



November 30, 2021

Mr. Joe VonVille
City of Columbus Police Department
111 East Broad Street
Columbus, OH 43205

RE: Extension to Maintenance and Support Agreement: 407
Product: PremierOne Records™ – PremierOne Essential Support Services

Dear Mr. VonVille:

By means of this letter, Motorola Solutions, Inc. hereby extends **City of Columbus Police Department's** maintenance and support agreement as referenced above. Enclosed is one (1) copy of the updated Exhibit A Covered Products, Support Options and Pricing, Exhibit B Customer Support Plan, and Exhibit C Labor Rates for the period **January 1, 2022** through **December 31, 2022**. Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

Please indicate acceptance of this extension by signing the acceptance block below and returning one copy to my attention by e-mailing it to andrea.ballou@motorolasolutions.com. Failure to return this fully executed letter on or before **January 1, 2022** will result in a lapse in maintenance, which will be subject to a 10% recertification and reimplementation fee.

If you have any questions or need further clarification, please contact me directly at (513) 668-7251 or andrea.ballou@motorolasolutions.com.

Sincerely,

Andrea Ballou
Customer Support Manager
Motorola Solutions, Inc.

Enclosure

Accepted by:

MOTOROLA SOLUTIONS, INC.

CITY OF COLUMBUS POLICE DEPARTMENT

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Exhibit A
COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT 407 TERM: 1/1/2022-12/31/2022

CUSTOMER AGENCY	City of Columbus Police Department	BILLING AGENCY	City of Columbus Police Department
Address	1111 East Broad Street	Address	1111 East Broad Street
City, State, Zip	Columbus, OH 43205	City, State, Zip	Columbus, OH 43205
Contact Name	Joe VonVille	Contact Name	Accounts Payable
Contact Title	IT Account Manager	Contact Title	
Telephone Number	(614) 645-1527	Telephone Number	
Email Address	JPVonVille@columbus.gov	Email Address	

For support and updates on products below, please refer to your customer support plan. For quick reference, the phone contact information follows: (800) MSI-HELP (800-674-4357) select; Option 4 Software Products/Public Safety Applications.

- **Option 4) Records/Jail Management**
 - **Option 2) PremierOne, Legacy Records**

Site Identification Number

Product Group	Site Identification Number	Phone Prompt
PremierOne Records™	PSA431200_(RMS)	4,4,2

Motorola Solutions Essential Support Services Include:

Customer Support Plan
Case Management 24x7
Technical Support 9x5

Virtual Private Network VPN Tool
Third-party Vendor Coordination
Access to Users Group Site
Software Releases, as defined

MOTOROLA SUPPORTED PRODUCTS

Product	Description	Support Service Package	Qty	Term Fees
PremierOne Records™	PremierOne Records™ Module	Essential	1	\$8,379.00
	Narcotic Module		1	Included
	Internal Affairs Module		1	Included
	PremierOne Records™ Server License		1	\$15,196.00
	PremierOne Records™ Client License (concurrent)		250	\$117,143.00
	PremierOne Records™ Mobile Client License (concurrent)		250	\$117,143.00
	Property & Evidence Module		1	\$6,330.00
PremierOne Records™ Interfaces	Matrix Crime Interface-Project #OHP15I37A	Essential	1	\$2,188.00
	OH-1 (Ohio DPS Crash Data) Interface		1	\$2,188.00
	CopLogic Interface		1	\$2,188.00
MOTOROLA SUPPORTED PRODUCTS TOTAL				\$270,755.00

Exhibit A Continued
COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING
MAINTENANCE AND SUPPORT AGREEMENT 407
TERM: 1/1/2022-12/31/2022
Optional Support Services Available:

Professional Services Upgrades*
Hardware Refresh*
Professional Services Consultation
Professional Services Training
*Requires a Multi-Year Agreement

Users Conference Advance Purchase**
On-site Support Dedicated Resource
GeoFile Services

**USERS CONFERENCE ADVANCE PURCHASE OPTION					
Users Conference Attendance	Year	2022	Attendees	Qty	Fees
			Standard attendance	4	\$11,760.00
Standard Attendance Fees Include the following: <ul style="list-style-type: none"> • Registration fee • Round trip travel for event (booked by Motorola) • Hotel accommodations (booked by Customer Agency per Motorola website instructions) • Ground Transportation (booked by Motorola) • Daily meal allowance² 					

¹ Standard Attendance includes above accommodations for the regular conference days. Any offer for pre-training outside of the standard conference days is not included in this offer. Customers who wish to attend pre-conference training may do so at their own lodging and food expense. Adjustment to travel dates and times to attend pre-conference training is allowed. Daily meal allowance is determined by Motorola based on published guidelines. In no event will the amount provided exceed attendee's applicable Agency rules regarding meal expenses, provided the attendee or his/her agency notifies Motorola in advance of the conference of any restrictions, prohibitions or limitations that apply. ²

OPTIONAL SUPPORT SERVICES

Service	Description	Qty	Term Fees
Users Conference	2022 Users Conference	4	\$11,760.00
OPTIONAL SUPPORT SERVICES TOTAL			\$11,760.00

SUPPORT FEES SUMMARY

Product	Service Level	Term Fees
PREMIERONE RECORDS™	Essential	\$264,191.00
PREMIERONE RECORDS™ INTERFACE	Essential	\$6,564.00
SUBTOTAL MOTOROLA SUPPORT		\$270,755.00
User Conference Attendees for 2022		\$11,760.00
OPTIONAL SUPPORT SERVICES		\$11,760.00
GRAND TOTAL		\$282,515.00

Exhibit B

CUSTOMER SUPPORT PLAN

MAINTENANCE AND SUPPORT AGREEMENT: 407 TERM: 1/1/2022-12/31/2022

CUSTOMER: City of Columbus

See Separate Customer Support Plan

Exhibit C

LABOR RATES

MAINTENANCE AND SUPPORT AGREEMENT: 407 **TERM:** 1/1/2022-12/31/2022
CUSTOMER: City of Columbus

The following are Motorola's current labor rates, subject to an annual change.

The following rates apply to Customers with a current, active Maintenance and Support Agreement. Billable rates apply to services provided outside of the scope of the Maintenance and Support Agreement and outside the selected Service Level PPM:

SERVICE HOURS	LABOR RATES
8 a.m.-5 p.m. M-F (local time)	\$223 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Holidays	\$334 per hour, 2 hours minimum

The following rates apply to Customers without a current, active Maintenance and Support Agreement and apply to services available on a Time and Material basis:

SERVICE HOURS	LABOR RATES
8 a.m.-5 p.m. M-F (local time)	\$446 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Holidays	\$668 per hour, 2 hours minimum

Above rates reflect labor rate only. Additional fees for on-site travel expenses, third party expenses and /or materials will be quoted at the time of customer request for services.