	
Security Update Service with Reboot Support	Standard Core Simplified Core	
Security Update Service with On-site Delivery	Standard Core Simplified Core	

**To receive the updates for ASTRO Transport Network devices, the Customer is required to “Opt-In”. Please see Section 1.4.*

Responsibilities for downloading and installing security updates and rebooting applicable hardware are detailed in [Installation and Reboot Responsibilities](#).

Motorola Solutions Responsibilities

- On the release schedule in Scope, review relevant and appropriate security patches released by Original Equipment Manufacturer (OEM) vendors.
- Release tested and verified security patches to Motorola Solutions’ secure website.
- Publish documentation for installation, recommended configuration changes, any identified issue(s), and remediation instructions for each security update release.
- Send notifications by email when security updates are available to download from the secure website.
- For Customers who opt in to receive Transport Network Device Updates (Routers, Firewalls, Switches), Motorola Solutions shall:
 - Coordinate with the Customer to determine when Transport Network

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Configuration Tool (TNCT) files need to be updated.

- Coordinate the retrieval of the current TNCT configurations from the Customer's system.
- Update TNCT files (where applicable) to ensure compatibility with updated device software.
- Coordinate the deposit of the updated configurations to the Customer's system (prior to the Customer's planned update deployment activity).

Limitations and Exclusions

- Systems with non-standard configurations that have not been certified by Motorola Solutions' Systems Integration and Test (SIT) team are specifically excluded from this service, unless otherwise agreed in writing by Motorola Solutions.
- Interim or unplanned releases outside the supported release cadence.
- Service does not include pretested intrusion detection system (IDS) signature updates for IDS solutions. However, select vendor IDS signature updates are made available via the secure website. The available vendors may change pursuant to Motorola Solutions' business decisions. The Customer is responsible for complying with all IDS licensing requirements and fees, if any.
- This service does not include releases for Motorola Solutions products that are not ASTRO 25 Standard or Simplified Core radio network infrastructure equipment. The following are examples of excluded products: WAVE PTX™, Critical Connect, and VESTA® solutions.
- K Core ASTRO 25 systems are excluded.
- Motorola Solutions product updates are not included in these services.
- Shared network infrastructure firmware, such as transport and firewall firmware, are not included in these services, unless the Customer has opted-in to deploy them and receive configuration support.
- Workstation firmware, BIOS and drivers are not included in these services.
- Motorola Solutions does not represent that it will identify, fully recognize, discover, or resolve all security events or threats, system vulnerabilities, malicious codes or data, backdoors, or other system threats or incompatibilities as part of the service, or that the agreed upon cadence/time of delivery will be sufficient to identify, mitigate or prevent any cyber incident.

Customer Responsibilities

- Provide Motorola Solutions with predefined information necessary to complete a Customer Support Plan (CSP) prior to the Agreement start date.
- Provide timely updates on changes of information supplied in the CSP to Motorola Solutions' assigned CSM.
- Update Motorola Solutions with any changes in contact information, specifically for

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authorized users of Motorola Solutions' secure website.

- Provide means for accessing Motorola Solutions' secure website to collect the pretested files.
- Download and apply only to the Customer's system as applicable, based on the Customer Agreement and the scope of the purchased service. Distribution to any other system or user other than the system/user contemplated by the Customer Agreement is not permitted.
- Implement Motorola Technical Notices (MTN) to keep the system current and patchable.
- Adhere closely to the Motorola Solutions Centralized Managed Support Operations (CMSO) troubleshooting guidelines provided upon system acquisition. Failure to follow CMSO guidelines may cause the Customer and Motorola Solutions unnecessary or overly burdensome remediation efforts. In such cases, Motorola Solutions reserves the right to charge an additional fee for the remediation effort.
- Upgrade system to a supported system release when needed to continue service. Contact Motorola Solutions' assigned CSM for the latest supported releases.
- For Customers who opt in to receive Transport Network Device Updates (Routers, Firewalls, Switches), the Customer shall:
 - a. Provide required information regarding the Customer's planned deployment schedule, including proposed update period.
 - b. Coordinate with Motorola Solutions engineers to provide current network configuration files.
 - c. Coordinate with Motorola Solutions to upload replacement configuration files (where applicable).
 - d. Provide the information necessary for to raise a Change Request to cover the period of the transport network update activity prior to deployment of updates.
 - e. Notify Motorola Solutions when updates are completed.
- Comply with the terms of applicable license agreements between the Customer and non-Motorola Solutions software copyright owners.

Installation and Reboot Responsibilities

Installation and Reboot responsibilities are determined by the specific SUS package being purchased. [Table 3: Installation and Reboot Responsibilities Matrix](#) contains the breakdown of responsibilities. [Inclusions](#) indicates which services are included.

Microsoft Windows servers and workstations often need to be rebooted before security updates take full effect and mitigate vulnerabilities.

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Table 3: Installation and Reboot Responsibilities Matrix

SUS Package	Motorola Solutions Responsibilities	Customer Responsibilities
Customer Self-installed		<p>Deploy files to the Customer's system as instructed in the "Read Me" text provided on Motorola Solutions' secure website.</p> <p>When a security update requires a reboot, reboot servers and workstations after security updates are installed.</p>
Customer Self-installed with Transport Network Opt-In	<p>Update TNCT configurations for compatibility with device updates.</p> <p>Raise Change requests prior to deployment of updates.</p> <p>Close Change requests on completion of updates.</p>	<p>Deploy files to the Customer's system as instructed in the installation procedures provided on Motorola Solutions' secure website.</p> <p>Deploy updates and restart devices (where applicable).</p>
Security Update Service with On-site Delivery	<p>Dispatch a technician to deploy pretested files to the Customer's system.</p> <p>When a security update requires a reboot, reboot servers and workstations after security updates are installed.</p>	<p>Acknowledge Motorola Solutions will reboot servers and workstations, and agree to timing.</p>
Security Update Service with Reboot Support	<p>When a security update requires a reboot, dispatch a technician to reboot servers and workstations after security updates are installed.</p>	<p>Deploy files to the Customer's system as instructed in the "Read Me" text provided on Motorola Solutions' secure website.</p>

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Disclaimer

This service tests OEM security updates. Delivering security updates for specific software depends on OEM support for that software. If an OEM removes support (e.g. end-of-life) from deployed software, Motorola Solutions may work with the OEM to reduce the impact, but may remove support for the affected software from this service without notice.

OEMs determine security update schedules, supportability, or release availability without consultation from Motorola Solutions. Motorola Solutions will obtain and test security updates when they are made available, and incorporate those security updates into the next appropriate release.

All security updates are important. This service is intended to balance the security and compatibility of tested updates with agreed upon time/cadence of delivery. Customer assumes the risk of this inherent tradeoff.

Motorola Solutions disclaims any warranty with respect to pretested database security updates, hypervisor patches, operating system software patches, intrusion detection sensor signature files, or other third-party files, express or implied. Further, Motorola Solutions disclaims any warranty concerning non-Motorola Solutions software and does not guarantee Customers' systems will be error-free or immune to security breaches as a result of these services.

Additionally, Customers who opt-in to receive configuration files for updating their transport network devices, and that elect to self-install those updates, understand and agree to accept responsibility for and the risks associated with self-installation, which may include service interruptions or system downtime.

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Statement of Work NICE Upgrade agreement

Description of Service and Obligations

As system releases become available, Motorola Solutions agrees to update the software, with associated implementation services and hardware, as applicable, for the Customer's NICE MCC7500 IP Logger Solution. Motorola Solutions will execute up to one upgrade in each eligible update window over the term of this agreement, to coincide with the cadence of the ASTRO 25 System Upgrade Agreement.

The following products are eligible for coverage under this program. The specific components and quantities included in this agreement are inventoried in Appendix A of this document.

- NICE Playback Station
- NICE MCC7500 IP Logger Server
- NICE MCC7500 IP Logger Server - Backup
- NICE Inform Server
- NICE NRX/NIR Server

If necessitated by the software upgrade, Motorola will provide certified hardware version updates and/or replacements of the covered NICE products. Upgrades, when executed, will provide the level of functionality that is certified for use with the release of ASTRO 25 infrastructure to which the NICE MCC7500 IP Logger Solution is connected. Upgrades, whether in software and/or hardware, do not provide new features or functionality that Motorola Solutions may offer for separate purchase.

Pricing is based on the NICE Logger Solution configuration outlined in Appendix A. This configuration is to be reviewed annually from the contract effective date. Any change in NICE Logger Solution configuration may require a price adjustment.

Upgrade Elements and Corresponding Party Responsibilities

Execution of the NICE Upgrade Agreement will follow the process outlined in the ASTRO 25 System Upgrade Agreement SOW.

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Exclusions and Limitations

The parties acknowledge that if the system has a special product feature, that it may be overwritten by the software upgrade. Restoration of that feature is not included in the coverage of this SOW.

Upgrades for equipment add-ons or expansions during the term of this NICE Upgrade Agreement are not included in the coverage of this SOW unless otherwise agreed to in writing by Motorola.

This agreement does not cover any hardware or software supplied to the Customer when purchased directly from a third party, unless specifically included in this SOW.

Motorola is not responsible for management of anti-virus or other security applications on the NICE Logger Solution. This agreement does not include software support for virus attacks or other applications.

The NICE Upgrade Agreement does not include repair or replacement of hardware or software that is necessary due to defects that are not corrected by the system release, nor does it include repair or replacement of defects resulting from any nonstandard, improper use or conditions; or from unauthorized installation of software.

Special provisions

If Customer cancels a scheduled upgrade within less than 12 weeks of the scheduled on site date, Motorola reserves the right to charge the Customer a cancellation fee equivalent to the cost of the pre-planning efforts completed at the time of cancellation.

The NICE Upgrade Agreement annualized price is based on the fulfillment of the two year term. If Customer terminates, except if Motorola is the defaulting party, Customer will be required to pay for the balance of payments owed if a system release upgrade has been taken prior to the point of termination.

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Statement of Work - ASTRO® System Upgrade Agreement

Overview

Utilizing
 ASTRO®
 Upgrade
 (SUA)
 Riverside
 Sheriff

First Eligible Upgrade Window	Second Eligible Upgrade Window
Duration:	Duration:
1/1/2026 - 12/31/2026	1/1/2027 - 12/31/2028

the
 System
 Agreement
 service,
 County
 Department

(Customer) is able to take advantage of new functionality and security features while extending the operational life of the system.

Motorola Solutions, Inc. (Motorola) continues to make advancements in on-premises and cloud technologies to bring value to our customers. Cloud technologies enable the delivery of additional functionality through frequent updates ensuring the latest in ASTRO® is available at all times.

This Statement of Work (SOW), including all of its subsections and attachments, is an integral part of the applicable agreement (Agreement) between Motorola and the Customer. The Customer is required to keep the system within a standard support period as described in Motorola's [Software Support Policy \(SwSP\)](#).

Scope

As system releases become available, Motorola agrees to provide the Customer with the software, hardware, and implementation services required to execute up to one system infrastructure upgrade (System Upgrade) in each eligible System Upgrade window over the term of this agreement. The term of the agreement is listed in **Table 1: SUA Term**. The eligible System Upgrade windows and their duration are illustrated in **Table 2: Eligible System Upgrade Window**.

With the addition of the cloud services, Motorola will provide continuous updates to the cloud core to enable the delivery of additional functionality. Cloud updates will be more frequent than the ASTRO® System Upgrades and will occur outside the defined eligible System Upgrade windows in **Table 2: Eligible System Upgrade Window**. Motorola may, at its sole discretion, automatically apply the cloud updates as they become available.

If needed to perform the System Upgrade, Motorola will provide updated and/or replacement hardware for covered infrastructure components. System Upgrades, when executed, will provide an equivalent level of functionality as that originally purchased and deployed by the Customer. At Motorola's option, new system releases may introduce new features or enhancements that Motorola may offer separately for purchase.

Table 1: SUA Term

3 Year(s)

Table 2: Eligible System Upgrade Window

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The methodology for executing each System Upgrade is described in [Section: ASTRO® SUA](#) pricing is based on the system configuration outlined in [Appendix B: System Pricing Configuration](#). This configuration is to be reviewed annually from the contract effective date. Any change in system configuration may require an ASTRO® SUA price adjustment. The price quoted for ASTRO® SUA requires the Customer to choose a certified system upgrade path in [Appendix A: ASTRO® System Release Upgrade Paths](#). Should the Customer elect an upgrade path other than one listed in [Appendix A: ASTRO® System Release Upgrade Paths](#), the Customer agrees that additional fees may be incurred to complete the implementation of the system upgrade. In this case, Motorola will provide a price quotation for any additional materials and services necessary.

Inclusions

Refer to [Table C-6: SUA Coverage Table](#) for more detailed information on the SUA inclusions referenced in this section.

System Upgrades

System Upgrade coverage includes the products outlined in [Appendix B: System Pricing Configuration](#) and does not cover all products. The ASTRO® SUA applies only to System Upgrades within the ASTRO® platform and entitles the Customer to eligible past software versions for downgrading product software to a compatible release version. Past versions from within the Standard Support Period will be available.

Subscriber Radio Software

The ASTRO® SUA makes available the subscriber radio software releases that are shipping from the factory during the coverage period.

Limitations and Exclusions

The parties acknowledge and agree that the ASTRO® SUA does not cover the products and services detailed in this document.

Excluded Products and Services	Examples (Not Limited To)
Purchased directly from a third party	NICE, Genesis, Verint
Residing outside of the ASTRO® network	CAD, E911, Avtec Consoles
Not certified on ASTRO® systems	Laptops, PCs, Eventide loggers
Backhaul Network	MPLS, Microwave, Multiplexers
Two-way Subscriber Radios	APX, MCD 5000, Programming, Installation
Consumed in normal operation	Monitors, microphones, keyboards, speakers
RFDS and Transmission Mediums	Antennas, Transmission Line, Combiners, Multicouplers
Customer-provided cloud connectivity	LTE, Internet
Maintenance Services of any kind	Infrastructure Repair, Tech Support, Dispatch
Security Services	Security Update Service (SUS), Remote SUS

Platform Migrations

Platform Migrations are the replacement of a product with the next generation of that product that is not within the same product family. This can be defined as a new technology that is based on a new hardware configuration and/or a new underlying software. Any upgrades to hardware versions and/or replacement hardware required to support new features or those not specifically required to maintain existing functionality are not included. Unless otherwise stated in this document, Platform Migrations such as, but not limited to, stations, comparators, site controllers, consoles, backhaul, and network changes are not included.

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Non-Standard Configurations

Systems that have non-standard configurations that have not been certified by Motorola Systems Integration Testing are specifically excluded from the ASTRO® SUA unless otherwise included in this SOW. Customer acknowledges that if the system has a Special Product Feature it may be overwritten by the software upgrade. Restoration of that feature is not included in the coverage of this SOW.

System Expansions and New Features

Any upgrades to hardware versions, replacement hardware, and/or implementation services that are not directly required to support the certified System Upgrade are not included unless otherwise agreed to in writing by Motorola. This exclusion applies to, but is not limited to, system expansions and new features.

Cloud Technology

Support for Customer-provided connectivity to the cloud platform is not covered under this agreement.

Future cloud, IT, and security related adoption is an evolving technological area and laws, regulations, and standards relating to ASTRO® SUA may change. Any changes to ASTRO® SUA required to achieve future regulatory or Customer specific compliance requirements are not included.

Subscriber Radio Software

Applying software updates to subscriber radios is the Customer's responsibility and is not included in SUA coverage. Subscriber radios must be at a software release compatible with the Customer's ASTRO® system configuration. Motorola will make reasonable efforts to notify the Customer if there is an incompatibility.

General Statement of Work for System Upgrades

Upgrade Planning and Preparation

All items listed in this section are to be completed at least 6 months prior to a scheduled upgrade.

Motorola Responsibilities

- Obtain and review infrastructure system audit data as needed.
- Identify the backlog accumulation of security patches and antivirus upgrades needed to implement a system release. If applicable, provide a quote for the necessary labor, security patches, and antivirus upgrades.
- If applicable, identify additional system hardware needed to implement a system release.
- Identify Customer provided hardware that is not covered under this agreement, or where the Customer will be responsible for implementing the system release upgrade software.
- Identify the equipment requirements and the installation plan.
- Advise the Customer of probable impact to system users during the cloud update and the actual field upgrade implementation.
- If applicable, advise the Customer on the network connection specifications necessary

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to perform the System Upgrade.

- Where necessary to maintain existing functionality and capabilities, deploy and configure any additional telecommunications equipment necessary for connectivity to the cloud based technologies.
- Assign program management support required to perform the certified System Upgrade. Prepare an overall System Upgrade schedule identifying key tasks and personnel resources required from Motorola and Customer for each task and phase of the System Upgrade. Conduct a review of this schedule and obtain mutual agreement of the same.
- Assign installation and engineering labor required to perform the certified System Upgrade.
- Provide access to cloud training videos, frequently asked questions, and help guide.
- Deliver release impact and change management training to the primary zone core owners, outlining the changes to their system as a result of the upgrade path elected. This training needs to be completed at least 12 weeks prior to the scheduled System Upgrade. This training will not be provided separately for user agencies who reside on a zone core owned by another entity. Unless specifically stated in this document, Motorola will provide this training only once per system.

Customer Responsibilities

- Contact Motorola to schedule a System Upgrade and provide necessary information requested by Motorola to execute the System Upgrade. Review System Upgrade schedule and reach mutual agreement of the same.
- Identify hardware not purchased through Motorola that will require the system release upgrade software.
- Purchase the security patches, antivirus upgrades and the labor necessary to address any security upgrades backlog accumulation identified in Section: Motorola Responsibilities, if applicable. Unless otherwise agreed in writing between Motorola and Customer, the installation and implementation of accumulated backlog security patches and network updates is the responsibility of the Customer.
- If applicable, provide network connectivity at the zone core site(s) for Motorola to use to download and pre-position the software that is to be installed at the zone core site(s) and pushed to remote sites from there. Motorola will provide the network connection specifications, as listed in Section: Motorola Responsibilities. Network connectivity must be provided at least 12 weeks prior to the scheduled System Upgrade. In the event access to a network connection is unavailable, the Customer may be billed additional costs to execute the System Upgrade.
- Assist in site walks of the system during the system audit when necessary.
- Provide a list of any FRUs and/or spare hardware to be included in the System Upgrade when applicable. Upon reasonable request by Motorola, Customer will provide a

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complete serial and model number list of the equipment. The inventory count of Customer FRUs and/or spare hardware to be included as of the start of the SUA is included in Appendix B: System Pricing Configuration.

- Acknowledge that new and optional system release features or system expansions, and their required implementation labor, are not within the scope of the SUA. The Customer may purchase these under a separate agreement.
- Maintain an internet connection between the on premise radio solution and the cloud platform, unless provided by Motorola under separate Agreement.
- Identify any Customer specific standard or requirements that may be implicated by the planned upgrade(s), including heightened cloud, IT, or information security related standards or requirements, such as those that may apply to U.S. Federal Customer or other government Customer standards. Motorola makes no representations as to the compliance of ASTRO® SUA with any Customer specific standards, requirements, specifications, or terms, except to the extent expressly specified.
- Participate in release impact training at least 12 weeks prior to the scheduled System Upgrade. This applies only to primary zone core owners. It is the zone core owner's responsibility to contact and include any user agencies that need to be trained, or to act as a training agency for those users not included.

System Readiness Checkpoint

All items listed in this section are to be completed at least 30 days prior to a scheduled upgrade.

Motorola Responsibilities

- Perform appropriate system backups.
- Work with the Customer to validate that all system maintenance is current.
- Work with the Customer to validate that all available security patches and antivirus upgrades have been upgraded on the Customer's system.

Motorola reserves the right to charge the Customer for the security patches, antivirus updates and the labor necessary to address any security updates backlog accumulation, in the event that these are not completed by the Customer at the System Readiness Checkpoint.

Customer Responsibilities

- Validate that system maintenance is current.
- Validate that all available security patches and antivirus upgrades to the Customer's system have been completed or contract Motorola to complete in time for the System Readiness Checkpoint.

System Upgrade

Motorola Responsibilities

- Perform System Upgrade for the system elements outlined in this SOW.

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Customer Responsibilities

- Inform system users of software upgrade plans and scheduled system downtime.
- Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide software upgrade services.

Upgrade Completion

Motorola Responsibilities

- Validate all certified System Upgrade deliverables are complete as contractually required.
- Confirm with Customer that the cloud is available for beneficial use.

Customer Responsibilities

- Cooperate with Motorola in efforts to complete any post upgrade punch list items as needed.

Special Provisions

The migration of capabilities from ASTRO® on-premises Core infrastructure to the cloud is included in the deliverable of the SUA agreement. Technologies based on cloud architecture will be a part of the Motorola roadmap and may be subject to additional cloud terms and conditions.

The SUA does not extend to Customer-provided software and hardware. Motorola makes no warrants or commitments about adapting our standard system releases to accommodate Customer implemented equipment. If during the course of a System Upgrade, it is determined that Customer provided software and/or hardware does not function properly, Motorola will notify the Customer of the limitations. The Customer is responsible for any costs and liabilities associated with making the Customer-provided software and/or hardware work with the standard Motorola system release. This includes, but is not limited to, Motorola's costs for the deployment of resources to implement the upgrade once the limitations have been resolved by the Customer.

Any Motorola software, including any system releases, is licensed to Customer solely in accordance with the applicable Motorola Software License Agreement. Any non-Motorola Software is licensed to Customer in accordance with the standard license, terms, and restrictions of the copyright owner 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 Licensor'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. ASTRO® SUA coverage and the parties' responsibilities described in this SOW will automatically terminate if Motorola no longer supports the ASTRO® 7.x software version in the Customer's system or discontinues the ASTRO® SUA program. In either case, Motorola will refund to Customer any prepaid fees for ASTRO® SUA applicable to the terminated period.

If the Customer cancels a scheduled upgrade within less than 12 weeks of the scheduled on site date, Motorola reserves the right to charge the Customer a cancellation fee equivalent to the cost of the pre-planning efforts completed by the Motorola Upgrade Operations Team.

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The ASTRO® SUA annualized price is based on the fulfillment of the system release upgrade in each eligible System Upgrade window. If the Customer terminates, except if Motorola is the defaulting party, the Customer will be required to pay for the balance of payments owed in that eligible System Upgrade window if a system release upgrade has been taken prior to the point of termination.

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Appendix A: ASTRO® System Release Upgrade Paths

The upgrade paths for standard ASTRO® system releases are listed in **Table A-3: Certified Standard ASTRO® System Release Upgrade Paths.**

Table A-3: Certified Standard ASTRO® System Release Upgrade Paths

ASTRO® System Release	Certified Upgrade Paths
Pre-7.17.X	Upgrade to current shipping release
A7.17.X	A2020.1
A7.18	A2021.1
A2019.2	A2021.1
A2020.1	A2022.1
A2021.1	A2022.1

The upgrade paths for high security ASTRO® system releases for federal deployments are described in **Table A-4: Certified High Security ASTRO® System Release Upgrade Paths.**

Table A-4: Certified High Security ASTRO® System Release Upgrade Paths

ASTRO® High Security System Release	Certified Upgrade Paths
A7.17.X	A2020.HS
A2020.HS	A2022.HS

The release taxonomy for the ASTRO® 7.x platform is expressed in the form “ASTRO® 7.x release 20YY.Z”. In this taxonomy, YY represents the year of the release, and Z represents the release count for that release year.

A20XX.HS enhances the ASTRO® System release with support for Public Key Infrastructure (PKI) Common Access Card / Personal Identity Verification (CAC/PIV) and with Cyber Security Baseline Assurance.

Starting with the 2024 releases, Motorola is moving from the ASTRO 7.x release names to ASTRO Next. For the purposes of the SUA program, releases using the naming convention of AN (ASTRO Next) or A (ASTRO) will be considered the same.

- The most current system release upgrade paths can be found in the most recent Lifecycle Services bulletin.
- The information contained herein outlines Motorola’s presently anticipated general technology direction and is provided for information purposes only. The information in the roadmap is not a commitment to deliver a product, product feature, or software functionality. Motorola reserves the right to make changes to the content and timing of any product, product feature, or software release.

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Equipment List

This section lists the equipment necessary for the proposed upgrade solution.

NICE IP Logger Equipment		
QTY	Part Number	Description
1	DDN2484A	Base license fee to upgrade radio logger software
120	DDN2485A	Per channel license fee to upgrade radio logger software
1	DDN3308A	Inform Release 10 Indicator
120	DDN3329A	Audio Recording Channel license with Inform Professional applications support - Upgrade
1	DDN3631A	MS SQL 2022 64 bit Server Client Access License
1	DDN3681A	ASTRO Next 2024 Indicator
1	DDN4076A	GENERIC DL360 SERVER BUNDLE - FOR LBS, STORAGE, APPLICATION SERVER, GENERAL USE
1	DDN4076A	GENERIC DL360 SERVER BUNDLE - FOR LBS, STORAGE, APPLICATION SERVER, GENERAL USE
120	DDN3331A	Additional channel premium for a P25 TR channel - Upgrade
5	DDN3632A	MS SQL 2022 64 bit User/Device Client Access License
2	DDN4080A	HPE 6 TB Hard Drive - 3.5" Internal - SAS (12Gb/s SAS) - 7200rpm

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AMENDED EXHIBIT C-1 – PAYMENT PROVISIONS

1. PRICING – MAXIMUM AMOUNTS – ANNUAL AND AGGREGATE TOTALS

The total annual payments to CONTRACTOR shall not exceed:

FISCAL YEAR PERIOD	ANNUAL PAYMENT (ASTRO TECHNICAL SUPPORT)	ANNUAL PAYMENT (NICE SILVER PACKAGE)	TOTAL
August 1, 2024, through July 31, 2025	\$104,496	\$65,887	\$170,383
August 1, 2025, through July 31, 2026	\$109,721	\$69,181	\$178,902
August 1, 2026, through July 31, 2027	\$115,206	\$72,640	\$187,846
August 1, 2027, through July 31, 2028	\$120,967	\$76,272	\$197,239
August 1, 2028, through December 31, 2028	\$53,241	\$37,822	\$91,063
			<u>\$825,433</u>

Additional Hardware and Maintenance for Exhibit B-1

FISCAL YEAR PERIOD	HARDWARE/SYSTEM INTEGRATION SERVICES/ SUAII	ADDITIONAL MAINTENANCE PROGRAM	TOTAL
August 1, 2026, through July 31, 2027	\$302,245	\$0	\$302,245
August 1, 2027, through July 31, 2028	\$61,663	\$31,073	\$92,736
August 1, 2028, through December 31, 2028	\$65,658	\$34,257	\$99,915
			<u>\$494,896</u>
TOTAL COST OF BOTH CHARTS			<u>\$1,320,329</u>









Second AMENDMENT TO THE AGREEMENT

Final Audit Report

2026-04-01

Created:	2026-03-26
By:	SAMUEL COX (SLCOX@RIVCO.ORG)
Status:	Signed
Transaction ID:	CBJCHBCAABAAdYyDpW3PpatCUx0reG6GrgGuyydsU0

"Second AMENDMENT TO THE AGREEMENT" History

-  Document created by SAMUEL COX (SLCOX@RIVCO.ORG)
2026-03-26 - 8:57:52 PM GMT
-  Document emailed to MIGUEL LOMBANA (miguel.lombana@motorolasolutions.com) for signature
2026-03-26 - 8:57:59 PM GMT
-  Document emailed to Amrit Dhillon (adhillon@rivco.org) for signature
2026-03-26 - 8:57:59 PM GMT
-  Email viewed by MIGUEL LOMBANA (miguel.lombana@motorolasolutions.com)
2026-03-26 - 9:05:19 PM GMT
-  Email viewed by Amrit Dhillon (adhillon@rivco.org)
2026-03-26 - 9:12:41 PM GMT
-  Document e-signed by MIGUEL LOMBANA (miguel.lombana@motorolasolutions.com)
Signature Date: 2026-03-27 - 10:05:14 PM GMT - Time Source: server
-  Document e-signed by Amrit Dhillon (adhillon@rivco.org)
Signature Date: 2026-04-01 - 5:41:11 PM GMT - Time Source: server
-  Agreement completed.
2026-04-01 - 5:41:11 PM GMT



Riverside County Sheriff's Office
Chad Bianco, Sheriff-Coroner

4095 Lemon Street • Riverside • California • 92501
www.riversidesheriff.org

SSJ No.: 24-249

Amendment No.: 1

Date: Tuesday, March 3, 2026

From: Amanda Bennett, Deputy Director, Sheriff's Administration

To: Board of Supervisors

Via: Trish Byrd, Radio Communications Technology Manager, 951-955-1086

Subject: Request for hardware and software purchase with technical support and maintenance from Motorola Solutions, Inc. for upgrades to Motorola Nice Logger No. 3 as well as adding the logger to the existing agreement for maintenance and technical support.

Supporting Documents: indicate which are included in the request from the list below.

- Supplier Quote Supplier Sole Source Letter Final draft agreement
 Final draft Form 11 H-11 approved by RCIT/TSOC Grant Agreement
 Other: _____

1. Supplier Name: Motorola Solutions, Inc. Supplier ID: 000008448

2. Reason or Justification for the Amendment: To purchase hardware and software from Motorola Solutions, Inc. to upgrade the Motorola Nice Logging Recorder previously acquired through a donation from the Eastern Riverside County Interoperable Communications Authority (ERICA). This amendment request includes adding the third logger to the existing Agreement for maintenance and technical support with Motorola Solutions, Inc. Upgrading the Motorola Nice Logger hardware and software allows the Public Safety Enterprise Communication (PSEC) to effectively record new talk groups as additional public safety agencies onboard the PSEC system.

3. Please include the initial costs from the prior reviewed assigned SSJ in the table below:



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Description:	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	Total
Ongoing Costs:						
Astro Technical Support	\$104,496	\$109,721	\$115,206	\$120,967	\$53,241	\$503,631
Nice Silver Package	\$65,887	\$69,181	\$72,640	\$76,272	\$37,822	\$321,802
Total Costs	\$170,383	\$178,902	\$187,846	\$197,239	\$91,063	\$825,433

Note: At time of Board the department added a 10% Contingency.

a. Amended goods and/or services costs must be identified below :

Description:	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	Total
One-time Costs:						
NICE Logger Solution Hardware	\$ 0	\$ 0	\$ 91,760	\$ 0	\$ 0	\$ 91,760
Systems Integration Services	\$ 0	\$ 0	\$ 153,389	\$ 0	\$ 0	\$ 153,389
Ongoing Costs:						
Maintenance Program	\$ 0	\$ 0	\$ 0	\$ 31,073	\$ 34,257	\$ 65,330
SUA II	\$ 0	\$ 0	\$ 57,096	\$ 61,663	\$ 65,658	\$ 184,417
Total SSJ Cost for Amendment No. 1	\$ 0	\$ 0	\$ 302,245	\$ 92,736	\$ 99,915	\$ 494,896
Total Aggregate Cost	\$170,383	\$178,902	\$490,091	\$289,975	\$190,978	\$1,320,329
Additional Compensation						\$132,033

4. Amendment #1 Period of Performance: July 1, 2026 – December 31, 2028

Ratify Start Date (if applicable): _____

Initial Term Start Date: August 1, 2024 End Date: December 31, 2028

Number of renewal options: 0

Aggregate Term/ End Date: December 31, 2028

5. Projected Board of Supervisor Date: April 2026

By signing below, I certify that all contractual and legal requirements to do business with the selected supplier has been fully vetted and approved.



Riverside County Sheriff's Office

Chad Bianco, Sheriff-Coroner

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Misty Reynolds MISTY REYNOLDS 3/5/26
 Chief Deputy Signature Print Name Date

(or designee)
Zach Ulan Zach Ulan 3/6/26
 Assistant Sheriff Signature Print Name Date

(or designee)
Amanda Bennett Amanda Bennett 3/3/26
 Print Name Department Head Signature Date
 (Executive Level Designee)

.....
PCS Reviewed:

Samuel Cox SAMUEL COX 03/03/2026
 Print Name Signature Date

Note: Once signed by the Department Head and PCS (signature lines above), the PCS will e-mail completed SSJ form with supporting documents to psources@rivco.org, and cc: Supervising PCS. Please reach out to your assigned PCS with any questions.

.....
The section below is to be completed by the Purchasing Agent or designee.

Purchasing Department Review and Comments: _____

Stacy Orton 3/23/2026 24-249a
 Purchasing Agent Signature Date Tracking Number
 (Reference on Purchasing Documents)