

From: [Jamye McDonald](#)
To: [Pam Palmisano](#); [Sara Hoglund](#)
Cc: [Becky Smartt](#); [Marc Johnson](#)
Subject: Collin County Revised (CSM signed) Service Agreements
Date: Monday, September 18, 2017 11:25:42 AM
Attachments: [Collin County-S00001003081 SA FY18 Sys Mgr Rev 09142017 CSM signed.pdf](#)
[Collin County-S00001003084 Maint SA 2017 Revised 09142017 CSM signed.pdf](#)

Good morning Commander,

As mentioned last Friday during our call, please find the attached signed Service Agreements.

As a recap to our discussion regarding the contract revision, due to the old age of your existing system, internally we had to request an exception to continue to support your system. With this exception, a significant price increase had to be added to the contract due to the costs associated with supporting such an old system. To help offset the increase this year, we have taken the price of the system manager down so the County won't see a large year over year increase. Ultimately, the pricing for each item individual item has changed from the previous version but the sum of the two contracts remains the same. Once the new radio system is in place, the price for the System Manager services will be increased back to its normal level.

Feel free to call or email if you have additional questions or concerns.

Regards,

*Jamye McDonald
Motorola Solutions, Inc.
Customer Support Manager
Ph: 256.254.9800*

From: Sara Hoglund [<mailto:shoglund@co.collin.tx.us>]
Sent: Friday, September 15, 2017 2:30 PM
To: 'Jamye McDonald'; Pam Palmisano
Cc: Becky Smartt
Subject: RE: Revised Service Agreements (contracts)

Jamye –
I spoke with Pam and she explained to me what these are.

We did go to Commissioners' Court last Monday for approval (waiting for signature). I will have to take these back to Commissioners' Court for approval earliest date will be 10/3 for approval.

I will need a letter from Motorola Solutions explaining why we need to rescind the previous agreements and go with this one.

Thank You

Sara Hoglund , CPPB

Buyer II

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972-548-4104 | shoglund@co.collin.tx.us

From: Jamye McDonald [<mailto:jamye.mcdonald1@motorolasolutions.com>]

Sent: Friday, September 15, 2017 2:09 PM

To: Pam Palmisano <ppalmisano@co.collin.tx.us>

Cc: Becky Smartt <becky.smartt@motorolasolutions.com>; Sara Hoglund <shoglund@co.collin.tx.us>

Subject: Revised Service Agreements (contracts)

Hello Pam,

Here are the revised contracts for your review. As mentioned, the contract numbers are the same, the period of performance is the same and the total amount between the two remain the same.

If you are in agreement, I will sign, scan and send back to you.

Thank you,

Jamye McDonald

256.254.9800