

Request for Information Computer Aided Dispatch (CAD) System

Prepared for:

**Department of Agriculture
Forrest Service
National Interagency Fire Center**

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Introduction

Motorola Solutions, Inc. (Motorola) provides a broad portfolio of commercially available supplies, services, and technologies align with the requirements described in the Department of Agriculture Forrest Service Request for Information regarding a Computer Aided Dispatch (CAD) System. The Motorola Computer Aided Dispatch solution, PremierOne CAD, is designed using the latest application languages, database structures, network protocols, and system architectures to ensure that Command and Control personnel have a flexible, reliable, and user-friendly tool to help them achieve their missions today and well into the future. Motorola has the experience and expertise necessary to effectively provide an advanced CAD solution that allows for transparent access to data so the right information is available in the moments that matter.

Central Command and Control, whether on scene or back at the main dispatch center, is the cornerstone of every first responder mission. Common, intuitive user experiences and the ability to seamlessly query and share data across command center applications heighten operational efficiency. Access to information leads to safer and smarter decisions and faster, more positive outcomes. In today's integrated, multimedia control centers, information including voice, data, and video is received from emergency callers, radio transmissions, CAD, law enforcement databases, surveillance cameras, historical records, and more. Using Motorola PremierOne CAD, dispatchers can correlate data based on the location, type of incident, and assigned personnel, then prioritize and distribute only the most relevant data to responders in the field.

Today, mutual aid response requires multi-agency coordination with neighboring cities, counties, regional, and national resources. The CAD system must allow dispatchers and responders from various agencies to share incident data and reports. The Motorola solution allows dispatchers and command personnel to track individual devices or resources for more effective situational awareness and resource management.

Modern communication centers have a primary mission to provide responders with the information they need, when they need it, and in the most usable format. By automatically gathering, recording, and presenting information to decision-makers in real time, the Motorola PremierOne CAD solution will allow dispatchers to manage resources and situations as never before. To further support the mission, this Motorola solution delivers 99.999% hardware and software availability.

Experienced with successfully implementing CAD systems, including the coordination needed to interface with systems used by other agencies and the management of multiple supporting vendors, Motorola plans to respond to the resulting CAD procurement as a Prime Solution Provider. We look forward to the opportunity to meet with the Forrest Service to more fully understand your needs and demonstrate how PremierOne CAD will enable improved nationwide coordination and response for the Fire and Aviation Management Operations Branch.

1. SYSTEM REQUIREMENTS

1.	<p>The System should support web based technologies, such as mobile and cloud computing.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD is a SQL based application built on Microsoft .NET technology and utilizes web-based technologies in the development and execution of the system. PremierOne CAD is extended to the mobile environment through the PremierOne mobile application that requires wireless data connectivity via 3G or 4G commercial wireless data services. PremierOne CAD is a multi-jurisdictional / multi-agency dispatch application that can be deployed in a hosted environment.</p>	
2.	<p>The System must support the ability to merge an instance of the database with another instance, as in the case where data is created and stored in a standalone database that then must be combined with another</p> <p><u>Motorola's Response:</u></p> <p>PremierOne includes an Advanced Configuration Tool (ACT) that allows agency administrators to manipulate existing data to be included in the PremierOne CAD system. This data manipulation does not require any programming or code change, but will require the conversion of data to XML or SQL format for use.</p>	X
3.	<p>The System must have disaster recovery processes that include data redundancy.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD has a disaster recovery process that includes data redundancy. PremierOne CAD includes a High Availability configuration with a fully redundant disaster recovery environment. The proposed solution performs at the industry standard 99.999% uptime.</p>	X
4.	<p>The System must have robust interoperability with established systems with the ability to share data easily and efficiently.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD provides a robust interoperability solution with established systems with the ability to share data easily and efficiently. PremierOne CAD has a documented Application Program Interface (API) that can be used by any vendor to communicate with the PremierOne CAD system. In addition, the proposed PremierOne CAD system includes a dedicated reporting server for generating PremierOne CAD reports without affecting the performance of the production PremierOne CAD environment.</p>	X
5.	<p>The System must be available (24/7) at the local dispatch center without interruption for any reason so as to maintain operational continuance at the local level at all times</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD will be available (24/7) at the local dispatch center without interruption for any reason so as to maintain operational continuance at the local level at all times. PremierOne CAD performs at the public safety industry standard of 99.999% uptime. In addition PremierOne CAD includes a fully redundant disaster recovery environment in the event the production environment becomes disabled.</p>	X
6.	<p>The System must support a multi-user platform with real-time access.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD supports a multi-user platform with real-time access. PremierOne CAD allows users to perform public safety dispatching functions and to quickly and efficiently manage incident information. PremierOne CAD enhances a dispatch center's ability to handle incidents</p>	

	<p>correctly and to monitor field personnel and enhance their safety. PremierOne CAD users can create incidents from public telephone calls, from information received from an officer or from another public safety agency, or through an alarm interface. Once the user enters basic details of the incident into the system, users may dispatch field personnel to handle the incident. Users may update incidents with additional details such as information about the handling of the incident. Once the user has completed the incident in an appropriate fashion, the user then can close the incident. The primary users of PremierOne CAD are the staff within a public safety agency's communications center. Depending on the organization of the communications center, one group of operators may be primarily responsible for answering telephone calls and creating incidents while another group of operators may be responsible for assigning field units to the incidents and handling communications with the field units. However, some communications centers assign operators to both call taking and dispatching functions.</p>	X
7.	<p>The System must meet all Federal and Agency requirements for security</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD meets all Federal and Agency requirements for security including login credentials, data encryption and Uniform Crime Reporting (UCR). Signing on to PremierOne CAD allows the application to recognize authorized users and provide access to individually authorized functions. To facilitate these responsibilities, access rights and permissions are associated with the various functions available within PremierOne CAD. To maintain ease of management of these rights and permissions, the application is partitioned into various management units for administration. PremierOne CAD consists of one or more agencies. Each agency typically has several roles defined under it. A user can be assigned to one or more roles under the agency.</p>	X
8.	<p>The System must have on-going technical and user support.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD does provide on-going technical and user support based on your needs. Motorola provides various levels of support for PremierOne CAD on a 24/7 basis including telephone support, remote technical assistance and on-site support if required.</p>	X
9.	<p>The System must be based on an interactive Graphical User Interface (GUI) environment.</p> <p><u>Motorola's Response:</u></p> <p>The PremierOne CAD system is based on an interactive Graphical User Interface (GUI) environment. Users may operate PremierOne CAD either with or without a mouse. While all commands and actions within the application can be accessed with the mouse, users also may drive PremierOne CAD almost exclusively from the keyboard. A few PremierOne CAD functions, such as selecting units from a map, must be performed with a mouse.</p>	X
10.	<p>The System must support real time, read-only access to data by local and remote fire managers and GACC personnel.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD supports real time, read-only access to data by local and remote fire managers and GACC personnel. PremierOne CAD functions as a standalone product but also seamlessly integrates with Motorola's PremierOne Mobile application. PremierOne CAD may also be integrated with other Motorola and third-party systems.</p>	X
11.	<p>The System must meet the needs of an all-risk dispatch center.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD meets the needs of an all-risk dispatch center. The PremierOne CAD system proposed includes a high availability configuration that also includes a disaster recovery environment. PremierOne CAD operates within the public safety industry standard of 99.999%</p>	X

	uptime.	
12.	<p>The System must be scalable and flexible to accommodate individual dispatch center data, policy and business practices while complying with national agency requirements for standardized data elements and reporting requirements</p> <p><u>Motorola's Response:</u></p> <p>PremierOne is a scalable and flexible to accommodate individual dispatch center data, policy and business practices while complying with national agency requirements for standardized data elements and reporting requirements. The PremierOne solutions provided as part of this proposal will support up to 200,000 annual calls for service and if needed can be scaled up to support over 1 million calls for service annually.</p>	X
13.	<p>The System must be able to create an Incident from any computer via the internet.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne does not allow the creation of an incident from any computer connected via the internet. In order for PremierOne to support public safety agencies with a mission critical information system that supports the 99.999% uptime we require dedicated communications links between workstations and the system core.</p>	
14.	<p>The System must include a variety of robust mapping features that allow the dispatch center to determine the location of a potential incident quickly and easily</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD includes robust mapping features that allow the dispatch center to determine the location of potential incidents quickly and easily. Environmental Systems Research Institute (ESRI) produces the ArcGIS product line that provides three main software products used by PremierOne, each with different levels of functionality.</p> <p>These products include the following:</p> <p>ArcView – ArcView is the lowest level of functionality and provides comprehensive mapping and analysis tools along with geoprocessing tools.</p> <p>ArcEditor – ArcEditor includes the full functionality of ArcView with the addition of advanced editing capabilities for coverages and geodatabases. This level of functionality is the minimum level required for Motorola customers.</p> <p>ArcInfo – ArcInfo extends the functionality of both ArcView and ArcEditor to include advanced geoprocessing. Although this level of functionality is not required by most Motorola customers, Motorola supports the ArcInfo level.</p> <p>The software products all share a common architecture so users can distribute their work to other users and map data can be accessed interchangeably in all three products.</p> <p>ArcGIS also provides ArcSDE, a Geographic Information System (GIS) gateway to relational databases that allows management of GIS data in a relational database management system (RDBMS) and serves data openly to the ArcGIS desktop. ArcSDE supports Oracle, Microsoft SQL Server, Informix, and IBM DB2. Customers who have large databases or customers who have a need for simultaneous multi-user map editing should purchase ArcSDE for additional functionality.</p>	X
15.	<p>The System must be able to produce standard and ad hoc reports.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne has the ability to produce standard and ad hoc reports. PremierOne includes a dedicated reporting server that utilizes Microsoft Reporting Services to create ad hoc reports. The PremierOne reporting server allows agencies access to PremierOne CAD data without accessing</p>	X

	the production environment.	
16.	<p>The System must allow for local management to pre-determine the resource response by incident type, response area, and response level.</p> <p><u>Motorola's Response:</u></p> <p>The term resource includes the personnel, vehicles, and equipment of the agencies you might manage on an incident. For a single law agency, resources might simply be police cruisers, mounted or foot patrols, equipment, and officers, together known as "units." In a multiple agency environment, resources could also include fire and ambulance vehicles, equipment, and personnel. The tasks related to Resource Management include items such as placing a unit on duty; assigning the jurisdiction personnel and vehicles to a unit; making status changes; and taking units off duty at the end of their shift. PremierOne CAD provides tools for viewing unit history, a summary of unit activities, and viewing a lineup list. You can also create and use roll calls and temporary unit groups.</p>	X
17.	<p>Daily log and entries may be retained as part of the official record of an incident.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne includes daily log and entries that may be retained as part of the official record of an incident. PremierOne CAD logs all activities taken on an incident. Logged information includes date and time stamps, user identification, entries made, entries changed and entries added. The incident history is accessible via the history tab on the incident management form.</p>	X
18.	<p>When multiple incidents are created but should be tracked as one incident, the multiple incidents are merged, (i.e. A reported smoke incident and a reported vehicle collision, are the same incident.) When incidents are merged, all documentation and resource data is tracked in one incident.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD allows for multiple incidents to be created, but tracked as a single incident. PremierOne can associate incidents after the incidents have already been initiated, using the Incident Association command. Associating incidents creates a link between the incidents. Associated incidents are most commonly used in multi-jurisdictional, multi-agency environments. For example, an accident with injuries may require a response from Law Enforcement, Medical, and Fire agencies to manage the incident completely. When incidents are associated, they display in the Assoc tab for each incident. Comments can also be shared between associated incidents.</p>	X
19.	<p>The System must provide multiple ways to create an incident, such as using a function key or typing in an address or designating a map location through lat/long or GIS, etc.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne provides multiple ways to create an incident, such as using a function key or typing in an address or designating a map location through lat/long or GIS. The CAD Client window consists of a collection of fully integrated windows and components that can be displayed, positioned, and resized. Depending on the display configuration, the CAD screen may be limited to a single monitor or may reside across several monitors, allowing you to drag-and-drop components between them. CAD workstations usually have at least two monitors, a work monitor for viewing CAD forms and a status monitor for viewing the status of incidents and units. If your site has a GIS (Geographic Information System), CAD additionally supplies a color map display of the locations of incidents and units, their relationships to each other, and their status information. You can use CAD with a mouse or solely with keyboard navigation. Keyboard shortcuts allow you to move through CAD without having to manually move through each field. When creating incidents the location field itself can be either a physical address for a residence or business, an intersection, a common place, Lat/Long coordinates or an alarm number.</p>	X

20.	<p>The System maintains an incident log that records activity on an incident, such as radio communications, phone communications, dispatcher activity, notifications, etc.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne maintains an audit trail that records all activity on an incident. PremierOne CAD's audit feature records all transactions associated with an incident. Viewing an incident's audit history displays these transactions for that incident only.</p>	X
21.	<p>The dispatcher must be able use a timer to track status, and position checks of resources. For example, if it is a law enforcement incident the timer will notify the dispatcher when a safety check is required. For aircraft, Automated Flight Following may want a verbal check back every 15 minutes to track the location in case of loss of contact.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne will allow a dispatcher to use a timer to track status, and position checks of resources. An agency can configure any of the unit status codes to timeout, which is an indicator to the user that the unit has remained in its current status for a specified duration. For example, when a unit goes on a traffic stop, the user is procedurally required to check on the unit after five minutes to make sure the unit is all right. Once placed in the traffic stop unit status, the timer starts and the user is informed via the timeout functionality when five minutes have elapsed. The user radios the unit and gets confirmation that the unit is ok. The user can then reset the timer to be reminded again at some time interval, or turn it off. A user has the ability to update the timer value for a unit, either before or after the timeout has occurred. A user can reset the timer to the provisioned timeout value, disable the timer, or set the timer to any other timeout value.</p>	X
22.	<p>Standard land-based geospatial data layers should be available within the System.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD support land-based geospatial data layers within the system. PremierOne support ESRI and ArcGIS formats, in addition ArcGIS also provides ArcSDE, a Geographic Information System (GIS) gateway to relational databases that allows management of GIS data in a relational database management system (RDBMS) and serves data openly to the ArcGIS desktop. ArcSDE supports Oracle, Microsoft SQL Server, Informix, and IBM DB2. Customers who have large databases or customers who have a need for simultaneous multi-user map editing should purchase ArcSDE for additional functionality.</p>	X
23.	<p>Response area data includes: response levels, associated Fire Danger Rating Area, response areas.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne response area data can include response levels, associated Fire Danger Rating Area and response areas. Each of these response areas would be configured in PremierOne CAD as the appropriate response area or beat.</p>	X
24.	<p>Dispatch (run cards) data includes: response types, incident types with incident subtypes, response types, response levels, dispatch strategy, copying and reporting dispatch strategies, dispatch action required.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD supports dispatched run cards and can include the following data: response types, incident types with incident subtypes, response types, response levels, dispatch strategy, copying and reporting dispatch strategies and dispatch action required. PremierOne allows system administrators to create new fields and the associated code tables to work with the newly created PremierOne fields.</p>	X
25.	<p>Interfaces with radio console over a serial data connection to select frequencies and tones (repeaters). Dispatcher can click the [SELECT] button on the CAD screen to select dispatch frequencies and tones on the radio console screen.</p>	

	<p><u>Motorola's Response:</u></p> <p>PremierOne CAD does allow for radio console integration to the Motorola MCC7500 console from within the CAD screen including push to talk, multi-channel select and priority transmit. PremierOne CAD supports toning through the Motorola Gold Elite Console. Without additional information related to the radio network and consoles being used Motorola can not accurately respond to this requirement.</p>	
26.	<p>Provides an application administrator with the ability to add a common place name to the geographic data file with only a latitude/longitude location (location is off-road).</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD allows an application administrator with the ability to add a common place name to the geographic data file with only a latitude/longitude location. PremierOne CAD includes various ESRI tools that will allow for the edit and configuration of GIS files.</p>	X
27.	<p>Provides an application administrator with the ability to configure response areas for fixed (run order) or dynamic (road network calculation) unit recommendation.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne provides an application administrator with the ability to configure response areas for fixed or dynamic unit recommendations. PremierOne has the ability to create dispatch plans. Plans are the highest level geographical grouping for an agency. Plans contain the following elements:</p> <p>Beat – smallest geographical area</p> <p>Sector – collection of beats</p> <p>Area – collection of sectors (also known as teams/districts)</p> <p>Agencies make their unit assignments based on the coverage that is required for a specific condition. PremierOne CAD uses this information to assist in making recommendations. Some agencies may define multiple plans to use during different time periods and activity levels. A normal plan can be set to be in effect during the times when normal activity levels are expected. Additional plans can be created to accommodate changes in the normal activity level, such as weekends, holidays, special functions, and night shifts. Agency plans are managed by the system administrator. When the Activate Plan (AP) command is issued to change the current plan, all of the coverage areas in the newly activated plan that are not already covered by another user are automatically assigned to the console issuing the command. Incidents, units, or vehicles that are assigned to an area that is not present in a newly activated plan are reassigned to the default area defined by your agency. Default areas are defined by your system administrator during provisioning.</p>	X
28.	<p>Provides a dispatcher with the ability to assign a weather-based dispatch level to response areas that have been organized into dispatch zones</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD Response Modes allow unit recommendations to be manually altered based on known weather (or other) conditions. There is no limit to the number of Response Modes that can be created. Response Modes can be applied agency wide or to a particular beat, sector or area.</p>	X
29.	<p>Recommends units based on the current weather conditions (dispatch level) in the response area associated with incident location. The dispatch level influences the selection of a response plan.</p> <p><u>Motorola's Response:</u></p> <p>PremierOne CAD allows the authorized user to manually alter the unit recommendation in the response area of an incident by changing the Response Mode for the area in question. Response Modes are pre-configured alternate recommendation schemes and can be used to accommodate</p>	X

	increased or decreased response needs because of weather, parades, public unrest, etc.	
30.	Calculates a bearing and distance for recommended units that travel through the air <u>Motorola's Response:</u> Using the PremierOne CAD Map, the user can draw a multipoint line to determine the distance between the starting and ending flight locations. Bearing is not supported.	
31.	Provides an application administrator with the ability to assign air-to-air and air-to-ground frequencies to individual response areas. <u>Motorola's Response:</u> Motorola complies with this requirement through an interface with certain radio consoles. PremierOne CAD has the ability to assign frequencies via certain radio consoles. Motorola's compliancy may change once additional information related to the radio network and consoles being used is provided.	X
32.	Generates a fire number in addition to an incident number from a federal or local fire number counter as specified in the response area record associated with the incident location. <u>Motorola's Response:</u> PremierOne CAD can include a fire number in addition to an incident number from a federal or local fire number counter as specified in the response area record associated with the incident location. PremierOne CAD allows the system administrator to create fields and the associated code tables for data entry.	X
33.	Provides an application administrator with the ability to create a hazard record at a latitude/longitude location. PremierOne CAD does not provide the ability to create a hazard record at a latitude/longitude location.	
34.	Alerts the dispatcher when a call is entered at a latitude/longitude associated with a hazard record. <u>Motorola's Response:</u> When a call is entered at a latitude/longitude within PremierOne CAD, a radius search for hazard information is performed around that point. If hazards exist with that radius, they are presented to the user. Both inner and outer radiuses are configurable by the administrator for each category of hazard. There is no limit to the number of categories that can be created. A hazard cannot be saved only to a latitude/longitude. Common place entries can be created on the map with which these hazards can be associated.	
35.	Provides a dispatcher with the ability to set the dispatch priority of units in a fire station where there is more than one unit of the same type. <u>Motorola's Response:</u> PremierOne CAD does provide a dispatcher with the ability to set the dispatch priority of units in a fire station where there is more than one unit of the same type. PremierOne allows for the assignment of incident priority definitions that can determine the priority similar units. PremierOne end users also have the ability to override this priority assignment if needed.	X
36.	Displays an automatically-updated fire coverage window with the dispatch coverage status in green, yellow, or red. <u>Motorola's Response:</u> PremierOne CAD can be configured to display an automatically-updated fire coverage window with the dispatch coverage state in green, yellow, or red. PremierOne CAD can be configured by the system administrator to display various custom views of the unit status display. This status can be assigned colors of your choice.	X

37.	Provides the dispatcher with the ability to assign the person responsible for completing the fire or investigation report by entering a command <u>Motorola's Response:</u> PremierOne CAD does provide a dispatcher the ability to assign the person responsible for completing the fire or investigation report by entering a command. PremierOne CAD includes the "PU" command that translates to Primary Unit. This command is followed by the unit id assigned to the person that will be assigned to that particular incident.	X
38.	Replicates live CAD incident and unit information to a backup device. <u>Motorola's Response:</u> PremierOne CAD replicates live CAD incident and unit information to a backup device. The PremierOne CAD proposed configuration includes redundant application servers in addition to fully redundant disaster recovery servers.	X
39.	Provides a dispatcher with the ability to select an alternate tactical and/or air to air frequency when the primary tactical frequency is in use. <u>Motorola's Response:</u> PremierOne CAD has the ability to assign frequencies via certain radio consoles.. Motorola's compliancy may change once additional information related to the radio network and consoles being uses is provided.	X

2. TECHNICAL INFORMATION BEING REQUESTED

- 1. How many staff months (project management, analysis, design, coding, documenting, and testing) and calendar months do you estimate it would take to modify your CAD system to meet all of the requirements listed above?**

Motorola's Response - A typical CAD deployment spans 14 months from Notice to Proceed ("NTP") to System Acceptance.

- 2. How many multi-site CAD customers does your company currently have?**

Motorola's Response - Motorola currently has more than 25 installations that support multiple communication centers sharing a single system.

- 3. How many physical servers are required to run your full CAD system with ROSS and other interfaces including testing and training instances of the system?**

Motorola's Response- We are recommending 16 servers with Disaster Recovery ("DR") included in the configuration. Without DR included, we have 9 servers.

- 4. What is your company's estimated annual revenue from CAD system sales, consulting services, and maintenance fees?**

Motorola's Response-Motorola had total revenues for 2011 of \$8,203,000. Motorola does not publish revenue estimates for our PremierOne CAD, and related products and services. Motorola has a long history of successfully implementing CAD systems and serves hundreds of agencies throughout the world. The recent release of our Next Generation CAD platform, PremierOne, has received significant adoption by legacy and new agencies.

- 5. How many procurements for a CAD project exceeding \$2 million has your company responded to in the 24 months just prior to the release of this RFI?**

Motorola's Response - We have delivered approximately 40 responses/proposals that include PremierOne CAD over the last 24 months that meet the criteria above.

6. What is the probability 0 – 10 (10 being the highest) that your company would participate in a best value Request For Proposal process for the CAD described above where all requirements must be met in order to qualify?

Motorola's Response - Motorola would rank the probability of participation at the level 9, which is attributable to our continued success in both product development and product deployment of the PremierOne suite of products. Motorola will evaluate and seriously consider participating in an RFP process for the CAD described above.

7. What is your estimated cost to provide a CAD system that would meet all of the requirements listed in this request for information?

Motorola's Response - Please see Attachment A for complete cost information.

3. ADDITIONAL INFORMATION

1. Provide any additional information not requested above but which you deem important and relevant to this RFI.

Attachment B provides information on MSI PremierOne CAD.

2. Provide any lessons learned from other similar projects.

Motorola, with its many years of experience in the public safety industry, has discovered that one of the biggest problems in a new installation will stem from resource allocation on the part of the Customer. Due to tight budgets, many public safety agencies have had to reduce their staff which results in diminished resources to implement a new project of this size.

Motorola compensates for this by dedicating more of its own resources to better accommodate the installation. Unfortunately, this also results in higher labor costs to implement a system, which a Customer does not always take into consideration when making a purchasing decision. Motorola chooses to continue its policy of high standards and quality performance with the hopes that the Customer will recognize this quality in Motorola.

3. Ongoing annual maintenance and technical support.

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

It is standard for Motorola to deliver electronic versions of manuals to their customers for their on-site reference. For other questions and help, Customer Support can be accessed through Motorola Solutions' toll free 800 number, web ticketing, or email ticketing to ensure accurate case handling and tracking.

The three options for accessing Support at Motorola Solutions:

- Motorola Solutions System Support Center Toll Free Number

- eCase Management through Motorola Solutions On-Line
- Email Case Ticketing

Option 1 - Call Motorola Solutions System Support Center

Call Motorola Solutions Toll free 800-323-9949

Select from the auto attendant as follows:

Option 2 – Technical Support of Infrastructure Products

Then select **Option 6** – Public Safety Applications

Next select the appropriate system type option

CAD

RMS

Mobile Applications

Jail Management Systems

Law Records (LRMS)

Customer Service Request System (CSR)

0. All Other Applications

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

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

Accessing the Technical Case Management web site

As an existing Motorola Customer, College Station can add additional account(s) with relative ease.

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

Primary Features of On-Line Technical Case Management

Motorola Solutions customers have three main functions available through Motorola Solutions On-Line to manage their cases:

- Open new cases
- Search for existing cases and view details of the existing case
- Update existing cases by adding notes

Option 3 - Submit a ticket via Email Case Management

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

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below: Instructions are also located under “Resources” at: <https://motonline.mot.com>

It is a standard practice for Motorola to deliver electronic versions of all required manuals to the Customer. Customer Support can be accessed through Motorola Solutions’ toll free 800 number, web ticketing or email ticketing to ensure accurate case handling and tracking.

UPGRADES AND RELEASES

Active maintenance customers receive version upgrades/releases as a benefit of their maintenance contract. Customer-specific enhancements would have to be scoped to determine if additional costs would apply. Typically, Motorola has one major release every year with up to six supplemental releases per year. The upgrade can be delivered remotely online, with a CD shipped to College Station, or onsite, depending on the size of the upgrade and product(s) involved.

“Releases” means an Update or Upgrade to the Motorola Solutions Software and are characterized as “Supplemental Releases,” “Standard Releases,” or “Product Releases.” A “Supplemental Release” is defined as a release of Motorola Solutions Software that contains primarily error corrections to an existing Standard Release and may contain limited improvements that do not affect the overall structure of the Motorola Solutions Software. Depending on Customer’s specific configuration, a Supplemental Release might not be applicable. Supplemental Releases are identified by the third digit of the three-digit release number, shown here as underlined: “1.2.3”. A “Standard Release” is defined as a release of Motorola Solutions Software that contains product enhancements and improvements, such as new databases, modifications to databases, or new servers. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases are identified by the second digit of the three-digit release number, shown here as underlined: “1.2.3”. A “Product Release” is defined as a release of Motorola Solutions Software considered to be the next generation of an existing product or a new product offering. Product Releases are identified by the first digit of the three-digit release number, shown here as underlined: “1.2.3”. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola Solutions opinion will prevail, provided that Motorola Solutions treats the Product offering as a new Product or feature for its end user customers generally.

4. RFI RESPONSE FORMAT AND CONTENT

1. Company name.

Motorola Solutions, Inc.
U.S. Federal Government Markets Division

2. Company mailing address.

7031 Columbia Gateway Drive, 3rd Floor, Columbia, MD 20146-2289

3. Point of contact information (One person's name, telephone number and e-mail address).

John Gallagher

Phone: 303-523-5597

JGallagher@motorolasolutions.com

4. References (name and phone number) of individual/company where your CAD system has been implemented.

See Attachment C for reference information.

5. Indicate if you are considering competing in the CAD procurement as either a Prime Solution Provider or System Integrator (prime or sub-contractor).

Motorola will consider all participation options in future CAD procurements.

PROPOSAL PRICE SUMMARY

<i>Motorola PremierOne Application Software</i>	\$1,929,300	
<i>Motorola Interface Fees</i>	\$5,400	
<i>Other Hardware/Software</i>	\$153,053	
<i>Server Hardware/Software</i>	\$447,275	
<i>Implementation/Installation</i>	\$983,286	
Subtotal		\$3,518,314
	Grand Total	\$3,518,314

Motorola pricing is based on a complete system solution. The addition or deletion of any component(s) may subject the total system price to modifications.

“The information provided in this quote is provided for informational (or budgetary) purposes only and does not constitute an offer to sell or license any Motorola product. This quote is not binding on Motorola and Motorola is making no representations, warranties, or commitments with respect to pricing, products, or terms and conditions which would require more information and further detailed analysis of the requirements for which this quote is requested.”

YEAR 1 MAINTENANCE SUMMARY

	<i>Annual Amount</i>
<i>Motorola Software Maintenance</i>	\$299,700
<i>PremierOne Server Hardware Maintenance</i>	\$42,317
<i>LogMeIn Reach</i>	\$1,045
Total Maintenance	\$343,062
<i>Microsoft SQL Server RUNTIME and Systems Center Ops Mgr Embedded Maintenance -- Optional Item</i>	\$17,878

Proposal Equipment with Detail Pricing

Category	Name	Qty	Price \$
Premier One Software			\$1,929,300
	P1 Query Service Server License - ConnectCIC Basic Query State Interface	1	
	P1 Query Service Server License add Basic Entry/Edit State Interface	1	
	P1 GIS Editing Client Plug-In License (for use with ESRI ArcGIS Editor)	1	
	P1 Reporting Service Server License (per RDW Server)	1	
	PremierOne Mapping Server License	2	
	P1 CAD Server License (Primary)	1	
	P1 CAD Server License (DR Backup Site)	1	
	P1 CAD Dispatch (CAD Client and Mapping)	100	
PremierOne Embedded 3rd Party Software			
	ESRI ArcGIS Server Standard w/ Network Analyst Extension - Per Active Server	2	
	ESRI ArcGIS Engine - Per Dispatch Client	100	
	CommSys Basic Inquiry and Data Mining Modules - for Basic State Interface	1	
	CommSys Basic Entry/Edit for State Interface	1	
	Embedded Deployment Support for CommSys	1	
Premier One Embedded 3rd Party Maintenance			
	Maint - ESRI ArcGIS Server Standard w/ Network Analyst Extension (Per Server)	2	
	Maint - ESRI ArcGIS Engine - Per Dispatch Client	100	
	Maint - CommSys Basic Inquiry and Data Mining Modules	1	
	Maint - CommSys Basic Entry/Edit	1	
Motorola-Interfaces			\$5,400
	Netclock/PresenTense	1	
	Radio System Interface	1	
	State/NCIC	1	
Server Hardware and Software			\$270,731
	HP Rack Model 10642 G2 w/ Rackmount Keyboard & Monitor	2	
	Cable Management Panel	2	
	HP 24A High Voltage Modular PDU	8	
	HP Ultrium 3 RW Bar Code Label Pack - Bar Code Labels	2	
	HP Power Cords - 15 pack (1.37m)	2	
	Ethernet Cables - Cat 6 Cables	2	
	HP Blade Enclosure Hardware Model c7000 Half Height	2	
	HP Blade Enclosure Hardware HP GbE2c Layer 2/3 Ethernet Blade Switch	8	
	HP San Switch HP B-Series 8/12c BladeSystem San Switch	4	
	HP San Switch HP 8Gb Long Wave B-series 10km Fibre Channel SFP+ 1 Pack (Quantity of 4)	2	
	HP Blade Server Model BL460c G8 with 16GB RAM, 300GB, 2 NIC -- Applications Server	4	
	HP Blade Server Model BL460c G8 with 1 CPU, 32GB RAM, 300GB, 2 NIC -- Reporting Server	2	
	HP Blade Server Model BL460c G8 Dual CPU with 64GB RAM, 300GB -- Database Server	4	
	HP Blade Server Model BL460c G8 with 16GB RAM, 300GB, 2 NIC -- Test/Training Apps Server	1	
	HP Blade Server Model BL460c G8 with 18GB RAM, 300GB -- Test/Training Database Server	1	
	HP Blade Server Model BL460c G8 with 18GB RAM, 300GB -- Command View Server	2	
	HP Blade Server Model BL460c G8 with 16GB RAM, 300GB, 2 NIC -- Radio Interface Server	2	
	Perimeter Router and Firewall Fortigate 310B	4	
Storage Hardware and Software			\$176,544
	Storage HP 6300 EVA FC LFF Combo Fact Kit (Includes Cmd View & 1 Drive Enclosure)	2	
	Storage HP M6625 3.5-inch SAS Drive Enclosure	2	
	Storage HP M6625 300GB 6G SAS 15K 3.5in HDD	24	
	Storage HP FCIP/iSCSI Distance Gateway	4	
	Four (4) SAN Loopback Connectors	2	
	Two (2) SAN Loopback Connectors & (2) 8GB Shortwave B-Series FC SFP+ Transceivers	2	
	Storage HP Continuous Access P6300 SW E-LTU	2	
	Storage HP P6000 CV v10.0 E-software Suite Media	2	
	Storage HP MSL2024 1 LTO-5 Ultrium 3000 4 Gb FC Tape Library	2	
	Storage HP 8GB Shortwave B-series FC SFP+ 1 Pack (for Switch)	2	
	Storage HP 2m Multi-mode OM3 LC/LC FC Cable	2	
	Storage HP LT05 Ultrium 3 RW Bar Code Label Pack	2	
	Storage HP StorageWorks LTO-5 Ultrium 3TB Data Cartridge for MSL 2024	48	
	Storage HP StorageWorks Ultrium Cleaner Cartridge	2	
	HP Data Protector Software	2	
Other Hardware and Software			\$153,053



Netclock/GPS Master Clock Model 9483 (Includes Embedded Ethernet Time Server)	4	
GPS Antenna Surge Protector -- Model 8226	4	
GPS Outdoor Antenna Model 8225	4	
GPS 200 ft. Plenum-Rated Coax Antenna Cable Terminated with Type N Connectors	4	
Microsoft SQL Server Enterprise Edition RUNTIME 2008 R2 all Lng Embedded License	7	
Microsoft SQL Server Ent RUNTIME 2008 R2 ALNG Embedded Maintenance	7	
Microsoft SQL Server Standard Edition RUNTIME 2008 R2 all Lng Embedded License	2	
Microsoft SQL Server Std RUNTIME 2008 R2 ALNG Embedded Maintenance	2	
Microsoft Sys Ctr Operations Mgr Svr Mgmt Lic Ent 2007 R2 all Lng Embedded --- Apps Server	4	
Microsoft Sys Ctr Ops Mgr Svr Mgmt Lic Ent 2007 R2 ALNG Embedded Maintenance	4	
Microsoft Sys Ctr Operations Mgr Svr 2007 R2 all Lng Embedded -- Database Server	8	
Microsoft Sys Ctr Ops Mgr Svr Mgmt Lic 2007 R2 ALNG Embedded Maintenance	8	
ESRI ArcGIS Desktop 9.3	1	
ESRI ArcGIS Desktop 9.3 Network Analyst Extension	1	
Microsoft Windows Server 2008 Client Access License (For Each User CAD and Mobile)	100	
Distinct ONC RPC/XDR for CADI Server Connection -- For SmartZone Radio Interface	1	
PresenTense Software -- CAD Clients and Servers	116	
LogMeIn Pro2 Secure Remote Access Service -- One Per Server	16	

Implementation/Installation **\$983,286**

System Subtotal **\$3,518,314**

Grand Total **\$3,518,314**

Maintenance Summary	
Year 1	Warranty
Year 2	\$343,062
Year 3	\$360,215
Year 4	\$378,226
Year 5	\$397,137

Note: Maintenance pricing is based on 2012 rates, subject to then current rates upon commencement. Changes to configuration or count will result in a change to maintenance pricing.

Maintenance for Third Party products is subject to change based on prices quoted from the partners for first year of maintenance.

Embedded Maintenance for Microsoft products is limited to SQL Server RUNTIME and Systems Center Operations Manager embedded licenses. Maintenance for Microsoft Windows Server is NOT included.



PREMIERONE™

Motorola Next Generation Public Safety Applications.
Transforming the way public safety operates, collaborates and shares information.



A new, more adaptive, more responsive, more intuitive suite of dynamic applications that will transform the way public safety operates, collaborates and shares information.

PremierOne™ is a unified applications suite that provides one enduring real-time view of the community for enhanced safety and resource allocation. PremierOne provides the ability to proactively deploy resources and dramatically improve situational awareness – transforming the way agencies operate, collaborate and share information for a more effective response.

PremierOne: More streamlined operations for a timelier, more targeted response.

Public safety agencies require solutions that can assist in streamlining critical day-to-day operations. PremierOne helps create and drive efficiencies throughout agencies by delivering on the fundamental needs for information consistency, location commonality and simplified system administration with applications that seem second nature. It also provides the ability to remotely monitor and manage systems, so agencies can proactively respond to system concerns. With PremierOne, agencies can spend more time serving the public and less time managing data accuracy, integrity, processing and interoperability issues.

PremierOne: Unparalleled accuracy in data input, archival and exchange throughout the agency.

Breaking from the ordinary, PremierOne utilizes an underlying common database, making it possible for agencies to meet the evermore urgent demand for information accuracy, consistency and availability across the operation. This approach provides a common platform for more robust applications to leverage true interoperability. Every user, whether a dispatcher, first responder or administrator, has access to the same information.

PremierOne: Designed to enhance information access and sharing across agencies.

Sharing critical information enhances safety and greatly increases the probability of a successful outcome. Timely information is essential, placing effective decision making control in the hands of those who need it most. PremierOne is a suite of applications that utilizes a common data model compatible with national data-exchange standards. This simplifies the dynamics of information sharing between local, state and federal agencies. Motorola is an active participant in standards development for emerging technologies which helps ensure that its public safety applications meet information exchange best practices.

PremierOne: An adaptive, flexible and scalable environment for today and tomorrow.

In today's dynamic environment, operational needs evolve – sometimes on a daily basis. PremierOne is designed to easily and quickly adapt to each agency's unique needs by allowing control of fields and forms, configuration of information flow, easier access to information, and the creation and syntax of their commands. PremierOne increases opportunities for return on investment and operational efficiency by taking advantage of a Service-Oriented Architecture (SOA). This methodology makes it possible to invest in an advanced solution today while ensuring that existing applications can continue to be utilized.

Motorola® and Microsoft® – a unique and exciting relationship.

Motorola and Microsoft have formed a strategic alliance with the common goal of effectively changing the way public safety agencies manage operations by creating highly available, scalable and secure software solutions. Public safety agencies that use PremierOne will experience the operational simplicity and performance delivered by an integrated team of Motorola development and domain experts and Microsoft architects.

Why Motorola?

Motorola brings decades of public safety experience to the table to design a platform from the ground up with shared data and common services in mind. With legendary expertise in mission critical networks and devices, Motorola is the common platform of choice for public safety agencies. Motorola installation, training, and maintenance capabilities make it easy to choose the next generation of public safety applications – PremierOne.

To learn more about this powerful suite of public safety applications, visit www.motorola.com/premierone or call **+1 800 323 9949**.



MOTOROLA

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Schaumburg, Illinois 60196 U.S.A.
www.motorola.com/premierone

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Nashville Emergency Communications Center

Customer Address: 2060 15th Avenue South
Nashville, TN 37212

Customer Contact: Rickey McWright

Synopsis

In 1995, the Nashville, Tennessee Emergency Communications Center identified the need to replace their home-grown dispatch system with a COTS solution that combined five-nines of reliability with mapping and other emerging features. They went live on Premier CAD in February 1997 on-time and in budget.

In 2000, a Disaster Recovery system was installed and in 2002 Nashville outfitted a complete hot-backup site in case the main center became unusable.

Nashville upgraded from PremierCAD to PremierOne CAD in 2010, going live in September. The go-live was the culmination of partnership between Nashville and Motorola to prove out the functionality of PremierOne CAD across a large multi-agency, multi-jurisdiction system. Today Nashville is licensed for 150 CAD work-stations and over 750 mobile units. CAD is deployed not only at the two communications centers, but throughout the county at strategic public safety installations.

Nashville is currently working on adding additional function via third party providers and interfaces along with a separate project to upgrade their Motorola Radio System which will add GPS capability for CAD not only on vehicles but on every portable radio in their public safety fleet.

Motorola Supplied Solution

- PremierOne CAD
- Premier MDC Mobile
- Priority Dispatch EMD and Fire Station Alerting
- Full Disaster Recovery backup system from PremierOne CAD at hot-backup facility

Original Completion Date: 1996; Major Upgrades 2005, 2010

Customer Contact:
Rickey McWright
Assistant Director
Phone: (615) 401-6226
Email: rickey.mcwright@nashville.gov



MOTOROLA



Ventura, CA Police Department

Customer Address: 1425 Dowell Dr.
Ventura, CA 93003

Customer Contact: Commander Dave Wilson

Synopsis

The Ventura Police Department, located just north of Los Angeles in Southern California, serves a population of 107,000.

Ventura PD operated a Premier CAD, Premier MDC, and Infotrak LRMS System since 2003. The PD went live on PremierOne CAD and Mobile in June 2009, and is currently implementing PremierOne Records (begun December 2010).

The Communications Center maintains 7 dispatch positions, with 50 units running PremierOne Mobile in the field.

Ventura PD handles approximately 90,000 calls for service annually.

Motorola Supplied Solution

- PremierOne CAD
- PremierOne Mobile
- PremierOne Records

Original Completion Date: 2003. Phased Migration in Progress

Customer Contact:
Commander Dave Wilson
Phone: (805) 339-4337
Email: dwilson@ci.ventura.ca.us



MOTOROLA



Horry County Public Safety

Customer Address: ML Brown Jr Building, 2560 Main Street #4
Conway, SC 29526-3718

Customer Contact: Paul Whitten

Synopsis

With a population of approximately 240,000 the Horry County dispatch center handles Law, Fire, and EMS for multiple agencies in the County.

The Motorola solution utilized by Horry County consists of Motorola's Premier CAD, NetRMS with field based reporting, Premier MDC on Motorola's High Performance Data backbone, and Offendertrak Jail Management system. Additionally, Motorola supplied a countywide Fire Records Management Solution from ETI.

Motorola Supplied Solution

- Premier CAD with AVL
- Premier MDC
- NetRMS with Field Based Reporting
- Offendertrak Jail Management Systems
- Fire Records Management by ETI

Completion Date: February 2006

Customer Contact:

Paul Whitten, Public Safety Director

Phone: (843) 915-5400

Fax: (843) 915-6400

Email: whittenp@horrycounty.org



MOTOROLA



Orleans Parish Communications District

Customer Address: 100 City Park Avenue
New Orleans, LA 70119

Customer Contact: Karl Fasold

Synopsis

Orleans Parish Communications District provides services to the entire Orleans Parish consisting of three distinct agencies: New Orleans Police, New Orleans Fire, and New Orleans EMS. The Parish covers 350 square miles with a population of over 300,000.

Prior to Hurricane Katrina the police department operated one Premier CAD system and the Fire and EMS departments operated off of a second CAD system. Work had been in progress to converge the two CAD systems into one single system, Hurricane Katrina and the resulting floods destroyed both 9-1-1 Centers.

Motorola worked with Orleans Parish to bring their 9-1-1 operation back online in makeshift facilities and continued to support the parish with upgrades as they have currently broken ground on a new, permanent facility.

Motorola Supplied Solution

- Premier CAD
- Fire Records
- Cerulean Mobile
- Mugshot
- AFIS

Customer Contact:
Karl Fasold
Phone: (504) 671-3920
Email: karlf@911nola.org



MOTOROLA



City of Henderson, NV Police Department

Customer Address: 223 Lead Street
Henderson, NV 89015

Customer Contact: Jeff Stilson

Synopsis

Systems include CAD, Records, Mobile, Jail, and AFIS supporting the Police and Fire Departments of Henderson, Nevada. The system has been live since 2003, and Motorola has expanded the suite to include the Premier Handheld application.

This system supports over 400 Henderson users, 50 users from the city of Las Vegas, and has recently contracted to add the Police Departments from the City of North Las Vegas and Clark County School Districts.

Motorola Supplied Solution

- Premier CAD with AVL
- Premier Mobile
- Infotrak LRMS with Field Based Reporting
- Offendertrak Jail Management System

Original Completion Date: 2002, Major Upgrade 2006

Customer Contact:
Captain Jeff Stilson
Phone: (702) 267-5050
Email: Jeffrey.Stilson@cityofhenderson.com

