



CITY COUNCIL WORKSHOP/REGULAR MEETING

March 17, 2025, at 6:30 PM

Hewitt City Hall, 200 Patriot Court, Hewitt, TX 76643

AGENDA

Steve Fortenberry, Mayor: Ward 3, – **Erica Bruce**, Mayor Pro Tem: Ward 3

Michael S. Bancale, Council Member: At-Large – **Johnny Stephens**, Council Member: Ward 1

Bob Potter, Council Member: Ward 2 – **Brad Turner**, Council Member: Ward 1

Vacant Seat, Council Member: Ward 2

The meeting will be streamed live on the city's website at www.cityofhewitt.com/790/Hewitt-TX-TV.

Under Texas Government Code Sec. 551.127, members may attend and participate in the meeting remotely by video conference on a regular, non-emergency basis. Should that occur, a quorum of the members will be physically present at the location noted above on this agenda.

WORKSHOP MEETING - 6:30 PM

WORKSHOP DECLARATION OF A QUORUM AND CALL TO ORDER

WORKSHOP AGENDA

1. Presentation of the FY 2023-2024 audit report by Chris Pruitt, Partner with Pattillo, Brown & Hill, LLP.

WORKSHOP ADJOURNMENT

REGULAR MEETING - 7:00 PM

DECLARATION OF A QUORUM AND CALL TO ORDER

PLEDGE OF ALLEGIANCE

PUBLIC COMMENTS

The City Council invites citizens to speak on any topic not already scheduled for a public hearing. The Texas Open Meetings Act prohibits the Council from discussing, responding to, or acting on any comments or items not posted on the agenda. (Note: Citizens who wish to speak must complete a "Public Comment Form" and present it to the City Secretary before the meeting.)

REGULAR AGENDA ITEMS

2. Approve the minutes of the March 3, 2025, City Council Workshop/Regular Meeting.
3. Briefing and discussion concerning Financial Statements ending February 28, 2025.
4. Motion to accept the Fiscal Year 2023-2024 Annual Comprehensive Financial Report (ACFR).
5. Discussion and possible action to authorize the purchase of roof repairs for the City of Hewitt Community Services building.
6. Discussion and possible action on the bid award for 2023 - E. Wall Street and Briarfield Improvements.
7. Discussion and possible action to approve the expenditure of \$587,983.83 for the purchase of Motorola Solutions Flex Suite Computer Aided Dispatch and Records Management System (CAD/RMS), including associated hardware and software for use by the Police and Fire Departments.
8. Discussion and possible action on **Ordinance No. 2025-07** canceling the May 3, 2025, Special Election as prescribed in the Texas Election Code.

ADJOURNMENT

I certify that the above notice of meeting was posted on the Public Notice Board in front of City Hall on March 12, 2025, by 5:00 PM.

CITY OF HEWITT

Lydia Lopez

Lydia Lopez, TRMC/CMC
City Secretary

In compliance with the Americans with Disabilities Act, the City of Hewitt will provide reasonable accommodations for people attending and/or participating in City Council meetings. The facility is wheelchair-accessible, and accessible parking is available at the front of the building. Requests for sign interpreters or special services must be received forty-eight (48) hours before the meeting by calling the City Secretary at 254.296.5602 or by fax at 254.666.6014.



COUNCIL AGENDA ITEM FORM

MEETING DATE: March 17, 2025

AGENDA ITEM #: 2.

SUBMITTED BY: Lydia Lopez, City Secretary

ITEM DESCRIPTION:

Approve the minutes of the March 3, 2025, City Council Workshop/Regular Meeting.

STAFF RECOMMENDATION/ITEM SUMMARY:

Attached is a copy of the meeting minutes. Please review and advise if any corrections are needed.

FISCAL IMPACT:

Amount Budgeted - N/A

Line Item in Budget - N/A

SUGGESTED MOTION:

I move approval of the minutes as presented but to allow for corrections.

ATTACHMENTS:

1. March 3, 2025, City Council Workshop-Regular Meeting minutes



CITY COUNCIL WORKSHOP/REGULAR MEETING

March 3, 2025, at 6:30 PM

Hewitt City Hall, 200 Patriot Court, Hewitt, TX 76643

MINUTES

Steve Fortenberry, Mayor: Ward 3, – **Erica Bruce**, Mayor Pro Tem: Ward 3
Michael S. Bancale, Council Member: At-Large – **Johnny Stephens**, Council Member: Ward 1
Bob Potter, Council Member: Ward 2 – **Brad Turner**, Council Member: Ward 1
Vacant Seat, Council Member: Ward 2

WORKSHOP MEETING - 6:30 PM

WORKSHOP DECLARATION OF A QUORUM AND CALL TO ORDER

Mayor Steve Fortenberry called the Workshop Meeting to order at 6:30 p.m., announced all members were present, and declared a quorum.

WORKSHOP AGENDA

1. Briefing and discussion concerning the Police Department Computer-Aided Dispatch and Records Management System.
City Manager Bo Thomas introduced the discussion. Police Chief John McGrath presented an overview of the current system and the need for an updated CAD/RMS System. The Council discussed potential funding options for purchase of the upgrade.

WORKSHOP ADJOURNMENT

MOTION: Council Member Brad Turner moved to adjourn the Workshop Meeting at 7:03 p.m.

SECOND: Mayor Pro Tem Erica Bruce

AYES: Bancale, Potter, Stephens, Turner, Bruce, and Fortenberry

NAYES: None

ABSENT: None

MOTION PASSED.

REGULAR MEETING - 7:00 PM

DECLARATION OF A QUORUM AND CALL TO ORDER

Mayor Steve Fortenberry called the Regular Meeting to order at 7:07 p.m., announced all members were present, and declared a quorum.

PLEDGE OF ALLEGIANCE

Mayor Steve Fortenberry led the Pledge of Allegiance.

SPECIAL PRESENTATION(S) AND RECOGNITION(S)

2. Special presentation to the Hewitt Public Library - 2024 Achievement of Excellence in Libraries Award.

City Manager Bo Thomas presented the award to Library Director Matthew Glaser.

PUBLIC HEARING(S) AND RELATED ACTION

3. Public hearing and possible action on **Ordinance No. 2025-05** granting a request for a variance to the sign ordinance for a sign located at 1151 Enterprise Blvd., as prescribed in Chapter 58 Sign Regulations.

City Manager Bo Thomas presented and read the ordinance caption into the record. Mayor Steve Fortenberry opened the public hearing at 7:13 p.m. and called for those wishing to speak in favor and those wishing to speak in opposition. No one appeared, and the hearing was closed at 7:13 p.m.

MOTION: Council Member Michael Bancale moved to approve **Ordinance No. 2025-05**, granting a variance to the sign ordinance at 1151 Enterprise Blvd. for a fifty-foot-tall pylon sign, as presented.

SECOND: Council Member Bob Potter

AYES: Bancale, Potter, Stephens, Turner, Bruce, and Fortenberry

NAYES: None

ABSENT: None

MOTION PASSED.

PUBLIC COMMENTS

The City Council invites citizens to speak on any topic not already scheduled for a public hearing. The Texas Open Meetings Act prohibits the Council from discussing, responding to, or acting on any comments or items not posted on the agenda. (Note: Citizens who wish to speak must complete a "Public Comment Form" and present it to the City Secretary before the meeting.)

Mayor Fortenberry read the statement above and inquired if the City Secretary had received any public comment forms. The City Secretary did not receive any public comment forms.

REGULAR AGENDA ITEMS

4. Approve the minutes of the February 3, 2025, City Council Regular Meeting.

MOTION: Council Member Bob Potter moved to approve the minutes as presented but to allow for corrections.

SECOND: Mayor Pro Tem Erica Bruce

AYES: Bancale, Potter, Stephens, Turner, Bruce, and Fortenberry

NAYES: None

ABSENT: None

MOTION PASSED.

5. Presentation of the City Engineer's Report by City Engineer Miles Whitney, P.E.
Update on pending utility projects.
Update on pending street projects.
Update on pending drainage projects.
City Engineer Miles Whitney, P.E., reviewed the listed projects.
6. Briefing and discussion concerning the Financial Statements ending January 31, 2025.
City Manager Bo Thomas advised that Finance Director Lee Garcia previously sent the January 31, 2025, Financial Statements electronically on February 7, 2024, for review. The Council raised no questions or concerns.
7. Discussion and possible action regarding the electronic audio/visual updating of two Police Department interview rooms using forfeiture funds.
City Manager Bo Thomas presented.
MOTION: Mayor Pro Tem Erica Bruce moved to approve the purchase of Motorola audio and visual equipment to update the two Police Department interview rooms through a combination of forfeiture funds for \$8,050.00 and a budget line item transfer from the Sigma account for \$7,999.51.
SECOND: Council Member Michael Bancale
AYES: Bancale, Potter, Stephens, Turner, Bruce, and Fortenberry
NAYES: None
ABSENT: None
MOTION PASSED.
8. Discussion or possible action to authorize the purchase of roof repairs for the City of Hewitt Community Services building.
City Manager Bo Thomas asked that this item be removed from the agenda.
9. Discussion and possible action regarding the repair and replacement of the bay doors at the fire station.
City Manager Bo Thomas presented. The Council was provided two options to repair/replace the front fire bay doors and authorized the City Manager to proceed with repairs/replacement for an amount not to exceed of \$28,198.00. Council discussed the need to upgrade the rear fire bay doors and requested that staff bring a bid for the rear doors. Fire Chief Jonathan Christian responded to Council's questions.
MOTION: Council Member Michael Bancale moved to authorize the City Manager to proceed with repairs/replacement of the fire station bay doors as presented.
SECOND: Council Member Bob Potter
AYES: Bancale, Potter, Stephens, Turner, Bruce, and Fortenberry
NAYES: None
ABSENT: None
MOTION PASSED.

10. Discussion and possible action on **Ordinance No. 2025-06** declaring unopposed candidates elected to office and canceling the May 3, 2025, General Election as prescribed in the Texas Election Code.

City Manager Bo Thomas presented and read the ordinance caption into the record. Council member Brad Turner noted a correction on page 2 of the ordinance. Mr. Thomas advised that an ordinance canceling the Special Election would be on the next agenda.

MOTION: Council Member Johnny Stephens moved to approve **Ordinance No. 2025-06**, declaring unopposed candidates elected to office and canceling the May 3, 2025, General Election.

SECOND: Mayor Pro Tem Erica Bruce

AYES: Bancale, Potter, Stephens, Turner, Bruce, and Fortenberry

NAYES: None

ABSENT: None

MOTION PASSED.

ADJOURNMENT

MOTION: Council Member Bob Potter moved to adjourn the Regular Meeting at 7:45 p.m.

SECOND: Mayor Pro Tem Erica Bruce

AYES: Bancale, Potter, Stephens, Turner, Bruce, and Fortenberry

NAYES: None

ABSENT: None

MOTION PASSED.

Approved: _____

ATTEST:

Lydia Lopez, City Secretary

Steve Fortenberry, Mayor



COUNCIL AGENDA ITEM FORM

MEETING DATE: March 17, 2025

AGENDA ITEM #: 3.

SUBMITTED BY: Lee Garcia, Finance Director

ITEM DESCRIPTION:

Briefing and discussion concerning Financial Statements ending February 28, 2025.

STAFF RECOMMENDATION/ITEM SUMMARY:

The financial statements ending February 28, 2025, were sent electronically on March 7, 2025. This is an opportunity for the Council to comment or ask questions.

FISCAL IMPACT:

Amount Budgeted - N/A

Line Item in Budget - N/A

SUGGESTED MOTION:

No action is required.

ATTACHMENTS:

None



COUNCIL AGENDA ITEM FORM

MEETING DATE: March 17, 2025

AGENDA ITEM #: 4.

SUBMITTED BY: Lee Garcia, Finance Director

ITEM DESCRIPTION:

Motion to accept the Fiscal Year 2023-2024 Annual Comprehensive Financial Report (ACFR).

STAFF RECOMMENDATION/ITEM SUMMARY:

The Fiscal Year 2023-2024 Annual Comprehensive Financial Report (ACFR) was presented to council by Chris Pruitt, Partner, Patillo, Brown & Hill, LLP. That audit is now being submitted to the City Council for formal acceptance.

Upon approval, the ACFR will be posted on the city's website and submitted to the Municipal Securities Rulemaking Board (MSRB) and the Electronic Municipal Market Access dataport (EMMA), along with required Continuing Disclosure data.

We will also be applying once more to the Government Finance Officers Association for award consideration.

FISCAL IMPACT:

Amount Budgeted - N/A

Line Item in Budget - N/A

SUGGESTED MOTION:

I move to accept the Fiscal Year 2023-2024 Annual Comprehensive Financial Report as presented.

ATTACHMENTS:

None



COUNCIL AGENDA ITEM FORM

MEETING DATE: March 17, 2025

AGENDA ITEM #: 5.

SUBMITTED BY: Scott Coleman, Director of General Services

ITEM DESCRIPTION:

Discussion and possible action to authorize the purchase of roof repairs for the City of Hewitt Community Services building.

STAFF RECOMMENDATION/ITEM SUMMARY:

The City of Hewitt's Community Services building roof is leaking in several places and needs repair. Roofing inspectors have determined that the TPO (thermoplastic polyolefin) liner has reached the end of its lifespan and must be replaced. Additionally, the eight existing fiberglass skylights will be replaced with steel panels. Staff solicited proposals from several roofing companies, and the most favorable proposal for \$28,509.50, was submitted by Roof On Texas. A detailed proposal outlining the scope of work is attached.

FISCAL IMPACT:

Bond Funds - Certificate of Obligation 2022

SUGGESTED MOTION:

I move to approve the purchase of roof repairs for the Community Services Building from Roof On Texas for \$28,509.50.

ATTACHMENTS:

1. Roof On Texas 103 North Hewitt Drive - Proposal



Mar 11, 2025

Proposal

City of Hewitt Public Works
jbueno@cityofhewitt.com
103 North Hewitt Drive
Hewitt, TX 76643

Roof on Texas
Roof On Texas
2543660315
roofontexas@gmail.com



TPO ROOF SYSTEM

Item	Unit price	Qty	Subtotal
REMOVAL			
TPO Removal includes haul off & disposal	\$60.00	41	\$2,460.00
INSTALL			
TPO 60mil Mechanically attatched	\$320.00	43	\$13,760.00
Gypsum Roof Underlayment Repair areas	\$125.00	3	\$375.00
Parapet Wall	\$21.00	280	\$5,880.00
Cap Flashing Flashing to Properly Terminate TPO on Parapet walls	\$14.50	361 lf	\$5,234.50
EXTRAS			
Sky Light unit Delete & Install with 26g R panel	\$75.00	8 ea	\$600.00
R&R Pipe Boots Replace Pipe Boots on all penetrations.	\$200.00	1	\$200.00
15 year labor / material warranty	\$0.00	1	\$0.00
Estimate subtotal			\$28,509.50

Summary

Please review and sign the proposal with any notes.

TPO ROOF SYSTEM

\$28,509.50

Total

\$28,509.50

Customer notes

City of Hewitt Public Works

Date

By signing this document you agree to the statement of works provided by Roof On Texas and in accordance with any terms described within.



Scope of work

Flat Roof:

- Remove Existing TPO Roof Membrane from all areas down to Deck Board
- Inspect Gypsum Underlayment and Repair as Required
- Install New 60Mil TPO Roof System (Brand: Mule-Hide) w/ **15 Year Labor and Material Warranty**
- Install new Membrane on all Curbs, Pipes, Drains and Parapet Walls. This includes covering of expansion joints IAC

Manufacture Recommendations

- Install Wall Flashing to Properly Terminate Parapet Wall TPO Install IAC Manufacture Recommendations
- Inspect all Facets of Roof System

Metal:

- Remove Skylights from Metal Roof
- Install (8) 26g R-Pannel pieces in skylight location
- Clean, Haul, Dispose all debris
- Replace all Pipe Boots
- Inspect Metal Roof for potential leakage, repair as necessary

Front Awning:

- Remove Existing TPO Roof Membrane from all areas down to Deck Board
- Inspect Gypsum Underlayment and Repair as Required
- Install New 60Mil TPO Roof System (Brand: Mule-Hide) w/ **15 Year Labor and Material Warranty**
- Install new Membrane on all Curbs, Pipes, Drains and Parapet Walls. This includes covering of expansion joints IAC

Manufacture Recommendations

- Install Wall Flashing to Properly Terminate Parapet Wall TPO Install IAC Manufacture Recommendations
- Inspect all Facets of Roof System

Scope of work

All Areas:

Clean up and Haul off all Roofing Debris

Run Magnetic Roller around all areas of the site

Warranty: The Warranty does not cover damage from "Acts of God" IE: Storms, Tornado, Hail Ect....

- This Warranty does include a 15year Workmanship Warranty.

Manufacture Warranty may have a purchase option to upgrade to a 20Year with approval from the manufacture due to Current Roof being over Gypsum Board.



Product Data Sheet

TPO-c MEMBRANE

(Standard, FR and CLEAN Film)

PRODUCT DESCRIPTION

Revision Date: February 1, 2023

Mule-Hide TPO-c Membrane is a polyester reinforced, .045" or .060 thick, polyolefin based, thermoplastic, heat-weldable membrane. High breaking strength, tearing strength, and puncture resistance is achieved by encapsulating a strong polyester fabric between the top and bottom plies. Mule-Hide TPO-c FR membrane is formulated with additional flame retardant (compared to Standard) for higher slope fire code approvals. The TPO-c membrane is also available in a 0.80" thickness (see Product Data Sheet for TPO-c EXTRA). The membrane is environmentally friendly and safe to install. All Mule-Hide TPO membranes include MHP Weathering Package, an industry leading, state of the art weather package that enables Mule-Hide TPO membranes to withstand the extreme weatherability testing which simulates exposure to severe climates.



BASIC USES

The TPO-c membrane is used in mechanically attached, induction welded, and fully adhered roofing systems in new construction, reroofing and recover (retrofit) applications. It may also be used as flexible membrane flashings for walls, curbs, etc. when installing TPO-c membrane roofing systems. The system must be installed over acceptable roof insulation or other suitable substrates. See the Mule-Hide TPO Specifications Manual for complete specifications and details. Mule-Hide's 16' wide sheet is only available for fully adhered and induction welded roofs. The maximum sheet width that may be used for mechanically attached roof systems is 12' wide TPO membranes.

Optional CLEAN Film

The TPO-c membrane is available with an optional CLEAN Film (Standard colors only), a temporary protective film factory applied to the top surface of the membrane. By protecting the membrane surface from scuffs and dirt accumulation during installation, this protective film can save labor and time by helping to eliminate the need for roof cleaning upon project completion. CLEAN Film can be left in place for up to 90 days. Durable and easy to remove, CLEAN Film helps to improve the aesthetics and long-term reflectivity and is ideal for use on re-roofing, re-cover and new construction projects. CLEAN Film is available on TPO-c 60 mil membranes supplied in 6' x 100' and 10' x 100' rolls.

BENEFITS & SUPPLEMENTAL STATEMENTS

- Wide window of weldability
- Outstanding puncture resistance
- Chlorine-free with no halogenated flame retardants
- UL 2218 Class 4 hail rating available on select systems
- Excellent low temperature impact resistance
- Excellent chemical resistance to acids, bases, restaurant oils and greases
- Plasticizer-free, does not contain liquid or polymeric plasticizer
- Exceptional resistance to solar UV, ozone and oxidation
- Low water vapor permeance and water absorption
- Hot melt extrusion processed for complete scrim encapsulation
- Non woven reinforcement fabric for smooth surface and greater thickness-over-scrim
- Polyester reinforcing fabric which is resistant to degradation by bacteria, mildew and fungi
- TPO-c is 100% recyclable
- Meets and exceeds requirements of ASTM D6878 Standard Specification for Thermal Plastic Polyolefin Based Sheet Roofing
- CLEAN Film guards the TPO membrane surface from scuffs and dirt accumulation during installation, helping to improve the roof systems appearance and maintain long-term reflectivity.
- CLEAN Film can be left in place for up to 90 days due to its excellent heat and UV resistance.
- Mule-Hide's tan and white TPO membranes are CRRC listed and California Title 24 compliant and can contribute toward LEED® (Leadership in Energy and Environmental Design) credits.

HEWITT TEXAS

COUNCIL AGENDA ITEM FORM

MEETING DATE: March 17, 2025

AGENDA ITEM #: 6.

SUBMITTED BY: Miles Whitney, City Engineer

ITEM DESCRIPTION:

Discussion and possible action on the bid award for 2023 - E. Wall Street and Briarfield Improvements.

STAFF RECOMMENDATION/ITEM SUMMARY:

Four bid submissions were opened on February 26, 2025. Holy Contractors, LLC submitted the lowest bid, totaling \$1,420,333.82. The bid tabulation for this project is attached. The Council is asked to approve a 10% contingency of the awarded contract amount (\$142,033.38) to be utilized at the discretion of the City Manager. This contingency would address any unforeseen obstacles that may arise and potentially hinder the project's completion. The total, with the contingency, would amount to \$1,562,367.20.

Staff recommends awarding this project as recommended by the City Engineer.

FISCAL IMPACT:

Amount Budgeted - 2022 Bond Funds
Line Item in Budget - Fund 15

SUGGESTED MOTION:

I move approval of the bid award for 2023-E. Wall Street and Briarfield Street to Holy Contractors, LLC for \$1,420,333.82, and authorize a 10% contingency of the awarded contract amount to be used at the discretion of the City Manager for any unforeseen issues during construction.

ATTACHMENTS:

1. Bid Award Recommendation Ltr 3.7.25
2. Bid Tab - 2023 E Wall St & Briarfield St

MARCH 7, 2025

CITY COUNCIL

CITY OF HEWITT, TEXAS

VIA: EMAIL

RE: 2023 - E. WALL ST & BRIARFIELD ST

COUNCIL:

BIDS FOR THE ABOVE-CAPTIONED PROJECT WERE OPENED ON FEBRUARY 26, 2025, WITH FOUR SUBMISSIONS RECEIVED. **THE LOWEST BID, TOTALING \$1,420,333.82**, WAS SUBMITTED BY **HOLY CONTRACTORS, LLC**. THE BID TABULATION FOR THIS PROJECT IS INCLUDED IN YOUR COUNCIL PACKET FOR REFERENCE.

HOLY CONTRACTORS, LLC HAS SUCCESSFULLY COMPLETED TWO PRIOR PROJECTS FOR THE CITY OF HEWITT, BOTH OF WHICH MET THE CITY'S EXPECTATIONS. THE MOST RECENT PROJECT, COMPLETED IN 2017, WAS THE OLD TEMPLE ROAD STREET IMPROVEMENTS (PHASE 2).

ADDITIONALLY, I HAVE CONSULTED WITH ENTITIES THAT HAVE WORKED WITH HOLY CONTRACTORS, LLC MORE RECENTLY, INCLUDING SOME WITH ONGOING CONTRACTS. BASED ON THESE DISCUSSIONS, I RECOMMEND AWARDING THIS CONTRACT TO HOLY CONTRACTORS, LLC.

REQUESTED CONTINGENCY.

I RESPECTFULLY REQUEST THAT THE COUNCIL APPROVE A CONTINGENCY OF 10% OF THE AWARDED CONTRACT AMOUNT (\$142,033.38) TO BE UTILIZED AT THE DISCRETION OF THE CITY MANAGER. THIS CONTINGENCY WOULD ADDRESS ANY UNFORESEEN OBSTACLES THAT MAY ARISE AND COULD POTENTIALLY HINDER THE PROJECT'S COMPLETION. THE TOTAL, INCLUDING THIS CONTINGENCY, WOULD AMOUNT TO \$1,562,367.20.

SINCERELY,



Miles W. Whitney, P.E.
MILES W. WHITNEY, P.E.

Base Bid Tabulation

Project	2023 - E. Wall St & Briarfield St	Prepared By	JRW
Owner	City of Hewitt, TX	Date	2/26/2025
Component	Bid Tabulation	Reviewed By	MWW

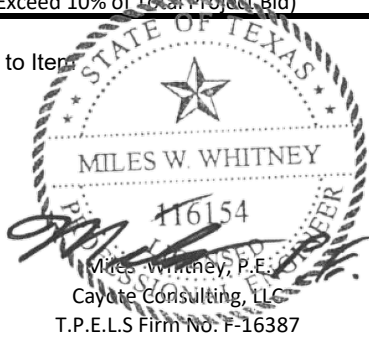
BASE BID TOTALS				Contractor 1		Contractor 2		Contractor 3		Contractor 3	
				\$ 1,420,333.82		\$ 1,732,613.75		\$ 1,743,405.72		\$ 1,794,497.00	
				Holy Contractors, LLC		Barnett Contracting, Inc		H&B Contractors / Kasparian Underground, LLC		TTG Utilities, Inc	
Bid Item		Qty.	Unit	Unit Price	Bid Price	Unit Price	Bid Price	Unit Price	Bid Price	Unit Price	Bid Price
1	8" C900 DR18 PVC Pipe and Fittings; w/ Tracer Wire; Installed	1930	L.F.	\$ 95.20	\$ 183,736.00	\$ 80.00	\$ 154,400.00	\$ 86.85	\$ 167,620.50	\$ 100.00	\$ 193,000.00
2	8" C900 DR18 PVC Restrained Joint Pipe and Fittings; w/ Tracer Wire; Installed	144	L.F.	\$ 87.00	\$ 12,528.00	\$ 90.00	\$ 12,960.00	\$ 96.45	\$ 13,888.80	\$ 110.00	\$ 15,840.00
3	16" Steel Encasement Open Cut, with 8" C900 DR18 PVC Restrained Joint Pipe and Fittings; w/ Tracer Wire; Installed	18	L.F.	\$ 175.00	\$ 3,150.00	\$ 200.00	\$ 3,600.00	\$ 314.50	\$ 5,661.00	\$ 150.00	\$ 2,700.00
4	16" PVC Encasement Open Cut, with 8" C900 DR18 PVC Restrained Joint Pipe and Fittings; w/ Tracer Wire; Installed	128	L.F.	\$ 175.00	\$ 22,400.00	\$ 180.00	\$ 23,040.00	\$ 241.80	\$ 30,950.40	\$ 160.00	\$ 20,480.00
5	Cement Backfill with 8" C900 DR18 PVC Restrained Joint Pipe and Fittings; w/ Tracer Wire; Installed	16	L.F.	\$ 200.00	\$ 3,200.00	\$ 200.00	\$ 3,200.00	\$ 237.85	\$ 3,805.60	\$ 155.00	\$ 2,480.00
6	8" Gate Valve, Box and Marker; Installed	10	EA.	\$ 3,000.00	\$ 30,000.00	\$ 3,000.00	\$ 30,000.00	\$ 2,960.00	\$ 29,600.00	\$ 3,000.00	\$ 30,000.00
7	Remove Existing Gate Valve; Complete	3	EA.	\$ 500.00	\$ 1,500.00	\$ 1,200.00	\$ 3,600.00	\$ 610.00	\$ 1,830.00	\$ 750.00	\$ 2,250.00
8	New Fire Hydrant Assembly; Installed	5	EA.	\$ 7,250.00	\$ 36,250.00	\$ 7,500.00	\$ 37,500.00	\$ 9,080.00	\$ 45,400.00	\$ 9,200.00	\$ 46,000.00
9	Remove Existing Fire Hydrant Assembly; Complete	3	EA.	\$ 1,000.00	\$ 3,000.00	\$ 2,000.00	\$ 6,000.00	\$ 740.00	\$ 2,220.00	\$ 750.00	\$ 2,250.00
10	New Long Single Water Service; Installed and Connected to Existing Service; Installed	3	EA.	\$ 3,000.00	\$ 9,000.00	\$ 1,600.00	\$ 4,800.00	\$ 4,635.00	\$ 13,905.00	\$ 2,300.00	\$ 6,900.00
11	New Long Dual Water Service; Installed and Connected to Existing Service; Installed	7	EA.	\$ 3,500.00	\$ 24,500.00	\$ 3,000.00	\$ 21,000.00	\$ 5,240.00	\$ 36,680.00	\$ 3,010.00	\$ 21,070.00
12	New Long 3" Single Water Service; Installed and Connected to Existing Service; Installed	1	EA.	\$ 5,000.00	\$ 5,000.00	\$ 4,500.00	\$ 4,500.00	\$ 7,830.00	\$ 7,830.00	\$ 4,200.00	\$ 4,200.00
13	New Short Single Water Service; Installed and Connected to Existing Service; Installed	6	EA.	\$ 2,250.00	\$ 13,500.00	\$ 1,200.00	\$ 7,200.00	\$ 2,340.00	\$ 14,040.00	\$ 1,500.00	\$ 9,000.00
14	New Short Dual Water Service; Installed and Connected to Existing Service; Installed	2	EA.	\$ 2,500.00	\$ 5,000.00	\$ 2,000.00	\$ 4,000.00	\$ 3,230.00	\$ 6,460.00	\$ 2,200.00	\$ 4,400.00
15	Connect New 8" Waterline to Existing 8" Waterline; Installed	3	EA.	\$ 5,000.00	\$ 15,000.00	\$ 2,000.00	\$ 6,000.00	\$ 5,270.00	\$ 15,810.00	\$ 2,810.00	\$ 8,430.00
16	Connect New 8" Waterline to Existing 4" Waterline; Installed	2	EA.	\$ 3,500.00	\$ 7,000.00	\$ 1,500.00	\$ 3,000.00	\$ 5,540.00	\$ 11,080.00	\$ 2,200.00	\$ 4,400.00
17	Cut and Cap Existing Water Line; Complete	4	EA.	\$ 1,500.00	\$ 6,000.00	\$ 1,800.00	\$ 7,200.00	\$ 530.00	\$ 2,120.00	\$ 750.00	\$ 3,000.00
18	Compacted Gravel Trench Repair with Concrete Sub-Grade and 2" HMAC; Installed	52	S.F.	\$ 28.85	\$ 1,500.20	\$ 20.00	\$ 1,040.00	\$ 35.00	\$ 1,820.00	\$ 75.00	\$ 3,900.00
19	Remove Existing Storm Sewer Inlet Structure; Complete	2	EA.	\$ 4,000.00	\$ 8,000.00	\$ 3,000.00	\$ 6,000.00	\$ 1,465.00	\$ 2,930.00	\$ 1,100.00	\$ 2,200.00
20	24" RCP Storm Sewer Pipe; Installed	1055	L.F.	\$ 120.00	\$ 126,600.00	\$ 126.00	\$ 132,930.00	\$ 158.10	\$ 166,795.50	\$ 203.00	\$ 214,165.00
21	18" RCP Storm Sewer Pipe; Installed	99	L.F.	\$ 95.00	\$ 9,405.00	\$ 90.00	\$ 8,910.00	\$ 166.55	\$ 16,488.45	\$ 140.00	\$ 13,860.00
22	10' Pre-Cast Inlet Under Roadway; Installed	8	EA.	\$ 7,000.00	\$ 56,000.00	\$ 8,000.00	\$ 64,000.00	\$ 11,080.00	\$ 88,640.00	\$ 7,800.00	\$ 62,400.00
23	4'x4' Junction Box; Installed	4	EA.	\$ 5,000.00	\$ 20,000.00	\$ 5,000.00	\$ 20,000.00	\$ 7,125.00	\$ 28,500.00	\$ 6,200.00	\$ 24,800.00
24	4'x4' Junction Box w/ Galvanized Grate Inlet Cover; Installed	1	EA.	\$ 6,000.00	\$ 6,000.00	\$ 5,500.00	\$ 5,500.00	\$ 6,355.00	\$ 6,355.00	\$ 6,300.00	\$ 6,300.00
25	4' Diameter Junction Manhole; Installed	2	EA.	\$ 5,000.00	\$ 10,000.00	\$ 4,500.00	\$ 9,000.00	\$ 5,999.94	\$ 11,999.88	\$ 7,500.00	\$ 15,000.00
26	4' Diameter Junction Manhole w/ Grated Manhole Cover; Installed	1	EA.	\$ 5,000.00	\$ 5,000.00	\$ 6,200.00	\$ 6,200.00	\$ 6,356.36	\$ 6,356.36	\$ 6,400.00	\$ 6,400.00
27	Connect to Existing 24" RCP Storm Sewer Pipe	3	EA.	\$ 1,000.00	\$ 3,000.00	\$ 2,000.00	\$ 6,000.00	\$ 1,534.21	\$ 4,602.63	\$ 2,725.00	\$ 8,175.00
28	6" Compacted Depth Lime Stabilized Subgrade, including 30 lb. of Lime per Square Yard; Installed	8602	S.Y.	\$ 12.00	\$ 103,224.00	\$ 13.00	\$ 111,826.00	\$ 10.20	\$ 87,740.40	\$ 13.00	\$ 111,826.00
29	6" Compacted Thickness Cement Stabilized Gravel Base; Installed	6522	S.Y.	\$ 25.30	\$ 165,006.60	\$ 25.00	\$ 163,050.00	\$ 21.65	\$ 141,201.30	\$ 36.00	\$ 234,792.00
30	2" Compacted Thickness; TxDOT Type D, Crushed Stone; Machine Laid; Hot-Mixed, Asphaltic Concrete Surface, including Tack Coat; Installed	6522	S.Y.	\$ 17.20	\$ 112,178.40	\$ 24.00	\$ 156,528.00	\$ 18.70	\$ 121,961.40	\$ 22.00	\$ 143,484.00
31	Removal of Existing Driveway; Concrete, Gravel, HMAc, etc. Complete	7170	S.F.	\$ 1.50	\$ 10,755.00	\$ 1.25	\$ 8,962.50	\$ 0.90	\$ 6,453.00	\$ 7.00	\$ 50,190.00
32	Removal of Misc. Concrete; Fillets, Valley Gutters, Sidewalks etc. Complete	921	S.F.	\$ 1.50	\$ 1,381.50	\$ 1.25	\$ 1,151.25	\$ 1.15	\$ 1,059.15	\$ 6.00	\$ 5,526.00
33	Removal of Existing Driveway Culvert, Concrete and Headwalls	19	Ea.	\$ 500.00	\$ 9,500.00	\$ 1,500.00	\$ 28,500.00	\$ 280.00	\$ 5,320.00	\$ 1,100.00	\$ 20,900.00

Base Bid Tabulation

Project	2023 - E. Wall St & Briarfield St	Prepared By	JRW
Owner	City of Hewitt, TX	Date	2/26/2025
Component	Bid Tabulation	Reviewed By	MWW

BASE BID TOTALS				Contractor 1		Contractor 2		Contractor 3		Contractor 3	
				\$ 1,420,333.82		\$ 1,732,613.75		\$ 1,743,405.72		\$ 1,794,497.00	
				Holy Contractors, LLC		Barnett Contracting, Inc		H&B Contractors / Kasparian Underground, LLC		TTG Utilities, Inc	
Bid Item		Qty.	Unit	Unit Price	Bid Price	Unit Price	Bid Price	Unit Price	Bid Price	Unit Price	Bid Price
34	Standard Reinforced Concrete Valley Gutter; Installed	486	S.F.	\$ 8.50	\$ 4,131.00	\$ 12.00	\$ 5,832.00	\$ 18.40	\$ 8,942.40	\$ 18.50	\$ 8,991.00
35	Standard Reinforced Concrete Fillet; Installed	833	S.F.	\$ 8.50	\$ 7,080.50	\$ 12.00	\$ 9,996.00	\$ 18.40	\$ 15,327.20	\$ 17.10	\$ 14,244.30
36	Standard Reinforced Concrete Curb and Gutter, Installed	3498	L.F.	\$ 22.50	\$ 78,705.00	\$ 33.00	\$ 115,434.00	\$ 31.35	\$ 109,662.30	\$ 30.25	\$ 105,814.50
37	6" Gravel Drive Replacement; Installed	139	S.F.	\$ 1.50	\$ 208.50	\$ 20.00	\$ 2,780.00	\$ 1.90	\$ 264.10	\$ 15.60	\$ 2,168.40
38	6" Thick Reinforced Concrete Drive Slab Replacement; Installed	2546	S.F.	\$ 8.50	\$ 21,641.00	\$ 12.00	\$ 30,552.00	\$ 16.15	\$ 41,117.90	\$ 20.00	\$ 50,920.00
39	6" Thick Reinforced Concrete Drive Approach; Installed	3420	S.F.	\$ 8.50	\$ 29,070.00	\$ 12.00	\$ 41,040.00	\$ 16.20	\$ 55,404.00	\$ 19.00	\$ 64,980.00
40	Asphalt Drive Replacement	984	S.F.	\$ 6.18	\$ 6,081.12	\$ 12.00	\$ 11,808.00	\$ 7.85	\$ 7,724.40	\$ 4.15	\$ 4,083.60
41	4" Thick Reinforced Concrete Sidewalk; Installed	403	S.F.	\$ 8.00	\$ 3,224.00	\$ 12.00	\$ 4,836.00	\$ 12.95	\$ 5,218.85	\$ 20.50	\$ 8,261.50
42	Relocate Existing Mailbox, Complete	18	EA.	\$ 670.00	\$ 12,060.00	\$ 1,800.00	\$ 32,400.00	\$ 317.00	\$ 5,706.00	\$ 700.00	\$ 12,600.00
43	Unclassified Compacted Cut/Fill	11168	S.Y.	\$ 10.75	\$ 120,056.00	\$ 16.00	\$ 178,688.00	\$ 13.90	\$ 155,235.20	\$ 3.35	\$ 37,412.80
44	Re-Sod with like kind grass	1290	S.Y.	\$ 8.50	\$ 10,965.00	\$ 12.00	\$ 15,480.00	\$ 15.60	\$ 20,124.00	\$ 8.50	\$ 10,965.00
45	Adjust Existing Manhole Rings and Covers to Finished Street Grade; Installed	4	EA.	\$ 2,000.00	\$ 8,000.00	\$ 2,500.00	\$ 10,000.00	\$ 765.00	\$ 3,060.00	\$ 2,370.00	\$ 9,480.00
46	Seal Existing Manhole; Complete	5	EA.	\$ 2,000.00	\$ 10,000.00	\$ 2,000.00	\$ 10,000.00	\$ 5,100.00	\$ 25,500.00	\$ 5,312.00	\$ 26,560.00
47	Remove Existing End of Line WW Clean Out; Complete	1	EA.	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	\$ 1,140.00	\$ 1,140.00	\$ 749.90	\$ 749.90
48	Install New End of Line WW Clean Out; Complete	1	EA.	\$ 3,000.00	\$ 3,000.00	\$ 6,000.00	\$ 6,000.00	\$ 10,580.00	\$ 10,580.00	\$ 2,800.00	\$ 2,800.00
49	Replace 20' Section of Sewer Service w/ 4" D.I.P. Centered And Penetrating Through New Storm Sewer Pipe; Complete	1	EA.	\$ 7,000.00	\$ 7,000.00	\$ 5,000.00	\$ 5,000.00	\$ 6,650.00	\$ 6,650.00	\$ 5,600.00	\$ 5,600.00
50	Replace 20' Section of Sewer Service w/ 4" D.I.P. Centered Through New Storm Sewer Manhole; Complete	1	EA.	\$ 7,000.00	\$ 7,000.00	\$ 5,000.00	\$ 5,000.00	\$ 6,650.00	\$ 6,650.00	\$ 6,500.00	\$ 6,500.00
51	Trench Safety System Design and Implementation	3390	L.F.	\$ 2.30	\$ 7,797.00	\$ 3.00	\$ 10,170.00	\$ 1.50	\$ 5,085.00	\$ 3.20	\$ 10,848.00
52	Traffic Control Plan Development and Implementation	1	L.S.	\$ 9,000.00	\$ 9,000.00	\$ 15,000.00	\$ 15,000.00	\$ 14,120.00	\$ 14,120.00	\$ 23,200.00	\$ 23,200.00
53	SWPPP Design and Implementation	1	L.S.	\$ 6,000.00	\$ 6,000.00	\$ 10,000.00	\$ 10,000.00	\$ 10,360.00	\$ 10,360.00	\$ 18,000.00	\$ 18,000.00
54	Mobilization (Not to Exceed 10% of Total Project Bid)	1	L.S.	\$ 40,000.00	\$ 40,000.00	\$ 150,000.00	\$ 150,000.00	\$ 128,410.00	\$ 128,410.00	\$ 70,000.00	\$ 70,000.00

Denotes Correction to Item



Miles Whitney, P.E.
Cayote Consulting, LLC
T.P.E.L.S Firm No: F-16387

Base Bid Tabulation

Project	2023 - E. Wall St & Briarfield St	Prepared By	JRW
Owner	City of Hewitt, TX	Date	2/26/2025
Component	Bid Tabulation	Reviewed By	MWW

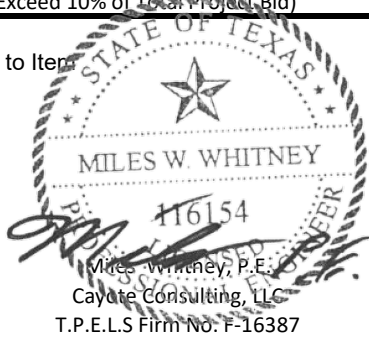
BASE BID TOTALS				Contractor 1		Contractor 2		Contractor 3		Contractor 3	
				\$ 1,420,333.82		\$ 1,732,613.75		\$ 1,743,405.72		\$ 1,794,497.00	
				Holy Contractors, LLC		Barnett Contracting, Inc		H&B Contractors / Kasparian Underground, LLC		TTG Utilities, Inc	
Bid Item		Qty.	Unit	Unit Price	Bid Price	Unit Price	Bid Price	Unit Price	Bid Price	Unit Price	Bid Price
1	8" C900 DR18 PVC Pipe and Fittings; w/ Tracer Wire; Installed	1930	L.F.	\$ 95.20	\$ 183,736.00	\$ 80.00	\$ 154,400.00	\$ 86.85	\$ 167,620.50	\$ 100.00	\$ 193,000.00
2	8" C900 DR18 PVC Restrained Joint Pipe and Fittings; w/ Tracer Wire; Installed	144	L.F.	\$ 87.00	\$ 12,528.00	\$ 90.00	\$ 12,960.00	\$ 96.45	\$ 13,888.80	\$ 110.00	\$ 15,840.00
3	16" Steel Encasement Open Cut, with 8" C900 DR18 PVC Restrained Joint Pipe and Fittings; w/ Tracer Wire; Installed	18	L.F.	\$ 175.00	\$ 3,150.00	\$ 200.00	\$ 3,600.00	\$ 314.50	\$ 5,661.00	\$ 150.00	\$ 2,700.00
4	16" PVC Encasement Open Cut, with 8" C900 DR18 PVC Restrained Joint Pipe and Fittings; w/ Tracer Wire; Installed	128	L.F.	\$ 175.00	\$ 22,400.00	\$ 180.00	\$ 23,040.00	\$ 241.80	\$ 30,950.40	\$ 160.00	\$ 20,480.00
5	Cement Backfill with 8" C900 DR18 PVC Restrained Joint Pipe and Fittings; w/ Tracer Wire; Installed	16	L.F.	\$ 200.00	\$ 3,200.00	\$ 200.00	\$ 3,200.00	\$ 237.85	\$ 3,805.60	\$ 155.00	\$ 2,480.00
6	8" Gate Valve, Box and Marker; Installed	10	EA.	\$ 3,000.00	\$ 30,000.00	\$ 3,000.00	\$ 30,000.00	\$ 2,960.00	\$ 29,600.00	\$ 3,000.00	\$ 30,000.00
7	Remove Existing Gate Valve; Complete	3	EA.	\$ 500.00	\$ 1,500.00	\$ 1,200.00	\$ 3,600.00	\$ 610.00	\$ 1,830.00	\$ 750.00	\$ 2,250.00
8	New Fire Hydrant Assembly; Installed	5	EA.	\$ 7,250.00	\$ 36,250.00	\$ 7,500.00	\$ 37,500.00	\$ 9,080.00	\$ 45,400.00	\$ 9,200.00	\$ 46,000.00
9	Remove Existing Fire Hydrant Assembly; Complete	3	EA.	\$ 1,000.00	\$ 3,000.00	\$ 2,000.00	\$ 6,000.00	\$ 740.00	\$ 2,220.00	\$ 750.00	\$ 2,250.00
10	New Long Single Water Service; Installed and Connected to Existing Service; Installed	3	EA.	\$ 3,000.00	\$ 9,000.00	\$ 1,600.00	\$ 4,800.00	\$ 4,635.00	\$ 13,905.00	\$ 2,300.00	\$ 6,900.00
11	New Long Dual Water Service; Installed and Connected to Existing Service; Installed	7	EA.	\$ 3,500.00	\$ 24,500.00	\$ 3,000.00	\$ 21,000.00	\$ 5,240.00	\$ 36,680.00	\$ 3,010.00	\$ 21,070.00
12	New Long 3" Single Water Service; Installed and Connected to Existing Service; Installed	1	EA.	\$ 5,000.00	\$ 5,000.00	\$ 4,500.00	\$ 4,500.00	\$ 7,830.00	\$ 7,830.00	\$ 4,200.00	\$ 4,200.00
13	New Short Single Water Service; Installed and Connected to Existing Service; Installed	6	EA.	\$ 2,250.00	\$ 13,500.00	\$ 1,200.00	\$ 7,200.00	\$ 2,340.00	\$ 14,040.00	\$ 1,500.00	\$ 9,000.00
14	New Short Dual Water Service; Installed and Connected to Existing Service; Installed	2	EA.	\$ 2,500.00	\$ 5,000.00	\$ 2,000.00	\$ 4,000.00	\$ 3,230.00	\$ 6,460.00	\$ 2,200.00	\$ 4,400.00
15	Connect New 8" Waterline to Existing 8" Waterline; Installed	3	EA.	\$ 5,000.00	\$ 15,000.00	\$ 2,000.00	\$ 6,000.00	\$ 5,270.00	\$ 15,810.00	\$ 2,810.00	\$ 8,430.00
16	Connect New 8" Waterline to Existing 4" Waterline; Installed	2	EA.	\$ 3,500.00	\$ 7,000.00	\$ 1,500.00	\$ 3,000.00	\$ 5,540.00	\$ 11,080.00	\$ 2,200.00	\$ 4,400.00
17	Cut and Cap Existing Water Line; Complete	4	EA.	\$ 1,500.00	\$ 6,000.00	\$ 1,800.00	\$ 7,200.00	\$ 530.00	\$ 2,120.00	\$ 750.00	\$ 3,000.00
18	Compacted Gravel Trench Repair with Concrete Sub-Grade and 2" HMAC; Installed	52	S.F.	\$ 28.85	\$ 1,500.20	\$ 20.00	\$ 1,040.00	\$ 35.00	\$ 1,820.00	\$ 75.00	\$ 3,900.00
19	Remove Existing Storm Sewer Inlet Structure; Complete	2	EA.	\$ 4,000.00	\$ 8,000.00	\$ 3,000.00	\$ 6,000.00	\$ 1,465.00	\$ 2,930.00	\$ 1,100.00	\$ 2,200.00
20	24" RCP Storm Sewer Pipe; Installed	1055	L.F.	\$ 120.00	\$ 126,600.00	\$ 126.00	\$ 132,930.00	\$ 158.10	\$ 166,795.50	\$ 203.00	\$ 214,165.00
21	18" RCP Storm Sewer Pipe; Installed	99	L.F.	\$ 95.00	\$ 9,405.00	\$ 90.00	\$ 8,910.00	\$ 166.55	\$ 16,488.45	\$ 140.00	\$ 13,860.00
22	10' Pre-Cast Inlet Under Roadway; Installed	8	EA.	\$ 7,000.00	\$ 56,000.00	\$ 8,000.00	\$ 64,000.00	\$ 11,080.00	\$ 88,640.00	\$ 7,800.00	\$ 62,400.00
23	4'x4' Junction Box; Installed	4	EA.	\$ 5,000.00	\$ 20,000.00	\$ 5,000.00	\$ 20,000.00	\$ 7,125.00	\$ 28,500.00	\$ 6,200.00	\$ 24,800.00
24	4'x4' Junction Box w/ Galvanized Grate Inlet Cover; Installed	1	EA.	\$ 6,000.00	\$ 6,000.00	\$ 5,500.00	\$ 5,500.00	\$ 6,355.00	\$ 6,355.00	\$ 6,300.00	\$ 6,300.00
25	4' Diameter Junction Manhole; Installed	2	EA.	\$ 5,000.00	\$ 10,000.00	\$ 4,500.00	\$ 9,000.00	\$ 5,999.94	\$ 11,999.88	\$ 7,500.00	\$ 15,000.00
26	4' Diameter Junction Manhole w/ Grated Manhole Cover; Installed	1	EA.	\$ 5,000.00	\$ 5,000.00	\$ 6,200.00	\$ 6,200.00	\$ 6,356.36	\$ 6,356.36	\$ 6,400.00	\$ 6,400.00
27	Connect to Existing 24" RCP Storm Sewer Pipe	3	EA.	\$ 1,000.00	\$ 3,000.00	\$ 2,000.00	\$ 6,000.00	\$ 1,534.21	\$ 4,602.63	\$ 2,725.00	\$ 8,175.00
28	6" Compacted Depth Lime Stabilized Subgrade, including 30 lb. of Lime per Square Yard; Installed	8602	S.Y.	\$ 12.00	\$ 103,224.00	\$ 13.00	\$ 111,826.00	\$ 10.20	\$ 87,740.40	\$ 13.00	\$ 111,826.00
29	6" Compacted Thickness Cement Stabilized Gravel Base; Installed	6522	S.Y.	\$ 25.30	\$ 165,006.60	\$ 25.00	\$ 163,050.00	\$ 21.65	\$ 141,201.30	\$ 36.00	\$ 234,792.00
30	2" Compacted Thickness; TxDOT Type D, Crushed Stone; Machine Laid; Hot-Mixed, Asphaltic Concrete Surface, including Tack Coat; Installed	6522	S.Y.	\$ 17.20	\$ 112,178.40	\$ 24.00	\$ 156,528.00	\$ 18.70	\$ 121,961.40	\$ 22.00	\$ 143,484.00
31	Removal of Existing Driveway; Concrete, Gravel, HMAC, etc. Complete	7170	S.F.	\$ 1.50	\$ 10,755.00	\$ 1.25	\$ 8,962.50	\$ 0.90	\$ 6,453.00	\$ 7.00	\$ 50,190.00
32	Removal of Misc. Concrete; Fillets, Valley Gutters, Sidewalks etc. Complete	921	S.F.	\$ 1.50	\$ 1,381.50	\$ 1.25	\$ 1,151.25	\$ 1.15	\$ 1,059.15	\$ 6.00	\$ 5,526.00
33	Removal of Existing Driveway Culvert, Concrete and Headwalls	19	Ea.	\$ 500.00	\$ 9,500.00	\$ 1,500.00	\$ 28,500.00	\$ 280.00	\$ 5,320.00	\$ 1,100.00	\$ 20,900.00

Base Bid Tabulation

Project	2023 - E. Wall St & Briarfield St	Prepared By	JRW
Owner	City of Hewitt, TX	Date	2/26/2025
Component	Bid Tabulation	Reviewed By	MWW

BASE BID TOTALS				Contractor 1		Contractor 2		Contractor 3		Contractor 3	
				\$ 1,420,333.82		\$ 1,732,613.75		\$ 1,743,405.72		\$ 1,794,497.00	
				Holy Contractors, LLC		Barnett Contracting, Inc		H&B Contractors / Kasparian Underground, LLC		TTG Utilities, Inc	
Bid Item		Qty.	Unit	Unit Price	Bid Price	Unit Price	Bid Price	Unit Price	Bid Price	Unit Price	Bid Price
34	Standard Reinforced Concrete Valley Gutter; Installed	486	S.F.	\$ 8.50	\$ 4,131.00	\$ 12.00	\$ 5,832.00	\$ 18.40	\$ 8,942.40	\$ 18.50	\$ 8,991.00
35	Standard Reinforced Concrete Fillet; Installed	833	S.F.	\$ 8.50	\$ 7,080.50	\$ 12.00	\$ 9,996.00	\$ 18.40	\$ 15,327.20	\$ 17.10	\$ 14,244.30
36	Standard Reinforced Concrete Curb and Gutter, Installed	3498	L.F.	\$ 22.50	\$ 78,705.00	\$ 33.00	\$ 115,434.00	\$ 31.35	\$ 109,662.30	\$ 30.25	\$ 105,814.50
37	6" Gravel Drive Replacement; Installed	139	S.F.	\$ 1.50	\$ 208.50	\$ 20.00	\$ 2,780.00	\$ 1.90	\$ 264.10	\$ 15.60	\$ 2,168.40
38	6" Thick Reinforced Concrete Drive Slab Replacement; Installed	2546	S.F.	\$ 8.50	\$ 21,641.00	\$ 12.00	\$ 30,552.00	\$ 16.15	\$ 41,117.90	\$ 20.00	\$ 50,920.00
39	6" Thick Reinforced Concrete Drive Approach; Installed	3420	S.F.	\$ 8.50	\$ 29,070.00	\$ 12.00	\$ 41,040.00	\$ 16.20	\$ 55,404.00	\$ 19.00	\$ 64,980.00
40	Asphalt Drive Replacement	984	S.F.	\$ 6.18	\$ 6,081.12	\$ 12.00	\$ 11,808.00	\$ 7.85	\$ 7,724.40	\$ 4.15	\$ 4,083.60
41	4" Thick Reinforced Concrete Sidewalk; Installed	403	S.F.	\$ 8.00	\$ 3,224.00	\$ 12.00	\$ 4,836.00	\$ 12.95	\$ 5,218.85	\$ 20.50	\$ 8,261.50
42	Relocate Existing Mailbox, Complete	18	EA.	\$ 670.00	\$ 12,060.00	\$ 1,800.00	\$ 32,400.00	\$ 317.00	\$ 5,706.00	\$ 700.00	\$ 12,600.00
43	Unclassified Compacted Cut/Fill	11168	S.Y.	\$ 10.75	\$ 120,056.00	\$ 16.00	\$ 178,688.00	\$ 13.90	\$ 155,235.20	\$ 3.35	\$ 37,412.80
44	Re-Sod with like kind grass	1290	S.Y.	\$ 8.50	\$ 10,965.00	\$ 12.00	\$ 15,480.00	\$ 15.60	\$ 20,124.00	\$ 8.50	\$ 10,965.00
45	Adjust Existing Manhole Rings and Covers to Finished Street Grade; Installed	4	EA.	\$ 2,000.00	\$ 8,000.00	\$ 2,500.00	\$ 10,000.00	\$ 765.00	\$ 3,060.00	\$ 2,370.00	\$ 9,480.00
46	Seal Existing Manhole; Complete	5	EA.	\$ 2,000.00	\$ 10,000.00	\$ 2,000.00	\$ 10,000.00	\$ 5,100.00	\$ 25,500.00	\$ 5,312.00	\$ 26,560.00
47	Remove Existing End of Line WW Clean Out; Complete	1	EA.	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	\$ 1,140.00	\$ 1,140.00	\$ 749.90	\$ 749.90
48	Install New End of Line WW Clean Out; Complete	1	EA.	\$ 3,000.00	\$ 3,000.00	\$ 6,000.00	\$ 6,000.00	\$ 10,580.00	\$ 10,580.00	\$ 2,800.00	\$ 2,800.00
49	Replace 20' Section of Sewer Service w/ 4" D.I.P. Centered And Penetrating Through New Storm Sewer Pipe; Complete	1	EA.	\$ 7,000.00	\$ 7,000.00	\$ 5,000.00	\$ 5,000.00	\$ 6,650.00	\$ 6,650.00	\$ 5,600.00	\$ 5,600.00
50	Replace 20' Section of Sewer Service w/ 4" D.I.P. Centered Through New Storm Sewer Manhole; Complete	1	EA.	\$ 7,000.00	\$ 7,000.00	\$ 5,000.00	\$ 5,000.00	\$ 6,650.00	\$ 6,650.00	\$ 6,500.00	\$ 6,500.00
51	Trench Safety System Design and Implementation	3390	L.F.	\$ 2.30	\$ 7,797.00	\$ 3.00	\$ 10,170.00	\$ 1.50	\$ 5,085.00	\$ 3.20	\$ 10,848.00
52	Traffic Control Plan Development and Implementation	1	L.S.	\$ 9,000.00	\$ 9,000.00	\$ 15,000.00	\$ 15,000.00	\$ 14,120.00	\$ 14,120.00	\$ 23,200.00	\$ 23,200.00
53	SWPPP Design and Implementation	1	L.S.	\$ 6,000.00	\$ 6,000.00	\$ 10,000.00	\$ 10,000.00	\$ 10,360.00	\$ 10,360.00	\$ 18,000.00	\$ 18,000.00
54	Mobilization (Not to Exceed 10% of Total Project Bid)	1	L.S.	\$ 40,000.00	\$ 40,000.00	\$ 150,000.00	\$ 150,000.00	\$ 128,410.00	\$ 128,410.00	\$ 70,000.00	\$ 70,000.00

Denotes Correction to Item



Miles Whitney, P.E.
Cayote Consulting, LLC
T.P.E.L.S Firm No: F-16387



COUNCIL AGENDA ITEM FORM

MEETING DATE: March 17, 2025

AGENDA ITEM #: 7.

SUBMITTED BY: John McGrath, Police Chief

ITEM DESCRIPTION:

Discussion and possible action to approve the expenditure of \$587,983.83 for the purchase of Motorola Solutions Flex Suite Computer Aided Dispatch and Records Management System (CAD/RMS), including associated hardware and software for use by the Police and Fire Departments.

STAFF RECOMMENDATION/ITEM SUMMARY:

At the March 3rd City Council Workshop, Council received a presentation regarding the status of the CAD/RMS system and possible options for replacement and costs. This item is to seek approval to purchase the Flex Suite Computer Aided Dispatch and Records Management System (CAD/RMS). This purchase includes associated hardware, software, installation, training, updates, and maintenance, along with yearly user conference attendance for two persons for a five-year period. This new CAD/RMS product will replace the current Police and Fire CAD/RMS system, which is outdated, malfunctioning, and no longer supported. This five-year contract with Motorola includes a first-year total of \$587,983.83 for installation of equipment and service, followed by a four-year total of \$250,972.00 for maintenance, service, and user conference fees. Server room expansion costs are not included in this agenda item.

FISCAL IMPACT:

Amount Budgeted - \$587,983.83
Line Item in Budget - Unrestricted Funds

SUGGESTED MOTION:

I move to approve the expenditure of \$587,983.83 to Motorola Solutions for the Flex Suite CAD and RMS system for the Police and Fire Departments, with a five-year cost of \$838,955.83, and to authorize the City Manager to enter into a five-year contract with Motorola Systems to provide system service and maintenance.

ATTACHMENTS:

1. Hewitt Police & Fire Final Proposal 3-4-2025



Hewitt Police & Fire

Motorola Flex Suite

**Sr Software Account
Manager Emily Dean**

Cell: 469-887-0569

emily.dean@motorolasolutions.com

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Solution Summary

The Flex Suite		
Flex Integrated Hub		The foundation of every Flex solution. Stores and shares information between Flex applications.
Flex Computer-Aided Dispatch - Standard		Enables dispatch personnel to access mission-critical information, and effectively manage calls for individual and multi-jurisdictional agencies.
Flex Computer-Aided Dispatch - Plus		Enhances Flex CAD with the ability to store defined incident response plans, record hazard data on properties within a jurisdiction, and track alarms and manage fees.
Flex Mobile - Computer-Aided Dispatch		Allows field personnel to access accurate, real-time call information from their laptop computers, as well as update their status, add and view call comments, and access radio logs and incident information without burdening dispatchers.
Flex Mobile - Records		Allows field personnel universal data access. Field narratives and image display options provide tools to manage and search records from the field.
Flex Records Management System - Standard		Consolidates law incident records into one database, simplifying incident and case management reporting. Tracks complaints, victims, offenders, suspects, witnesses, evidence, vandalism, arson, vehicles, or stolen and recovered property.
Flex Records Management System - Plus		Enables users to manage inventory, as well as record and track licenses and permits, civil processes, impounded vehicles details, pawned property, as well as equipment and fleet maintenance.



Motorola Solutions, Inc.
500 W Monroe Street, Ste 4400
Chicago, IL 60661-3781
USA

March 5th, 2025

Hewitt Police & Fire Department

RE: Motorola Flex Suite

Dear Chief John McGrath,

Motorola Solutions, Inc. (Motorola) appreciates the opportunity to provide Hewitt PD & FD, quality systems and software solutions. Motorola's project team has taken great care to propose a solution to address your needs and provide exceptional value.

The Flex suite consists of Computer-Aided Dispatch (CAD), Records Management System (RMS), Mobile, and dashboards software that references a centralized database, providing quick access to all data from anywhere in the system. Flex's single-source database will allow you to enter, store, and extract data in real time, preventing duplicate data entry and saving time. You will also be able to search multiple record sources at once and share data with all departments in real time, reducing response time and increasing situational awareness in the field. In addition, the Flex system is fully integrated for a seamless workflow across all modules included in your solution, as described further in our proposal.

Motorola's proposal is solely subject to the terms and conditions of the Texas DIR-CPO-5433 contract, its Exhibits and applicable Addenda. Hewitt PD & FD may accept this proposal by providing to Motorola a signed purchase order that specifically references "PO is subject to Motorola's proposal dated 03/05/25 and the terms and conditions of the Texas DIR-CPO-5433 contract."

Pricing will remain valid for 90 days from the date of this cover letter.

Any questions Hewitt PD & FD has regarding this proposal can be directed to Emily Dean, at 469-887-0569, (emily.dean@motorolasolutions.com).

Our goal is to provide Hewitt PD & FD with the best products and services available in the public safety industry. We thank you for the opportunity to present our proposed solution, and we hope to strengthen our relationship by implementing this project.

Sincerely,

Tom McEntire
Area Sales Manager
MOTOROLA SOLUTIONS, INC.



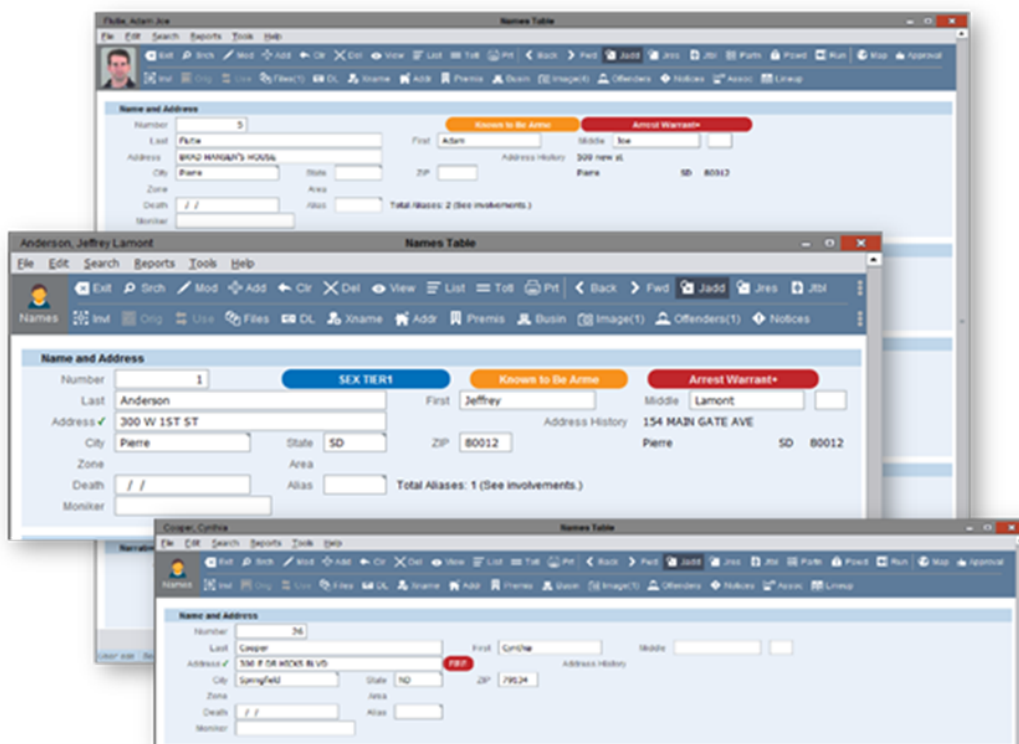
Flex Integrated Hub

General Functionality

General Hub

Flex's Hub design allows all information to be entered, stored, and extracted in real-time. Additionally, all applications in the system reference the same repository of information, preventing duplicate data entry and saving time. Lastly, it provides agencies with instant access to information as soon as they enter it into the system. The Flex system provides these time-saving benefits with the following technology:

- Centralized database
- Central tables that cross-reference information system-wide



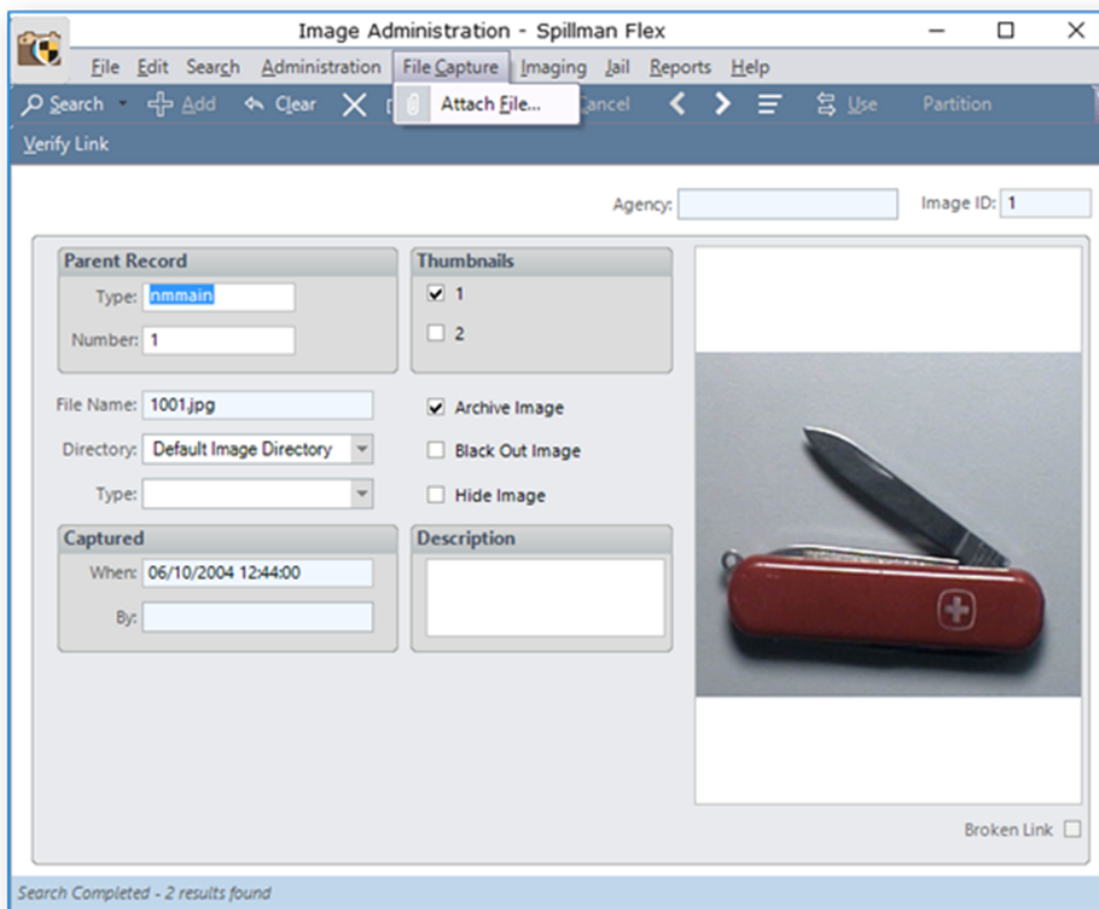
Master tables show users critical information that is referenced across all

The system's master tables share information among all modules in real-time. Because our Integrated Hub automatically transfers data between all Flex applications, our customer agencies have immediate access to all data from the moment it is entered. To facilitate this

integration, the system features several central tables that cross-reference information system-wide, including names, vehicles, wanted persons, and property.

Imaging

The Flex Imaging module allows agencies to create a library of full-color digital images that are fully searchable from anywhere in the system. Mug shots, accident photos, and other images can be stored in multiple locations throughout the system and viewed by other users. The program is an all-in-one application for importing, organizing, editing, and sharing photos. Because it connects seamlessly with other modules in the Flex software, agencies are able to do more with their information.



Users can attach images, video, documents, and audio files directly to a file.

Unlimited Capture Workstations

Flex customers can choose to make every user workstation an image capture station at no extra cost. No extra licenses are needed to operate our Imaging module, and users benefit from the convenience of unlimited capture workstations, while agencies take advantage of the long-term savings.

Quick View of Images

Images appear as thumbnails on all Flex records. Click the thumbnail to view the image, or any archived image. Users can see differences between new and old images, allowing personnel to determine if a subject has changed his or her appearance.

File Description

Users can quickly access information about each file attached to a particular record. Flex's File Capture feature allows users to enter the complete name of each file and create an accompanying description. Icons displayed on the record enable users to see what types of files are attached without opening them.

File Capture Technology

Flex's File Capture feature allows users to quickly organize images and other files. Users can easily add files to a record by dragging and dropping them onto the correct field. They can do this with single or multiple files. Users can also create an accompanying description for each file to promote easy content identification by other users.

Intuitive Editing Features

The Imaging module gives users access to several tools for enhancing and editing the quality of digital images. For example, if photos taken at an accident scene are less vivid than expected, users can easily adjust brightness, sharpness, and contrast with the click of a button. Users can also rotate and resize images as needed.

Geographic Information Systems (GIS)

GIS technology is at the core of Flex's mapping technology. GIS helps users make proper decisions based on accurate location information. We partner with Esri®, the nation's most trusted mapping provider to leverage the latest technology. Flex GIS interfaces directly with the Esri® ArcGIS server, eliminating an agency's need to load mapping information into the local database.

Dispatch-Friendly Features

Flex's GIS solution maximizes dispatchers' use of the system. It automatically routes every call to the correct dispatcher, and reduces the likelihood of responding to the same incident twice. Additionally, our solution gives dispatchers the tools to make sure the closest unit responds to a given call. Flex provides these solutions with:

- Zone assignments
- Alerts for duplicate calls
- Directions to call locations
- CAD Mapping and Mobile AVL

Common Place Names

Agencies can customize the Flex GIS solution to reflect specific jurisdictions. Agency-defined common place names save users time by allowing them to input place names instead of street addresses. For example, users can enter "State Capitol" instead of the capitol's street address.

The system also accommodates landmarks, mile markers, highway exits, street intersections, and overpasses based on how the agency builds the database.

Accurate Address Verification

Flex's GIS solution optimizes agency responses, eliminates confusion, improves accuracy, and gives users the ability to quickly identify correct addresses when the system cannot find an exact match. The system's address verification does this by displaying:

- Accurate and verified geographic information
- Specific addresses and intersections, including x- and y-coordinates
- Color-coded address candidates
- Flex's Address Selection screen

Map	Used	Score	Display Address	City	Alias
☒		82	3601 S CONSTITUTION BLVD	WVC	TACO EXPRESS VFM
☐		82	3179 W 5400 S	TAY	TACO BELL TAY
☐		82	1939 W 12600 S	RIV	TACO TIME RIV
☐		82	9068 S 2700 W	WJC	TACO TIME WJC
☐		76	4247 W 3500 S	WVC	TACO AND MADRE
☐		63	10882 S PARK RD	SJC	SOUTH JORDAN ANIMAL CONTROL
☐		60	12375 S GALENA PARK BLVD	DRA	DAC
☐		33	8282 S 2200 W	WJC	CHILDRENS JUSTICE CENTER

Address options are scored for relevance and color coded for easy

Reverse Geocoding

Flex GIS simplifies operations by translating geographic coordinates into estimated addresses plotted on a map. By reverse geocoding data, users can quickly select the appropriate location for any situation. When users enter coordinate data, the software displays a list of all matching addresses.

Safe Incident Response

Our GIS solution improves officer safety by notifying users of warrants, alerts, and past criminal incidents associated with an address. Visual alerts allow users to make informed decisions and prepare for any possible scenario. For example, address alerts appear in red, and indicate details about any previous incidents. If an address has multiple alerts, a plus sign (+) appears at the end of the alert.

Active Directory

The system's master tables share information among all modules in real-time. Because our Integrated Hub automatically transfers data between all Flex applications, our customer agencies have immediate access to all data from the moment it is entered. To facilitate this

integration, the system features several central tables that cross-reference information system-wide, including names, vehicles, wanted persons, and property.

The Flex Active Directory Integration Tool is a feature of the Flex product designed to simplify the user login process and streamline the management of user accounts. Once configured, the feature is transparent to end users, allowing them to log into the Flex product using their standard Windows username and password. Administration of the tool is managed within a Flex web application.

Active Directory integration is available for Windows and Linux customers with Multi Domain Active Directory. There is currently no solution for AIX customers.

Benefits

- Simplified Administration - User authentication and group membership are managed in a single place, Microsoft Active Directory
- Fewer usernames and passwords to remember - Users need only know their Windows username and password
- Leverage existing resources - Agencies can take advantage of existing personnel knowledge and skills to manage user accounts

Features

- User authentication against Microsoft Active Directory
- Auto creation of APNAMES records from Microsoft Active Directory
- User synchronization with Microsoft Active Directory
- Group synchronization with Microsoft Active Directory
- Group membership associated with Microsoft Active Directory Security Groups
- Support for Nested Group Memberships
- Support for Windows and Linux
- Multi Domain Support

Customer Responsibilities

- Successful agencies will have a dedicated resource as the local Admin for current active directory (AD) deployment at the agency. AD administrators will be responsible for AD and ideally will be involved in the initial setup of the current AD they have in place.
- Motorola personnel will be able to assist with webapp configuration, but the bulk of the configuration must be completed by the agency.
- Every Flex group utilized in the system must be set up in the original AD infrastructure.
- Motorola requires LDAP-S for security. The agency's admin or IT must provide the certificate file and any configuration needed (networking, etc.). The agency must have this enabled on the AD server, and provide the certificate.

Data Replication

The Data Replication Tool is a web application designed to provide a secure, robust tool for replication of a Flex c-tree database to an external customer database. Nearly all tables are available for replication, and the application gives customers the ability to choose which tables are exported based on their operational needs.

Stable Reporting

The Flex Data Replication module eliminates the need for agencies to query against a live Flex database, allowing personnel to access the reports they need, when they need them, without having to consider how it may impact the system. This module creates a stable platform upon which reporting applications, such as SAP's Crystal Reports Server, can be added to create custom reports.

Flexible Reporting Options

Being locked into one specific reporting tool can limit an agency's use of its Flex system. By using the Data Replication module, agencies can employ any industry-compliant technology they choose for accessing information. Personnel can then conveniently use a consistent set of commands for both their live and back-up database. Once an agency exports its live data, personnel can expedite their reporting capabilities using any tool available to easily move data from live to back-up databases – without being locked into any single application.

Familiar Database Use

The Data Replication module allows agencies to make the most of their existing IT expertise in other database services. Users can choose to export data to a separate database running either Microsoft SQL or MySQL.

Benefits for Flex Customers

The Data Replication Tool provides the following benefits to Flex customers:

- Isolates the reporting/ODBC queries from the production system, yielding an increase of stability and performance on the production system.
- Provides improved functionality over the FairCom ODBC and JDBC drivers.
- Allows customers to leverage their existing expertise in other database technologies.

Important Note

It is important to note that this module is designed to provide data for a reporting server. It is not intended to be used as a disaster recovery, hot backup, or high-availability solution, and it cannot replicate data to another c-tree database. Additionally, it is each agency's responsibility to manage or maintain the server, server operating system (OS), or the chosen database management system (DBMS).

In addition, our partner, Solutions II, offers a wide range of services including implementation and managed services. We will be happy to provide more information upon request.

StateLink

Agency personnel can use a single query into state, national, and other external databases to access information about wanted persons, stolen vehicles, missing persons, criminal histories, vehicle registrations, driver license information, and other critical data. Queries are sent securely and can be accessed from the StateLink request screen, from the ComputerAided Dispatch (CAD) module, or from a record within another Spillman Flex module. State-specific transaction forms are available to meet agencies' custom needs, and administrators can set security privileges to regulate access. Flex's StateLink is integrated with CAD and Mobile for convenience. Personnel can easily search for queries directly from the CAD screen, they have access to valuable information without requiring an additional terminal. When integrated with the

optional Mobile State & National Queries module, field officers can query local, state, and national databases simultaneously for instant data on names, vehicles, property, wanted persons, and available images (where applicable).

Flex Computer-Aided Dispatch

Flex CAD (Standard)

Flex CAD enables dispatch personnel to access mission-critical information, and effectively manage calls for individual and multi-jurisdictional agencies. The following highlights a few of the system's advanced features that help to ensure the immediate dispatch of the most appropriate units, including:

- Real-time call updates.
- Unit responses.
- Automatic alerts for wanted persons and dangerous locations.
- Customizable special instructions in question/answer format.

The screenshot displays the 'Manage a CAD Incident - Spillman Flex' interface. The top bar shows the incident ID, active ID (B Heusser), entry and report times (03/21/2019 15:27:16), and ANI/ALI status (Unavailable). The left sidebar contains tabs for Info, Location, CAD Incident, Caller Info, Complainant Info, and Schedule. The main area is divided into several sections:

- LOCATION:** CAD Incident Address (401 ELDER ST), City (Springfield), Cross streets, and a 'Possible Duplicate (1)' warning.
- CAD INCIDENT:** Nature, Type, and Priority dropdowns.
- CALLER INFO:** Telephone #, Name, Address (with 'The same as incident' checkbox), and Received via (Telephone).
- COMPLAINANT INFO:** A button to 'Add complainant'.
- SCHEDULE:** Hold until dropdown.

On the right side, there are tabs for Comments, StateReturns, Alerts (4), and Prev History (491). Below these, a 'Possible Duplicates' section shows a list of alerts, including a '4F Medical' alert for 'ARRVD 401 ELDER ST (Exact match)' received 1d 9hr ago by B Heusser. At the bottom right, there are buttons for 'DO NOT MERGE' and 'MERGE', and a summary of alerts: 4 for 401 ELDER ST Alerts, 2 for Persons at 401 ELDER ST, and 0 for Involved Person Alerts. The bottom of the screen has 'CANCEL' and 'ACCEPT' buttons, along with a 'SEND' button.

Figure: The CAD Incident Screen gives dispatchers mission-critical information and alerts.

All system modules are fully integrated, enabling dispatchers to easily access data from any table, virtually eliminating duplication and redundancy. This integration allows users to generate incident reports with the most current system data, improving dispatch accuracy, maximizing time, and increasing officer safety. For example, users can instantly query name, vehicle, property, and law incident records directly from Flex's Records Management System without leaving the CAD status screen.

Visible Name and Address Alerts

The system's Alerts feature prepares officers for call response and enables them to anticipate hazards. Users can easily share information regarding unsafe historical incidents, and alerts appear in red so dispatchers can quickly identify impending dangers and communicate any safety concerns. The alerts module accomplishes this by:

- Providing information about individuals and locations.
- Allowing users to view address or name-related hazards.
- Allowing dispatchers to tag a record with one or several alerts.

Flexible User Functions

Flex CAD accommodates both new and advanced users. Experienced dispatchers can simplify steps with keyboard shortcuts, or use the command line to operate the system. This flexibility allows users to train at their own pace. New users can easily adapt to the system by performing the following actions:

- Selecting icons.
- Dragging and dropping.
- Right-clicking.

Real-Time Status Alerts and Timers

The system's alerts and timers help ensure officer safety by keeping dispatchers aware of all call and unit activity. Additionally, they inform users of any actions needed or time lapses exceeding agency thresholds with audible and visual alerts that provide real-time status updates.

Multiple Sessions

The system's flexible architecture maximizes operational efficiency by enabling users to open multiple CAD sessions at a time. The screenshot below shows how any authorized personnel can open and manage multiple command lines representing multiple sessions.

Quick CAD Commands

Flex's CAD command line can maximize dispatcher efficiency. Every action the system supports can be executed using quick CAD commands, saving users valuable time as they dispatch units, add calls, and search data.

Automatic Radio Log Entries

The system's automatic radio log functionality saves users time while increasing unit safety. The CAD solution automatically tracks radio transmissions, and creates a log entry for every status change. This ensures all communications are recorded with complete accuracy, and allows dispatchers to focus on other time-sensitive tasks. Consequently, units have immediate access to timely information, and administrators can review all unit activities at their own discretion.

Radio Integration

With Flex CAD, agencies can leverage their use of radios for enhanced situational awareness. Specifically, the software provides the following capabilities to streamlined communications and maximize user safety:

- Assign portable radios to first responders, and vehicle-mounted radios to units.
- Enable dispatchers to change a radio's alias directly from CAD.
- Display radio alias and fleet vehicle information for each unit within CAD.
- Monitor radios from CAD with push-to-talk indicators that identify speakers in real time.
- View radio talk groups directly within CAD.

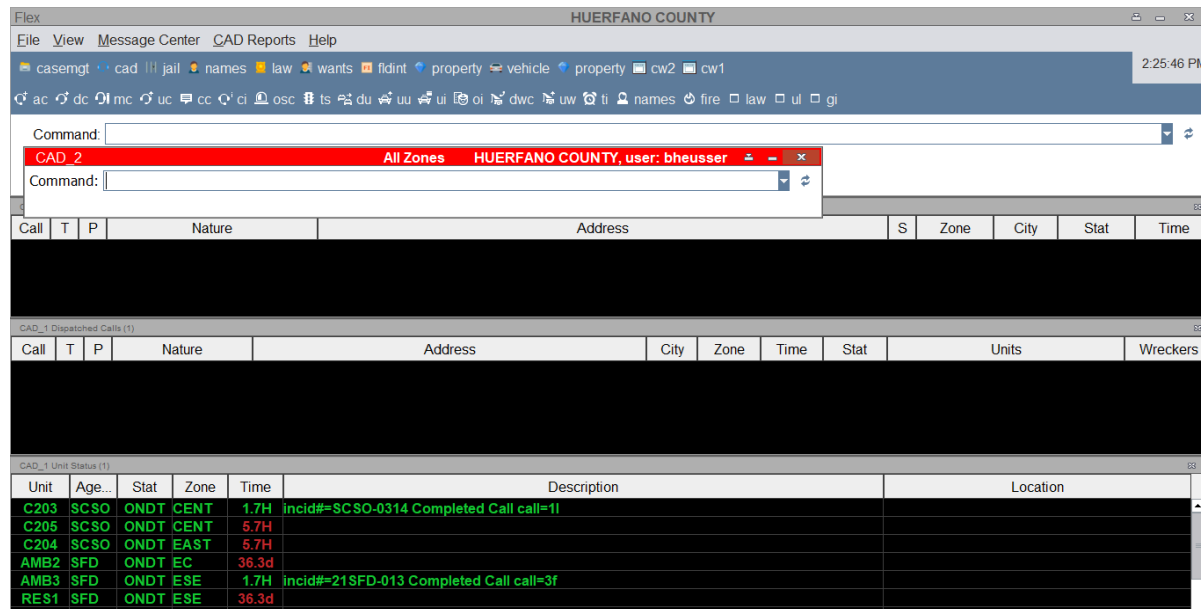


Figure: Users can open multiple CAD sessions simultaneously to streamline operations.

Customizable Screen Options

Flex allows dispatchers to customize system settings to their full advantage, allowing them to streamline their task execution through individual customization. For example, agencies can choose to display only calls from specific geographic areas, or lock the settings system-wide for uniformity. Some of the features that users can customize include:

- Display windows.
- Column settings.
- Toolbar buttons.
- Right-click commands.
- Color display options.

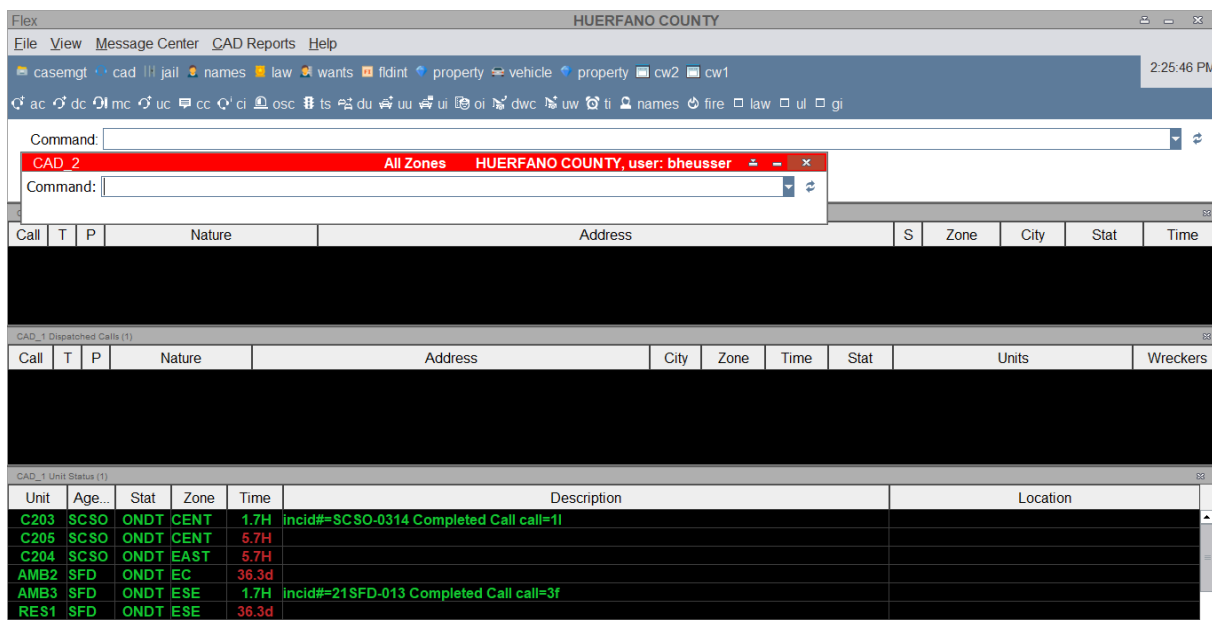


Figure: Users can open multiple CAD sessions simultaneously to streamline operations.

E9-1-1 Interface (Standard)

The Flex E9-1-1 interface improves the effectiveness and dependability of wireless 9-1-1 services by quickly identifying the location of a cellular user, allowing agencies to pinpoint cellular call locations. As the interface receives automatic number and location information (ANI/ALI) from a standard E9-1-1 system, it populates the data to the Flex CAD system. Additionally, the system meets federal regulations for Phase I and Phase II compliance, ensuring agency compliance with regulations. The following highlights several key advantages:

Automatic Field Entry

This feature minimizes data entry requirements, enables the rapid creation of accurate call records, and reduces the potential for data entry errors. The information it automatically adds to the CAD screen includes:

- Contact name.
- Address.
- City.
- 4698870569.

Accurate Mapping

When used with the Flex CAD and CAD Mapping modules, the E9-1-1 Interface improves data accuracy, promotes faster response, and enables users to make informed dispatching decisions. As a service call is received, the E9-1-1 interface automatically validates the call location with the Flex GIS solution. Once verified, the call location is automatically plotted on the CAD map and routed to the appropriate dispatcher's screen. Dispatchers can view the street name, call location, and nearest cross streets.



Call Data Preservation

Our E9-1-1 interface allows agencies to store valuable call information in the call record. When the agency receives a call from a wireless device, the initial Automatic Location Information (ALI) generally contains Phase I information. This information automatically populates the Address field of the Flex CAD Add Call screen. When an ALI rebid is performed to receive any additional Phase II latitude and longitude data, the updated location information also populates the Add Call screen. Agencies can configure to automatically transfer the original ALI information to the Comments field of the call record. Thus, the agency can perform continual ALI rebids to update location information while retaining a history of all ALI information received, providing continual situational awareness while maintaining location records for administrative purposes.

CAD Mapping (Standard)

The Flex CAD Mapping module provides users with powerful access to location and call information. Dispatchers can quickly view jurisdictional data, including street names, major buildings, landmarks, police districts, and fire/EMS zones. The system automatically plots call locations, and allows dispatchers to view detailed data. This instant access to refined data gives dispatchers the ability to rapidly dispatch the most appropriate units to each call, saving valuable time and enhancing responder safety in critical situations.

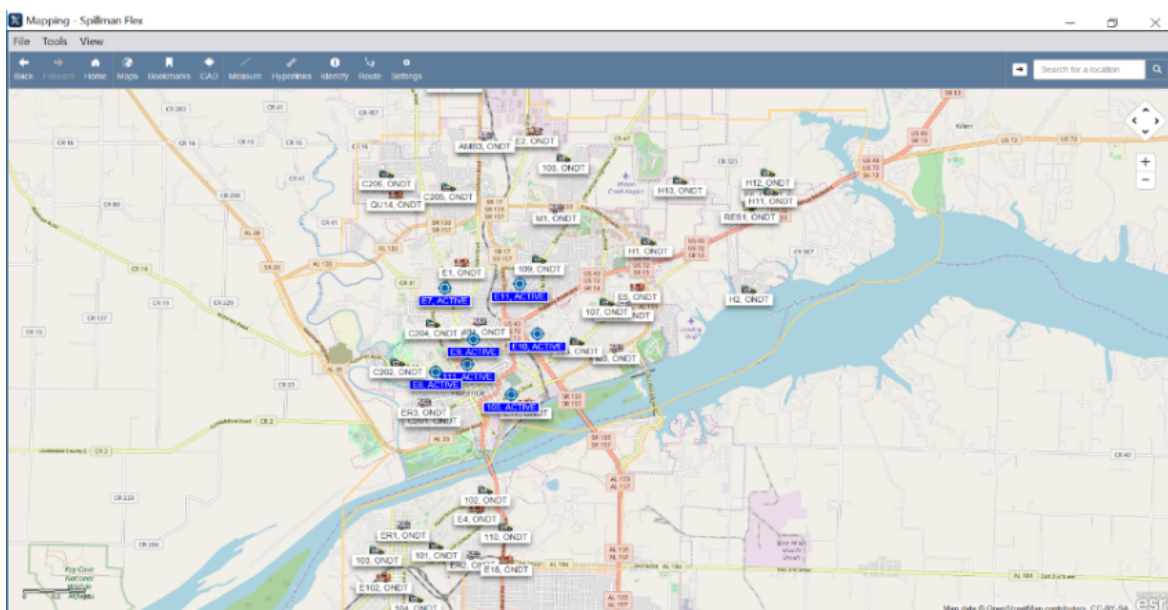


Figure: The CAD Mapping module gives users access to location and call information.

Dispatchers can also click on the map to view information about a specific location. Flex CAD Mapping uses the Esri® ArcGIS server to communicate directly with the GIS. This eliminates the need to load map data into a separate database, streamlining accurate address verification. Our mapping solutions are compliant with Phase I and Phase II wireless requirements, displaying longitude and latitude points at the approximate location of the call.

The following highlights some key features of Flex CAD Mapping:

Flexible Dispatching

The flexibility of our system accommodates a variety of user preferences. Users can quickly and easily dispatch units using the mouse, or retain full use of the keyboard by:

- Dragging and dropping a unit symbol to a call, or vice versa.
- Entering any function directly into the CAD command line.

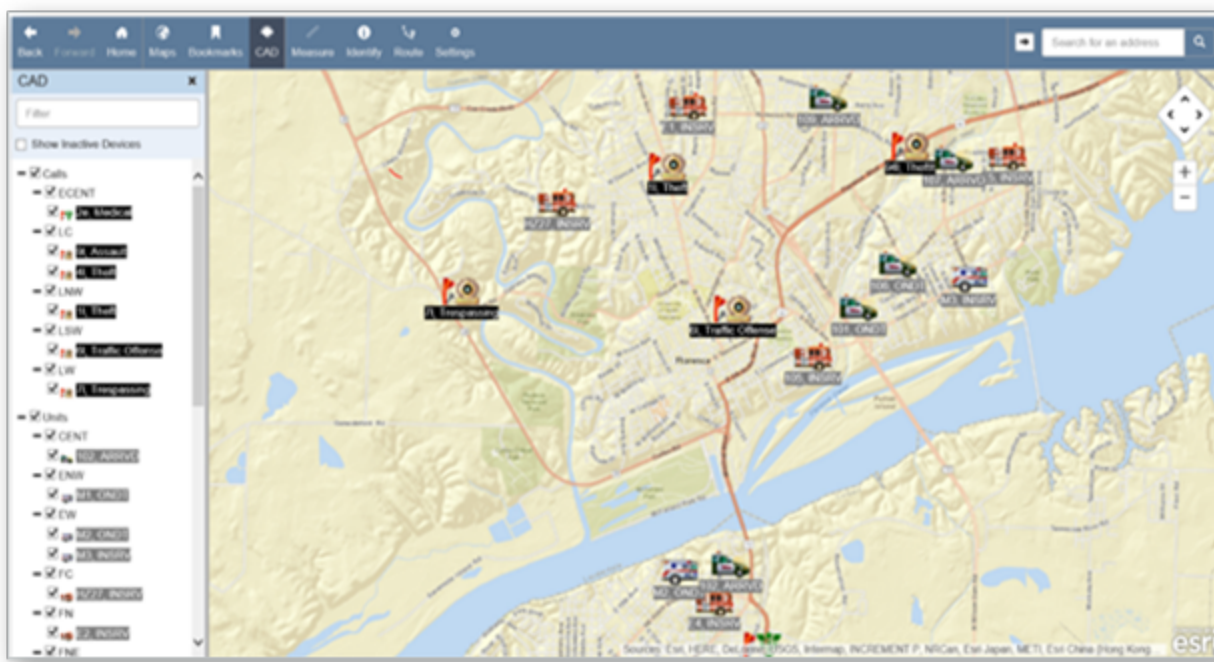


Figure: Flex's GIS integration allows for accurate real-time positioning of all units.

Customizable Features

Flex facilitates efficient operation in accordance with user preferences by enabling agencies to configure CAD Mapping software to meet both agency and individual user needs. Agencies can do this in a number of ways:

- Customize map icons by selecting from a list and upload agency-defined symbols.
- Center new calls on the map.
- Add map layers such as street, landmarks, and districts.

- Change map element colors to reflect roads, city boundaries, and more.

Mapping Toolbar

Flex's CAD Mapping toolbar streamlines the dispatching process with intuitive navigation tools. The system provides reminders of each button's function by displaying tool tips that enhance usability. Users also have the option to control the map directly from the CAD command line. Additionally, users can quickly navigate the maps with the following functionality:

- Zoom in.
- Zoom out.
- Pan.
- View the entire map.
- Change layer properties as needed.

Call and Unit Information

Our CAD Mapping solution gives users direct access to call and unit information, ensuring improved response times and appropriate officer actions. The system automatically suggests intersections and addresses that require geo-validation as the user is typing. Timely access to data increases officer safety, improves response results, and helps defuse potentially dangerous situations. Users achieve this timely access by right-clicking on a unit or call symbol and selecting the specific information they want to view. For example, users can choose to view information regarding:

- Call number or nature.
- Address.
- Complainant.
- Assigned officer.

System Integration

CAD Mapping fully integrates with the CAD and AVL modules, and our GIS system. With Flex's GIS, CAD calls automatically appear on the agency's jurisdictional map. Flex's AVL Mapping module, when used in conjunction with Global Positioning System (GPS), displays real-time location information for all units on the CAD map. With the system's radio integration, dispatchers can, upon demand, also view radio locations on the map, as well as when a radio emergency button is activated for real-time situational awareness and response. Any necessary radio programming to support portable location on the map is the responsibility of the agency.

Rapid Notification (Standard)

Flex's fully integrated Rapid Notification module allows users to send automatic report-of-call details to responding units. This module gathers information from the CAD screen and sends it to a printer at the responding agency. Individual units can also be notified of an event by email, text message, and/or phone call. Information gathered from the screen includes details such as:

- Address.
- Nature of call.
- Contact name and priority.

Flex Mobile Data Computing

Mobile Voiceless CAD

The Flex Mobile Voiceless CAD module allows field personnel to access accurate, real-time call information from their laptop computers, preserving radio channels for other critical communication during urgent situations. The module also enables personnel to quickly:

- Update their status.
- Add and view call comments.
- Access radio logs and incident information without burdening dispatchers.

Spillman Message Center - [CAD : All Calls and All Units : Last Updated at 10:35:52]

File Edit Search Screens CAD Tools Help

Back Alt+Left Alt+Right Alt+Home Ctrl+J F6 F5 F10 Shift+F5 Ctrl+M

My Call ONDT RLog RLog History Assist Responding Units Next Call Events

All	Call#	Nature	Location	City	Zone	P	Status	Time	Units
	7f	Hazmat				3	RCVD	5.8d	
	6e	Hazmat			ESW	3	RCVD	5.8d	
	6f	Hazmat			ESW	3	RCVD	5.8d	
	8f	Hazmat				3	RCVD	5.8d	
	7e	Hazmat				3	RCVD	5.8d	
	8e	Hazmat				3	RCVD	5.8d	

All	Unit	Status	Time	Call#	Zone	Agenc	Location	Description
	SDS	OFFDT	12.4m		LNW	SPD		(MDC)
	101	ENRT	1.9d	5l	LNW	SCSO	405 E	Enroute to a Call call=5l
	123	OVIOL	22.0H	3l	LN	SPD	124 N	(MDC)
	AB2	ONDT	8.6d		LNW	SPD		
	TESTA	ASSGN	8.6d	3l	LS	SPD	124 N	incid# = 1702S0005 Assigned to a Call call=3l
	TESTAB	ASSGN	8.6d	2l	LS	SPD	123 N	incid# = 1702S0004 Assigned to a Call call=2l
	TESTB	ASSGN	8.6d	3l	LNW	SPD	124 N	incid# = 1702S0005 Assigned to a Call call=3l
	U2	ONDT	12.7d		2	SPD		
	U3	ONDT	12.7d		3	SPD		

Status: OFFDT 00:35:49 | No Active Call | 10:48:17 | State Returns: 0 | Messages: 0 | No Alerts

Figure: Voiceless dispatch facilitates safe and efficient response.

The following is an overview of key features:

Mobile Access to Call Information

The Flex Mobile Voiceless CAD module allows users to access information about a call's address, nature, and any additional comments as they are entered by dispatchers. The software frees up radio frequencies for high-priority calls and eliminates the potential for misheard information, or interrupted communications. Using Mobile Voiceless CAD also prevents others from monitoring your communications over an unsecure radio channel.

Status Updates and Call Comments

Users can update the status of a call or unit directly from their laptop, saving valuable time and eliminating the need to notify dispatchers via radio every time a situation changes. Users can also add comments to a call, and view new comments using the Mobile Voiceless CAD module. The ability to view call comments from the field provides users with critical access to important details, alerts, and tactical updates during critical situations.

Efficient Radio Logs

Keep accurate radio logs for federal, state, or department records using Flex's Mobile Voiceless CAD module. The module automatically tracks response times and status updates, eliminating the need to request a radio log history from dispatchers.

Mobile Mapping AVL & Mapping

The Mobile AVL module uses advanced technology to track the location of all fleet units through Global Positioning System (GPS) receivers, providing dispatchers with optimal situational awareness when dispatching calls and allocating resources. To view this information, Flex Mobile supports a variety of GPS devices. The following summarizes several of the advantages offered:

Mapping

Users can view the following from the AVL map:

- Location.
- Status.
- Contact information of responding units.
- Quickest route to a call.
- Building schematics.
- Live camera feeds.

Flex's Mobile AVL Mapping module also enables personnel in the field to access critical call information and a map from a single screen. Alongside the map, they can access:

- Addresses.
- Cross streets.
- Hazards.
- Updated call comments.

- Responding units.
- Weather.
- Premises and HazMat information.

Mapping Tools

This powerful functionality allows users to view call and officer locations, and receive turn-by-turn driving directions to improve response times. Users have the ability to easily:

1. Search by X and Y coordinates.
2. Calculate the distance between calls with a measuring tool.
3. Hyperlink a website or photo to a call.
4. View predefined map layers that include:
 - Law and fire zones.
 - Water sources.
 - Ortho images.

Unit Location Display

Dispatchers and field officers can view the location of agency units and CAD calls on a jurisdictional map. This enables dispatchers to quickly assign units to calls based on proximity, and field officers can view the map to determine the shortest route to calls. Dispatchers can do this on the map by dragging a unit to a call, or vice versa.

Unit Status Information

The Unit Status screen complements overall situational awareness by displaying the status of dispatched units. For each unit, the software displays:

- Status.
- Active call.
- Assigned zone and agency.
- Current location or most recent radio log entry.

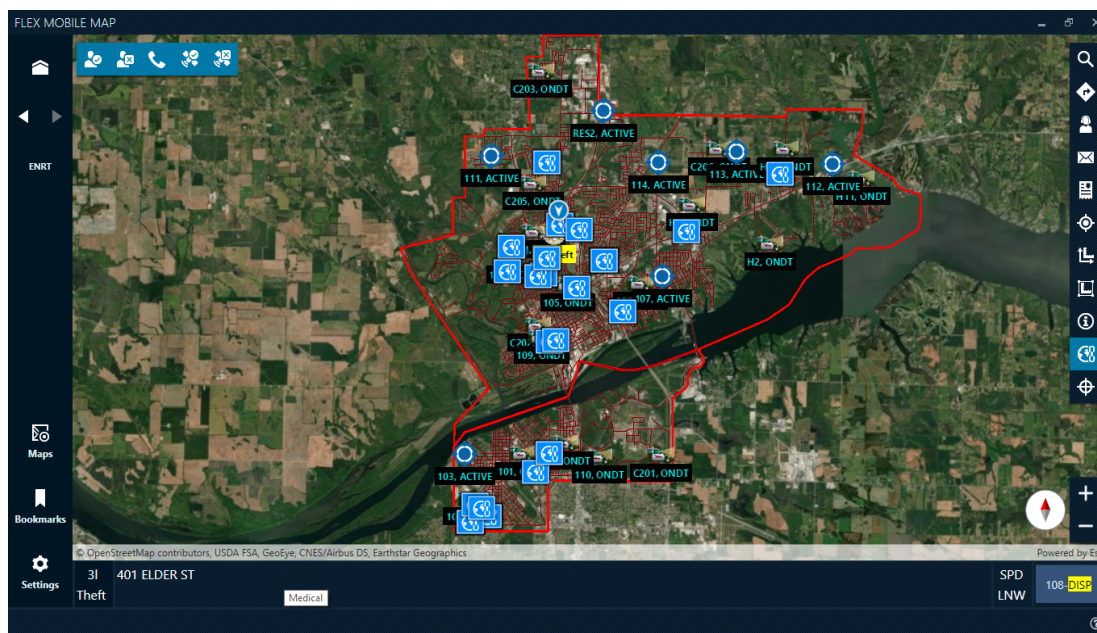


Figure: Flex's Mobile AVL Mapping technology provides access to comprehensive information.

Automatic Vehicle Locator (AVL)

Our AVL Mapping module employs the highest technological standards for this type of software. Advanced AVL technology is leveraged to track the location of all fleet units using GPS receivers, providing dispatchers with optimal, critical situational awareness. The following is an overview of key features:

Real-Time Unit Tracking

Knowing unit location in relation to an active CAD call enables users to quickly dispatch backup or provide further instruction. The AVL Mapping module allows CAD to display the real-time location of all AVL-equipped units. The software displays:

- Status.
- Active call.
- Assigned zone and agency.
- Current location.
- Most recent radio log entry.

Direct AVL

Direct AVL shows users the location of a unit the instant the vehicle is started, and its transmitter begins sending pulses. This information is sent directly to the agency using a combined GPS transmitter and wireless modem. Dispatchers can view the unit's real-time movements on the CAD map.

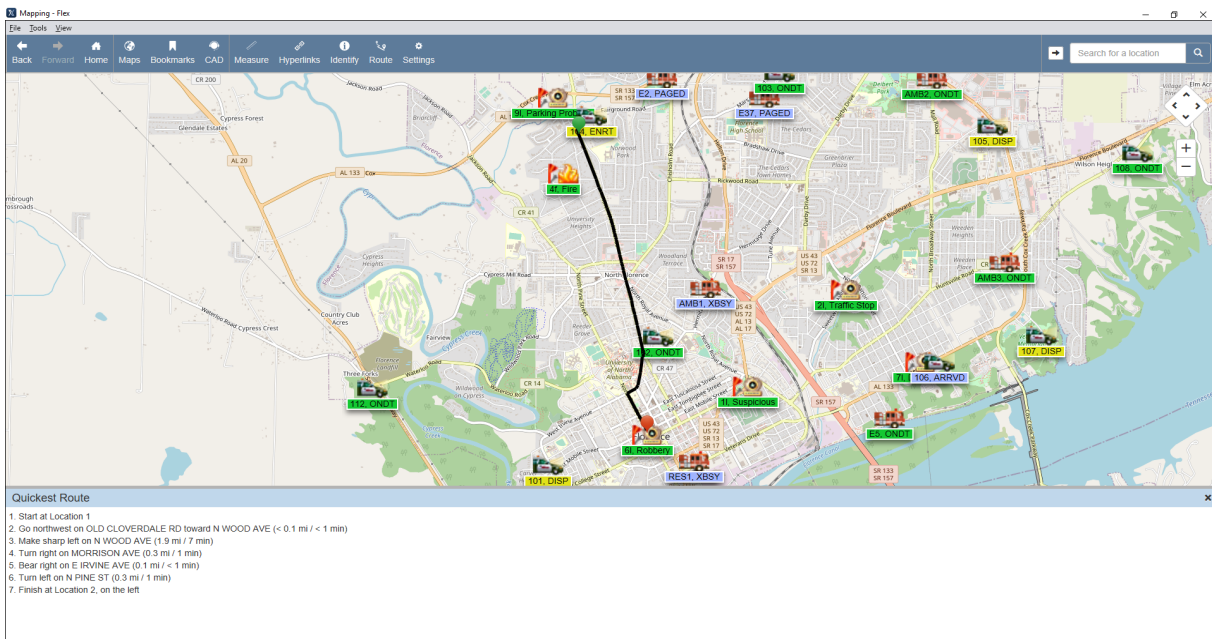


Figure: Flex's AVL Mapping technology supports efficient and accurate unit response.

Indirect AVL

Indirect AVL enables users to view the unit's movements on the CAD map. It uses a wireless modem to receive real-time location information from a GPS transmitter connected to a mobile laptop computer. The GPS data, with other information from the laptop, is then transmitted to the agency's dispatch center.

Quickest Route

Dispatchers can use Flex's Quickest Route feature to determine the active unit with the fastest route to an incident, greatly reducing response time. Based on a unit's current location, the Quickest Route module calculates the total drive time to reach a call, and allows users to view the ideal route and driving directions. This feature takes into account the agency's local street network, while recognizing barriers such as rivers, canyons, and limited-access highways, enabling dispatchers to minimize time-consuming obstacles for responding units. In addition to proximity calculations, it computes actual drive time to determine which unit can respond first.

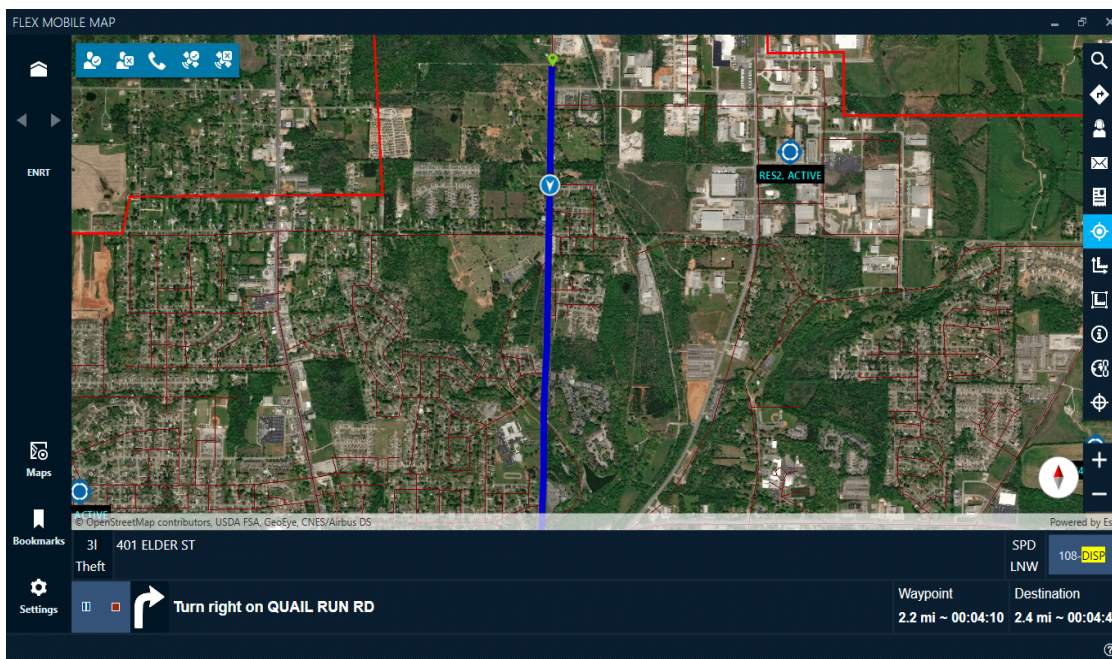


Figure: The Quickest Route helps dispatchers view the ideal route and directions based on unit location.

Flex Touch

The Flex system enables personnel to have full access to the information they need on the go. With the Flex Touch interface, users can access records and images, search for data within the local database, view dispatch information, receive call assignments, and update unit status from a mobile device like a smart phone or tablet.

Flex Touch is compatible with most major smart phones, including Android, iPhone, and systems. It can also be used on an iPad or a desktop computer, allowing personnel to take full advantage of crisp, high-resolution navigation through maps and other mobile data. Below are several of the key advantages:

Real-Time Call Updates

Calls are color-coded by status, allowing users to quickly see whether officers have arrived on the scene and if a unit's timer has expired. Users can view all active calls, the nature of the call, address, and any assigned units. Users can also view call comments and enter their own comments from the mobile device.

User-Friendly Interface

The Flex Touch interface is designed for convenient click or touch-screen navigation from a mobile digital device. Touch utilizes the same login information as the main Flex system, streamlining access to important data. Images appear on the screen as thumbnails, and can be viewed in full screen by touching or clicking on the image. Flex has configured the images for

mobile digital device screens to conserve bandwidth for faster downloads. 4698870569s are automatically formatted as links so that users can direct-dial them from a device, and users can also send emails with links to a record.

Field Searching

The application helps provide redundancy in data access, enhance officer safety, and provide users with access to a wide range of information in the field. Flex Touch supports wildcard searching; if a search yields no results, secondary search rules are used to match a possible record. For example, if a name search yields no results, the software searches for a matching social security or driver license number. The application displays records with warrants or alerts in red, enabling the responding officer to be prepared for any possible situation. Additionally, users can search the agency database for names, property, vehicles, and incidents.

Data Partitioning

The partitioning feature protects sensitive data by allowing users in the field to only see records that they are authorized to view. The application obeys the partitioning rules already in place in the Flex system.

Integration with Google Maps

A Google map automatically opens when an address is selected in the Flex Touch application. Users can see the current address, destination, traffic information, and turn-by-turn directions.

Quickest Route

Summary

The Flex Quickest Route module allows an agency to route units based on shortest drive time. This enables dispatch to recommend the closest unit and allows individual units to map the quickest route to a destination. Dispatchers and mobile users also have the ability to query for directions using the Quickest Route module.

Feature List

- Find the quickest route between two locations in the CAD and Mobile maps.
- Automatically display the quickest route for a responder in the mobile map when assigned to an incident.
- Automatically recalculate a route for a responder that deviates from the current route.
- Create and manage barriers using the CAD map.
- Incorporate quickest drive time into unit recommendations in CAD.

Requirements

General

- Expertise working with ArcGIS and Network Analyst extension.

- A functioning network dataset created from the agency's map.

Hardware

Hardware	Model	Vendor/ Company	Support	Notes
GIS Server				Dedicated machine that meets the system requirements for ArcGIS Enterprise. See ESRI's website for these requirements.

Software

Software	Version	Vendor / Company	Notes
Flex CAD, Flex Mobile	Version 2018.3 or later	Motorola Solutions, Inc.	
ArcGIS Desktop with Network Analyst Extension	Version 10.5 or later	ESRI	Used to build and maintain the network dataset that is used to perform routing analysis.
ArcGIS Enterprise with Network Analyst Extension	Version 10.5 or later	Motorola Solutions, Inc.	Use to publish the routing service that Flex uses.
CAD Mapping	Version 2018.3 or later	Motorola Solutions, Inc.	Flex CAD Mapping and/or Mobile Mapping license.

Mobile Premises & HazMat

Summary

Be prepared for a variety of disaster scenarios with field access to data on the location, type, and container size of hazardous materials stored in your jurisdiction as well as detailed premises information such as number of floors, responsible agencies, and physical descriptions. The National Oceanic and Atmospheric Administration (NOAA) CAMEO database offers information on more than 4,000 chemicals, including recommended handling instructions, first-aid responses, and protective clothing. Proximate population information helps you organize warnings and evacuations.

Feature List

- Maintaining Premises Data.
- CAD and GIS Integration.
- Proximate Populations.
- CAMEO® Chemical Database.
- HazMat Response.

Flex Mobile Data Computing

Mobile Records

The Flex Mobile Records module empowers personnel with universal data access. Convenient field narratives and image display options provide the necessary tools to effectively manage records from the field. Mobile personnel can also search for records in multiple places without leaving the vehicle or requesting dispatch assistance. Searchable databases include:

- Local databases.
- Flex and non-Flex databases (requires the InSight Interface).
- State databases (requires the Mobile StateLink Interface).
- National databases (requires the Mobile StateLink Interface).

The following highlights several key advantages:

Local RMS Queries

Mobile Records combines speed with flexibility. Users have the ability to search for names, vehicles, incidents, property, and wanted persons. These queries provide comprehensive search results from local, state, and national databases, with the ability to encrypt state and national query responses for use with third-party citation and crash programs.

Additionally, a drop-down menu provides officers with more detailed fields to perform enhanced searching. Once the user has submitted his or her search criteria, a list of matching records appears in the returns folder of the Mobile Message Center.

Figure: Flex Mobile provides detailed search returns for officers in the field.

Image Display

The system's image display function helps field personnel identify suspects and verify criminal histories. While viewing a record, all associated images related to that record are available, including mug shots or photos of vehicles and property. Images first appear in thumbnail size, but they can also be expanded to full-size.

Field Narratives

Users can enter field narratives into the system directly from the vehicle. This saves valuable time and improves record details. Each user can view, add, and append narrative information or supplemental narratives directly from the Law Incident screen. Additionally, field officers have the flexibility to enter an unlimited number of supplemental narratives for witness statements and other follow-up activities. For routine narrative entries, the system allows users to easily define templates for precise information gathering.

Law: Burglary

When Reported: 10:38:52 10/29/2001 Address: 121 DAVIS CT Springfield, MO 65814 Area: LNW - Law North West Zone Agency: SPD Officer: B Pratt Contact: Sharon Disposition: CAA, 10/30/2001	Complainant Name: Winfield, Sharon Q Address: 121 DAVIS CT Springfield, MO 65814 RACE: W Sex: F Phone: (234)555-9012 Birth Date: 08/01/1961	Incident #: 0110-0001 Photo 0210-0001001 (45 KB) Photo 0110-0001002 (96 KB)
--	---	--

Other Information: 0

Circumstances: 0 Residence or Home - 1

Modus Operandi: 0 Method of Entry - Forced the Door - 1

Narrative: 0 Springfield City Police Department ... [Edit Narrative](#)

Supplements: 0 1 - Supplemental Report #1 - 06:00:00 10/30/2001 - C Christensen

Radio Logs: 0 10:22:01 07/24/2007 - CMPLT

Involvements: 0 Wanted Person - 10/29/2001 - Burglary - Originated by

Approval History: 0 CMPLT - J. HAUER - B Pratt - A FALK - 10:27:02 04/30/2008

Files: 0 [5 Files] [Manage Files](#)

Status: ONDT 00:03:14 | No Active Call: 15:21:53 | State Returns: 2 | Messages: 214 | No Alerts

Figure: Users can view additional Involvements information by expanding the record using the plus (+) sign.

Mobile Field Report with Field Interview

Summary

Conduct field interviews and record data from your vehicle. Large fields and drop-down menus are easy to navigate using either a touch-screen monitor or a keyboard and mouse. Forms can be customized with your agency's name, graphics, and a report title. Save time and prevent mistakes using drop-down lists of prefilled data wherever possible. Forms attach to Flex records for viewing, editing, and printing, and they system automatically searches for matching records before storing the information and routing electronically for approval. Add an unlimited number of people, vehicles, property, associated details, and narratives, and add your own custom fields.

Feature List

- Customizable Look and Feel.
- Integrated Incident Record Submission.
- On-scene Reporting and Validation.
- Simple Narrative Writing Features.

Driver License Scanning

Data gathered from a driver license can be used to efficiently conduct database searches and complete field reports, enhancing investigative abilities and officer safety. Flex's Driver License Scanning module gives officers the ability to populate Mobile search screens by scanning a driver license. Additionally, scanning the license will also automatically query the local, state, and national databases. Information drawn from scanning the license includes:

- Name.
- Date of birth.
- Address.
- Race.
- Gender.
- Driver license ID number.

Automated, Accurate Data Entry

When personnel scan a license, the Driver License Scanning module automatically populates the appropriate fields on the Mobile search screen with the driver's information. Driver license data can be used to populate the Mobile Law Form, Mobile Accident Form, Mobile Citation Form, and Law Field Interview Form (each form sold separately), reducing redundant data entry and saving officers and personnel time in the field.

Customizable Searching

The Flex Driver License Scanning module can be programmed to conduct searches in local, state, and/or national databases when a license is scanned. Officers can use the information returned from those searches to:

- Determine if the license is valid.
- Check for outstanding warrants.
- Confirm if the vehicle is stolen.
- View criminal history information.
- View previous incidents involving people or vehicles.

Dual Scanning Capability

Officers can gather information by scanning both magnetic strip and barcoded licenses where available, preventing agencies from creating redundant processes for the same action. Because the module adheres to American Administration of Motor Vehicle Administrators (AAMVA) standards, it has access to information on multiple licenses from across the nation. Its access extends to 20 states and entities that use magnetic strip licenses, and 52 states and entities that use barcode licenses.

Mobile Arrest Form

Flex's Mobile Arrest form is integrated with the Mobile Field Report and is completed as part of a related incident record. The Arrest form can be finalized and saved prior to completing the Field Report. The following is an overview of key features:

Automated Data Entry

Automated data entry enables patrol officers to quickly fill out multiple form fields using search results obtained from a name or vehicle query. Users can pre-fill forms with information from the Flex database by querying the Flex Mobile StateLink product, or by scanning a driver license barcode or magnetic strip.

Integration

Forms are automatically attached to the Flex record where they can be viewed, edited, or printed. The system also conducts an automatic search for matching name and vehicle records. New records are created if needed, and Involvements® are generated between associated records.

Customizable Fields

The Flex Automated Field Reporting modules enable patrol officers to add an unlimited number of people, vehicles, property, and their associated details. Narrative fields have no set length, allowing officers to add as much or as little text as needed.

Field Narratives

Officers can enter narratives, including probable cause statements, into the system directly from the vehicle, saving time and improving records details. They can add, view, and append supplemental narratives or narrative information directly from the Law Incident screen. The text editor displays the appropriate prompts for the selected template as users type the narrative information. Spell check and time stamping are also included.

Data Integrity

Flex helps prevent mistakes caused by incorrectly typed entries with drop-down lists. The system also ensures that important data is collected by requiring users to enter data in specified fields before saving the form.

Mobile State and National Queries

Use a state connection to search state and national databases for name, vehicle, property, guns, and wanted person records as well as available images. Users can perform state and federal searches simultaneously with one query while using the local RMS query feature to search local database information. Returns are delivered audibly as well as with visual highlights, including any alerts on records containing warnings.

Feature List

- State and National Database Queries.
- Transaction Recall.
- CAD Integration.
- Mobile Integration.

- Multiple Response Destinations.
- Alerts.
- Voice and Highlighting.

Note that this module requires the StateLink Interface.

Flex Records Management System

Records Management System (RMS) (Standard)

Flex's Law Records Management System consolidates all law incident records into one database, providing easy-to-generate incident and case management reports. Each record has information associated with the name, incident number, property, item, and vehicle involved. Agencies can track complaints, victims, offenders, suspects, witnesses, evidence, vandalism, arson, vehicles, or stolen and recovered property for criminal and non-criminal incidents.

Accurate Reports

Users can easily clarify department initiatives and document progress by developing preformatted reports or configuring ad hoc reports for:

- Crime analysis.
- Presentation.
- Archiving.

Agencies can also compile detailed summaries and activity information for submitting UCR reports as necessary.

Detailed Case Management

Agencies have the ability to track cases from beginning to end by following detailed status information. Flex's case management feature uses Involvements® to link information on all persons, property, and vehicles associated with a case.

Dispatch Integration

Flex's integrated solutions ensure rapid and consistent data entry. The RMS module is linked directly with Flex CAD, which allows the software to automatically transfer appropriate information from calls to related incidents.

Advanced Security and Intelligence

Administrators can protect data integrity with flexible security features that allow users to secure privileged information. The Flex system allows agencies to store an unlimited amount of data regarding the following characteristics of individuals or groups:

- Hangouts.
- Associates.

- Vehicles.
- Employment.
- Activities.

Organized Dissemination

The system provides information accountability by tracking all information disseminated through the RMS module. Users can record the full text of the disseminated information, and create a link to the name record of the party receiving the information.

Automatic Visual Alerts

Agencies improve investigator and officer safety with alerts that indicate dangerous, wanted, or missing persons. Once an alert is attached to a record, Flex's integration populates the alert wherever the record exists.

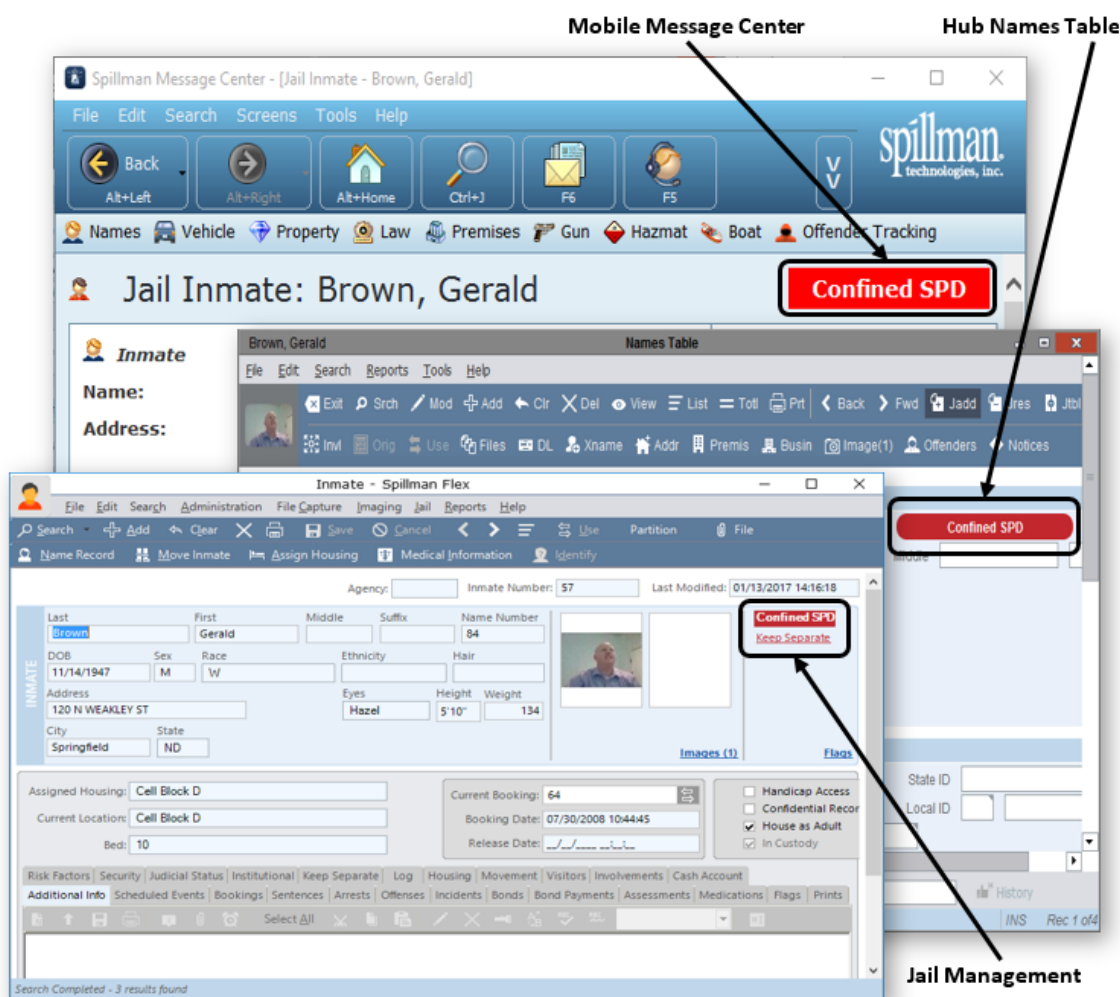


Figure: Users see clearly visible alerts system-wide, no matter where the information is.

Incident-Based Reporting (IBR) (Standard)

The Flex system enables the agency to easily compile detailed crime summary and activity information such as offenses, arrests, and law incidents for submitting IBR reports that meet state and federal standards. The software automatically retrieves information from the system upon data entry, eliminating manual efforts to create these reports. This retrieval enables the system to produce audit reports that verify the accuracy of reported data. Additionally, Flex holds state reporting certification and offers an integrated National Crime Information Center (NCIC) interface that aids in required report submissions.

Evidence Management (Standard)

Flex's Evidence Management module simplifies evidence tracking, allowing each agency to maintain a complete and accurate chain of custody for every piece of evidence. The Evidence Management module records changes in the location, status, and custodian of evidence, providing a detailed history from reception to release, or disposal of the item.

Figure: Compile detailed data that meets state and federal standards.

Complete Evidence History

Users can automatically track modifications to evidence records from processing, through lab analysis and court appearances, to the release or disposal of the item.

Evidence Reporting

The system enables users to maintain optimal awareness and accountability of evidence and its status. Users can generate reports that show evidence custody, create barcodes for any code table, and show the location of evidence. Some of the reporting tools include:

- The Case Closed Evidence List Report.

- The Generate Barcode List Report.
- Evidence Location Summary Report.

Detailed Evidence Data

The Flex solution facilitates efficient entry, adding, modifying, and searching for records within the screen. Using the Evidence Management screen, users can manage:

- Property item.
- Storage location.
- Identification number.
- Activities associated with the item.
- Comments.

Interface Features

Flex's optional Evidence Barcode & Audit Interface module enables users to manage the evidence room in minutes and saves hours of personnel time. The interface's barcoding functionality allows for simplified data entry, precise labeling, and hand-held auditing of storage locations. Participating agencies can easily inventory and audit evidence using a handheld barcode reader to check data against the Evidence Management table for discrepancies in the item location.

Incident# 160829-01, Information **Evidence Management**

File Edit Search Tools Help

Exit Srch Mod Add Clr Del View List Totl Prt Back Fwd Jadd Jres Jtbl

Evidence Management Invl Orig Use Files Narr Supp Rlog Wlog Case IBR Homi Image Lineup

Incident

Incident Number Nature

Case Number Image

Address

City State ZIP

Area Contact

Complainant

Numbr **JUVENILE**

Last Fst Mid

DOB SSN Ad ☒

Race Sx Tel Cty ST ZIP

Details

Offense/Statute Reported Observed

Circumstances

Rspndg Officers

Rspnsbl Officer Agency CAD Call ID

Received By

How Received Last RadLog

When Reported Clearance

Occurrd between Disposition Disp Date

and Judicial Sts

MO Misc Entry

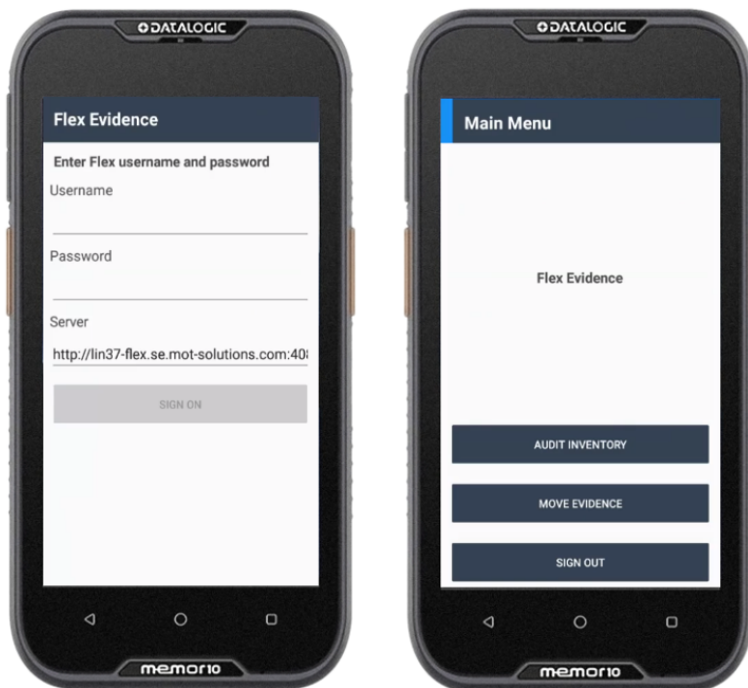
Approval Status: Workflow Record Corr To: From: Date: History

User: sds Use the current record

Figure: Flex's evidence management module provides detailed evidence data.

Evidence Barcode and Audit Interface (Standard)

The Evidence Barcode and Audit Interface module provides agencies with barcoding capabilities for evidence management. It also includes a portable handheld barcode reader to inventory and audit evidence rooms for tracking location and movement.



Automatic Data Transfer

Flex's Automatic Data Transfer saves time and ensures accuracy for agencies as information is tracked throughout the evidence life cycle. Users have the ability to attach barcode labels to evidence items, and use a scanner to automatically transfer the data into an evidence record. Additionally, the status of multiple evidence items can be changed simultaneously by using the "Scan" option of the interface.

Barcode Printing

Our solution facilitates efficient entry, adding, modifying, and searching for records within the screen. Using the Evidence Management screen, users can manage:

- Property item.
- Storage location.
- Identification number.
- Activities associated with the item.
- Comments.

Inventory and Evidence Tracking

Users can easily collect and store scanned inventory details with a handheld barcode reader, including the item number, storage location, and custodian's name. Information on moved evidence items can be tracked as well, including item number, storage location, custodian's name, transaction code, time and date of transaction, quantity moved, and reason for the move.

Detailed Reporting

The Import Inventory Barcode Report and the Import Move Inventory Report ensure data integrity. Users can check for discrepancies between the data downloaded from the portable barcode reader and the information contained in the Evidence Management table.

Pin Mapping (Standard)

The system's Pin Mapping module provides investigators with accurate and timely data they can use to analyze incidents and crime trends. Thorough crime investigations are supported with powerful searching capabilities that allow users to access critical information for effective decision-making, rapid deployment tactics, and prompt assessments.

Powerful Mapping Options

Flex's comprehensive toolbar enables users to identify trends and ensure address consistency through a comprehensive database of street and address information. Users can:

- View different map layers.
- Change the color, size, and type of points.
- Restrict or show all incidents on the map.

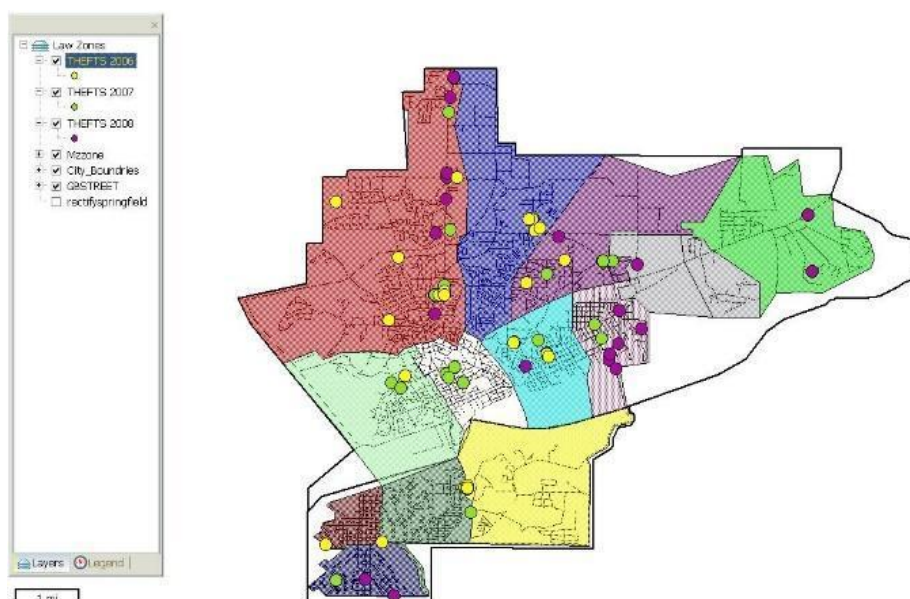


Figure: Flex's Pin Mapping module allows users to view crime trends for a specific geographic area.

Efficient Analysis

The Pin Mapping module enhances investigative needs by allowing agencies to access any piece of data, record, or a combination of fields from any point on the map.

Offender Tracking (Standard)

Flex's Offender Tracking module enables agencies to track critical information on various types of offenders. This enhances personnel and community safety by providing situational awareness of offenders within the agency's jurisdiction.

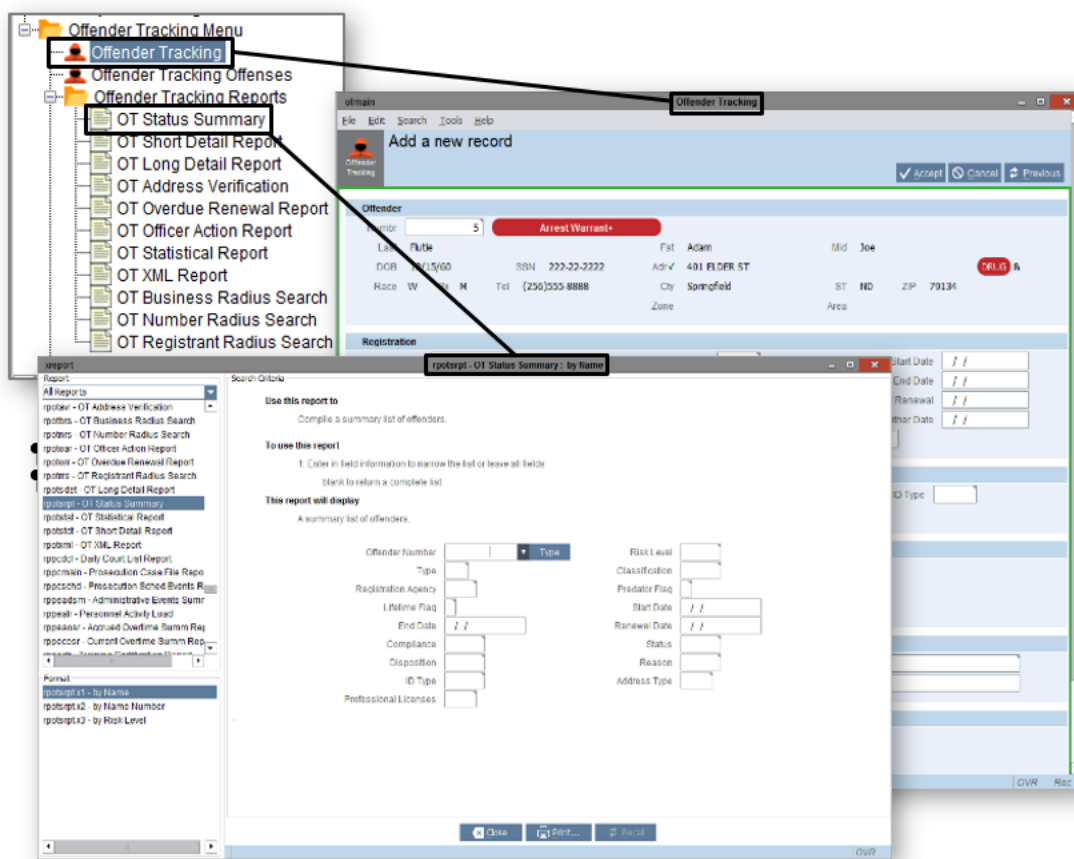


Figure: Users can track an extensive list of critical information on each offender.

Licenses and Permits (Plus)

The Flex Licenses and Permits module enables users to effectively manage a variety of certifications. These range from animal and bicycle licenses to weapon and fire permits. The agency can track information such as expiration dates, fees, payments, and adjustments. Users can also print permits, receipts, mailing labels, and reports.

Detailed Information

Our comprehensive module will allow the agency to track detailed data, ensuring users have access to the information they need. For example, users can quickly view a permit's status, effective date, permit holder, permit type, and any relevant contact persons. From an additional detail screen, users can also track information relevant to the type of permit, such as model, size, breed, item value, etc.

License

Permit Number	PR6645	Items	Expired	Record #	2
Location	Downtown Main Street				

Holder

Number	210	First	Mid
Last	Fall Festival Committee	Phone	() -
Addr	210 S ROYAL AVE	City	Springfield
City	Springfield	ST	ND
ZIP	79134	DOB	/ /
SSN	- -		

Details

Application Date	10/24/01	Permit Type	Parade
Status	VALID Valid	Agency	SPD
Valid From	13:00:00 12/25/01	Issued By	D Gordon 1
To	10:47:50 08/31/10	Area	CENT

Contacts

1	24	Combs, Rebecca	Relationship	Work Phone
2	1	Anderson, Jeffrey	M.C	(256)555-6262

Vehicles

License	Color	Make	Relationship
97 ABC123	RED / RED	FORD	Lead Vehicle
3 BAD789	BLU /	FORD	Middle Vehicle

Comments

Christmas Parade

User: sds Search again to add records to current selection set INS Rec 1

Figure: The Flex Licenses and Permits module simplifies the tracking of detailed license information.

Integration with Law Records

The Licenses and Permits module helps investigators solve crimes through integration with the Flex RMS module. For example, users can easily view the permit record and owner name of any weapon used in a law incident—directly from the law incident record. Ready access to this information keeps officers informed, increasing safety and reducing potential agency liabilities.

Traffic Information (Standard)

Our Traffic Information module delivers consistent, accurate data for shaping sound traffic safety policies and procedures. The software monitors activity on your roadways and generates quantifiable reports for traffic management. The following are key features of this powerful tool:

Citations and Warnings

Users can easily access citation and warning data. Full integration allows the agency to create a new name and vehicle record for a new contact, or link an existing name and vehicle while creating a citation or warning. They can also track:

- Offense.
- Name information.
- Vehicle description.
- Citation dispositions.
- Bail and/or fine collections.

Traffic Reporting

This feature quickly turns data into comprehensive information. Users can view several preformatted reports and a full snapshot of warning and citation activity from the traffic reports menu. It also provides:

- Demographic analysis.
- Accident summary reports.

Imaging Integration

Utilizing Flex's optional Imaging module, users can attach photos to any record for quick reference during an investigation. The agency can capture and archive high-quality digital photos from accident scenes. Additionally, they can print or copy and paste images in a report. Users can attach multiple images to each vehicle record.

Powerful Searching

System integration enables users to search multiple record sources at once, providing detailed information on vehicles or persons involved in the same traffic accident or citation.

Personnel Management (Standard)

The Personnel Management module enables comprehensive employee management. Agencies can store, retrieve, and manage detailed employee information including special skills, medical history, training and certification, positions, attendance, activities, leave time, and overtime. The module also accurately accounts for administrative activities such as commendations and disciplinary actions. The following highlights a few of the system's advanced features that help to simplify personnel management.

Special Skills and CAD Integration

Dispatchers can send the best personnel to a given call by using the Personnel Skill screen to reference any employee's special job skills. Job skills can include foreign language fluency, CPR certifications, or explosives expertise.

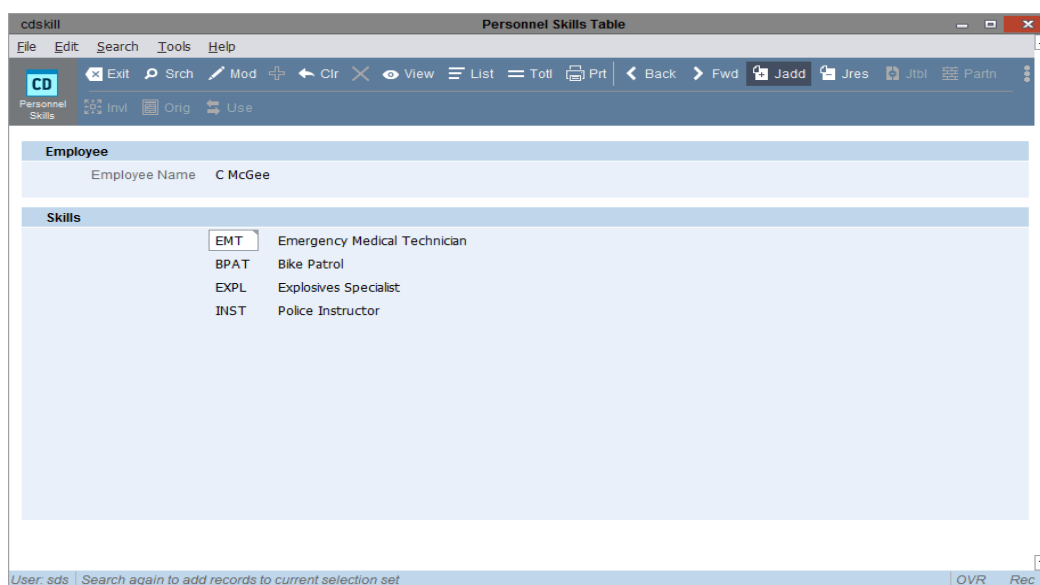


Figure: Enhance call assignments with special skills references.

Detailed Employee Information

A detailed record for each employee provides users with the ability to efficiently track and update general information, such as the employee's name, address, division, status, and Social Security Number.

The screenshot displays the 'Employee Table' window for 'Gordon, David L SPD'. The window contains a comprehensive form for tracking and updating employee information. The form is organized into several sections:

- Header Section:** Employee Num (1), ID Num (101), Badge Num (3422), and Image.
- Personal Information:** Last (Gordon), Fst (David), Mid (L), Address (200 S BROADWAY ST), City (Springfield), State (ND), ZIP (79134), DL # (37736646), Official Name (D Gordon), Birth Date (09/12/57), SSN (777-88-1111), Religion (LDS), Race (W), Sex (M), Height (6'02"), Weight (250), Marriage Dat (04/23/77), Marital Stat (M).
- Employment Details:** Agency (SPD), Division (ADM), Station (SPD Substation), Shift (Night), Department (Police), Assignment (Supervisor), Rank (Lieutenant), Rank Date (08/10/78), Status (Active), Date Hired (01/01/70), Commission (Yes), Next Eval (01/01/02), Seniority (08/10/98), Pay Class (Salaried), Emp Class (Full Time), Budget Pos (Yes), Labor Org (No), Retirement, and Terminated (//).
- Family Information:** Parents (Mike and Sue Gordon), Address (100 North Main), City (Aberdeen), State (SD), ZIP (80012), Spouse Name (Mary Jane), Birth Date (01/01/60).
- Remarks:** A text area for additional notes.

The bottom status bar shows 'User: sds | Search again to add records to current selection set' and 'OVR Rec 1'.

Figure: Personnel can track and update detailed employee information.

Personnel Reports

Users can generate easy-to-view personnel reports from a comprehensive menu of options including:

- Identification numbers.
- Medical events summaries.
- Administrative events summaries.
- Pay status and payroll reports.
- Training reports.
- Leave requests.
- Position status and demographics reports.
- Workload reports.

Training Information

Ensure that personnel are equipped with the training to do their jobs safely by monitoring their training portfolios. The system enables users to update and monitor the following training data for individual employees:

- Type of training completed.
- Dates and locations.
- Cost.
- Credit earned.

Medical History

The Medical Event detail screen can be used to track employee medical events that occur before and during employment. Detailed records of employee medical history including blood type, allergies, insurance information, and physical information are stored in the system.

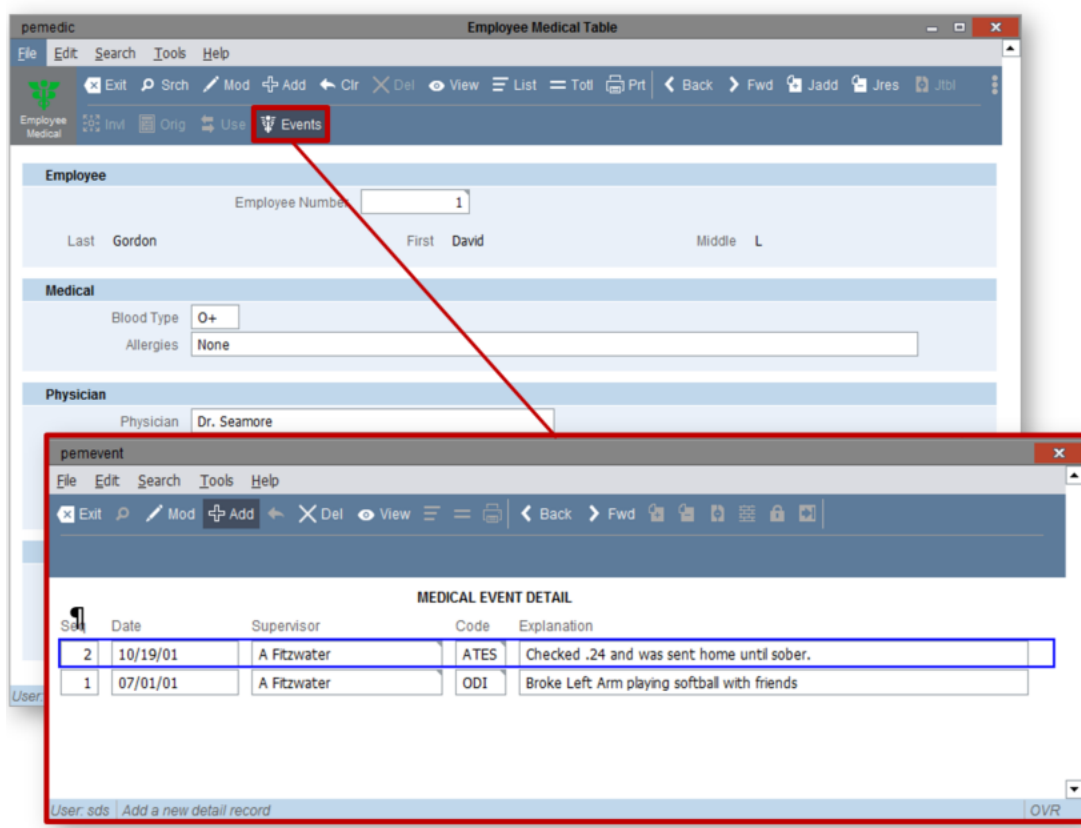


Figure: Track an employee's medical history before and during employment with the Medical Table "Events."

Attendance and Workload Management

Employees can easily enter work activity information into the Employee Workload screen. For each activity performed, employees can enter work dates, start and end times, activity and location codes, a reference number, and comments.

Equipment Maintenance (RMS Plus)

Flex's Equipment Maintenance module enables agencies to save money and maintain accountability of equipment by tracking the purchase, condition, location, history, repair, and maintenance of department equipment. This module offers many useful tracking features, a few of which are highlighted below.

Equipment Tracking

Users can add a record for each piece of equipment that the agency wants to track. The agency can then enter the name and quantity of an item, related purchase information, maintenance history, scheduled maintenance, and status history.

Scheduled Maintenance

Flex allows agencies to schedule equipment maintenance to ensure equipment is continually available and operating properly for personnel. Users can track a variety of information including maintenance dates and codes, assigned technicians, estimates, and other pertinent items.

Repair and Maintenance Log

By tracking equipment maintenance, the agency can also ensure the safety of personnel and avoid potential liabilities caused by failures. Users can track and analyze completed repairs and maintenance in order to calculate each agency's operating costs and the value of the agency's equipment.

Pre-formatted Reports

Users can efficiently compile system information into full, easy-to-read reports. Some options include equipment inventory, schedule and maintenance summaries, item status, and parts used.

Equipment and CAD Integration

Dispatchers can locate an agency's resource items in the CAD module. When a dispatcher enters the Resource Inquiry (RI) command in the CAD Status screen, the software searches the Equipment screen to find agency-owned items that match the search criteria.

Equipment and Fleet Integration

The system links the Equipment and Fleet Maintenance modules so users can conveniently find and add agency vehicle information from the Equipment screen.

Flex Data Conversion

Purchasing and implementing a new Flex system often requires a migration from your agency's previous vendor's database to your new Flex server. Depending on how long your agency had been using your previous system, this can mean moving away from years' or even decades' worth of public safety data about your community, and into a brand new and empty database. Our data conversion process is designed to quickly and efficiently transfer your agency's wealth of information to a new database, where it can be accessed and utilized more efficiently.

We recommend that agencies convert their data as soon as possible after adopting a new system in order to minimize the amount of data re-entry personnel have to complete, and the number of times they have to log in to multiple databases, to search for information.

Data Conversion Process

When it comes to the actual data conversion process, there are different options as far as what you can convert, and where you can convert it to. Before the conversion process begins, your agency will work with your Flex sales representative and a data conversion specialist to evaluate the quality of your data, and the most appropriate conversion option to pursue.

Careful consideration should be given to the overall effects each option will have on data accuracy, system reliability, personnel resources, and agency-specific operational procedures. Below are the several data conversion options to be considered.

Live Database Conversion

Data Location – Motorola Solutions provides the option to convert all legacy data into the live Flex database. Full conversion of this type offers substantial operational convenience, as your agency's legacy data will be comingled with the new data that is entered into the Flex system. As a result, reports, dashboards, and in many cases involvements, will include an agency's legacy data.

Required Preparation – In order to accomplish an effective full data conversion, fields need to be mapped, duplicate legacy data needs to be cleaned or merged, and some free text data will need to be made uniform. Agencies considering full data conversion should conduct a comprehensive review of the limitations of its existing data, and be aware of the high risks associated with converting duplicate data. Preparation of this

type requires extensive effort and time on the part of the agency, and Motorola Solutions.

Price – Included in this proposal.

Flex Statement of Work

Introduction

In accordance with the terms and conditions of the Agreement, this Statement of Work (SOW) defines the principal activities and responsibilities of all parties for the delivery of the Motorola Solutions, Inc. (Motorola) system as presented in this offer to Hewitt Police & Fire Department (hereinafter referred to as Customer). When assigning responsibilities, the phrase “Motorola” includes our subcontractors and third-party partners.

Deviations and changes to this SOW are subject to mutual agreement between Motorola and the Customer and will be addressed in accordance with the change provisions of the Agreement.

Unless specifically stated, Motorola work will be performed remotely. The Customer will provide Motorola resources with unrestricted direct system access to enable Motorola to fulfill its delivery obligations.

Motorola and the Customer will work to complete their respective responsibilities in accordance with the mutually agreed upon Project Schedule. Any changes to the Project Schedule will be mutually agreed upon via the change provision of the Agreement.

The number and type of software or subscription licenses, products, or services provided by Motorola or its subcontractors are specifically listed in the Agreement and any reference within this document as well as subcontractors’ SOWs (if applicable) does not imply or convey a software or subscription license or service that are not explicitly listed in the Agreement.

Award, Administration, and Project Initiation

Project Initiation and Planning will begin following execution of the Agreement between Motorola and the Customer.

Following the conclusion of the Project Planning Session, the Motorola Project Manager will conduct twice monthly one-hour remote status meetings with the Customer Project Manager for the purpose of baselining progress of current activities and the planning of future activities. Following the conclusion of the Contract Design Review, the Motorola Project Manager will prepare and submit monthly status reports to the Customer Project Manager. Monthly Status Reports provide a summary of the activities completed in the month, those activities planned for the following month, project progress against the project schedule, items of concern requiring attention, as well as potential project risks and agreed upon mitigation actions.

Motorola utilizes Google Meet as its teleconference tool. If you desire a different teleconference tool, we may provide a mutually agreeable alternate tool at your expense.

Project Terms

The following terms are used in this document. Since these terms may be used differently in other settings, these definitions are provided for clarity.

Project Schedule means the schedule providing dates and timeframes for completion of tasks and deliverables during the course of the project. The Project Schedule is subject to change at the mutual agreement of Motorola and the Customer.

Project Management Plan is composed of the Communications Management Plan, Risk Management Plan, and Change Management Plan that provide the criteria for managing those tasks within the project.

Aerial Imagery

The Motorola Flex product possesses the capability of including orthophotographic imagery (sometimes referred to as aerial imagery) when published as an ArcGIS Server map service. Motorola will demonstrate how a map service URL can be added to the Flex mapping configuration for use in the CAD and Mobile map display. The Customer is responsible for map service creation and publishing.

Motorola is not responsible for acquiring, processing, ortho-correcting, or distributing the imagery or the data contained therein. It is the sole responsibility of the Customer to maintain this data and to work with the air photo vendor to make any changes or corrections. You may obtain Esri guidance on map service uses and functionality on the Esri website (Go to <https://enterprise.arcgis.com>, search ArcGIS Server, go to current release version and reference “What is a map service?” for service explanation and publishing guidance.)

Publishing of map services including imagery on the dedicated Flex GIS server is only permissible when publishing as a dynamic map service. Publishing of map services using tile caching is not supported on the dedicated Flex GIS server. If you choose to use map services with tile caching, a separate standalone GIS server (virtual or physical) will need to be provided and installed by the Customer.* Motorola does not provide for deployment or support assistance of map services including imagery beyond demonstrating how to add the map service URL in the Flex mapping configuration page.

*Additional GIS server machines must have ArcGIS Server Standard installed and licensed. License(s) for ArcGIS applications are the sole responsibility of the Customer. ArcGIS Server Standard (OEM) is only for use on the dedicated Flex GIS server, Motorola and Esri licensing agreements do not permit the use of the Motorola sourced ArcGIS Server Standard license to be authorized on any other machine than the dedicated Flex GIS server and disaster recovery server (when purchased through Motorola).

Completion Criteria

Motorola Integration Services are considered complete upon Motorola performing the last task listed in a series of responsibilities or as specifically stated in Completion Criteria. The Customer task completion will occur per the project schedule enabling Motorola to complete its tasks without delay.

You will provide Motorola written notification that it does not accept the completion of Motorola responsibilities or rejects a Motorola service deliverable within five (5) business days of completion or receipt of a deliverable.

The Service Completion will be acknowledged in accordance with the terms of Master Customer Agreement and the Service Completion Date will be memorialized by Motorola and the Customer. Software System Completion will be in accordance with the terms of the Software Products Addendum unless otherwise stated in this Statement of Work.

Subscription Service Period

If the contracted system includes a subscription-based solution; the subscription service period will begin upon the Customer's receipt of credentials required for access unless mutually agreed otherwise by project change order. The Customer will not unreasonably delay beneficial use. In any event, absent a written notice of non-acceptance, beneficial use will be deemed to have occurred thirty (30) days after functional demonstration of the product.

Project Roles and Responsibilities Overview

Motorola Project Roles and Responsibilities

A Motorola team, made up of specialized personnel, will be assigned to the project under the direction of the Motorola Project Manager. Team members will be multidisciplinary and may fill more than one role. Team members will be engaged in different phases of the project as necessary.

In order to maximize efficiencies Motorola's project team will provide services remotely via teleconference, web-conference, or other remote method in fulfilling its commitments as outlined in this Statement of Work. Motorola project team resources will be onsite at the Customer location as noted in this Statement of Work.

The personnel role descriptions noted below provide an overview of typical project team members. One or many resources of the same type may be engaged as needed throughout the project. There may be other personnel engaged in the project under the direction of the Project Manager.

Motorola's project management approach has been developed and refined based on lessons learned in the execution of hundreds of system implementations. Using experienced and dedicated people, industry-leading processes, and integrated software tools for effective project execution and control, we have developed and refined practices that support the design, production, and testing required to deliver a high quality, feature-rich system.

Motorola Project Manager

A Motorola Project Manager will be assigned as the principal business representative and point of contact for the organization. The Project Manager's responsibilities include:

- Manage the Motorola responsibilities related to the delivery of the project.
- Maintain the project schedule and manage the assigned Motorola personnel and applicable subcontractors/supplier resources.
- Manage the Change Order process per the Agreement.
- Maintain project communications with the Customer.
- Identify and manage project risks.
- Collaborative coordination of Customer resources to minimize and avoid project delays.
- Measure, evaluate, and report the project status against the Project Schedule.
- Conduct remote status meetings on mutually agreed dates to discuss project status.
- Prepare and submit a monthly status report that identifies the activities of the previous month, as well as activities planned for the current month, including an updated Project Schedule and action item log.
- Provide timely responses to issues related to project progress.

Application Specialist

The Motorola resource will work with your project team with system provisioning. The Application Specialist's responsibilities will include:

- Provide provisioning training and guidance to the Customer to set up, operate, and maintain the system.
- Provide support during the transition to live use operations of the Flex system.

Flex Training Specialist

The Flex Training Specialist provides instruction on the Flex software application. The Flex Training Specialist responsibilities include:

- Teaching and instructing agency end users and staff on the use and operating methods of Flex software products and services.
- Conducting onsite and/or virtual training of Motorola Flex software modules.
- Presenting training using a variety of classroom training methods, including lecture, online projection, live demonstration, etc.
- Maintaining communication with the Project Manager, Application Specialist, and agency contact(s) related to the training plan.

Solution Specialist

The Solution Specialist is responsible for influencing and driving optimal outcomes of the software solution. Specific responsibilities include the following:

- Consulting with the Customer on objectives and guiding best practice adoption.
- Driving early engagement of key project stakeholders to understand end-to-end workflows affecting outcomes.
- Providing training expertise that addresses your unique needs, objectives, and requirements.

GIS Specialist

The Motorola GIS Specialist specializes in geographical information technology. Responsibilities of the Motorola GIS Specialist include the following:

- Perform the GIS analysis on the Customer-supplied GIS source data.
- Provide the results of the GIS analysis based on the requirements of the Motorola GIS Build Requirements document to include:
 - a. Geocoding Data.
 - b. Centerlines to support Routing.
 - c. Response Area Polygons.
- Offer consultation services for the conversion of your GIS source data for Motorola use.
- Provide instruction on the use of GIS as it pertains to the Motorola system.

Solutions Architect

The Solutions Architect is responsible for the delivery of the technical and equipment elements of the solution. Specific responsibilities include:

- Confirmation that the delivered technical elements meet contracted requirements.
- The delivery of interfaces and integrations between Motorola products.
- Remain engaged throughout the duration of the delivery.

Customer Success Advocate

A Customer Success Advocate will be assigned to you post Go-Live event. By being your trusted advisor, the Customer Success Advocate' responsibilities include:

- Assist you with maximizing the use of their Motorola software and service investment.
- Actively manage, escalate, and log issues with Support, Product Management, and Sales.
- Provide ongoing customer communication about progress, timelines, and next steps.

Customer Support Services Team

The Customer Support Services team will provide ongoing support following commencement of beneficial use of your System(s) as defined in Customer Support Plan.

Customer Core Team, Project Roles, and Responsibilities Overview

The success of the project is dependent on early assignment of a Customer Core Team. Motorola has defined the following key resources that are critical to this project and must participate in all the activities further defined in this Statement of Work. During the Project Planning phase, you will be required to deliver names and contact information for the below listed roles that will make up the Customer Core Team. In many cases, the Customer will provide project roles that correspond with Motorola's project roles. It is critical that these resources are empowered to make decisions based on your operational and administration needs. The Customer Core Team will be engaged from project initiation through beneficial use of the system. Their continued involvement in the project and use of the system will convey the required knowledge to maintain the system post-completion of the project and drive change and user adoption. In some cases, one person may fill multiple project roles. The Customer Core Team must be committed to participate in activities for a successful implementation. In the event

that you are unable to provide the roles identified in this section Motorola may be able to supplement Customer resources at an additional price.

Project Manager

The Project Manager will act as your primary point of contact for the duration of the project. The Project Manager is responsible for management of any third-party vendors that are the Customer's subcontractors. In the event the project involves multiple agencies, Motorola will work exclusively with a single Customer-assigned Project Manager (the primary Project Manager). The Project Manager's responsibilities include:

- Communicate and coordinate with other project participants.
- Manage the Customer project team including timely facilitation of efforts, tasks, and activities.
- Maintain project communications with the Motorola Project Manager.
- Identify the efforts required of Customer staff to meet the task requirements and milestones in this SOW and Project Schedule.
- Consolidate all project-related questions and queries from your staff to present to the Motorola Project Manager.
- Review the Project Schedule with the Motorola Project Manager and finalize the detailed tasks, task dates, and responsibilities.
- Measure and evaluate progress against the Project Schedule.
- Monitor the project to ensure resources are available as scheduled.
- Attend status meetings.
- Provide timely responses to issues related to project progress.
- Liaise and coordinate with other agencies, Customer vendors, contractors, and common carriers.
- Review and administer change control procedures, hardware and software certification, and all related project tasks required to maintain the Project Schedule.
- Ensure Customer vendors' adherence to overall Project Schedule and Project Plan.
- Assign one or more personnel who will work with Motorola staff as needed for the duration of the project, including at least one Application Administrator for the system and one or more representative(s) from the IT department.
- Identify the resource with authority to formally acknowledge and approve Change Orders, approval letter(s), and milestone recognition certificates, as well as approve and release payments in a timely manner.
- Provide building access to Motorola personnel to all Customer facilities where system equipment is to be installed during the project. Temporary identification cards are to be issued to Motorola personnel if required for access to facilities.
- Ensure remote network connectivity and access to Motorola resources.
- As applicable to this project, assume responsibility for all fees for licenses and inspections and for any delays associated with inspections due to required permits.
- Provide reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service.
- Ensure a safe work environment for Motorola personnel.
- Provide signatures of Motorola-provided milestone certifications and Change Orders within five (5) business days of receipt.

System Administrator

The System Administrator manages the technical efforts and ongoing tasks and activities of their system as defined in the Customer Support Plan (CSP).

System Application Administrator (SAA)

The Application Administrator(s) manage the Customer-owned provisioning maintenance and Customer code tables required to enable and maintain system operation. The Application Administrator's involvement will start at the Business Process Review (BPR) stage of the project. They will attend provisioning and training events and remain engaged throughout the project to ensure they are able to maintain the provisioning post Customer Provisioning handoff. For solutions that consist of multiple Motorola products (e.g. CAD and Records) you may elect to have multiple Application Administrators. The Application Administrator's responsibilities include:

- Participate in overall delivery and training activities to understand the software, interfaces, and functionality of the system.
- Participate with the SMEs during the BPR, provisioning process, and training.
- Authorize global provisioning choices and decisions, and be the point(s) of contact for reporting and verifying problems and maintaining provisioning.
- Obtain inputs from other user agency stakeholders related to business processes and provisioning.

GIS Administrator

The GIS Administrator is responsible for the development and maintenance of all the GIS data used in the Motorola system. The GIS Administrator must have a working knowledge of Esri software including ArcDesktop and ArcPro. Administrator proficiency with model builder, toolbox tools, Network Analyst, and general database structures is key to the GIS Administrator's ability to manage the GIS needs of the Motorola system. Duties for this resource include: providing data in the correct schema; developing, maintaining and updating GIS data; support the GIS elements used in Motorola software; keep in regular communication with the other administrative resources.

Subject Matter Experts

The Subject Matter Experts (SME) are the core group of users involved with the Business Process Review (BPR) and analysis, the provisioning process, including making global provisioning choices and decisions, and training. These members should be experienced users in the working area(s) they represent, i.e. dispatch, patrol, etc., and should be empowered to make decisions related to provisioning elements, workflows, and screen layouts.

IT Personnel

IT personnel provide required information related to LAN, WAN, wireless networks, server, and client infrastructure. They must also be familiar with connectivity to internal, external, and third-party systems to which the Motorola system will interface.

Training Representative

Training representatives will be the point of contact for the Motorola Application Specialist when policy and procedural questions arise. They will act as course facilitators and are the Customer's training monitors.

Additional Resources

Additional resources, such as trainers and database administrators, may also be required.

User Agency Stakeholders

User Agency Stakeholders, if the system is deployed in a multi-agency environment, are those resources representing agencies outside of your agency. These resources will provide provisioning inputs to the Customer Core Team if operations for these agencies differ from that of the Customer. You will manage User Agency Stakeholder involvement, as needed, to fulfill Customer responsibilities.

General Customer Responsibilities

In addition to the Customer Responsibilities stated elsewhere in this SOW, you are responsible for:

- All Customer-provided equipment including hardware and third-party software necessary for delivery of the System not specifically listed as a Motorola deliverable. This will include end user workstations, network equipment, telephone, or TDD equipment and the like.
- Configuration, maintenance, testing, and supporting the third-party systems the Customer operates which will be interfaced to as part of this project. For those third-party systems, you are responsible for providing Application Programming Interface (API) documentation that details the integration process for the level of interface integration defined by Motorola.
- Initiate, coordinate, and facilitate communication between Motorola and the Customer's third-party vendors as required to enable Motorola to perform its duties.
- Active participation of Customer Core Team in project delivery meetings and working sessions during the course of the project. Customer Core Team will possess requisite knowledge of your operations and legacy system(s) and possess skills and abilities to operate and manage the system.
- Provision Customer code tables, following CAD Admin Training.
- Provisioning of GIS data as requested by Motorola. This information must be provided in a timely manner in accordance with the Project Schedule.
- Electronic versions of any documentation associated with the business processes identified.
- Providing a facility with the required computer and audio-visual equipment for training and work sessions.
- Ability to participate in remote project meeting sessions using Google Meet or a mutually agreeable, Customer-provided, alternate remote conferencing solution.
- Allow Motorola remote access (24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring).

Project Planning and Initiation

A clear understanding of the needs and expectations of both Motorola and the Customer are critical to fostering a collaborative environment of trust and mutual respect. Project Planning requires the gathering of project-specific information in order to set clear project expectations and guidelines, create the Project Management Plan and project schedule, and set the foundation for a successful implementation. Examples of information gathered include the Business Process Review Agency Pre-Kickoff Survey (a Google survey that is sent to you to collect agency-specific information, such as dispatch logistics, communication center information, operational process, and workflow). These documents are collated into a single Team Project Sync (TPS) packet that will be delivered by the Motorola PM prior to the start of the Project Planning Session.

Project Planning Session - Teleconference/Web Meeting

A Project Planning Session teleconference will be scheduled after the Agreement has been executed. The Project Planning Session is an opportunity for both the Motorola and Customer PMs to meet prior to the formal Project Kickoff meeting and review key elements of the project as well as expectations of each other. The agenda typically includes:

- A high level review of the following project elements:
 - a. The Agreement documents.
 - b. A summary of the contracted applications, query(ies) and interface(s), and bill of materials.
 - c. Project delivery requirements as described in this SOW.
 - d. Which tasks will be conducted by onsite Motorola resources as well as the activities when the Motorola Project Manager will be onsite.
 - e. Customer involvement in provisioning to confirm understanding of the scope and required time commitments.
 - f. The high level Project Schedule milestones and dates.
 - g. The Project Management Plan structure.
- Confirm CJIS background investigations and fingerprint requirements for Motorola employees and/or contractors. Required fingerprints will be submitted on Motorola provided FBI FD-258 Fingerprint cards.
- Review CommandCentral Admin and Learning eXperience Portal (LXP) roles in the Project Plan and provide Customer User Name and Access Information.
- Discuss Motorola remote access requirements (24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring).
- Discuss your obligation to manage change among the stakeholder and user communities.
- Review the Team Project Sync (TPS) packet. The information in this packet is used to prepare for the Project Kickoff Meeting and Business Process Review.
- Review Software System completion criteria and the process for transitioning to support.

Note - Completing the TPS is a critical Project Task. Delayed, incomplete, or inaccurate information or lack of participation will have a significant impact on the Project Schedule.

Motorola Responsibilities

- Schedule the remote Project Planning Session.

- Request the assignment and attendance of Core Team and any additional Customer resources that are instrumental in the project's success, as needed.
- Provide the initial Project Schedule and Project Management Plan.
- Confirm Customer receipt of the TPS packet and GIS Build Requirements Document.
- Conduct a review of the Project Management Plan.
- Baseline the Project Schedule.
- Review Motorola's delivery approach and its reliance on Customer-provided remote access.
- Document the mutually agreed upon Project Kickoff Meeting Agenda.
- Request user information required to establish the Customer in the Motorola Learning eXperience Portal (LXP).
- Establish the Customer within the CommandCentral cloud platform enabling CommandCentral as outlined in the Solution Description.
- Provide you with a web link (URL) to the CommandCentral Admin application on Google Play Store or Apple App Store.

Customer Responsibilities

- Confirm with Motorola Customer GIS Administrator reviews the GIS Build Requirements Document.
- Provide existing GIS source data to Motorola by the start of Project Kickoff and Discovery.
- Identify Customer Core Team and any additional Customer resources that are instrumental in the project's success, as needed.
- Provide Core Team with TPS; return the completed TPS to Motorola no later than ten (10) business days before start of Project Kickoff Meeting.
- Provide acknowledgement of the mutually agreed upon Project Kickoff Meeting agenda.
- Provide approval to proceed with the Project Kickoff meeting.
- Provide LXP and CommandCentral user information: first name, last name, unique email, and role.
- Verify that your Administrator(s) have access to the LXP and CommandCentral Admin Console.
- Review and complete the Business Process Review Agency Pre-Kickoff Survey within ten (10) business days of the Project Planning Session to avoid impact on the Project Schedule.

Motorola Deliverables

- Project Kickoff Meeting Agenda.
- Project Management Plan.
- Team Project Sync (TPS) packet.

Kickoff and Discovery

Project Kickoff Event

The purpose of the remote Project Kickoff Event is to introduce project participants and review the scope of the project. Depending upon the modules purchased, the project kickoff event may vary in duration between one (1) to four (4) hours and may be combined with other activities such as the Business Process Review. The Project Kickoff event consists of various branching activities such as the GIS Discovery session. Branching activities commence following the

general kickoff meeting. Availability of Customer resources to participate in each branching activity is critical to the project success. Following the conclusion of the Project Kickoff event, the party responsible for procuring the system hardware will place the hardware order.

Motorola Responsibilities

- Schedule and facilitate the Project Kickoff event to clarify roles, responsibilities, establish team working relationships, and initiate project tasks.
- Present a high level overview of project scope.
- Confirm your access to the LXP.
- Review third-party partner solutions and involvement in the project, as applicable.
- Summarize and review the contracted system components.
- Review the initial Project Schedule and incorporate your feedback resulting in the implementation Project Schedule. The Project Schedule will be maintained by Motorola and updated through mutual collaboration. Schedule updates that impact milestones will be addressed via the change provision of the Agreement.
- Provide and review the training plan, training delivery schedule, and training requirements.
- Provide and explain sample data entry standards in preparation of Customer provisioning activities.
- Review the system hardware requirements and bill of materials if Motorola is providing the system hardware.
- Review network infrastructure requirements (e.g. firewalls, remote access).
- Plan installation activities with the Customer.
- Discuss the Provisioning Verification process for the contracted modules.
- Review the timing, setup, and configuration requirements to enable queries and query returns (e.g. StateLink).

Customer Responsibilities

- Provide a meeting space equipped with remote conferencing capability enabling remote Motorola project team members to participate.
- Identify and ensure participation of key team members in kickoff and project initiation activities.
- Confirm access to the LXP.
- Provide input to the Project Schedule and training dates.
- Participate in reviewing the training plan.
- Participate in reviewing the system hardware requirements and place hardware order if you are providing the system hardware.
- Initiate activities to enable queries and query returns.
- Provide workstation hardware and software for end user training (desktop and or mobile devices).

Motorola Deliverables

- Project Kickoff Meeting Minutes.
- Flex Data Entry Standards Document.

Note - The Project Schedule will be maintained by Motorola and updated through mutual collaboration. Schedule updates that impact milestones will be addressed via the change provision of the Agreement.

GIS Discovery Session – Teleconference/Web Meeting

A GIS discovery teleconference session will be scheduled to review the GIS Build Requirements document and complete an overview of the GIS components of the project. The agenda will include:

- Review the Motorola GIS Data Requirements document.
- Discuss Customer GIS skill-set and responsibilities.
- Review the requirements of the Customer GIS sample data provided by you that is required in the Motorola system.
- Discuss any GIS related project questions.

Motorola Responsibilities

- Schedule and conduct the remote GIS Discovery Session.
- Request initial GIS dataset for initial data review.

Customer Responsibilities

- Review the GIS Build Requirements document prior to the meeting.
- Discuss any areas of concern relative to GIS and schedule requirements.
- Provide initial GIS dataset for review by Motorola.

Note - Providing the GIS Customer Data is a critical Project Task. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

Interface Planning

The objective of the interface planning teleconference is to discuss the user experience presented by each contracted interface. Topics of discussion will include:

- Reviewing the functionality delivered with each interface.
- Reviewing the deployment requirements and dependencies of each interface (NDA, network information, API, and access credentials required to connect to third-party systems).
- Reviewing the interface delivery and validation process.

Note - The interface deployment requirements (NDA, network information, API, and access credentials) may be required to connect to third-party systems. Particular requirements must be satisfied prior to the deployment of the interfaces. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

Motorola is not responsible for third-party vendor management, scheduling, or additional cost for software, customization, development, or testing unless the work is defined in this SOW or amended to the Agreement via a change order.

Motorola Responsibilities

- Discuss the need for additional information such as third-party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces.
- Conduct reviews of the interface to explain how each functions as well as any dependency on third-party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces with local and remote systems.
- Review the functional interface demonstration process.

Customer Responsibilities

- Provide all required third-party API and SDK licensing and documentation for your existing systems.
- Discuss and collect information on third-party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces with all local and remote systems and facilities within ten (10) days of the Project Kickoff Meeting to avoid impact on the Project Schedule.
- Establish network connectivity between the Motorola server(s) and all third-party interface demarcations.

Business Process Review (BPR)

The purpose of the BPR is to review the contracted software with your project team. Unless otherwise noted the remote review will be scheduled over up to three (3) concurrent business days. The Motorola Application Specialist will coordinate the delivery of the BPR. The BPR is a focused discussion regarding related operational policies, workflows, and data entry standards. Your policies and current workflow will assist Motorola in consulting with you on ways in which to optimize system configuration.

You are responsible for developing data entry standards and policies to ensure users enter data correctly and in conformity with quality assurance expectations. At the BPR, Motorola will provide and explain sample data entry standards as a starting point for the Customer. You will need to revise the sample standards to meet its specific needs. Once standards are established, you will be expected to formalize the policy as standard operating procedure for data entry tasks and share the agency data entry standards with Motorola prior to the start of end user training. Motorola will incorporate the data entry standards into end user training.

Motorola will conduct a single BPR session to review workflow and forms with the Customer. You will assemble a group of representatives from the host and user agencies (as applicable) to review existing paper forms and manual reports that may be eliminated, or require modification by the Customer, as a result of assuming operation of the Motorola system. Additionally, the review session provides Motorola and the Customer the opportunity to review current operational processes identifying opportunities for you to streamline or modify processes in order to optimize the functionality of the Motorola system. The BPR session can be conducted during any three (3) consecutive business days Monday through Friday 8:00 a.m. to 5:00 p.m. local Customer time.

The Customer is responsible for engaging and obtaining input from stakeholders that affect provisioning decisions made by the Customer.

The BPR agenda includes items such as:

1. Business Process Review Survey Responses.
2. Overview of the contracted Product.
3. Provisioning processes.
4. Agency and Discipline Information (Role Type, # of Personnel, shift types).
5. User Permissions/Security Groups.
6. Interface Field Mapping Provisioning.
7. Code Tables.
8. Workflows.
9. Available Reports.

10. Role-based Training Recommendations.
11. Additionally for CAD deployments, discuss:
 - Agency data gathering (includes incident types, unit status codes, dispositions, unit IDs, and personnel).
 - Dispatcher/Responder workflow (incident creation to closure).
 - Recommended units and/or Response Plans.
 - Notifications and Status Monitors.

Motorola Responsibilities

- Provide the BPR Agenda/Workbook prior to the meeting.
- Conduct a Product overview demonstration.
- Review the documented business processes and provide configuration options.
- Review the completed BPR Workbook.
- Conduct the BPR session.

Customer Responsibilities

- Review the BPR Agenda/Workbook prior to the meeting.
- Schedule applicable resources for remote interview sessions.
- Provide resources knowledgeable in your business processes to provide relevant documentation on the workflow and operating procedures.
- Provide required information to complete the BPR, such as personnel information, workflow configuration and agency logo (if desired by the Customer).
- Review the completed BPR Workbook.
- Share the agency data entry standards with Motorola.

Motorola Deliverables

- Completed BPR Workbook.

GIS Services

GIS Scope Review

The Motorola GIS Analyst meets remotely with your GIS Administrator to discuss the approach to developing the GIS data for use with the Motorola system.

GIS Scope Review topics that will be discussed include:

If CAD is a purchase solution component – Agency Response boundary needs, routing requirements, premises hazard areas and specifics for address validation using street centerlines, common place points, address points, alias tables, and premises hazard areas.

If Records is a purchased solution component – data types necessary for address validation support in the system. These data types include: street centerlines, common place points, address points, street alias tables, and common place alias tables.

The GIS Data Report describes your source feature classes and data values that have been made available to Motorola. The data is reviewed and any items identified that may impact the applicable functionality of the data within the Motorola System are noted within the GIS Data Report. The GIS Data Report is delivered post contract after review of Customer GIS data. As

GIS data is critical to the provisioning and operation of the system, it is imperative that your GIS Data be made available to Motorola prior to the GIS Scope Review.

Motorola Responsibilities

- Review GIS Draft Data Report.
- Discuss current GIS business practices.
- Discuss GIS data types that are going to be utilized within the Motorola system.
- Discuss GIS updates and contracted frequency.
- Discuss the need for Agency Code and Beat Names being provided to Motorola prior to the GIS Boundaries Workshop.

Customer Responsibilities

- Ensure availability of the GIS administrator for this meeting.
- Finalize the agency code and beat names for the geodatabase and provide to Motorola. All of the data will be required but the streets, address points and common places can be works in progress that can be updated as the project progresses.

Motorola Deliverables

- GIS Data Report.

GIS Service Delivery

GIS Service delivery provides for the creation of a draft geodatabase that will be uploaded to the CAD server to support provisioning efforts as well as draft maps that are created for use by the CAD workstations. If CAD is not a System component, a GIS Draft Geodatabase is still required as it serves as the supporting data for address validation in Flex Records.

Error reports are produced as a result of developing the draft geodatabase and will be delivered to the Customer in updates to the GIS Data Report. The Customer will correct any data errors allowing Motorola to incorporate the data into a revised draft geodatabase.

Geodatabase development provides for up to two (2) iterations of draft databases developed by Motorola. The final geodatabase is created as a product of the GIS Administrator Workshop.

Note the following tasks are supplementary to the tasks required to maintain the data set using Esri ArcGIS toolset. Training specific to the use of Esri ArcGIS tools can be obtained from Esri. Motorola's scope does not include the creation or maintenance of data into the NENA NG911 schema; any NG911 work is out of the scope of this contract. Motorola is not responsible for data errors stemming from the Customer's source data.

Motorola Responsibilities

- Schedule and initiate a data delivery design teleconference to address critical data errors or to confirm the data being incorporated into the draft geodatabase.
- For Flex CAD: Create the draft visual maps and Routing Network.
- Create the draft geodatabase.
- Provide updates to the GIS Data Report reflecting any issues found during the geodatabase build.
- Provide up to two (2) iterations of draft geodatabases.
- Initiate GIS Administrator Readiness Check which enables Motorola to schedule and conduct the GIS Administrator Workshop.

Customer Responsibilities

- Attend data delivery design teleconference.
- Correct any GIS errors identified in the GIS Data Report from geodatabase build.
- Participate in the GIS Administrator Readiness Check and confirm the dates for the GIS Administrator Workshop.

Motorola Deliverables

- GIS Data Report Updates.

GIS Administrator Workshop and Review

The GIS Administrator Workshop enables you to work with the Motorola GIS Specialist to understand the required GIS data structure and maintenance needs of the data in order to support address validation, response determination, routing, and visual map displays. The workshop is conducted via remote teleconference over a period of three (3) consecutive eight (8) hour days during normal business hours. The product of the workshop is the final geofile build and you assume responsibility for further GIS updates and maintenance.

Motorola Responsibilities

- Provide the Customer with the workshop agenda.
- Conduct the workshop.
- Document any Customer and or Motorola GIS action items that require follow up and resolution.
- Discuss additional boundary capabilities and data development needs.
- Document any Customer and/or Motorola GIS action items that require follow up and resolution.
- Resolve any Motorola follow up action items.
- Schedule the post workshop follow up review and GIS action item close out.
- Within thirty (30) days of the conclusion of the GIS Administrator Workshop conduct a remote two (2) six (6) hour post workshop follow up review to address any remaining GIS process questions and close out any follow up actions noted during the GIS Administrator Workshop work.

Customer Responsibilities

- Ensure availability of GIS administrator participation in the workshop.
- Resolve any Customer follow up action items.
- Assume responsibility for the update and maintenance of the geofile.
- Participate in the follow up review.

System Delivery

The Customer will provide Motorola resources with safe access, suitable office space, supplies, furniture, high-speed connectivity to the Internet, and other facilities while fulfilling the onsite activities specified in this SOW.

Hardware Installation

The objective of this activity is to install the system hardware at your site. This activity addresses physical installation activities and system connectivity verification.

You assume responsibility for the procurement, installation, configuration, troubleshooting, and resolving any issues with Customer-provided hardware or virtualization environment that prevents Motorola from fulfilling its delivery obligations or impedes system operation.

If Motorola has been contracted to provide the hardware, the contracted hardware will be provided by Motorola's partner, Solutions II. Solutions II may interact directly with you to coordinate installation activities or communication may be directed by Motorola's Project Manager. This engagement will be a combination of onsite and remote efforts. Remote work performed by Solutions II may require onsite assistance from the Customer. While installation activities are traditionally completed during your regular business hours, some activities may occur in tight timeframes outside of regular office hours. In such cases work will commence as mutually agreed.

Motorola Responsibilities

If Motorola is contracted to provide hardware, perform each of the following:

- Conduct an evaluation of the installation location to validate installation readiness.
- Procure and install the contracted servers, VMware software, Veeam Backup and Replication software at the primary installation location and if contracted, a single disaster recovery location.
- Configure NAS Backup Targets.
- Load the initial Operating System software.
- Conduct a Power On test to validate the installed hardware and operating system software are ready for configuration.
- Verify contracted software is available and accessible on the installed system.
- If a disaster recovery system has been included as a contracted system component, perform a simulated failover test.
- If Motorola has installed the hardware, provide you with passwords, passphrases, encryption keys, and IP assignments configured by Motorola.

Customer Responsibilities

- Provide power, cabling, network infrastructure and access to all locations in which contracted hardware will be installed.
- Provide an installation environment that conforms to the hardware manufacturers' specifications for heating, cooling, humidity, ventilation, and physical space requirements: clearance and spacing.
- Make any improvements required to support the installation environment inclusive of cabling and power receptacle improvements.
- Develop a password, passphrase, and encryption key management policy for the on-going Customer management of such as well as a system backup routine and schedule.
- If Motorola has not been contracted to provide the hardware and or virtual machines, you will perform each of the tasks outlined in this section as a Motorola responsibility and conduct power-on tests with Motorola prior to Motorola commencing with software installation and configuration tasks.

Install and Configure Software

After the servers have been installed and the operating system and database storage have been configured, Motorola will install the contracted application software product(s) and the Motorola side of interfaces. The Motorola resource will configure the database environments and create the initial administrative user accounts. Customer personnel will complete client software installation using the Motorola provided client install wizard; software will be installed on the client workstations/mobile devices to facilitate provisioning training.

Motorola Responsibilities

- Install and configure the contracted application software.
- Install Motorola external interface code.
- Configure database environments (live and practice).
- Create administrative and training user accounts.
- Provide client installer wizard.
- If a disaster recovery solution is a part of the contracted System component, synchronize the primary and disaster recovery systems.

Customer Responsibilities

- Provide and install workstation/mobile device hardware in accordance with manufacturer specifications.
- Complete installation of client software on workstations and mobile devices.
- Initiate a network backup to ensure software and initial configuration data are archived.

Motorola Deliverables

- Contracted software.

Provisioning

Provisioning includes the setting of configurable parameters (unit names, personnel, status codes) which control application behavior. The Flex system will be provisioned using Motorola standard provisioning parameters and will incorporate Customer-specific provisioning.

Provisioning activities include instruction of the mechanics and methodologies required to complete system provisioning and provides you with knowledge needed to update and maintain the provisionable items as your operational needs change.

Utilizing the sample data entry standards provided at the project kickoff meeting, you will revise the sample standards to meet its specific needs. Once standards are established, you are expected to formalize the policy as standard operating procedure for data entry tasks. Motorola will incorporate the data entry standards into training. Therefore, you must complete this task prior to training.

Provisioning Verification

Upon completion of provisioning table updates by the Customer, Motorola will conduct a working session with your Administrators and desired SMEs demonstrating system operation in accordance with Customer determined provisioning parameters (BPR Workbook and Provisioning Worksheets). The purpose of the session is to enable you to fine tune provisioning

parameters as needed to better align with operational use needs. In this working session, Motorola provides you with guidance on provisioning options that may better support your operational objectives. In order to reinforce provisioning training principles, the Customer completes any provisioning parameter updates with Motorola guidance as desired.

Motorola Responsibilities

- Conduct an operational walk through of the provisioned system enabling you to verify the operational behavior of the provisioned system.
- Consult with the Customer on provisioning options that better support your business operations.
- Provide guidance on making desired provisioning updates.
- If Insight is available in the state and included as part of this offer as defined on the pricing page, establish Insight Broker connection to target and provide you with training on creating users.

Customer Responsibilities

- Participate in the Provisioning Verification Session.
- Note desired provisioning updates.
- Update provisioning tables, as desired.
- If Insight is available in the state and included as part of this offer as defined on the pricing page, enable Insight Broker users, configure queries and query targets.
- Develop a regular network backup routine and initiate a regular system backup schedule.

NOTE: Provisioning Verification must complete prior to the initiation of End User Training.

Interfaces and Integration

The installation, configuration, and demonstration of interfaces may be an iterative series of activities depending upon access to third-party systems. Interfaces will be installed and configured as reviewed during the Project Kickoff. Integrated functionality between Motorola developed products will be completed through the software installation and provisioning activities described herein. Integration activities that have specific requirements will be completed as outlined in this SOW.

Interface Deployment

Connectivity will be established between the Motorola system and the external and/or third-party systems to which the contracted software will interface. Motorola will configure the system to support each contracted interface. You are responsible for engaging third-party vendors if and as required to facilitate connectivity and testing of the interfaces.

Motorola Responsibilities

- Establish connectivity to external and third-party systems.
- Configure interfaces to support the functionality described in the System Description and reviewed during the Interface Planning Session.
- Validate each interface can transmit and/or receive data in accordance with the System Description.

Customer Responsibilities

- Act as liaison between Motorola and third-party vendors or systems as required to establish interface connectivity with the Motorola system.
- Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.
- Provide network connectivity between Flex and the third-party systems.

Motorola Deliverables

- Contracted Interfaces.

Integration Activities

Proprietary processes enable the transfer and receipt of data between Motorola systems.

Motorola Responsibilities

- Establish and validate connectivity between the Motorola systems.
- Validate each system can transmit and/or receive data.
- Enable the Data Exchange API (DEX) and on-board your third-party vendor via the partner program, if/as contracted.

Customer Responsibilities

- Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's integration efforts.
- Provide network connectivity between the Motorola systems.
- Work with your third-party vendor to sign up for the partner program. Participation in the Partner program is not included in this offer and is a post contract purchase. If purchased, Motorola will provide the instructions to signup, post, contract if purchased.
- Cover any license fees access to the DEX API or participation in the Advanced Partner Program not included in the contract.

Federal National Incident Based Reporting System (NIBRS)

Crime reporting functionality is delivered as part of the software delivery task and is provisioned through the provisioning activities outlined in this SOW. Given the critical nature of crime reporting, the following supplemental tasks are provided for emphasis:

Motorola Responsibilities

- Deliver the NIBRS reporting capability.
- Collaborate with you to understand any provisioning parameters that may be or are impacting NIBRS submission acceptance in the event of an initial failed submission.
- Delivery Motorola NIBR Training class 503-V.

Customer Responsibilities

- Maintain code tables to account for any requirements necessary to be compliant with state specific reporting requirements, changes or additions, as required by the State.
- Initiate a NIBRS submission to the State.
- Resolve any provisioning issues impacting State submission acceptance.

Reports

Motorola will deliver the standard reports library and, unless specifically contracted, has not included the effort to develop any Customer-specific or Customer-defined reports.

Flex Vesta Integrated Call Control (ICC) Integration Activities

The Flex Vesta Integrated Call Control (ICC) solution is a product integration between Flex CAD and the Vesta 9-1-1 Call Handling System. It exposes a subset of Vesta functionality through the Flex CAD User Interface (UI). This allows Flex CAD users to perform basic Call Handling functions from the CAD UI.

ICC is enabled by linking sets of Flex CAD and Vesta workstations via a secure network connection. This allows the Flex CAD workstation to communicate with a Vesta API on its corresponding Vesta workstation.

Motorola Responsibilities

- Collect the Vesta Workstation and Flex CAD Workstation IP addresses and define the association between Flex and Vesta Workstation pairs. The ICC solution requires a 1:1 relationship between the Flex and Vesta workstations. This is established by identifying workstations used by a single dispatcher.
- Define the physical network connection points on both the Flex and Vesta networks.
- Stage the FortiADC and program with the required network paths.
- Install the FortiADC in a location specified by the Customer and verify network connectivity.
- Enable the Flex Vesta ICC feature in Flex and verify operation on each of the workstation pairs.

Customer Responsibilities

- Provide personnel proficient with and authorized to make changes to the network, identify FortiADC installation location and assign network demarcations.
- Provide a suitable rack location for installation of the FortiADC.
- Provide an IP address for the FortiADC on the Flex network.
- Provide a switch or other network port on the Flex network to facilitate connection of the FortiADC.

System Administration and Training

System administration begins with training designed to enable you to perform the data entry required to configure the software Product functionality. Training provides instruction on how to set up, enter, and administer the operational and administrative needs of the system. Following training, you will be responsible for entering data into the code tables before user training begins.

Prior to the start of user training, you should have a draft of its data entry standards. During this training, Motorola will work with you to review and finalize the data entry standards. Following

training, you will be responsible for formalizing policies regarding the data entry standards. This task must be completed before user training begins.

A list of the included instructor led training classes can be found in the Flex Training Bundle Attachment.

Motorola Responsibilities

- Deliver the contracted training courses.
- Deliver training in accordance with the training plan.

Customer Responsibilities

- Provide a training environment in accordance with the training plan.
- Assign personnel to participate in training.
- Finalize data entry standards.
- Enter code tables.

Motorola Learning eXperience Portal (Online Training)

Training is made available to you, in part, via Motorola's Software Enterprise Learning eXperience Portal (LXP). This subscription service provides customers with continual access to Motorola's library of online learning content and allows your users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current. Courses delivered or supplemented by LXP content are described in the training plan.

Motorola Responsibilities

- Configure a Customer-specific portal view.
- Create learner path access account to the portal for each user name provided by the Customer.
- Provide instruction to the Customer LXP Administrator on building groups.

Customer Responsibilities

- Provide Motorola with names (first and last) and emails of your LXP administrators.
- Complete LXP Administrator training.
- Advise users of the availability of the LXP.
- Build groups as desired.

Instructor-led Training (Onsite and/or Virtual)

Motorola Responsibilities

- Perform training in accordance with the training plan.
- Provide you with training Attendance Rosters and summarize any pertinent observations that may impact end user training.

Customer Responsibilities

- Supply classrooms with a workstation for the instructor and at one (1) workstation for each student based on the requirements listed in the training plan.
- Designate training representatives who will work with the Motorola trainers in the development and delivery of training.

- Conduct end user training.

Motorola Deliverables

- Electronic versions of User Guides and Training Materials.
- Attendance Rosters.

Product Validation

The system is exercised throughout the delivery of the project by both Motorola and the Customer via provisioning and training activities. To solidify your confidence in the system and prepare for live use operation, Motorola will perform prescribed system validations in accordance with a Product Validation Plan.

Mock Go-Live

The objective of this series of tasks is to exercise the system in a way that emulates daily operational use. Motorola leads this effort walking your selected users through various operational conditions. You may execute your own tests outside the scope of Motorola's responsibility as desired.

Motorola Responsibilities

- Coordinate the Mock Go-Live session.
- Review the schedule of demonstration activities.

Customer Responsibilities

- Select users to participate in the mock Go-Live activities.
- Notify the Motorola Project Manager of any items that require discussion.
- Initiate any desired user testing.

Interface Validation

The objective of Interface Validation is to verify that the installed interfaces perform in accordance with the user experience as reviewed during the Interface Planning Session.

Motorola is not responsible for issues arising from lack of engagement of third-party and/or Customer resources to perform work required to enable/provision and/or configure an interface to a third-party system, or troubleshooting any issues on your third-party systems.

Interfaces that cannot be tested due to connectivity issues to external systems or the unavailability of your third-party system will be demonstrated to show that Motorola's portion of an interface is enabled to send and/or receive data that supports the user experience. In such cases, Motorola demonstrating the elements within Motorola's control will constitute a successful demonstration and completion of the demonstration task.

Motorola Responsibilities

- Conduct Interface Validation demonstration.
- Develop a Remediation Plan for anomalies that do not align with Motorola's stated user experience.
- Manage the Remediation Plan and take Motorola remediation actions.

Customer Responsibilities

- Provide access to a resource with access to the interfacing system to validate functionality.
- Witness the execution of the demonstration and acknowledge successful completion.
- Participate in the documentation of anomalies and work with Motorola to develop remediation action(s).
- Coordinate and manage your remediation actions.

Motorola Deliverable

- Completed Interface Validation Results.
- Remediation Plan (as applicable).

Go-Live

Go-Live Planning and Go-Live

Following the conclusion of the mock Go-Live Motorola will provide support of your efforts with commencing live operation use of the system. Motorola resources are supplemental to your resources and provide support to your trainers and subject matter experts. Your trainers and subject matter experts are the first line of support to end users in the transition of live operations from your legacy system to the Motorola system. Motorola will work with you to develop a detailed Cutover Plan. This plan includes the following information:

- Motorola and Customer resources and staffing.
- Pre-cutover tasks/activities to be performed leading up to Go-Live.
- Readiness review meetings.
- Contingency/roll-back plans.
- Go-Live tasks and responsibilities during and after the live cut.
- Post live cut support resources and schedules.
- Issue reporting process.
- Develop the Remediation Plan.
- Escalation process.

Note: The Remediation Plan will identify the remediation action and the action owner (Customer or Motorola). Remediation steps may involve provisioning modifications, system configuration changes and or software version updates.

Motorola Responsibilities

- Facilitate meetings with your staff to develop and document the Cutover Plan.
- Schedule the Go-Live with you.
- Support your efforts in cutting over to the new system.

Customer Responsibilities

- Coordinate the participation of your technical and operational staff in cutover planning and development and documentation of the Cutover Plan.
- Schedule Customer resources to support Go-Live.
- Communicate the Go-Live transition to the user base.
- Identify Trainers and SME's who will serve as first line support to end users during Go-Live activities.

- Manage Go-Live activities.
- Perform and support the cutover activities defined in the Cutover Plan.

Motorola Deliverable

- Cutover Plan.

Go-Live Follow Up

Following the Go-Live schedule a time to review operational use of the system and address any training, process configuration questions or concerns that you have gathered as a result of using the system in a production environment. This onsite three (3) day activity will be conducted Tuesday through Thursday 8:00 a.m. to 5:00 p.m. local Customer time. The Go-Live follow up is the catalyst for transitioning you into Motorola Support.

Motorola Support Engagement

Motorola will schedule a Support Engagement meeting between the Project Manager, Customer Support Manager (CSM), Focal Support Technician and your project team representatives. The CSM will review the Customer Support Plan with you, including the process for obtaining support and contact information.

Project Closure – Transition to Support

Following the Go-Live Follow Up Event the service delivery is complete. Motorola and the Customer certify the Software System Completion milestone and the implementation project is formally closed.

The system is transitioned to the support phase of the contract per the terms and conditions of the Maintenance and Support Agreement.

Attachment – Flex Training Bundle

The following instructor led courses are included in the Flex standard training package. The instruction delivery method, onsite at your training facility or remotely via web conferencing is noted. Motorola offers in-person onsite, virtual, and Learning eXperience Portal (LXP) training. The LXP provides additional Computer-based courses that are available on demand during the deployment process and for up to 30 days after Go-Live.

- Onsite – In-person training from an onsite instructor conducted at your facilities.
- Virtual – Virtual instructor-led training (class will be recorded and made available for future Customer use).

Course Module	Max No. Per Class	Number of Classes Included	Total Users Trained	Method of Instruction	Not To Exceed (hours) per Class
Flex HUB Courses					
Flex System Admin (100-O)	12	1	12	Onsite	24
Flex Hub End User (500-V)	15	2	30	Virtual	4
Flex CAD Courses					
Flex CAD End User (200-O)	12	2	24	Onsite	24
Flex CAD Mapping End User (202-V)	12	1	12	Onsite	2
Flex CAD Admin (101-O)	12	1	12	Onsite	24
Flex Mobile End User without Forms (300-V)	15	1	15	Virtual	4
Flex Alarm Tracking End User (603-V) Plus Course	15	1	15	Virtual	4
Flex Jail Courses					
Flex Jail Admin (103-O)	12	1	12	Onsite	24
Flex Jail End User Training (401-O)	15	2	30	Onsite	8
Flex Jail Disciplinary Action (403-O) Plus Course	15	2	30	Onsite	2
Flex Records Courses					
Flex Law/Mobile Admin (102-O)	12	1	12	Onsite	24
Flex Mobile End User with Mobile Forms (302-O)	15	1	15	Onsite	8
Flex Records End User (501-O)	15	2	30	Onsite	4
Flex IBR Admin and End User (503-V)	15	1	15	Virtual	12
Flex Evidence Management & Barcoding (505-V)	15	1	15	Virtual	4

Course Module	Max No. Per Class	Number of Classes Included	Total Users Trained	Method of Instruction	Not To Exceed (hours) per Class
Flex Offender Tracking End User (601-V)	15	1	15	Virtual	2
Flex Pin Mapping End User (604-V)	15	1	15	Virtual	2
Flex Personnel End User (605-V)	15	1	15	Virtual	3
Flex Civil End User (502-V)	15	1	15	Virtual	4
Flex License & Permits End User (600-V) Plus Course	15	1	15	Virtual	2
Flex Pawned Property End User (602-V) Plus Course	15	1	15	Virtual	2
Flex Equipment End User (607-V) Plus Course	15	1	15	Virtual	3
Flex Fleet End User (608-V) Plus Course	15	1	15	Virtual	3
Flex Inventory End User (613-V) Plus Course	15	1	15	Virtual	2
Flex Vehicle Impound End User (616-V) Plus Course	15	1	15	Virtual	3

A comprehensive training plan with course descriptions is provided post contract or upon request during the sales process.

Flex Data Conversion

Motorola will convert specified legacy data as outlined in the Data Conversion Guide that exists in a single legacy system per Motorola system (Flex CAD, Flex Records, Flex Jail) to conform to the data structure of the Motorola system(s). While Motorola is responsible for converting the specified data, it is critical Hewitt Police & Fire Department assigns a knowledgeable resource to this activity who will remain engaged throughout the conversion process.

The legacy database must be a relational database. Customer will provide Legacy Data in CSV, Excel, or Access database file format if Legacy data is not in MS SQL or Oracle server.

Hewitt Police & Fire Department must conduct an analysis of their data in the legacy system(s) to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly and resolve those issues prior to extracting the data to be converted. Motorola does not provide any data clean up or manipulation of the provided data and conducts a single, one time, bulk load of legacy data.

The legacy data must be sent to a designated Motorola facility to develop and test the conversion routines. If Hewitt Police & Fire Department does not agree to send the data to a Motorola facility, work will stop and Motorola will provide a change order to develop the required environment at Hewitt Police & Fire Department's site, which may incur additional cost. Work will resume upon execution of the change order.

Data conversion routines is executed in three phases:

- Two Validation Test Loads - the first will contain up to one month of representative data; the second will contain up to six months of representative data.
- Bulk Load based on contracted delivery, less the delta agreed upon in phase three.
- Delta Load - the delta of data between end of the bulk load and time of system Go Live. Hewitt Police & Fire Department must stop using their legacy system before this load. This Delta Load will consist of no more than one month of data.

Motorola Responsibilities

- Analyze data files with Hewitt Police & Fire Department to determine which tables contain the specified legacy data and identify truncated, coded, or masked data.
- Conduct an on-site Data Conversion Preparation Workshop to identify where the information will be positioned in Flex and develop documentation (Data Conversion Field Mapping Guide).
- Provide Hewitt Police & Fire Department with the address and recipient information of the Motorola facility Hewitt Police & Fire Department extracted data will be sent to for data conversion processing.
- Develop the conversion routine and execute the initial Validation Test Load representative data set to identify and correct any issues.
- Execute the second Validation Test Load on a representative data set and verify the conversion results with Hewitt Police & Fire Department.
- Perform the Bulk Load in accordance with the Data Conversion Field Mapping Guide and results of Validation Test Loads.
- Perform the Delta Load, which serves as the final data migration after the Live Cut, in accordance with the Project Schedule.

Hewitt Police & Fire Department Responsibilities

- Conduct an analysis of the data in the legacy system(s) to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly and resolve those issues prior to extracting the data to be converted.
- Provide documentation of the legacy database and field mapping information of legacy systems for Motorola's understanding of Hewitt Police & Fire Department's data schema and relation.
- Extract the data to be converted from the legacy databases.
- Engage resources from legacy system vendors, if required, to provide information on legacy database schema.
- Participate in Data Conversion Preparation Workshop.
- Review and approve the Data Conversion Field Mapping Guide within 10 calendar days of receipt.
- Extract and ship legacy data, on a mutually agreed upon medium, to Motorola for conversion processing.
- Provide access to legacy systems from which data will be extracted or execute a Change Order enabling Motorola to provide and configure the required data conversion environment on Hewitt Police & Fire Departments legacy system(s).
- Review data after each Load to verify accuracy, in accordance with the Data Conversion Guide, and notify Motorola within 2 days of any inaccuracies or discrepancies.
- Provide acknowledgement of completion of data conversion.

Motorola Deliverables

- Data Conversion Workshop.
- Data Conversion Field Mapping Guide.
- Converted Data per the Data Conversion Field Mapping Guide in accordance with the Project Schedule.

ActiveEyeSM Managed Detection and Response Statement of Work

Overview

Motorola Solutions, Inc.'s (Motorola) ActiveEyeSM Managed Detection and Response (MDR) provides endpoint monitoring by experienced, specialized cybersecurity analysts with extensive experience working with mission-critical networks.

The following elements are available as part of the Managed Security Service:

- ActiveEyeSM Security Management Platform.
 - a. Applicable service modules. These modules use Service Connectors to integrate specific network components into the ActiveEyeSM monitoring platform and SOC services.
 - b. Technical Support for troubleshooting.
- Security Operations Center (SOC) monitoring and support.
 - a. Monitoring and response for applicable ActiveEyeSM service modules.

The following sections describe these elements.

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 (Customer) and is subject to the terms and conditions set forth in the Agreement.

Project Deployment

In order to establish initial expectations for deployment, Motorola will work with Customer to help you understand the impact of introducing a new solution and your preparedness for the implementation and support of ActiveEyeSM Managed Detection and Response.

Motorola Responsibilities

- Motorola will schedule a service kick-off meeting with the Customer and provide

information-gathering documents to the customer. The kick-off meeting will be conducted remotely at the earliest mutually available opportunity.

- Motorola will provide detailed requirements regarding Customer infrastructure preparation actions within one week of the kick-off meeting.
- Motorola will provision tools in accordance with the requirements of this Service, and consistent with information gathered in earlier phases. Motorola will also provide required Customer deployment actions within one-week of the completion of all infrastructure readiness tasks.

Customer Responsibilities

- The Customer must attend the kick-off meeting and complete information gathering documents as quickly and accurately as possible.
- The Customer must accomplish all infrastructure preparation tasks as quickly as possible.
- The Customer must deploy tools, as applicable, in their environment, in accordance with provided requirements.

Failure to complete the actions above will delay the accomplishment of the implementation.

ActiveEyeSM Security Management Platform

Description of Service

The ActiveEyeSM Security Platform will collect, analyze, and automate the investigation of IT and security activity. The web-based ActiveEyeSM portal enables the Customer to view threat insights, perform investigations, create security reports, and view threat advisories. In addition, the Customer will be able to use the ActiveEyeSM portal to manage notification settings and communications with the Motorola SOC.

The ActiveEyeSM platform collects data directly to its cloud service interface.

Scope

Motorola will provide 24/7 access to the ActiveEyeSM Security Management Platform. Motorola will notify the Customer if access will be affected, such as by scheduled maintenance.

Motorola Responsibilities

- Provide access to the ActiveEyeSM portal for the Customer and any identified, approved users. After initial deployment, the Customer will have self-service access to add/remove/update user access as needed.
- Provide the subscribed services.
- Resolve platform issues and technical errors as documented by the Customer.
- Retain security logs within ActiveEyeSM for thirty days. Security logs will be archived for one year by the long-term storage policy.

Customer Responsibilities

- Provide reasonable assistance to Motorola to perform the Service, as described in this SOW. This assistance includes, but is not limited to, smart hands assistance with issues that may require physical access to the devices affected by this Service, or virtual

assistance with virtual environment issues that require administrative access to devices affected by this Service.

- Provide all technical, license, and service information requested in the implementation documents prior to the commencement of the Service.
- Perform all network and system integrations necessary for ActiveEyeSM Service. This includes providing external Internet connectivity for ActiveEyeSM security components.
- Install agents on in-scope systems and devices, as required.
- Configure all necessary components of Customer's infrastructure to integrate with ActiveEyeSM.
- Provide the name, email, landline numbers, and mobile number for all shipping, installation, and security Points-of-Contact (POC).
- Securely manage user access to the ActiveEyeSM portal, creating new user accounts when needed and removing a user's access when it is no longer required.

Endpoint Detection and Response

ActiveEyeSM managed Endpoint Detection and Response integrates endpoint detection and response (EDR) tools with the ActiveEyeSM Security Management Platform to provide additional threat intelligence, automated investigation, and orchestrated response actions to optimize protection of critical systems.

EDR integration with ActiveEyeSM accelerates investigations by making necessary information available for analysts in a single platform, where they can quickly access details of what caused an alert, its context, and its history.

The platform enables analysts to initiate response actions (i.e. isolate host, block list a file, allow list a file, and remove file) on endpoints to respond to detection of verified malicious activity within the Customer's system. Available responses are determined by the Customer's EDR tool and security policies.

A third-party license for the EDR solution may apply to Customer's use of this service unless the applicable EDR solution is separately procured by the Customer. See also, the Limitations and Exclusions section.

Motorola Responsibilities

- Work with the Customer to integrate ActiveEyeSM Service Connector(s) necessary to monitor and interact with the Customer's EDR solution and deploy remotely EDR in the server environment.
- Provide ports and protocols to the Customer for the EDR solution.

Customer Responsibilities

- Deploy and maintain EDR agents to Customer managed equipment.
- Configure networking infrastructure to allow EDR agents to communicate over the internet with the cloud.
- Configure EDR solution to enable ActiveEyeSM connection for event/alert collection and response actions.
- Comply/consent with the terms of applicable licenses, privacy statements, or other third-party agreements to the extent third-party software or services are utilized or provided by/through Motorola, including applicable EDR solution provider's end user license agreements (EULAs), if any.

ActiveEyeSM Security Platform Technical Support

ActiveEyeSM Security Management Platform Technical Support provides the Customer with a toll-free number and email for ActiveEyeSM Security Management Platform support requests, available Monday-Friday 8 a.m. to 7 p.m. CST. Support requests are stored in a ticketing system for accountability and reporting.

Motorola Responsibilities

- Notify the Customer of any scheduled maintenance or planned outages, if required.
- Provide technical support, security control, and service improvements related to ActiveEyeSM.

Customer Responsibilities

- Provide sufficient information to allow Motorola technical support agents to diagnose and resolve the issue.

Limitations and Exclusions

- Technical support is limited to the implementation and use of the ActiveEyeSM Security Management Platform and does not include use or implementation of third-party components.

Security Operations Center 24/7 Coverage

Motorola cybersecurity analysts at our SOC will provide remote support to the Customer and your connected networks, applications, and devices for security threats on a 24/7 basis. To initiate the SOC Monitoring service to function, Motorola and the Customer must perform the support tasks and responsibilities described in the following sections.

Description of Services

Motorola delivers SOC Monitoring using one or more SOC facilities. The SOC includes any centralized hardware and software used to deliver this Service. The SOC and its centralized hardware and software are housed within an SSAE-18 compliant data center.

Motorola's SOC is staffed with security experts who will use ActiveEyeSM Security Management Platform to monitor customer systems. In addition, SOC staff will take advantage of their extensive experience to investigate and triage detected threats, and to recommend responses to the Customer.

Scope

Motorola's SOC will provide continuous 24/7 monitoring through automated tools and review by trained security analysts. Motorola will analyze events and notify the Customer in accordance with Table: Notification Procedures.

Motorola will start monitoring the Service in accordance with Motorola processes and procedures after deployment, as described in Section: Project Deployment.

The Customer will be able to open a support request for the SOC via a toll-free number or email, available 24/7. Support requests are stored in a ticketing system for accountability and reporting.

Ongoing Service Responsibilities

Motorola Responsibilities

1. If a probable security incident is detected, provide phone and email support to:
 - Engage the Customer's defined incident response process.
 - Attempt to determine the root cause and extent of compromise using existing monitoring capabilities in place as part of the Service.
 - Analysis and support to help the Customer determine if the Customer's corrective actions are effective.
 - Continuous monitoring, in parallel with analysis, to support incident response.

Customer Responsibilities

- Provide Motorola with accurate and up-to-date information, including the name, email, landline numbers, and mobile numbers for all designated, authorized Customer escalation POC.
- Provide a Network Map detailing the Customer's network architecture for network(s) in scope for the Service, if applicable.
- Provide a timely response to SOC security incident tickets or investigation questions.
- Provide an established service window in which qualified IT personnel will be able to respond to major event escalations.
- Notify Motorola at least 24 hours in advance of any scheduled maintenance, network administration activity, or system administration activity that would affect Motorola's ability to perform the Managed SOC Service, as described in this SOW.

Service Module Specific Security Operations Center Services

With this service, the Motorola SOC will provide specific services for ActiveEyeSM Security Management Platform the Customer is subscribed to.

The following describe the security operations modules.

Managed Endpoint Detection and Response

The Motorola SOC will consult with the Customer on the appropriate deployment of the EDR solution. The SOC will advise, on an ongoing basis, what security policies should be updated to optimize threat detection.

The SOC will consult with Customer to define a response automation plan that outlines the scenarios where the SOC should take automatic response actions on systems within the Customer environment. In cases outside the automatic response scenarios, the SOC will open Security Cases with the Customer with recommended actions and await approval before taking actions.

Motorola Responsibilities

- Provide recommendations on endpoint security policy and configuration to optimize threat identification.
- Maintain, with input from Customer, an automatic response plan for defined endpoint security scenarios or malware types.

Customer Responsibilities

- Initiate response actions on endpoint solutions when not defined as automatic actions or not available as remote actions on the EDR solution in use.

Managed Detection and Response Priority Level Definitions and Response Times

Priority for alert generated incident or EOI is determined by the ActiveEyeSM Platform analytics that process multiple incoming alert feeds, automation playbooks, and cybersecurity analyst knowledge.

Priority	Definition	Service Coverage
Critical	Security incidents that have caused, or are suspected to have caused significant damage to the functionality of the Customer's Flex CAD system or information stored within it. Efforts to recover from the incident may be significant. Examples: Malware that is not quarantined by anti-virus. Evidence that a monitored component has communicated with suspected malicious actors.	Response provided 24 hours, 7 days a week, including United States (U.S.) public holidays.
High	Security incidents that have localized impact and may become more serious if not quickly addressed. Effort to recover from the incident may be moderate to significant. Examples: Malware that is quarantined by antivirus. Multiple behaviors observed in the system that are consistent with known attacker techniques.	Response provided 24 hours, 7 days a week, including U.S. public holidays.
Medium	Security incidents that potentially indicate an attacker is performing reconnaissance or initial attempts at accessing the system. Effort to recover from the incident may be low to moderate. Examples include: Suspected unauthorized attempts to log into user accounts. Suspected unauthorized changes to system configurations, such as firewalls or user accounts. Observed failures of security components. Informational events. User account creation or deletion. Privilege change for existing accounts.	Response provided on standard business days, Monday through Friday 8 a.m. to 5 p.m. CST/CDT, excluding U.S. public holidays.

Priority	Definition	Service Coverage
Low	These are typically service requests from the Customer.	Response provided on standard business days, Monday through Friday 8 a.m. to 5 p.m. CST/CDT, excluding U.S. public holidays.

Response Time Goals

Priority	Response Time
Critical	An SOC Cybersecurity Analyst will make contact with the customer technical representative within one (1) hour of the request for support being logged in the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
High	An SOC Cybersecurity Analyst will make contact with the customer technical representative within four (4) hours of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
Medium	An SOC Cybersecurity Support Engineer will make contact with the customer technical representative within the next business day of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action.
Low	An SOC Cybersecurity Support Engineer will make contact with the Customer technical representative within seven business days of the logged request for support at the issue management system.

ActiveEyeSM Platform Availability

The platform utilizes a multi-zone architecture which can recover from failures in different data collection, enhancement, analysis, and visualization tiers. Motorola will make commercially reasonable efforts to provide monthly availability of 99.9% for the ActiveEyeSM Platform services. Service availability is subject to limited scheduled downtime for servicing and upgrades, as well as unscheduled and unanticipated downtime resulting from circumstances or events outside of Motorola's reasonable control, such as disruptions of, or damage, to the Customer's or a third-party's information or communications systems or equipment, telecommunication circuit availability/performance between Customer sites, any on-premises core and/or between on-premises equipment and the ActiveEyeSM Platform.

Notification

Motorola will establish notification procedures with the Customer, generally categorized in accordance with the following table.

Table: Notification Procedures

Notification Procedure	Details
Routine Notification Procedure	The means, addresses, format, and desired content (within the capabilities of the installed technology) for Events of Interest. These can be formatted for automated processing, e.g., by ticketing systems.

Urgent Notification Procedure	Additional, optional means and addresses for notifications of Events of Interest that require urgent notification. These usually include telephone notifications.
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Motorola will notify the Customer according to the escalation and contact procedures defined by the Customer and Motorola during the implementation process.

Tuning

Motorola will assess certain events to be environmental noise, potentially addressable configuration issues in the environment, or false positives. Motorola may recommend these be addressed by the Customer to preserve system and network resources.

Motorola will provide the Customer with the ability to temporarily suppress alerts reaching ActiveEyeSM, enabling a co-managed approach to tuning and suppressing events or alarms. The SOC may permanently suppress particular alerts and alarms if not necessary for actionable threat detection.

Tuning Period Exception

The tuning period is considered to be the first thirty (30) days after each service module has been confirmed properly deployed and configured, and starts receiving data. During the tuning period, Motorola may make recommendations to the Customer to adjust the configurations of their installed software so that Services can be effectively delivered. Service Availability will not be applicable during the tuning period and responses or notifications may not be delivered. However, Motorola will make reasonable efforts to provide responses and notifications during this period.

Motorola may continue to recommend necessary tuning changes after this period, with no impact on Service Availability.

Motorola Responsibilities

- Motorola will monitor the service and check in-scope assets are properly forwarding logs or events and that system scans are functioning. Motorola will notify the customer of any exceptions. Motorola will begin monitoring any properly connected, in-scope sources after the tuning period.
- Motorola will conduct initial tuning of the events and alarms in the service, as well as set up initial reports (User Access, Administration Events, and Configuration Findings Reports).

Customer Responsibilities

- The Customer must provide appropriate connectivity for all in-scope assets to the service and address any exceptions noted by Motorola. Failure to do so will delay completion of future phases and will prevent Motorola from monitoring those sources.
- The Customer must deploy tools, as applicable, in their environment, in accordance with provided requirements. The Customer must engage the SOC team in discussing the tuning approach and confirm the configurations requested.

Included Services

The ActiveEyeSM service modules included in our proposal are presented below:

Service Module	Capabilities Included	Site/Environment
Endpoint Detection and Response	• PaloAlto Cortex XDR • (50) EDR Total Endpoints • Online Storage Period: 30 Day Storage	Flex Host Environment Flex Clients (1 Server)

Limitations and Exclusions

This section applies to all cybersecurity services contained in the Statement of Works. MDR does NOT include services to perform physical containment and/or remediation of confirmed security incidents, remote or onsite. The Customer may choose to purchase additional Incident Response professional services to assist in the creation of and/or completion of a Customer's Incident Response Plan.

Motorola's scope of services does not include responsibilities relating to recovery of data available through the products or services, or remediation or responsibilities relating to the loss of data, ransomware, or hacking.

Motorola does not represent that it will identify, fully recognize, discover or resolve all security events or threats, system vulnerabilities, malicious codes, files or malware, indicators of compromise or internal threats or concerns.

NOTWITHSTANDING ANY PROVISION OF THE AGREEMENT TO THE CONTRARY, MOTOROLA WILL HAVE NO LIABILITY FOR (A) INTERRUPTION OR FAILURE OF CONNECTIVITY, VULNERABILITIES, OR SECURITY EVENTS; (B) DISRUPTION OF OR DAMAGE TO CUSTOMER'S OR THIRD PARTIES' SYSTEMS, EQUIPMENT, OR DATA, INCLUDING DENIAL OF ACCESS TO USERS, OR SHUTDOWN OF SYSTEMS CAUSED BY INTRUSION DETECTION SOFTWARE OR HARDWARE; (C) AVAILABILITY OR ACCURACY OF ANY DATA AVAILABLE THROUGH THE SERVICES, OR INTERPRETATION, USE, OR MISUSE THEREOF; (D) TRACKING AND LOCATION-BASED SERVICES; OR (E) BETA SERVICES.

Service Limitations

Cybersecurity services are inherently limited and will not guarantee that the Customer's system will be error-free or immune to security breaches as a result of any or all of the services described in this SOW. Motorola does not warrant or guarantee that this service will identify all cybersecurity incidents that occur in the Customer's system. Services and deliverables are limited by, among other things, the evolving and often malicious nature of cyber threats, conduct/attacks, as well as the complexity/disparity and evolving nature of Customer computer system environments, including supply chains, integrated software, services, and devices. To the extent we do offer recommendations in connection with the services, unless otherwise stated in the statement of work, our recommendations are necessarily subjective, may or may not be correct, and may be based on our assumptions relating to the relative risks, priorities, costs and benefits that we assume apply to you.

Processing of Customer Data in the United States and/or Other Locations

Customer understands and agrees that data obtained, accessed, or utilized in the performance of the services may be transmitted to, accessed, monitored, and/or otherwise processed by Motorola in the United States (US) and/or other Motorola operations globally. Customer consents to and authorizes all such processing and agrees to provide, obtain, or post any necessary approvals, consents, or notices that may be necessary to comply with applicable law.

Customer and Third-Party Information

Customer understands and agrees that Motorola may obtain, use and/or create and use, anonymized, aggregated and/or generalized Customer Data, such as data relating to actual and potential security threats and vulnerabilities, for its lawful business purposes, including improving its services and sharing and leveraging such information for the benefit of Customer, other customers, and other interested parties. For avoidance of doubt, so long as not specifically identifying the Customer, Customer Data shall not include, and Motorola shall be free to use, share and leverage security threat intelligence and mitigation data generally, including without limitation, third party threat vectors and IP addresses (i.e., so long as not defined as personal information under applicable law), file hash information, domain names, malware signatures and information, information obtained from third party sources, indicators of compromise, and tactics, techniques, and procedures used, learned or developed in the course of providing Services, which data shall be deemed Service Use Data (i.e., Motorola data).

Third-Party Software and Service Providers, including Resale

Motorola may use, engage, license, resell, interface with or otherwise utilize the products or services of third-party processors or sub-processors and other third-party software, hardware, or services providers (such as, for example, third-party endpoint detection and response providers). Such processors and sub-processors may engage additional sub-processors to process personal data and other Customer Data. Customer understands and agrees that the use of such third-party products and services, including as it relates to any processing or sub-processing of data, is subject to each respective third-party's own terms, licenses, EULAs, privacy statements, data processing agreements and/or other applicable terms. Such third-party providers and terms may be made available publicly, through performance, or upon request:

Motorola disclaims any and all responsibility for any and all loss or costs of any kind associated with security events. Motorola disclaims any responsibility for customer use or implementation of any recommendations provided in connection with the services. Implementation of recommendations does not ensure or guarantee the security of the systems and operations evaluated.

Pricing Summary

Flex Suite

	Discounted Sale Price
System Total Year 1:	\$587,983.83
Year 2	\$69,643.00
Year 3	\$69,643.00
Year 4	\$69,643.00
Year 5	\$42,043.00
Grand total 5 Years	\$838,955.83

TERMS & CONDITIONS

Pricing is in U.S. Dollars and valid until the quote expiration date unless stated otherwise.

Pricing and specifications are subject to change without notice.

Pricing Assumptions:

- Pricing for this solution offer is valid until 06/02/2025.
- Data Conversion Services have been included in this quote. (FULL Live Data Conversion)
- Flex Server Hardware has been included in this quote.
- First year of maintenance for all selected software is included in the Year 1 purchase price.
- Taxes have NOT been included in this quote and will be applied to your final order, if applicable.
- This proposal supports a standard "Train-the-Trainer" training approach.
- Cabling, capital improvements, and power consumption considerations to the installation environment that may be required to support the solution are the responsibility of the customer.
- Customer will provide adequate server room, power, HVAC, network backhaul, workstation hardware, laptops, handheld devices, OS and other software required for the solution.

Customer Contact

INVOICING AND SHIPPING ADDRESSES. Invoices will be sent to the Customer at the following address:

Name:	
Address:	
Phone:	
Email:	

The address which is the ultimate destination where the Equipment will be delivered to Customer is:

Name:	
Address:	

The Equipment will be shipped to the Customer at the following address (insert if this information is known):

Name:	
Address:	
Phone:	

Payment Milestones

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a check, cashier's check, or wire transfer drawn on a U.S. financial institution. If Customer has purchased additional Professional or Subscription services, payment will be in accordance with the applicable addenda. Payment for the System purchase will be in accordance with the following milestones.

Milestone	Milestone Detail	Percentage
1	Completion of Contract Execution	40%
2	Delivery of applicable System Hardware and Application Software to Customer Site	35%
3	Installation of System Hardware at Customer Site	10%
4	Successful Completion of System Go Live	10%
5	Final Acceptance	5%

Motorola shall make partial shipments of equipment and will request payment upon shipment of such equipment. In addition, Motorola shall invoice for installations completed on a site-by-site basis or when professional services are completed, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value. Unless otherwise specified, contract discounts are based upon all items proposed and overall system package. Overdue invoices will bear simple interest at the maximum allowable rate by state law.

For Maintenance and Support Plan and Subscription Based Services: Motorola will invoice Customer annually in advance of each year of the plan.

INFLATION REVIEW. For multi-year agreements, at the end of the first year of the Agreement and each year thereafter, a CPI percentage change calculation shall be performed using the U.S. Department of Labor, Consumer Price Index, "All Items," Unadjusted Urban Areas (CPI-U). Should the annual inflation rate increase greater than 3% during the previous year, Motorola shall have the right to increase all future maintenance prices by the CPI increase amount exceeding 3%. "All Items," not seasonally adjusted shall be used as the measure of CPI for this price adjustment. The adjustment calculation will be based upon the CPI for the most recent twelve (12) month increment beginning from the most current month available as posted by the U.S. Department of Labor (<http://www.bls.gov>) immediately preceding the new maintenance year. For purposes of illustration, if in Year 5 the CPI reported an increase of 8%, Motorola may increase the Year 6 price by 5% (8%-3% base). Any pricing change would be documented in a change order executed with the Customer.

Contractual Documentation

Motorola's proposal is solely subject to the terms and conditions of the Texas DIR-CPO-5433 contract, its Exhibits and applicable Addenda. Hewitt PD & FD may accept this proposal by providing to Motorola a signed purchase order that specifically references "PO is subject to Motorola's proposal dated 03/05/25 and the terms and conditions of the Texas DIR-CPO-5433 contract." Pricing will remain valid for 90 days from the date of the cover letter.

DIR Disclaimers

- **Data Location**
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Bundle Module Options

- **System Core (Required)**

- Active Directory Integration
- Arcgis Desktop Basic License
- Oem Arcgis Server Standard License
- Data Replication
- Hub
- Imaging
- Statelink Query

- **CAD Standard Bundle**

- CAD
- CAD Mapping
- E9-1-1 Interface
- Rapid Notification 2.0
- RN 2.0 Messaging Services via VESTA Communicator API

- **CAD PLUS Bundle**

- Alarm Tracking and Billing
- Premises and HazMat Information
- Response Plans

- **RMS Standard Bundle**

- Evidence Barcode And Auditing
- Evidence Management
- Texas IBR
- Law Records
- Offender Tracking
- Personnel Management

- Pin Mapping
- Traffic Information

- **RMS Plus Bundle**

- Civil Process
- Equipment Maintenance
- Fleet Maintenance
- Inventory Management
- Licenses And Permits
- Pawned Property
- Vehicle Impound

- **Mobile CAD Bundle**

- Flex ArcGIS Desktop Network Analyst License
- Flex Touch
- Mobile AVL and Mapping
- Mobile Premises and HazMat
- Mobile Voiceless CAD
- Quickest Route

- **Mobile RMS Bundle**

- Driver License Scanning
- Mobile Arrest Form
- Mobile Field Report W Field Interview
- Mobile Records
- Mobile State & National Queries

- **Command Solution Dashboards**

- Compstat Management
- Community
- Command Staff Productivity

*Highlighted items are included in this proposal

Hewitt Police & Fire Solution Summary

1. System Core
2. Flex CAD- Standard Bundle
 - a. Premises and HazMat Information (Added ala carte)
 - b. Response Plans (Added ala carte)
3. Flex Mobile CAD
4. Flex Mobile RMS
 - a. Equipment Maintenance (Added Ala Carte)
 - b. Licenses And Permits (Added Ala Carte)
5. Data Conversion (CAD & RMS)
6. Windows Server from Solutions II
7. Barcode Scanner Qty 1
8. Brazos Interface (Citations)
9. FirstDue Interface
10. Insight (Data Sharing Gateway for TX)
11. Premise Inspections (FD)
12. Compstat Management Dashboard
13. Community Management Dashboard
14. Motorola annual User conference attendance Package Qty 2
 - a. Registration/ Travel/ Hotel
15. Additional ISD License for RMS Standard Bundle (5 Licenses)
16. Zebra Barcode Printer Qty 1
17. Topaz SigLite T-S460 (Signature pad) Qty 1
18. Memor 11 Barcode Scanner Bundles Qty 1



COUNCIL AGENDA ITEM FORM

MEETING DATE: March 17, 2025

AGENDA ITEM #: 8.

SUBMITTED BY: Lydia Lopez, City Secretary

ITEM DESCRIPTION:

Discussion and possible action on **Ordinance No. 2025-07** canceling the May 3, 2025, Special Election as prescribed in the Texas Election Code.

STAFF RECOMMENDATION/ITEM SUMMARY:

On February 3, 2025, the Council approved Ordinance No. 2025-03, which called for a Special Election to elect one council member to fill the vacant seat in Ward 2, Place 2. According to Section 201.054, if a special election to fill a vacancy is ordered on or before the 70th day before election day, candidates must submit their applications by 5:00 p.m. on the 62nd day before election day. The application deadline was 5:00 p.m. on March 3, 2025. There were no applicants for this vacant seat; therefore, the Council can cancel the Special Election as outlined in the Texas Election Code.

Hewitt City Hall/Library will remain a voting center for the entities conducting elections. The City will save the cost of contracting with McLennan County Elections to conduct this election.

FISCAL IMPACT:

Amount Budgeted - \$7,000.00

Line Item in Budget - 10 50210 61 00

SUGGESTED MOTION:

I move to approve **Ordinance No. 2025-07**, canceling the May 3, 2025, Special Election as prescribed in the Texas Election Code.

ATTACHMENTS:

1. 2025-07 ORDINANCE CANCELING SPECIAL ELECTION

ORDINANCE NO. 2025-07

AN ORDINANCE OF THE CITY OF HEWITT, TEXAS, DECLARING NO CANDIDATES IN THE MAY 3, 2025, SPECIAL ELECTION; CANCELING THE SPECIAL ELECTION SCHEDULED TO BE HELD ON THE 3rd DAY OF MAY 2025; AND PROVIDING DETAILS RELATING TO THE CANCELATION OF SAID ELECTION.

WHEREAS, Ordinance No. 2025-03 passed on February 3, 2025, called the special election to fill the vacant seat for Council Member in Ward 2, Place 2, to serve the unexpired term ending in May 2026, under the City Charter and Election Code; and,

WHEREAS, at the deadline to apply for a place on the ballot and the deadline to file as a declared write-in candidate, no person filed to run for the Council Member - Ward 2, Place 2 position.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF HEWITT, TEXAS, that based on the information received and under Section 2.053 of the Texas Election Code, the City Council hereby authorizes the cancelation of the special election called for May 3, 2025, and,

FURTHER, the City Secretary is directed to cause a copy of this ordinance of cancelation to be posted on election day at the polling place that would have been used in the election and,

FURTHER, it is declared to be the intent of the City Council that all ordinances, parts of ordinances, or resolutions in conflict herewith are expressly repealed. The invalidity of any section or provision of this ordinance shall not invalidate other sections or provisions thereof.

FURTHER, this ordinance shall take effect upon its final passage.

PASSED and APPROVED this 17th day of March 2025.

CITY OF HEWITT, TEXAS

Steve Fortenberry, Mayor

ATTEST:

Lydia Lopez, City Secretary

APPROVED AS TO FORM & LEGALITY:

Michael W. Dixon, City Attorney