

Change Order Number: 017
Date: 2/29/2024
Project Name and Number: Collin County Digital Upgrade
Customer Name: Collin County
Customer Project Mgr: William Armstrong

The purpose of this Change Order is to: *(highlight the key reasons for this Change Order)*

Addition of services to the Motorola agreement that were to be performed by Plano in the original contract. Expanded site maintenance to 8 of 9 County RF sites. Pricing changes in Exhibit A

Service overview and site maintenance descriptions are included as Exhibit B.

Contract Project Identifier (Name or Number): Collin County Digital Upgrade
Contract Date: 5/1/2023

In accordance with the terms and conditions of the contract identified above between Collin County and Motorola Solutions, Inc., the following changes are approved:

Contract Price* Adjustments

Original Contract Price:	\$ 2,315,424.00
Previous Change Order amounts for Change Order numbers [#####] through [#####]:	\$ 0
This Change Order:	\$934,400
Contract Credit (If Applicable):	-\$81,087
New Contract Price:	\$3,168,737

Collin County is by statute exempt from the State Sales Tax and Federal Excise Tax.

Completion Date Adjustments

Original Completion Date:	4/30/2029
Current Completion Date prior to this Change Order:	4/30/2029
New Completion Date:	9/30/2028

Equipment Changes: <i>(additions, deletions or modifications)</i> Include attachments if needed.
N/A

Scope of Work Changes: <i>(additions, deletions or modifications)</i> Include attachments if needed.
N/A

SUA/Support Service Changes: <i>(additions, deletions or modifications)</i> Include attachments if needed. Must be completed by Project CSM.
<p>Adding the following services:</p> <ul style="list-style-type: none"> On-Site Response Network Monitoring Security Monitoring Security Update Services Generator, UPS, HVAC Maintenance for 8 of 9 sites Tower, Shelter and Compound Maintenance for 8 of 9 sites <p>Removed Radio Service Advantage</p>

Schedule Changes: <i>(describe change or N/A)</i>
Year 3 is prorated. New completion date will be 9/30/2028

Contract Price Changes: <i>(describe change or N/A)</i>
Increase of 853,313 over 6 years

Customer Responsibilities: <i>(describe change or N/A)</i>
N/A

Payment Schedule for this Change Order: <i>(describe new payment terms applicable to this change order)</i>							
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	5/1/2022 - 4/30/2023	5/1/2023- 9/30/2023	10/1/2023- 9/30/2024	10/1/2024- 9/30/2025	10/1/2025- 9/30/2026	10/1/2026- 9/30/2027	10/1/2027- 9/30/2028
Total	\$83,821	\$229,961	\$481,035	\$572,585	\$583,299	\$594,275	\$623,761

Purchase Order Requirements for this Change Order (select only one).

- A Purchase Order is required - included with this change order and is attached.
- No Purchase Order is required - Customer affirms that this change order document is the only notice to proceed required, that funding has been encumbered for this change order in its entirety, and that no further purchase orders will be issued against this change order,
- No Purchase Order required - this is a \$0 Change Order, or a decrease in scope.

Unless amended above, all other terms and conditions of the Contract shall remain in full force. If there are any inconsistencies between the provisions of this Change Order and the provisions of the Contract, the provisions of this Change Order will prevail.

IN WITNESS WHEREOF the parties have executed this Change Order as of the last date signed below.

Motorola Solutions, Inc.**Customer**

By: _____
Printed Name: _____
Title: _____
Date: _____

By: _____
Printed Name: _____
Title: _____
Date: _____

Reviewed by: _____
Motorola Solutions Project Manager

Date: _____

Exhibit A

New Contract View							
		Year					
Current View- Without Plano Support	Warranty (Years 1-2)	3	4	5	6	7	8
Infrastructure Equipment							
Dispatch/Call Management Service	Included	Included	Included	Included	Included	Included	Included
On-Site Response Service	Included	\$ 124,174	\$ 126,657	\$ 129,191	\$ 131,774	\$ 134,410	\$ 137,098
Network Monitoring Service	Included	\$ 21,333	\$ 21,974	\$ 22,633	\$ 23,312	\$ 24,011	\$ 24,732
Security Monitoring	Included	\$ 39,924	\$ 40,723	\$ 41,537	\$ 42,368	\$ 43,215	\$ 44,080
Infrastructure Repair Service	Included	\$62,872	\$64,130	\$65,413	\$66,721	\$68,055	\$69,416
Advanced Replacement Service	Included	\$12,149	\$12,149	\$12,149	\$12,149	\$12,149	\$12,149
Microwave Radio Equipment	Included	\$30,944	\$31,563	\$32,194	\$32,838	\$33,495	\$34,164
Dispatch Equipment							
Fire Alerting	FSA Mobiles onsite response is included. Radio repairs will be done on a flat rate basis.						
Higher Ground Logging	No service included as Higher Ground Logger will be directly procured by the County						
Mobiles, Portables, Control Stations							
Radio Service Advantage (RSA)	Included	Removed	Removed	Removed	Removed	Removed	Removed
Generators, UPS, HVAC	Included	\$55,800	\$57,474	\$59,198	\$60,974	\$62,803	\$64,687
Towers, Shelter, Compound	Included	\$67,500	\$69,525	\$71,611	\$73,759	\$75,972	\$78,251
Software Upgrade Agreement - SUA-II (Based on the 7 Site Simulcast Cell, Redundant Prime Sites and CCSO Console Location being added to the PAWM Core)	Year 2 (2020 expected): \$83,721 Since this is a continuation of an existing contract, SUAII will start in 2020 to ensure sync with	\$83,835	\$83,850	\$83,865	\$83,880	\$83,895	\$83,910
Mobile, portable, control station software installation and reprogramming	This is covered in the System/Network Management contract.						
Preventative Maintenance	Included	\$22,274	\$22,719	\$23,174	\$23,637	\$24,110	\$24,592
Technical Support (24 x 7)	Included	\$12,857	\$13,114	\$13,376	\$13,643	\$13,916	\$14,194
Security Update Service	Included	\$ 18,244	\$ 18,244	\$ 18,244	\$ 18,244	\$ 18,244	\$ 18,244
Totals	\$ 83,821	\$ 551,906	\$ 562,122	\$ 572,585	\$ 583,299	\$ 594,275	\$ 605,517
Changes and Credits		\$ 229,961	\$ (80,522)	\$ -	\$ -	\$ -	\$ -
Grand Total	\$ 83,821	\$ 229,961	\$ 481,600	\$ 572,585	\$ 583,299	\$ 594,275	\$ 623,761
Notes		Prorated 5/1/2023 to 9/30/2023	Credit for first year proation and Site warranty work				

Original Contract View								
		Year						
PAWM Alternate - 7 Site + Frisco PD Site + Princeton Site, 2 Additional Ops at CCSO		3	4	5	6	7	8	
Infrastructure Equipment								
Dispatch/Call Management Service	✓	✓	✓	✓	✓	✓	✓	
On-Site Response Service	✓	✓	✓	✓	✓	✓	✓	
Network Monitoring Service	✓	✓	✓	✓	✓	✓	✓	
Security Monitoring Service	The PAWM system currently employs a third party monitoring system. Responsibility for all							
Infrastructure Repair Service	✓	\$62,872	\$64,130	\$65,413	\$66,721	\$68,055	\$69,416	
Advanced Replacement Service	✓	\$12,149	\$12,149	\$12,149	\$12,149	\$12,149	\$12,149	
Microwave Radio Equipment	✓	\$30,944	\$31,563	\$32,194	\$32,838	\$33,495	\$34,164	
Dispatch Equipment	✓	✓	✓	✓	✓	✓	✓	
Fire Alerting	✓	✓	✓	✓	✓	✓	✓	
Higher Ground Logging	No service included as Higher Ground Logger will be directly procured by the County							
Mobiles, Portables, Control Stations								
Radio Service Advantage (RSA)	✓	✓	\$59,355	\$61,197	\$63,039	\$64,881	\$66,723	
City of Plano Service Shop Support Towers, Shelters, Generators, UPSs	✓	✓	✓	✓	✓	✓	✓	
	✓	\$69,117	\$87,980	\$89,740	\$91,534	\$93,365	\$95,232	
Software Upgrade Agreement - SUA-II (Based on the 7 Site Simulcast Cell, Redundant Prime Sites and CCSO Console Location being added to the PAWM Core)	Year 2 (2020 expected): \$83,721 Since this is a continuation of an existing contract, SUAII will start in 2020 to ensure sync with PAWM system.	\$83,835	\$83,850	\$83,865	\$83,880	\$83,895	\$83,910	
Mobile, portable, control station software installation and reprogramming	Radio maintenance for all PAWM users is currently performed by the PAWM radio shop. Should Collin County choose to perform this service through Motorola, the same pricing as standalone option may be used							
Preventative Maintenance		\$22,274	\$22,719	\$23,174	\$23,637	\$24,110	\$24,592	
Technical Support (24 x 7)	✓	\$12,857	\$13,114	\$13,376	\$13,643	\$13,916	\$14,194	
Totals	\$ 83,721	\$ 294,048	\$ 374,860	\$ 381,108	\$ 387,441	\$ 393,866	\$ 400,380	
							Contract amount for outyears	\$2,315,424

Motorola Contacts in Escalation order:

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 (945) 248-4205

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 (307) 256-0344

Jessica Pourciau
 Service Director
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 (214) 498-9537

Exhibit B

Description of Services

Dispatch Service

The System Support Center's (SSC) Call Center Operations is the central point of contact for all your technical customer service requests. Their function is to manage all calls so the request will be tracked and monitored from beginning to end, via the Case management process. With detailed accounts of each customer system at our fingertips, Customer Support Representatives are trained to prompt the caller for information necessary to understand the situation and determine the next steps to be taken. The team tracks the status of your Case and ensures that all personnel involved have access to your information. If a problem is experienced during the Case management process, the Customer Support Representative may escalate the issue to the appropriate service management team. Appropriate action will be taken to resolve the issue and ensure customer satisfaction and Motorola compliance to our contracted commitments.

Network Monitoring Service

With Network Monitoring Service, your System is electronically monitored for Events that are detected and forwarded to the Motorola System Support Center using the Integrated Network Management tools. The System Support Center is staffed with highly trained technologists, who acknowledge the Event, run available diagnostic routines, and initiate an appropriate response.

Onsite Infrastructure Response

If the Call Center Operations determines that hands-on support is needed to resolve the problem, they will dispatch the appropriate Motorola Local Service Provider to perform repairs, such as exchange fru's, or take other appropriate action.

OnSite Infrastructure Response provides for on-site Motorola Local Service Provider response as determined by pre-defined severity levels and response times in Section 7 of this document. Severity 1 issues are dispatched twenty four (24) Hours a day, three hundred sixty five (365) days a year including holidays. The standard Response time is 4 hours or less for Severity 1 events.

Infrastructure Repair

In the event the Motorola Local Service Provider finds a malfunctioning board/unit at the site location, the Motorola Local Service Provider will contact the System Support Center's Call Center to request a return authorization (RA) number. The Motorola Local Service Provider will remove the malfunctioning board/unit and ship to the Infrastructure Depot Operations Center (IDO) in Elgin, IL for repair.

Upon receipt of malfunctioning equipment, the Infrastructure Depot Operations (IDO) will fully system test and repair malfunctioning Motorola manufactured boards/units down to the component level utilizing automated test equipment. A system test is performed to ensure that all software and hardware is set to current customer configuration. If the unit is not manufactured by Motorola, the unit may be returned to the Original Equipment Manufacturer (OEM) for repair or other third party vendor for repair. Motorola will coordinate and track third-party equipment sent to the original equipment manufacturer or third party vendor for service.

Once the equipment is received from the IDO, the Motorola Local Service Provider will either re-install the equipment or return to the customer's spare inventory.

Advanced Replacement

Upon availability, Motorola will send via overnight delivery service an advanced field replacement unit(s) (FRU) in exchange for your malfunctioning unit(s). Motorola's IDO will provide new or reconditioned units as FRU. Malfunctioning unit(s) are evaluated and repaired by the IDO and returned to the IDO's FRU inventory upon completion of repair.

Non-standard configurations and Customer-modified units are excluded from this service.

Technical Support

Technical Support is available 7 days a week, 24 hours a day for Severity 1 issues, as defined in Section 1.7 of SOW. The Motorola System Support Center's (SSC) staff will work with your local service organization or technicians to handle questions related to your Motorola 2-way communications system. The SSC's System Technologists may dial into a system to more clearly define a problem and determine the area of failure in order to decide on the most suitable action plan. If the problem is beyond the scope of the SSC's staff, they will contact key personnel who are involved with the design, development, and manufacture of your communication products for resolution.

Network Preventative Maintenance

The Network Preventative Maintenance provides an annual operational test to ensure your Equipment meets original manufacturer's specifications. Network Preventative Maintenance can be purchased along with/without Dispatch Service. If Dispatch Service is purchased, and the Network Preventative Maintenance schedule has not been pre-determined, it is the Customer's responsibility to schedule the Network Preventative Maintenance with Motorola's System Support Center.

Security Update Services

With Security Update Service ("Service"), Motorola pretests the updated commercial anti-virus definitions for the Microsoft Windows based boxes on a System. This Service includes Motorola obtaining Microsoft Security Updates for Windows operating system, Solaris recommended patch bundles, Red Hat Linux security patches, anti-virus definitions* and intrusion detection sensor updates for Motorola supplied equipment from applicable original equipment manufacturer (OEM).

Motorola will evaluate and pre-test each update on Motorola's ASTRO 25 test System components for operational impact. Motorola's verification and evaluation process for anti-virus definitions will consist of applying each update to an appropriate ASTRO 25 system release that corresponds and is consistent with supported** and fielded systems.

Each assessment will consist of no less than 36 hours of examination time to evaluate the impact each anti-virus update has to the system. Upon satisfactory completion of the assessment pertaining to anti-virus signatures, these updates will be provided on a weekly basis either automatically or through connecting to Motorola's secured extranet connection. When anti-virus definitions classified as Category 4 (Severe, difficult to contain) and Category 5 (Very Severe, very difficult to contain) by the commercial supplier are released, Motorola will determine if a high-priority release is necessary.

Operating system updates/patches will be made available to our customers electronically upon

successful testing in our lab environments on a monthly basis for Microsoft patches and on a quarterly basis for all others.

Security Monitoring

ASTRO 25 Security Monitoring includes monitoring and managing the Motorola security equipment present on the Customer's System. Monitoring security equipment requires Customer to purchase a Core Security Management Server with Customer's System. Motorola will monitor Elements of a System for Events, as set forth in the Monitored Elements Table below.

When the Motorola System Support Center (SSC) detects an Event, trained technologists that are experienced with identifying and interpreting security incidents will acknowledge the Event, run remote diagnostic routines, and initiate an appropriate Response. Appropriate responses could include, but are not limited to, continuing to monitor the Event for further development, attempting remote Restoral, or transferring the Event by opening a Case for dispatch of a Servicer. If dispatched, the Servicer will respond at the Customer location based on pre-defined Severity Levels set forth in the Severity Definitions Table and Response times set forth in the On-Site Response Time Table in order to Restore the System.

Motorola will proactively manage the security Elements present on the System as needed to mitigate the risk of vulnerability such as a virus, worm or other intrusive attack on the System. This may include periodically deploying the latest release of pre-tested intrusion detection sensor signature files on the network barrier (ONLY for IDS supplied to Customer by Motorola and if present on the System) as determined by Motorola. Motorola will also modify intrusion sensor settings and update firewall settings as determined by Motorola and will notify Customer of such modifications.

Motorola will provide Case Management as set forth herein. The SSC maintains contact with the on-site Servicer until System Restoral occurs and Case is closed. The SSC will continuously track and manage Case activity from open to close through an automated Case tracking process. This Case management allows Motorola to provide activity and performance reports as well as ensures timely resolution of issues.

Site Maintenance

1.0 Description of Services

- 1.1 Site Maintenance Services provides for third party equipment maintenance by Motorola and/or the third party equipment manufacturer or servicer. The Motorola System Support Center (SSC) will receive Customer request for service and dispatch a Servicer. The Servicer will respond to the Customer location based on pre-defined Severity Levels set forth in the Severity Definitions Table and Response times set forth in the Response Time Table in order to Restore the Subsystem.
- 1.2 Motorola will provide Case management as set forth herein. The SSC will maintain contact with the on-site Servicer until Subsystem Restoral and Case is closed. The SSC will continuously track and manage Cases from creation to close through an automated Case tracking process. This Case management allows for Motorola to provide Case activity reports.

Site Equipment refers to:
UPS equipment
Air Conditioning units
Generators
Towers and Lights
Compound

1.3 The terms and conditions of this Statement of Work (SOW) are an integral part of Motorola's Service Terms and Conditions or other applicable agreement to which it is attached and made a part thereof by this reference.

2.0 Motorola has the following responsibilities:

- 2.1. Continuously receive service requests.
- 2.2. Create a Case as necessary when service requests are received.
Gather information to perform the following:
 - 2.2.1. Characterize the issue.
 - 2.2.2. Determine a plan of action.
 - 2.2.3. Assign and track the Case to resolution.
- 2.3. Dispatch a Servicer as required by Motorola standard procedures and provide necessary Case information collected in 2.2.
- 2.4. Ensure the required personnel have access to Customer information as needed.
- 2.5. Servicer will perform the following on-site:
 - 2.5.1. Perform first echelon services; View and Troubleshoot problem
 - 2.5.2. Replace defective equipment with FRU, as applicable. Customer, Servicer or Motorola may provide Infrastructure or FRU.
 - 2.5.3. Call third party vendor to escalate issue, if necessary.
 - 2.5.4. If a third party Vendor is needed to restore the subsystem, the Servicer may accompany that Vendor onto the Customer's premises.
- 2.6. Verify with Customer that Restoration is complete or Subsystem is functional, if required by Customer's repair Verification in the Customer Support Plan required by section 3.2. If Verification by Customer cannot be completed within 20 minutes of Restoration, the Case will be closed and the Servicer will be released.
- 2.7. Escalate the Case to the appropriate party upon expiration of a Response time.
- 2.8. Close the Case upon receiving notification from Customer or Servicer, indicating the Case is resolved.
- 2.9. Notify Customer of Case Status as defined required by the Customer Support Plan:
 - 2.9.1. Open and closed; or
 - 2.9.2. Open, assigned to the Servicer, arrival of the Servicer on-site, deferred or delayed, closed.
- 2.10. Provide Case activity reports to Customer.
- 2.11. Provide repair return authorization numbers when requested by Customer.
- 2.12. Receive malfunctioning Infrastructure from Customer and document

- its arrival, repair and return.
- 2.13. Provide the following service on select third party Infrastructure:
 - 2.13.1. Shelter Maintenance includes:
 - 2.13.1.1 Inspect and clean annually
 - 2.13.2. UPS maintenance includes:
 - 2.13.2.1.1. Annual preventive maintenance
 - 2.13.3. Air Conditioning equipment
 - 2.13.3.1.1. Annual preventive maintenance
 - 2.13.4. Generators
 - 2.13.4.1.1. Perform one minor and one major preventive maintenance per year.
 - 2.13.5. Antenna Support Structures (Towers) inspections
 - 2.13.5.1 Annual visual inspection and climb of each tower over 3 year period.
 - 2.13.5.2 Replace failed bulbs
 - 2.13.5.3 Make minor adjustments that do not affect the integrity of the tower. Other adjustments and repairs are billed on T&M basis.
 - 2.13.5.4 Make minor adjustments that do not affect the integrity of the tower. Other adjustments and repairs are billed on T&M basis.
 - 2.13.6. Compound Maintenance
 - 2.13.6.1 Annual Pest control and clean up.
 - 2.14. Perform pre-diagnostic and repair services to confirm equipment malfunction and eliminate sending equipment with no trouble found (NTF) to third party vendor for repair, when applicable.
 - 2.15. Ship malfunctioning Infrastructure to the original equipment manufacturer or third party vendor for repair service, when applicable.
 - 2.16. Track Infrastructure sent to the original equipment manufacturer or third party vendor for service.
 - 2.17 Perform a post-test after repair by Motorola, original equipment manufacturer, or third party vendor to confirm malfunctioning Infrastructure has been repaired and functions properly in a Motorola System configuration, when applicable.

1.7 Severity Level Definitions

The following severity level definitions will be used to determine the maximum response times:

Severity Level	Severity Definition
Severity 1	<p>This is defined as a failure that causes the system and/or infrastructure a loss of voice functionality and no work-around or immediate solution is available.</p> <p>The following are examples of this kind of failure:</p> <ul style="list-style-type: none"> • 33% of call processing resources impaired • Site Environment alarms: <ul style="list-style-type: none"> ○ Smoke, ○ Unauthorized access ○ Temperature ○ Power failure
Severity 2	<p>This is defined as a fault that causes the system to operate with a continuous reduction in capacity or functionality of core services (core services include, voice, data or network management).</p> <p>The following are examples of this kind of failure:</p> <ul style="list-style-type: none"> • Less than 33% of call processing resources impaired • Failure of a single redundant component
Severity 3	<p>This is defined as a fault which reduces the functionality, efficiency or usability of core services (voice, data and network management) and there is a viable work-around in place.</p> <p>The following are examples of this kind of severity:</p> <ul style="list-style-type: none"> • Intermittent faults that are infrequent and minor impact to core services • Statistical reporting problems

Severity 4	<p>This is defined as a minor issue, which has little or no impact on the functionality, efficiency or usability of core services. The following are examples of this kind of severity:</p> <ul style="list-style-type: none">• Faults resulting in minor functions or features being unsupported or unreliable in ways that are not noticeable to the user.• Faults that have no impact in how the user perceives the system to work.• Cosmetic issues.• Requests for information.• Preventive Maintenance
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