



MOTOROLA SOLUTIONS

**Motorola Solutions
Garden Grove Custom CA IBR Implementation
Scope of Work and Agreement**

Introduction and Purpose

Motorola Solutions provides comprehensive public safety software for police departments, sheriff's offices, fire departments, communication centers and correctional facilities. Motorola will facilitate the implementation of a statewide CA IBRS solution.

This SOW guides the primary activities and responsibilities for the CA IBR implementation. It documents project implementation requirements, identifies each major task within the implementation process, sets expectations for each party, and identifies the criteria by which Motorola will consider a task complete.

Project Objectives

Specific SOW objectives:

- Develop and test California-specific Incident-Based Reporting.
- Install and configure CA IBR on the Garden Grove server
- Provide user training and assistance with CA IBR set up

Change Management Procedures

In the event it is necessary to change this SOW the following procedure will be used:

- The party requesting the change will issue a Change Request document ("Change Request"). The Change Request will describe the nature of the change, the reason for the change, and the effect of the change, which may include changes to the work product.

Project Assumptions and General Responsibilities

Project Assumptions

- The project will be put on the development calendar after Motorola is in receipt of final specification release time. No invoicing will occur until after the work has begun.
- Development will need to receive final specifications from the state in order to begin development work.
- Customer will provide appropriate technical and management resources to participate in the implementation as identified in the project tasks and responsibilities.

Customer Responsibilities

- Customer will act as a liaison between Motorola and the state of California
- Respond to issues and concerns as communicated by the Project Manager, support technicians, and development staff
- Coordinate required Customer tasks and responsibilities with the Project Manager

- Provide onsite and dedicated VPN remote access as required to facilitate installation and Motorola's continued system support
- Provide physical training facilities and supplies (e.g., projector, screen, whiteboard or equivalent) as well as personal computers required for training end users
- Ensure management and end user personnel are scheduled and available for training
- End user personnel required to attend state-provided IBR training.
- Agency is current with their Summary reporting to the state

Motorola Project Team Responsibilities

- Function as the liaisons with Customer's designated project manager
- Manage all aspects of the implementation, including project communications
- Participate in the project planning and system setup
- Coordinate and schedule the delivery of NIBRS software and services provided by Motorola
- Conduct project status meetings

Project Tasks and Responsibilities

This section outlines the project phases, individual tasks, and responsible parties required to meet the goals and objectives of this SOW. Motorola and Garden Grove PD will perform their respective tasks through a combination of collaboration, coordination via telephone, email communications, and other remote means, as appropriate.

Tasks may or may not be completed in the order in which they appear. Some tasks may be sequential while other tasks may be concurrent with other tasks.

Task Description

Motorola’s development staff will develop according to the official California IBR Specifications within our software. Once this is complete they will send test submissions to the state before installing the software on an agency’s server. Development will work with the state to resolve any issues with the submission format. Any questions on the interpretation of the state specifications will be answered by the state. If the state won’t allow Motorola to send test submissions then a Motorola-designated agency will be required to send them. We recommend state training followed by Flex training. The agency will then begin validating incidents, troubleshooting, and submitting to the state.

In order to facilitate the timeliest implementation Motorola recommends submitting all validated incidents initially, followed by all the remaining unvalidated incidents at a later date.

Deliverables

- CA IBR developed
- Patch installed and IBR configured at agency
- Successful submission with less than 4% Error Rate

Prerequisites

- Signed agreement
- Final Specs from state

Completion Criteria

Delivery of CA IBR Module

Motorola	Agency
<p>Responsibilities</p> <ul style="list-style-type: none"> ● Develop to the official CA IBR Specifications ● Test submissions to the state before installing at CA agencies ● Fix all critical reported IBR issues 	<p>Responsibilities</p> <ul style="list-style-type: none"> ● Active feedback to submissions ● Attend IBR training ● Complete all IBR required data validation for incidents ● Availability for status calls with project manager ● Reporting found issues to support immediately ● Continue working around known issues while they are being fixed

<p>Required Staff</p> <ul style="list-style-type: none"> ● Systems engineer ● Training ● Project Management 	<p>Required Staff</p> <ul style="list-style-type: none"> ● State IBR Administrator ● IBR liason
---	--

<p>Task Description</p> <p>CA IBR development delivered to server and configured for end user use</p> <p>Training Overview</p> <p>Motorola will be onsite for CA IBR setup and training. We will provide documentation as well for future reference.</p> <p>Training Approach</p> <p>The primary objective for our onsite training is to help Garden Grove PD configure their settings and tables to immediately begin collecting and reporting CA IBR. The training is not only how to use the CA IBR system within the software, but to assist agency with code mapping, setting permissions, and having all configurations either ready, or well on the path for immediate use.</p> <p>We do recommend using the online Learning Management System. This can be accessed from all devices and is a powerful resource to guide uniform end user training.</p> <p>Deliverables</p> <ul style="list-style-type: none"> ● CA NIBRS training at GGPD <p>Prerequisites</p> <ul style="list-style-type: none"> ● CA NIBRS Patch Installed <p>Completion Criteria</p> <p>This task will be complete when Motorola has provided the IBR training.</p>	
Motorola	Customer

<p>Responsibilities</p> <ul style="list-style-type: none"> • Provide onsite CA IBR training 	<p>Responsibilities</p> <ul style="list-style-type: none"> • Provide training facilities, a projector, computers for trainer and trainees, with access to the database. • Ensure proper personnel attends the training
<p>Required Staff</p> <ul style="list-style-type: none"> • Flex trainer 	<p>Required Staff</p> <ul style="list-style-type: none"> • Employees assigned to setup CA IBR and those responsible for training other users.

Quote and Purchase Addendum

CA IBR Implementation

CA IBR Licensing and:	52,476
CA IBR First User Fee:	375,000
Professional Services:	\$4,400

CA IBR Implementation	\$431,876
Total:	\$431,876

Payment Terms and Milestones

Payment Deliverables/Milestones	Prerequisites	Amount
CA IBR on development schedule	Contract signature	\$0
Begin development of CA IBR	State delivering final specifications	\$150,000
Install and configuration onsite	Development of CA IBR	\$50,000
Successful submission to state	Onsite training	\$50,000
Final sign off with three successful months of submission with 4% or less error rate		\$181,876

2nd-year Maintenance (estimated)	Price
<ul style="list-style-type: none"> 2nd-year maintenance charges will begin 12 months from the go-live date. Future maintenance is estimated for your planning purposes and is not included in this purchase. 	
2nd-year Maintenance Total:	\$5,924

The Customer's signature below constitutes its agreement to purchase the licenses, products and/or services according to the terms quoted by Motorola Solutions within this document. This document shall serve as an addendum to the Purchase Agreement previously entered into between the Customer and Spillman Technologies. The terms and conditions of the Purchase Agreement, as well as the related License Agreement and Support Agreement, shall apply to the items quoted herein.

Garden Grove Police Department

Customer Name

Authorized Signature

Date

Print Name and Title