



ORDINANCE #: **ORD 2135-2011 Motorola Maintenance Ltr.**
800 MHz Radio Sys

City of Columbus Department of Public Safety
Support Services Division
4211 Groves Rd
Columbus, Ohio 43232

Depot Repair Services

Motorola is the sole qualified provider for depot repair services for Motorola system and subscriber components. They have centralized repair facilities for items that can't be repaired in the field for mobile, portable, and infrastructure products. The average cycle time of a mobile or portable repair ranges from 3-5 days. They also stock emergency spares to resolve issues for most system infrastructure equipment and have the ability to perform Next Flight Out or next day shipments 24 hours per day, 7 days per week, 365 days per year. If a radio subscriber unit is found to fail for the same reason greater than 3 times in one year, they will replace the unit free of charge. Like other system technical resources that are contracted between Columbus and Motorola directly, these depots have direct access to Motorola plant and development resources. They receive factory training and have access to the most recent product issues and resolutions. No other contractor will have access to this product information that is proprietary in nature at times and available only direct from Motorola. It is important to Columbus Support Services that we have equipment that is serviced to manufacturer specifications, spares that are available as quickly as possible, and confidence that the equipment is properly repaired.

Service Representative

A service representative is assigned to assist Columbus with resolution of service problems as well as to provide important information to us when necessary. That service representative is available by telephone and email to provide service response at any hour of the day. They are also available to assist in escalating issues to higher levels in the Motorola organization if necessary to resolve an issue with our communication system. They are a single point of contact for any system or radio issue that we may have and act as the gateway to other resources within Motorola when we need them.

Conclusion

Our research has shown that other customers with similar Motorola systems have signed sole source contracts for maintenance of their Motorola communications systems. Based on our knowledge of Motorola's support services and research of other vendors in our area, we believe that Motorola is the only contractor that can provide the depot and support services required to properly maintain our system. The resources, processes, and technology that they possess make them the only choice and justified sole source provider of services for City of Columbus' system.

Chris Zigo
Motorola Senior Account Manager