MOTOROLA SOLUTIONS

Proposal

Broward County, Florida

Next Generation 911 (NG911)

GEN2129421P1

August 22, 2025

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Section 1

Cover Letter

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

August 22, 2025

Latoya Clark-Forbes
Assistant Purchasing Manager
115 South Andrews Ave. Room 212
Fort Lauderdale, FL 33301

RE: GEN212421P1 Next Generation 911 (NG911)

Dear Ms. Clark-Forbes,

Motorola Solutions Connectivity, Inc. (Motorola) a wholly-owned subsidiary of Motorola Solutions, Inc., appreciates the opportunity to provide Broward County (County) with our solution for the County's Next Generation 911 project. It has been Motorola's privilege to be a trusted partner of the County over the years, and we look forward to expanding that partnership. We are grateful for the trust and confidence you have placed in us, and this opportunity allows us to reaffirm our commitment to enhancing Broward County's communication systems, utilized by the County's public safety providers and the public, with the most advanced technology and reliable service.

The key components of our proposal encompass:

- A robust call routing solution with routing based on the caller's location.
- Highly reliable and extremely diverse network infrastructure leveraging existing vendors, as well as augmenting with new providers with enhanced redundancy and availability. This includes full interoperability with neighboring and statewide jurisdictions.
- Enhanced reporting and security, including comprehensive in-house Cybersecurity services.
- Seamless deployment and outstanding ongoing support

Thank you once again for this opportunity and for your longstanding partnership. We look forward to continuing our successful collaboration and supporting Broward County's goal of providing top-tier communication solutions to help those in their time of need. This proposal is conditional upon the County's acceptance of the terms and conditions included in this proposal, or a negotiated version thereof.

Should you have any inquiries regarding this proposal, please do not hesitate to contact either Jarrod Shupe, Strategic Projects Area Sales Manager, at (386) 227-7675, or Lisa Madden, Regional NG911 Manager, at (207) 468-5461.

Sincerely,

Danny Sanchez
Sr. VP MSSSI and Director of Sales
Motorola Solutions Connectivity, Inc.

Section 2

Executive Summary

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Executive Summary

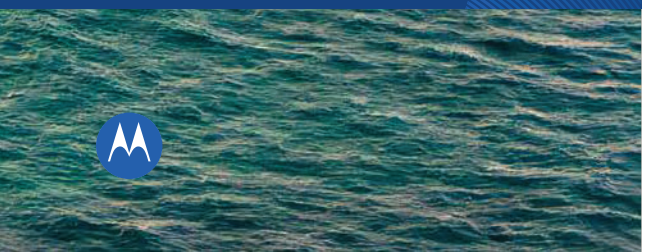
Broward County, Florida

Next Generation 9-1-1

MOTOROLA SOLUTIONS

"You rock! Because of you and your team's continued support, this whole implementation has been virtually stress-free for my team."

– Sally Lawrence, 911 Director, Sarasota County, FL



Overview

Broward County has long been dedicated to providing cutting-edge emergency services to enhance safety for both residents and visitors. The County's vision to move to Next Generation 9-1-1 (NG9-1-1) is more than just a technological upgrade; it's a commitment to helping people in need, with first responders arriving quickly, fully informed, and ready to act. We understand that it's about accountability and transparency along every step of the way, ensuring that all stakeholders are represented and appropriately served.

At Motorola Solutions Connectivity, Inc. (Motorola), we share this vision. We are passionate about developing technology solutions that lead to safer outcomes for communities. As your trusted partner for over 80 years, we view this project as personal. Broward County is home to Motorola. Since 1971, our Public Safety Research and Development headquarters has been right here in Plantation, only two miles from the County's Emergency Operations Center. We are truly neighbors. We live here and we work here. We are proud of our enduring partnership with the County and grateful for the opportunity to support your public safety goals.

Our extensive work with the County and our expertise in NG9-1-1 solutions give us unique insight into the daily pressures that confront your dispatch personnel, first responders, administrators, and elected officials. We understand that new technology is essential to help 9-1-1 telecommunicators keep up with these demands, while enabling citizens and tourists to be served with the highest level of quality and empathy during the moments that matter most. We understand that we operate in partnership with the County at the intersection of technology and humanity, and we're ready to deliver.

Our proposed solution includes:

- Motorola's Call Routing Service (NGCS), with routing based on the caller's location
- Highly reliable and diverse network infrastructure (ESInet)
- Customer Web Portal (CWP), for situational awareness and accountability, easy tracking of incidents, and real-time visibility into Motorola's service performance
- Motorola Network & Security Operations Center (NSOC) for comprehensive Cybersecurity services
- Deployment and ongoing support services
- Interoperability for call transfer and conferencing with all neighboring jurisdictions

A trusted partner you can rely on

Our successful collaborations, including implementing your ASTRO 25 Radio System, PremierOne CAD, and GIS Location Data Remediation in preparation for NG-911, have forged a deep partnership built on trust, reliability, and a shared commitment to innovation that serves people. As a leader in public safety technology, we put people at the heart of our solutions. For instance, we're developing software, video, and AI tools that empower parents with an injured child to track their child's care from the initial 9-1-1 call until transport and treatment are complete.

Our new Research and Development facility in Plantation underscores our commitment to human-centered design. Here in Broward County, we develop technology that directly addresses real-world challenges and streamlines critical operations to improve emergency responses. This vision perfectly aligns with Broward County's strategic move to consolidate PSAPs – we share a core belief in a unified strategy that ultimately gets help where it's needed, as quickly and efficiently as possible.

This vision comes to life at Motorola's Broward hubs in Plantation and Fort Lauderdale, where innovation directly connects with the people it serves: the person dialing 9-1-1, the dispatcher taking the call, the officer responding, and the individual awaiting help. Public safety professionals nationwide visit these locations to experience firsthand how expertly implemented technology enhances community safety.

As Broward County continues to evolve its emergency response infrastructure, Motorola remains a dedicated partner, with the expertise to support your goals for this significant transition to NG9-1-1.

"Throughout the transition, 3 things were key: communication, education, and feedback. It was also critical that our vendor was already a trusted partner. The company explained things along the way and took the time to make sure we understood what was changing as we transitioned."

– Anita Pitt, Brazo Valley Council of Governments, Texas

Our NG9-1-1 expertise and leadership

Our long-standing role as a leader in public safety technology enables Motorola to deliver a state-of-the-art system that will respond directly to Broward County's goals for this project.

Motorola actively participates in organizations that lead the way for national standards, such as APCO and NENA, as well as its respective Florida chapters, and we have been on committees to help define the standards for i3 compliance. Our call routing solution is one of the industry s first cloud-based 9-1-1 call routing platforms that is NENA i3 compliant.

Motorola participation in NENA

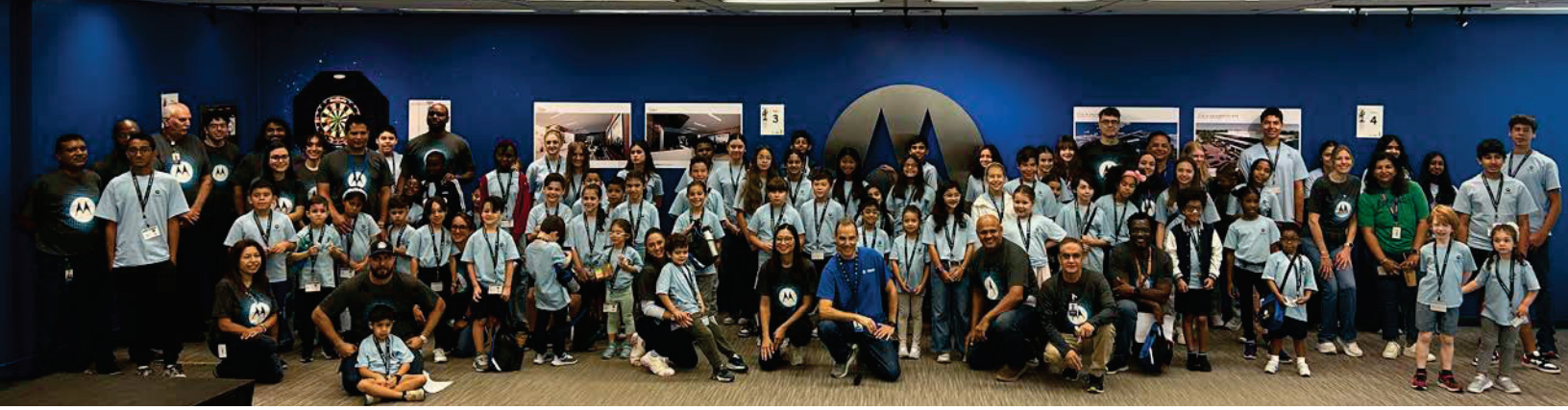
Employee current leader and member roles

Agency Systems Committee Document Review Work Group Member	**Development Steering Council** Co-Chair, Member	**Document Management Work Group** Member	**EIDO Conveyance & JSON Work Group** Member	**GIS Data Model v3 Work Group** Member
i3 Architecture Work Group Member	**ICE 13 (and previous events)** Member	**ICE Steering Committee** Member	**Interface Specification Dev.Work Group** Co-Chair	**International Committee** Chair
NG9-1-1 PSAP Systems Work Group Member	**Supplemental Data Best Practices Work Group** Member	**Systems Security & Resiliency Committee** Co-Chair	**Transition to i3 PSAP Work Group** Co-Chair	**Utilization of GIS Data in NGCS Work Group** Member

Motorola's commitment to NENA helps drive the advancement and implementation of next-generation 9-1-1 technologies and fosters a collaborative environment for improving emergency response across North America.

Motorola's involvement in other industry organizations

- Association of Public Safety Communications Officials (APCO) - Commercial Advisory Council (CAC) Associate Member (multiple participants)
- ATIS Network Reliability Steering Committee (NRSC) - Member
- Canadian Radio Television & Telecommunications Commission (CRTC) - Emergency Services Working Group (ESWG) Member; Member of 14 Task Identification Files (TIFs)
- Communications Security, Reliability, & Interoperability Council (CSRIC) - Co-Chair of CSRIC IX; Participant of Working Group #2
- Industry Council for Emergency Response Technology (iCERT) - Board of Directors; Executive Committee; Leaders & members of Work Groups
- Integrated Justice Information Systems (IJIS) Institute - Board of Directors
- International Information System Security Certification Consortium (ISC2) - Member
- NG9-1-1 Institute - Board of Directors
- Public Safety Communications Interoperability Working Group - Member

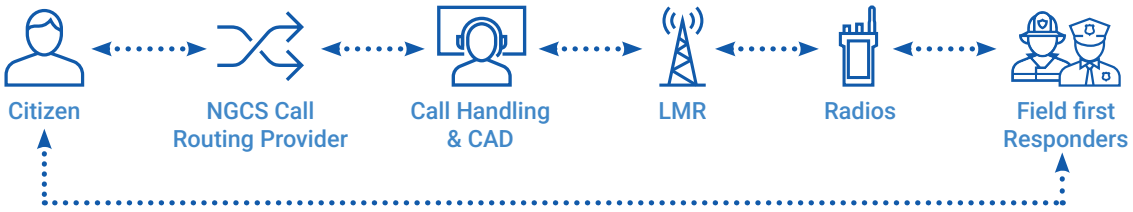


Long-term presence

The County deserves a strong, innovative partner for the duration of this contract and beyond. Motorola is well funded, with record year-on-year performance, robust product backlogs, and a strong outlook for the future. We are a global leader in mission-critical communications and analytics with a rich heritage of innovation. Our ecosystem of integrated technology addresses every aspect of emergency response. This ecosystem ensures that Broward benefits from all of the investments Motorola makes to ensure that our products and services work better together, enabling force-multipliers and operational efficiencies not available anywhere else in the industry.

From request for service to response, Motorola provides the entire ecosystem

Delivering the community's request for service to 911 — Connecting the PSAP with field first responders



Commitment to innovation

Broward County will have a stable partner who can meet your NG9-1-1 goals today and in the future, with a significant investment in Research and Development based on your feedback, as well as a commitment to NENA i3 and public safety innovation based on broad industry guidance.

Our call routing solutions are a direct result of our human-centered design approach, developing products in partnership with the personnel who use them. For example, when Prince George's County, Maryland told us they regularly received 9-1-1 calls that were misrouted from neighboring jurisdictions in the National Capitol Region, we worked with them and their consultant, Mission Critical Partners, to develop and deploy i3 location-based call routing for all 9-1-1 calls. The successful deployment of this technology reduced the number of misrouted calls by over 50%, saving valuable response time during the emergency. We were proud to join the County and its consultant in receiving the Thomas J. O'Reilly Innovation Award from the IJIS Institute in April 2022, for being the first public safety agency in the U.S. to deploy i3 location-based call routing for all 9-1-1 calls.

Our experience delivering NG9-1-1 solutions

Motorola has a record of reliability and redundancy for NG9-1-1: today, our NGCS i3 location-based call delivery serves over 51 million people in North America.

Serving
51+M
people in the U.S. & Canada

State-wide / Province-wide
County / Regional deployment

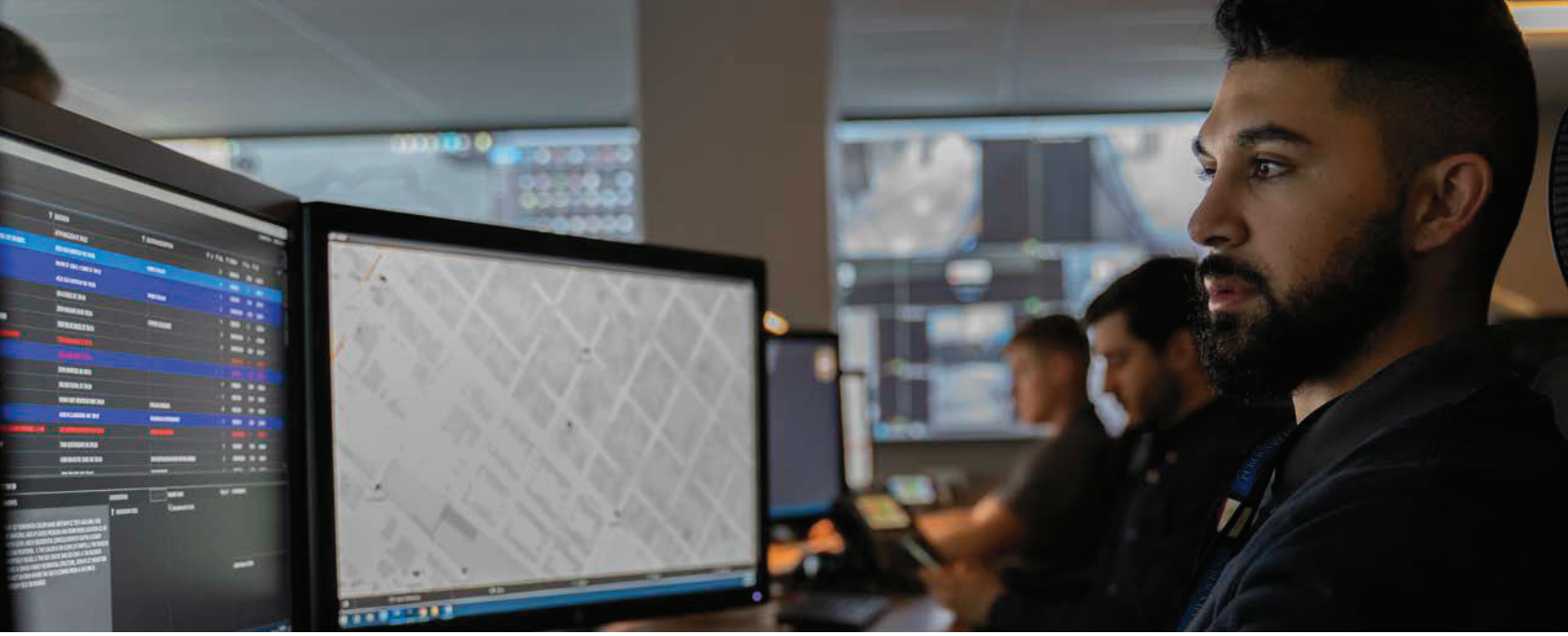
Our experience with NGCS projects of similar size to Broward County, listed here, has given our industry-leading engineers and project managers the expertise to ensure that we can design and deliver a routing system that will meet the needs of Broward County.

Motorola's large NGCS customer sites	Annual 911 call volume	Population
New York City, NY	9M calls	8.4M
Chicago, IL	5.5M calls	2.7M
Greater Harris County, TX (Houston area)	4M calls	5.1M
State of Utah	1M calls	3.5M
State of New Mexico	4M calls	2.1M
Maryland: Prince George's County, Anne Arundel County, Baltimore City	3.5M calls	2.1M
Las Vegas Metro	1.2M calls	1.7M

A solution that will deliver for Broward County

We will build on Motorola's record of leadership and success in mission-critical technology to ensure that Broward County gets the NG9-1-1 system it needs. Motorola's Call Routing Service exceeds the requirements in the County's scope of services. We are committed to developing an NG9-1-1 solution for the County that protects every caller, in any location, regardless of the device that they use. Our NG9-1-1 Solution includes the ESInet and the Core Services needed to support voice, data, and multimedia delivery to Broward County's PSAP from any wired, wireless, or IP device. We will provide the County with a solution that provides the following tangible benefits:

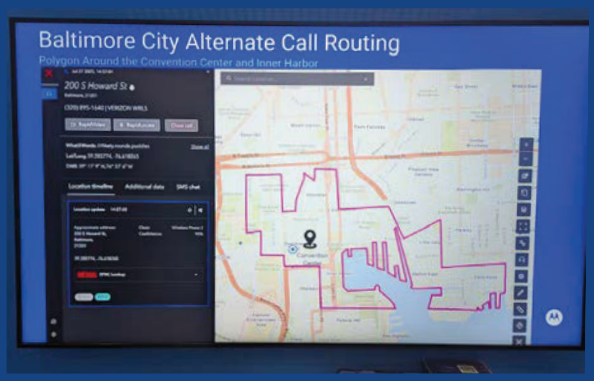
Broward County's Key Objectives	Unique Value of Motorola's Call Routing Service	Benefits to Broward County
Enhanced survivability & resiliency	Our service incorporates carrier and path diversity, leveraging multiple carriers (such as AT&T, Verizon, Comcast) from our network core to eliminate single points of network failure. This focus on diversity in the network continues with the utilization of diverse cloud providers across geographically diverse locations. • Diverse Cloud Providers • Diverse Carriers for ESInet egress from the Core • Diverse Paths to PSAPs, where available • All circuits always active with SDWAN • Any one of nine circuits can support the entire system	Ensures enhanced survivability and network resiliency, crucial for both major weather events and sunny day occurrences.
Improved response time	• Location-based routing for faster call delivery to the correct PSAP. • Faster call setup time.	Improves call response time for any need or function.
Capability for the public to access the PSAP from anywhere, at any time, and from multiple devices	• Alternate Call Paths with customized call routing rules. Polygon-based special event routing. • Unique Policy Routing capabilities with other jurisdictions.	Every call gets delivered accurately and reliably regardless of individual carrier status, weather events, or location.
Interoperability for call delivery, transfer capability, and call processing across agencies, counties, and regions with predefined routing capability	• Proven NENA i3 interoperability with AT&T and INdigital. • Delivery to VIPER 7 in various PSAPs across the US. • Will provide diversity and interoperability in Southeastern Florida	Enables the County to comply with HB 441 to transfer 911 calls and texts both within and outside its jurisdiction.
Improved location information from the 911 caller at the mobile device level	Enhanced call routing capabilities.	Locate every caller quickly and easily, providing a faster response for callers in need.
Network to support voice, data, text, pictures, video, telematics, & multimedia applications from any wired, wireless, or IP device	Service that allows next-generation multimedia services	Ability to receive all types of citizen requests for service (AI, social media, IoT sensor/devices, alarms, voice text, etc.).
No disruption to current 911 operations	Our solution is designed to allow Broward County to maintain its current GIS operations, leveraging the county's existing investment in Motorola tools to automatically provision GIS data into its Emergency Call Routing Function (ECRF).	Continuity of 911 operations is maintained, ensuring a smooth transition to NG9-1-1. The County will not need to change established GIS processes.



Customized event call routing

We include Originating Service Provider (OSP) migration as part of the standard project scope, in line with NENA i3 migration standards. You will be ready to take full advantage of NG9-1-1 call routing and benefits, including future video and multimedia options.

Migrating OSPs immediately has allowed our customers to easily create diverse call routing scenarios tailored to their specific needs, for quicker emergency response.



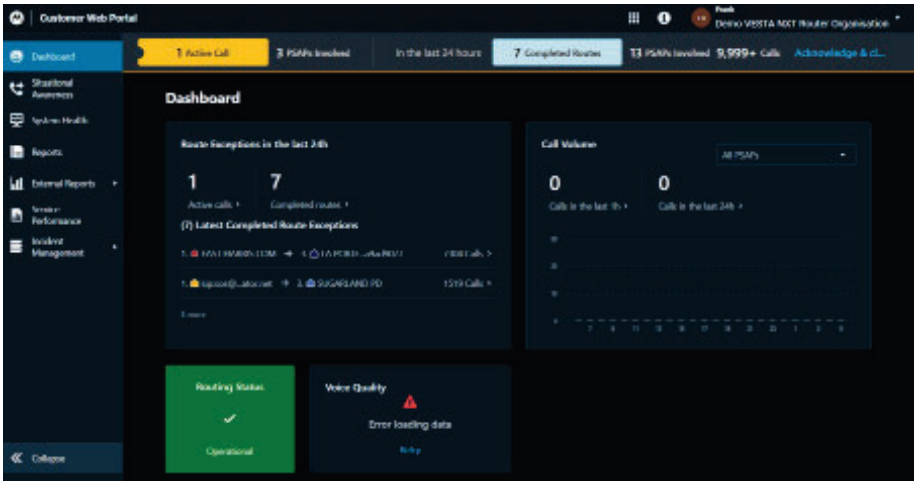
Relevant case study

Baltimore City worked with Motorola to create special event routing for art and music festivals, routing dozens of 911 calls to a designated on-scene command post. They showcased this technology at APCO 2025 by routing live 911 calls from the designated geographic area where the APCO convention was being held. (See a media report on this geofencing).S Our Policy Rules are enabled in the Customer Web Portal for transparency and validation of call routing options.

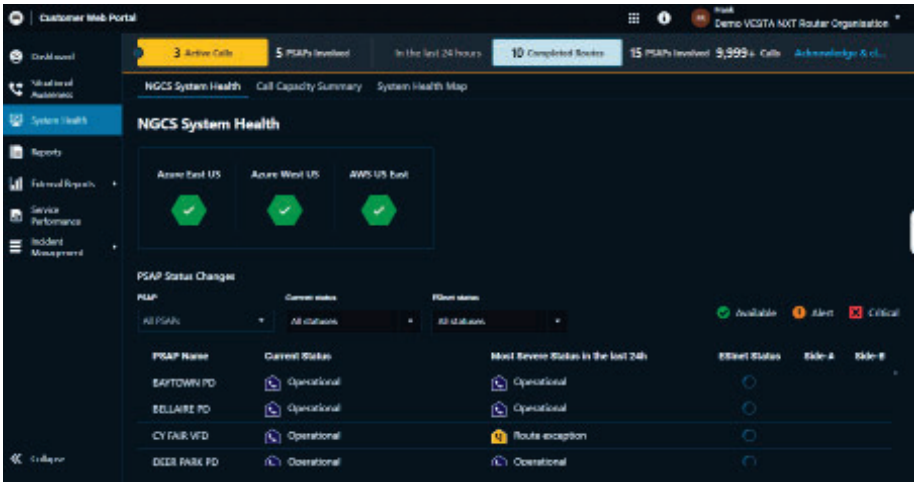
In a similar manner, to provide the quickest emergency service at the Fort Lauderdale International Boat Show, Broward County could implement policy-based call routing. With over 100,000 attendees, this “largest in-water boat show in the world” would benefit from routing 911 calls originating from the area, whether from land or water, directly to a mobile command center for immediate response.

Transparency and accountability of NG9-1-1 service

As part of our core belief that technology serves people, we prioritize transparency. Our Call Routing Web Portal, included as part of Motorola's Call Routing Service, provides this transparency for 9-1-1 through a simple, web-based interface for managing your call routing operations and Emergency Services IP Network (ESInet, tailored to the needs and permissions of each user.



The Web Portal dashboard provides insights and intelligence for operational continuity and ongoing situational awareness



The Web Portal provides a real-time view of the NG9-1-1 System Health

Policy Routing Rules can be created for special events, and enabled in the Web Portal

A proven plan for seamless implementation

Your Motorola team will be with you every step of the way to ensure a successful solution for Broward County. Together, we will engage in proactive planning, purposeful scheduling, and regular communication to ensure that the project stays on track and your NG9-1-1 call routing system serves the County well into the future.

Project management approach and implementation methodology

Following the Project Management Institute's (PMI) Project Management Body of Knowledge, our focus is on aligning the project with the County's goals and expectations. These best practices of project management enable us to deliver a solution targeted to the County's objectives, on time and within budget.

Our experienced project team

Nearly half of our project implementation experts have a background working in PSAPs, and they know how to get the job done right. Our team will be led by our most experienced Project Manager, Robert Adelman, ENP, PMP, who will oversee a team of individually badged employee project management and engineering leaders. This team will work closely with the County's project staff to ensure success.

Capacity and culture to perform

Motorola has the qualified personnel to meet our current and future deployments and commitments, and is fully prepared to support an on-schedule transition to NG9-1-1 Core Services for Broward County. When it comes to execution, our tenacity was on full display during the successful cutover of the P25 system. Even during the height of the COVID-19 pandemic, Motorola and Broward County successfully coordinated with dozens of municipalities to ensure that 10,000+ radios were ready to transition into the new system. Through this partnership, we seamlessly cutover in December 2020!

Project timeline

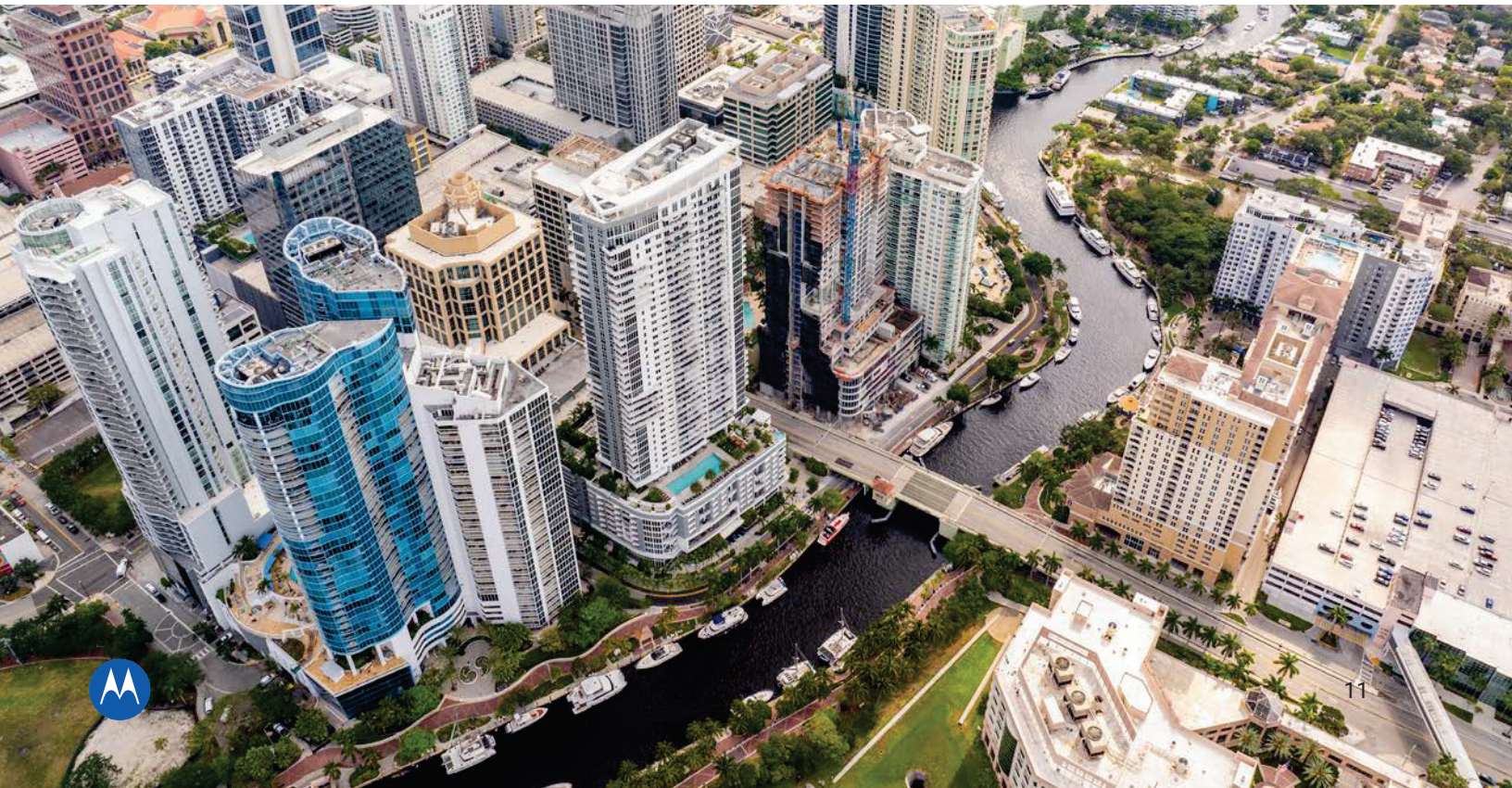
Our project schedule, as outlined below, meets your RFP requirements so that Broward County's first responders and residents are benefitting from this new technology as quickly as possible.

We also include an expedited project plan that streamlines deployment and accelerates this timeline. This alternative approach simultaneously deploys regional and non-regional sites on the ESInet, moving the non-regional PSAP's cutover up by 6 months.

The full schedules for both of these deployment approaches are included in the proposal.

2025		2026						2027		
Nov	**Dec**	**Feb**	**Mar**	**Aug**	**Sep**	**Oct**	**Nov**	**Jan**	**Mar**	**Nov**
Project start	Project kickoff	Location services kickoff	Design review complete Policy route plan workshops complete Location services collaborative review	ESInet Edge HW installed ESInet build complete	Ingress Network complete CHE readiness	Location Services Dual Provisioning starts Regional PSAPs Acceptance Testing starts	Regional PSAPs Acceptance Testing complete Regional PSAPs LDB/ Voice go-live OSP Migrations start	Reporting Services Live (CWP & i3 Logging) Non-Regional PSAPs Acceptance Testing starts	Non-Regional PSAPs LDB/Voice go-live	OSP Migrations complete Final Acceptance

Based on RFP multi-stage go-live requirement



Always there to support your NG9-1-1 service

One of the most critical components to a successful NG9-1-1 deployment is quality, reliable service, and support. Broward County can always depend on immediate technical support from the industry's largest and best-qualified team, regardless of the time, the event, or the underlying problem.

Our offerings exceed Broward County's maintenance and support requirements. We are responsible for all components of the NG9-1-1 Core Services and ESInet service, and will be Broward County's partner for all service and support. Specifically, we provide the following support services:

NG9-1-1 Network and Security Operations Center (NSOC)

Our dedicated NG9-1-1 NSOC is performing 24x7x365 monitoring and cybersecurity management, which incorporates access controls and security aligned with public safety best practices. We will be responsible for early detection of anomalies, managing all trouble tickets, and restoring the system to full functionality. The County will have direct access to the tier 2 and 3 technicians to provide a rapid response to incidents affecting the County's 9-1-1 call routing service.

Local Maintenance and Service

We employ multiple Motorola-certified service and support organizations throughout Florida. Several of these resources support existing service contracts between Motorola and the County. These locally-based and factory-trained personnel will provide 24x7x365 on-site response to issues, providing immediate assistance.

Customer Service Manager (CSM)

Broward County will maintain a single point of contact for all Motorola software products, with Robin Barton continuing in this role. She will also assist Dale Whaley, the primary CSM for NG9-1-1. Both will possess direct knowledge of relevant technology and ensure the reliability required for mission-critical operations. The Customer Service Management Team will remain actively involved in addressing concerns and unique implementations, particularly in preparation for major weather or community events.

Cyber threat protection

Transparency in cybersecurity

Our platform provides a single pane of glass for authorized individuals to monitor the security of your infrastructure and ensure that you're always in the loop. Staying informed is as easy as setting up notification channels that match the way you work.

300+
Security experts focused on 24/7 monitoring & response

100%
Transparent approach to ensure visibility & accountability

9B
Security events proactively monitored each day

20+
Years developing cybersecurity solutions

". . . should your Counties ever take a
impact, be sure to engage Motorola's MERT.
It is their under-advertised, very effe
'get things fixed' team. During Ian, th
were instrumental in the restoration
radio system (generators, microwave
network, etc). Within days all sites th
needed were up and running."

– Paul Filla, Lee County Florida Publi

With you during a disaster

Motorola's Emergency Response Team (MERT)

MERT is a specialized unit dedicated to providing crucial communication support to first responders and public safety agencies during emergencies and disasters. Our core mission is to ensure uninterrupted communication, enabling agencies to stay connected and respond effectively in critical situations.

MERT is prepared to deploy at a moment's notice, capable of establishing a temporary site within days. We employ both proactive and reactive strategies for worldwide events and emergencies. Our team constantly monitors global news to anticipate potential disasters. Once an event is declared, we establish a dedicated 24/7 private phone line to provide continuous support during those critical moments.

Even before Hurricane Milton hit the coast of Florida as a Category 4 storm, Motorola had technicians on the ground ready to address any potential impact to our customers' public safety networks. Additionally, we worked with our customers in advance to enact pre-planned rules to reroute 9-1-1 calls to PSAPs that were outside the projected storm path, thus ensuring 9-1-1 calls would continue to get through even during the height of the storm.

Motorola's commitment to Broward County

As your neighbors, we are deeply invested in the well-being of this community. We have been proud supporters of many Broward County events and organizations:

Motorola-sponsored FIRST Robotics engineering club for local high school students, helping prepare young people for the future by fostering their interest and skills in STEM fields.

Broward League of Cities, focused on resolving issues facing Broward County's 31 cities and municipalities.

For Paul Foundation, supporting, honoring, and providing education for EMS, Ambulance Personnel, Medical Flight Services, and their families.

Lauren's Kids, educating adults and children about sexual abuse prevention through in-school curriculum, resources for families, awareness campaigns, and speaking engagements around the country and the world.

Motorola Annual Summer Engineering Mentorship Program, mentoring and supporting high school students in the exciting opportunities in architecture, construction, and engineering.

Broward Police Benevolent Association, championing the job security of Law Enforcement Officers.

American Red Cross Broward Chapter, responding to local disasters, providing services to military families, teaching life-saving skills, and engaging in international humanitarian efforts.

Motorola's annual "Bring Your Child to Work Day," introducing children to the world of work, broadening their career horizons, and inspiring them to pursue their future goals, while strengthening the connection between families and the workplace.

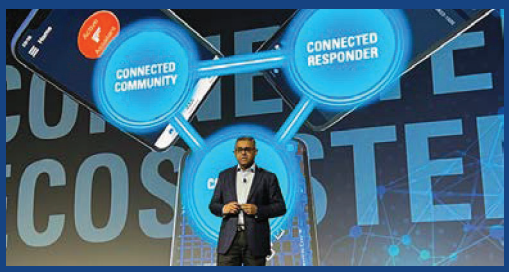
We also serve our communities through The Motorola Solutions Foundation, which has donated more than $100 million over the past 10 years, prioritizing support for first responders, technology and engineering education, and underserved and underrepresented groups. Motorola has long been committed to operating responsibly. To learn more about our giving in 2024, we hope you will look at our annual summary.

Investing in the future

Our partnership with Broward County is one we deeply value. You've trusted us for your P25 radio system, Computer-Aided Dispatch (CAD), GIS Data remediation, and video security needs – we're proud of our collaborative efforts to overcome complex challenges and develop solutions that empower your personnel to deliver exceptional emergency services.

This is a pivotal moment for the County, and Motorola is uniquely positioned to help you look toward the future. As you transition to a next-generation system, we are ready to develop a public safety ecosystem that can evolve with new technologies like Artificial Intelligence (AI), cloud-based solutions, and the Internet of Things (IoT). This strategic approach will optimize your existing Motorola technology, maximizing its value and creating a powerful flow of information from the initial caller to the telecommunicator, and ultimately to the first responder in the field.

Motorola has the human capital and technical resources – in place, on the ground in Florida, and ready for deployment – to help you establish your vision for next-generation services as the standard in the County. We are not just experts in technology; we are your local partner, dedicated to ensuring that every piece of technology serves the vital mission of helping people in their most critical moments.



Mahesh Saptharishi, Executive Vice President and Chief Technology Officer at Motorola Solutions, has highlighted the potential of technologies like AI-powered video security and communication tools to significantly improve public safety response times and potentially save lives.

Specifically, Saptharishi has estimated that reducing the average 911 response time by one minute could save as many as 10,000 lives annually in the US. This estimation emphasizes the critical role of even small reductions in response times, demonstrating how technologies that shave off seconds can have a profound impact.

Motorola is focused on building and integrating technologies such as AI-powered "smart" cameras, real-time language translation, and information-sharing platforms to achieve this goal. These solutions aim to streamline workflows for emergency responders, provide them with better and faster access to information, and ultimately lead to more efficient and effective emergency responses.

Thank you

Thank you for the opportunity to present this proposal for Broward County's transition to NG9-1-1 call routing. We would be honored to continue our partnership and implement a solution that will deliver exceptional 9-1-1 service, which is vital for connecting individuals in need with help. Our team is 100% focused on helping you achieve the goals of this RFP, and we welcome further discussion regarding our proposal.

To learn more, visit: **www.motorolasolutions.com/NG9-1-1**

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Section 3

Evaluation Criteria Point by Point

Submit responses to all evaluation criterion as outlined below. Vendors that fail to submit information and/or documentation required by an evaluation criterion by solicitation's closing date and time may receive no points (if applicable) for the corresponding Evaluation Criteria. Refer to Instructions to Vendors for additional information. Vendors should structure their proposal to align with the order of the Evaluation Criteria.

1) Ability of Professional Personnel: (Maximum 8 Points)

A. Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff, including subconsultants, intended to be assigned to this Project. Include resumes for the Project Manager and all key staff described. Refer to General Compliance sections for requirements:

Professional Services Requirements:

PS001 Project Management:

PS001.a

The Project Manager (PM) and Senior Technical Lead should remain with the project until all PSAPs are transitioned to the NG911 ESInet and Geospatial Routing. The expectation is that there is continuity and a transition period with any change that is made. The expectation is that there will be a single point of contact with the vendor post implementation.

Motorola Response

Complies

PS001.b

The PM should have project-related decision-making authority and be the primary point of contact between the County and the NG911 Service Provider. The County will review and approve the PM and, if the PM needs to be replaced, the County will review and approve the replacement. The PM should have at minimum, the following qualifications:

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- *Demonstrate the knowledge, skills, and experience as a Program and/or PM.*
- *A minimum of five (5) years of experience managing large NG911 programs and/or projects.*
- *A minimum of three (3) years employed by the NG911 Service Provider.*
- *A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's.*
- *A certification or credential on Project Management.*

Motorola Response

Complies

PS001.c

The NG911 Service Provider should provide the proposed PM's resume.

Motorola Response

Complies

See Exhibit 3 Organizational Chart and Resumes of Key Staff

PS002.b

The plan should describe the schedule, processes, communications, risk and mitigation factors, and detailed integration of functional elements including features that may be staged for implementation such as geospatial routing. The plan should include the following:

1. *Implementation Schedule*
2. *Continuation of Operations (COOP) Plan, including, at a minimum:*
   a) *Lists of critical systems*
   b) *Restoration procedures*
   c) *Exercise or testing procedures*
3. *Post-deployment Operational and System Security Plans*
4. *Detailed description of the activities, personnel, schedule, standards, and methodology*
5. *Acceptance Test Plan, including, at a minimum:*
   a) *Test scripts and method*
   b) *Strategy and procedure*
   c) *Expected results for each element*
6. *Project Plan Change Management process*
7. *Communication Plan, including, at a minimum:*
   a) *Adequate measures to communicate with vendors to resolve issues*
   b) *Communicate resolution end-to-end*
8. *Incident Response Plan*
9. *Incident Communication Plan*
10. *Escalation Procedures*

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11. Risk Register and Mitigation Plans
12. Lifecycle Management Plan
a) System Security Plan
b) Plan of Action and Milestones
13. Product Roadmap

The NG911 Service Provider should provide an example of project plan and the expected project schedule.

Motorola Response

Complies.

1. Implementation Schedule

See Exhibit 4Preliminary Project Plan.

2. Continuation of Operations (COOP) Plan,

See Exhibit 4 Section 7

3. Post-deployment Operational and System Security Plans

See separate Exhibit 5 “NGCS COOP.”

4. Detailed description of the activities, personnel, schedule, standards, and methodology

See separate Exhibit 6 “NGCS Customer Support Plan”

5. Acceptance Test Plan,

See Exhibit 4 Section 1.1

6. Project Plan Change Management process

See Exhibit 4 Section 5

7. Communication Plan

See Exhibit 4 Section 1.3

8. Incident Response Plan

See Exhibit 4 Section 1.2

9. Incident Communication Plan

See Exhibit 4, as well as separate Exhibit 6 Customer Support Plan

10. Escalation Procedures

See Exhibit 4, as well as separate Exhibit 6 Customer Support Plan

11. Risk Register and Mitigation Plans

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Exhibit 6 Customer Support Plan.

12. Lifecycle Management Plan

See Exhibit 4 Section 1.5

See Exhibit 4 Section 1.4

13. Product Roadmap

Please see response to SRGN018 “Product Roadmap”.

All exhibits are attached to the Vendor Proposal.

PS006.b

Monthly or weekly progress reports should contain details relating to the following tasks:

- *Activities to include:*
  - *Accomplishments since the previous reporting period*
  - *PSAP data gathering*
  - *Staging and lab testing*
  - *Installation, set up, and configuration*
  - *Device and circuit installation progress at each site*
  - *Connectivity information for CHE provider*
  - *ALI/Location Database (LDB) transition*
  - *GIS data readiness*
  - *NGCS provisioning status*
- *Updated schedule and comparison to baseline*
- *Issue tracking with classification of issues (i.e., critical, major, and minor)*
- *Pre-cutover testing*
- *Cutover schedule plans*

The NG911 Service Provider should provide an example of a monthly status report.

Motorola Response

Complies.

See Exhibit 7 Example - Broward Co FL NGCS Project Dashboard.

Instead of generating reports, our NGCS project managers use a "Project Dashboard" built in Google Sheets to provide details about various aspects of the project implementation. The Dashboard consists of more than 25 tabs, with 12 summarized to display the overall project progress. It includes links to customer-facing source documents and the actual project schedule WBS in Smartsheet. The example provided will serve as the Dashboard for Broward County; the tabs have been updated with current information and will be expanded as the project progresses.

To view the Dashboard, simply click the link to request access. Access will be granted as soon as possible. Please note, due to internal security measures, only official email accounts will be granted access.

PS007.b

The Technical Lead should have at a minimum, the following qualifications:

- *Knowledge of the latest technology and business models related to NG911*
- *Extensive experience and knowledge of industry standards and best practices regarding NG911*
- *A minimum of three (3) years of experience designing and consulting on large NG911 projects*
- *A minimum of three (3) years employed by the NG911 Service Provider*
- *A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's*

The NG911 Service provider should provide the proposed Technical Lead's resume.

Motorola Response

Complies.

See Exhibit 3 Organizational Chart and Resumes of Key Staff.

PS008.b

The CSR should be involved in the implementation and should have at a minimum, the following qualifications:

- *Knowledge of the NG911 Service Provider's technology and processes related to NG911*
- *A minimum of three (3) years employed by the NG911 Service Provider*
- *Experience managing with a minimum of two (2) years and two (2) NG911 projects of a similar size to the County's*

The NG911 Service Provider should provide the proposed CSR's resume.

Motorola Response

Complies.

See Exhibit 3 Organizational Chart and Resumes of Key Staff.

PS009

Additional Staff and Organization Chart:

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The NG911 Service Provider should submit a proposed functional organizational chart for the NG911 project listing all key staff and the resumes for each assigned staff represented on the functional organizational chart at the time of proposal submittal.

Motorola Response

Complies.

See Exhibit 3 Organizational Chart and Resumes of Key Staff.

B. General Vendor Information

Describe Vendor's operation providing these types of solutions. Refer to General Compliance sections for requirements:

VN001

NG911 Service Provider General Information:

The NG911 Service Provider should provide the length of time that the NG911 Service Provider has been in operation including the following:

- Total number of current employees of the company.

Motorola Response

Complies.

Motorola has been serving public safety since 1928, nearing 100 years in operation.

Motorola has over 21,000 employees globally; 1,350 are based in Florida.

- Rate of employee turnover (percent of employees who resigned in the last full calendar year compared to the number of employees at the beginning of the year).

Motorola Response

Our employee turnover for 2024 is 5.52%; for Q1 of 2025 this rate is 1.43%.

The NG911 Service should provide the provider's subcontractor length of time that have been in operation including the following:

- Total number of current employees of the company.
- Rate of employee turnover

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Motorola Response

Motorola's call routing service does not utilize subcontractors.

VN003

Provide a List of the Top 50 Metropolitan Statistical Areas (MSAs) that are NG911 Clients:

The NG911 Service Provider should provide a list of all the top 50 MSAs for which it provides NG911 services. For each MSA, the NG911 Service Provider shall list the following:

- *Agencies/PSAPs*
- *Types of Service*
- *General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version*
- *Is it part of a statewide or regional system?*

Motorola Response

Complies.

Please see Exhibit 2 General Compliance Detailed Responses for the requested information.

VN004

Be Active in NG911 Standards Development:

The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as the Association of Public-Safety Communications Officials (APCO) International, NENA, the Alliance for Telecommunications Industry Solutions (ATIS), etc. List all committees, work groups, and projects that the NG911 Service Provider participates in and note if any are chaired or lead by NG911 Service Provider staff.

Motorola Response

Complies.

Motorola is a leader or participant in all the organizations identified.

Please see Exhibit 2 General Compliance Detailed Responses for the requested information.

VN005

NG911 Service Provider Description:

The NG911 Service Provider should include a brief description of its company background, including history, experience, products, capabilities, and vision for the future, as well as any distinguishing

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characteristics that delineate its solution from other companies' solutions. The NG911 Service Provider's description should include at a minimum:

- *Background and experience*
- *Company vision*
- *Company financial stability statement*
- *Distinguishing System characteristics*
- *Pending litigation*

Motorola Response

Complies.

Please see Exhibit 2 General Compliance Detailed Responses for the requested information.

2) Project Approach: General System Requirements and Overall Approach (Maximum 15 Points)

Describe Prime Vendor's approach to the project, per the Scope of Work.

Refer to the General Compliance sections listed below for requirements

1. *System Requirements*

SR-GN001

Overall Project Approach:

The NG911 Service provider should describe your approach and include in your proposal, as per the Scope of Work, the project design, architecture, hardware, installation, data integration, system implementation plan, network equipment, training, maintenance and support.

i. *Include an introductory overview describing the proposed system.*
ii. *Address integration with the system, product life cycle(s), capability for expansion and ability to adapt to industry changes.*
iii. *How the primary vendor will use subcontractors, third party vendor(s), third party software integration (if applicable) throughout the project.*
iv. *Identify potential issues or challenges related to the project and describe how your firm's project approach will resolve these issues.*

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Motorola Response

Complies.

See Exhibit 8 ProposedDesign.

SR-GN002.b
The County is planning to implement a NENA i3 Version 2 system at a minimum. The NG911 Service Provider should list any i3 Version 2 components, functions, and/or applications of this standard that are not implemented in the proposed NG911 System; provide an explanation why; and include a roadmap timeframe to implement each component, function, and/or application. The NG911 Service Provider should provide a roadmap and timeframe to migrate to a NENA i3 Version 3 system in the future.

Motorola Response

Complies.

System is compliant with NENA i3 version 3.

SR-GN003 Standards-based Compliance:

All aspects of the proposed system design, deployment, operation, and security provided by the NG911 Service Provider should be in full compliance with industry standards, requirements, and recommendations. SDOs and other entities include, at a minimum:

- *Alliance for Telecommunications Industry Solutions (ATIS)*
- *Association of Public-Safety Communications Officials (APCO) International*
- *Department of Justice (DOJ)*
- *International Organization of Standards (ISO)*
- *Internet Engineering Task Force (IETF)*
- *National Emergency Number Association (NENA)*
- *National Institute of Standards and Technology (NIST)*
- *Open Systems Interconnection (OSI)*
- *Telecommunications Industry Association (TIA)*
- *The Monitoring Association (TMA)*
- *Underwriters Laboratories (UL)*

Motorola Response

Complies.

SR-GN004

Multiple NGCS Data Centers:

The NG911 Service Provider should deploy NGCS at multiple data centers but no less than three geo-diverse sites in such a way that a single major incident cannot impact more than one site. One data center should be in Florida. The NG911 Service Provider shall provide the list of NGCS data center locations.

Motorola Response

Comply with Exception.

Our call routing service is designed to exceed 99.999% of system availability by being deployed in three geographically diverse regions across the US, utilizing two different cloud service providers. Each region supports multiple Availability Zones for redundancy within each region, to fulfill the need that a single major incident cannot impact more than one region. Our regional Availability Zones are interconnected through a Software Defined Network (SDN) IP network fabric, which optimizes network traffic flows and ensures intelligent, fault -tolerant communication among the various redundant application functional elements.

SR-GN005

Data Center Requirements:

All data centers proposed by the NG911 Service Provider, including POIs and aggregation sites, should have a level of protection and capabilities to make the site resilient. Data centers should meet the following:

GN004.1 All power sources are redundant and diverse (i.e., at least two separate circuits) with an Uninterruptible Power Supply (UPS) system and generator backup for a minimum of 72 hours.

GN004.2 Voice and data circuits delivered via diverse entrances into the facilities.

GN004.3 Voice and data circuits delivered from diverse providers to each NGCS host location.

GN004.4 Voice and data circuits delivered from diverse providers to each call-handling host location

GN004.5 Secured rack space or data center

GN004.6 Minimum Tier 3 rated

GN004.7 Hardened facilities that can withstand Enhanced Fujita Scale (EF) 5-category winds up to 318 miles per hour

GN004.8 Must provision circuits in Telecommunications Service Priority (TPS)

GN004.9 Capacity to handle 50% growth without requiring the replacement of any hardware or software components

Motorola Response

Complies.

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SR-GN007.b

The change control process should be integrated into the County's change control process for all changes to:

- *New NG911 features or functions*
- *Security changes (Software, applications and configurations)*
- *Changes to OSP ingress hardware and software*
- *Call delivery to the PSAPs*
- *Any change that will impact the PSAP*

The NG911 Service Provider should at a minimum:

- *Submit all change requests using the County's Change Request Template*
- *Submit all change requests to the County E911 Office for approval*
- *Participate in the change review process, which includes meetings to present all change requests*
- *Provide any additional information or changes to the plan to meet the County's requirements*
- *Obtain approval from the County before making changes*
- *Immediately upon completion of the change, notify the County of the results*

The NG911 Service Provider should describe the change control process used, and the interface between the change control process and the County to include timeframes and notifications.

Motorola Response

Complies.

Motorola employs a detailed, IT Information Library (ITIL)-based Change Management process for its Next Generation Core Services (NGCS) and ESInet solutions to ensure standardized methods and procedures are followed for completing project changes efficiently and promptly. This process is crucial for maintaining service quality and minimizing disruption, especially in mission-critical public safety environments.

Here's a breakdown of our change review process:

- Purpose and Principles:
  - The core purpose of the Change Management process is to ensure that all service change requests to the NGCS services are properly documented, reviewed, and approved by stakeholders prior to implementation.
  - It aims to avoid or minimize the impact of change-related incidents and prevent disruption to day-to-day operations.
  - We also integrate risk assessment activities into every change request, with the Cybersecurity department actively participating in the Change Advisory Board and change control process.
- Initiation and Documentation (Request for Change - RFC):
  - A service Request for Change (RFC) initiates the process.

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  - RFCs can be initiated by either Motorola or client-designated personnel (e.g., Morgan County, NM911, MTDOJ, KY911).
  - The RFC documents the requested service change.
  - Information about changes (e.g., requirements, network services, application patches, software updates, new service requests) is tracked in Motorola's change management system, often ServiceNow.
- Assessment and Planning:
  - Our service and engineering staff assess and identify the potential impact, risk, timeline, and any associated costs of the proposed change.
  - The process involves a review and assessment of the RFC, followed by the development of an implementation plan for the change.
  - A crucial step is to determine a rollback (back-out) plan in case unforeseen issues arise. This ensures business continuity and minimizes disruption during migration.
- Approval Process:
  - The Operations Manager often fulfills the role of "Change Manager".
  - The Change Manager ensures the change management process is followed, including proper distribution of notifications and capturing details of the review, approval, and execution process in the system.
  - The RFC may be approved or denied at various steps of the review process.
  - Once final approval is obtained from all engaged parties, the RFC is officially scheduled. Client-specific project managers collaborate with Motorola to determine the impact on scope, cost, and schedule, and document agreed-upon changes on the RFC form.
- Implementation and Monitoring:
  - Upon approval, the change is implemented.
  - For scheduled maintenance, a change request is entered into the IT Service Management (ITSM) tool (ServiceNow).
  - The Operations Manager is responsible for notifying the PSAP of all planned work that may affect 9-1-1 functionality within a mutually agreed-upon period, unless an emergency change must be implemented. Non-emergency changes generally require a minimum of 10 days' notice.
  - We ensure that system updates and security patches are coordinated with clients and impacted PSAP agencies. Critical security updates are expedited through testing and deployed as safely and quickly as possible.
- Post-Implementation Review:
  - After execution of the change, the results are documented for a Post Implementation Review (PIR), usually during the next Change Review Meeting.
  - The process also includes reviewing change performance and formally closing the change process.
  - This problem management process includes long-term retention of information about problems and their solutions, enabling a continuous cycle of improvement to reduce incident frequency and impact.
- Tools and Access:
  - The Customer Web Portal (CWP) provides clients with access to the Service Management System (Motorola Customer Hub or ITSM ServiceNow).

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SR-GN008.b

The step-by-step plan should include the time, duration, responsible party and resources for each step, and contingency plans for any potential failures. The NG911 Service Provider should provide an example of a MOP .

Motorola Response

Complies.

Please see Exhibit 9 NGCS Example MOP Master Template

SR-GN009

Lab Environment:

The NG911 Service Provider should provide a lab environment to simulate the County' environments during the period of performance for testing before live production changes. The NG911 Service Provider shall describe the lab environment, including:

- *Physical or virtual*
- *Locations*
- *Available to County staff*

Motorola Response

Complies.

We can provide a virtual lab environment from a cloud native instantiation of the call routing service to which Broward County's VIPER lab may connect. The cost of this dedicated lab instance will be determined during the negotiation phase.

SR-GN010.b

All testing results should be included with the information on the system changes for the County's approval before implementation in the production systems. The County reserves the right to observe testing and add additional tests. The NG911 Service Provider should describe the testing process.

Motorola Response

Comply with Exception.

Motorola will work in good faith with Broward County regarding configuration changes and feature enablement as it relates to Broward County. The call routing service that Motorola offers is structured as a shared nationalized multi-tenant service, and not isolated to Broward County. Hence Motorola cannot permit the observance of our internal testing or ongoing lifecycle updates as they are applicable to multiple customers.

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SR-GN011

Interconnection of the NG911 Service Provider Lab to the County Test Environment:

The NG911 Service Provider should interconnect to the County test environment. The County is developing a test environment that will include test systems for CHE and other systems. Interconnection to the County's environment allows the County to also test changes across these other systems prior to applying a change to the production systems.

Motorola Response

Complies.

We can provide a call routing service virtual lab environment from a cloud native instantiation for Broward County staff to connect to. The cost of this dedicated lab instance will be determined during the negotiation phase.

SR-GN012 Change Notifications:

The NG911 Service Provider should notify the County at least seven calendar days prior to all routine installations, changes, updates, upgrades, and maintenance.

Motorola Response

Complies.

SR-GN013.b

The documents should include call flow diagrams, contingency routing connectivity, proposed NNIs to neighboring counties for interoperability, failover, and backup components including call taking positions in the cloud. The NG911 Service Provider should provide copies of or access to all documentation. The NG911 Service Provider should describe the process and locations of the documentation.

Motorola Response

Complies.

High-level design and NNI documentation is provided in Exhibits 10 VESTA NXT Router NNI 3 OSP and Neighbor Interface Specification and 11 Functional Call Flow and System Diagram. Additional confidential documentation can be provided upon award.

SR-GN017b.The NG911 Service Provider should describe the process to determine which parts are needed and how they are stored and replaced as needed.

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Motorola Response

Complies.

The NSOC will dispatch an onsite tech based on the alarm and trouble ticket of an Edge Device not functioning. Onsite techs will request admission to the PSAP control room to verify hardware status. The tech will bring a spare HA SDWAN Edge Device (the only onsite equipment required) from our local office for replacement, as necessary. The existing device will be repaired or the new device will be configured and tested to ensure service availability. After satisfactory testing the NSOC will resolve the trouble ticket. A new spare will be ordered and placed at the local office.

SR-GN018

Product Roadmap:

The NG911 Service Provider should provide a product roadmap of any NG911 features that are currently not available. The roadmap should include plans and timeframes at the time of proposal submission to roll out of new features and functions such as:

- *Multimedia (e.g., video, images) applications delivered as part of the proposed NG911 System*
- *Artificial Intelligence (AI) systems*
- *Internet of Things (IoT)*
- *User-editable PRF*
    - *Routing rules for each element of the Session Initiation Protocol (SIP) header and the ability to route voice and data based on any element. This should include routing a single session to multiple destinations. This includes a PRF that will permit bridging language translators and the PSAP with the call delivery, or possibilities of delivering voice and video to two endpoints.*
- *Integration with the Nationwide Public Safety Broadband Network (NPSBN) being implemented by the First Responder Network Authority (FirstNet)*
- *Emergency call taking positions in the cloud as another tier of contingency if a PSAP's positions become unavailable or a PSAP is uninhabitable*

Motorola Response

Complies.

Our call routing service is based on the NENA i3v3 standard and we will continue to evolve our service as the standards change.

We are committed to the continuous evolution of our NG9-1-1 offerings, ensuring that the Motorola call routing service remains at the forefront of public safety technology. The following outlines our directional plans and forecasted timeframes for the rollout of new feature themes and capabilities over the next few years:

1. Multimedia (Video, Images) Applications

Our call routing service is engineered to support the exchange of multimedia data beyond traditional voice. Though industry standards in this area have not yet reached maturity, we are actively collaborating with early adopter service and content providers to enable multimedia payloads for both traditional and automated emergency requests. (2026).

2. Artificial Intelligence (AI) Systems

AI is a central pillar of our call routing service's future capabilities, reflecting its role across the entire Motorola portfolio. This vision includes AI -powered call routing, Interactive Multimedia Response (IMR), and Policy Routing Function (PRF). We are committed to integrating AI as a core component of the platform to enhance situational awareness and operational efficiency. (Mid 2027) .

- Key AI Use Cases
  - **Enhanced Call Triage** We will implement advanced AI to analyze call data, such as voice and tone, to intelligently prioritize and flag urgent situations, leading to faster and more directed call routing decisions.
  - **Dynamic Routing and Resource Allocation**: AI will be used to intelligently match incoming requests with the most suitable resources and optimize system performance, ensuring efficient call delivery across agencies, geographic, and political boundaries.
  - **Intelligent Routing Policy:** Our roadmap includes plans to use AI to improve routing policies based on historical data. This will allow the system to learn and adapt for more effective outcomes by providing actionable insights to 911 authorities and response agencies.
  - **Next-Generation Call Automation**: We are developing an AI-powered system that will use real-time processing to understand and triage incoming calls. This provides an initial response and gathers critical information for both emergency and non-emergency situations, making the most of limited resources and amplifying their reach during high-volume periods.

3. Internet of Things (IoT)

Our approach to non-voice-centric (NVC) devices and AI-powered IMR directly addresses the increasing proliferation of IoT devices and sensors. The goal is to move beyond the traditional phone call and integrate data streams from various sources. The AI-powered IMR and ESRP will serve as the intelligence layer that processes data from wearables, connected cars, and other IoT sensors, allowing the system to appropriately route information that can be shared without the need for a human operator. (2027).

4. User-Editable PRF (Policy Routing Function)

Motorola's call routing service product development team has plans for enhancing the PRF. This includes the leverage of multiple element state conditions coupled with 911 authority policies to empower agency stakeholders. The system will provide intelligent user feedback and safeguards to prevent policy changes or practices that might create negative or undesired results. This is a critical step towards user empowerment. (Q3-Q4 2026).

- **Conditions support**: The PRF will support conditions based on a wide array of SIP header elements, security posture, request URI, additional data, and call source, allowing for fine-grained routing control. (2026)

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- **Actions support**: The platform will support actions such as "notify" and "log," giving users more control over how their routing rules are executed. (2027)
- **Single Session to Multiple Destinations**: The roadmap includes an Intelligent Messaging & Routing feature with the ultimate goal of "ad-hoc routing and message crafted ad-hoc." This points to the ability to route different components of a single session (e.g., voice, video, data) to multiple destinations, such as bridging a language translator with the PSAP or routing voice and video to separate endpoints. (2028).

SR-GN021

Abandoned Call Backs:

In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during a NG911 Service Provider outage, the NG911 Service Provider should provide real-time reporting or a portal that provides on-demand real-time access to retrieve a list of callers, each individual address or location, time and date of call, and the 10-digit number from which the caller contacted the PSAP for call back.

Motorola Response

Complies.

SR-GN024

Proprietary Components:

The NG911 Service Provider should indicate which components of the proposed NG911 System are proprietary. Please list the proprietary components.

Motorola Response

Complies.

No Proprietary components are used to deliver our call routing service.

SR-GN025

Alarm Notification

The NG911 Service Provider should provide an alarm notification template for all functional elements and components to be configured based on critical and major alarm conditions with notifications to the

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County. Alarm notification should be provided to the County for alternate routing, rerouting, failover, and overflow routing.

Motorola Response

Complies.

~~*SN001.b*~~
~~*The NOC/SOC should perform the following:*~~

- ~~*The NOC should monitor tickets, open tickets for alarm conditions and dispatch if needed, and initiate failover of any component of the system.*~~
- ~~*Support includes monitoring by onsite live staff, remote response, and onsite response for Critical and Major issues based on the service level defined herein for all NG911 System components.*~~
- ~~*Monitoring will include real-time alarm monitoring at the NG911 Providers Network Operations Center and logging of every alarm with notifications provided to designated staff within the County*~~
- ~~*Response includes remote actions by NOC/SOC staff and dispatching onsite personnel to the data centers, field, or County sites.*~~

~~*The NG911 Service Provider should describe the NOC/SOC role in the proposed System.*~~

~~Motorola Response~~

~~Complies~~

~~See Exhibit 12 Motorola's Network and Security Operations Center (NSOC).~~

Removed by Addendum 3

~~*SN003.b*~~

~~*The County should be notified in advance of all testing and reserves the right to observe testing at its discretion.*~~

~~Motorola Response~~

~~Comply with Exception.~~

~~Motorola will work in good faith to provide notifications regarding testing as it relates to Broward County. The call routing service that Motorola offers is structured as a shared nationalized multi-tenant service, and not isolated to Broward County. Hence Motorola cannot permit the observance of our internal testing or ongoing lifecycle updates.~~

Removed by Addendum 3

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SN006

System and Organization Controls (SOC) Compliance:

The NG911 Service Provider should provide the latest SOC 2 compliance report upon contract being awarded and annually within thirty (30) calendar days of completion.

Motorola Response

Complies.

SN007

Cybersecurity Insurance:

The NG911 Service Provider should provide proof of cybersecurity insurance and name the County as additional insured.

Motorola Response

Complies.

SN015

Cybersecurity Framework (CSF):

The NG911 Service Provider should implement NGCS cybersecurity and system security based on the County's CSF, including at a minimum:

- *NG911 security compliance by requirement of NG-SEC*
- *Incident response requirements and notification*
- *Portal and system access – unique username, password (12 characters) with MFA, 90-day expiration of password*
- *SIP encryption*
- *Digital certificates*
- *NIST CSF 2.0 compliance*
- *TDoS detection and mitigation*
- *Distributed Denial of Service (DDoS) detection and mitigation*
- *Third-party audits allowed with initial audit during preliminary acceptance*
- *Implement authentication/passwords policy that defines authentication and password requirements.*
    - *Minimum 12 characters*
    - *Mixed case*
    - *One unique character*

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- *Remember last three passwords*
- *Quarterly review of Access Control Lists (ACLs)*

Implement MFA for certain mission-critical accounts, at a minimum.

Motorola Response

Complies.

SN016

Cybersecurity Plans and Implementation:

The NG911 Service Provider should provide proof of the following plans, policies, processes, and implementations upon contract award:

- *CSF*
- *Incident Response Plan*
- *Incident Response Action Plan*
- *Cybersecurity considerations document*
- *Roadmap to NENA NG-SEC*
- *Unique username and passwords for all system access*
- *Zero trust architecture*
- *Risk Management Plan/Strategy*
- *Cybersecurity controls (e.g., TDoS, DDoS, ransomware attacks)*
- *SIEM integration*
- *NG-SEC compliance and controls*
- *Backup procedures*
- *Restoration procedure*
- *After-Action Review (AAR) process*
- *Cybersecurity maintenance and administration policy to ensure confidentiality, integrity, and availability for on-premise and hosted NG911 System components, which includes:*
  - *Patch Management*
  - *Antivirus*
  - *Time Synchronization*
  - *Security Event Logging*
  - *Backups*
  - *Remote Access*

Continuous security monitoring, detection, and response policy-defining cyber security monitoring and how often that information will be reviewed.

Motorola Response

Complies.

VN007 Alternate Options and Systems:

The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all requirements stated in the form of a "should" requirement only.

Motorola Response

Complies.

Added per addendum 3

VN007 Mean Time Between Failures (MTBF)

The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama.

Motorola Response

Complies.

MTBF for Motorola's 911 call routing service in the state of Florida for the past 24 months is 8,759 hours.

Added per addendum 3

~~*SN019*~~

~~*Third Party Audits:*~~

~~*The NG911 Service Provider should permit the County to engage third-party security auditors to examine the provided NG911 System. These audits will be no more frequently than annually, and the first audit can be as early as the Preliminary Acceptance Testing period.*~~

~~**Motorola Response**~~

~~Complies~~

Removed by Addendum 3

NG9111 Processing

SR-GI001.b

The County understands the importance of GIS data to the successful operation of an end-state NG911 System. The County has heavily invested in building and maintaining a robust GIS program serving multiple departments and government agencies. While the County will work with the NG911 Service Provider to ensure the County's GIS meets the needs of the NG911 migration, the County should not be required to customize the GIS data or maintain multiple versions or GIS data or workflows to meet the needs of the NG911 Service Provider.

Motorola Response

Complies.

Call Routing

SR-CR002.b

The NG911 Service Provider should develop and provide specifications that will enable other ESInets to interwork with the County's NG911 System at least sixty (60) days in advance of the first PSAP implementation. The NG911 Service Provider should describe how this will be accomplished in the future.

Motorola Response

Complies.

Please see Exhibit 10VESTA NXT Router NNI-i3 SIP OSP and Neighbor Interface Specification .

As the standards change, testing with other NGCS providers is essential to ensuring interoperability. Motorola tests with other vendors through NENA's ICE program as well as direct lab to lab testing with each vendor. Once testing is complete a new NNI will be documented and agreed upon between the vendors. NG9-1-1 is an evolution and a good change management process ensures interoperability during every update of the standards.

Call Processing

SR-CP002.b

To support the VIPER 7 Functions, the NG911 Service Provider should provide examples where the NG911 Service Provider has provided the required documentation and agencies where the NG911 System has been interconnected to a VIPER 7 CHE.

Motorola Response

Complies.

Our call routing solution currently services the following customers/PSAPs which utilize VIPER 7 call handling equipment:

- McLennan County EAD, TX

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- Greene County, MO
- Monroe County, FL
- Lincoln County Sheriff's Office, NM
- Mescalero Apache Tribal Police Department, NM
- Pecos Valley Regional Communications Center, NM
- Ruidoso Police Department, NM

SR-NR005

Wireless Connectivity:

The NG911 Service Provider should provide an NG911 System to use satellite, public safety broadband networks, or other long-term evolution (LTE) or wireless connectivity as a tertiary backup for connectivity. The NG911 Service Provider should provide a list of all available methods that have been deployed in other agencies with similar proposed NG911 systems.

Motorola Response

Complies.

Our system implementations use High Availability SD WAN edge devices for the PSAP's ESInet connectivity. The circuits connected to these devices are always active. We have implemented systems that utilize MPLS, Dedicated Public Safety Broadband, Commercial Managed Broadband, LTE, and LEO Satellite.

TIME001

Implementation Timeline:

The NG911 Service Provider should provide a detailed timeline of all activities and the duration of each associated with the proposed implementation for the County with a breakdown of activities for Regional and Non-Regional PSAPs. The NG911 Service Provider should achieve Go-Live for the Regional environment within twelve (12) months of the Project Kickoff meeting and Non-Regional Go-Live within fifteen (15) months of the Project Kickoff meeting.

Motorola Response

Complies.

SR-EH001

Onsite Equipment List:

The NG911 Service Provider is expected to install some equipment in County facilities. The equipment may include network termination devices, network demarcation extensions, fiber or copper cabling, routers, network switches, or activation devices such as abandonment switches. The NG911 Service

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Provider should provide a list of all devices, quantities, makes, models, power requirements, heat loads, locations, and cabling types that will be installed in any County facility.

Motorola Response

Complies.

All PSAP locations that are connected to the call routing service will have a pair of Arista SDWAN Edge 720 (or similar) devices installed in a high availability HA) configuration for ESInet connectivity. The Network connections to the device will be fiber or copper based on the network cabling available to the Network provider. The typical power consumption for the device is 30 watts and heat load is 102.36 BTU/hour.

All PSAP locations will have two Fortigate 70g firewalls deployed in high-availability mode to which all appliances can connect and gain the resiliency of the SDWAN ESInet connectivity. These firewalls consume an average of 12.3W and a maximum of 12.8W.

Each PSAP will have a Motorola Emergency Data Gateway device for MIS data collection and the power consumption is 36W.

Note: Dependent upon when the system is installed the make/ model of this device maybe replaced with an equivalent model.

SR-EH002

Onsite Equipment Space Needed:

For each device, the NG911 Service Provider should describe how it will be mounted in the facility and how much wall or rack space will be required for the device, including any required standoff distances.

Motorola Response

Complies.

All CHE host locations that are connected to the call routing service will have a pair of HA AristaSDWAN Edge 720 (or similar) devices, a pair of Fortigate 70g firewalls and 1 Motorola Emergency Data Gateway installed:

These devices require a total of 5U’sof rack space. The rack is installed in the customer's cabinet, usually immediately adjacent to the CHE firewalls.

Note: Dependent upon when the system is installed, the make/ model of this device may be replaced with an equivalent model.

SD004.b

The NG911 Service Provider should provide a functional Call Flow and System Diagram to represent their proposed solution. The Diagram should depict the requirements outlined in this Scope of Work.

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Motorola Response

Complies.

See Exhibit 11 Functional Call Flow and System Diagram.

TS005

Test Numbers:

The NG911 Service Provider should provide test numbers that simulate different call types—at a minimum, wireline, wireless, and VoIP.

Motorola Response

Complies.

GL001.b

The plan should be a step-by-step event plan with every activity along with the expected duration of each activity.

- *Go-Live will occur after the successful completion of Preliminary Acceptance Testing*
- *The NG911 Service Provider will cutover each PSAP within the same environment as defined by County.*
- *The County will determine the order in which each PSAP will cutover and the timeframe between cutover.*
- *The NG911 Service Provider should provide the list of other 3rd party Technical Resources required for the cutover.*
- *The NG911 Service provider should provide Go/No Go checkpoint throughout the cutover process.*

A copy of an example cutover plan should be provided in the proposal.

Motorola Response

Complies.

See Exhibit 4 Preliminary Project Plan Section 2 for Cutover Plan example.

See Exhibit 6 NGCS Sample Customer Support Plan.

GL004

Escalation Procedures

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At the completion of cutover, the NG911 Service Provider should provide escalation procedures with the name and title of the contact, cell phone number, and email address of each level of management, up to the Chief Operating Officer (COO), to ensure that all service levels are met.

Motorola Response

Complies.

Once the contract is awarded, you'll receive a detailed list of our escalation team members, including their names, email addresses, and phone numbers, for each level of management assigned to your account. This information will be updated at the completion of cutover to ensure it's always current.

You'll also have a dedicated Customer Service Manager (CSM) who will serve as your primary point of escalation throughout the contract, ensuring that all service levels are met.

For a comprehensive overview of our support structure and communication plan, please refer to the Sample Customer Support Plan in Exhibit 6.

TRN007

Recording of Training Sessions:

The NG911 Service Provider should record all training sessions required above for playback later.

Motorola Response

Complies.

TRN008.b

The NG911 Service Provider should provide an example of all training curriculums in their proposal.

Motorola Response

Complies.

See Exhibit 4 Preliminary Project Plan, Section 3.

TRN009

Training Materials:

Each training session attendee should be provided with learning materials (e.g., student handbook, user guides, etc.). The NG911 Service Provider should provide an example student handbook.

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Motorola Response

Complies.

TRN010

Training Materials Provided Electronically:

All training materials should be provided electronically in native format (e.g., PowerPoint, Word, etc.) to the County and shall be updated throughout the terms of the contract.

Motorola Response

Complies.

TRN011 Web-based Training:

Web-based training should be provided during the contract period for use by the County for refresher and initial training as needed.

Motorola Response

Complies.

TRN012

Training Mode:

The NG911 Service Provider should provide a training mode to deliver calls to positions. This should include the following:

- *Ability to direct training calls to a specific PSAP*
- *A minimum of two (2) test call numbers for each environment and call type (e.g., wireline, wireless, VoIP)*
- *Ability to direct to specific position (optional)*
- *Ability to configure test systems in the user portal (optional)*

The NG911 Service Provider should provide a list of all available test modes and functions available.

Motorola Response

Complies.

We comply with the ability to Direct training calls to a specific PSAP. Simulated test calls using pre-configured test numbers can be used for training. Test calls can be used for the various manual and automatic reroute functions. The test calls may also be used for some network conference (transfers)

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functions dependent upon the destination. The call handling configuration could be leveraged to direct training calls to specific positions and/or queues. The ability to configure test systems will be determined during the negotiation phase.

3) Project Approach: NG911 Solution (Maximum 25 Points)

Security Notification

SN003.b
The County should be notified in advance of all testing and reserves the right to observe testing at its discretion.

Motorola Response

Comply with Exception.

Motorola will work in good faith to provide notifications regarding testing as it relates to Broward County. The call routing service that Motorola offers is structured as a shared nationalized multi-tenant service, and not isolated to Broward County. Hence Motorola cannot permit the observance of our internal testing or ongoing lifecycle updates

SN009

STIR/SHAKEN:

The NG911 Service Provider should implement STIR/SHAKEN and pass information including attestation to the CHE. The NG911 Service Provider shall describe how this has been accomplished in other locations with VIPER 7.

Motorola Response

Complies.

The call routing service from Motorola will support STIR/SHAKEN facing OSPs that remit 911 calls to our network in the 1st quarter of 2026.

Our call routing service will pass through STIR/SHAKEN information provided by the OSPs in locations with VIPER 7 and other call handling solutions.

SN010.b
The NG911 Service Provider should provide transactional logging information for each functional element (i.e., Emergency Services Routing Proxy [ESRP], Legacy Network Gateway [LNG], BCF, PRF,

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Location Validation Function [LVF], Legacy Selective Router Gateway [LSRG], Spatial Interface [SI], and Emergency Call Routing Function [ECRF]). The transactional database logs for 911 calls should include calling number, SIP header information, routing destination, call or record process success/failures, transfers, ALI database transactions, and alternate routing, which includes call counts. The log retention period should be a minimum of thirty (30) calendar days.

Motorola Response

Complies.

SN011

System Logging Repositories:

The NG911 Service Provider should provide transactional logging repositories at two different data centers for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The log retention period should be a minimum of thirty (30) calendar days.

Motorola Response

Complies.

SN012

System Log Retrieval:

The NG911 Service Provider should provide a user-friendly portal to retrieve transactional logs in near real-time for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The NG911 Service Provider should provide a process to retrieve the logs.

Motorola Response

Complies.

Authorized personnel with the applicable credentials can access the web-based reporting system to run reports associated with transactional logging in near real-time as i3 events are sent from functional elements as they occur without having to wait until call disconnect.

SN013 Security Information and Event Manager (SIEM):

The NG911 Service Provider should integrate with the County's SIEM Splunk Tool (when deployed) for onsite logging events. The log retention period should be a minimum of 30 calendar days.

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The NG911 Service Provider should provide the County access to the logs of other systems and devices in the NG911 System for tracking the calls and issues. The log retention period should be a minimum of thirty (30) calendar days.

Motorola Response

Complies.

SN017

User Notifications and Communications:

The NG911 Service Provider should have a system that performs outward notifications and updates of customer tickets through phone, email, and text. The NG911 Service

Provider shall notify the County via the contact methods provided of all NG911 Service Provider infrastructure failures and/or outages within 15 minutes of discovery. For all outages, the NG911 Service Provider must also contact the 911 Coordinator via phone

Motorola Response

Complies.

SN020

TDOS and DDOS Prevention:

The NG911 Service Provider should implement hardware, software, and training to identify, respond, and prevent TDOS and DDOS attacks as a part of the proposed NG911 System. The NG911 Service Provider shall describe the process to identify respond and prevent TDOS and DDOS attack.

Motorola Response

Complies.

Motorola addresses TDoS and DDoS attacks with a multi-layered approach that includes technical measures, operational strategies, and robust monitoring. Our NG9-1-1 system integrates protection through:

- Core Principles: Call authentication and validation, call routing intelligence, traffic management, real-time monitoring and response, capacity planning and scaling, SIEM, regular security assessments, network-level mitigation, firewall protection, intrusion detection/prevention, traffic scrubbing, and rate limiting.
- Response Mechanisms: Our call routing service can react to confidence levels in incoming calls to identify and differentially route potential malicious traffic. Our Network &Security Operations Center (NSOC) provides 24/7 surveillance and rapid response to issues, including TDoS and DDoS attacks.
- Security Posture: Our system hardening is based on NENA NG-SEC standards and DoD JITC Information Assurance (IA) certifications. We employ a principle of least privilege, adhere to a

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"deny-all" firewall posture, and incorporate CSRIC Best Practices, ISO 27001, 31000, NIST SP 800-30, 800-53, and the NIST Cybersecurity Framework.

- System Resilience: The NG9-1-1 system is engineered with no single point of failure, utilizing multiple layers of redundancy across three cloud availability regions (diversified across at least two cloud providers and multiple availability zones). Redundant network paths from different carriers and dynamic routing protocols provide rapid failure detection and automatic failover.

IN003

Multiple POIs:

The NG911 Service Provider shall provide multiple POIs for OSPs both locally and nationally with a minimum of four POIs. ~~— at least two within Broward County. Having local and national POIs will provide OSPs with interconnection choices. The NG911 Service Provider shall list the locations of all POIs that will be used.~~

Motorola Response

Complies.

We have 3 TDM POIs within 100 miles of Broward County, as well as national SIP POIs for Wireless carriers, VoIP carriers, and some LECs such as AT&T.

Motorola's comprehensive network design for Florida OSP interconnections exceeds the number of required POIs.

- SIP: Orlando
- SIP: Tampa

In LATA (within 100 miles):

- TDM: Miami
- TDM: West Palm Beach
- TDM: Pompano Beach

In State/Out of LATA:

- TDM: Clearwater
- TDM: Tampa
- TDM: Pensacola
- TDM: Ft. Myers

Florida OSPs have multiple interconnections with Motorola ensuring no single points of failure.

We are prepared to share additional location details in a confidential manner.

We also maintain National POIs at Chicago, Dallas, Los Angeles, and Seattle.

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SR-GI013

SI Provisioning:

The NG911 Service Provider should pull GIS data from the County GIS data repository rather than require the County to push (upload) GIS data to the SI. The data pull can be automated by the NG911 Service Provider or scheduled by the County.

The NG911 Service provider shall describe the process used and how the County's preference can be integrated into the proposed NG911 System.

Motorola Response

Complies.

The County's GIS data already resides within our Spatial Interface, as the County has already invested in a GIS project with Motorola. Therefore, that GIS data can be directly provisioned to the ECRF and LVF without any changes to the County's processes.

We are intimately knowledgeable of the County and Cities' maintenance and upload processes as well as the reporting of errors within the GIS and property appraiser's datasets.

DAT – Data processing

DAT001.b

The NG911 Service Provider should describe the GIS upload process to include the access, steps, and ease of use.

Motorola Response

Complies.

The current process is zipping a File Geodatabase and uploading it using sFTP which requires credentials for access. In the near future a Web Portal will provide the same capability with a much more user-friendly interface. The Spatial Interface will also have the capability to accept other ancillary layers and reformat outputs supporting other mapping systems such as CAD and PSAP mapping applications.

DAT003.b

The NG911 Service Provider should describe the process to manage PRF routing plans.

Motorola Response

Complies.

Our Customer Web Portal (CWP) serves as a central interface for managing and monitoring the call routing service, including PRF. Authorized users, such as PSAP personnel, can view, modify, and customize PRF functions and rules. The activation and deactivation of PSAP abandonment strategies,

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which are part of policy routing, are also accomplished via the CWP by properly credentialed users The CWP provides real-time visibility into the health and performance of the call routing service and ESInet network, showing PSAP status and policy route deviations.

These rules can be configured based on various factors, including call type (wireline,wireless, VoIP), caller location, originating service provider (OSP) of the trunk, or trunk group (While the LNG is still in use).

For example, the City of Baltimore has utilized special event routing for large art festivals and the recent APCO conference,with geo-fencing established to route 9-1-1 calls to a local command post on scene.

SR-CR003.b
The NG911 Service Provider should work with the County to design all the rules, policies, and algorithms that will be available to route calls similar to the routing groups currently in place. Describe how this process will be accomplished.

Motorola Response

Complies.

During deployment, our project managers and system engineers collaboratively work with PSAP personnel to develop custom policy routing rules tailored to the PSAP's operational requirements. This includes supporting call transfers, selective transfer agencies, and alternate, overflow, and abandonment routing.

SR-CR004

Distribution of Calls to PSAPs:

The NG911 Service Provider should route calls similar to the routing groups currently in place, including call labels/tags required by the CHE for various call functions and distribution rules currently in place.

The NG911 Service Provider should describe the method that is proposed to route calls similar to the routing groups currently in place, such as additional circuits, call labels/tags, or setting distribution rules.

Motorola Response

Complies.

Motorola provisions the PSAP configurations in the Router Service based on information gathered during policy routing meetings. This ensures that existing routing logic is captured and applied in the new system.

The PRF is capable of providing relevant flags, such as a "call-diverted flag," to alternate routing destinations, as defined in the NENA i3 standard. This effectively acts as a call label or tag, indicating that a call has been rerouted by policy.

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Motorola ensures that call handling Automatic Call Distribution (ACD) rules and NGCS Policy Routing Function (PRF) rules work in conjunction with each other. This means that if the Call Routing Service cannot deliver a call to the primary designated PSAP, it can be presented to another PSAP, a specific queue, or other destinations, depending on the ACD rules already established by the PSAP.

SR-CR006.b All calls should be routed based on data received. The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in the Regional and Non-Regional environments. Please provide examples of how this was done for other implementation.

Motorola Response

Complies.

For all implementations, Motorola provisions the PSAP configurations in the Router Service based on information gathered during policy routing meetings. This ensures that existing routing logic is captured along with new capabilities and applied in the new system.

A key aspect of supporting existing call functions and distribution rules is the ability to map Emergency Services URIs (ESURIs). Customers have configured their CHE to map these ESURIs to specific VDNs (Voice Dialing Numbers), queues, or other internal distribution mechanisms as required to support their normal operating procedures.

Policy Routing Rules (PRR) can be set to deliver calls to the PSAP Host servers based on the ESURI if the Load Balancers cannot be reached for any reason.

All of our customers have PRRs set for rerouting under conditions of abandonment, inability to connect, and overflow. They are routed to a new SIPURI (ESInet) or TelURI (10-digit dialing). Most route to adjacent agencies, not to another part of the same system. Some route to various agencies based on the geographic location of the call.

SR-CR008

Regional PSAP Routing:

The CHE has been implemented to provide advanced routing capabilities. These capabilities are expected to remain. Regional PSAP routing should include:

- *Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today*
- *Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP*
- *Ability for the VIPER CHE to distribute calls to all PSAPs regardless of the proper PSAP*
- *Ability of the VIPER CHE to identify the proper PSAP and distribute to the proper PSAP when needed (CAD failure operations)*

The NG911 Service Provider should describe the system that is proposed and how these capabilities will be accomplished.

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Motorola Response

Complies.

The existing VIPER routing capabilities can be retained, but may have to be adjusted as we move from TDM call delivery from the OSPs into i3 call delivery which no longer has designated trunks. The ESURI will be used by VIPER as well as other information carried within the SIP header to determine the best route for that call to take within the CHE.

The following information is included within an i3 call:

- ProviderInfo
- CallInfo
- SubscriberInfo
- DeviceInfo

The information contained in these header blocks can be used to determine VIPER's proper distribution of the call. Other labels/Tags will be available such as a reroute notice if the original PSAP was not available.

SR-CR009

Non-Regional PSAP Routing:

Non-Regional PSAP routing should include:

- *Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today*
- *Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP*
- *Ability for the VIPER CHE to distribute calls to the proper PSAP*

The NG911 Service Provider should describe the system that is proposed and how these requirements will be accomplished.

Motorola Response

Complies.

The existing VIPER routing capabilities can be retained, but may have to be adjusted as we move from TDM call delivery from the OSPs into i3 call delivery which no longer has designated trunks. The ESURI will be used by VIPER as well as other information carried within the SIP header to determine the best route for that call to take within the CHE.

The following information is included within an i3 call:

- ProviderInfo
- ServiceInfo
- SubscriberInfo
- DeviceInfo

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The information contained in these header blocks can be used to determine VIPER's proper distribution of the call. Other labels/Tags will be available such as a reroute notice if the original PSAP was not available.

SR-CR010.b
The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in each environment for the following predetermined emergency scenarios at a minimum:

- *Loss of primary route to a host load balancer*
- *Loss of primary and secondary route to a host load balancer*
- *Loss of all routes to a single host in a single environment*
- *Loss of all routes to two hosts in a single environment*
- *Abandonment of a PSAP*
- *Abandonment of a single PSAP with transfer to another environment*
- *Abandonment of two PSAPs with transfer to another environment*
- *Loss of single environment*
- *Use of out-of-county PSAPs as backup PSAPs*

The NG911 Service Provider should describe how each scenario above can be processed by the proposed system with limited or no human intervention.

Motorola Response

Complies.

We will set up call flow meetings with the PSAPs to ensure continuity of business under each of these listed conditions regarding loss of route(s) to host(s) or PSAP(s).

Motorola will establish baseline Policy Routing Rules based on Broward County's desire to maintain and enhance the resiliency of the current routing capabilities. The PRF acts in a hierarchical fashion and allows for many alternate route solutions based on multiple criteria.

NGCS provides much more flexibility in defining those routing rules when, as with the service for Broward, Geospatial routing is incorporated in the route determination.

SR-CR011

Geofencing:

Geofencing and routing calls to specific call takers/positions/queues/ring groups are needed as part of the County's requirements. The NG911 Service Provider should ensure selected positions, PSAPs, or resources can be dynamically removed from receiving non-incident/event 911 calls. The NG911 Service Provider should describe the process, signaling, or tagging that would be used in the proposed NG911 System to accomplish this requirement.

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Motorola Response

Complies.

Unique URIs can be used to send to a specific PSAP queue, and upon PRF enablement by the PSAP, can be redirected to another PSAP (e.g., Mobile Command Center) or PSAP queue for separate handling. For dynamic geofencing, a set of unique URIs associated with unique queues should be defined and implemented together so that call takers are already in the new queue when the PRF is enabled. The City of Baltimore has utilized special event routing for large art festivals and the recent APCO conference, with geo-fencing established to route 9-1-1 calls to a local command post on scene.

SR-NR007

All Circuits Used:

To ensure all connectivity is always available, all primary circuits should be used in normal operation to process traffic. Secondary and tertiary circuits should be active daily. The active secondary and tertiary circuits will demonstrate that the circuits are available and can support live traffic. The NG911 Service Provider should describe the method that will be used to accomplish this requirement and describe any types or specific circuits that may not be used in normal operation and why.

Motorola Response

Complies.

All circuits will be active all the time as we are using High Availability SD WAN edge devices for the PSAP's ESInet connectivity. There will be no need for a failover plan from one circuit to another. Whether it is MPLS, Commercial Managed Broadband, LTE, and/or LEO Satellite, all paths will be maintained in an active state.

SR-NR008.b
The NG911 Service Provider should describe the monitoring methods and the process to provide notifications to the County when circuits are unavailable.

Motorola Response

Complies,

Motorola provides a comprehensive approach to circuit outage notifications and network management for NG9-1-1 services, designed to ensure rapid response, transparent reporting, and high system availability.

Here's how Motorola addresses circuit downtime notifications:

- Proactive Monitoring and Automated Alarming
    - Motorola's dedicated Network Security Operations Center (NSOC) actively and continuously monitors all network, computing, and software elements of the call routing

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service and ESInet infrastructure 24x7x365. This monitoring system includes probes actively polling the ESInet infrastructure.
    - Event and performance metrics are forwarded to the NSOC for real-time analysis and historical trend identification.
    - If a probe becomes unreachable or an issue is detected, a trouble ticket is automatically generated in the Service Management System, logging detailed event information. These alarms are correlated and presented as incidents within NSOC dashboards for immediate response.
- Multi-Level Notification System
    - Notifications are supported through multiple channels, including phone calls, email, and SMS text messages.
    - Motorola's Service Management System provides auto-generated notifications based on defined thresholds, such as the severity of an issue, activity type (e.g., change authorization request, pre-scheduled maintenance), or a threshold breach on a network or component.
- Rapid Response and Communication Timelines
    - For Critical (Severity Level 1) incidents, defined as significant degradation or total loss of critical functionality with no workaround, Motorola aims to provide notification within 15 minutes. For these critical issues, hourly updates are provided.
    - For High (Severity Level 2) incidents, involving significant degradation where a workaround may be available, notification is provided within 30 minutes, with updates every two hours.
    - Updates for Critical and High incidents will include the nature of the outage, its best-known cause, geographic scope, estimated time for repairs, and other useful management information.

SR-DL001

Call Egress/Call-Delivery Circuits:

The NG911 Service Provider should provide the call egress/call-delivery circuits and associated infrastructure to meet the following requirements:

- *Diverse entrance facilities for core sites*
- *Diverse entrance facilities to all call-handling host locations that the County deploys, whether local, remote data center, or cloud-based*
- *No single point of failure*
- *Use open standards*
- *IPv4 and IPv6 dual protocol stacks*
- *Border Gateway Protocol (BGP) utilizing bidirectional forwarding detection*
- *Multicast routing and switching*
- *Quality of service (QoS) marking using Differentiated Service Code Point (DSCP) to ensure the highest voice quality for all 911 calls*
- *Have a network traffic convergence of less than 54 milliseconds (ms)*
- *Maintain an MOS of 4.0 or better at the handoff to the CHE*

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Motorola Response

Complies.

SR-DL004

Abandonment Switches:

The NG911 Service Provider should provision one or more abandonment switches at each PSAP, which, when activated, will automatically reroute calls to the pre-defined alternate endpoint for that PSAP based on the required routing configurations used today. Strict administrative policies and procedures will be put in place by the County. The NG911 Service Provider should describe how abandonment switches will be used in the proposed NG911 System.

Motorola Response

Complies.

Motorola's Customer Web Portal provides credentialed users the ability to abandon a PSAP from any location.

The predefined PRF is active and will reroute those calls to their appropriate destination based on the URI and other pertinent information contained within the SIP Header Blocks.

SR-DL005.b

The NG911 Service Provider should describe the functions of the policy-based rules tool and types of rules that can be provisioned by the PSAP, County, and NG911 Service Provider.

Motorola Response

Complies

- Provisioned by authorized personnel from either the PSAP or County:
  - PSAP Abandonment Strategy: Authorized PSAP personnel can activate and deactivate a multi-level PSAP abandonment strategy via the CWP. This includes manual "make-busy" functionality to reroute calls.
  - Alternate Routing Strategies: PSAP personnel can define alternate routing strategies to redirect calls when the primary PSAP cannot receive them (e.g., during outages or evacuations). This can automatically shift calls to other PSAPs.
  - Abusive Caller Mitigation: Authorized PSAP and NG9-1-1 staff can enact policy routing configurations to send calls from abusive callers to a predetermined destination, such as an automated attendant, low-priority queue, or a designated PSAP URI.
  - Policy Routing Customization: PRF rules can be viewed, modified, or customized by PSAP and agency administrators to optimize routing based on their specific operational requirements.
  - Call Type-Based Routing: Rules can be configured based on call type (e.g., wireline, wireless, VoIP).

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  - Policy Rule Definition: PSAPs can participate in the development and approval of the Policy Routing Plan and define routing rules, including primary, alternate, busy, and overflow routing.
- Provisioned by the NG9-1-1 Service Provider (Motorola):
  - Core Policy Management: Motorola manages the overarching routing of calls through the call routing service, including the ability to re-route calls during outages or based on the call handling status of a PSAP.
  - Location-Based Routing: The system prioritizes location-based routing using GIS data, but PRRs can include fallbacks like ESN, community, FIPS codes, or trunk groups if geospatial routing is not possible.
  - OSP and Trunk Group Routing: PRRs can be based on the Originating Service Provider (OSP) or specific trunk groups.
  - ESRP/PRF Interaction: The Emergency Services Routing Proxy (ESRP) queries the PRF to determine the next hop destination, leveraging queue and service state subscriptions to assess PSAP availability.
  - Regional Coordination: For customers in a region served by Motorola's call routing service, Motorola ensures a coordinated policy routing configuration to optimize continuity of operations.

Integration and Coordination:

- Motorola's Call Routing Service ensures that its Policy Routing Function (PRF) rules work in conjunction with Call Handling Automatic Call Distribution (ACD) rules.
- New routing rules or modifications typically go through a Change Management Process involving the Network &Security Operations Center (NSOC) to ensure all stakeholders are aware and potential impacts are assessed in advance. The Operations Manager is responsible for notifying the PSAP of all planned work that may affect 9-1-1 functionality.
- Motorola conducts periodic reviews of policy routing rules to assess their impact on PSAP operations.
- Training is provided on PRF policy management, covering how routing rules are used, modified, and how reporting/logging can optimize them.

This comprehensive approach allows Motorola to deliver a highly resilient and adaptable NG9-1-1 solution, minimizing disruptions and maximizing the effectiveness of emergency call management.

SR-DL006

Emergency Incident Data Object (EIDO):

The NGCS and ESInet should support the exchange of EIDO over the ESInet between PSAPs and across NNIs to neighboring jurisdictions. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement.

Motorola Response

Complies.

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Motorola's call routing service provides the transport of EIDO to and from the PSAP. With proper credentialing. No action is necessary by the County or CHE vendor to allow transport of EIDO as this is handled by our NNIs with neighboring NGCS providers. PSAP personnel can initiate a transfer of a call with EIDO and allow a subscribe/notify event from a neighboring jurisdiction.

SR-DL007

EIDO Access:

The NGCS and ESInet should support access from other jurisdictions to the EIDO message servers deployed in the County's Regional and Non-Regional environments to exchange data. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement.

Motorola Response

Complies.

Motorola will work with your CHE vendor to preconfigure credentialed access to be able to exchange EIDO packets. The County would be responsible only for the CHE providers' coordination and testing of access and exchange of information.

SR-DL014.b

As part of the call delivery monitoring, the following situations should result in a trouble ticket being generated automatically for dispatch and resolution, and a notification to the County:

- *Call delivery between Functional Elements causes an error processing should generate an alarm.*
- *When all calls are not able to be delivered to the PSAP, the NG911 Service Provider generates an alarm and notifies the appropriate parties at the County as well as the field personnel to confirm that alternate routing is activated.*
- *When there is a failure to deliver the 911 call, the alternate call routing plans are automatically used to route the calls. In the event the NG911 alternate routes are not available, the calls are routed to an alternate public switched telephone network (PSTN) path using a 10-digit number associated with the destination PSAP. If the primary path is unavailable, the calls should be routed to the backup 10-digit number. The logging of such routing should be available to the County.*

The NG911 Service Provider should provide examples of how these will be managed and performed in the proposed solution.

Motorola Response

Complies.

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As soon as a call cannot reach its intended destination an alarm is generated along with a trouble ticket in ServiceNow. Notifications will be sent according to the agreed upon support plan put in place early in the deployment process.

Policy Routing Rules will immediately determine the next predefined hop for that call. The PRRs will be defined early in the deployment phase as well.

Calls that are rerouted will be tagged so the receiving PSAP knows that it was not deliverable to its intended PSAP.

The predefined routing plans will dictate the call flow for undeliverable calls as mentioned in this requirement; whether it is to an alternate route or 10-digit numbers. These are all automatic.
The trouble ticket resolution will be handled by our NSOC according to our SLA agreements.

SR-DL015

Call Queuing:

The NG911 Service Provider should provide call queuing at the network level. If the network is unable to deliver the calls to the PSAP due to increased volume, the calls should be queued and tracked at the network level. The NG911 System should be able to process two hundred (200) calls simultaneously for each environment (Regional and Non-Regional).

Motorola Response

Complies.

The call routing service does not queue calls in the same way that call handling does. It will always deliver the call to the intended destination, in this case the VIPER load balancers, VIPER Hosts, or next hop according to the Policy Routing Rules predefined by Broward County.

The call routing service is sized to meet customer requirements, so we will support the position count plus as many calls that can be queued in VIPER.

SR-CP003

Call Processing by Type:

The NG911 Service Provider should be able to process and deliver wireline, wireless, VoIP, text (RTT, Short Message Service [SMS], Rich Communication Services [RCS], Message Session Relay Protocol [MSRP], Instant Messaging [IM]), and Multimedia Service (MMS) calls/requests for emergency response seamlessly. The system should support the use of Telecommunications Device for Deaf (TDD) and TTY.

Motorola Response

Complies.

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SR-CP004

Caller Location Information:

The NG911 Service Provider should provide the location information for each 911 call at the handheld device-level for call routing and call processing.

Motorola Response

Complies.

SR-CP005

NGCS Media Recording:

The NG911 Service Provider should provide call and media recording in the NGCS. The PSAP and other County staff should have access to the recordings.

Motorola Response

Complies.

Call and media recording is typically handled by the call handling system. We provide outputs to a logging recorder, but we do not supply one as part of the standard call routing service. At the County's request, Motorola can provide optional pricing for call and media recording for the County's consideration. It may be more cost-effective for the County to work directly with your current telephony logging recorder vendor to augment that existing solution.

SR-IT003

Multimedia Sessions:

The NG911 Service Provider should interface the wireless providers to be capable of delivering multimedia such as video and pictures as a part of the proposed NG911 System. Deployment of this function to the PSAP will be determined on an individual PSAP basis.

Motorola Response

Complies.

RPT001

Single Reporting Platform:

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The NG911 Service Provider should provide a single reporting platform that can be configured based on each user's role, unique USERID, and access permissions. The portal should support at least sixty (60) users.

Motorola Response

Complies with Exception.

Motorola has purpose-built platforms for domain -specific applications (e.g., end-to-end call log reporting vs. case management). Each one by itself can support the County's requirements.

RPT002.b

The reporting platform for the PSAPs should include, at a minimum the following reports:

- *Date and time stamp*
- *Call delivery time (hh:mm:ss)*
- *Call answer time (hh:mm:ss)*
- *Call disconnect time (hh:mm:ss)*
- *Call duration (hh:mm:ss)*
- *Average call duration (hh:mm:ss)*
- *Average call answer time (hh:mm:ss)*
- *Seizure time (hh:mm:ss)*
- *Call volumes by call type*
- *Alternate-routed calls*
- *Text-to-911 instances*
- *Abandoned calls*
- *Call volume by hour*
- *Call volume by day of the week*
- *Individual call information*
- *Summary of call volumes*
- *Call transfers/bridges*
- *Call conferences*
- *Agent availability*
- *Call volumes by OSP*
- *Repeat callers*
- *Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)*

The NG911 Service Provider should provide a list of all available reports and provide at least three report examples.

Motorola Response

Complies.

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See Exhibit 1 Sample Reports.

- Automated Abandoned Callback (AAC) Report
- Answer Time Standards
- Call Center Statistics
- Call Summary
- Call Taker Answer Time Statistics
- Call Taker Events
- Call Time Statistics by Month
- Call Volume and Statistics by Call Taker
- Call Volume and Statistics by ESN
- Call Volume and Statistics by Range of Time
- Call Volume and Statistics by Trunk
- Call Volume and Statistics by Class of Service
- Call Volume by Hour Analysis
- Call Volume by Peak Hour
- Call Volume by Position
- Call Volume by PSAP
- Call Volume by Shift
- Concurrent 911 Trunk Utilization
- Insights On-Demand**
- Monthly Position Utilization
- Multidimensional Transfer Report
- NSI Device Call Volume
- Process Time Standards
- PSAP Answer Time Standards
- PSAP Process Time Standards
- Rapid Call Breakdown
- Ring Time Statistics
- Staffing Module
- Summary Reference Sheet
- Text Volume
- Text Volume by Period

** 'Insights On Demand' is the ad-hoc reporting feature of Motorola's Eclipse Analytics reporting solution. This interface allows common language search activities for on-the-fly reporting, drilldowns, QA/QC, investigations, and more.

RPT003 Reporting Platform County Staff Functions:

RPT003.a

The NG911 Service Provider should provide a dashboard and portal for access by County staff and others as approved by the County to run the below SLA reports. All reports should be able to run for specific dates and times.

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Motorola Response

Complies.

RPT003.b

The reporting platform for County staff should include at a minimum:

- *Call processing time between elements (hh:mm:ss)*
- *Payload processing time (hh:mm:ss)*
- *Calls per circuit*
- *Call distribution to PSAP circuits*
- *Circuit utilization from OSP*
- *Circuit utilization to PSAP*
- *All NGCS element usage volumes (all elements used in the NG911 Service Provider's NG911 System)*
- *End-to-end call-flow analysis*
- *Event by incoming IP address*
- *NOC-to-NOC reporting, trouble reporting, and tracking*
- *Root cause analyses*
- *Service availability for each component including ESInet segments*
- *Monitoring, alarming, and logging*
- *MOS*

The NG911 Service Provider should provide a list of all available reports and provide at least three report examples.

Motorola Response

Complies with Exception.

See Exhibit 1 Sample Reports.

Not all metrics listed in requirement RPT003.b are captured in an IP environment; however, Motorola's reporting platform has generated trunk-like utilization reports even when operating on IP circuits.

Motorola provides separate platforms for reporting and real-time monitoring of the solution. The Customer Web Portal provides situational awareness as to system health and alternative routing causality. Each call can be viewed for its associated details.

Existing reports:

- Calls per circuit
- Call distribution to PSAP circuits
- Circuit utilization from OSP
- Circuit utilization to PSAP

Many reports could be generated using Motorola's ad-hoc reporting capability. Motorola will work with Broward County to develop the required reports.

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RPT004

Access to logs via Reporting Platform:

The NG911 Service Provider should provide access to the system logs using the existing platform or another similar platform. This should include:

- *Transactional database log associated with each SIP header and URI, and additional information provided to access by the County*
- *Retrieval of log information should include calling number, SIP header information, call destination, successful, failures, transfers, ALI database transactions, and alternate routed calls (e.g., default, PSTN gateway, special processing, or overflow), which includes call counts*
- *Log retrieval should be available by groups of calls (e.g., 911 versus non-emergency) and date range of calls.*

Motorola Response

Complies.

RPT005

Real Time System Monitoring:

The NG911 Service Provider should provide access to real time system monitoring to the County using the existing platform or another similar platform. The platform should provide real time web-based monitoring of County traffic into the System at the functional element level and facilities (network connections). The status should be updated every 15 seconds, which includes, active, slow response, and failures.

Motorola Response

Complies.

B. Demonstration Script

Points will be allocated based on the results of the Technical Review Team Vendor's Demonstration Report for Vendor Demonstrations. Refer to the Instructions to Vendors for additional information.

Motorola Response

Understood.

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4) Project Approach: Maintenance and Support Services, Service Level Experience (Maximum 15 Points)

Describe Vendor's approach to providing Maintenance and Support Services as per the General Compliance sections below:

a. Maintenance and Support Services:

SR-MR002

Implementation and Change MOP:

The NG911 Service Provider should provide a MOP with a backout plan for review by the County a minimum of seven (7) calendar days prior to all system changes, patches, or planned maintenance activities. The NG911 Service Provider shall provide an example MOP.

Motorola Response

Complies.

See Exhibit 9 NGCS MOP Master Template.

Please note that we provide a Service.As a part of that service delivery, we notify customers of all service-impacting changes, maintenance activities, etc.

Please find a sample MOP form in Exhibit 9.

SR-MR004

County Maintenance Period:

All installations, changes, updates, and maintenance should occur during the County's maintenance periods (local time):

- *Monday 2300 through Tuesday 0600*
- *Tuesday 2300 through Wednesday 0600*
- *Wednesday 2300 through Thursday 0600*
- *Thursday 2300 through Friday 0000*

Motorola Response

Comply with Exception.

Maintenance periods are conducted during normal business hours, Mon - Thu.

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Please note that the service is NOT disrupted during these maintenance periods. “Planned outages” that would impact the routing of 9 -1-1 calls are avoided through the use of redundant services and controlled changes.

Only emergency fixes or changes are allowed to be made outside of these planned hours. All changes require adherence to the Change Management Process.

SR-MR005

Period of Performance:

This procurement should be for a period of performance of ten (10) years. The period of performance will begin at the final acceptance of the final environment cutover.

Motorola Response

Comply with Exception.

Acceptance is achieved when the initial PSAP goes live. A full cutover isn't the sole determinant, as the involvement of OSPs introduces external factors beyond our direct control.

SR-MR009

Monthly Reports from the Trouble Ticketing System:

At the completion of final acceptance, trouble ticketing, reporting, and notification procedures shall be provided to the County and the PSAPs. The NG911 Service Provider should provide direct access to the ticketing system to monitor activities. A monthly report shall be provided within the first five days of the following month that includes dates, times, descriptions of issues, ticket severity, remote response times, onsite dispatch times, onsite arrival times, and resolution times.

Motorola Response

Complies.

SN001.b
The NOC/SOC should perform the following:

- *The NOC should monitor tickets, open tickets for alarm conditions and dispatch if needed, and initiate failover of any component of the system.*
- *Support includes monitoring by onsite live staff, remote response, and onsite response for Critical and Major issues based on the service level defined herein for all NG911 System components.*

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- *Monitoring will include real-time alarm monitoring at the NG911 Providers Network Operations Center and logging of every alarm with notifications provided to designated staff within the County*
- *Response includes remote actions by NOC/SOC staff and dispatching onsite personnel to the data centers, field, or County sites.*

The NG911 Service Provider should describe the NOC/SOC role in the proposed System.

Motorola Response

Complies.

See Exhibit 12 Motorola's Network and Security Operations Center (NSOC)

SN019

Third Party Audits:

The NG911 Service Provider should permit the County to engage third-party security auditors to examine the provided NG911 System. These audits will be no more frequently than annually, and the first audit can be as early as the Preliminary Acceptance Testing period.

Motorola Response

Complies.

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5) Past Performance: Evidence, Knowledge, and Experience (Maximum 10 Points)

A. Describe Prime Vendor's experience on projects of similar nature, scope and duration, along with a detailed description of satisfactory completion, both on time and within budget, for the past three years. Provide a minimum of five (5) projects with references.

Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to ***Vendor Reference Verification Form*** *and submit as instructed or within three business days after County's request. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor's past performance. Including, but not limited to, the information outlined in the General Compliance section VN006*

VN006 References:

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The NG911 Service Provider should provide a minimum of five (5) NG911 project references of similar projects in the last three years for contact by the County (at least two that are a similar implementation of the service model system requested, have completed implementation, and are in daily use).

Motorola Response

Complies.

Please see Vendor Reference Verification document for requested information.

B. Provide actual performance results for the metric below on solutions in production.

Refer to the General Compliance for requirements:

Solution Performance: VN008 and NV009

~~*Solution Performance: VN007 and VN008*~~

~~*VN007*~~

~~*Alternate Options and Systems:*~~

~~*The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all requirements stated in the form of a "should" requirement only.*~~

~~**Motorola Response**~~

~~Complies~~

~~*VN007*~~

~~*Mean Time Between Failures (MTBF)*~~

~~*The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama.*~~

~~**Motorola Response**~~

~~Complies~~

~~Deleted by addendum 3~~

VN007~~8~~

Mean Time Between Failures (MTBF)

The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama.

Motorola Response

Complies.

MTBF for Motorola's 9-1-1 call routing service in the state of Florida for the past 24 months is 8,759 hours.

VN0089

Latency and Mean Opinion Score (MOS):

The NG911 Service Provider should provide Call delivery (NGCS to PSAP) network metrics for latency and Mean Opinion Score (MOS) for the last 24 months for its customer base in Florida, Georgia, and Alabama.

Motorola Response

Complies.

MTBF for Motorola's 9-1-1 call routing service in the state of Florida for the past 24 months is 8,759 hours.

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6) Workload of Firm (Maximum 2 Points)

For the Prime Vendor only, list all completed and active projects that the Prime Vendor has managed within the past five (5) years. In addition, list all projected projects that Prime Vendor will be working on in the near future. Projected projects will be defined as a project(s) that Prime Vendor is awarded a contract but the Notice to Proceed has not been issued. Identify any projects that Prime Vendor worked on concurrently. Describe Prime Vendor's approach to managing these projects. Were there or will there be any challenges for any of these listed projects? If so, describe how Prime Vendor dealt or will deal with projects' challenges.

Motorola Response

Complies

Motorola is proud of our strong customer base with many completed projects as identified in the table below which is organized by the "go-live" date so you can see the overlap in the efforts of our various project management teams.

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Concurrent Projects: Our highly skilled project management team is fully capable of managing the workload associated with the Broward County NG911 project, should we be selected. Our entire NG911 team recently celebrated concurrent go-lives: in one week in July, we successfully launched 22 PSAPs in New Mexico, the City of Las Vegas, and the City of Chicago!

As our extensive list of completed projects demonstrates, we are staffed to manage multiple ongoing projects simultaneously. Our Senior Manager of NGCS Project Deployments strategically assigns her team based on individual strengths and the value each member can provide to a specific customer. We also have a deep bench of resources to draw upon for specific tasks when multiple activities converge. For instance, with six customers scheduled for go-lives between September and December 2025, we are leveraging experienced network team resources to assist with on-site Acceptance Test Plans to ensure we meet these commitments.

Table 3-1: Projects

Completed Projects over Past 5 Years	Specific Challenges	Our Solution to Challenges	All projects are managed concurrently, listed by go-live month
Collier County FL	First nationwide OSP migration	Worked with FL OSPs to execute repeatable process for OSP migration	11/20
Telus Canada	LEC customer, required early NENA i3 testing	Completed first full NENA i3 call working with customer	10/20
Manatee County FL	Building a new center	We helped them design the optimal networking	4/21
Prince George's County MD	First MD deployment	Established process for regional OSP aggregation for MD customers	4/21
HOTCOG TX	Outgoing legacy ALI provider	Technical planning and execution to work through technical limitations on dual provisioning by legacy ALI provider	4/21
GCRPC TX	Outgoing legacy ALI provider	Technical planning and execution to work through technical limitations on dual	4/21

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		provisioning by legacy ALI provider	
CTCOG TX	Outgoing legacy ALI provider	Technical planning and execution to work through technical limitations on dual provisioning by legacy ALI provider	4/21
BVCOG TX	Outgoing legacy ALI provider	Technical planning and execution to work through technical limitations on dual provisioning by legacy ALI provider	5/21
Martin County FL	none	Very smooth deployment, utilizing established FL process	5/21
UCA -All Regions Utah	Large regional hosted call handling, many parties with whom to coordinate	We held regular check-ins with multiple jurisdictions and 911 authorities to provide and receive information to ensure a truly coordinated deployment	2/22
Howard County MD	none	n/a	3/22
Allegany County MD	Lack of diverse carrier paths	Deployed tertiary circuit with separate path	4/22
Garrett County MD	Lack of Customer resources	We provided additional Motorola services to assist customer	8/22
Washington County MD	none	n/a	8/22

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Anne Arundel County MD	Potential conflict around timing of ECH upgrade	PM team coordinated steps to align with a smooth implementation	9/22
Carroll County MD	none	n/a	10/22
Sarasota County FL	Move of Call Handling Hosts; go-live of both NGCS and ECH	Modified project to reflect timing that worked for both portions of NG9-1-1 project	11/22
Okaloosa County FL	Often in storm path	Set up project plan to secure go-live prior to hurricane season	5/23
Walton County FL	Change of PSAP Leadership	We provided education and guidance and extra resources for continuity	6/23
St. Lucie County FL	Concurrent ECH and NGCS	Provided one PM for oversight of both phases of their NG9-1-1 project	8/23
Kansas City Metropolitan Area Regional Council MO	Dependency on customer owned/managed network infrastructure	Clearly defined RACI matrix, jointly reviewed and agreed upon, that outlines vendor and customer responsibilities, aligning with master project plan deliverables	9/23
Frederick County MD	Relocation of PSAP	We delayed go-live to align with their timeline	12/23
Galveston County TX	none	n/a	1/24
Ector County TX	none	n/a	3/24
Brazos County TX	none	n/a	3/24

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Midland County TX	none	n/a	3/24
Hill AFB Utah	none	n/a	3/24
Smith County TX	Legacy OSP refusing to deliver traffic via SIP	Coordinate with Customer to submit FCC Phase 1 request to OSP	4/24
Baltimore City MD	none	Although a complex environment with many OSPs, we encountered no real challenges in this deployment	5/24
Montgomery County TX	none	n/a	6/24
Lee County FL	Very short deployment window due to contract delays and storm season	Our team utilized success from other FL deployments to help customer meet their aggressive deployment timeline. We took them live in eight months with their new NGCS service	6/24
McLennan County TX	Competitor call handling system	Collaboration between vendors with clearly defined project deliverables and expected dates to meet the project schedule	8/24
Henderson County TX	LEC migration delays	Established escalation paths to communicate customer timelines and develop action plan	10/24
Charlotte County FL	Move of the secondary PSAP	Provided options for deployment that allowed the customer to go-live with current architecture and	11/24

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		migrate to new environment in future	
City of Garland TX	none		3/25
Jefferson County WV	LEC in the region is not always responsive	Started the communications early for the OSP migration of all call types	4/25
New York City	Highly restrictive physical environment	Provided a strong local team to meet the City's requirements	6/25
Greene / Springfield MO	Competitor call handling system	Collaboration between vendors with clearly defined project deliverables and expected dates to meet the project schedule	6/25
State of New Mexico	Statewide; mix of MSI and competitor call handling systems	Strategic alignment by all parties in project planning phase; weekly calls in implementation, testing phase, to maintain alignment, adjust as necessary.	7/25
City of Chicago IL	Simultaneous migration of both ECH and NGCS off legacy DMS equipment	Developed strong project plan with the customer, secured training schedule, OSP migration timeline, and highly synchronized migration to new NG9-1-1 system	7/25
Las Vegas Metro NV	Project schedule acceleration	Accelerated planning across vendor, customer and 3rd parties to cutover customer in under twelve	7/25

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		months due to legacy vulnerabilities	

Table 3-2: Active Projects

Active and Projected Projects	Anticipated Go Live Date
Tarrant County TX	10/25
St. Charles County MO	9/25
Ada County ID	10/25
North Las Vegas NV	9/25
Mercy Hospital EMS MO	12/25
Escambia County FL	12/25
Monroe Co FL	12/25
Berkeley County WV	6/26
Navajo Nation NM	8/26
State of Idaho	8/27

7) Location (Maximum 5 Points)

*Refer to **Location Certification** and submit as instructed. The maximum points shall be assigned to each Locally Based Business and to each joint venture that is composed solely of Locally Based Businesses.*

Motorola Response

The Location Certification has been submitted .

8) Pricing (Maximum 20 Points)

*Refer to the electronic bidding system and submit as instructed. Vendor's total proposed price submitted in the **Bid Table titled Next Generation (NG911) Proposed Solution** will be used for scoring purposes as per the formula set forth below. Pricing must reflect all recurring and non-recurring fees as defined in the Scope of Work. Refer to **Instructions to Vendors** for additional information.*

Total points awarded for price will be determined by applying the following formula:

(Lowest proposed price/Proposer's price) x 20 = Price Score

*Note: **Bid Table titled Optional Renewal Terms** will not be used in the calculation of points for price.*

Motorola Response

Motorola has completed the required pricing workbooks as part of our individual submittal. Motorola would also like to provide the following information to supplement the information supplied in the spreadsheet as shown in Section 4 (below) of our Vendor Proposal.

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Section 4

Pricing Notes

1. To respect the county's budget, we've elected to allocate the implementation costs over the term of the contract.

2. The proposed pricing assumes the North Regional PSAP in Coconut Creek, Florida, will be closed by Q4 2026 or Q1 2027, as per the anticipated 2027 implementation timeline. Pricing will be adjusted if this relocation is delayed, leading to an overlap period or continued operation at the Coconut Creek location.

3. Although Text to 911 delivery is specified as a requirement in the RFP, the County has acknowledged on your pricing form that only transitional Text to 911 costs should be provided, as the Phase 2 migration, defined by the FCC, will eliminate costs to the PSAPs to deliver Text to 911. To this end, we have included Text to 911 for 12 months in the non-recurring "basket" only within this proposal, but we fully expect that the County will find it more beneficial to leverage the widespread implementation and evolution of text-to-911 capabilities provided by carriers as opposed to the legacy TCC model. **We encourage the County to consider this pricing as "Optional".**

4. The price for a new NGCS media recording solution is not included in this proposal. Motorola's standard call routing service provides outputs to a logging recorder, and it is anticipated that the County can more cost-effectively augment their existing telephony logging recorder solution to meet the recording needs. Optional pricing for a new solution can be provided upon request.

5. Pricing for the required post go-live support assumes a Monday through Friday, 8 AM to 5 PM engagement. Requests for support outside of these standard business hours (e.g., 24/7 coverage) can be priced if desired.

6. This proposal leverages two existing SIP Points of Interconnection (POIs) and eight TDM POIs. In accordance with Addendum 1, it does not include the establishment of new POIs within Broward County. Our approach is designed to align with current industry practices and provide efficient connectivity without requiring new local infrastructure.

7. Motorola's Call Routing Service is deployed across multiple geo-diverse regions utilizing dual cloud providers to ensure high availability and redundancy exceeding 99.999% system availability. This distributed cloud architecture fulfills the intent of the requirement for geo-diversity, providing resilient operations even if a specific Florida-based physical data center is not directly utilized for core services.

8. The pricing structure for the Next Generation 9-1-1 (NG9-1-1) services is explicitly population-based subject to annual review and sizing using the most recent U.S. Census Bureau data.

9. The proposed solution already includes primary and secondary connectivity to each Public Safety Answering Point (PSAP), utilizing diverse national providers. These primary and secondary circuits are designed to ensure connectivity is always available, and they are expected to be active daily to process live traffic. The primary and secondary circuits are typically sufficient for redundancy and failover; however, our proposal includes broadband

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connectivity as a tertiary circuit, beyond the standard primary and secondary setup. This provides a solution that fully utilizes the SD-WAN capabilities with three active circuits at all times, providing further resiliency and redundancy in the delivery of 911 calls.

10. Motorola has connectivity to other Neighboring Counties, including Southwestern Florida Region: Collier, Charlotte, Lee, Manatee, and Sarasota Counties. These counties selected Motorola's NGCS solution, including developing alternate routing plans for unique call flows based on major weather events. These are existing functionalities requiring no additional setup or any recurring charges.

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Section 5

Exhibits

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Exhibit 1 Sample Reports

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Call Taker Events : Call Activity

POWERED BY RapidDeploy

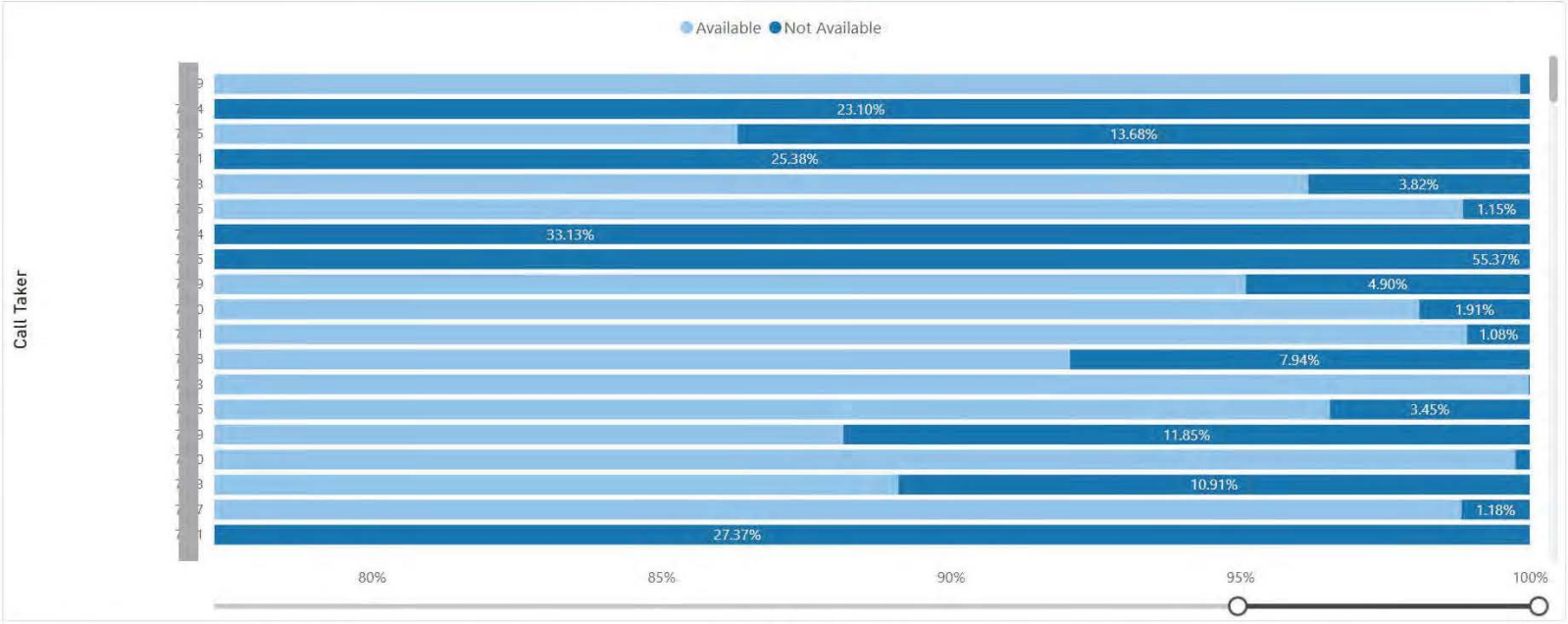
Last Refresh
08/06/2025 07:05:21 AM

Page Select

Call Activity | Time In Ready/Not Ready

Open Filters

Call Activity



Applied Filters

Date Range	Start Hour Range	PSAP	Call Taker	Position	Event Reason
07/07/25 - 08/06/25	0 - 23	No Selections	No Selection	No Selections	No Selection

Insights On-Demand

Last Refresh Date

8/6/2025 7:19:50 AM

Clear Filters

total calls by ANI table

ani	Total Calls
[redacted]10	9
[redacted]	9
[redacted]	9
[redacted]4	9
[redacted]3	9
[redacted]	9
[redacted]	8
[redacted]	8
[redacted]21	8
[redacted]59	8
[redacted]83	8
[redacted]66	8
[redacted]05	8
[redacted]55	8
[redacted]86	8
[redacted]06	8
[redacted]08	8
[redacted]95	8
[redacted]86	8
[redacted]	8
[redacted]08	8
Total	**174,312**

Is this useful?

Date Range

7/22/2025 8/6/2025

Relative Date Range

Last 1 Months

7/7/2025 - 8/6/2025

Shift Hour Range

0 23

PSAP

All

Call Taker

All

Relative Time Range

Last 1 Select

Relative Days Range

All

Advanced Filters

Report Library
Reset
Full Screen
Print
Schedule

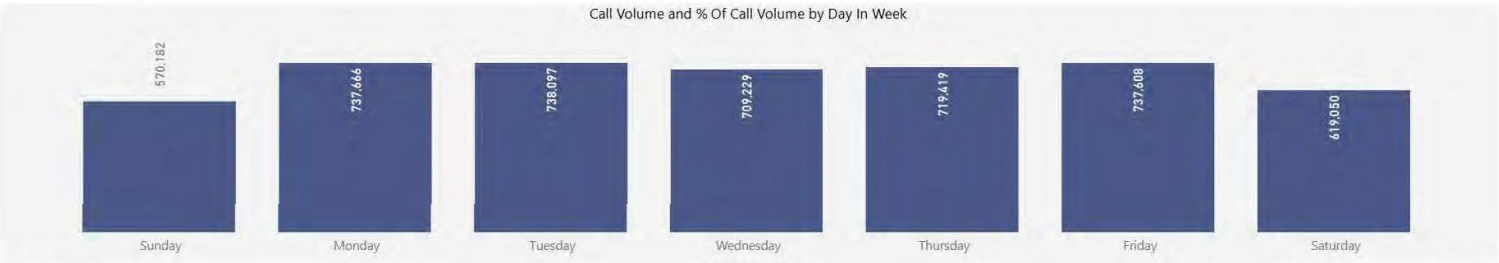
Back
Trend View

Call Transfer Volume

Last Refresh Date
8/6/2025 6:53:35 AM

Wireless Transfer Origination
Open Filters

4,831,251	113,527	2%	0.00%
Total Calls	**Total Transfer Calls**	**% of Calls Transferred**	**% of Calls Retransferred**



Applied Filters

06/09/24 - 08/06/25	0 - 23	No Selections	No Selection	No Selection	No Selection	No Selections	No Selections	No Selections	No Selections
Date Range	Start Hour Range	PSAP	Call Taker	Transfer Target	Transfer Classification	Call Type	Class Of Service	Direction	Disposition

Report Library
Reset
Full Screen
Print
Schedule

Call Volume and Statistics by Trunk

Last Refresh Date
8/6/2025 7:27:11 AM

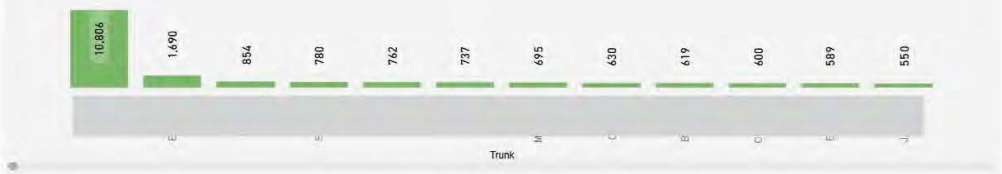
Open Filters

68,512
Total Calls

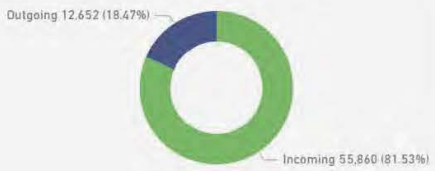
44,376
Total Answered Calls

12,152
Total Abandoned Calls

Call Volume by Trunk



Total Calls by Direction



Call Volume by Period

Total Calls by Disposition

Applied Filters

Date Range	Start Hour Range	PSAP	Call Type	Trunk	Call Taker	Class Of Service	Direction	Disposition	ESN
	0 - 23	No Selections	No Selections	No Selection	No Selection	No Selections	No Selections	No Selections	No Selections

Insights On-Demand

Last Refresh Date

8/6/2025 8:13:47 AM

show calls by trunk and company table

trunk	company	Total Calls
Admin 29		8,136
Admin 30		4,364
Admin 23		3,848
Admin 39		2,608
911-45	ATTMO	2,120
911-45	TMOB	2,035
Admin 4		1,475
911-27	ATTMO	1,438
911-27	TMOB	1,175
911-23	ATTMO	906
911-45	VZW	821
Admin 12		783
911-23	TMOB	762
911-33	ATTMO	720
Admin 15		670
911-27	VZW	506
Admin 45		446
911-23	VZW	408
Admin 24		369
Admin 40		175
911-33	VZW	160
Admin 14		139
Total		**35,197**

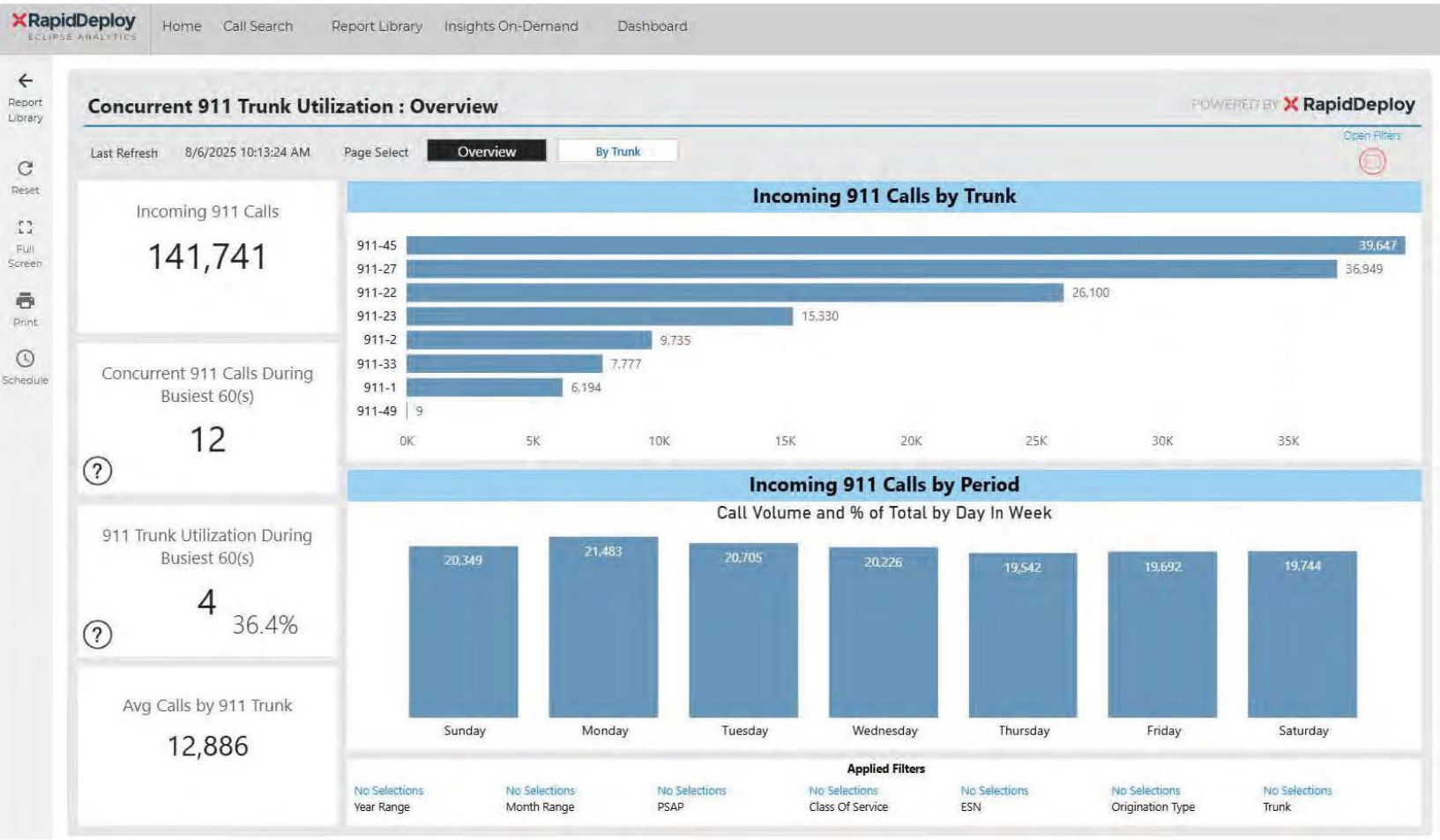

RapidDeploy
ECLIPSE ANALYTICS
Home
Call Search
Report Library
Insights On-Demand
Dashboard
Report Library
Reset
Full Screen
Print
Schedule
Concurrent 911 Trunk Utilization : Overview
POWERED BY RapidDeploy
Last Refresh
8/6/2025 10:13:24 AM
Page Select
Overview
By Trunk
Open Filters
Incoming 911 Calls
141,741
Concurrent 911 Calls During Busiest 60(s)
12
911 Trunk Utilization During Busiest 60(s)
4
36.4%
Avg Calls by 911 Trunk
12,886
Incoming 911 Calls by Trunk
911-45
911-27
911-22
911-23
911-2
911-33
911-1
911-49
39,647
36,949
26,100
15,330
9,735
7,777
6,194
9
0K
5K
10K
15K
20K
25K
30K
35K
Incoming 911 Calls by Period
Call Volume and % of Total by Day In Week
20,349
21,483
20,705
20,226
19,542
19,692
19,744
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Applied Filters
No Selections
Year Range
No Selections
Month Range
No Selections
PSAP
No Selections
Class Of Service
No Selections
ESN
No Selections
Origination Type
No Selections
Trunk

Exhibit 2 General Compliance Detailed Responses

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Exhibit 2, General Compliance Detailed Responses

VN003 *Provide a List of the Top 50 Metropolitan Statistical Areas (MSAs) that are NG911 Clients:*

The NG911 Service Provider should provide a list of all the top 50 MSAs for which it provides NG911 services. For each MSA, the NG911 Service Provider shall list the following:

- Agencies PSAPs
- Types of Service
- General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version
- Is it part of a statewide or regional system

Motorola is proud of the NG911 call routing service we provide to the top MSAs in the U.S **3 of the 4 largest cities in the US are "live" with our call routing service!**

Table 1-1: Customer Listing

Agencies/PSAPs	Types of Service	Number of 911 calls; PSAPs, CHE system	Statewide or Regional?
New ork City, N	Motorola's Call Routing Service	9M calls annually 2 PSAPs Motorola's CHE	Regional NG911 System for all 5 boroughs of N C, population of 8.5M
Chicago, IL	Motorola's Call Routing Service	5.5M calls annually 2 PSAPs Motorola's CHE	Serves the whole city of Chicago, population 2.7M
Greater Harris County T (Houston area)	Motorola's Call Routing Service Call Handling System	4M calls annually 39 PSAPs Motorola's CHE	Population of 5.1M
National Capitol Region	Motorola's Call Routing Service Call Handling System	3M calls annually 3 PSAPs - Anne Arundel County MD Prince George's County, MD Baltimore, MD Motorola's CHE	Population of 2.1M
Las Vegas, NV	Motorola's Call Routing Service Call Handling System	1.2M calls annually 6 PSAPs Motorola's CHE	Population of 1.9M
Salt Lake City, UT	Motorola's Call Routing Service Call Handling System	Part of 29 PSAP region 1M calls annually Motorola's CHE	Part of a Statewide NG911 System, total population of 3.5M

VN004 *Be Active in NG911 Standards Development:*

The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as the Association of Public-Safety Communications Officials (APCO) International, NENA, the Alliance for Telecommunications Industry Solutions (ATIS),

etc. List all committees, work groups, and projects that the NG911 Service Provider participates in and note if any are chaired or led by NG911 Service Provider staff.

Motorola actively participates in Next Generation 9-1-1 (NG9-1-1) standards development organizations (SD), demonstrating our strong commitment to providing standards-based solutions to our customers and ensuring interoperability within the evolving public safety communications ecosystem. ey SD s and our involvement include:

- National Emergency Number Association (NENA):

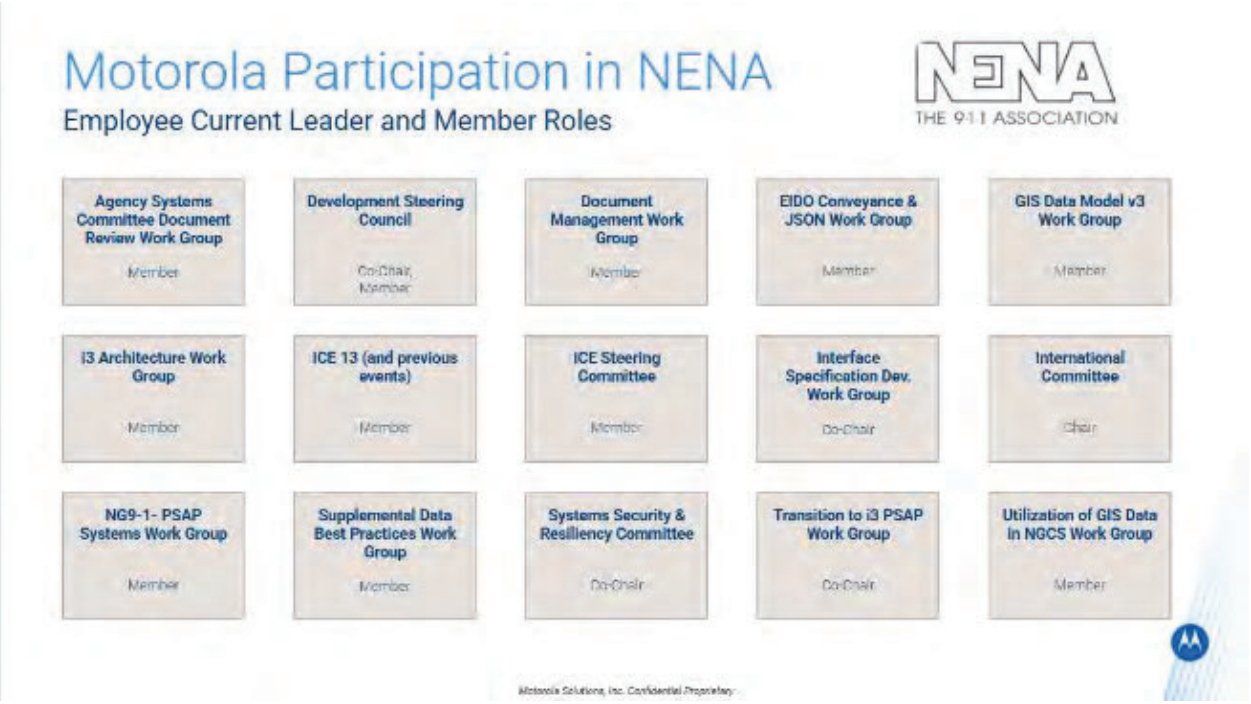


Figure 1-1 NENA Participation

In addition to being an active participant in the development and implementation of the NENA i3 standard, Motorola supports other NENA initiatives:

- PSAP Credentialing Authority (PCA) and Forest Guide: Motorola is very supportive of the development of these important functional elements, which are critical steps in assuring interoperability beyond PSAP jurisdictional boundaries in alignment with NENA i3.
- i3 Conformance Program: As leaders in NG9-1-1, Motorola continues to work closely with the public safety industry in planning and developing the i3 Conformance program to support standards-compliant NG9-1-1 solutions.
- Participation in NENA Industry Collaboration Events (ICE): Motorola has been involved in every NENA ICE event conducted to date. ur participation includes contributing technology for testing, providing breadboard elements for testing against, and having employees serve as event steering committee members, steering committee leads, and even vice-chair and chair of ICE events. We are very supportive of these events and recognize their value in developing the 9-1-1 industry. Motorola intends to continue participating in all future applicable ICE events, embracing the opportunity to drive industry standards development and compliance.

ther Industry rganizations Supported by Motorola.

Organization	Motorola Role
Association of Public Safety Communications fficials (APC)	Commercial Advisory Council (CAC) Associate Member (multiple participants)
ATIS Network Reliability Steering Committee (NRSC)	Member
Canadian Radio Television Telecommunications Commission (CRTC) Emergency Services Working Group (ESWG)	Member
Communications Security, Reliability, Interoperability Council (CSRIC)	Co-Chair of CSRIC I Participant of Working Group 2
CRTC ESWG Task Identification Files (TIFs)	Member of 14 TIFs
Industry Council for Emergency Response Technology (iCERT)	Board of Directors Executive Committee Leaders members of Work Groups
Integrated Justice Information Systems (IJIS) Institute	Board of Directors
International Information System Security Certification Consortium (ISC2)	Member
NG9-1-1 Institute	Board of Directors
Public Safety Communications Interoperability Working Group	Member

Table 1-2: Other Industry organizations

In addition, Motorola is also supportive of the applicable standards bodies below, at a minimum:

- Network Reliability and Interoperability Council (NCRIC)
- Underwriters Laboratories (UL)
- International rganization of Standards (IS)
- pen System Interconnection (SI)
- Institute of Electrical and Electronics Engineers (IEEE)
- American National Standards Institute (ANSI)
- Electronic Industries Alliance (EIA)
- Telecommunications Industry Association (TIA), including ANSI EIA TIA-568 Commercial Building Telecommunications Wiring Standards
- The Alliance for Telecommunications Industry Solution (ATIS)

VN005 NG911 Service Provider Description:

The NG911 Service Provider should include a brief description of its company background, including history, experience, products, capabilities, and vision for the future, as well as any

distinguishing characteristics that delineate its solution from other companies' solutions. The NG911 Service Provider's description should include at a minimum:

Background and experience

Company vision

Company financial stability statement

Distinguishing System characteristics

Pending litigation

Background and Experience

Motorola has a long history, having been founded in 1928 as the Galvin Manufacturing Corporation. Motorola has been entirely focused on providing public safety customers with reliable communications, providing solutions designed for public safety agencies for nearly 100 years.

Motorola has over 55 years of experience in 9-1-1 call handling and over 35 years of experience in 9-1- 1 call routing. Today, we proudly provide NG9-1-1 call routing solutions that serve over 51 million people across North America. We have a strong presence with NG9-1-1 in Florida, and a solid, experienced management, implementation, and ongoing support team already in place in the state, ready to further serve Broward County.

Motorola has over 1,300 employees in Florida, and permanently staffs a large team of highly capable technicians in southeast Florida.

Company Vision

Motorola s vision is simply stated as Solving for Safer. This vision strives to create a unified, intelligent, and highly resilient public safety ecosystem that not only meets current emergency communication needs but also proactively adapts to and incorporates future technological advancements to enhance emergency response and safeguard communities. We see a future where our NG9-1-1 solutions achieve seamless integration across the entire workflow, leveraged by your telecommunication professionals and augmented with AI, to enable Broward County to maximize the usage of that technology in the service of humanity.

To help this vision become reality, Motorola has built an Ecosystem Integration Lab (ESI Lab). This lab is focused on driving seamless integration across our entire suite of Public Safety products. It provides dedicated facilities to validate the End-to-End operation and deployment readiness of the Motorola public safety suite ecosystem to include Premier ne CAD, CommandCentral, ASTR P25, Fixed and Mobile Video, NG911 Call Routing, Emergency Call Handling, and Rave solutions.

Goals of the Ecosystem Integration Lab:	Benefits to our Customers:
• Improve the customer experience and efficiency of MSI public safety ecosystem deployments. • Provide a non-production test environment where Motorola teams can troubleshoot integration and ecosystem-level functionality. • Leverage the Lab Steering Committee (Product Development, Systems Integration, and uality representation)	• Improved customer satisfaction by presenting a ne Motorola' experience to deployment customers. • Increased speed to deliver Motorola Ecosystem deployments • End-to-end environment for training and knowledge sharing. • Reduced need for product engineering support in the field.

Scope of Functions within the Ecosystem Integration Lab:
• Execute functional and longevity tests on the complete end-to-end public safety suite ecosystem products. • Implement an incremental integration test process that executes in parallel to the product teams' development cycle. • Validate deployment methodology, process, documentation, and procedures (i.e. Is the system deployable). • All ecosystem products must be validated by the Ecosystem Lab before being allowed to be released for customer deployment.

Potential Use Cases:
• Avigilon cameras, being monitored by AI, initiate a 9-1-1 call into the Motorola call routing service, with the video delivered via EID to Premier ne consoles, then out to the first responders who are utilizing AP NE T devices in the field. • 9-1-1 calls generated by Rave Panic Button, and routed with Motorola's call routing service, with location-based routing, are delivered to the right PSAP from an area known for ingTide floods. The callers' profile, registered in the Rave system, is delivered to the Premier ne CAD system rescue procedures are activated. • After receiving numerous 9-1-1 calls from a flood zone, Motorola's unified GIS system, working with our ne Map, identifies a nursing home also in the flood path, and begins notification via RAVE Alert to staff and first responders in the area.

We are passionate about developing technology solutions that lead to safer outcomes for communities such as Broward County.

The diagram below shows a vision of the potential workflow of much of the Motorola technology that Broward already trusts. This scenario depicts a PSAP being overwhelmed by emergency calls during a flood. A shared, integrated ESInet automatically routes calls to alternate PSAPs using policy-based routing rules. This system allows all three PSAPs to access the same real-time data, including incident details, responder locations, GIS information, and even live video feeds. This shared situational awareness enables them to seamlessly coordinate a unified response, including mutual aid requests and data sharing with field responders, ensuring that all calls are answered and addressed efficiently despite the surge in volume.

Scenario - PSAP 2 is experiencing flooding in their jurisdiction due to inclement weather. The PSAP is overwhelmed and they need assistance.

Figure 1-2: Use Case

Company financial stability statement

Motorola Solutions, Inc. is a Fortune 500 company with year-on-year sales increases, robust product backlogs, and strong outlook for future performance. ur secure financial position allows us to:

Offer solutions built for our customers

Motorola's financial stability means we can scale and adapt solutions so that they directly respond to your circumstances of size, geography, budget and evolving needs.

Build long-term partnerships

 ou can count on us to be around to finish the work we've started. That's important to us. Building long- term partnerships to enhance safety, no matter the challenges or the technological advances, drives our work every day.

Prepare for the future

 ur financial security also allows us to invest in research and development at a level that new and smaller competitors can't sustain, and to secure acquisitions in areas where our customers have expressed a need for better solutions.

Detailed financial statements are provided at Investor Relations Homepage - Motorola Solutions.

Please review Motorola Solutions First uarter 2025 Financial Results and 2024 Financial Results (Form 10-).

Distinguishing System Characteristics

ur Call Routing Service will provide many unique operational benefits for Broward County.

- Enhanced Survivability Reliability with **highest design resiliency for 9-1-1 call delivery**
- Improved Response Time with Award winning location-based routing
- Earlier control of all 9-1-1 with Complete SP migrations
- No call goes unanswered with Alternate call routing capabilities
- Comprehensive Web Portal for visibility into the service
- Reliable and successful deployment process leveraging our experienced and customer-focused project management team
- Call delivery, transfer capability, and call processing across neighboring counties with Motorola's leadership in i3 interoperability
- No disruption to current 911 operations as Motorola currently provides Broward County's GIS services today

Highest Design Resiliency for 9-1-1 Call Delivery

Motorola's Call Routing Service provides Broward County with the Highest Solution Resiliency for call delivery, utilizing multiple cloud providers for provider and technology redundancy. This diversity ensures that service disruptions due to provider outages or technological limitations are minimized.

Additionally, our Service utilizes a minimum of three geographically diverse cloud regions across those diverse cloud providers, providing high availability through geographic redundancy. Within each cloud region, multiple application zones are established, further increasing redundancy and resilience. This allows for localized failures within a region to be mitigated without impacting the overall service availability.

This cloud architecture - unique in the industry - allows us to provide 99.999 service availability to our customers.

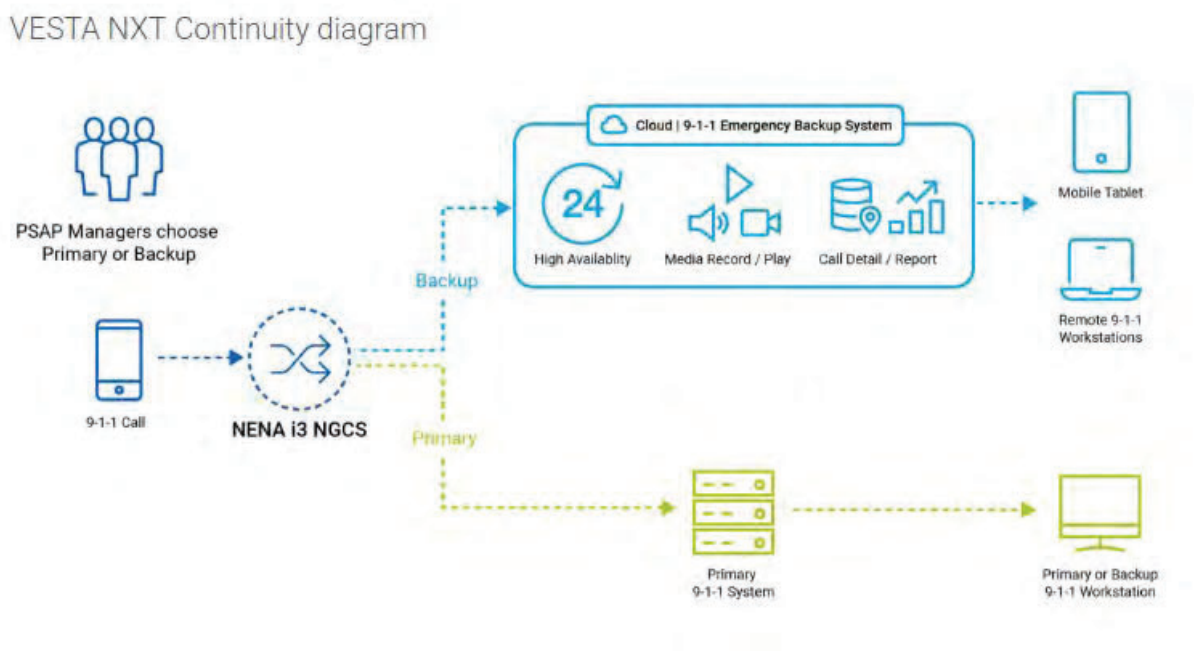
Software Defined Network (SDN): Cloud regions are interconnected via a sophisticated SDN IP network fabric. This network automatically and intelligently optimizes traffic flows, providing fault-tolerant and highly resilient communication between the diverse application components.

ur Call Routing Service is designed and deployed adopting a diverse and redundant multi-carrier approach from call inception into the network for call delivery to the call handling system. Motorola is unique in that we are not a carrier, and are therefore in the position to select the best network options available. ur standard design utilizes multi-carrier networks for end-to-end diversity and resiliency. The Motorola team will work diligently to determine network carrier, facility, path and building entrance diversity, for no single point of failure for Broward County's NG911 Service.

Tertiary connectivity via Broadband: As part of our diverse, multi-carrier solution for Broward County, we are including a third always-active connection that takes full advantage of our SD-WAN capabilities of selecting the optimal network connection for each packet of voice data being delivered to the Broward PSAPs.

Please note that "Primary, Secondary, and Tertiary" connections are all active at all times under our SD-WAN design and do not "fail-over" to one another.

VESTA N T Continuity - our Emergency Backup Cloud call taking solution (ptional) (see pricing note): We have provided pricing for our Emergency Backup System for taking calls temporarily should there be a loss of connectivity to the PSAP. This is a full-featured mobile call handling solution that can be activated easily and quickly when experiencing a premise disaster, primary call handling down time, loss of connectivity, or standard call handling maintenance.



Key Features of VESTA NXT Continuity:

- NENA i3-compliant call handling
- Requires minimal training
- Connects via Internet
- Requires call delivery via an i3 IP network
- No backroom equipment
- CDR (Call Detail Record) captured in the cloud for 9-1-1 calls handled in backup mode
- Text-to-9-1-1 capability (SMS/MSRP)
- Call audio stored in cloud for as long as customer subscribes to the service with the caveat that long-term storage may increase storage costs
- Captures call media which can be downloaded from cloud for 9-1-1 calls handled in backup mode
- Caller location display
- Supplemental caller location
- Includes CommandCentral Evidence for media storage
- No limit on number of positions

Award-winning Location Based Routing

The essence of NG9-1-1 is saving lives by routing 9-1-1 calls to the right PSAP the first time. Motorola's standard design includes location-based routing capability for all our customers, thus ensuring all costs are well understood upfront and avoiding a painful additional cutover for PSAPs down the road. We have accomplished this by using NENA i3 end-state architecture, with the caller's location as the basis for determining which PSAP the call will be routed to, significantly reducing call transfer times.

Geospatial (location-based) routing from day 1 improves the routing of the 9-1-1 call to the correct PSAP, therefore minimizing the misrouting of 9-1-1 calls. Motorola's customers have seen an immediate reduction in the misrouted calls, often over 50 , saving valuable response time. Motorola partnered with our customers to develop and implement our Location Based Routing solution, and was recognized by the IJIS Institute in 2022 for this innovation.

As a result of this location-based routing, Broward County will also benefit from a more efficient utilization of 9-1-1 staff, improved call response time, and provide better service to your constituents

Complete Originating Service Provider (OSP) Migrations

As a part of our standard implementation Motorola has been migrating the SPs off the legacy selective routers for many years, even before there was an emphasis from the FCC to do so. We led this industry in this migration because it was the right thing to do for our customers. Full SP migration simplifies the call flow as it removes the Telco legacy selective routers (in the case of Broward County these are AT T) from the 9-1-1 call path and eliminates those single points of failure. Another benefit of this approach is that our customers quickly reduce or eliminate all 9-1-1 service fees for legacy costs to their Telco.

We have extensive experience in migrating the carriers (SPs) to our network and already have agreements in place with national and many regional carriers to make the migration simple and quick. We are proud that we have migrated all SPs for all of our deployed NG911 systems today.

- Broward County will N T be responsible for prolonged charges for double routing - no legacy charges on our bills.
- Broward County will N T have continued reliance on obsolete router equipment, which is a single point of failure risk
- Broward County WILL be ready for true i3 routing when carriers deliver data with the call.

Migrating (SPs) immediately has allowed our customers to easily create diverse call routing scenarios tailored to their specific needs, for quicker emergency response.

Alternate Call Routing Capabilities

Motorola's call routing service provides a comprehensive array of alternate call routing options designed to enhance resiliency and disaster preparedness for PSAPs. This ensures that emergency calls are delivered to the appropriate destination even during major weather disruptions or unusual circumstances, aiming to save valuable response time. This includes pre-planned alternate routing in emergencies or for planned events, or dividing call traffic into multiple alternate destinations if needed.

Importantly, Motorola has an established Network to Network Interface (NNI) with the NG911 Core Services provider for the counties bordering Broward County, and is able to transfer and conference 9-1-1 calls to these counties.

Here are the key alternate call routing options available with our call routing service:

- Policy Routing Function (PRF): This is the primary mechanism for alternate routing. The PRF dynamically determines the best PSAP to receive and process calls based on predefined rules and the PSAP s readiness and available alternatives.
  - Customizable Rules: Policy Routing Rules (PRRs) can be tailored for Broward County to meet individual operational needs. These rules can be based on various factors such as call type (wireline, wireless, VoIP), location information of the caller, the riginating Service Provider (SP) of the trunk, or trunk group.
  - Dynamic Adjustments: Motorola manages call routing, including the ability to reroute calls based on PSAP availability. Changes to routing policies can be made as required, and there are provisions for both manual overrides involving Network and Security perations Center (NS C) engineers and automatic execution for pre-provisioned routes.
- PSAP Abandonment and Make-Busy Functionality: Motorola's call routing service supports PSAP contingency planning through pre-determined Policy Route plans designed to accommodate a shift in calls being transferred to other PSAPs automatically during a PSAP abandonment event. This make-busy functionality provides multiple options for administrators to reroute calls if a PSAP becomes unavailable. This can be initiated via a physical device (abandon switch) or a web portal. An example of this
- verflow and Busy Call Routing: The system can reroute calls when a PSAP is experiencing high call volumes or is busy. If a call is delivered to a Call Handling System (CHS) and returns a Busy Here (SIP 486) or Busy Everywhere (SIP 600) response, our call routing service can be configured to reroute the call to an alternate destination, which can be a Public Switched Telephone Network (PSTN) or Emergency Services Uniform Resource Identifier (ESURI) destination.

ur Policy Routing Rules are enabled in the Customer Web Portal for transparency and validation of call routing options, as further described below.

Comprehensive Customer Web Portal for Customer Visibility into NG911

ur Web Portal provides Broward County with immediate access to information anytime, anywhere, providing full visibility and transparency to your team to ensure the integrity of your NG911 and Emergency Services IP Network. This level of visibility into the system is unique to Motorola's solution, and is a reason customers have cited for moving from other NG9-1-1 providers to our service.

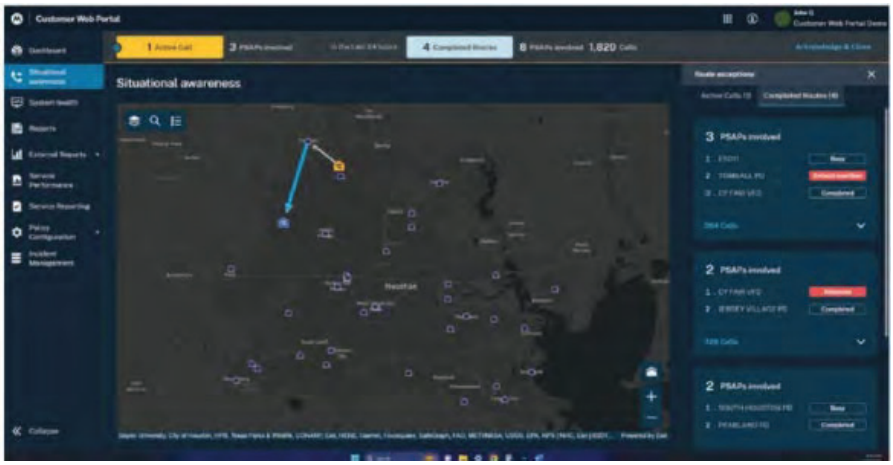
Protect the integrity of your 9-1-1 network and the safety of your community

Broward County's leadership and technical staff will benefit from real-time visibility into the technical health of your Motorola call routing service. Maps, graphs, and tables provide status details on critical functional elements, applications, and IP network infrastructure. Tabs for alerts and notifications enable fast access to areas of concern. From this view, designated personnel can also manage events and understand maintenance events.

Gain situational intelligence to see call routing and trends as they happen

NG911 call routing intelligence from:

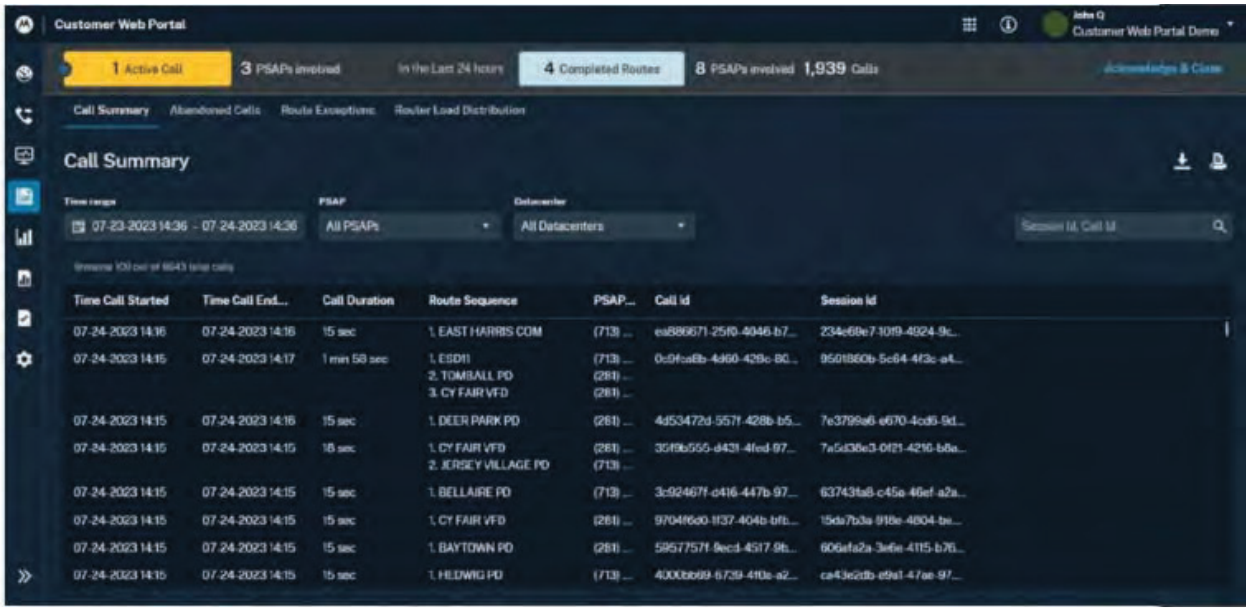
- 9-1-1 call flow into and across your call routing service
- Map-based view of PSAP operational status and routing trends
- Tailored notifications based on role when specific routing policy events occur
- Insight into why calls are being rerouted



- Call volume, route event and other statistical report views
- System health status and solution performance
- System-wide call capacity summary and performance

Access reports and analytics on demand

Network and 9-1-1 administrators will have easy access to reports upon demand. ur Web Portal makes this possible by providing NENA i3 event logging and network metrics, as well as enabling historical analysis. Interactive reports facilitate application and element drilldown for system transparency.



Incident Management for visibility into PSAPs' real-time routing

Network and 9-1-1 administrators and other stakeholders can access NENA i3 log events and other data inputs for real-time visibility and historical reference. Broward County will have the ability to see how calls are being routed. The Web Portal displays these events, along with PSAP status and live system activity. County stakeholders can see call routing trends, and policy-based routing in progress.

Our speedy and successful NG911 Implementation

Motorola has proven to implement NG911 very efficiently, with full SP migration, for all our NG911 customers. ur customers have stated that Motorola has the best NGCS project managers in the business - we are proud to commit to meet or exceed implementation timelines for Broward County.

"I think all of the Baltimore City team involved in the deployment process with Motorola Solutions felt like we all had a stake in the game. . . There wasn't a moment when we felt Motorola wasn't listening to us." Tenea Reddick, 911 Director, Baltimore City

Interoperability with Neighboring Counties (AT&T and INdigital NGCS)

The Call Routing Service supports call transfers to neighboring agencies, whether they are on other Next Generation 9-1-1 (NG9-1-1) systems or still using legacy selective routers. The Service can also transfer 9-1-1 calls to 7- or 10-digit numbers with the Calling Party Number (CPN).

Broward County's GIS Services already provided by Motorola

Motorola is very familiar with the County's GIS data through our remediation project and continues to assist in its improvement. The County's GIS data is currently ready for location based routing as provided in our NG911 solution.

The data already resides within our Service's Spatial Interface and could be used for Location Based Routing of 9-1-1 calls today reducing the number of transfers.

Pending litigation

Motorola Solutions Connectivity, Inc. has no pending material litigation.

VN006 References:

The NG911 Service Provider should provide a minimum of five (5) NG911 project references of similar projects in the last three years for contact by the County (at least two that are a similar implementation of the service model system requested, have completed implementation, and are in daily use).

Motorola has very strong references from our large customer base of over 51 million people served by our call routing service. To provide context to the reference forms submitted with this response, we are providing the following summary of these customers:

Greater Harris County, Texas - Regional NG911 Call Routing

Greater Harris County (GHC) 9-1-1 Emergency Network is the largest 9-1-1 system in Texas and the 3rd largest regional 9-1-1 system in the nation, encompassing 39 PSAPs. This system

serves a population of over 5.8 million people in the city of Houston and 48 additional cities in Fort Bend and Harris Counties - serving fully 20 of the population of Texas. GHC has one of the most technologically advanced 9-1-1 systems in the nation.

GHC selected Motorola's call routing service in 2016 to improve their disaster preparedness and manage call routing routes more effectively. Motorola and GHC worked together to develop and test the NG911 Customer Web Portal, which is actively in use in the region now. The operational impacts of our call routing service for GHC is:

- Streamlined their overall policy-based routing strategy across their 35 member PSAPs, so calls do not go unanswered.
- Expanded policy routing options and ability to design and implement new routing policies as GHC operational needs change over time.
- n-demand visibility into call routing decisions and real-time policy route deviations (any situation where calls routed to any destination other than the normal primary PSAP).
- Access to system health information to understand the status of their NGCS enterprise and early warning when service events occur.

State of Utah Communications Authority (UCA) - Statewide NG911 Call Routing and Call Handling

The Utah Communications Authority manages 29 PSAPs in the State, serving a population of 3.38M. Motorola was selected via a competitive bidding process for a statewide NG911 Service. ur service has been live since 2022, including the SP migration, which has enabled the State to recognize significant benefits with Location Based Routing. As detailed in this white paper, Location Based Routing reduced call transfer for the State of Utah by over 50 , saving minutes (and hours) in response time.

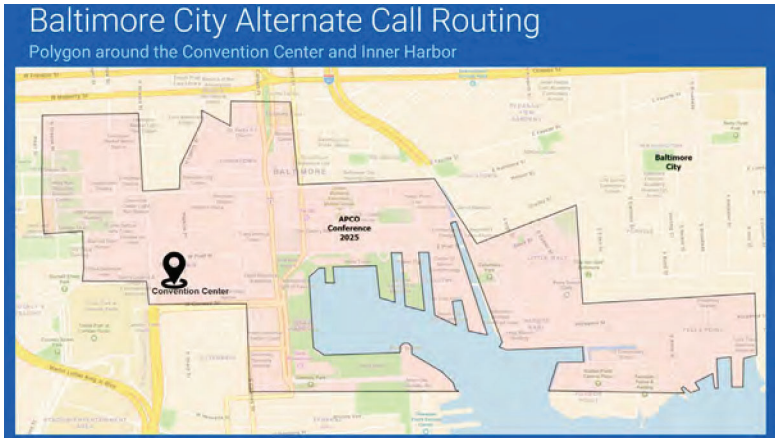
"Motorola has made it possible to route calls based on location. It feels good to deliver a promise that we made to legislators and the citizens who have received better service because of this location based routing."

- Tina Mathieu, Director, Utah Communications Authority

City of Baltimore, Maryland - Citywide NG911 Call Routing

After a competitive procurement process, Motorola was selected to provide NG911 call routing services to the City's 587 people. Within one year of the project kickoff, we deployed our call routing service in Baltimore City and proceeded to migrate all the carriers off their legacy network very quickly, We worked with the Baltimore City team to establish polygons utilizing their GIS data to geofence areas of the City for multiple special events, such as art and music festivals, and the National APC Conference held in July 2025. The picture below

is the polygon created for the event. A link to the August 1, 2025 Urgent Communications interview on this alternate call routing is here.



"My experience in working with Motorola is that they listen to us and always want to know what works best for the city…."

- Tenea Reddick, 911 Director, Baltimore City

State of New Mexico - Statewide NG911 Call Routing

New Mexico has 47 primary PSAPs with a variety of call handling solutions, including VIPER 7. In 2023, Motorola won a competitive procurement to implement a statewide NGCS, ESInet, and Text to 9-1-1 service. NM required an innovative solution for today that would also provide a solution for tomorrow . Motorola has already turned over half the PSAPs in New Mexico, and is quickly proceeding with the remaining PSAPS, integrating with a variety of call handling solutions, including VIPER. Motorola's project manager, Robert Alderman, will also be the project manager assigned to Broward County.

Las Vegas Metro Police, Nevada - Citywide NG911 Call Routing

Las Vegas Metropolitan Police Department (LVMPD) has a population of 1.9 Million, plus an additional 41 Million visitors annually. LVMPD utilizes many Motorola solutions, including Premier ne CAD, geodiverse VESTA call handling, and P25 radios. Due to our longterm partnership, in early 2024, LVMPD approached Motorola requesting immediate assistance with a NG911 call routing solution. This followed multiple failures in their legacy routing system. After LVMPD carefully evaluated and selected Motorola's call routing service, we began the deployment of our service to their primary and alternate PSAP. LVMPD is now live on this service, with many of the SPs migrated, and the remaining SPs queued up for migration.

"Never let a good crisis go to waste: that really motivated us to find a solution . . . What we're implementing now is a NEXTGEN solution that is all digitally based. . . Six dispatch or communications centers all across the Valley are all analog-based through a "legacy" 911 system, and the last hardware upgrades were done more than a decade ago; the

hardware has not been manufactured for many years and is now outdated. The Valleywide upgrades to NextGen 911 are underway, and the system will go "live" this summer."

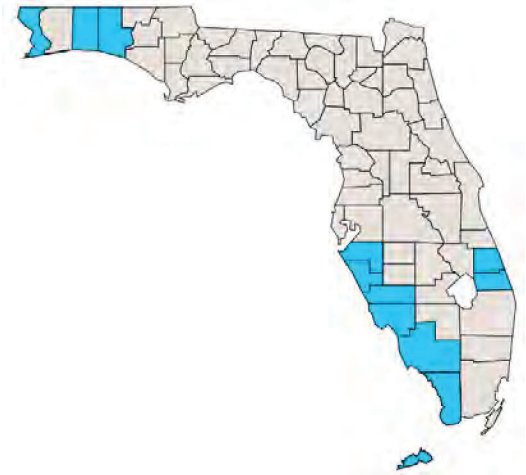
- *Richard Hoggan, Chief Financial Officer of LVMPD, early 2025*

City of Chicago, Illinois - Citywide Call Routing and Call Handling

Previously, the City of Chicago used AT T for its 9-1-1 services. However, following a rigorous competitive solicitation process, Motorola was chosen as the new NG911 service provider in December 2023. n July 31, 2025, Motorola fully replaced the legacy environment with its NG911 call routing and call handling services and began processing live 911 calls. We are very proud of this extremely complex implementation, which was completed on time and within budget, and we anticipate that the City will soon become a strong reference customer.

"The Motorola Solutions Next Generation 9-1-1 VESTA NXT Call Handling and Routing Service deployment not only met our expectations, it exceeded them. We now have a resilient, modernized emergency communications system that positions us well for the future. We are extremely pleased with the outcome and the professionalism shown throughout the project." -

William Ramey, Director of Information Systems, Office of Public Safety, City of Chicago



Additionally, Motorola is proud to have a **strong customer base in Florida.** We wanted to highlight some of them here due to their regional proximity to the County.

Lee County Public Safety, Florida, NG911 Call Routing

Motorola has a significant public safety portfolio serving Lee County, including their geo-diverse VESTA 9-1-1 call handling equipment deployed on their 92 positions. In 2022 we deployed our call routing service, with full SP migrations.

"Lee County's trust in Motorola for superior public safety communications systems spans decades, rooted in the reliability and effectiveness of the countywide radio system. Witnessing the success of the Motorola Solutions Next Generation Core Services solution in Collier County, Lee County followed suit . . . This ongoing journey underscores Lee County Public Safety's deliberate pursuit of top-tier technology. The decision to rely on Motorola Solutions technology is deliberate and grounded in its consistent and dependable performance, meeting our needs precisely when required."

- *Paul Filla, Technical Service Manager, Lee County Public Safety*

Sarasota County, Florida - Countywide Call Routing and Call Handling

Sarasota County selected Motorola's call routing and call handling solution for NG911 to replace their existing call handling and 9-1-1 call routing system.

The Motorola Project Management Team successfully cutover Sarasota County to NG911 in November 2022.

Within three months of the go-live, Motorola fully migrated all the riginating Service Providers (SPs), including the landline calls and all the 9-1-1 traffic to our call routing service, simplifying the call path and eliminating the need for the legacy selective routers.

As a result of Motorola's full migration of the SPs, and utilizing our Location Based NENA i3 call routing service, Sarasota significantly reduced their call transfers by up to 38 between neighboring Charlotte, DeSoto, and Manatee Counties, saving nearly an hour per month in 9-1-1 call processing time,

"You rock! Because of you and your team's continued support, this whole implementation has been virtually stress-free for my team."

-Sally Lawrence, 911 Director, Sarasota County, FL

St. Lucie County, Florida - Countywide Call Routing and Call Handling

In 2022 as the result of a competitive procurement, Motorola was awarded the contract with St. Lucie's Department of Public Safety for the deployment of a NG911 solution, for both routing and call handling. Robert Aldeman was selected as the project manager for the deployment of Motorola's call routing service. As a key member of Motorola's Project Management and implementation team, he was engaged from the beginning, prior to a formal contract being executed, which allowed him to become immediately involved with the NG911 project team. Following a comprehensive acceptance test period, during which interoperability with the surrounding counties was verified, the NG9-1-1 system has served the residents and visitors of the County since August 2023.

Martin County, Florida - Countywide Call Routing

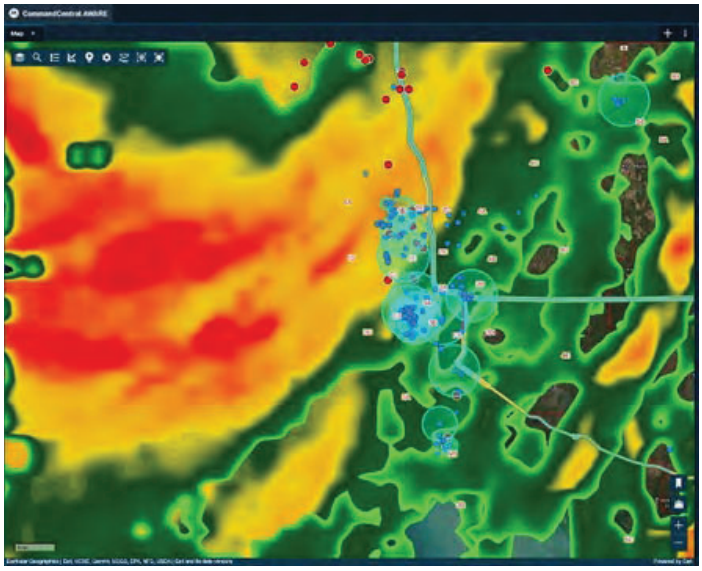
Martin County has been one of our earliest NG911 call routing customers, going live with our service in 2021 with full carrier migration. The County has been utilizing our location-based routing and has been an integral part of continuity planning for many other Motorola call routing customers in southern Florida. For example, during Hurricane Ian, Collier County sent their calls to Martin County for a period of time to make sure all Collier County's 911 calls were answered.

Collier County Florida Sheriff's Office - Countywide Call Routing

Collier County Sheriff's ffice has been a Motorola Call Routing customer since 2021. In early 2023, Motorola migrated the SPs in Collier County which enabled Location Based Routing. Collier County is an innovation partner with Motorola for many products, including VESTA N T call handling and Smart Transcription. Specifically, the Collier and Motorola Project Management teams have collaborated on advancements in the Customer Web Portal, alternate call routing paths with a PSAP in South Carolina (should that ever become necessary),

and the utilization of satellite connectivity for a possible tertiary call delivery mechanism.

The image to the right depicts the moment that Hurricane Ian made landfall in the region in September 2022. It highlights the cumulative data feeds and event layers that the Collier County team utilized during the event within CommandCentral Aware . This map provided the County with Situational Awareness by aggregating 9-1-1 call data, weather feeds, and relevant GIS map data and specialized layers in real-time.



"Over the past several years I have had the pleasure of working closely with the Motorola 911 team on various projects throughout the Florida 911 community. I can confidently say their sales, installation, project management and service organizations have delivered on their promises and met or exceeded all expectations. As a vendor neutral consulting firm, I am very comfortable in recommending Motorola's 911 solution and team of experts to any agency considering their services."

-Tim Gundlach
TGundlach Resource Agency, LLC
February 2025

See also our Vendor Reference Verification information submitted to the broward.bonfirehyb.com portal.

Exhibit 3 Broward County Organizational Chart and Key Staff Resumes

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MOTOROLA SOLUTIONS

Broward County, FL

Organizational Chart and Resumes for Key Staff

Exhibit 3

August 22, 2025

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4.3 Chris Clapp, Cyber Security Engineer

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.1 Dale Whaley NGCS Operations and Customer Service Manager

.2 Robin Barton NGCS Customer Service Manager

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.1 Stephen Gissen NGCS Operations Manager

.2 Heidi Pickett Manager, Technical Support

.3 Michaela ohnson Network and Security Operations Center, Manager

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Section 1

Organizational Chart

Motorola brings extensive and long-standing experience in public safety, demonstrating a profound understanding of this critical industry and the essential, life-saving nature of the solutions we provide. We re committed to delivering unparalleled results by assembling the industry s premier team to meticulously design, expertly install, and proactively manage your call routing service. This dedicated approach ensures your county benefits from a system that not only enhances operational efficiency and intelligence, but also delivers unrivaled reliability, resiliency, and accuracy. Ultimately, our proven expertise and top-tier team will save crucial seconds on every call, empowering your public safety answering points (PSAPs) with the most advanced tools to serve and protect the community more effectively.

The strength of our proposed Service lies in the talent and collaboration of our team **please find our organizational chart below, outlining the individuals who will drive this pro ect s success.**

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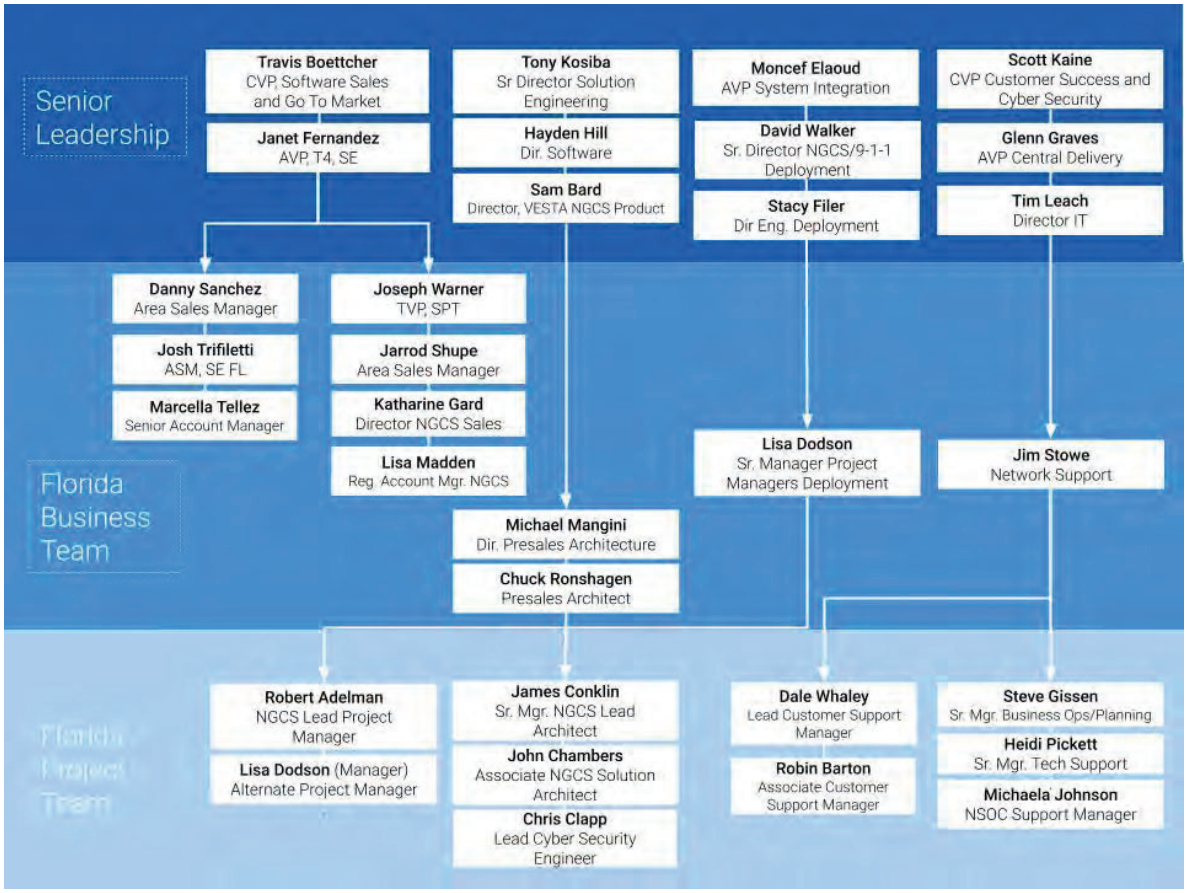

rganizational Chart

Section 2

Resumes

For a comprehensive look at the individual qualifications and proven track records of our project leaders, please review the detailed resumes that follow.

The resumes provided highlight the extensive experience and qualifications of Motorola s talent, showcasing their deep expertise and proven track records. While these individuals exemplify our team s caliber, please understand that personnel assignments may be adjusted between proposal submission, award, and implementation. Any changes would be fully vetted and approved by the County.

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Section 3

Project Manager

3.1 Lisa Dodson - Senior Manager, NGCS Project Management and Deployment

As Manager of the Motorola Pro ect Management and Deployment team, Lisa will oversee and act as a backup to Robert Adelman.

Lisa meets and exceeds the requirements set forth in the RFP

Lisa Dodson, MPA, ENP Sr. NGCS Pro ect Management Consultant Phone: 281.740.7058 Email: lisa.dodson motorolasolutions.com
ualifications and Experience
30 years of dedicated experience in public safety, with a proven track record in 9-1-1 operations and Next-Generation 9-1-1 (NG9-1-1) transitions. As a Senior NGCS Project Management Consultant at Motorola, Lisa oversees the delivery of Next Generation Core Services (NGCS), managing a portfolio of project managers and customer deployments to ensure on-time, on-budget, and customer-satisfying project completion. She actively shapes industry standards through her role on NENA s Development Steering Council and as co-chair of the PSAP Logistics Committee, and has co-chaired multiple NENA working groups. Her background includes over 20 years managing 9-1-1 operations and public safety systems for a major urban county, along with 6 years as a project manager for a public safety solutions vendor.
ey Pro ects/Achievements
☐ Texas Datacenter 2.0 Upgrade ☐ Lubbock ECD ☐ GHC (Houston, T) ☐ Texas 4 C G Project (BVC G, CTC G, H TC G, GCRPC)
Relevant Work History
☐ Motorola ☐ CentralSquare Technologies ☐ Harris County, Texas
Education, Certifications, and Memberships

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- ☐ Master's Degree in Public Administration, Sam Houston State University
- ☐ Bachelor's Degree in Business Administration, Sam Houston State University
- ☐ NENA certified Emergency Number Professional (ENP) since 2001
- ☐ More than 24 years in the 9-1-1 industry serving on numerous local, state and national boards and committees

3.2 Robert Adelman, NGCS Senior Project Management

Broward County Lead Pro ect Manager

Robert meets and exceeds the requirements set forth in the RFP

Robert M. Adelman, ENP, PMP - NGCS Sr. Pro ect Manager Phone: (210) 870-7616 Email: robert.adelman motorolasolutions.com
Qualifications and Experience
Robert has 30 years in public safety. For the past 6 years, as NGCS Sr. Project Manager with Motorola, Robert currently manages the delivery of our Next Generation Core Services (NGCS) products and services to 9-1-1 authorities transitioning to Next-Generation 9-1-1 (NG911). As a member of our NGCS Delivery team, Robert leads our team members in all aspects of assigned projects, responsible for delivering contract scope, on schedule and within budget, while maintaining customer satisfaction. Prior to joining Motorola, Robert spent 25 years in the public sector managing public safety communications and 9-1-1 operations for a large urban county in south-central Texas. Robert is a Master Peace fficer and currently serves as the Special Projects Technology fficer, Local Agency Security fficer, and Terminal Agency Coordinator for the lmos Park Police Department. Robert chairs the Alamo Area Council of Governments (AAC G) Interoperable Communications Committee and chairs the FCC Region 53 700 800 MHz Regional Planning Committees.
Key Projects/Achievements with Motorola Solutions
Brazos Valley C G, T (NGCS) Central Texas C G, T (NGCS) Heart of Texas C G, T (NGCS) Golden Crescent RPC, T (NGCS) Sarasota County, FL (both NGCS and Call Handling) Collier County, FL (NGCS) St. Lucie County, FL (both NGCS and Call Handling) Galveston County ECD, T (NGCS) McLennan County EAD, T (NGCS) Ector County ECD, T (NGCS) Midland County ECD, T (NGCS) State of New Mexico (NGCS) Implementation Underway (47 PSAPs 45 CHS)

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Relevant Work History
Motorola (2019 Present) Imos Park Police Department, T Bexar County Sheriff's ffice, T
Education, Certifications, and Memberships
Bachelor's Degree in Criminal Justice, St. Mary's University, San Antonio, T PMI Project Management Professional (PMP) NENA Emergency Number Professional (ENP) Master Texas Peace fficer Level 4 CJIS Security IS-100, IS-200.a, ICS-300, G-400, IS-700.a, IS-701.a, IS-703.a, IS-704, IS-800.b Chairperson, AAC G Interoperable Communications Committee Chairperson, FCC Region 53, 700 800 MHz Regional Planning Committees AAC G Delegate, Texas SCIP Executive Council (SEC)

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Section 4

Engineering

4.1 James Conklin Senior Manager - NGCS Systems Engineering

Broward County Technical Lead

ames meets and exceeds the requirements set forth in the RFP

ames Conklin - Senior Manager, Systems Engineering
Phone: 951.365.1765 Email: james.conklin motorolasolutions.com
Overview
James Conklin has been employed by Motorola since 2014. He is an experienced manager and team leader providing NGCS engineering direction for the design, deployment, and integration organizations. For Motorola, James has operated in several engineering roles and currently works as a Senior Manager of Systems Engineering. His team is responsible for solution architecture and engineering of the NGCS product offerings, working with the implementation, engineering, design, security, and sales teams to establish and maintain products and services that meet and exceed market requirements. With more than 20 years of experience in system design, test, and delivery, he brings a wealth of experience to the Motorola team.
Experience
James experience provides the project management team s leadership a valuable resource throughout all phases of the project. His support in the design, delivery, management, and implementation of complex and high-priority initiatives range from Motorola developed software to custom-designed initiatives to meet customer needs. His recent projects include: Federal and Department of Defense (DoD) sites (over 130 world-wide locations). Florida (Collier, Manatee, Martin, Lee, St. Lucie and other counties). New ork City, N . Texas (Greater Harris County GHC , Lubbock Emergency Communication District LECD , and Multiple Councils of Government C Gs).
Companies
Motorola Before joining Motorola, he worked for numerous large and small companies including cean Systems Engineering Corporation (SEC), Vencore, ineti North America (NA), and Cassidian Communications Airbus DS Communications. Prior to that, he was enlisted in the United States Marine Corps.

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Education and Certifications
MS in Cyber Security perations and Leadership from University of San Diego.
BA in Intelligence Analysis from American Military University.
Certified Information Systems Security Professional (CISSP), (ISC) 2, 2016 Present.

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4.2 John Chambers, NGCS Solution Architect

Broward County Technical Associate Lead

ohn meets and exceeds the requirements set forth in the RFP

ohn Chambers NGCS Solutions Architect

Phone: 224.474.8069
Email: john.chambers motorolasolutions.com

ualifications and Experience

20 years of robust experience in system engineering, test, and delivery, with a strong background in call handling. As an NGCS Solutions Architect at Motorola since 2014, John is responsible for the complete lifecycle of Next Generation Core Services (NGCS) product offerings, including solution architecture, engineering, implementation, and testing. He effectively partners with various internal teams (implementation, engineering, design, security, sales) to ensure products and services consistently exceed market demands.

ey Pro ects/Achievements

His support in the design, delivery, management, and implementation of complex and high-priority initiatives range from Motorola developed software to custom-designed initiatives to meet customer needs. His recent projects include:

Maryland (Allegany, Garrett, Howard, and Washington Counties, among others)
Missouri (St. Charles County)
Texas (Greater Harris County GHC , Lubbock Emergency Communication District LECD , and multiple Councils of Government C Gs).

Relevant Work History

- Motorola Solutions
- Army National Guard - Communications 15 years

Education, Certifications, and Memberships

- Bachelor in Business IT Management Systems - Minor in DHS Cyber Security
- VESTA 9-1-1 and NGCS Certified
- Security
- ITIL Foundations I

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4.3 Chris Clapp, Cyber Security Engineer

Broward County Lead Cyber Security Engineer

Chris meets and exceeds the requirements set forth in the RFP

Chris Clapp, Cyber Security Engineer III

Phone: 951.551.4208
Email: chris.clapp motorolasolutions.com

ualifications and Experience

A valued member of Motorola since 2006, Chris has held several sequentially more critical positions culminating in his current position as a Senior Cyber Security Engineer. During this progression, Chris has designed and supervised the deployment of security and response solutions covering over 1200 PSAPs in the United States, including networking devices, host-based solutions, and centrally and locally managed patching vulnerability controls solutions along with centralized anti-virus deployments.

In his current position, Chris is responsible for the design and deployment of security controls for the Next Generation call routing solutions. In this position, he develops industry-leading technical and operational defense technologies and techniques to defend 9-1-1 systems from internal and external threats and actors.

Chris has over 20 years of experience in Systems Administration, Networking, Security, and Telephony Solutions.

ey Pro ects / Experience

State of Florida VESTA Router design and implementation of security infrastructure covering service to a 5m user-base.

riginated a secure and highly available compartmentalized design for second and third generation 9-1-1 call routing functions covering 25m users.

Greater Harris County (Houston): Design and deployment of security solutions for call handling, call routing, and GIS services.

New ork City: Design and deployment of security solutions for the United States largest single Call Handling Solution.

Relevant Work History

Motorola

Before joining the team at Motorola, Chris worked for ViaSat Communications.

Education, Certifications, and Memberships

Masters of Science, Cyber security

BS Cyber security and Information Assurance

Certified Information Systems Security Professional (CISSP)

Cisco Certified Network Professional (CCNP)

Microsoft Certified Systems Engineer (MCSE)

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4.4 Charles Ronshagen – NGCS/GIS Sr. Solutions Architect

Broward County Lead Pre-Sale Design NGCS/GIS Architect

Charles meets and exceeds the requirements set forth in the RFP

Charles Ronshagen, Senior Solutions Architect NGCS/GIS

Phone: (951) 378-3175
Email: Chuck.Ronshagen motorolasolutions.com

Overview

Chuck Ronshagen is a Sr. Solutions Architect for NG9-1-1 Core Services and GIS. His responsibilities focus on the design of ESInet and location solutions associated with 9-1-1 call routing and call plotting. An additional area of focus includes assisting agencies with their internal processes to better manage their GIS programs with regards to the requirements set forth by the NG9-1-1 standards. He is also involved in the design of Motorola Solutions' GIS-based products to satisfy the needs of PSAP personnel.

He has been involved with the 9-1-1 industry since 1999 and with GIS since 1985. His strengths include 9-1-1 addressing standards, data generation and maintenance, and wireless location technologies. He currently serves as a member of various industry affiliated standards committees and working groups.

Track Record / Experience

Monroe County, FL NGCS (go-live 9 2025) Designed ESInet to include Low Earth rbit Satellite connectivity due to only one terrestrial path through the eys. The State granted Monroe County the ability to have two terrestrial circuits as well connectivity from diverse carriers.

N C NGCS (go-live 2024) Designed the Location Services portion of the project including the integration of the GIS and ALI MSAG databases. Worked with team members to define GIS field attributes to be used in the call routing process and assisted in defining how the boundaries should be constituted to provide the most flexible routing for contingency operations.

Broward County, FL GIS Repositories Designed the repository system and network connectivity for hosting the GIS data for the County and the cities of Plantation and Coral Springs. Provided direction on restructuring the customers' GIS data to adhere to the NENA GIS Data Model. Provided assistance in the remediation processes to be used by the participants to reach NENA's recommended ALI GIS match rate of 98 . The County is currently well above the threshold at 99 .

Relevant Work History

Motorola Solutions Inc. 2000 Present

- o Sr. Solutions Architect NGCS GIS

DMSC Inc. 1999-2000 (PSAP mapping company sold to Plant Equipment, Inc.)

- o perations Manager

Breedlove, Dennis Associates, Inc. 1984-1999

- o CAD GIS Manager, GIS Project Manager, CAD GIS Analyst, Associate Scientist

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Education and Certifications
University of Central Florida - Post-baccalaureate education in Engineering Administration
University of Miami B.S. Marine Science Biology

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Section 5

Customer Service Manager

5.1 Dale Whaley – NGCS Operations and Customer Service Manager

Note: Broward s Client Service Representative (CSR) is referred to as the Customer Service Manager (CSM) at Motorola, with the same or greater qualifications than the CSR described in the RFP.

Broward County Lead CSM

Dale meets and exceeds the requirements set forth in the RFP

Dale Whaley - Operations and Customer Service Manager Phone: 951.719.2361 Email: dale.whaley motorolasolutions.com
Overview
Dale is a vital member of the perations Management team, primarily focused on developing and maintaining strong relationships with Direct customers, serving as their advocate within Motorola to ensure service needs are met. His prior experience as a channel partner provides unique insight into customer expectations for 9-1-1 solution providers. Before Motorola Solutions, Dale spent 12 years managing diverse customer accounts, including public safety, for Sprint EMBAR CenturyLink across Virginia and Tennessee. He has a proven track record of building robust professional relationships with 9-1-1 agencies, end-users, and industry partners.
ey Pro ects
City of Philadelphia PA - Direct nondaga Co., N - Direct Hillsborough Co., FL -Direct kaloosa Co., FL -Direct Anne Arundel Co., MD - Direct Allegany Co., MD - Direct Prince George s Co., MD - Direct Summit Co., Akron, H - Direct Self Maintained Greenville Co., SC Direct Self Maintained Beaufort Co., SC Direct Self Maintained Martin Co., FL Direct Self Maintained Shelby Co., TN Channel Special Account Rutherford Co., TN Channel Special Account WestC RE PA Channel Special Account

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Companies
Motorola Solutions, Inc.
Education and Certifications
22 years of telecom experience including service management, order entry, operations, customer relations, project management, and sales NENA member since 2007 ITIL Foundations Certified More than 18 years in the 9-1-1 industry supporting numerous local, state and national boards and committees

5.2 Robin Barton – NGCS Customer Service Manager

Broward County Associate Lead CSM A A, CSR

Robin Barton, Software Customer Service Manager Phone: 470.701.2167 Email: robin.barton motorolasolutions.com
ualifications and Experience
As an NGCS Customer Service Manager for Motorola, Robin acts as the primary liaison between customers and internal teams, ensuring their needs are met and their concerns are addressed effectively. Her role involves managing customer relationships, overseeing service delivery, and facilitating communication to ensure a seamless experience. She coordinates with technical teams to resolve issues, track trends, and proactively identify improvements for system performance and customer satisfaction. By addressing escalations, monitoring service quality, and providing timely updates, she helps maintain trust and build strong partnerships with customers while representing Motorola's commitment to excellence in service and support.
ey Pro ects/Achievements
Serves as the CSM for many other Motorola customers in Florida Managed the NGCS implementation process for Monroe County, FL and Lake County, FL Managed multiple hardware refreshes and system upgrades
Relevant Work History
1 year as an NGCS CSM for Motorola 11 years as a 911 Supervisor and SWAT Hostage Negotiator at a Tri-ACE agency 3 years in Software Implementations
Education, Certifications, and Memberships
More than 14 years in the 911 industry NENA membership

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Section 6

Support Services

6.1 Stephen Gissen NGCS Operations Manager

Stephen Gissen NGCS Operations Manager Phone: 303.775.0289 Email: steve.gissen motorolasolutions.com
ualifications and Experience
Accomplished, goal-oriented leader with a comprehensive project management and customer management background. Demonstrated leadership abilities in driving daily operations, managing complex projects, and directing cross-functional teams. Excellent communication skills, with expertise in delivering quality customer support, training personnel, and acting as a company representative. perations Management Multi-Tier Technical Support Systems Integration uality Assurance Project Management Team Leadership Program Administration Staff Training Development Strategic Planning Process Improvement Customer Support Troubleshooting
ey Pro ects / Achievements
Largest NGCS customer's that are supported and operated City of Chicago, IL State of New Mexico Telus CANADA Greater Harris County, T State of Utah Prince George's County, MD City of Baltimore
Relevant Work Experience

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ver 20 years of consecutive experience with a prominent global telecommunications company, Motorola earned multiple promotions for exemplary performance during tenure.

Customer-centric, with a track record of success in consistently surpassing customer expectations and ensuring the timely resolution of their problems.

Recognized as an expert at implementing strategies that optimize enterprise-wide processes and minimize risks and costs, including reducing issue escalation by 65 (2016 2019).

Education, Certifications, and Memberships

Bachelors of Arts in Computer Science

Master's Certificate in Information Technology Project Management

6.2 Heidi Pickett – Manager, Technical Support

Heidi Pickett, SR Manager, NG911 Technical Support & NOC Operations

Phone: 925.596.3379
Email: Heidi.pickett1 motorolasolutions.com

Overview

Strategic, dynamic, and visionary global technology executive recognized as the go to person in crisis management situations, with proven ability to implement corporate strategies while prioritizing and executing on high visibility programs. Transparent communicator adept at fostering unique connections at all levels within an organization. Possess a reputation as a data-driven and goal oriented leader who maintains a productive climate and motivates teams to exceed performance standards.
Core Competencies:

- Customer Focused
- Critical Systems Thinker
- 911 Telecommunication Expert Public Speaking
- Mergers Acquisitions
- Business Continuity Planning
- Crisis Management
- Wireless VoIP Text Systems
- ITSM Transformation
- Incident and Problem Management
- FCC Compliance
- IS 9001
- Strategic Planning
- Vendor Management
- Thought Leader

Experience

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Tools and Technology Experience

- Service Now
- HP rchestration
- Confluence
- MS ffice and o365
- Wireless V IP Text
- Everbridge
- racle
- CISC Teams
- Metaswitch
- Ribbon
- Jira
- Remedy
- Fusion
- HCM

Companies

- Motorola
- Intrado

Education and Certifications

- Front Range Community College, Longmont C - Business AAS in progress
- Denver University, Daniels Business College, Denver C - Executive Leadership Program
- Federal Emergency Management Association, Incident Command Certification
- ITIL V3 Foundations, Certification
- Blackrock3 IC, Certification

6.3 Michaela Johnson – Network and Security Operations Center, Manager

Michaela ohnson, Sr. Manager Network and Security Operations Center

Phone: 303.246.7119
Email: Michaela.Johnson motorolasolutions.com

ualifications and Experience

As the Manager of Motorola's Network and Security perations Center, Michaela leads a team of highly skilled and experienced N C Technicians that are dedicated to supporting Motorola Solutions customers.

ey Pro ects/Achievements

Michaela and her team of N C Technicians support all of Motorola s NG9-1-1 public safety clients to ensure outstanding results each day. Their goal is to help these clients deliver the best possible outcomes for the communities they serve. Since our systems are designed to save lives, the support provided to our customers is unparalleled. Michaela's team consistently demonstrates excellence in their work.

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Relevant Work History
Michaela has been in Network perations in the Telecommunications industry since 1999: ● Motorola ● Intrado ● Fujitsu ● Verizon ● Frontier
Education, Certifications, and Memberships
● ITIL Foundations Certification ● Society of Women Engineers ● More than 20 years working in the public safety industry and supporting customers

Exhibit 4 Preliminary Project Plan VESTA NXT Router

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Subject

Broward County Office of Regional Communications and Technology ORCAT , lorida

Preliminary Project Management Plan

Exhibit

August 22, 2025

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.C Test all
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Section 1

Motorola Project Management Plan

Motorola's preliminary Project Management Plan provides the framework for successfully implementing the NG9-1-1 service based on Motorola's extensive experience in deploying complex, integrated public safety solutions. This plan will be further developed in partnership with Broward County and submitted as a formal plan as part of the project documentation during the Detailed Design Review.

The Project Management Plan comprises the Project Management and Implementation Methodology, Project Implementation Plan, Migration Cutover Plan, Acceptance Test Plans, and Training Plan described in this section.

1.1 Project Management and Implementation Methodology

ur Program Manager and Project Manager will lead all necessary project team members in the implementation process by communicating the agreed-upon project plan, project status, identified risks, and next steps to their teams. ur Project Manager, working with the project team, is responsible for formulating the project plans required to implement the project, communicating the support plan for the service, and coordinating activities to ensure a successful cutover with minimal risk and disruption to the public safety answering point (PSAP). The project team will use a combined Project Management Plan (PMP) and Project Schedule (Microsoft Project or similar standard scheduling tool) to provide a consistent vehicle for communication, management, reporting of progress, and detection of potential progress delays.

This preliminary Project Management Plan includes a brief synopsis of the project management methodology related to overall program management components to deliver the contracted project on time and within budget. It includes the following components, which are further described in the sections below:

- Project Team Staffing.
- Schedule Management.
- Communications Plan.
- Action Items Issues Management Plan.
- Change Management Process.
- Risk Management Process.
- Project Punch List.
- uality Management.

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- Governance Approach.

1.1.1 Schedule Management

ur project Schedule will include all project work activities, responsibilities for performing those activities, and proper sequencing.

The Project Schedule details the projected timeline for completing the tasks required to implement the new NG9-1-1 service successfully. During the Detailed Design Review meeting following the contract award, the Project Manager will present a baseline project schedule that will be mutually agreed upon based on knowledge and timeline goals learned during the initial project kick off meeting.

The Project Manager will update the baseline schedule weekly during project implementation and provide it to the Broward County Project Manager in an agreed upon format, such as Microsoft Project, SmartSheets, or similar. Motorola will work with the County to identify all project responsibilities for successfully completing the project.

1.2 Communications Plan

Motorola recognizes that prompt and effective communication is vital to integrating project teams and completing projects, and will collaborate to create a project Communications Plan during project initiation. The plan will:

- Ensure project success is measured accurately.
- Provide continuous access to status reports, schedules, and other key documents.
- Provide the field team with immediate, fast-track issue resolution information.
- Avoid costly miscommunications.
- Clearly identify the key project stakeholders and project team members.
- Define the communication process the teams will use throughout the project.
- Determine what communication tools the project team will use to send information and report on progress. Communication tools may include email, status reports, phone, fax, and websites.

The Project Manager will be responsible for scheduling and conducting meetings regularly to be determined and mutually agreed upon. This will include regular weekly project status meetings, or as needed and agreed upon, throughout the project with team members from both parties. For every meeting, the Project Manager will provide mutually agreed upon agendas and project-specific materials at least 24 hours before the meeting and meeting notes within one (1) business day of meeting completion. The status meetings will typically cover the following topics and contain enough detail to enable stakeholders to make informed decisions and effectively oversee the project:

- verall project status on major activities and key deliverables.
- Status of issues and action items with assignments.
- Project Schedule updates and review of future planned activities (to be distributed at least one (1) day before the scheduled meeting).
- Status of risk register items.

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Regular project status reports will be posted by the Project Manager on a shared website, with access provided to the project community. Representatives of Broward County will be able to view the status of each site quickly, and the project team will be able to readily reference the schedule and project documentation progress.

Status reports will highlight potential issues and identify actions to mitigate them. Individual action items will be assigned, and the Project Manager will track completion dates. Status reports will also assess the project s progress and communicate resources. Action item lists will be maintained and updated weekly to identify and resolve identified items.

As the PSAP cutover to the new NG9-1-1 service nears, status meetings and reports will be more frequent. Motorola's technical staff and Project Manager will be on-site during the cutover. They will communicate with Broward County's Project Manager and relevant PSAP personnel daily or as activity levels require.

1.2.1 Action Items/Issues Management Plan

The Project Management Plan includes developing an Action Items Issues Management Plan that will be used throughout the project to resolve issues within the project's scope. Team members will determine if an issue that arises during the project, such as an unsatisfactory test result or unexpected problem, may significantly impact project completion and need to be reported to the Project Manager. The Project Manager will consult with the team member to determine the issue s impact and decide if it should be reported to the full project team.

To ensure the plan incorporates Broward County's priorities, the Project Manager will work with the County s Project Manager during the initiation phase to design and approve the Action Items Issues Log format.

Issues that change or modify parts of the project scope, including product quantities, schedule, and deliverables, are handled through the Change Management process. The Action Items Issues Log identifies issues, provides continual status updates on specific tasks, and identifies the responsibilities of all parties.

1.3 Change Management Process

Motorola uses a detailed, IT Information Library (ITIL)-based Change Management process to ensure standardized methods and procedures are followed for completing project changes efficiently and promptly. The Change Management process intends to ensure Broward County and Motorola agree on any documented and recorded contract baseline changes.

Motorola will maintain effective change management during the project implementation to capture the impact of any proposed changes to the requirements. We will collaborate with Broward County to determine the impact of any change request on scope, cost, and schedule and will document the agreed-upon changes on the Request for Change (RFC) form. Any resulting change order must be authorized and executed by Broward County and Motorola before work on the change order can begin.

During service delivery, we use the Change Management process to avoid or minimize the impact of change-related incidents and prevent disruption to day-to-day operations.

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The Change Management process ensures that service change requests are properly documented, reviewed, and approved by stakeholders before implementation. The Change Management process will be defined and documented in detail during the project planning phase. It will include the following components:

- Planned utage Process.
- Unplanned utage Process.
- Incident Escalation.

A service Request for Change (RFC) is coordinated through the Motorola Service Desk. Either Motorola or Broward County-designated personnel can initiate it by completing an RFC form to document the requested service change. Service delivery and engineering staff will assess and identify the potential impact, risk, timeline, and costs associated with the functional change, hardware or component additions, and any required integration with additional systems or networks.

All service RFCs follow the Change Management process, which includes the following steps:

- Create a service RFC.
- Review and assess the RFC.
- Develop an implementation plan for the change.
- Test the change.
- Determine a roll-back plan.
- Approve change.
- Review change performance.
- Close the change process.

1.4 Lifecycle Management

Lifecycle management is included as a part of our service offering. If, as part of the Lifecycle review, a change is required, the change will be noted and tracked through our Change Management Process.

Risk Assessment activities are part of any Change Request submitted, and the Cyber department is an active participant in the Change Advisory Board and Change control process. Baseline controls are reviewed quarterly, and the specific controls and mapping of a deployment are checked for exceptions to the baseline controls as part of the Baseline Validation process. A technical reassessment of risk is conducted at that time those artifacts are used as the primary input to the uarterly Risk Assessment Reporting (RAR) for the given deployment.

Should exceptions be discovered as part of the RAR, then depending on severity, the discovered exceptions will either spawn a Change Request and, subsequent rescan revalidation of controls or an Incident will be declared and worked as an Emergency Change Request, with the same subsequent rescan revalidation activities after the change window is closed. Should there be an exception that requires a change of controls, this is addressed as part of the Change process Incident Management follow through process.

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1.5 Risk Management Process

ur Risk Management process helps to ensure that the project team is making informed decisions about our approaches to identified risks and escalating high-profile risks to project stakeholders, both internally and externally, to manage the overall risk profile of the project and our respective organizations.

The risk analysis and management process include four key activities:

- Identification and Assessment: Risk identification starts before a project is initiated, with the number of risks increasing as the project continues. The initial Risk Assessment attempts to identify, characterize, prioritize, and document a mitigation approach for risks identified at the start of the project. If the identified risk is determined valid through project assessment, the risk is assigned an owner and entered into the Risk Register as a Risk Statement.
- Analysis: Identified risks are analyzed to determine the probability of occurrence and impact on the project, which are used as the basis for assigning risk priority.
- Planning: Because mitigation approaches must be agreed upon by project leadership (based on the assessed impact of the risk, the project's ability to accept the risk, and the feasibility of mitigating the risk), time will be allocated in each project status meeting to identify new risks and discuss mitigation strategies. The Project Manager will convey amendments and recommended contingencies during the status meetings, or more frequently, as conditions may warrant. The most likely and highest impact risks are added to the project schedule to ensure that the project team takes the necessary steps to implement the mitigation response appropriately during the schedule.
- Tracking and Control: The Risk Assessment will be continuously monitored and updated throughout the project s life, with monthly assessments included in the status report and open to amendment by the Project Manager. Assigned owners will manage ongoing risks and issues, with oversight by the Project Manager, and provide status updates on their assigned risks in the project team meetings. This task also includes a review of any residual risks.

During the project finalization process, the Project Manager will analyze each risk identified throughout the project and the Risk Management process's performance. Based on this analysis, the Project Manager will identify any improvements that can be made to the Risk Management process for future projects. These improvements will be captured as part of the lessons learned knowledge base.

Below is a sample tracking log for the Action Items Register, Issues Log, and the Risk Register:

Table 1 Action Items Register

Action Items Register								
				Pro ect Name: Customer				
ID	Priority	Description	Submitted By	Date Opened	Owner	Target Completion Date	Current Status	Notes

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Action Items Register								

Table 2 Issue Log

Issues Log								
				Pro ect Name: Customer				
ID	Priority	Category	Description	Submitted By	Date Opened	Owner	Target Completion Date	Comments / Resolution

Table 3 Risk Summary/Analysis

		Risk Summary				Risk Analysis				
						Pro ect Name: Customer				
ID	Risk Category	Risk Identified Date	Identified By	Risk Description		Risk Impact	Probability Rating	Impact Rating	Priority Score	Priority Rating

Table 4 Risk Action Plan/Status

Risk Action Plan and Status				
	Pro ect Name: Customer			
Risk Action Plan	Action Owner	Current Status	Action Due Date	Status Update

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1.6 Project Punch List

The Project Manager will be responsible for creating, distributing, and maintaining a project punch list throughout the project life cycle until Final Acceptance. The punch list will be maintained in real time and distributed to key project participants.

Each punch list item will be assigned a severity level during acceptance testing, and any corrective action will be documented. If the punch list item cannot be corrected during the testing, it will remain open until the issue has been resolved to the satisfaction of both parties. Upon resolving a punch list issue, Broward County and Motorola's Project Managers will sign and date the punch list report to close it formally. Minor corrective action should not impact any previous test results.

The following table is an example of the Project Punch List:

Table Pro ect Punch List

Pro ect Punch List								
			Pro ect Name: Customer					
ID	Priority	Description	Submitted By	Date Opened	Owner	Target Completion Date	Current Status	Notes

1. uality Management

The Project Management Plan includes uality Management processes to minimize defects to the greatest extent possible and provide products and services that consistently meet specified requirements for performance, reliability, interoperability, usability, and documentation. We are committed to quality assurance, performing pre-release end-to-end system tests on our products with simulated traffic in our labs.

The Project Manager is the primary resource responsible for quality management, with other project team members supporting quality management. Team members may challenge existing processes to improve efficiency, eliminate unnecessary practices, or define and remediate process gaps.

Motorola follows IS 9001 standards for quality to ensure the NG9-1-1 service meets the high standards required for public safety, such as:

- Providing controlled conditions for production, installation, and servicing. This control includes documented procedures, suitable equipment and environment, compliance with documentation, process monitoring and control, approved equipment and processes, workmanship criteria, and preventative maintenance.

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- Demonstrating the ability to consistently provide a solution that meets customer requirements and applicable statutory and regulatory requirements.
- Enhancing customer satisfaction through the effective application of quality standards, including processes for continual improvement and the assurance of conformity to customer and applicable statutory and regulatory requirements.

While Motorola uses a mature, defined, and audited quality management process to ensure that standards are met consistently, we continuously evaluate the impact to improve our process over time.

1. .1 uality Assurance and Controls

Motorola performs quality assurance and control activities, including:

Documentation Control: ey project documents will be controlled through a centralized file repository. These documents will have versioning control fields. Document control entails appropriately naming and versioning project documents, templates, computer files, and other artifacts to ensure accuracy and relevance.

Factory Staging and Testing: By staging a customer's solution in a controlled environment and executing functionality tests before shipment, Motorola and our customers have been able to capitalize on the benefits of reduced implementation cycle time, decreased costs, and improved system satisfaction.

uality Reviews: uality reviews are scheduled to review the findings from periodic audits. They are often conducted in conjunction with formal project meetings, whose audiences typically include Motorola s senior management members.

Vendor Product and Service uality: ur Global Supplier organization is responsible for identifying, vetting, and approving third-party providers of products and services. This organization reviews supplier business plans, processes, and performance annually or semi-annually, as needed.

Incident Reporting: Issues identified through quality management activities will be logged and reported to ensure that the issues are tracked and resolved throughout the project s lifecycle.

Monitoring and Measuring: Monitoring and measuring will focus on quality objectives and specific project requirements, including quality metrics unique to Broward County. We continually collect appropriate data to evaluate the suitability and effectiveness of the quality plan and implementation to determine if improvements can be made.

1. .2 uality Management Process

Throughout the project, the Project Manager will regularly take the following steps to monitor and ensure quality processes and standards are being followed.

- Manage and track the progress of team members and suppliers:

  Check and track milestone adherence

  Check and track compliance to ey Performance Indicators, and perform the following tasks:

  Track approved change requests.

  Compare planned task completion with actual task completion.

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- Identify potential risks or issues that may cause delays and ensure that mitigation plans are identified.
- Monitor risk items and determine the status of action plans, if any.
- Monitor the proposed end-user training plans.

The results of these tasks will be reported to the project team for continuous evaluation and improvement.

1. Governance Approach

Governance is critical for the end-to-end management of Broward County's NG9-1-1 environment. The local Motorola teams have already established a reputation as a trusted source of industry expertise and advice with Broward County's governance body. Motorola will continue to build on that rapport to advocate for Broward County and PSAP interests. We are also committed to assisting and communicating with any other governing body if the County requires it.

Throughout implementation, Motorola will work closely with the County to design a successful implementation strategy with input from the County to ensure that the needs of the local PSAPs are being addressed.

perationally, Motorola will serve in an advisory role, reporting key metrics on the operational health of the service. Motorola is prepared to report to the County's committees and governance body at key meetings when needed. Motorola will report maintenance metrics for the NG9-1-1 service to the County and suggest ways to further enhance the capabilities of the deployed Service.

Motorola understands that successfully implementing the new NG9-1-1 Service is critical to Broward County, the governance body, and most importantly, citizens and first responders. As a true end-to-end public safety communications company, Motorola is committed to working with Broward County, and all governing agencies to ensure that implementation, operation, and maintenance are performed to the mission critical level of service required.

1. System Implementation Statement of Work

The following sections describe the scope of work associated with the major tasks performed when implementing the new NG9-1-1 system. Each major task is described along with a Work Breakdown Structure, which defines the responsibilities of Motorola and Broward County.

1. .1 Ne t Generation Core Services Staging

The conclusion of the detailed design review will also cause the start of the equipment order and manufacturing process for the elements comprising the core routing service, if required.

Staging tasks include installing and configuring core routing services and networking appliances, including (not limited to):

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Core Routing Functions

- Ingress and Egress Border Control Function (iBCF eBCF).
- Session Border Controller.
- IP Selective Router.
- Selective Router Database.
- Management and Services Dashboards.
- Backup Server.
- Domain Name Service.
- Ethernet Switches and Routers.
- Timer Server.

Location Services Supporting Emergency Call Routing and Location Validation Functions

- Spatial Interface ALI Server.
- ALI Management Server and File Transfer (sFTP) Services.
- Database Management Server.

The core routing service staging work breakdown structure is in the table below.

Table Core Routing Service Staging Responsibilities

Tasks	Motorola	Broward County
Create equipment orders and reconcile to the contract in accordance with final approved Detailed Design Review documents		
Receive and inventory equipment at the staging facility		
Configure Next Generation Core Routing services create all NENA NGCS functionality within the appropriate S, VM and networking environments: Border Control Function Emergency Services Routing Proxy Policy Routing Function Spatial Interface Emergency Call Routing Function Location Validation Function I3 Event Logging		
Participate in the review and creation of policy routing functions		
Provide GIS data that will be used within the spatial interface		

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1. .2 NGCS E uipment Installation and Configuration

The Next Generation Core Services set-up process ultimately includes the configuration of systems resident within the environment provided by Motorola' supplier of riginating Service Provider migration services.

The tasks herein continue those performed during the NGCS setup process. Details of the additional NGCS equipment configuration responsibilities are in the work breakdown structure below:

Table NGCS E uipment Installation and Configuration Responsibilities

Tasks	Motorola	Broward County
Install and configure Legacy Selective Router Gateways (LSRG) at the Point of Interconnection (P I) sites within the carrier migration backbone as required		
Install and configure Legacy Network Gateways (LNGs) at the P I sites within the carrier migration backbone as required		
Install and test inter-NGCS Service Layer 3 IP connections		
Install and configure firewalls, routers, Session Border Controllers (SBC)		
Install and configure media gateways to perform the TDM to IP protocol conversion functions of the LNGs LSRGs		
Configure NGCS P Ps and Functional Elements for the Service		
Validate connectivity with Emergency Call Tracking System (ECaTS) for i3 event logging		
Install, configure, and verify GIS databases to operate in the Motorola Router		
Upload required GIS data layers to the Spatial Interface		
Install, configure, and verify Location Databases to operate in the Motorola Call Routing Service		
Provision validated GIS data layers into ECRF LVF via the Spatial Interface (SI)		
Verify ALI circuits are installed, connected, and operational		
Install NetClock antenna and cabling		

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Tasks	Motorola	Broward County
Verify VPN and remote access are in place between		

1. .3 Ingress Network Implementation and Carrier Migration

After receiving Letters of Agency (L A) from Broward County, Motorola will begin the carrier migration process by distributing notifications to the carriers. Network change notifications, specifically tailored for each carrier, will provide at least four to six months of lead time for the carriers to implement new trunking arrangements. Therefore, carrier migration is on the critical path of the project schedule.

Circuit Path Order, Delivery, Technology

Motorola's team of specialists will work with the numerous carriers and service providers supporting the County to coordinate the delivery of circuit paths to the Motorola-designated Points of Interconnect (P Is) and Meet Points. The team also ensures the carrier circuit paths adhere to redundancy and diversity requirements while maintaining NENA P.01 grade of service.

Based on the due dates provided by Motorola's team, carriers will submit facility orders to Meet Points or P Is to access the Legacy Network Gateways and provide trunk groups to the call routing service. Carriers also have the ability to deliver 9-1-1 services via Session Initiation Protocol (SIP), in which case carriers will be required to deliver dedicated IP circuits to the Motorola P Is. Carriers are instructed to order diverse (primary and alternate) trunk groups to the call routing service.

Legacy Selective Router Gateways (LSRGs)

The NGCS routing service can support LSRGs to enable calls to be routed and or transferred between legacy PSAPs served by legacy selective routers.

Traffic Migration Process

Motorola will control the traffic migration process to ensure continued traffic delivery to the PSAP during the migration. The legacy selective router and the NGCS routing service direct call traffic cooperatively until traffic is migrated. The migration process is conducted so that it is possible to back out and revert to the original routing mechanism should an issue be discovered during migration. This ensures calls will continue to be delivered to the PSAP during implementation.

The ingress implementation steps include:

- Carrier establishes connectivity to the Motorola Point of Interconnect (P I).
- Test circuits at the P Is.
- Generate test calls from the carrier(s) to the NGCS routing service to the NG9-1-1 call handling solution.
- Perform carrier migration:

  Migrate individual VoIP service provider traffic (e.g., Vonage) from legacy selective router to Motorola call routing Service.

  Test and confirm VoIP calls are successfully migrated.

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Repeat for all VoIP service providers.

Migrate individual Wireless service provider traffic (e.g., T-Mobile) from legacy selective router to Motorola call routing service.

Test and confirm wireless calls are successfully migrated.

Repeat for all wireless service providers.

- Migrate individual Wireline service provider traffic (e.g., AT T) from legacy selective router to Motorola call routing service.
- Test and confirm wireline calls are successfully migrated.
- Repeat for all wireline service providers.
- Migrate each carrier's call traffic from the legacy router to the NGCS router service.
- Broward County submits an order to the Local Exchange Carrier to remove analog 9-1-1 trunking from the legacy 9-1-1 system.
- Ensure that the transition from implementation to Service peration is properly documented to ensure that the Motorola NS C can identify, triage, and remedy any issues that arise with carriers during normal operations.

The ingress network implementation and carrier migration work breakdown structure are in the table below:

Table Ingress Network Implementation and Carrier Migration Responsibilities

Tasks	Motorola	Broward County
Prepare carrier migration to the Motorola Call Routing Service based on agreements, plans, and timeline established with each carrier		
Transition to Service perations and Support		
Deem Service ready for Acceptance Testing		
Execute carrier migration according to the call taker cutover plan		
Execute orders to carriers to remove legacy 9-1- 1 trunking services once the carrier migration and call taker cutover process is complete		

1. .4 Egress Network Implementation ESInet

In parallel with ingress network implementation, the project team will implement the PSAP egress connections. This ensures the call handling ESInet network termination equipment configuration is planned and completed following the project schedule.

The egress network implementation work breakdown structure is in the table below:

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Table 9 Egress Network Implementation Responsibilities

Tasks	Motorola	Broward County
Provision ESInet network connections to each Call Handling PSAP		
Exercise ESInet circuit diversity		
Provide diverse circuit entry facilities at each PSAP.		
Perform network turn-up for testing		
Perform uality of Service and bandwidth verification testing on ESInet circuits		
Confirm connectivity between the call handling and core routing subsystems. Confirm the ESInet is ready to support carrier migration and PSAP cutover		

1. .5 LDB Data Migration

The replacement of the legacy Automatic Location Information (ALI) service with a NG9-1-1 compliant Location Database (LDB) will occur in three phases.

The first phase involves full dual maintenance for both the incumbent ALI provider and the new NENA compliant LDB. All carriers will continue to send their updates directly to the incumbent ALI provider. The incumbent ALI provider will process the updates and submit a daily Service rder Input (S I) file of all updates to the LDB. The LDB will process all the changes from the single file.

At the end of this phase, all location services will be provided by the LDB. No queries will be performed against the incumbent ALI provider, and their role will be to process service providers updates and issue an aggregated update file to the LDB.

During the second phase, carriers will begin to transition directly to the LDB. Motorola will work with each carrier during the LDB onboarding process. They will cease sending their updates to the incumbent ALI provider and start sending them directly to the LDB. nce all service providers have transitioned their updates directly to the LDB, the final third phase and end state have been reached, and the incumbent ALI provider is no longer required.

For the LDB to function correctly and allow interoperability between legacy and Next Generation 9-1-1 formats, MSAG Conversion Service (MCS) is included to bridge the gap between legacy (ALI MSAG) and Next Generation (PIDF-L CLD F) data schemas and formats.

Motorola will work closely with the County during LDB data migration to the new Location Service to ensure that the most current data is replicated, that the data contains no standards-based issues, and ensure data update processes are in place.

The LDB migration work breakdown structure is in the table below:

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Table 1 LDB Migration Responsibilities

Tasks	Motorola	Broward County
Coordinate with Broward County to obtain the most recent MSAG report		
Gather and provide the most recent MSAG report		
Perform Data Validation and check for errors		
Provide Broward County with a report and discuss any standards-based issues that should be resolved.		
View service provider discrepancies to identify any pending issues		
Load import data into the Location Service and test data accuracy		
Perform import of the most current dataset prior to service cutover		
Establish and coordinate a data maintenance process with the service providers		
Allow service providers, including Multi-Line Telephone System (MLTS) operators, to submit Service rder Input (S I) records (Moves, Add, Change, Delete) and customer MSAG changes via the customer Database Management System (DBMS web portal) and or an sFTP automated service		
Scan for viruses and save records received into the DBMS and or SFTP server		
Update the redundant Location Databases (LDB1, LDB2)		
Perform a S L Script to automate the update of the data to the VESA Router at 15-minute intervals		

1. .6 NGCS Data Provisioning

Motorola will provision PSAP configurations in the Motorola Call Routing Service using the information gathered during policy routing meetings. This provisioning includes supporting call transfers, selective transfer agencies, and alternate, overflow, and abandonment routing.

Working closely with Broward County, the Motorola project team will design a custom provisioning plan. Location data provisioning is part of the migration process and will include data required from Broward County to enable call routing and transfers.

The NGCS data provisioning work breakdown structure is in the table below:

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Table 11 NGCS Data Provisioning Responsibilities

Tasks	Motorola	Broward County
Design the provisioning plan		
Participate in the provisioning plan and provide guidance relative to Broward County operational workflows		
Assist validating the plan throughout the acceptance test and cutover process		
Provision supporting call transfers and selective transfer agencies, as well as alternate, overflow, and abandonment routing		

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Section 2

PSAP Transition Plan / PSAP Cutover Plan

The proposed transition plan provides the most cost-effective and least disruptive outcome when making the transition from the legacy call routing system to the Next Generation Core Services (NGCS) solution while ensuring the integrity of Broward County's existing, mission critical 9-1-1 services.

The plan s foundation relies upon completely constructing the new Next Generation Core Routing Service and ESInet alongside the existing legacy call routing solution. The transition process involves routing calls from individual wireline, wireless, and VoIP carriers to the ingress of the new NGCS and delivering calls to individual PSAPs via the new ESInet egress service.

This plan is preliminary in nature and illustrates the fundamental process and diligence Motorola will demonstrate. The final transition plan will account for the attributes and constraints posed by individual PSAPs (e.g., call volume, standard operating procedures, and workflows).

The proposed transition plan addresses the following major elements:

- System Construction.
- Carrier Identification and Call Volume Analysis.
- Core Routing Service Ingress Design.
- Reliance on Legacy Selective Routers and ALI Database Services.
- Validation of Ingress from Carriers to the new Core Routing Service.
- Core Routing Services ESInet Egress Design.
- Validation of Continuity among Carriers, Core Routing, and PSAPs.
- Methods of Testing.
- Potential Disruptions to Existing and New perations.

In addition, throughout the implementation of the new system, leading up to the PSAP cutover process, Motorola and Broward County will conduct detailed cutover planning sessions to identify:

- Standard operational procedures.
- Risk identification and mitigation.
- Broward County responsibilities (e.g. readiness of call handling systems, required staffing resources, optional resources).

Motorola offers the enclosed transition plan as a basis from which Motorola and Broward County can fine tune the plan through a process that results in a deeper understanding of Broward County's operational requirements, and tailoring the plan to suit the desired outcomes for both Broward County and the PSAPs.

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2.1 System Construction

Next Generation Core Services (NGCS) elements will be located at Motorola facilities. The core routing solution will interface with each hosted or standalone call handling system located at each PSAP throughout Broward County. The diagram below illustrates the proposed architecture.

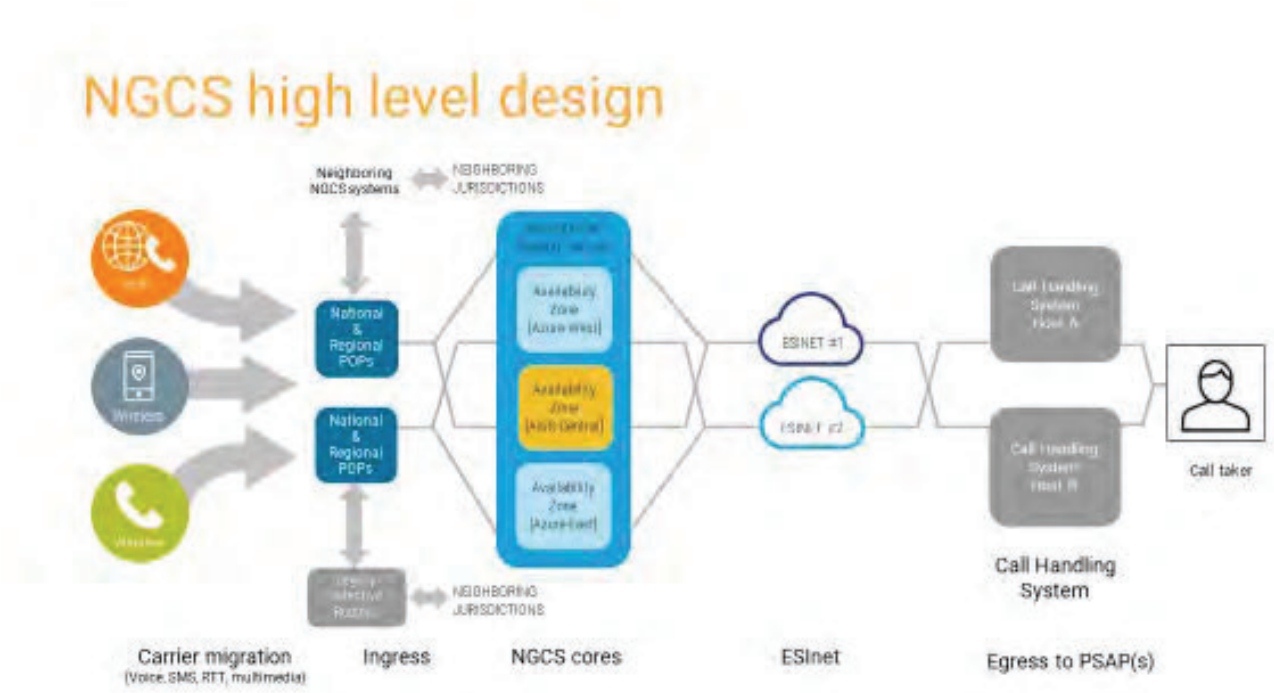

Figure 2-1 Proposed Architecture

The proposed transition plan starts with the complete construction of the new routing service and ESInet. The new system will be constructed alongside the existing system such that the new system will be operational and be fully tested prior to moving live call-routing operations to the new system.

2.1.1 NGCS Elements

Motorola's existing redundant and geographically diverse NGCS locations will house the proposed NGCS elements. The NGCS core network architecture provides:

- Geographic Redundancy of all NGCS Elements.
- Redundancy of NGCS Elements.
- Point of Ingress and Border Control Function for Carrier 9-1-1 Call Traffic Inbound to the NGCS Routing Mechanism.
- Point of Egress and Border Control Function for Delivery of 9-1-1 Call Traffic to the State's PSAP(s).

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In addition, Motorola will construct the necessary interfaces within its nationwide carrier transition backbone to provide:

- Border Control Function and Routing to the Motorola NGCS cores.
- Legacy Network Gateways, Legacy Selective Router Gateways, and Points of Interconnect for delivering IP-based and TDM-based 9-1-1 call traffic into the carrier migration network.

These efforts will result in constructing the NGCS and carrier migration platform without infringing upon Broward County's existing legacy 9-1-1 infrastructure. The result will include an environment where tests can be conducted with individual carriers by generating test calls that flow from a carrier, through the carrier migration network, into the NGCS routing platform.

2.1.2 ESInet Connectivity

The proposed ESInet solution will provide connectivity for the egress of calls from the NGCS routing platform to Broward County's PSAPs. ESInet circuit orders, construction, and installation will result in connectivity that does not rely upon or interfere with any of the County's existing wide area network connections. With this approach, a completely new set of wide area network connections will be installed and tested in a manner that is transparent and non-intrusive to Broward County's (and individual PSAPs') existing 9-1-1 operations.

2.1.3 PSAPs and Call Handling Host Elements

ESInet circuits provide the egress of calls from the NGCS solution to individual PSAPs. At each PSAP, ESInet circuits will terminate to a point of demarcation on Motorola supplied equipment specifically, the LAN facing port of the Motorola ESInet router utilized to interface with the ESInet circuits. It is the responsibility of each PSAP to provide the appropriate upgrades to Call Handling Equipment for i3-based routing.

2.2 Carrier Migration, Ingress and Egress Network alidation

2.2.1 Carrier Identification and Call- olume Analyses

Motorola identifies and characterizes individual carriers in terms of the volume of calls presented to the existing 9-1-1 system, and in terms of the technology currently utilized by each carrier in the transport of 9-1-1 call traffic. The type of signaling or technology currently used by each carrier will have an impact on the carrier migration networking design.

Motorola will prioritize the use of IP-based transport mechanisms as the preferred method for carriers to deliver traffic to the migration backbone. Success in this area depends on the willingness of individual carriers and or existing telco providers to convert analog or TDM transport media to IP thereby reducing reliance upon Legacy Selective Routers and ALI databases.

The proposed carrier migration design will accommodate IP-based and legacy technologies (SS7, TDM, etc.). In addition, the proposed NGCS platform includes the Spatial Interface (SI), Location Database (LDB), Location Validation Function (LVF), and Emergency Call Routing Function (ECRF) to

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ensure proper presentation of location information within Session Initiation Protocol (SIP)-based 9-1-1 call traffic.

2.2.2 Ingress to the Core Routing Service

Motorola has an established carrier migration method which will be applied to the ingress of calls to the NGCS routing platform. This effort will include finalizing the methods that carriers and or the migration service will continue delivering calls to the existing PSAPs up until the time individual carriers are cutover to the new system. Motorola coordinates with PSAPs, carriers and the incumbent 9-1-1 router providers to ensure the successful transition of calls to the new NGCS solution.

2.2.3 Migration and alidation

The process of carrier migration and validating successful call delivery includes:

- Identifying all wirelines, wireless and VoIP carriers, and analyzing their individual call volumes.
- Establishing the network protocols and architecture serving as the Point of Interconnection (P I) for each carrier's connection to the migration backbone.
- Determining the process by which carrier traffic will continue flowing to the individual PSAPs up until the time of individual carrier migration and cutover to the new NGCS system. The migration backbone includes facilities located between Motorola's call routing locations and the incumbent 9-1-1 selective routers. This enables the carrier migration process to occur in parallel with PSAP migration in a controlled, methodical process.
- Validating the ability to send 9-1-1 test calls from each carrier, through the migration network, into the call routing environment, and on to the PSAP.

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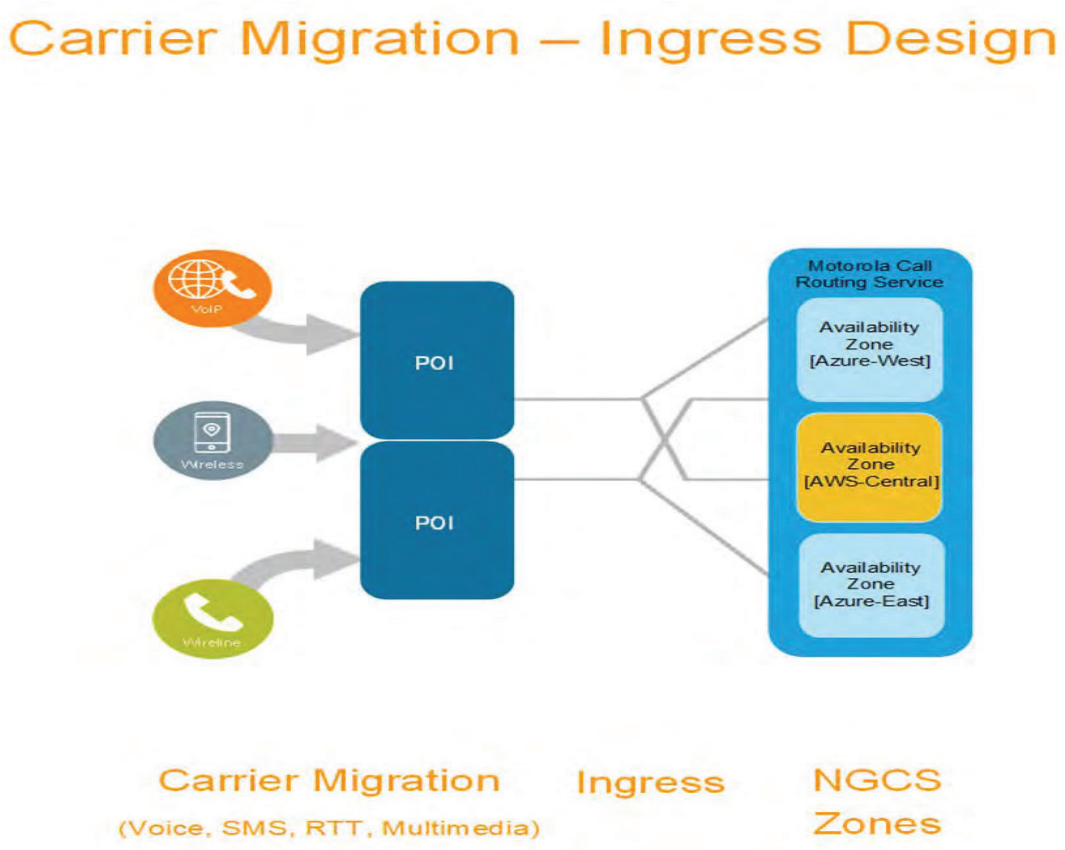

Figure 2-2 Carrier Migration

In the migration state illustrated above, individual carrier connections to the migration backbone are tested to confirm that test 9-1-1 calls from each carrier flow through the migration backbone and are received by the NGCS call routing service. Motorola will work with individual carriers and Telcos to define the process and required networking topology, routes, etc., to establish carrier connectivity into the migration backbone.

Testing individual carrier call-flows through the carrier migration backbone validates continuity between carriers and the new NGCS platform. This process will also validate individual carrier readiness to re-route calls from the existing PSAP connections to the new NGCS solution. By accounting for individual carrier call-volumes, and the pace quantity at which individual PSAPs will migrate to the new NGCS solution, Motorola will work with Broward County and the PSAPs to create a cutover plan that establishes the time and date at which carriers will re-route their traffic. The plan will also include a fallback mechanism for carriers to divert calls back to legacy systems should disruptions prohibit executing the cutover plan.

2.2.4 ESInet Connectivity and NGCS Egress Network alidation

In addition to the ingress validation process described above, Motorola will validate call-flow connectivity through the call routing service to the above-mentioned LAN facing port of ESInet circuit routers at each PSAP call handling system. Test calls will flow through the newly constructed system without affecting Broward County's ongoing operations. The drawing below illustrates the flow of test-calls from individual carriers.

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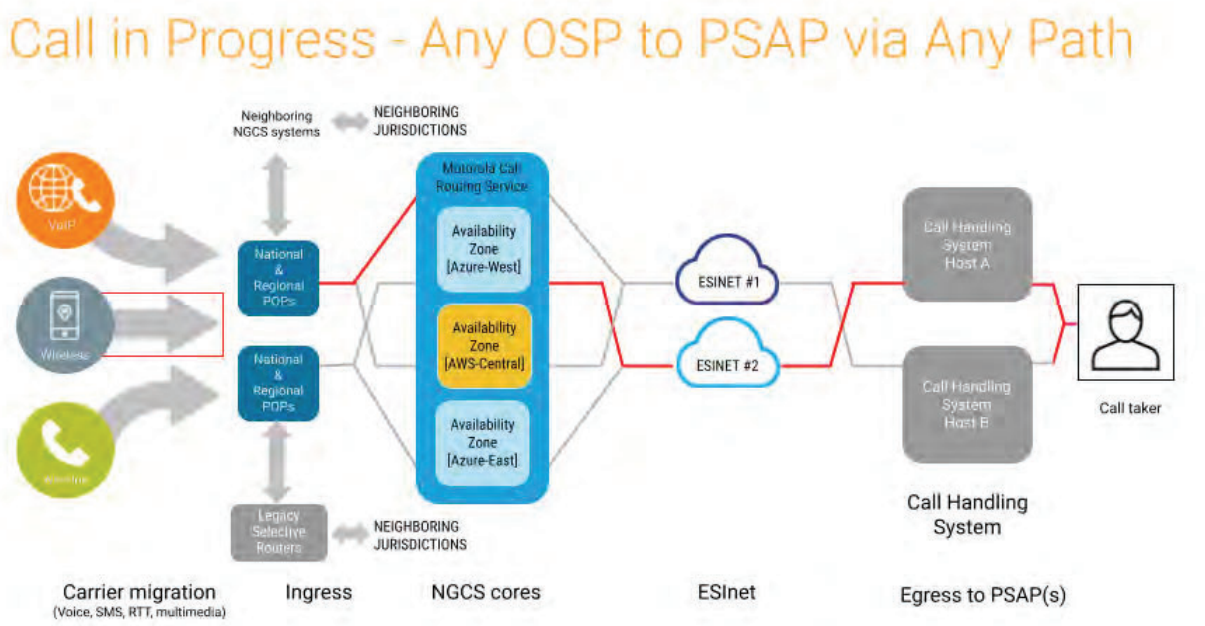

Figure 2-3 Flow of test-calls from individual carriers

By validating call-flows from individual carriers to the PSAPs, Motorola, and telcos can confirm the end-state of the architecture that will exist at the completion of the carrier migration and cutover process. The diagram below represents the end-state after which each carrier sends 9-1-1 calls through the new NGCS ESInet solution.

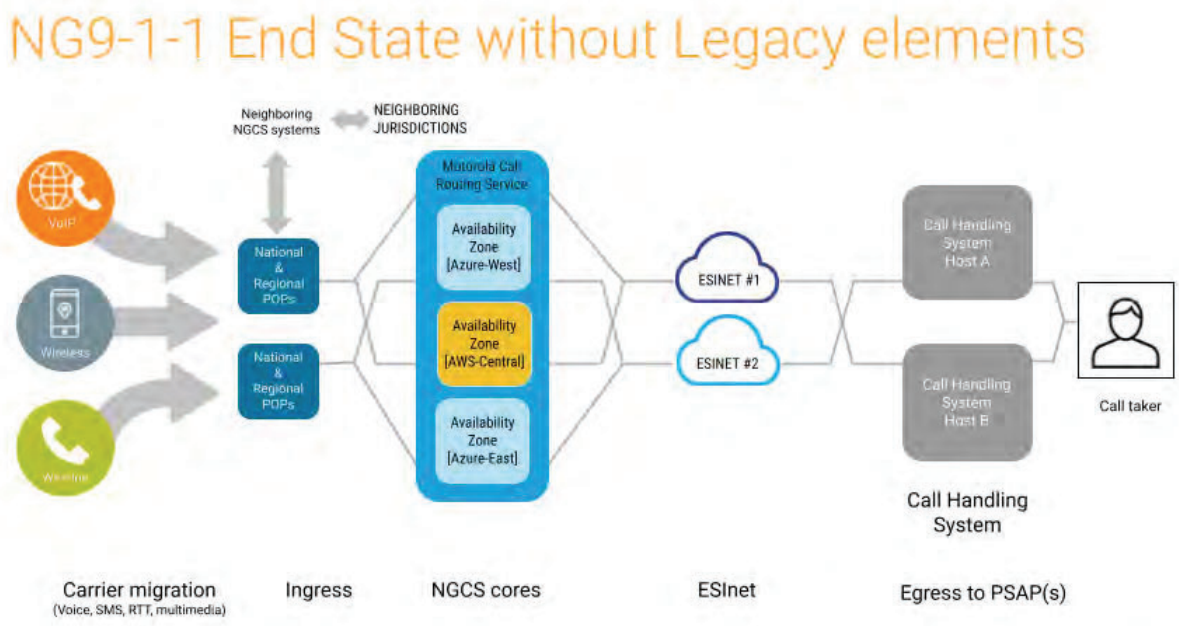

Figure 2-4 End-State Non-9-1-1 Call Handling

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The only type of call received by the new NGCS call routing service are 9-1-1 dialed calls from riginating Service Providers (carriers). nce a 9-1-1 dialed call is received, the new NGCS call routing service routes the call through the call handling system and to the appropriate PSAP workstations.

2.3 Cutover Planning

By simulating test calls from individual carriers, and by constructing the new NGCS solution alongside the existing network, all of the aforementioned validation processes will occur without infringing upon Broward County's existing 9-1-1 operations. nce these validations are complete, the process of finalizing the migration and cutover plan can begin. Finalizing the plan will ensure the unique needs of the PSAPs are addressed while ensuring successful call routing.

2.3.1 Acceptance Testing

Prior to executing the cutover plan, Motorola will execute System Acceptance Test scripts, which will verify the successful operation of the NGCS solution. Types of testing includes:

- Ingress of Calls from riginating Service Providers.
- Routing of Calls to Individual PSAPs.
- Routing Policy Verification.
- NGCS Failover Testing.
- Network Hardware Failure and Recovery.
- Call Processing during Host and Network Failure and Recovery.

2.3.2 Proposed Cutover Plan

The proposed cutover plan builds upon the foundational elements established in the preceding sections, which are summarized here:

- Complete construction of the new service (NGCS and ESInet) alongside the existing system.
- Carrier call-volume analysis to provide well-rounded input to the cutover plan.
- Methodical migration of carriers and testing to validate call-flows from carriers to PSAPs.
- Detailed functional system acceptance testing which exercises all aspects of the call routing service.

The following sections illustrate the steps that will be taken to migrate the carriers and PSAPs to the new routing solution.

2.3.3 Carrier and PSAP Migration to the New Routing Service

The following sequence of activities and illustrations provide a preliminary model for the deployment of the call routing service and the migration of carriers. This model will be used as a baseline for a detailed design review and adjusted through collaboration with Broward County.

- Prebuild and order any equipment required for the deployment of call routing and ESInet infrastructure.

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- Identify, notify, and start migration planning of the Internet Protocol (IP) and Time Division Multiplex (TDM) carriers serving Broward County PSAPs.
- Data Collection and Preparation Phase (Figure 1):

  Collect PSAP configuration information.

  Collect carrier information and notify each of the transition expectations.

  Establish Point of Interconnect (P Is) within Broward County's LATAs.

  Leverage existing agreements with neighboring 9-1-1 routers for call transfers.

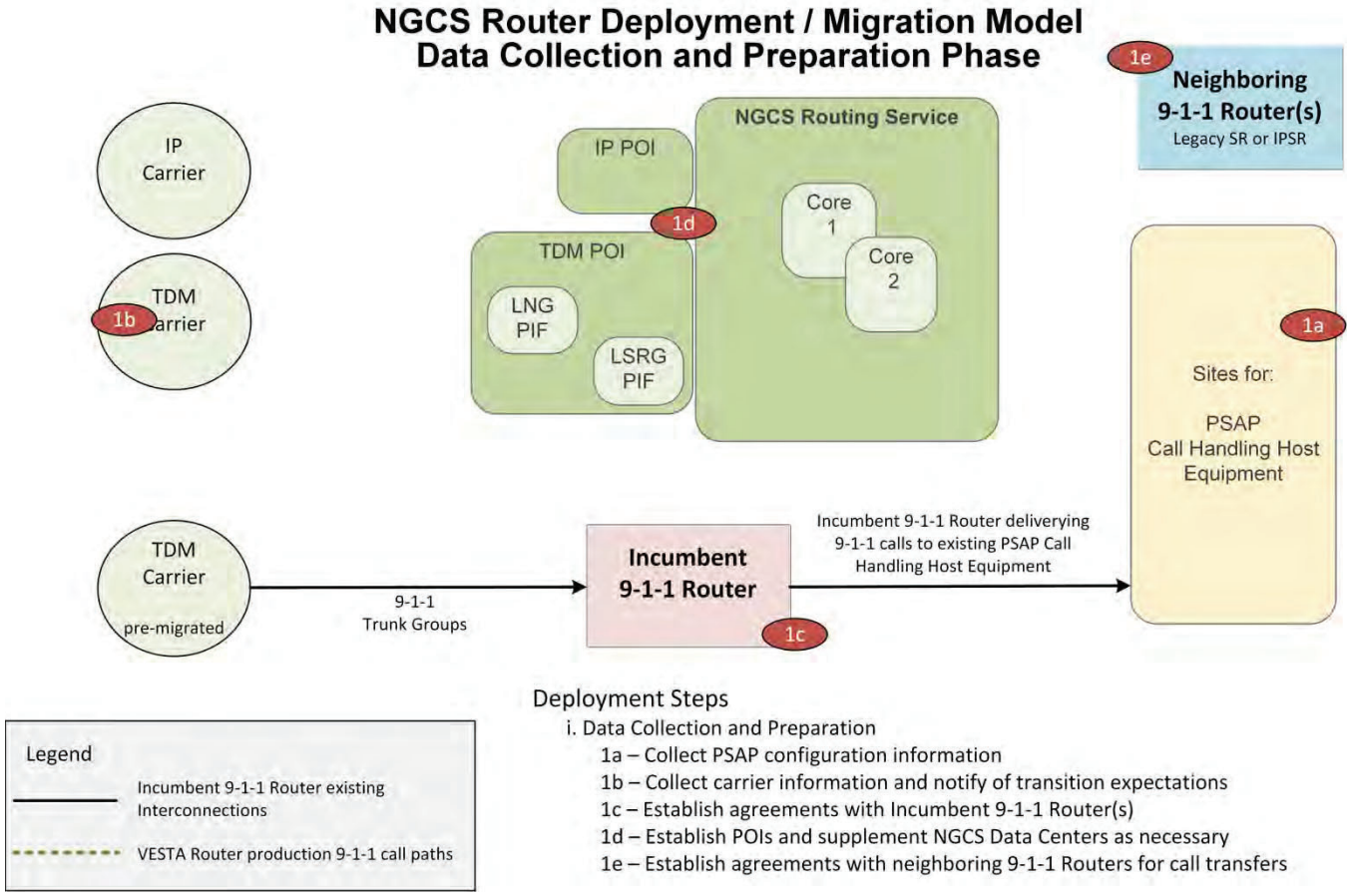

Figure 2- Current Environment

- Circuit Preparation and Provisioning Phase (Figure 2):

  Deploy ESInet between NGCS and PSAP call-handling hosts.

  Work with carriers to establish trunking (9-1-1 call delivery) to the NGCS routing service.

  Configure the NGCS routing service for call-routing, LDB ALI data management services, and GIS data services.

  Establish connectivity to neighboring 9-1-1 router(s), as required (not illustrated).

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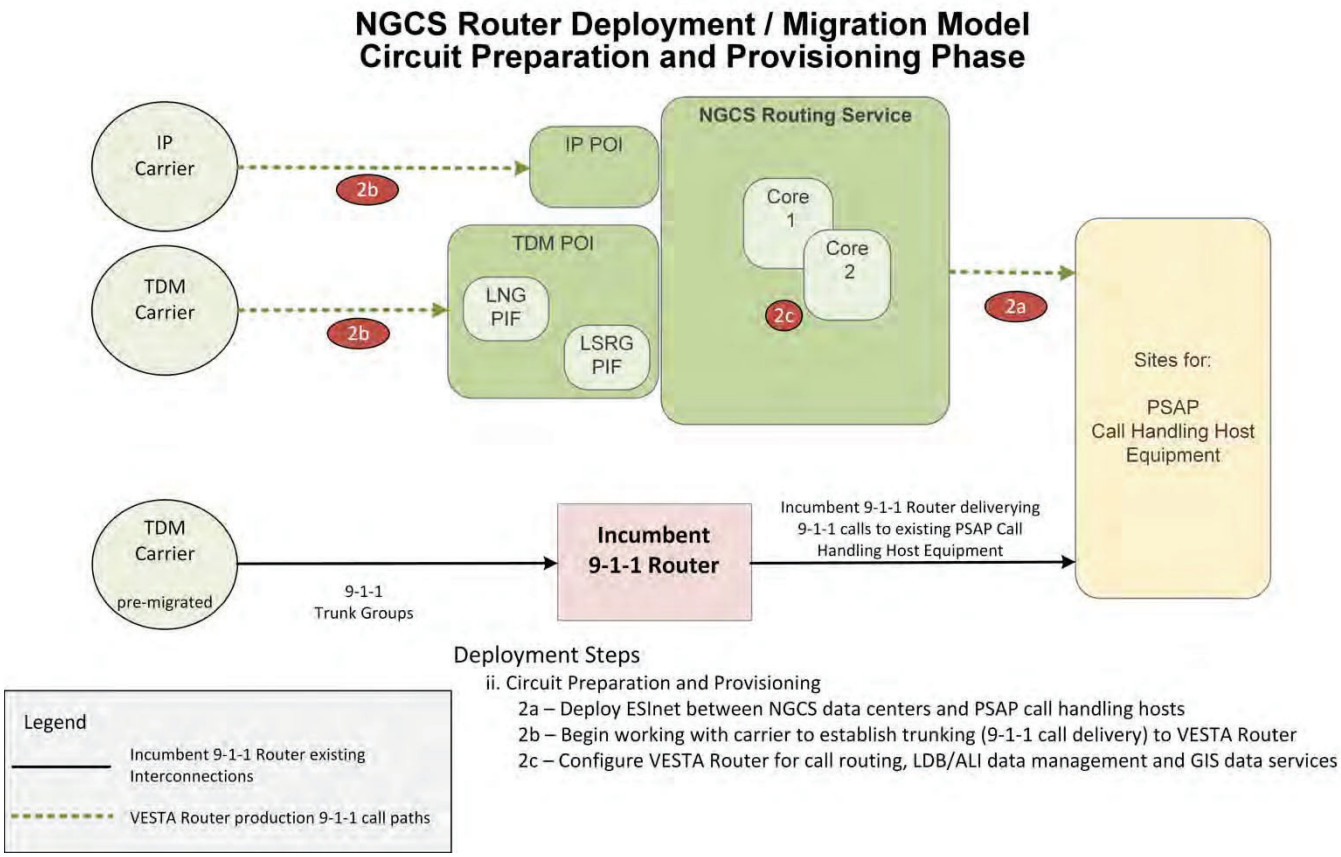

Figure 2- Migration Phase

- Migration Phase (Figure 3):

  Migrate PSAPs to NG9-1-1 call routing by working with carriers to deliver 9-1-1 calls to the NGCS routing service,

  Coordination with Broward County PSAPs, carriers, and incumbent 9-1-1 router service provider(s),

  IP-based carrier direct 9-1-1 traffic to the NGCS routing service via IP P I for delivery to NG9-1-1 call handling system,

  TDM-based carriers direct 9-1-1 traffic to the NGCS routing service via TDM P I for delivery to the NG9-1-1 call handling system.

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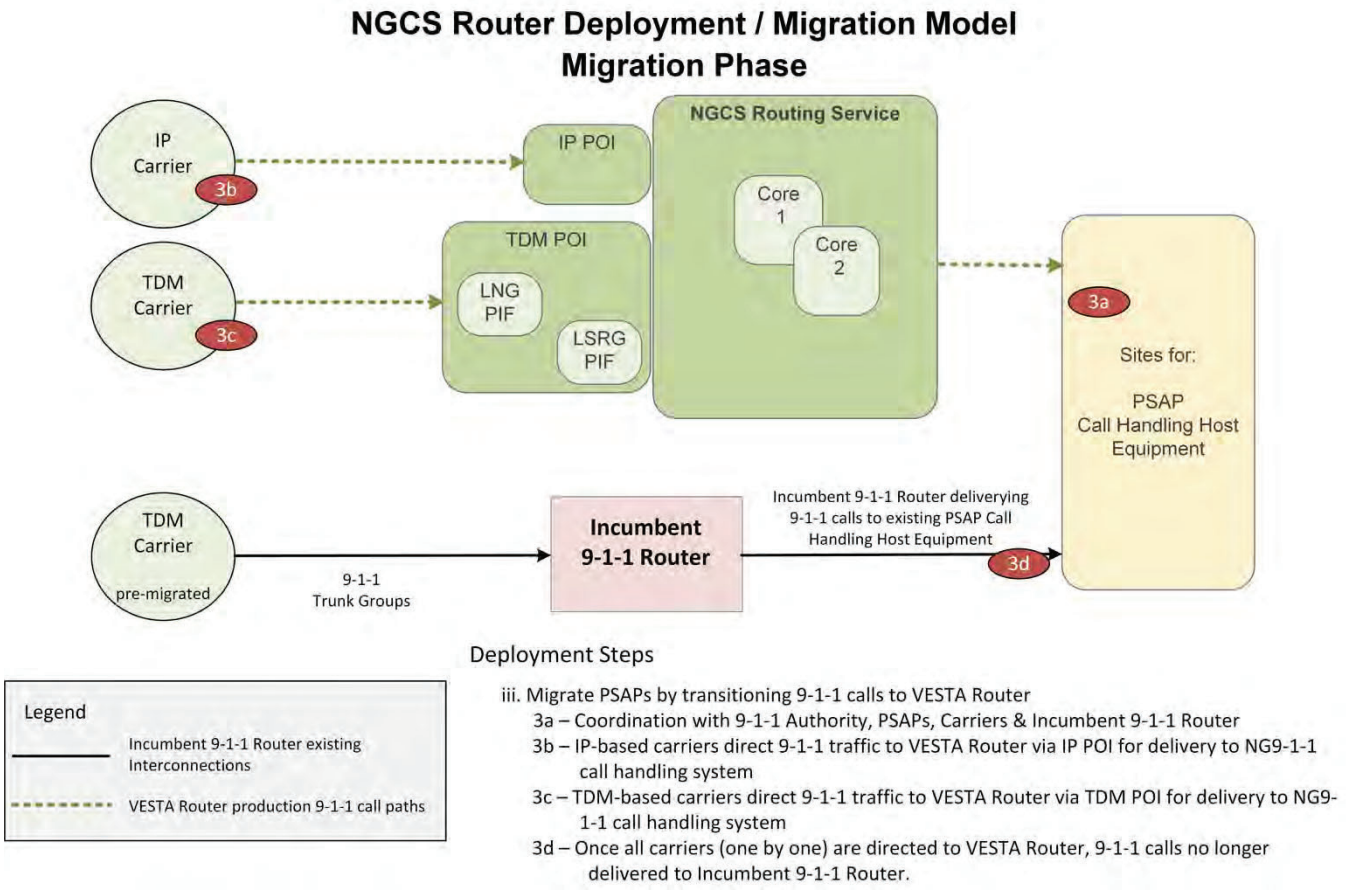

Figure 2- Retirement Phase

- Incumbent 9-1-1 Router Retirement Phase (Figure 4):

  Retire PSAP transport between Incumbent 9-1-1 Router and PSAPs.

  Retire carrier trunks to Incumbent 9-1-1 Router as each carrier completes its cutover to the NGCS routing service.

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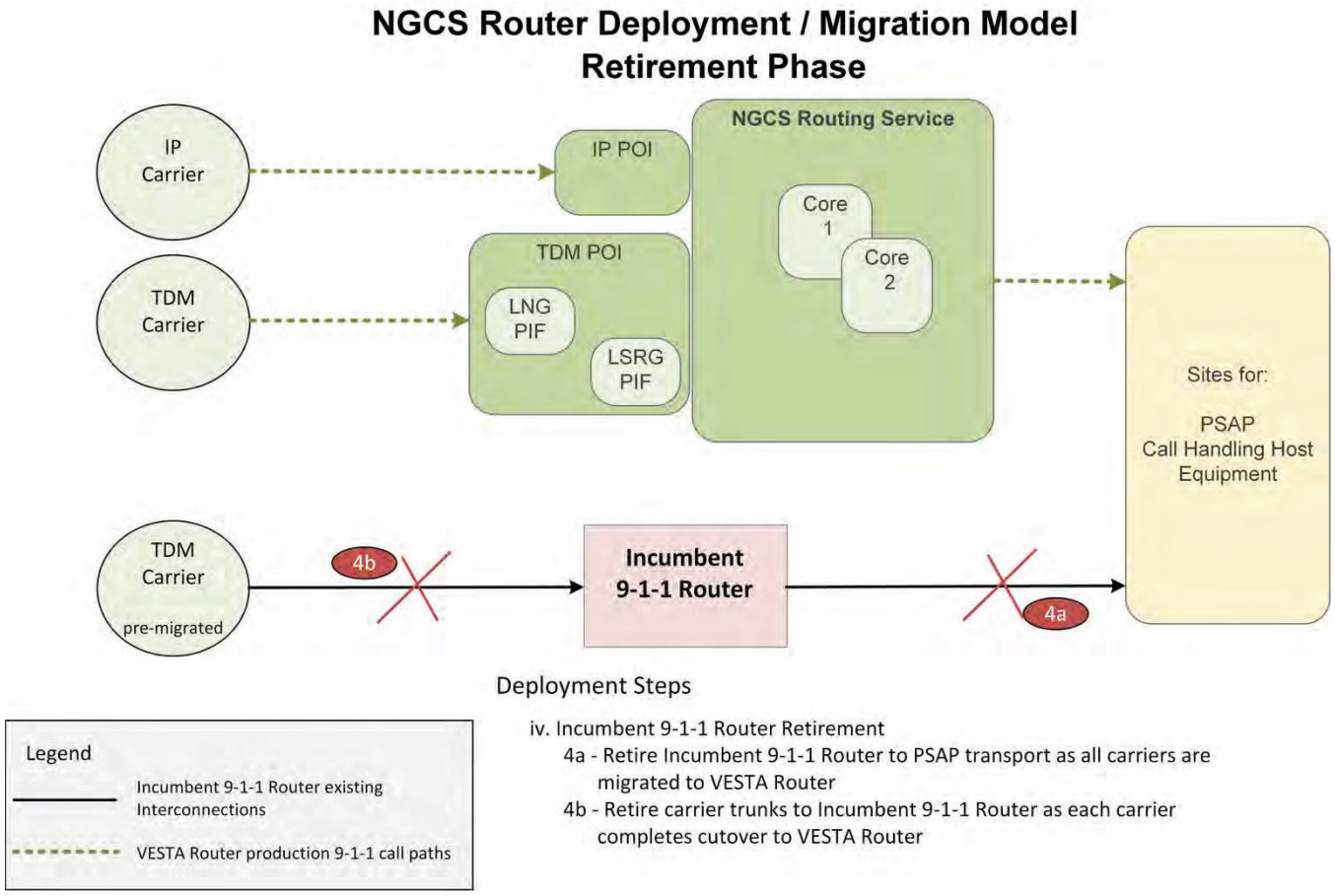

Figure 2- Retirement Phase

2.3.4 Legacy Selective Routers and ALI Data

Legacy Selective Routers

As illustrated in the carrier migration process above, the end state of the migration negates the need for Legacy Selective routers (LSR). While the LSR is utilized during the migration, it is no longer needed once all carriers migrate to the new routing service.

ALI Data

As described in the project implementation plan, the process of Location Database (LDB) migration includes the transition from the incumbent ALI provider such that all SPs will cease sending their ALI updates to the ALI provider and begin sending updates directly to our Location Database. The process of migrating service providers to the Spatial Interface of the new routing solution will remove all reliance on legacy ALI providers.

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2.4 PSAP Cutover

nce Motorola constructs and tests the Ingress and Egress ESInet networks, a major activity will be for Broward County to cutover their PSAP positions onto the new NG9-1-1 network.

This step will require coordination between Motorola and the Broward County teams. The PSAP cutover methodology will be agreed during the Detailed Design Review of the project initiation and planning phase.

Motorola will bring an ESInet router to each PSAP in parallel to the existing Incumbent 9-1-1 router. The PSAP CHEs will then enter into Dual PSAP mode, where PSAP CHEs are able to handle 9-1-1 calls from both from ESInet as well as the Incumbent router.

Motorola will then, one by one, switch calls from each carrier to come through the ESInet router. nce all the carriers have been migrated to the ESInet router and it is verified that all CHEs are functioning properly, incumbent 9-1-1 router trunks will be retired.

Broward County will be responsible for providing Motorola access to PSAP facilities for installation of ESInet circuits and routers. Broward County will also be responsible to engage the CHE providers in each PSAP to switch CHE equipment from the incumbent 9-1-1 router to ESInet routers.

The final plan on the sequence of PSAPs as they switch to the NG9-1-1 system will be discussed and agreed upon during the Detailed Design stage.

2.5 Migration Phases

Migration to the new service consists of three phases: Pre-Migration tasks, the Migration event, and Post-Migration tasks.

2.5.1 Pre-Migration Tasks

The pre-migration task list is essentially a check-list that must be reviewed and verified completely to ensure the success of the migration. Prior to any PSAP migration, all system integration, acceptance testing, and training activities must be completed. Pre-migration activities will be focused on verifying that all migration and fallback procedures are in place and checking that all systems are performing as expected. Below are the typical tasks that will be performed by Motorola and PSAP stakeholders to prepare for migration.

Table 12 Pre-Migration Task Checklist

Tasks	Motorola	Broward County

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Tasks	Motorola	Broward County
Develop and approve the Policy Routing Plan (e.g., PSAP list, primary, alternate, busy, overflow, transfers).		
Develop a draft Migration Plan and Ready for Cutover dates.		
Provide final approval of the Migration Plan		
Distribute the Migration Plan and event invitations to all key individuals		
Coordinate closely with the PSAP to mitigate disruptions of service during the migration		
Conduct pre-migration acceptance testing of Motorola and customer-provided subsystems to include wireless, wireline and Voice over IP provider 9-1-1 calls:		
Ensure all PSAP personnel are made fully aware of the NG9-1-1 migration date and time, including: ● Telcos and any third party vendors, as needed. ● Neighboring, backup, and supporting PSAPs dispatch agencies ● ther organizations agencies that are participating in the migration or will be impacted to any degree during the migration.		
Coordinate third party services and or activities during the migration that are not Motorola deliverables, but impact Motorola systems and or services.		
Confirm no special activities are planned which could prevent or delay the migration.		
Identify and implement Call Handling System changes to support the migration to NGCS while supporting a fallback plan		
Complete all applicable training.		

2.5.2 Migration Tasks

The actual Migration is the process of bringing the new systems services into beneficial use. The migration will consist of systematically transitioning 9-1-1 call routing to the NGCS platform.

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Table 13 Actual Migration Tasks for Transition

Tasks	Motorola	Broward County
Post-Migration support staff are notified and ready.		
Notify all impacted internal departments and external agencies and institutions of the Migration Plan.		
Implement Execute the cutover plan for NGCS and ESInet		
Implement the cutover plan for PSAP Call Handling System		

2.5.3 Post-Migration Tasks

Post-Migration tasks include decommissioning and follow-up technical activities.

Table 14 Post Migration Tasks

Tasks	Motorola	Broward County
Perform system verification checks after each transition (9-1-1, Admin, hotlines, etc.).		
Initiate system monitoring and support.		
Address identified issues and concerns as they are found.		
Provide on-going feedback to the Motorola team.		
Decommission selective routers after PSAP and carrier migration.		
Decommission legacy interfaces terminating at the PSAP call-handling sites when the new NGCS router service is delivering IP traffic.		

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Section 3

Training Plan

This Training Plan outlines the objectives, needs, strategy, and curriculum for the training of the new system. ur flexible plan can accommodate training in different forms that best match your needs.

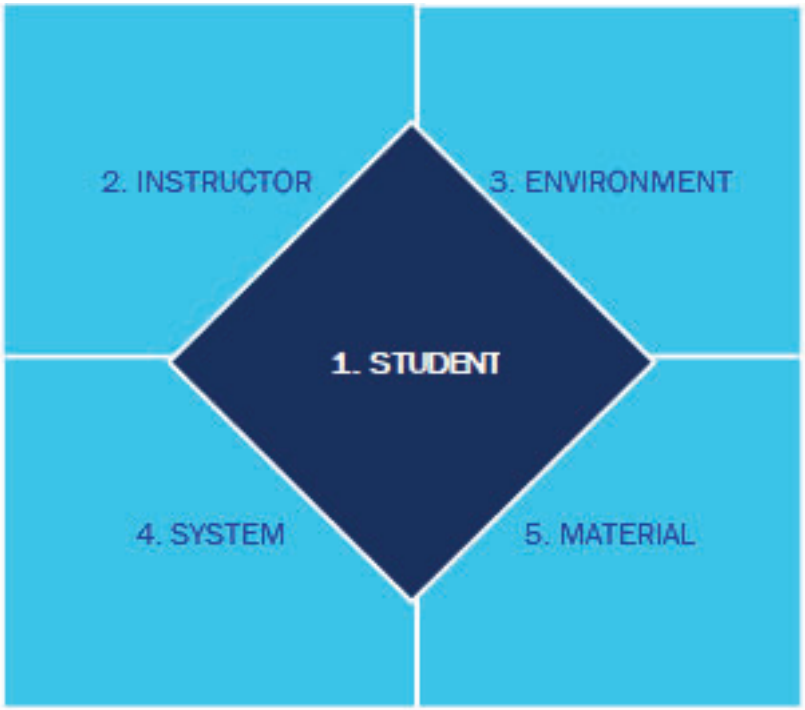
Motorola recognizes how critical training is to the success of Broward County's NG9-1-1 project. In addition to offering a highly flexible and configurable training plan, upon contract award, the Project Manager will work closely with your Project Manager to review, modify and implement the comprehensive training plan presented herein.

3.1 Background

This training plan addresses the requirements for three (3) distinct functional groups.

- Management and Support Staff Training Admin Training.
- Management Information System Analytics Training.

Multiple elements must be present to establish a strong foundation for effective training. They are shown in the following graphic.



Student: ne or more participants, up to the maximum number of eight for the class.

Instructor: Individual qualified to teach the course.

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Environment: Safe and clean structure that is conducive to training.

System: Access to the systems and technology for which the training has been designed, with no more than one student per workstation for Telecommunicator training or two students per workstation for all other training.

Material: Complete set of approved material for student instruction and trainer delivery and reporting.

3.1.1 Elements of Training

Progressive in nature, the sequence of courses leads the trainees from a generalized overview to a more comprehensive end-user understanding of the applications within the system, respective to each user's area of responsibility.

Training sessions are designed to allow trainees to understand and effectively interact with the system to maximize its benefits for their PSAP. This is achieved by integrating well-designed documentation, practice exercises, and instruction into the overall training experience.

3.2 Proposed Courses

ur typical training program is described in the table below. These classes will be customized based on Broward County and PSAP specific needs and class availability.

3.3 Training Structure

3.3.1 Training Methodology

To the fullest extent possible, all end users will be trained in a virtual environment reflecting the go-live' environment using systems, applications, and hardware configured by and for Broward County PSAPs. Many classes are offered online, and other on-site training recordings are available as required. Any requirements for multilingual and other class customization should be discussed during the negotiation phase of the project. Motorola and Broward County Project Managers are the sole coordinators of all classes based on the outline given in this document and based on the deployment schedule.

3.4 Training Plan Statement of Work

- Motorola will provide qualified Instructors required to fulfill course class counts and instructor-to-student ratios for delivery against the final agreed-upon training schedule.
- Motorola will provide experienced instructors with expert knowledge and previous experience teaching the application.

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- If requested, Motorola will provide the instructors resumes in advance of the Instructor providing instruction to Broward County and PSAP personnel.
- Instructors will maintain a positive learning environment, applying approved Instructor Protocols when necessary.
- Instructors will effectively manage teaching activities following the syllabus, ensuring all class parts are fully completed, including adequate time for hands-on practice and questions.

3.4.1 Instructor Responsibilities

3.4.1.1 i i g t ti

During the training program, the instructors will:

- Verify before class starts that all required User IDs and passwords are available for course participants, allowing the participants to access the systems and applications.
- Working with the Motorola and Broward County implementation teams, verify that all equipment and software is available and working before the start of each class (e.g., applications, user login ids, passwords, etc.).
- Assign appropriate security roles and privileges to students so that all approved content and exercises may be taught during the course session.
- Ensure that data entry for practice work and training exercises is complete and ready for use during training.
- Reset passwords when required.
- Verify that all materials are available (Syllabus, Training Manuals, uick Reference Cards, Attendance Sheets, Course Evaluations, and Training Certificates, if applicable).
- Inventory training materials for each class, ensuring enough materials are available for the number of students expected.
- Remove any testing or other data that negatively affects the training environment before the start of the class.

3.4.1.2 st u ti i it ti

This section outlines the Motorola Instructors' training, instruction, and facilitation duties. The instructors will:

- Understand the software and systems at an expert level.
- Ensure all participants have signed the training session attendance worksheet.
- Comfortably manage a course of up to 6 students (depending on the course).
- Be comfortable teaching in front of an audience.
- Ensure that all trainees can observe and participate.
- Teach the course in a logical manner, following the syllabus, with adequate time for trainee practice and questions.
- Remain aware of the time allocated and ensure that all parts of the class are fully completed in the allotted time. All activities and exercises listed on the syllabus must be completed.
- Track all systems, applications, and hardware use and content issues.

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3.4.1.3 si g A ti iti s

Motorola Instructors will:

- Distribute and collect training course evaluation forms for each trainee.
- Refresh the training environment for the next training class as required.
- Document and report any training issues that occurred during the session.

3.5 Broward County PSAP Responsibilities

Students are required to attend the entire duration of the course(s) and to participate in all hands-on activity. It is highly recommended that all students receive sufficient hands-on experience before the conclusion of the course.

This section outlines the duties of Broward County to facilitate successful training.

- Ensure Broward County and PSAP's Administrative Staff attend the Motorola Administrative training classes.
- Ensure Broward County and PSAPs:
  - Schedules personnel for the appropriate courses.
  - Ensure training classes are fully staffed.
  - Ensure students are prepared for the training.
  - Ensure students are fully aware of operational policies training will not cover any of Broward County's or PSAP's policies or procedures.

Table 1 Broward County Recommended Training

Recommended Training Sessions			
Training Course	**Description**	**Target Participants**	**Location**
NGCS and ESInet (Done as a group of sessions on consecutive days)			
NGCS and ESInet verview			ne class included location in Broward County to be determined by the County. Four-hour morning class.
GIS Maintenance Tools	Reviews the functionality of the GIS Maintenance Toolset provided as an extension to ArcGIS.	GIS Administrators recommended class size 8	nline, Self-Paced

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Recommended Training Sessions			
GIS Database Management and Spatial Interface	Covers uploading GIS data, managing discrepancies, and provisioning GIS data into the NGCS Functional Elements (LVF ECRF).	Broward County and GIS Administrators recommended class size 8	nline, Self-Paced
NGCS LVF ECRF	Training on the ability to oversee the NGCS Functional Elements (LVF ECRF).	Broward County and GIS Administrators recommended class size 8	nline, Self-Paced
Service Management			
NS C Service Management	This course provides an overview of our service offering and to open cases, change management, and the web portal.	Broward County and or Regional Administrators and large PSAPs recommended class size 8	Done in conjunction with the NGCS and ESInet verview. Four-hour afternoon class.
GIS Database Management and Spatial Interface	Covers uploading GIS data, managing discrepancies, and provisioning GIS data into the NGCS Functional Elements (LVF ECRF).	County GIS Administrators recommended class size 8 (Same as class done for Broward County)	nline, Self-Paced
Location Database Training	This is primarily for administrative oversight of the services provided and assisting in discrepancy management.	All Database coordinators recommended class size 10	nline, Self-Paced
NGCS i3 Event Logging Training	nline webinar to review new reports.	Broward County and PSAP administration.	nline, Self-Paced

3.5.1 NGCS Routing Service ESInet Overview

3.5.1.1 s i ti

The NGCS Routing Service ESInet verview course is designed for the administrators of a statewide, regional, or PSAP NGCS ESInet. Call routing, provided as a service, does not require daily interaction or an in-depth understanding by most PSAP agencies. This class will provide an overview of the NGCS, the ESInet, the migration process, and the differences between legacy and NG9-1-1 call routing.

Delivery Method

- Lecture
- PowerPoint presentation.

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Prere uisites

- PSAP perations Experience.

E uipment Needed

- Computer for review of presentation.

Training Content This course typically occurs in advance of cutover to the new Service:

- Introduction verview of NGCS.
- NGCS peration.
- ESInet verview.
- verview of Routing Rules ptions.

Training Material

- Course Syllabus.
- Handouts (Routing Policy Summary).

3.5.2 NGCS GIS Tools and Procedures, Database Management Overview, Spatial Interface

3.5.2.1 s i ti

Training provides an introduction to GIS administrators an introduction to starting the data submission process how to upload GIS data to the Spatial Interface, manage discrepancies identified during the uality Control process, and provision GIS data into the NGCS Functional Elements (LVF ECRF).

Delivery Method

- Self-paced web training

Prere uisites

- GIS peration Administration Experience.

E uipment Needed

- Computer for accessing web training.

Training Content

- Uploading GIS data.
- sFTP procedures for Data Submission.
- Data Requirements.
- Files, fields, format, content.
- Data Transformations (if necessary).
- Notification Configuration ptions.
- Emails for data publishing confirmation.
- Emails for a blocked data publishing event.

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- DataManager Website.
- Retrieval of C reports.
- Definition and Interpretation of C reports.
- A detailed description of each type of C test.
- Typical errors that are reported.
- Review of specific examples.
- Suggestions for issue resolution.
- Creating layer and field mapping to the layers and data structure required by the LVF ECRF.
- Status reporting.
- Map viewing.
- Exporting and downloading GIS data sets.
- ngoing support for questions and additional training.

Training Material

- User Guides.
- nline training portal.

3.5.3 NGCS Location Database LDB Management

3.5.3.1 s i ti

This training provides agencies responsible for submitting data with an introduction to starting the data submission process. n-going training and support will be available as necessary. If necessary, one on one training can be scheduled with the LDB support staff.

A training website is included with videos that outline the LDB Manager Website s typical tasks.

Prere uisites

- GIS peration Administration Experience.

Delivery Method

- Self-paced web training.

E uipment Needed

- Computer for accessing web training.

Training Video Content

- Data submission, processing, and error workflows.
- Location Verification Function (LVF) reporting, searching, assignment, and discrepancy resolution.

Training Material

- nline training portal.

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3.5.4 Motorola Support Plan - NSOC and Service Management Training

3.5.4.1 s i ti

The Motorola Support Plan - NS C and Service Management Course is designed for the administrators involved in the administration of a statewide, regional, or PSAP NGCS ESInet. This class is intended for users that will interact with our Service Manager, web portal, and change management system on a frequent basis.

Delivery Method

- Lecture.
- PowerPoint presentation.

Prere uisites

- PSAP perations Experience.

E uipment Needed

- Computer for review of presentation.

Training Content

This course occurs in advance of cutover to the new Service.

- Introduction verview.
- N C S C procedures.
- Escalations.
- Trouble Reporting Service Reporting.
- Service Management.
- Case Management.
- Change Management.
- Help Desk Portal.
- Executive Dashboard (Web Portal).
- Service Monitoring Tools.

Training Material

- Course Syllabus.
- Handouts.
- User guide Web Portal.

3.5.5 NGCS i3 Event Logging Training

3.5.5.1 s i ti

These courses include reviewing i3 logging reports and describing how to access data and run reports.

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Prere uisites

- PSAP perations Experience.

Training Content

- Report rendering and generation interface.
- Standard reports overview and features.
- Ad-Hoc reports.

Training Material

- User Guides.

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Section 4

Project Staffing Plan

4.1 Project Team Staffing

The proposed project staff is a team of specialists that will form a cohesive working group with Broward County's project staff. The project team is backed by Motorola product development, project management office, and cybersecurity, service, and support organizations. All of these resources will be led by the Program Manager assigned to the project. Should the need arise for staffing changes, Motorola will work with Broward County to designate new resources and ensure that substitute personnel have the requisite skills and experience. Additional to the project team are suppliers of services within the NGCS solution such as carrier migration, ESInet transport links, and location information services. Motorola incorporates industry-proven third-party suppliers into the core project team. Motorola s portfolio of carefully selected suppliers will follow the same high-quality standards as we do through rigorous oversight of their work. The roles and responsibilities of key members of the project team are described further below.

4.2 Project Manager

The Project Manager will lead all project team meetings and manage contract terms, project schedule, communications plan, risk management, and quality assurance plans. The Project Manager will represent the sole authority for project actions and reporting and will be responsible for quality performance and cost control. They will enforce performance standards, control risks, and resolve technical issues throughout all system implementation phases.

The Project Manager responsibilities include:

- Continuously monitor the project's contractual obligations, milestones, deliverables, and customer satisfaction.
- Assume overall responsibility for scheduling project tasks and directing project resources. Maintain the project plan and schedule showing the entire project, including a Gantt Chart depicting the responsibilities of all relevant parties.
- Manage the Change Management process throughout project implementation.
- Prepare for and conduct design reviews, policy routing, and regular progress meetings and provide progress reports, as required.
- Document and communicate project progress to project stakeholders.
- Manage and document project acceptance testing.
- btain sign off and acceptance upon completing the installation, acceptance testing, and training.
- Assume primary responsibility for cutover coordination and support.
- Provide post-cutover issue documentation and resolution support.

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- Conduct post-cutover evaluation and transition to ongoing support.
- Facilitate project finalization and closeout.

4.3 Lead NGCS ield Engineer

The lead NGCS field engineer is responsible for overall system design, which accounts for the functional elements of the NGCS routing service migration of riginating Service Providers, and the specification and deployment of the ESInet WAN connectivity design. Remote-based network engineers will supplement the lead engineer and support the implementation of ESInet connections and carrier migrations. The lead field engineer will ensure the technical integrity of the NGCS design and will be supported by additional NGCS field and remote engineers and GIS professionals throughout the project. Under the lead field engineer's leadership, the following tasks will be performed:

- Create and maintain the design, beginning with the contract design review updating and finalizing documentation throughout the implementation of the NGCS routing solution.
- Serve as the NGCS technical point of contact and collaborate with product engineering, service, and support teams, as needed.
- Interact with carrier migration, ESInet, and location services providers to ensure the integrity of the NGCS subsystem.
- Develop detailed design documentation reflecting the as-built network, capturing the integration of all NGCS and ESInet elements.
- Participate in the implementation, and perform the following tasks:
- Develop configurations and program equipment.
- Integrate and optimize hardware and software.
- Develop and participate in functional and operational acceptance test planning.
- Assist in developing and performing the PSAP migration and cutover to the new NGCS platform.
- Provide continuous technical support throughout the project and after project acceptance.

4.4 Carrier Deployment Manager

A dedicated, full-time Carrier Deployment Manager will be assigned to supplement the Project Manager and Lead Field Engineer. The Carrier Deployment manager will work with selected Carriers and Broward County staff to ensure the scheduled rollout of circuits for the ESInet deployment meets the agreed-upon project schedule. The Carrier Deployment Manager's responsibilities include the following tasks:

- Serve as the single point of contact for all Carriers during the ESInet deployment.
- Place orders for all circuits.
- Track circuit orders and obtain firm order completion (F C) dates.
- Ensure circuits are installed, turned up, and tested correctly.

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- Work with the Lead Field Engineer to verify that the circuit bandwidth meets engineering requirements.
- Work with Carriers to address any remediation efforts required to bring circuits online.

4.5 Customer Service Manager

A Customer Service Manager (CSM) is assigned to provide Broward County with a single point of contact and manage the contracted maintenance and support services. The CSM works with the on-site support personnel and is backed by Motorola's service and support organization. The Motorola support organization includes the Network Security perations Center (NS C), Technical Support, and product management teams (as required). All work in concert with field-based System Managers and on-site support personnel to deliver services and maintain Service Level Agreements.

The CSM's responsibilities include the following tasks:

- Create and maintain the Support Plan.
- Establish and refine policies and procedures to consistently maximize service performance.
- Proactively manage the life cycle of the service and supply information regarding upgrades and updates.
- Engage the appropriate resources, teams, and individuals to troubleshoot and resolve complex service issues.
- Serve as the escalation point of contact when standard troubleshooting efforts are unsuccessful.
- Serve as the liaison to Motorola's support organization for escalated incidents.
- Provide timely and frequent informational updates about progress towards resolving incidents.
- Maintain the service and performance quality of the system.
- Monitor Motorola's contractual performance (SLAs) and provide reviews and analyses of SLA performance metrics.
- Manage the Change Management process during the Service operation.

4.6 Training Manager

The Training Manager will manage training deliverables throughout the term of the service and will work closely with the Project Manager to ensure training deliverables are provided according to the project schedule. The Training Manager's responsibilities include the following tasks:

- Participate in the Detailed Design Review to re assess Broward County and PSAP agency training needs and expectations (e.g. courses, target audiences and student numbers, field labs, possible training locations, and tentative training dates).
- Participate in project status meetings to synchronize the progress of the training plan with the project implementation plan.
- Manage the collection of data needed for instructors to prepare and, if needed, tailor end user materials to the solution and features.

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- Monitor for technology or courseware updates.
- Discuss and confirm the final training plan and dates with the project team no less than 90 days prior to training.
- rder training materials for end user level courses.
- Facilitate student registrations in online courseware.
- Monitor course evaluations and obtain feedback on how training is progressing.
- Continue to serve as a point of contact for questions about training or continuing education on services after cutover to the new Service.

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Section 5

Sample PSAP inal Acceptance Test Plan

The System Final Acceptance Test Plan will be customized to address each PSAP county as required (if needed). The test plans will be very similar in their outline, criteria, and execution but will differ in their testing of the applicable call routing destinations and transfers.

5.1 NGCS Edge Router/ESInet Physical Connectivity

Depending upon the network design, multiple NGCS edge routers may be placed at one or multiple CHS ESInet interface points. Each of their physical connectivity will be verified and detailed. This process will alleviate any issues before conducting location or call testing and support efficient troubleshooting and system restoration.

Table 1 NGCS Edge Router/ESInet Physical Connectivity Test Case

NGCS Edge Router/ESInet Physical Connectivity Test Case			
Test Case	PSAP NGCS Edge Router Physical Connectivity Test Case		
Test Execution			
Pass Criteria	The NGCS edge router's connectivity to the NGCS WAN, NGCS Digi, and CHS' WAN LAN is confirmed.		
Step	**Expected Result**	**Result**	**Note**
NGCS edge routers placed at CHS ESInet interface points		□ Pass □ Pass w Exception □ Fail	
NGCS edge routers connected to redundant power or Uninterruptible Power Supply (UPS), and edge router power cable labeled		□ Pass □ Pass w Exception □ Fail	Include what is written on the Edge Router power cable label

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NGCS Edge Router/ESInet Physical Connectivity Test Case			
NGCS edge routers grounded, and ground cable labeled.			Include what is written on the Edge Router ground cable label
NGCS edge routers connectivity via port G0 0 0 to the NGCS WAN confirmed, and port G0 0 0 cable labeled		□ Pass □ Pass w Exception □ Fail	Include what is written on the Edge Router port G0 0 0 cable label
NGCS edge routers' port G0 0 1 for NGCS Digi connected and connectivity to NGCS WAN		□ Pass □ Pass w Exception □ Fail	Include what is written on the Edge Router port G0 0 1 cable label
NGCS edge routers' port G0 0 2 designated for CHS connected and connectivity confirmed, and port G0 0 2 cable labeled		□ Pass □ Pass w Exception □ Fail	Include what is written on the Edge Router port G0 0 2 cable label

5.2 NGCS Terminal Server

Depending upon the design, multiple NGCS terminal servers may be placed at one or multiple CHS ESInet interface points. Each terminal server will be tested.

Table 1 NGCS Terminal Server Test Case

NGCS Terminal Server Test Case			
Test Case	PSAP Router Demarcation Test		
Test Execution			
Pass Criteria	The NGCS edge router's connectivity to the NGCS WAN, NGCS Digi, and CHS' WAN LAN is confirmed.		
Step	**Expected Result**	**Result**	**Note**
NGCS Digi placed at CHS ESInet interface points		□ Pass □ Pass w Exception □ Fail	

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NGCS Terminal Server Test Case			
NGCS Digi connected to redundant power or UPS, and Digi power cable labeled			Include what is written on the Digi power cable label
NGCS Digi network port configured for NGCS WAN, and Digi network port cable labeled		□ Pass □ Pass w Exception □ Fail	Include what is written on the Digi network port cable label
		□ Pass □ Pass w Exception □ Fail	Include what is written on Digi data port cable label. If redundant ports are used, include labels
Redundant ports tested to ensure they provide accurate and timely responses		□ Pass □ Pass w Exception □ Fail	

5.3 Customer s ES RI Configuration

The following table provides each end customer's ESURIs that will be configured in the call routing service. Customers may configure their CHS to map ESURIs to VDNs, queues, etc., as required to support their normal operating procedures. The configuration of the CHS with assets mapped to each ESURI is the customer s responsibility. The call routing team will verify each ESURI is properly configured within the IPSR.

Table 1 Routing Tests

Routing Tests	
Test Case 1	Customer's ESURI Configuration
Test Execution	
Pass Criteria	Each ESURI is properly configured in the call routing service per the customer's desired PRF configuration.

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Routing Tests			
Test	**Result?**	**Tested By**	**Date**
Agency 1 is URI			
Agency 2 is URI			
10-Digit PSTN is URI			

5.4 Conference / Transfer unction

A conference bridge or transfer allows the call taker to add a third party to an existing 9-1-1 call. The CHS can achieve this by sending a conference or transfer to a URI or 10-digit number. As seen in the table below, configuring the CHS' dial directory contacts (e.g., Conference Bridge with a unique identifier) sends the call routing services' Border Control Function (BCF) the unique identifier.

Table 19 Conference Bridge Codes

Conference Bridge Codes			
Test Case 1 of (total)	Conference bridges transfers will be tested to ensure each is configured to the correct destination.		
Test Execution	Verify within the call routing Service and the CHS that the configuration for each conference bridge transfer is complete.		
Pass Criteria	Each conference bridge transfer is properly configured in the call routing service per the customer's desired configuration, and the conference is established.		
Test	**Results**	**Tested By**	**Date**
ESURI mapped to Agency 2			
ESURI mapped to Agency 3			
ESURI mapped to - - 10-digit PSTN			

5.5 Motorola Location Service Testing

Location Database (LDB) and Location Information Server (LIS) systems provide information during 9-1-1 calls as well as provide the ability to maintain and update the location information. The customer will be able to utilize request and response for ALI, view logs, do imports and exports, modify records, and run reports. Interoperability testing with the CHS includes:

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- Verify ANI ALI receipt payload and format
- Verify auto-update
- Verify manual update

Note that depending upon how the end customer manages the NGCS and associated location database, these tests may be performed at an enterprise level with the system administrator over a regional program and or at the individual local jurisdiction level per customer of record discretion.

5.6 Motorola Location Database Service Testing

The existing LDB LIS ALI and MSAG records will be extracted, properly formatted, and imported into the Location Service. Any records found to have errors will undergo examination and correction. During the conversion, each SP will deliver service orders to the legacy and Motorola Location Service systems prior to cut over.

Table 2 Motorola Location Service Test

Motorola Location Service Test			
Test Case	Location Service Testing		
Test Execution			
Pass Criteria	All data has been loaded and the applicable databases are synchronized.		
Step	**Met?**	**Completed By**	**Date**
Complete location and MSAG records from customer received by number and data completeness			
Confirmation format and import records is mapped as required for specific end customer			
Verify each SP access, operate and receive post processing feedback			
Verify SP n 1 can process service orders			

Table 21 Motorola Location Services Delivery Test

Motorola Location Services Delivery Test	
Test Case 1 of (total)	PSAP call routing Service and ALI Services Test
Test Execution	A test call (simulated or otherwise) will be placed to PSAP with audio and data to verify quality, accuracy, and completeness.
Pass Criteria	All test calls are answerable, usable, accurate, and function as expected to provide location information.

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Motorola Location Services Delivery Test			
Step	**Met?**	**Completed By**	**Date**
Verify Agency 1 answers 9-1-1 test call and receives ALI			
Verify Agency 1 received correct ALI information payload			
Verify Agency 1 received ALI is formatted correctly			
Agency 1 performs an update to ALI data and verify the refresh location return is received, carriers correct payload			

perational testing will be performed to determine that all 9-1-1 calls:

- Are delivered to the correct PSAP location
- Contain the correct additional information
- Meet public safety voice quality standards
- Route correctly based upon routing configurations and conditions

5. Test Call

A test call from a call generator or manually made will be placed to PSAP to verify delivery and completeness. The volume, class of service, type, payload, spacing, and call duration ranges will be configured with the system s corresponding size, scope, and performance requirements.

Table 22 Test Call

Test Call			
Test Case 1 of (total)	PSAP Wireless Test Call		
Test Execution	A test call will be placed to PSAP with audio and data to verify quality, accuracy, and completeness.		
Pass Criteria	Test calls verify the routing configuration.		
Step	**Met?**	**Completed By**	**Date**
Call delivered to correct destination based upon PRF and data sent with the call, or dereferenced during the call			
Verify correct destination receives call			
Verify voice data is accurate and complete			
Verify two-way audio			
Verify voice quality			

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Test Call			
Verify correct ANI			
Verify correct ALI			
Verify correct ANI ESR			
Verify correct call back number (device vs tower)			
Verify call hold			
Verify retrieve from hold with two-way audio			
Rebid and verify location data and payload received by CHS, (LIS, ADR, LDB, A S, Legacy ALI, etc.			

5. Wireline Test Call

A wireline test call will be placed to <PSAP> to verify quality, accuracy, and completeness.

Table 23 Wireline Test Call

Wireline Test Call			
Test Case 1 of (total)	PSAP Landline Test Call		
Test Execution	A landline test call will be placed to PSAP with audio and data to verify quality, accuracy, and completeness.		
Step	**Met?**	**Completed By**	**Date**
Call delivered to correct destination			
Verify ring			
Verify answer			
Verify two-way audio			
Verify voice quality			
Verify correct Location			
Verify hold			
Verify retrieve from hold with two-way audio			

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5. Wireless Test Call to PSAP

A wireless test call will be placed to PSAP to verify quality, accuracy, and completeness.

Table 24 Wireless Test Call

Wireless Test Call			
Test Case 1 of (total)	PSAP Wireless Test Call		
Test Execution	A wireless test call will be placed to PSAP with audio and data to verify quality, accuracy, and completeness.		
Step	**Met?**	**Completed By**	**Date**
Call delivered to correct destination			
Verify ring			
Verify answer			
Verify two-way audio			
Verify voice quality			
Verify correct ANI ESR			
Verify correct call back number (device vs tower)			
Verify hold			
Verify retrieve from hold with two-way audio			
Verify if RTP of caller captured by CHS or external voice recorder while on hold (if applicable)			

5.1 Te t to PSAP

A Text-to-9-1-1 will be placed to PSAP to verify quality, accuracy, and completeness.

Table 2 Wireless Test Call

Text-to-9-1-1 Test			
Test Case 1 of (total)	PSAP Text-to-9-1-1		
Test Execution	A Text-to-9-1-1will be placed to PSAP to verify quality, accuracy, and completeness.		
Step	**Met?**	**Completed By**	**Date**
Text delivered to correct destination			

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Text-to-9-1-1 Test			
Verify bidirectional text			
Verify accuracy of data sent and received			
Verify correct ANI ESR			
Verify correct call back number			

5.11 Agency 1 Test Call to 1 -Digit PSTN

A test call will be placed from PSAP to a 10-digit PSTN to verify quality, accuracy, and completeness.

Table 2 PSAP to 1 -Digit PSTN Conference Test Call

PSAP to 1 Digit PSTN Test Call			
Test Case	PSAP to 10-Digit PSTN Test Call		
Test Execution	A PSAP position will place a call to a 10-digit PSTN. The test will verify the audio and call control.		
Step	**Met?**	**Completed By**	**Date**
Agency 1 is able to pick up a line			
Agency 1 is able to dial outbound to a 10-digit PSTN			
Call delivered to correct destination			
Verify ring			
Step	**Met?**	**Completed By**	**Date**
Verify answer			
Verify two-way audio			
Verify voice quality			
Verify correct ANI ESR			
Verify correct call back number			
Verify hold			
Verify retrieve from hold with two-way audio			

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5.12 Conference Bridge and NGCS Transfer Testing

The CHS will execute a test for a conference call transfer via the call routing service. This will validate if the data sent by the CHS is properly formatted, and the functionality is available.

Table 2 Conference Call Test

Conference Call Test			
Test Case 1 of (total)	Conference Call Test		
Test Execution	A test call will be placed to PSAP with audio and data. Conferences and shortcuts will be tested to ensure each is configured to the correct destination(s) and that call control and conference bridging function correctly. Place a test call and answer it at a CHS endpoint. A conference will be initiated with the call taker's shortcut button. Endpoints will verify audio and data (as applicable) to verify quality, accuracy, and functionality.		
Step	**Met?**	**Completed By**	**Date**
Agency 1 answers incoming call			
Agency 1 uses displayed button to initiate conference bridge with Agency 2			
Verify call delivered to correct destination			
Verify ringing upon initiation of conference bridge (all parties)			
Verify answerable by added parties at Agency 2			
Verify two-way audio on all endpoints			
Verify voice quality on all endpoints			
Verify correct ANI ALI on applicable endpoints			
Verify hold on applicable endpoints			
Verify retrieve from hold on applicable endpoints			

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Conference Call Test			
Verify drop last functionality			
Verify leave conference from any endpoint does not negatively impact call or call control			

Table 2 1 -Digit PSTN Conference Test

1 Digit PSTN Conference Test			
Test Case	10-Digit PSTN Conference Bridge Test		
Test Execution			
Step	**Met?**	**Completed By**	**Date**
Agency 1 answers incoming call			
Agency 1 to initiate conference bridge with 10-digit PSTN			
Verify call delivered to correct destination			
Verify ringing upon initiation of conference bridge (all parties)			
Verify answerable by added parties			
Verify ringing stops upon first party answer			
Verify two-way audio on all endpoints			
Verify voice quality on all endpoints			
Verify correct ANI ALI on applicable endpoints			
Verify hold on applicable endpoints			

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1 Digit PSTN Conference Test			
Verify retrieve from hold on applicable endpoints			
Rebid and verify Location on applicable endpoints			
Verify drop last functionality			
Verify leave conference from any endpoint does not negatively impact call or call control			
Verify leave conference tone heard on CHS			

5.13 Overflow Call Routing

When a valid 9-1-1 call reaches its destination endpoint, and the call is not serviced within 60 seconds (configurable), it will create an overflow routing condition. This configuration is used to send the call to a different location to be answered. The overflow route is unique in that the CHS does not need to respond with a SIP response code. The overflow routing occurs based on a timer within the call routing Service. nce that time elapses, the behavior is invoked, and the call gets sent to the new location.

Table 29 Overflow Test

Overflow Test			
Test Case	PSAP verflow Route Test		
Test Execution	An verflow condition will be produced for each applicable call flow scenario		
Step	**Met?**	**Completed By**	**Date**
Send a test call for verflow route (Agency 1)			
Verify call rings at original destination			
Verify call rings unanswered for the amount of time matching overflow timer			
Verify call gets pulled back and re-applied at original destination using the alternate call chain for a time matching overflow timer			
Verify no abandoned call exists			

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Overflow Test			
Verify call gets routed to the overflow route destination when timer lapses			
Verify call can be answered at overflow route destination			

5.14 Busy Call Routing

When a valid 9-1-1 call is rejected, this could invoke the busy condition. The call routing service will invoke the busy route when it receives a SIP response code of 486 (Busy Here). Some examples of situations that may cause a call to be rejected are: A) all telecommunicators are on a call, B) no telecommunicators are available to take a call but are logged on, or C) all telecommunicators are logged out of a system.

Table 3 Busy Route A Test

Busy Route A Test			
Test Case	PSAP Busy Route Test - All Telecommunicators on a Call A		
Test Execution	A busy condition, all telecommunicators are on a call, will be produced and a call will be placed.		
Step	**Met?**	**Completed By**	**Date**
Make Agency 1 asset busy on a call			
Send a test call to (Agency 1)			
Verify call delivery attempt to call original destination			
Verify call arrives and rings to busy route			
Verify call can be answered at busy route destination			

Table 31 Busy Route B Test

Busy Route B Test			
Test Case	PSAP Busy Route Test - All Telecommunicators Not Available B		
Test Execution	A busy condition, telecommunicators are logged on, but not available to take calls, will be produced and a call will be placed.		
Step	**Met?**	**Completed By**	**Date**
Make Agency 1 asset available, but not on a call			

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Busy Route B Test			
Send a test call to (Agency 1)			
Verify call attempts to call original destination			
Verify call arrives and rings to busy route			
Verify call can be answered at busy route destination			

Table 32 Busy Route C Test

Busy Route C Test			
Test Case	PSAP Busy Route Test - All Telecommunicators Logged ff		
Test Execution	A busy condition, all telecommunicators logged off, will be produced and a call will be placed.		
Step	**Met?**	**Completed By**	**Date**
Make Agency 1 asset logged off the CHS			
Send a test call to (Agency 1)			
Verify call attempts to call original destination			
Verify call arrives and rings to busy route			
Verify call can be answered at busy route destination			

Note that additional PRF route tests would be added here to represent each combination of routing logic options. These tests simulate the situation and test the appropriate routing determination and execution.

5.14.1 Alternate Routing via Abandoned PSAP Switch

The call routing service handles alternate routing where the 9-1-1 call cannot should not be delivered to the primary PSAP and or endpoint.

Table 33 Alternate Route Test

Alternate Route Test	
Test Case 1 of (total)	PSAP Alternate Route Test
Test Execution	Acting as an administrator, the Abandoned PSAP switch will be invoked either with the hardware device or via web portal.

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Alternate Route Test			
Step	**Met?**	**Completed By**	**Date**
Enable APS (Agency 1) to ensure call is delivered to alternate destination			
Disable APS (Agency 1) to ensure call is delivered to (Agency 1)			

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Section 6

Security Plan

Cybersecurity is a core technology, not an afterthought, in our NG9-1-1 solutions. We employ a multi-layered security architecture, informed by our industry leadership (NENA NG-SEC, TF PA, and APC). ur dedicated NS C provides 24 7 monitoring and threat mitigation, focusing on minimizing PSAP vulnerabilities, a typical point of greatest risk. This comprehensive approach, combined with our expertise in threat intelligence sharing (Public Safety Threat Alliance), ensures robust protection and system availability.

ur proactive cybersecurity plan protects Broward County with a multilayered approach encompassing physical, application, and network security, adhering to NENA and CSRIC best practices and FCC regulations. This plan includes mitigation strategies, 24 7 monitoring and alerting, and a comprehensive incident response plan. Specific hardware and software components and a network diagram illustrating our security architecture are included below.

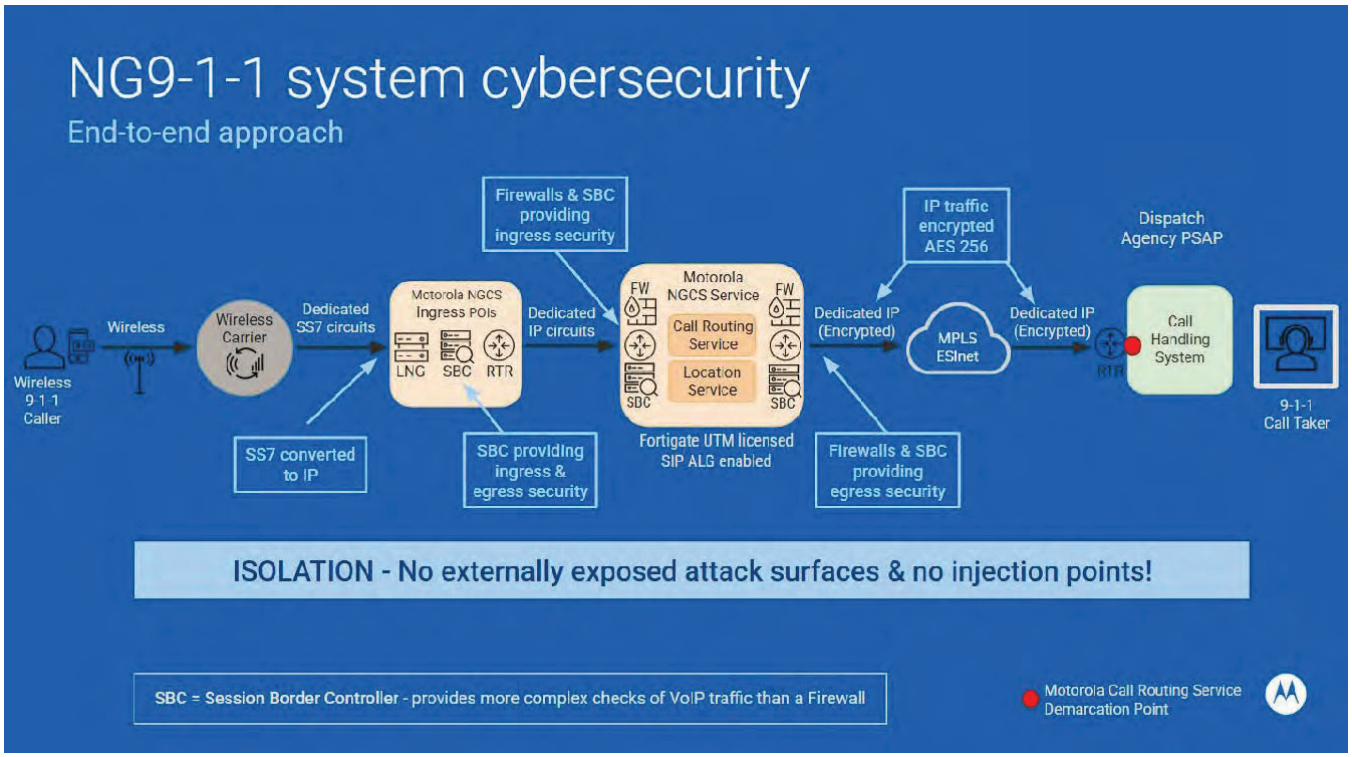

Figure -1 NG9-1-1 System Cybersecurity

Physical Security and Access Controls

Motorola prioritizes system availability and employs a robust, multi-layered physical security approach to mitigate risks. ur facilities and cloud infrastructure provide 24 7 365 security, environmental

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protection, and multi-factor authentication. Access to remote devices is secured via two-factor authentication and VPNs. Regular audits ensure access control lists remain current. This

comprehensive approach ensures the continuous availability and integrity of Broward County's NG9-1-1 system.

Applications - System Hardening

ur system hardening process for the NG9-1-1 solution is based on NENA NG-SEC standards and leverages our experience in achieving and maintaining Department of Defense (DoD) JITC IA certifications. We employ a principle of least privilege, configuring systems with only the necessary applications, permissions, and access rights. This approach, informed by Defense Information Systems Agency (DISA) Security Technical Implementation Guides (STIGs), significantly reduces the system s attack surface, strengthening its overall security.

Applications - Access Control

ur access control strategy uses a principle of least privilege, granting access only to authorized personnel based on their defined roles and responsibilities. This applies to both physical and virtual access, employing robust authentication and authorization mechanisms to prevent unauthorized access. Regular audits ensure that access controls remain current and aligned with operational needs.

Applications - Virus and Patch Management

ur NG9-1-1 solution incorporates a robust anti-virus and patch management system, employing leading-edge technologies to protect against malware and vulnerabilities. ur maintenance processes ensure timely application of security patches and updates, minimizing risks and maintaining system integrity.

Network - Network Security

ur NG9-1-1 solution incorporates robust network security, utilizing firewalls to protect production and DM networks. These NENA NG-SEC compliant firewalls provide multi-layered protection against threats, including DDoS attacks, and enable rapid updates of malware definitions via a national 9-1-1 CERT. This ensures the security and availability of Broward County's system.

Network - Firewalls and Intrusion Detection

Firewalls are critical from a security and business continuity viewpoint. ur NG9-1-1 solution utilizes strategically placed firewalls to enforce strict network segmentation between trusted and untrusted network zones. These firewalls operate on a deny-all principle, permitting only explicitly authorized traffic based on pre-defined security and operational rules. This approach, combined with robust intrusion detection capabilities, maximizes security and minimizes the risk of unauthorized access or malicious activity.

Network - Remote Access

We understand the advantages and risks of remote access and view a tightly controlled point of ingress as critical. Motorola employs a highly secure remote access solution, utilizing two-factor authentication and real-time monitoring by our NS C. Access is strictly limited to authorized personnel, and industry standard encryption (including AES-256) ensures data confidentiality and integrity. This approach minimizes risks while maintaining system availability.

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Monitoring

ur proactive monitoring approach utilizes a dedicated Motorola NS C and advanced tools to provide 24 7 surveillance of all system and network components. Real-time alerts, detailed reporting, and rapid response to critical issues ensure optimal performance and minimize service disruptions. ur service management system tracks all events and incidents, facilitating efficient resolution.

Notification

Motorola s service management system provides customizable notifications (email or SMS) for critical events, scheduled maintenance, and other key activities. Broward County can receive real-time updates on the status of specific cases or changes via email or SMS, with direct links to detailed information. A comprehensive overview is also available through the customer web portal. This ensures timely awareness and facilitates efficient issue resolution.

Motorola's NG9-1-1 system integrates a comprehensive cybersecurity solution that provides monitoring, detection, analysis, mitigation and response to cyber threats and activities throughout the service. Motorola utilizes a Cybersecurity Risk Management Framework that leverages well-regarded risk-based industry standards, including IS 27001, 31000 NIST SP 800-30, 800-53 and the NIST Cybersecurity Framework.

Our approach encompasses:

Continuous Monitoring: A dedicated Network Security perations Center (NS C), staffed24 7 365 by expert personnel, continuously monitors the ESInet for suspicious activity. This includes real-time monitoring of network traffic, system logs, and security alerts from various system components. We utilize advanced security information and event management (SIEM) tools (SIEM Vendor and Model) to correlate security events and identify potential threats.

Threat Detection: ur system employs multiple threat detection mechanisms, including:

- Intrusion Detection Prevention Systems deployed throughout the ESInet to detect and mitigate malicious activity.
- Anomaly Detection: Machine learning algorithms identify unusual network traffic patterns or system behaviors that could indicate a potential attack.
- Vulnerability Scanning: Regular vulnerability scans identify and address potential weaknesses in the system s security posture.

Threat Analysis: When a potential threat is detected, our NS C analysts conduct a thorough threat analysis to determine the nature and severity of the threat. This involves analyzing network traffic, system logs, and other relevant data to understand the threat s impact and potential consequences.

Threat Mitigation: Based on the threat analysis, our NS C implements appropriate mitigation strategies to neutralize the threat. This may involve:

- Blocking malicious traffic using firewalls.
- Implementing access controls to restrict access to affected systems.
- Applying security patches and updates to address vulnerabilities.
- Deploying countermeasures to neutralize specific attacks.

Incident Response: In the event of a successful cyberattack or security incident, our NS C follows a well-defined incident response plan to contain, eradicate, and recover from the incident. This

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includes:

- Containing the attack to prevent further damage.
- Eradicating the malware or malicious code.
- Restoring affected systems to full functionality.
- Conducting a post-incident analysis to identify root causes and implement preventative
- measures.

Threat Intelligence: ur NS C leverages threat intelligence feeds from various sources to stay ahead of emerging threats and proactively mitigate potential risks. This proactive approach enhances the system's overall security posture.

Compliance: ur cybersecurity practices fully comply with all relevant standards and regulations, including NIST Cybersecurity Framework, NIST SP 800-53, and NENA NG-SEC guidelines.

Additionally, Motorola incorporates the intentions of the Communications Security, Reliability, and Interoperability Council (CSRIC) Best Practices. Moreover, we stringently adhere to applicable rules and regulations of the FCC and other applicable standards.

ur security plan is fully compliant with all applicable NENA specifications, CSRIC best practices, and FCC regulations. ur deep understanding of these standards, demonstrated by our comprehensive adherence to the NENA NG-SEC Audit Checklist (items 6-59 and sections 4.2, 7.1.1-7.2.6), ensures a secure and reliable NG9-1-1 system for Broward County. Compliance documentation is available upon request.

Table 34 NG-SEC Audit Checklist

Audit Item Number	NG SEC Standard	Audit Area	Compliance Finding
6	4.2	Does the organization have an Authentication Password Policy	Comply
7	7.1.1	Is each individual requiring access to the NG9-1-1 System provided a unique Identification and authentication	Comply
8	7.1.1	Do individuals share their authentication information (including usernames and passwords) with other individuals or groups	Comply
9	7.1.2	Are requests for new User Accounts, User IDs, and File and Resource authorization documented (Audit Guidance: review applicable documentation and processes for adequacy of process and adherence to process)	Comply
10	7.1.2	Do personnel performing entity or security administration ensure that only approved entities are granted access	Comply

11	7.1.2.1	Does the organization have procedures for changing access authority	Comply
12	7.1.2.1	Does the organization have procedures for removing access authority for terminated personnel	Comply
13	7.1.3	When system-to-system access is implemented does the system mask individual accountability for transactions (Audit Guidance: The system shall not mask individual accountability for transactions)	Comply
14	7.1.3	When system-to-system access is implemented is the source system authenticated before each transfer session	Comply
Audit Item Number	**NG-SEC Standard**	**Audit Area**	**Compliance Finding**
15	7.1.3	When system-to-system access is implemented and push technology is utilized, is the destination authenticated by the source	Comply
16	7.1.3	When system-to-system access is implemented and a continuous connection is utilized, was authentication performed at the initial connection	Comply
17	7.1.3	When system-to-system access is implemented, are individuals accessing any of the systems required to Authenticate when initially accessing each system	Comply
18	7.1.5	Are Authentication Credentials displayed in an obscured format when entered on computer screens (Auditor Guidance: Check to see if passwords can be seen on the screen when typed in. They should not be able to be seen so as to prevent shoulder surfing .)	Comply
19	7.1.4	Are users locked out after no more than 5 invalid sign on attempts	Comply
20	7.1.5	Are Default and Null Passwords changed when installing new equipment or software	Comply
21	7.1.5	Are Authentication Credentials encrypted when stored on a computer	Comply
22	7.1.5	When two-factor authentication is used, (e.g. SecurID Pin or Certificate Passphrase) are two authentication factors stored in such fashion that one incident can compromise both (Auditor Guidance: e.g. password or pin isn't written down on the token, or stored with the token)	Comply
23	7.1.5.1	All user accounts shall require a password.	Comply
24	7.1.5.1	Passwords are not based on the user's account name.	Comply

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25	7.1.5.1	Passwords must meet the following complexity requirements: Contains characters from three of the following four categories: Uppercase alphabet characters (A) Lowercase alphabet characters (a z) or Arabic numerals (0 9) Non-alphanumeric characters (for example, ,)	Comply
26	7.1.5.1	Minimum password length shall be 8 characters or greater.	Comply
27	7.1.5.1	Minimum password age shall be 3 days or greater.	Comply
28	7.1.5.1	Maximum password age requirement 60 days or less.	Comply
29	7.1.5.1	Maximum password age recommendation 30 days.	Comply
Audit Item Number	**NG SEC Standard**	**Audit Area**	**Compliance Finding**
30	7.1.5.1	If feasible, authentication schemes shall provide for password exchange in a format that cannot be captured and reused replayed by unauthorized users to gain authenticated access, e.g., random password generating tokens or one-way encryption (also known as hashing) algorithms.	Comply
31	7.1.5.1	When using temporary passwords, they will be required to change upon initial login.	Comply
32	7.1.5.1	Passwords should not be hard coded into automatic login sequences, scripts, source code and batch files, etc., unless required by business need and then only if protected by security software and or physical locks on the workstation, and passwords are encrypted.	Comply
33	7.1.5.1	Password construction should be complex enough to avoid use of passwords that are easily guessed, or otherwise left vulnerable to cracking or attack. Names, dictionary words, or combinations of words shall not be used nor shall they contain substitutions of numbers for letters, e.g., s3cur1ty. Repeating numbers or sequential numbers shall also not be used.	Comply
34	7.1.5.1	Passwords should not contain sequences of three (3) or more characters from the user s login ID or the system name.	Comply
35	7.1.5.1.4	Passwords should not contain sequences of three (3) or more characters from previous chosen or given passwords.	Comply
36	7.1.5.1.5	Passwords should not contain a sequence of two (2) or more characters more than once, e.g., a12x12.	Comply

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37	7.1.5.1.5	Passwords used to access public safety systems and resources should not be used on any external systems, e.g., Home PC s, Internet sites, shared public systems.	Comply
38	7.1.5.2	When Passphrases are used, do they have a required length of at least 15 characters (Audit Guidance: Alpha, numeric and special characters may all be used.)	Comply
39	7.1.5.2	When Passphrases are used, they shall not use repeating words, or sequential characters or numbers.	Comply
40	7.1.5.2	When Passphrases are used, they shall be case sensitive.	Comply
41	7.1.5.2	When Passphrases are used and where they are automatically set or set by the administrator, the initial passphrase shall be randomly generated and securely distributed.	Comply
42	7.1.5.2	When Passphrases are used, first-time users may create their own passphrase after authenticating.	Comply
Audit Item Number	**NG SEC Standard**	**Audit Area**	**Compliance Finding**
43	7.1.5.2	When Passphrases are used, Users shall have the capability of changing their own passphrase online. However, the old passphrase shall be correctly entered before a change is allowed.	Comply
44	7.1.5.2	When Passphrases are used a lost or forgotten passphrase can be reset only after verifying the identity of the user (or process owner) requesting a reset.	Comply
45	7.1.5.2	When Passphrases are used, passphrases shall automatically expire every 180 days or less for General Users.	Comply
46	7.1.5.2	When Passphrases are used, systems shall notify users at expiration time and allow the user to update the passphrase.	Comply
47	7.1.5.2	When Passphrases are used and when it is changed, the old passphrase shall not be reused until either: 1. at least four (4) other passphrases have been used, or 2. at least 4 months have passed	Comply
48	7.1.5.2	When Passphrases are used, systems shall not display the passphrase in clear text as the user enters it.	Comply
49	7.1.5.2	When Passphrases are used shall not be stored in script files or function keys.	Comply
50	7.1.5.2	When Passphrases are used, Passphrases shall always be encrypted for transmission.	Comply

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51	7.1.5.3	If Digital Certificates are used, is a revocation procedure in place if compromised	Comply
52	7.1.5.3	Are Digital Certificates kept current and expired or invalid certificates not used	Comply
53	7.1.5.3	Cryptographic implementations use standard implementations of security applications, protocols, and format	Comply
54	7.1.5.3	Cryptographic implementations shall be purchased from reputable vendors	Comply
55	7.1.5.3	If Cryptographic solutions are developed, in-house staff should be properly trained in cryptology.	Comply
56	7.1.5.3	Do employees protect and safeguard any encryption keys for which they are responsible	Comply
57	7.1.5.3	Employees do not share private encryption keys with others except when applicable or appropriate authorities demand the key is surrendered (Termination, Promotion, Investigation etc.)	Comply
Audit Item Number	NG SEC Standard	Audit Area	Compliance Finding
58	7.1.5.3	A process exists by which current validity of a certificate can be checked and a certificate can be revoked Validity testing includes: Do key holders initiate key revocation when they believe access to their keys have been compromised. Has the Certificate Authority signature on the certificate been validated Is the date the certificate is being used within the validity period for the certificate The Certificate Revocation List for the certificates of that type is checked to ensure they have not been revoked. The identity represented by the certificate the distinguished name is valid (distinguished name refers to the location in the x.500 database where the object in question exists).	Comply
59	7.2.6	In order to help assure segregation of duties, developers shall not be System Administrators for the Production Systems they have developed (small, stand-alone systems can be accepted from this requirement).	Comply

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Section

Schedule Plan

The following pages contain an implementation schedule that outlines a typical timeline for the Broward County project. This schedule is a preliminary draft based on the requirements in the RFP. nce the contract is finalized, we will review and update it to align with the County's specific needs and requirements.

Alternative Implementation Schedule

In addition to the requested schedule (per the RFP requirements), we have developed an alternative implementation schedule for a more streamlined deployment. This plan proposes the simultaneous deployment of all sites both regional and non-regional onto the ESInet. We believe a phased deployment would introduce unnecessary complexity due to the interdependent nature of PSAP interactions and the need to complete certain components together. We have provided both schedules for the County s review and consideration.

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Section

Implementation Schedule – 1

(As re uested in RFP Re uirements)

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Section

Implementation Schedule – 2

(Alternative implementation schedule)

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Exhibit 5 NGCS COOP

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Continuity of Operations Plan

COOP

E hibit 5

August 22, 2 25

The Broward County Office of Regional Communications and Technology ORCAT

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Section 1

Continuity of Operations

Motorola is headquartered in Chicago, IL with many other locations throughout the United States. Corporate IT deployment standards require primary support systems to be collocated in a data center with backups to those systems being in a separate data center with controls in a geo-diverse structure. Primary support systems are accessed via VPN. This allows remote access to all tools and intellectual property required to support our customers.

We understand the criticality of a Continuity of perations Plan (C P). ur business continuity strategy consists of three primary components:

- Business Continuity Policy.
- Incident Management Policy.
- Change Management Policy.

These plans are proprietary to Motorola, our partners, and end customers. They are critical to the security of our NGCS and call handling networks, and are only released under very specific non-disclosure conditions. In the following descriptions, we have attempted to disclose enough detail for the Broward County to understand the scope and general depth of the plan.

1.1 Pandemic Plan

The C VID-19 pandemic triggered extensive activity within our Continuity of perations Plan, including NS C personnel working remotely without reducing customer service performance. The C VID-19 pandemic required Motorola to update existing plans to ensure pandemic impacts are part of the C P.

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1.2 Business Continuity Policy

ur Business Continuity Policy (BCP) aims to continuously improve our business resilience and continuity of operations to serve customers in the face of significant business disruptions. ur mission is to provide ongoing customer support service despite a loss or degradation of normally available business systems, facilities, or other important resources. We follow the practices documented in IS 22301 as a guideline. The BCP is a proprietary document that can be shared under NDA with the Broward County. ur Continuity Policy is based upon a Plan-Do-Check-Act methodology of continuous improvement.

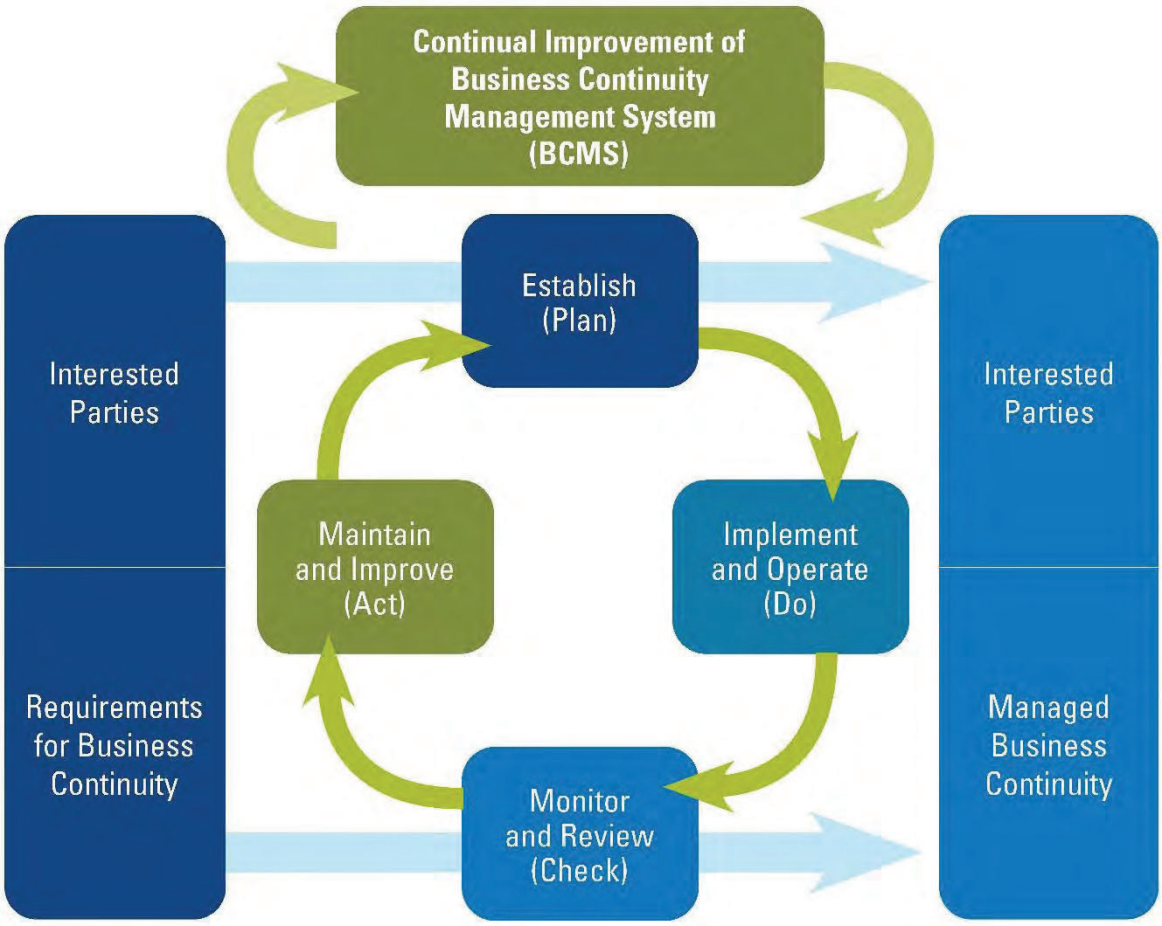

Figure 1-1: Business Continuity Policy

ur business continuity preparedness efforts focus on human-caused, technology-caused, and naturally-caused incidents. ur Business Continuity Teams (BCT) are responsible for the BCP s planning, execution, and overall success. They comprise site BCT committee members, quality manager representatives, and facilities managers. They will determine whether an incident is a cause for minor or significant business disruption and the appropriate response required. Escalation or

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reporting of business disruption can be made by any means possible by employees or contractors to the BCT. This includes contacting members of the BCT in person, by phone, text message, or email.

In the event of a minor business disruption or facility emergency, the site Human Resource representative or facilities manager can communicate with employees and contractors via email for notifications. If a significant business disruption occurs, our detailed Escalation and Notification plan will be followed. This plan identifies the responsible party, and primary and secondary method of contact.

Motorola has an Emergency Management rganization (EM). The Emergency Management perations acts in a consolidated and coordinated manner to prepare for, respond to and recover from any disaster or emergency situation. The primary role of Emergency Management perations is to provide policy direction, coordination, and overall management of emergency operations. The EM will assign Response Teams focused on restoring essential business processes after an event. These processes cover Sales and Services, Network and IT Infrastructure, Provisioning, Information Technology, Finance, and other key areas. Motorola Emergency Centers are designated either as an Emergency perations Center or Local Response Center. Both are part of the Emergency Management Plan.

1.3 PSAP Contingency Planning

Motorola supports each PSAP's contingency planning with our Continuity of perations Plan (C P). The C P is designed to accommodate 9-1-1 service interruptions including failures of the PSAP equipment (hosted or CPE based), network failure, environmental emergency and localized evacuations. In addition to our C P plan, the Motorola Call Routing Service utilizes pre-determined Policy Route planning that is developed during the implementation process. These Policy Route plans are designed to accommodate a shift in calls being transferred to other PSAP automatically as required during a PSAP abandonment event.

A sample Policy Route planning document is included below:

1.3.1 Call low Strategy Workbook Details

This document provides detailed information necessary to complete the PSAP Call Flow Strategy Template for each Motorola NGCS customer.

3 t t g b i

The Call Flow Strategy workbook consists of several worksheets. These detail the information required to configure the Motorola Call Routing Service to fulfill routing requirements and functions. The fields (e.g., Agency Name) and their definitions contained therein are common across all worksheets.

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History This worksheet captures the changes for proper configuration management and decision making. Several columns support full change control management.

- Date Initiated - date of the initial change
- Requested By - Motorola personnel requesting the modification
- Changed By - Motorola personnel requesting the modification
- Change - detailed description of change, referencing the sheet, cell, and modification
- Motorola Case Number - Service Now case (CS) or change (CHG) number
- Motorola Ticket - Motorola case number coincides with Motorola Case number
- Status - Completed or In Progress
- Date Completed - when the change was implemented in the router

PSAP Resources This worksheet provides each call data delivery destination's information, which is required for the terminating ESRP's configuration. The destinations are the customer's PSAPs and their remote locations.

Transfers This worksheet provides the information for emergency services delivery destinations, which are outside of the NGCS ESInet routing solution (i.e., neighboring LSR or ESInet, a 10-digit PSTN dial out). For PSAPs and agencies utilizing a Call Handling system, add the routing number (RTN RDN), and add the Legacy Tandem name as a note. Determine if the PSAP agency has a pilot backup number that is PSTN dialable and enter it, adding a note that it is a PSTN Pilot.

SRDB Helper This worksheet is unnecessary for i3 (geospatial) based routing. However, we still collect the data in this workbook to crosscheck 911DM ESN work. This worksheet aligns each Emergency Service Number (ESN) to an ESURI, which is associated with each delivery destination. The Routing ESN for a destination is based upon their unique numeric identifier as found within the FCC's 911 Master PSAP Registry . The unique identifier is prepended with zeros if it is less than five numeric digits.

3 2 t t g t i i iti s

The Call Flow Strategy workbook requires numerous data points to formulate a complete and concise routing plan for each delivery destination. The data fields defined below are required to configure the Motorola Call Routing Service:

Agency Name The agency name is represented in the following format:

Two-letter State Abbreviation - County Name - Routing Destination PSAP Agency.

For example, MT - Any County - Any County PSAP . To keep names succinct, use common abbreviations, e.g., Police Department (PD), Emergency Communications Center (ECC), Sheriff's ffice (S), Fire Rescue (FR). However, take care not to create nor use uncommon abbreviations that

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a customer would not use - use industry standards or confirm your suggestion is acceptable with the team when in doubt. This is a required field.

ESURI FIPS Code The Emergency Services Uniform Resource Identifier (ESURI)-based Federal Information Processing Standards (FIPS) Code is a ten-digit numeric code unique to each destination. The ESURI is used for routing. Each destination PSAP Agency is assigned a unique value based upon a standardized format. This is a required field completed by Motorola engineering.

Table 1-1: ESURI FIPS Code Format

Digit Position	Usage	ESURI FIPS Build									
		1	2	3	4	5	6	7	8	9	10
		1									
			2	7							
					0	6	1				
1-10	Any County PSAP ESURI FIPS Code								0	0	**1**

ESURI i3 Standard The i3 ESURI is standardized to ensure it remains unique across the entire NGCS customer base. The i3 ESURI is used for routing. The standard utilizes customer-specific information to ensure unique values, ensuring abbreviations are easily understood and succinct. The ESURI is all lowercase, no spaces, no underscores, and abbreviated as much as possible. Each destination PSAP Agency is assigned a unique value based upon a standardized format. This is a required field when implementing i3 call routing, completed by Motorola engineering.

Table 1-2: ESURI i3 Format

Usage	ESURI i3 Build					
	Use	Agency	County	State	Country	Domain
Emergency call routed to PSAP	sip:sos	anypsap	any	mt	us	msi911.net
Test or training call routed to PSAP, may be a separate set of resources for training	sip:training	**anypsaptraining**	any	mt	us	msi911.net
Example	sip:sos anypsap.any.mt.us.msi911.net					

Ring Timer This is a SIP timer setting within routing service. The timer starts when Motorola Call Routing Service initiates a SIP invite to a delivery destination. If there is a ring-no-answer scenario, the Ring Timer will expire, and the routing service will attempt to deliver the call to the next PSAP Resource as listed in that destination's configuration. The default value is 60 seconds it is not

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recommended to provision the timer below 20 seconds, and the value can be increased to allow the CHS time to handle the invite via other methods. This is a required field.

Alternate Mode ESURI Route If a PSAP's physical location building is undergoing maintenance or is otherwise unusable, this setting is the alternate destination to which calls will be routed. This setting can be turned on off via the system administrator's GUI or the Abandon PSAP Switch. This is a required field the customer can enter the destination's name and Motorola engineering will ensure the ESURI is implemented.

Busy Route If a call from routing service is delivered to a CHS and the SIP response code from the CHS is a 486 (Busy Here), this setting is where the call will be routed. The Motorola Call Routing Service can and should also be configured to respond to a 600 (Busy Everywhere). This must be confirmed during testing. The Busy Route can be a PSTN or ESURI destination. This is a required field the customer can enter the destination's name and Motorola engineering will ensure the ESURI is implemented. If the CHS returns a busy response and the field is left blank, the call is terminated without any audible indication to the caller.

If the destination is a PSTN, the route is a last destination calls cannot be rerouted once sent to the PSTN. If a destination is busy, the call is routed to the Busy Route PSTN and gets busy again, the call is sent to the system global default route.

If a destination is busy, the call is routed to the Busy Route CHS ESURI and gets busy again, the call is sent to the Busy Route CHS ESURI PSAP entity resources (i.e., Resources 1-5, then verflow).

PSAP Resource (1-) These fields detail the delivery destination's endpoints in priority order. The priority order is attempted from high to low, based on their Resource ueue Value. The Resource ueue Value is a numeric range set from 0 - 1000. Each delivery destination's configuration must contain data to reach the CHS, e.g., VESTA 9-1-1 EIM A and EIM B. ther non-NGCS ESInet resources, such as 10-digit PSTN lines, could also be added after the CHS is attempted. Each of the resources (n, n 1, n 2, etc.) will be attempted in order, unless the SIP ptions keep alive response is negative. Resources 3-5 cannot be the same destination. Attention to the quantity and priority order of the resources listed within each delivery destination's configuration is crucial. Not all five fields require a destination, the minimum is the CHS destination(s). The customer can enter the destination's name or a PSTN and Motorola engineering will ensure the ESURI is implemented, if applicable.

Overflow ESURI This field details the last PSAP resource (A A Last Routing ption LR) to which call delivery will be attempted after all other PSAP resources have been tried. The verflow ESURI can be an alternate destination such as a 10-digit PSTN. The call is then dropped if not answered, with no audio indicator to the caller. This is a required field. The customer can enter the destination's name or a PSTN and Motorola engineering will ensure the ESURI is implemented, if applicable.

Default Trigger This is a unique numeric value based on the call source. It can be sent within the SIP message header when an aggregator transports via SIP, or based upon the unique TDM trunk group. The Routing Service will associate a Default Trigger with an ESURI to default route when an emergency call cannot be selectively routed. This is a required field completed by Motorola engineering.

Default Trigger ESURI This is the ESURI FIPS Code to which the Default Trigger is correlated to default route when an emergency call cannot be selectively routed. This is a county-level default, only one PSAP agency can be assigned per county. This is a required field. The customer can enter the destination's name and Motorola engineering will ensure the ESURI is implemented.

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Carrier Final Route This is a data point required by the Carrier SP to use as their final route to the PSAP if they cannot reach the Selective Router. This field is not configured in the routing service, but is shared with them during the testing and migration processes. This is a required field for each primary PSAP and for those that are delivered new emergency calls. It is not required for training or secondary locations. Insert the Admin 10-digit PSTN number in the cell and put the Agency Name in a note. This Carrier Final Route may or may not match another PSAP Resource or the verflow.

3 3 s s

The Transfers worksheet captures all transfers from the PSAP, which the call routing service will handle. The PSAP should retain control of their transfers to PSTNs via their local gateways to the maximum extent possible. This allows the emergency call traffic handled by the routing service to prioritize transfers to neighboring PSAPs, dispatch centers, and associated emergency centers, which can receive ANI to get ALI. The fields (e.g., Agency Name) and their definitions contained therein are common across all worksheets.

RDN or PSTN Transfers sent via Motorola Call Routing Service should be to a PSAP agencies and can be configured with backups.

For PSAPs insert the direct routing number (RTN RDN) in this cell and note the Legacy Tandem name as a note. Use of PSTNs should be minimized, but the cell's note should state PSTN where appropriate. Not all five fields require an entry destination, the minimum is one.

Table 1-3: Example of Nationally Used Transfer Destinations

Agency Name	ESURI	ESURI FIPS Code	RDN or PSTN	RDN or PSTN
USA - National - Suicide Prevention Lifeline	sip:sos suicideline.national.us.msi911.net	1000008255	8002738255	
USA - National - Poison Control	sip:sos poisoncontrol.national.us.msi911.net	1000001222	8002221222	
FL - Charlotte Co - Charlotte County Sheriff's ffice	sip:sos charlottecoso.charlotte.fl.us.msi911.net	1120150001	1120150001	9416390013

Some states have language lines that could also be configured within the routing service. Language lines often require billing to PSAPs, which is normally associated by using the PSAP's CPN (their PTSN Pilot number). For configuration in the routing service, capture the PSTN the PSAP normally sends to Language Line in a cell note of the transfers tab.

3

This worksheet is not needed for i3 (geospatial) based routing. However, we still collect the data in this workbook to crosscheck 911DM ESN work.

The SRDB Helper worksheet will capture the required customer's Emergency Service Numbers (ESN) for the PSAP, which the Motorola Call Router will service. The worksheet will contain the customer's and their neighboring PSAPs Agencies' Routing ESNs at the top. The customer's Administrative (Admin) ESNs are listed separately at the bottom of the sheet.

ESN An ESN is a three to five digit number representing a combination of emergency service agencies (law enforcement, fire, emergency medical services, and test training) designated to serve a particular geographical area. A PSAP may have more than one ESN for which it is responsible.

Routing ESN Each PSAP agency will be assigned a Routing ESN based on their unique ID as found in the FCC 911 Master PSAP Registry. The five-digit unique Routing ESN for each PSAP agency is created by prepending zeros as necessary. Routing ESNs are required for the customer(s) and all of their neighbors.

Admin ESNs These are used to identify the PSAP agency responsible for geographic areas of the Emergency Services one (ES) or 9-1-1 service area. A PSAP may have one or multiple Admin ESNs mapped to their single Routing ESN used by the routing service. Admin ESNs are required for customer(s). If geospatial routing is in use, then the neighbor's Admin ESNs are also required.

SRDB ESURI A delivery destination's ESURI which is also used to correlate the applicable Routing ESN to the required destination.

Exhibit 6 NGCS Sample Customer Support Plan

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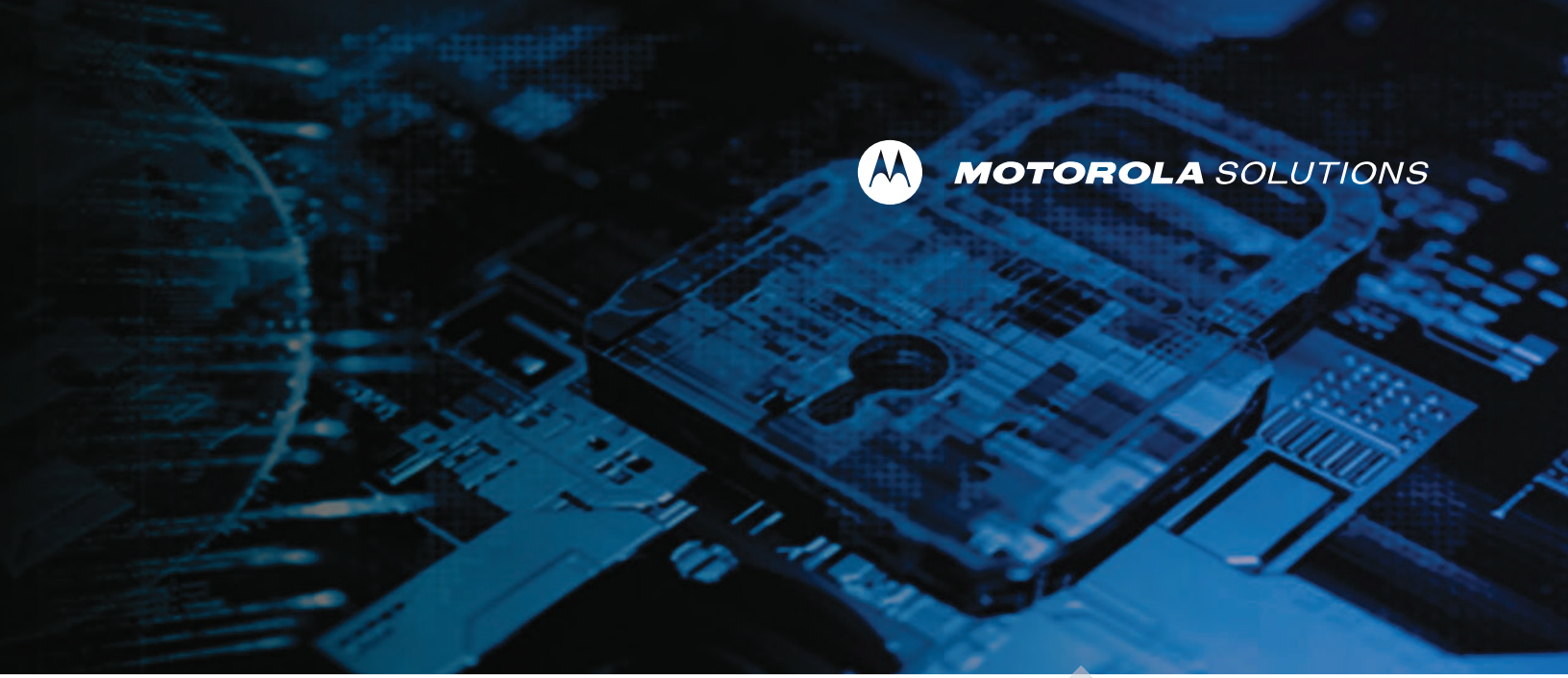

Ne t Generation Core Services Sample Support Plan

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Section 1

uick Contacts

Table 1 uick Contacts

UIC CONTACTS	
Motorola Support Center	
Phone	**.MSI.HELP (4.43)**
Email	VestaNS C MotorolaSolutions.com
Customer Hub Website	https: customerhub.motorolasolutions.com
Customer Hub Support Email	portal.support motorolasolutions.com
Provide the following information:	**1.** Site Name **2.** Site ID Number **3.** our Name **4.** our Callback Number . A Brief Description of the Problem . Priority (Critical, High, Medium, Low)
Customer Service Manager	
Name	
Phone	
Email	
Customer Service Manager Backup	
Name	
Phone	
Email	

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1.1 Escalation Contact Information

ur goal is to ensure you receive the best possible support from Motorola Solutions Connectivity, Inc. (Motorola). If you feel that your support or maintenance needs are not being met, as a direct Motorola customer, we provide an escalation process for your request to the next Motorola department or manager.

our initial call should always be to the first department or person on the list above. If, after making this initial contact you still have unresolved issues, there is a stringent escalation process in place. please see below for escalation process.

Note: Upon contract award, you will receive the names, email addresses, and phone numbers of the escalation team members currently assigned to your account.

Table 2 Escalation Contacts

Support Organizations	24x Support Number	1st Escalation	2nd Escalation
Network and Security Operations Center (NSOC)	**Direct Customers:** 1-800-881-4245	Dial the Toll-free 24x7 Support Number to request the n-duty Supervisor NS C Management: nsocmanagement motorolasolutions.com	**NSOC Manager** Email: Phone:
Technical Support Organization (TSO) **Tier 3 Support**		**Technical Support Manager** Technical Support perations Email: Phone:	**Sr. Manager** Technical Support perations Email: Phone:
Technical Support Administrators (TSA) **Tier 4 Support**			**Sr. Manager** Technical Support Administrators Email: Phone:

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Section 2

Support Plan Summary

2.1 Introduction

Serving Our Customers' Needs

This Customer Support Plan (CSP) is tailored to the specific needs of Motorola Solutions Connectivity, Inc. (Motorola) Next Generation Core Services (NGCS) customers. ur Service Delivery Team focuses on the health, system performance, and reliability of the services provided in our NGCS portfolio.

A Motorola Customer Service Manager will be the Customer's key point of contact for defining and administering services. The Customer Service Manager s initial responsibility is to update the Customer Support Plan Draft, in collaboration with the Customer, to the finalized CSP that reflects the Customer Contract.

The CSP functions as an operating document that adapts the services described in this document to the Customer's specific solution. Motorola and the Customer will use the CSP to define Customer-specific processes, procedures, solution information, and other relevant support details required to perform the Services set forth in your contract. The final CSP and portions of the Agreement will define the division of responsibilities between the Customer and Motorola.

The Customer Service Manager and Customer will review and amend the CSP on a mutually agreed cadence so the CSP remains current and effective in governing the Advanced Services.

2.2 Service Management Overview

Service Management and open communication is the key to effective service delivery and relationship building. The Motorola Services program offers end-to-end Service Management and includes:

- Customer Service Manager
- Network Security perations Center

The Network Security perations Center (NS C) works closely with the NGCS perations Team to ensure Motorola maintains a holistic view of your service delivery environment.

This Support Plan covers the following locations (to be defined upon award):

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Table 3 Site Locations

Site ID	PSAP Name	Address	Phone (24 x)	No. of Positions

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Section 3

Service Delivery and Support

3.1 Customer Service Manager

our Customer Service Manager is assigned to work with you to support all aspects of your contracted services. our Customer Service Manager:

- Works with the Technical Support Center (NS C) to report on delivery of services to ensure service levels are maintained.
- Works with you and our NS C to establish and refine policies and procedures to ensure support is consistently delivered.
- Serves as a Point of Escalation when service or support levels are not meeting expectations.
- Serves as the liaison between you and our internal departments for escalated incidents.
- Provides timely and frequent informational updates about progress towards resolving incidents.

3.2 Motorola Network Security Operations Center

The Network Security perations Center (NS C) monitors and provides 24x7x365 on-going management of the Motorola NGCS and works closely with the NGCS perations Team. The NS C provides:

- Central point of contact to report incidents and submit requests.
- Continuous monitoring of the performance and availability of the solution.
- Creation of alerts based on thresholds and parameters then distributes notifications appropriately.
- Automatic notification emails sent to designated contacts for certain classifications of incidents.

3.3 Reporting Incidents

As the central point of contact to report incidents and submit requests, our NS C provides 24x7x365 availability to assist with your service needs.

The NS C is contacted via:

- Telephone 1-800-MSI-HELP (1-800-674-4357), Follow prompts.
- Email: VestaNS C motorolasolutions.com service requests inquiries only, emails are not monitored for an instantaneous response.

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- Customer Hub: https: customerhub.motorolasolutions.com low-priority inquiries or requests only the Customer Hub is not monitored for an instantaneous response.

NOTE: Critical and High priority incidents **must** be reported via Telephone.

- Product and system technical resources are ready to receive and take action on requests for service.

The NS C is staffed with technicians trained in the NGCS portfolio of services. Support staff personnel will access the solution remotely to fully understand the incident being reported.

- At a minimum, when reporting an incident, the NS C will require:
  - Customer name (Site).
  - Caller's name.
  - Caller's contact number (supply alternate call back number).
  - Description of the problem or request.
  - perational impact of the problem (Priority).
  - When the problem first occurred.
- Upon notification of the incident, the NS C will supply a case number for reference.

NOTE: For Critical and High severities, the NS C will continue working with you to begin troubleshooting the reported incident immediately.

- The NS C will:
  - pen a case and categorize the issue or request.
  - Resolve incidents based on priority.
  - Perform remote analysis to assist in identifying a corrective action plan.
  - Escalate the incident request to technical or service experts when required.
  - Dispatch Support Engineers where remote corrective actions are not possible.
  - Engage next level management to ensure timely problem resolution.
  - Provide regular status updates for escalated incidents.

3.4 Priority Level and Response Definitions

Response Time Is defined as the amount of time expired between the time in which the issue is either (a) detected by the NS C or (b) reported to the NS C by the Customer to the time that a qualified technician is actively troubleshooting the issue.

Onsite Response Time Coverage Seven (7) days per week, 24 hours per day, 365 days of the year with a four (4) hour (maximum) response time to have a technician on-site for Critical or High Priority issue related hardware, software, network repair maintenance issues or events. This includes all Holidays.

Reporting Trouble The NS C number is provided to all PSAPs to report issues for NGCS provided 9-1-1 network and equipment. This improves response times whereas the PSAPs do not

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need to call two different numbers to report an incident. If the issue that was called in cannot be resolved through our remote diagnostics by the NS C, then a technician will be on-site within the above stated response times. The NS C has a call-answering objective of answering 90 of all 9-1-1 calls within 20 seconds.

Incident Time The period of time during which the service or any service component suffers an Incident. Incident Time will commence when the issue is either (a) detected by the NS C or (b) reported to the NS C by the Customer. Incident Time will end upon completion of the repair or restoration of the service or service component. Incident Time will not include downtime attributable to (a) Force Majeure Conditions or (b) scheduled preventive maintenance of which the Customer was notified and to which it consented in advance.

For each reported or alert-generated Critical or High incident, the NS C will apply a Priority Level classification with an assigned target response time where applicable. This classification provides the means to manage the appropriate response and engagement process.

Table 4 Response Time Definition

Severity	Target Response Time	Description	Communication Interval
Priority 1 (Critical) 24 x 7 x 365	Within 15 minutes	Significant and or severe degradation of service functionality that impacts inbound call or associated location processing, with no workaround available	
Priority 2 (Ma or) 24 x 7 x 365	Within 30 minutes	Significant degradation of service functionality where a workaround may be available	
Priority 3 (Minor) Normal Business	Within 8 hours	A minor degradation of service functionality or capacity of inbound call or associated location processing	
Priority 4 *(Service Information Request)* Normal Business Within 1 Business Day (Excluding Holidays)	Within 1 Business Day	A service request, or degradation of system functional that does not impact inbound call or associated location processing	

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3.5 Customer Hub

The Customer Hub is the user interface into our support structure. The Customer Hub provides direct access to our Incident Management system where you will have access to the same information as our engineers and managers. ou may request access to Customer Hub by emailing portal.support motorolasolutions.com. Include your first and last name, agency name, state, business email, and business phone. The Customer Hub provides the ability to:

- Create low priority cases or requests, provide updates or to obtain status updates for an existing case.
- btain status on Service Requests.
- View real-time status of scheduled events (e.g., change requests, service requests, and security patches).

3.6 Support Engineer

While most incidents and service requests are handled remotely, Motorola will dispatch technicians should on-site technical expertise be required.

3. Service Maintenance

Motorola will provide the applicable maintenance and repair services to support our Customer for the term of the Service as outlined in the contract and below.

3. Maintenance Process

As a leading public safety provider, Motorola understands the importance of how and when maintenance is performed, and of providing proper coordination and notifications. Scheduled maintenance will be handled within our change management process. A change request will be entered in the IT Service Management (ITSM) Tool, ServiceNow, identifying key elements of the change request.

Throughout the Change Management process, the Customer Service Manager is responsible for notifying the PSAP of all planned work that may affect 9-1-1 functionality within a mutually agreed upon period measured in days prior to the event unless an emergency change must be implemented.

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Section 4

CC and State Reporting

If applicable and depending on system configuration, Motorola has implemented policies and procedures in conformance with FCC and state notification and outage reporting rules. To further facilitate company-wide compliance efforts, Motorola trains its employees regarding FCC and state outage notification requirements, as defined in FCC 47 C.F.R. Part 4 and state rules, if any.

In the event of an outage, the designated personnel listed below will be notified by phone call, email, or SMS text message. Consistent with FCC utage Notification requirements, as soon as possible, but no later than thirty (30) minutes after discovering an outage, network malfunction or higher-level issue that is potentially affecting, i.e., meets the FCC's threshold criteria for notice and report, Motorola will notify the designated personnel for such outages and will convey all available information that may be useful in mitigating the effects of the outage, as well as a name, telephone number, and email address at which Motorola can be reached for follow-up.

4.1 Customer Notification

Motorola will communicate additional material information as it becomes available, but no later than two (2) hours after our initial contact. The additional information will include the nature of the outage, its best-known cause, the geographic scope of the outage, the estimated time for repairs, and any other information that may be useful to the management of the outage.

Customer personnel listed within the Contacts and Notifications chart agree to contact remote sites when there is a service-impacting event. Communication will continue on a regular basis until the event has been resolved.

Table Contacts and Notifications Information

CONTACTS AND NOTIFICATIONS			
SITE NAME	**ADDRESS**	**COUNT**	**PHONE NUMBER (24)**
MOTOROLA	**NAME**	**EMAIL**	**PHONE NUMBER**
Critical - System Down notification			

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CUSTOMER	NAME/TITLE	EMAIL	PHONE NUMBER
911 Authority (Local Govt, Council, Board)	**NAME/TITLE**	**EMAIL**	**PHONE NUMBER**
	(Date)		

Note: Incident Notifications are automatically sent through ServiceNow. These notifications are activated whenever an incident is created or modified. To receive these alerts, individuals must be designated as Site Contacts in ServiceNow by the Customer Service Manager.

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Section 5

Re uesting a Service Change

A service change request is coordinated through the NS C. The change is initiated by completing a Request for Change (RFC) form. The RFC is used to document the requested service change.

The Customer Service Manager fulfills the role of Change Manager. Information about changes in requirements, network services, application patches, software updates, new service requests, or any other source of change, is tracked in our change management system.

Motorola's service and engineering staff will assess and identify the potential impact, risk, timeline, and any costs (if applicable) associated with functional change, hardware or component additions, integration to additional systems networks, etc.

The change management process ensures that all service change requests to the NGCS services are properly documented, reviewed, and all stakeholders are notified prior to implementation.

5.1 Re uesting a GIS Change Impacting Call Routing

If Location Service is purchased, a GIS change request is also coordinated through the NS C by the Customer Service Manager. A GIS Change Management Request form is initiated by completing the Change Management Request Form and submitting it to your Customer Service Manager. The Customer Service Manager will submit it to the NS C and a ticket will be created to get the request on the agenda for the Change Approval Board. nce the GIS change has been reviewed and approved, notification of approval will be sent back through the Customer Service Manager for communication to you. The requested GIS change may then be pushed to Spatial Central within the normal change window of the Change Management Process.

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Section 6

Conditions and E clusions

6.1 Conditions

Motorola ensures the optimal performance of your VESTA 9-1-1. In order to provide a consistent level of quality services, the following conditions and limitations apply:

- n-site intervention requires Customer to provide site access.
- Remote monitoring, troubleshooting and restoration requires that the Customer provide direct unencumbered remote access 24x7x365 to all applicable locations and equipment.

6.2 E clusions

Motorola's service and support obligations hereunder will not apply to any Motorola supported software or hardware if correction of an error, adjustment, repair, or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper insufficient grounding, failure of electric power, failure of Customer and or others to provide appropriate environmental conditions, relocation of hardware or software, or causes other than ordinary use.
- Repair or alteration, or attempted repair or alteration of any supported hardware and or software by Customer or others, unless otherwise approved in writing by Motorola.
- Connection of another machine, device, application, or interface to Motorola supported equipment (hardware and or software) by Customer or others, which has caused damage to Motorola supported equipment.
- Damage or destruction caused by natural or man-made acts or disasters.
- Failure or degradation in performance of Motorola's supported equipment (hardware and or software) due to the installation of another machine, device, application, or interface not specifically certified and approved by Motorola for use in Customer's environment.
- The operation of the software in a manner other than that currently specified in the applicable product documentation.
- The failure of the Customer to provide suitably qualified and adequately trained operating and maintenance staff.
- Incompatible or faulty Customer hardware and or software interfaces.
- Modifications made without Motorola's written approval to the S, network, hardware or software environment or software applications.

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Further, support described herein does not include cosmetic repairs, refurbishment, furnishing consumables, supplies or accessories, making accessory changes, the performance of preventive maintenance or system administration, or adding additional devices or software applications.

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Exhibit 7 Broward Co FL NGCS Project Dashboard Example

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Release Date	Version	Comments	Owner
April 2025	riginal	Placed as Template of Record for Project Dashboard and locked for changes and use except an editor who will then need to log the revisions here Removed Planview Project Code Glossary Added Revision History Tab Hid this sheet and protected except from wner and Editors of record Locked the file for VIEW and C P nly	Lejean Mitchell
		Replaced references to CommandCentral Emergency Backup (CCEB) to VESTA N T Continuity (Emergency Backup) Replaced references to CC Router to VESTA N T Router Added Router to Router Migration Tab Updated Table of Contents Updated Summary tab to reflect added tabs Added RapidDeploy Eclipse as an additional reporting service on the Contracted Solution tab Added a Ring Timer Value column on the Policy Routing Rules tab Added VESTA Reference Number notation to Site ID rown on the PSAP Data Collection tab Added CAD Administrator contact information on PSAP Data Collection tab Added notes to headers Added two ECaTS MIS related columns on Call Handling Equipment tab.	Robert Adelman

TABLE OF CONTENTS

The links below will take you to the named tabs within the Dashboard. Some of the tabs are purposely hidden by the Project Manager because they may not be applicable to this project or they are not needed given the current stage of the project. If a tab is hidden, only users with EDITOR permissions will be able to view the tab.

Glossary
Contracted Solution
Project Team
RACI Matrix
Action Register / Issues Log
Risk Register
Punch List
Situational Awareness Map
Summary
Project Documentation
NGCS Infrastructure Platform
Egress (ESInet)
Network Diagram Details (VNR)
Ingress
Location Services
Call Handling Equipment
Policy Routing Rules
PSAP Transfers
Text Transfers
OSP Migration
OSP Tracking
OSP Tracking per PSAP
Router to Router Traffic Migrations
Customer Web Portal
i3 Logging
Milestones
Project Schedule (Smartsheet)
PSAP Data Collection
Rate Centers

Acronym	Full	Purpose/Use
ADR	Additional Data Repository	Provides additional data on 9-1-1 caller or agency (CBN, CPN, CoS, Location Info, Agency, etc). It holds additional data about an emergency call, caller, and location
Aggregator	Aggregator	An entity that takes calls of multiple traffic types or calls from multiple carriers and combines them on a trunk group to the selective router. A carrier may provide
ALI	Automatic Location Identification	The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of the
BCF	Border Control Function	Provides a secure entry into the ESInet for emergency calls presented to the network. The BCF incorporates firewall, admission control, and may include anchoring of
CAMA	Centralized Automated Message Accounting	A type of in-band analog transmission protocol that transmits telephone number via multi-frequency encoding. Originally designed for billing purposes
CLDXF	Civic Location Data Exchange Format	Standard NENA-STA-004.1.1-2014 is defining new terminology format for location information. Abbreviation are not used. This may have an impact on the information
CLEC	Competitive Local Exchange Carriers	A company that builds and operates communication networks in areas and provides its customers with an alternative to the local telephone company within the
CLEC	Competitive Local Exchange Carriers	A telecommunications provider or carrier that competes with established carriers (e.g,. ILECs).
CLLI	Common Line Location Identifier	Unique codes used to identify the endpoints of the lines based on provider, data/voice type, geographic, and specific location
CPE	Customer Premises Equipment	Communications or terminal equipment located in the customer's facilities – Terminal equipment at a PSAP
DID	Direct Inward Dial	A number thats pointed to a PRI, the same DID could have all 23 channels on the PRI. but it can also be used as the outbound call origination id - so i think we would
ECRF	Emergency Call Routing Function	Receives location information (either civic address or geo-coordinates) as input and uses this information to provide a URI that can be used to route an emergency call
ESInet	Emergency Services IP Network	An IP-based inter-network (network of networks) shared by all agencies which may be involved in any emergency. An ESInet is a managed IP network that is used for
ESN	Emergency Service Number	The 3-5 position Emergency Service Number (ESN) used by a selective router to selectively route a 9-1-1 call and for switch-based selective transfer features. In cases
ESRP	Emergency Services Routing Proxy	An i3 functional element which is a SIP proxy server that selects the next hop routing within the ESInet based on location and policy. There is an ESRP on the edge of the
HELD	HTTP-Enabled Location Delivery	Protocol for delivering location information from LIS, used to retrieve location information.
i3 PSAP	I3 Public Safety Answering Point	A PSAP that is capable of receiving IP-based signaling for delivery of emergency calls and for originating calls and is conformant to NENA specifications for such PSAPs.
Jurisdictional PSAP	Jurisdictional PSAP	PSAP that has geographical jurisdiction for the location that the caller is located within.
ILEC	Incumbent Local Exchange Carriers	a telephone company that provided local service prior to the Telecommunications Act of 1996 which owns most of the local loops and facilities in a serving area. In the
ISP	Internet Service Provider	A company that provides Internet access to other companies and individuals
LbyR	Location by Reference	Invite contains a loctaion URI (or URL specified in order to retrieve the location object), used for location rebid, found in the INVITE message Geolocation header
LbyV	Location by Value	Location embedded in the INVITE message Geolocation Header, a specific point (e.g., civic and/or geodetic)
LDB	Location Database	Server/system hosting a database which contains location data points (e.g., wireline addresses and their associated billing customer whom occupy the
LEC	Local Exchange Carrier	A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as Incumbent Local
LIS	Location Information Server	A functional entity that provides locations of endpoints. A LIS can provide Location-by-Reference, or Location-by-Value, and, if the latter, in geo or civic forms. A LIS can
LNG	Legacy Network Gateway	An NG9-1-1 Functional Element that provides an interface between a non-IP originating network and a Next Generation Core Services (NGCS) enabled network
LoST	Location to Service Translation	takes location information and a Service URN and returns a URI. Used generally for location-based call routing. In NG9-1-1, used as the protocol for the ECRF and LVF.
LSR	Legacy Selective Router	A selective router that routes 9-1-1 calls via legacy analog technology and not IP technology
LSRG	Legacy Selective Router Gateway	Enables calls to be routed/transferred between legacy and next generation networks by providing the interface between the LSR and ESInet.
LVF	Location Validation Function	An LVF is a LoST protocol server where civic location information for every call originating endpoint is validated against the SI-provisioned GIS data.
MSAG	Master Street Address Guide	A data base of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency
Next Hop PSAP	Next Hop PSAP	PSAP that is designated as the next sequential destination target in a call routing plan
OSP	Originating Service Provider	The telecommunications carrier from whose network a customer originates call traffic.
PIDF-LO	Presence Information Data Format – Location Object	Provides a flexible and versatile means to represent location information in a SIP header using an XML schema. documented location by value (data in xml)
Policy Rule	Policy Rule	Individual call routing policy that include and input, condition, and an action
PRF	Policy-based Routing Function	A database function that analyzes and applies ESInet or PSAP state elements to route calls, based on policy information associated with the next-hop.
PRF	Policy Routing Function	A functional component of an ESRP that determines the next hop in the SIP signaling path using a Policy Routing Rule.
PRP	Policy Route Plan	The detailed plan of the call flow which an IPSR uses to route and reroute calls per the defined configuration.
PS-ALI	Private Switch - Automatic Location Identification	Allows users of multi-line telephone systems, like PBXs, to directly control and update the location information of their telephone stations in the location database.
PSTN	Public Switched Telephone Network	The network of equipment, lines, and controls assembled to establish communication paths between calling and called parties in North America.
RDN	Routing Direct Number or Routing Digit Number	This is a 7 or 10 digit number which is used by Selective Routers as an identifier for a specific destination. The RDN is used when transferring emergency calls between
RTT	Real Time Text	Characters entered via keyboard, drawing or speech recognition (or other method) on one terminal and rendered in real time on a different terminal.
SI	Spatial Interface	A NG9-1-1 solution which provides support for aggregation of spatial (GIS) data from multiple sources into the format specified by the NENA NG9-1-1 GIS Data Model
SIP	Session Initiation Protocol	A protocol specified by the IETF (RFC3261) that defines a method for establishing multimedia sessions over the Internet. Used as the call signaling protocol in VoIP, NENA
SLA	Service Level Agreement	A service level agreement (SLA) is a contract between a service provider (either internal or external) and the end user that defines the level of service expected from the
SMS	Short Message Service	A service typically provided by mobile carriers that sends short (160 characters or fewer) messages to an endpoint. SMS is often fast, but is not real time.
SRDB	Selective Routing Data Base	The routing table that contains telephone number to
TCC	Text Control Center	Enables Text Messaging Service Providers to establish session-like text communication (e.g., SMS) between 9 1 1 text callers and PSAPs. Some support LbV and/or LbR,
URI	Uniform Resource Identifier	A unique ID used for any type of resource available via data networks.
X,Y, Z	Latitude, Longitude, and Altitude	"X,Y" is shorthand expression for coordinates that identify a specific location in two dimensions representing latitude and longitude. Z can be added to indicate altitude.

NGCS CONTRACTED SOLUTION

	NGCS Solution Offering	Notes / Comments
Router Service Engine		
VESTA Router	FALSE	
VESTA NXT Router (Cloud-based)	TRUE	
Router Service - Transitional		
9-1-1 Tabular Routing + 9-1-1 ANI	FALSE	
9-1-1 ALI Database (DB) Services + DB Management	TRUE	
Router Service - Geospatial		
i3 Geospatial Routing	TRUE	
ECRF/LVF Service	TRUE	
i3 Logging Service	TRUE	
Location Database (LDB)	TRUE	
Unified GIS	TRUE	
IP ALI	FALSE	
HELD / ADR	TRUE	
Transfer Service		
NGCS Interconnections	TRUE	
Legacy Interconnections	FALSE	
Optional Location Services		
Standard MSAG Conversion Service	FALSE	
LDB MSAG Conversion Service (includes SOI records -> CLDXF)	FALSE	
Geoprocessing Tools	TRUE	
GIS Services (Remediations, Creation, Analysis)	FALSE	
3rd Party Applications Interface	FALSE	
3rd Party Upload Data Users	FALSE	
ESInet		
Dual Circuits	FALSE	
Dual Circuits + Backup (LEOS or similar)	FALSE	Requires extra NIM ports (Edge Router) or SFPs (SDWAN) to support backup connection
Quad Circuits	FALSE	
Quad Circuits + Backup (LEOS or similar)	FALSE	Requires extra NIM ports (Edge Router) or SFPs (SDWAN) to support backup connection
Spatial Interface	TRUE	

Customer Web Portal	TRUE
Additional Reporting Services	
ECaTS	
MIS (Call Handling System)	FALSE
MIS Dashboard	FALSE
Text	FALSE
RapidDeploy	
Eclipse	FALSE
Text to 9-1-1 Service	
VPN-based (Comtech)	FALSE
MSRP-based	FALSE
VESTA NXT Continuity (Emergency Backup)	FALSE
Optional ESInet Services	
CAD / Mapping Updates	FALSE
VESTA 9-1-1 CHS EIM Upgrades	FALSE
Motorola Summit Event	
Registration(s) Only	FALSE
Travel Package(s)	FALSE
RAVE	
Smart 911	FALSE
Alert	FALSE

Motorola Solutions	<Customer>	<Consultant>
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<Name>, NGCS Account Manager <Email> <Phone>		
<Name>, ECH Account Manager <Email> <Phone>		

R	Responsible
A	Accountable
C	Consulted
I	Informed
S	Supported

Project Deliverable / Task	Status	Sponsor / Leadership			Project Team					Other Resources				
		Regional Sales Leadership	Director - NGCS Implementation	Operations Director	NGCS Project Manager	NGCS Technical Lead	Training Manager	Carrier Deployment Manager	Operations Manager	Consultant	Customer Project Manager	Customer GIS Coordinator	Customer Administration	PSAP Administration
General														
Kickoff Meeting		I	I	I	R	S								
Solution Design					R									
Detailed Design Documentation Development					C	R								
Design Review					I	R	S			R	R			
Detailed Project Plan					R		S							
Design Approval / Notice to Proceed		I	I	I	I						R	R	R	
Procurement														
Hardware Procurement					R	R								
Ingress Network Order / Build					R	R		R		I	I		I	
Egress Network Order / Build					R	R		R		I	I		I	
Implementation														
Ingress Network Build														
Network Build / POI					R	R		R						
Ingress Test and Turn-Up					R	R		R		I	I		I	
ESInet Turn-Up														
Receive and Configure Edge Routers					R	R								
ESInet Build Complete					R	R				I	I	I	I	I
Location Services														
Data Collection					I	R					R	R	R	
Collaborative Review					S	R				R	R	R	R	
LDB Migration Planning					R	R				C	C	R	R	
GIS Remediation					R	I				C	R	A	I	
VESTA Router Service Integration														
Call Flow Design					R	R				I	R			R
Edge Router Install & Configure					R	R								I
Policy Loading and Call Flow					S	R								
Testing and Validation					R	R		R		C	R	R		
Migration Planning					S	R				C	C	C		C
Monitor and Support					R	R			R					
LDB and Router Migration					S	R			S					
Go-Live		I	I	I	R	R			S	I	I	I		
i3 Logging and Customer Web Portal					R	R					R			R
Text to 911					R	R					R			R
Training														
Confirm Final Training Plan					S		R				R	I		I
Arrange Training Materials							R							I
Monitor course evaluations and obtain feedback					I		R				I	I		I
Documentation														
Generate As-Built Documentation					S	R			S		I			I
Service Support														
Create Support Plan									R				I	I
Serve as Liaison for Escalated Incidents				I					R				I	I
Manage Change Management Process				I					R				I	I

PRIORITY ACTION ITEMS

ID	Description	Status	Priority	Date Raised	Date Needed	Assigned To (Full Name)	Notes
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							

ISSUES TO BE ESCALATED

ID	Description/Impact	Priority	Date Raised	Assigned To (Full Name)	Impact if Not Resolved and Resolution Date	Comments
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

RISK REGISTER									
ID	Risk Category	Risk Identified Date	Risk Identified By	Risk Description	Risk Action Plan	Action Owner	Current Status	Action Due Date	Status Update
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									

PROJECT PUNCH LIST								
ID	Priority	Description	Submitted By	Date Open	Owner	rget Completion Date	Current Status	Notes
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								

NGCS CALL ROUTING SERVICE (LOCATION & ROUTING) OVERALL % COMPLETE

0.3%

100% Complete | 75-99% Complete | 50-75% Complete | 25-50% Complete | 0-25% Complete

Project Documentation
- Project Management Plan, Schedule, System Description, and Other Documentation

NGCS Infrastructure Platform
- Infrastructure related items (Data Centers, Location Service Systems, ESInet Edge Hardware)

Egress Readiness
- ESInet design, circuit orders, instalation, activation, Alternative Measures status

Ingress Readiness
- Aggregation (POIs, LATAs, Rate Centers) and Transfers (NGCS/ESInet, Legacy, PSTN)

Location Services Readiness
- LDB, GIS, and OSP ALI Onboarding

Call Handling Equipment Readiness - Location & Voice — **0.0%**
- CHE Readiness and PSAP Migration

Call Handling Equipment Readiness - ECaTS (MIS Only)
- RDDMs configured, installed, and CDR upload connectivity validated *(Not Go-Live impacting)*

Call Handling Equipment Readiness - Text — **N/A**
- Firewall configurations and CHS configurations completed *(Not Go-Live impacting)*

Policy Routing Rules — **0.0%**
- Policy Routing Rules Development, NGCS Call Routing Service Configuration, and Testing

External Transfers — **0.0%**
- Peer network connectivity, NGCS Call Routing Service Configuration, and Testing

OSP Migration — **0.0%**
- Ingress Network Connectivity, Trunk Group Configuration, Migration Testing, and Migration

Customer Web Portal (CWP) - Customer Web Portal (CWP) Configuration and Implementation	**0.0%**
OSP Migration per PSAP - Status of OSP migrations on a PSAP by PSAP basis	**0.0%**
Router to Router Traffic Migration - Redirection of all voice traffic from LSR to VESTA NXT Router on a PSAP by PSAP basis	**0.0%**
i3 Logging - i3 Logging Portal Configuration and Implementation	**0.0%**
VESTA NXT Continuity (Emergency Backup) - VESTA NXT Continuity Configuration and Implementation	**N/A**

8/19/2025
Last Dashboard Update

Note: The percentages listed do not represent all aspects of the project as documented in the Smartsheet WBS.

PROJECT DOCUMENTATION	5%

Project Documentation			
	Enter "Y" when complete or "N/A" if not applicable in light gray boxes.	**Notes / Comments**	**Source Document Link**
Dashboard	Y		
Letter of Agency (LOA)			<Place link to source document here>
Preliminary Project Schedule		Refer to Project Schedule (Smartsheet) tab	
Project Management Plan (PMP)			<Place link to source document here>
Policy Route Plan			<Place link to source document here>
Bandwidth Calculations			
Split Rate Center Analysis			
Network Diagram Details Worksheet			<Place link to source document here>
Network Diagram(s)			<Place link to source document here>
LLD	FALSE		
SMS Diagram	FALSE		
NGCS ESInet Diagram	FALSE		
Call Handling System Consolidated Diagram	FALSE		
ESInet Circuit Tracker			
Alternative Measures Notification Form		Refer to Egress (ESInet) tab for details	<Place link to source document here>
Customer Web Portal Configuration Worksheet			
i3 Logging Data Collection Worksheet			
ECaTS MIS / Text Reporting New Install Spreadsheet			
Acceptance Test Plan			<Place link to ATP folder here>
Migration Plan / Approach			<Place link to source document here>
Go-Live Method of Procedure (MOP)			<Place link to source document here>
Customer Support Plan			<Place link to source document here>
Project Handover Workbook			
Operations Briefing Presentation			
Functional Elements Hostnames			
Prime Team Project Build Sheet			

NOTE: Not all of the source documents referenced above are accessible by all persons. Source documentation, in Column E (accessible only by MSI employees with EDITOR level access), is related to

NGCS INFRASTRUCTURE PLATFORM	0%		
	NGCS Infrastructure Platform		
	Enter "Y" when complete in light gray boxes	**Notes / Comments**	**Source Document Link (if applicable)**
ESInet Edge Hardware			
	SD-WAN (720)		
Local Airport Code	N/A	VESTA NXT Router	
Edge Equipment Location			
Router Data Centers			
	Cloud (Azure / AWS)		
Location Service Interface			
	HELD ADR		
Location Service			
DBMS	Chicago (ORD), Las Vegas (LAS)		
LDB (ALI)	Chicago (ORD), Las Vegas (LAS)		
E2 Proxy Servers	Chicago (ORD), Las Vegas (LAS)		
WebDBMS	Chicago (ORD), Las Vegas (LAS)		
WebALI	Chicago (ORD), Las Vegas (LAS)		
SpatialCentral	Chicago (ORD), Las Vegas (LAS)		
Unified GIS	Yes		
ECRF (DataNexus)	Chicago (ORD), Las Vegas (LAS)		
Geoprocessing Tools	Yes		
Number of Named Users	8		
HELD ADR	Chicago (ORD), Las Vegas (LAS)		
Smart/Selective Transfer	TBD		
CLDXF			

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EGRESS READINESS	0%

Planned (Post Go Live) | Active | Pending Install | Temporary

										Egress (ESInet) Configuration																
Only locations (PSAPs, Data Centers, Telecom Facility) where NGCS ESInet demarcs are located are listed on this tab. Locations should be prepared by Cat1 Handling Equipment type (VESTA 3.1, CallWorks, VIPER, Carbyne, etc.) to maximize standardization with other tabs in the Dashboard.	Enter "1" when complete in light grey boxes	Design Complete	Edge HW NSM or SFP Required	Edge HW Ordered	Circuits Ordered	Circuits Installed	Edge HW Installed	Circuits Activated	Alternative Measures Notification Form Required	Circuit 1 Type	Circuit 1 (Carrier & Local Access Provider)	Circuit 1 Handoff	Circuit 2 Type	Circuit 2 (Carrier & Local Access Provider)	Circuit 2 Handoff	Circuit 3 Type	Circuit 3 (Carrier & Local Access Provider)	Circuit 3 Handoff	Circuit 4 Type	Circuit 4 (Carrier & Local Access Provider)	Circuit 4 Handoff	Notes:
VIPER																											
Broward County North Regional PSAP	0%								No	MPLS	Verizon (TBD)		MPLS	AT&T (TBD)													
Broward County Central Regional PSAP	0%								No	MPLS	Verizon (TBD)		MPLS	AT&T (TBD)													
Broward County South Westcast PSAP	0%								No	MPLS	Verizon (TBD)		MPLS	AT&T (TBD)													
Coral Springs PD&FR	0%								No	MPLS	Verizon (TBD)		MPLS	AT&T (TBD)													
Plantation Police	0%								No	MPLS	Verizon (TBD)		MPLS	AT&T (TBD)													
Broward County Emergency Operations Center	0%								No	MPLS	Verizon (TBD)		MPLS	AT&T (TBD)													

INGRESS READINESS	0%

Ingress (Aggregation and Transfer Service) Readiness			
	Enter "Y" when complete or "N/A" if not applicable in light gray boxes.	**Notes / Comments**	**Source Document Link (if applicable)**
Aggregation	**0%**		
LATAs Identified		<Place LATAs here>	
TDM POIs Identified		<Place TDM POI locations here>	
TDM POIs Ready			
SIP Trunks Ready			
Rate Center(s)		Refer to the Rate Centers tab	
Default RDNs		Refer to the Policy Routing Rules tab	
Carrier Final Route PSTN(s)		Refer to the Policy Routing Rules tab	
Transfer Service	**0%**		
NGCS / ESInet Interconnections			
IntraMSI Interconnections			
Legacy Interconnections			
PSTN			
Acceptance Testing and Readiness	**0%**		
NG911 Acceptance Test Plan Agreement			
Test TNs for NGCS Testing Ready			
Test DIDs for NGCS Testing Ready			
Default RDNs Tested			
Aggregation System Test Acceptance			
Inbound/Outbound RDNs Tested			
End-to-End Testing w/ Neighboring PSAPs			
SIP OSP Migration Readiness			
TDM OSP Migration Readiness			

NOTE: Not all of the source documents referenced above are accessible by all persons. Source documentation, in Column E (accessible only by MSI employees with EDITOR level access),

LOCATION SERVICES READINESS	0%		
		ALI & GIS Assessment and Setup	
	Enter "Y" when complete or "N/A" if not applicable in light gray boxes.	**Notes / Comments**	**Source Document Link (if applicable)**
Data Collection and Initial Data Review	**0%**		
Location Services Kickoff			
Data Collection 1			
Geodatabase (.gdb)	FALSE		
ALI and MSAG Extract	FALSE		
Data Review Call			
Data Collection 2			
Neighbor LOAs	FALSE		<Place link to folder containing LOAs>
Neighbor pANIs	FALSE		
Neighbor GIS (PSAP Polygons)	FALSE		
PSAP Polygon Lat/Long	FALSE		
PSAP Service URIs	FALSE		
Responder Service URIs	FALSE		<Place link to Responder Service URI sheet here>
Service Provider Engagement	**0%**		
Service Provider Outreach Initiated			
Service Provider Outreach Completed			
Final Data Review and Training	**0%**		
Unified GIS Training			
Geoprocessing Tools Training			
GIS Compliance Checkpoint #2			
Final GIS Data Review			
Web DBMS Training			
Service Readiness	**0%**		
Production Data Load			
MSAG	FALSE		
LDB / ALI	FALSE		
GIS	FALSE		
Dual Provisioning Started			
Dual Provisioning Completed			
Private Switch ALI Provider Engagement	**0%**		
Providers Identified			<Place link to psALI list provided by customer here>
Provider Outreach Initiated			
Provider Outreach Successful			
Provider 1	FALSE		
Provider 2	FALSE		
Provider 3	FALSE		
Provider 4	FALSE		

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CALL HANDLING EQUIPMENT READINESS Location & Voice	0%
CALL HANDLING EQUIPMENT READINESS ECaTS (MIS	N/A
CALL HANDLING EQUIPMENT READINESS Text	N/A

		Call Handling Equipment (CHE) Readiness																Migrate (Cutover) PSAPs			
All PSAPs, regardless of whether they are NGCS ESInet demarc locations or not should be listed on this tab. Locations should be grouped by Call Handling Equipment type (VESTA 9-1-1, CellWorks, VIPER, Centurylink, etc.) to maintain standardization with other tabs in the Dashboard. Place "N/A" in columns I and J for any PSAPs that are not NGCS ESInet demarcs.	Location & Voice		Support	NGCS ESInet Connectivity Installed	NGCS ESInet Circuits Activated	CHE IOT Successful	CHE Release Upgrades	Firewall Available	Firewall Type	HA or Separate	Firewall Configured (Voice)	ESInet / i3 Functionality Licensed	ESInet / i3 Functionality Configured	Queue Type	ALI Format	Speed Dials (Contacts) Updated	VESTA Analytics 3.6 or Newer	Cloud Services (Aware, Citizen Input, Smart Transcription)		Review Migration Plan	PSAP ESInet / i3 Ready	Readiness Review	Migrate PSAPs
VIPER																							
Broward County North Regional PSAP	0%	0%		0	0				Juniper STX300	HA				MCR			N/A	No	0%				
Broward County Central Regional PSAP	0%	0%		0	0				Juniper STX300	HA				MCR			N/A	No	0%				
Broward County South Regional PSAP	0%	0%		0	0				Juniper STX300	HA				MCR			N/A	No	0%				
Coral Springs Police	0%	0%		0	0				Juniper STX300	HA				MCR			N/A	No	0%				
Plantation Police	0%	0%		0	0				Juniper STX300	HA				MCR			N/A	No	0%				
Broward County Emergency Operations Center	0%	0%		0	0				Juniper STX300	HA				MCR			N/A	No	0%				

Search

Activity Filter

Policy Review Flow Visualization

Policy Review Flow Visualization

Policy Review Flow Visualization

Customer	Direction	FCC ID	PSAP	URI	RDN	Default	Validated &	Dialing Directory /	Type	LSR or NGCS Provider	Transfer Build	County	State	Notes
INTRASTATE (Group Button = NM PSAPS)														
All	⇔		FL - Palm Beach Co - FHP Lake Worth Regional Communications Center				FALSE			NGCS (AT&T ESInet)	Existing	Palm Beach	FL	
All	⇔		FL - Palm Beach Co - Palm Beach Gardens PD (North Comm)				FALSE			NGCS (AT&T ESInet)	Existing	Palm Beach	FL	
All	⇔		FL - Palm Beach Co - Palm Beach Sheriff's Office (Central)				FALSE			NGCS (AT&T ESInet)	Existing	Palm Beach	FL	
All	⇔		FL - Palm Beach Co - Palm Beach Sheriff's Office (Glades)				FALSE			NGCS (AT&T ESInet)	Existing	Palm Beach	FL	
All	⇔		FL - Palm Beach Co - Palm Beach County Fire Rescue				FALSE			NGCS (AT&T ESInet)	Existing	Palm Beach	FL	
All	⇔		FL - Hendry Co - Big Cypress Indian Reservation Clewiston				FALSE			NGCS (NGA)	Existing	Hendry	FL	
All	⇔		FL - Hendry Co - Clewiston PD				FALSE			NGCS (NGA)	Existing	Hendry	FL	
All	⇔		FL - Hendry Co - Port Labelle SO				FALSE			NGCS (NGA)	Existing	Hendry	FL	
All	⇔		FL - Collier County - Collier County Emergency Communications Center				FALSE			NGCS (MSCI)	Existing	Collier	FL	
All	⇔		FL - Collier County - Naples Police Department				FALSE			NGCS (MSCI)	Existing	Collier	FL	
All	⇔		FL - Collier County - Collier County Seminole Tribe				FALSE			NGCS (MSCI)	Existing	Collier	FL	
All	⇔		FL - Monroe Co - Key West Police Department				FALSE			NGCS (MSCI)	Existing	Monroe	FL	
All	⇔		FL - Monroe Co - Marathon Sheriffs Office				FALSE			NGCS (MSCI)	Existing	Monroe	FL	
All	⇔		FL - Monroe Co - Ocean Reef Public Safety				FALSE			NGCS (MSCI)	Existing	Monroe	FL	
All	⇔		FL - Miami-Dade Co - Miami-Dade Comm Center				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	
All	⇔		FL - Miami-Dade Co - Pinecrest Village Police Department				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	
All	⇔		FL - Miami-Dade Co - Miami Police Department				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	
All	⇔		FL - Miami-Dade Co - Hialeah Police (backup)				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	
All	⇔		FL - Miami-Dade Co - Miami-dade Communications Center (backup)				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	
All	⇔		FL - Miami-Dade Co - Coral Gables Police And Fire				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	
All	⇔		FL - Miami-Dade Co - Aventura Police Department				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	
All	⇔		FL - Miami-Dade Co - Miami Fire Collego				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	
All	⇔		FL - Miami-Dade Co - Miami Beach Police Department				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	
All	⇔		FL - Miami-Dade Co - Miami Beach Fire-Rescue Department				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	
All	⇔		FL - Miami-Dade Co - Hialeah Fire				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	
All	⇔		FL - Miami-Dade Co - Miami Fire Rescue				FALSE			NGCS (AT&T ESInet)	Existing	Dade	FL	

SUMMARY VIEW	Notification, Traffic, and Connection Defined	Circuit Orders and Trunk Groups Completed	Location Services Outreach and Coordinations	Pre-Migration Test / Migration Dates Set	Migration Complete
CONNECTING OSPs	**0%**	**0%**	**0%**	**0%**	**0%**
AT&T CLEC (Local)	0%	0%	0%	0%	0%
AT&T Mobility	0%	0%	0%	0%	0%
Dell Telephone Cooperative Inc	0%	0%	0%	0%	0%
LUMEN CLEC	0%	0%	0%	0%	0%
Intrado	0%	0%	0%	0%	0%
AIRUS, INC. - UT, is Peerless Network subsidiary	0%	0%	0%	0%	0%
Altice Wireless	0%	0%	0%	0%	0%
Charter Fiberlink dba Time Warner Cable (Charter Comm)	0%	0%	0%	0%	0%
Commio	0%	0%	0%	0%	0%
Commnet Wireless (ATN International)	0%	0%	0%	0%	0%
Dish Wireless	0%	0%	0%	0%	0%
Peerless Network LLC	0%	0%	0%	0%	0%
SuddenLink	0%	0%	0%	0%	0%
TWC Mediacom	0%	0%	0%	0%	0%
Twilio International	0%	0%	0%	0%	0%
Vonage America (aka Vonage Business Solutions Inc)	0%	0%	0%	0%	0%
Ymax Communications Corp	0%	0%	0%	0%	0%
LUMEN ILEC (CenturyTel / Embarq / Qwest)	0%	0%	0%	0%	0%
Navajo Comm Co Inc (aka Frontier)	0%	0%	0%	0%	0%
Onvoy / Inteliquent (IQNT)	0%	0%	0%	0%	0%
Baca Valley Telephone Company Inc	0%	0%	0%	0%	0%
Bandwidth	0%	0%	0%	0%	0%
Nuso LLC (Brightlink Communications)	0%	0%	0%	0%	0%
RCLEC	0%	0%	0%	0%	0%
Telnyx LLC	0%	0%	0%	0%	0%
Comcast	0%	0%	0%	0%	0%
Fasttrack Communications, Inc.	0%	0%	0%	0%	0%
La Jicarita Rural Telephone Cooperative	0%	0%	0%	0%	0%
Leaco Rural Telephone Company	0%	0%	0%	0%	0%
Mescalero Apache Telecom Inc.	0%	0%	0%	0%	0%
Panhandle Telephone Cooperative Inc.	0%	0%	0%	0%	0%
Penasco Valley Telephone Coop. Inc.	0%	0%	0%	0%	0%
Plateau Telecommunications	0%	0%	0%	0%	0%
Sacred Wind Communications Inc.	0%	0%	0%	0%	0%
Terra Nova	0%	0%	0%	0%	0%
T-Mobile USA / Metro PCS	0%	0%	0%	0%	0%
Valley Telephone Coop Inc	0%	0%	0%	0%	0%
Yucca Communications	0%	0%	0%	0%	0%
Smith Bagley Inc. dba Cellular One	0%	0%	0%	0%	0%
Tularosa Basin Telephone Co.	0%	0%	0%	0%	0%
Tularosa Communications	0%	0%	0%	0%	0%
Western New Mexico Telephone Co.	0%	0%	0%	0%	0%
Windstream	0%	0%	0%	0%	0%
Verizon Business	0%	0%	0%	0%	0%
Verizon Wireless	0%	0%	0%	0%	0%

							INGRESS (AGGREGATION)							LOCATION SERVICES				INGRESS (AGGREGATION)			
Carrier	NENA ID	Percent of Total Records	Category	Direct or Aggregator	Connection	LATAs	% Complete	Notify OSP	Initial Contact Made	Direct or Aggregated	Network Design Agreement	Circuit Orders Complete	Trunk Orders Completed	Notification Successful	Coordination Meeting Successful	Connection Established	Test File Successful	Pre-Migration Test / Migration Dates Set	Pre-Migration Test Date	Migration Date	Migration Complete
CONNECT NG																					
AT&T CLEC (Local)	ATTLS		CLEC	Direct	TDM		0%														
AT&T Mobility	ATTMO		Wireless	Direct	SIP		0%														
Deli Telephone Cooperative Inc	DTCI		ILEC	Direct	SIP		0%														
LUMEN CLEC	LVLS, TWCOM, FOCAL, LWCL, HTI, FROMI, BHNIS		CLEC	Direct	SIP		0%														
Intrado	TRDO, WEST, QMS1 (Testing)		VOIP	LVLS	SIP		0%														
AIRUS, INC. - UT, is Peerless Network subsidiary	AIRUS		VOIP	TRDO	SIP		0%														
Altice Wireless	AUSW		Wireless	TRDO	SIP		0%														
Charter Fiberlink dba Time Warner Cable (Charter Comm)	CHTR, TWCBL		Cable	TRDO	SIP		0%														
Commio	COMMI		VOIP	TRDO	SIP		0%														
Commnet Wireless (ATN International)	CMNT		Wireless	TRDO	SIP		0%														
Dish Wireless	DISHW		Wireless	TRDO	SIP		0%														
Peerless Network LLC	PLNW		CLEC	TRDO	SIP		0%														
SuddenLink	SDL, AUSW		CLEC	TRDO	SIP		0%														
TWC Mediacom	TWCBL		VOIP	BAND	SIP		0%														
Twilio International	TWI		VOIP	TRDO	SIP		0%														
Vonage America (aka Vonage Business Solutions Inc)	VNBS		VOIP	TRDO	SIP		0%														
Ymax Communications Corp	YMX		CLEC	TRDO	SIP		0%														
LUMEN ILEC (CenturyTel / Embarq / Qwest)	CTL		ILEC	Direct	TDM		0%														
Navajo Comm Co Inc (aka Frontier)	CZNW		ILEC	Direct	TDM		0%														
Onvoy / Inteliquent (IQNT)	ONVOY		VOIP	IQNT ESGW	SIP		0%														
Baca Valley Telephone Company Inc	BVT		CLEC/ILEC	IQNT ESGW	SIP		0%														
Bandwidth	BAND		VOIP	IQNT ESGW	SIP		0%														
Nuso LLC (Brightlink Communications)	BLINK		VOIP	BAND	SIP		0%														
RCLEC	RCLEC		CLEC	BAND	SIP		0%														
Telnyx LLC	TLX		VOIP	BAND	SIP		0%														
Comcast	CMCST		VOIP	IQNT ESGW	SIP		0%														
Fasttrack Communications, Inc.	FASTC		CLEC	IQNT VPC	SIP		0%														
La Jicarita Rural Telephone Cooperative	LJRTC		ILEC	IQNT ESGW	SIP		0%														
Leaco Rural Telephone Company	LCOSB		CLEC/ILEC	IQNT ESGW	SIP		0%														
Mescalero Apache Telecom Inc.	MATI		ILEC	IQNT ESGW	SIP		0%														
Panhandle Telephone Cooperative Inc.	PNHDL		ILEC	IQNT VPC	SIP		0%														
Penasco Valley Telephone Coop. Inc.	PVT		ILEC	IQNT VPC	SIP		0%														
Plateau Telecommunications	PLATC		CLEC	IQNT ESGW	SIP		0%														
Sacred Wind Communications Inc.	SWC		ILEC	IQNT ESGW	SIP		0%														
Terra Nova	TNTI		VOIP	IQNT ESGW	SIP		0%														
T-Mobile USA / Metro PCS	TMOB, MPCSI		Wireless	IQNT ESGW	SIP		0%														
Valley Telephone Coop Inc	VALAZ		ILEC	IQNT ESGW	SIP		0%														
Yucca Communications	YCC		CLEC	IQNT ESGW	SIP		0%														
Smith Bagley Inc. dba Cellular One	SBCO		Wireless	Direct	SIP		0%														
Tularosa Basin Telephone Co.	TBTC		ILEC	Direct	SIP		0%														
Tularosa Communications	TBTC		CLEC	Direct	SIP		0%														
Western New Mexico Telephone Co.	NMTCO		CLEC	Direct	SIP		0%														
Windstream	WIN, WINO, VALOR, PLIA		CLEC/ILEC	Direct	SIP		0%														
Verizon Business	MCI, PSMCI		CLEC/ILEC	Direct	TDM		0%														
Verizon Wireless	VZW		Wireless	Direct	SIP		0%														
							0%														

ROUTER TO ROUTER TRAFFIC MIGRATIONS	0%		
PSAP	*Enter "Y" when complete in light gray boxes.*	**Migration Date**	**Notes / Comments**
Broward County North Regional PSAP			
Broward County Central Regional PSAP			
Broward County South Regional PSAP			
Coral Springs Police			
Plantation Police			
Broward County Emergency Operations Center			

CUSTOMER WEB PORTAL	0%

Customer Web Portal (CWP)			
	Enter "Y" when complete in light gray boxes.	**Notes / Comments**	**Source Document Link (if applicable)**
CWP Configuration Worksheet	**0%**		
Agency Information			
Customer Users (User Group, Access Level, Administrator, Contact Info)			
PSAPs and Data Center Provisioning			
CWP Configuration	**0%**		
CC Admin User Profile / Account Validation			
Roles & Groups			
Agency Creation			
Existing CC Admin Agency	FALSE		
New CC Admin Agency	FALSE		
Customer Users (User Group, Access Level, Administrator, Contact Info)			
PSAPs and Data Center Provisioning			
CWP Customer Deployment Status Updated			
CWP Training and Go-Live	**0%**		
User Account Information Distributed			
Training Session Scheduled		<Place the date and time of the scheduled session here>	
Training Completed			
Go-Live / Deployed			

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I3 LOGGING	0%		
		i3 Logging	
	Enter "Y" when complete in light gray boxes.	**Notes / Comments**	**Source Document Link (if applicable)**
i3 Logging Data Collection	**0%**		
NGCS Functional Elements (Element URI, Element Type, Mapped Name)			
Customer Users (Name and Email)			
MSI Internal Users (Assignment, Name and Email)			
PSAP Information (Name and URI)			
i3 Logging Portal Configuration	**0%**		
Intrado PM Assigned			
Data Collection Handoff to Intrado			
Provisioning Start and End Dates Assigned			
Configuration Completed			
Ready for Training			
i3 Logging Portal Training and Go-Live	**0%**		
Training Session Scheduling Link Sent			
Training Session Scheduled		<Place the date and time of the scheduled session here>	
Training Completed			
Go-Live / Deployed			

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Milestones	Target Date	Revised Date	Actual Date	Comments / Notes (Add links to Milestone Acceptance Certificates as applicable)
Contract Execution				<Place link to fully executed CONTRACT SIGNING Milestone Acceptance Certificate>
Project Kick-off				<Place link to fully executed PROJECT KICKOFF Milestone Acceptance Certificate>
Customer Design Review Complete				<Place link to fully executed CUSTOMER DESIGN REVIEW COMPLETE Milestone Acceptance Certificate>
Data Collection Complete				
Location Services Customer Kickoff				
Location Services Data Assessment Review				
Policy Route Plan Complete				
Call Handling Equipment (CHE) Ready				
Location Services Training				
Egress Network (ESInet) Complete				<Place link to fully executed COMPLETION OF HW/SW SHIPPED Milestone Acceptance Certificate>
NGCS Edge HW Ready				<Place link to fully executed COMPLETION OF HW/SW INSTALLED Milestone Acceptance Certificate>
Ingress Network (Aggregation & Transfers) Complete				
Internal Validation Testing Complete				
Neighbor pANIs and GIS (PSAP Polygons) Loaded				
Location Services Dual Provisioning Start				
Customer ATPs Complete				<Place link to fully executed COMPLETION OF ATP/FUNCTIONAL TESTING Milestone Acceptance Certificate>
NGCS Location Service (LDB) Operational / Production Ready				
NGCS Call Routing Service (Voice) Migration / Go-Live				<Place link to fully executed COMPLETION OF GO LIVE/CUTOVER Milestone Acceptance Certificate>
Router to Router Traffic Migration Complete				
OSP Migration Start				
Customer Web Portal Complete				
i3 Logging and Reporting Complete				
Disconnect Legacy Selective Routers				
OSP Migration Complete				
Final System Acceptance				<Place link to fully executed FINAL SYSTEM ACCEPTANCE Milestone Acceptance Certificate>
NRC Deliverables (if applicable)				
Deliverable 1 - <Name>				
Deliverable 2 - <Name>				
Deliverable 3 - <Name>				
Deliverable 4 - <Name>				
MRC Deliverables (if applicable)				
Deliverable 1 - <Name>				
Deliverable 2 - <Name>				
Deliverable 3 - <Name>				

The link below will take you to the Broward County Smartsheet WBS / Project Schedule.
Users must be authorized by the PM for access.

Broward Co, FL NGCS Project WBS - Phased Go Live
Broward Co, FL NGCS Project WBS - Countywide Go Live

	PSAP #1	PSAP #2	PSAP #3	PSAP #4	PSAP #5	PSAP #6
	Broward County North Regional PSAP	Broward County South Regional PSAP	Broward County Central Regional PSAP	Coral Springs Police	Plantation Police	Broward County Emergency Operations Center
MSI Site Name, if applicable/known						
MSI Site ID / VESTA Reference Number						
Jurisdiction Population						
Annual Call Volume (Calendar Yearly Report provided by PSAP)						
FCC PSAP ID	8554	8555	8553	1488	1632	8556
Agency SIP Domain						
SIP URI	sip:sos@somepsap.county.state.us.msi-ech.com	sip:sos@somepsap.county.state.us.msi911.net	sip:sos@somepsap.county.state.us.msi-ech.com	sip:sos@somepsap.county.state.us.msi-ech.com	sip:sos@somepsap.county.state.us.msi-ech.com	sip:sos@somepsap.county.state.us.msi-ech.com
Text URI (MSRP / Routed)	sip:sos@somepsap.county.state.us.msi-ech.com	sip:sos@somepsap.county.state.us.msi911.net	sip:sos@somepsap.county.state.us.msi-ech.com	sip:sos@somepsap.county.state.us.msi-ech.com	sip:sos@somepsap.county.state.us.msi-ech.com	sip:sos@somepsap.county.state.us.msi-ech.com
PSAP Group						
CONTACT INFORMATION						
Site Address	1801 N.W. 49 Street, Fort Lauderdale 33309	6057 SW 198th Terrace, Pembroke Pines, FL	10440 W Oakland Park Blvd, Sunrise, FL	2801 Coral Springs Drive, Coral Springs, FL	451 NW 70th Terrace, Plantation, FL	201 NW 84th Ave, Plantation, FL
Is this the address where ESInet hardware/circuits will be installed?						
If not, what is the correct address?	N/A	N/A				
GPS Coordinates	35.06519, -106.75974	35.193453, -106.472007				
PSAP Contact Name	Javier Castillo	James Conklin				
PSAP Contact Email	someone@someplace.org	someone@someplace.org				
PSAP Contact Phone	(334) 123-8999	(334) 786-3424				
Primary Project Contact Name	Cindy Alderete	Rich Debella				
Primary Project Contact Email	someone@someplace.org	someone@someplace.org				
Primary Project Contact Phone	(999) 334-6789	(678) 987-3343				
Alternate Project Contact Name (if applicable)	Eric Sorenson	Lisa Dodson				
Alternate Project Contact Email (if applicable)	someone@someplace.org	someone@someplace.org				
Alternate Project Contact Phone (if applicable)	(830) 778-5566	(830) 668-3343				
Technical Contact Name	Sam Baird	Michael DeAngelo				
Technical Contact Email	someone@someplace.org	someone@someplace.org				
Technical Contact Phone	(834) 786-1123	(667) 345-9911				
CAD Administrator Contact Name	Muyiwa Daada	John Still				
CAD Administrator Contact Email	someone@someplace.org	someone@someplace.org				
CAD Administrator Contact Phone	(778) 987-3424	(534) 667-9976				
GIS Data Manager	Shelly Palte	Douglas Cea				
GIS Data Manager Contact Email	someone@someplace.org	someone@someplace.org				
GIS Data Manager Contact Phone	(778) 667-4454	(888) 665-2323				
State GIS Data Manager	Randy Sedwick	JP Harris				
State GIS Data Manager Contact Email	someone@someplace.org	someone@someplace.org				
State GIS Data Manager Contact Phone	(210) 667-9999	(345) 786-9900				
Is there a Consultant involved?						
If so, identify them (i.e. Mission Critical Partners)						
9-1-1 SERVICE PROVIDER INFORMATION						
Current 9-1-1 Service Provider (LSR)						
New 9-1-1 Service Provider, if applicable						
LOCATION SERVICES INFORMATION						
Current / Outgoing 9-1-1 Database Provider						
Current ALI Format						
New 9-1-1 Database Provider, if applicable	MSCI	MSCI	MSCI	MSCI	MSCI	MSCI
Interim ALI Format (if applicable)						
New ALI Format	33v6	33v6	33v6	33v6	33v6	33v6
GIS Data Provider						
CALL HANDLING SYSTEM INFORMATION						
Is their a Current Call Handling Equipment Channel Partner?						
If a Channel is being used, which one?						
Current Call Handling Equipment Provider	Intrado	Intrado	Intrado	Intrado	Intrado	Intrado
Current Call Handling Equipment Platform	VIPER	VIPER	VIPER	VIPER	VIPER	VIPER
Current Call Handling Equipment Release Version	v7	v7	v7	v7	v7	v7
New Call Handling Equipment Platform, if applicable	N/A	N/A	N/A	N/A	N/A	N/A
Needed Call Handling Equipment Release Version	v7 SP3	v7 SP3	v7 SP3	v7 SP3	v7 SP3	v7 SP3
Is this PSAP a call handling host site?						
If YES, identify its name						
PSAP Type (Primary, Backup, Remote)	Primary	Primary	Primary	Primary	Primary	Backup
Call Handling Positions						
Map Type	Integrated (VIPER)	Integrated (VIPER)	Integrated (VIPER)	Integrated (VIPER)	Integrated (VIPER)	Integrated (VIPER)
Queue Type	TBD	TBD	TBD	TBD	TBD	TBD
VESTA Activity Monitor	N/A	N/A	N/A	N/A	N/A	N/A
Support Model (Direct, Channel - Who?, Self)						
If a Channel is being used, which one?						
Interpretive Service Provider						
CLOUD SERVICES						
MSI Cloud Services (ST, CI, Aware)?	No	No	No	No	No	No
If yes, which ones?						
TEXT SERVICES						
Is Text to 9-1-1 Currently Deployed?	Yes	Yes	Yes	Yes	Yes	Yes
If yes, which TCC?						
If yes, what type?						
Is Text to 9-1-1 part of this Project?	No	No	No	No	No	No
If yes, what type?	N/A	N/A	N/A	N/A	N/A	N/A
LOCATION DATA SPILL CONSUMERS						
Do any Motorola or 3rd party applications consume location data from your Call Handling	Yes	Yes	Yes	Yes	Yes	Yes
Computer Aided Dispatch (CAD) System?	Yes	Yes	Yes	Yes	Yes	No
If yes, CAD Vendor (i.e. MSI Flex)	MSI P1	MSI P1	MSI P1	CentralSquare	Hexagon	
CAD Connection for location data (LDB or CPE)	CPE	CPE	CPE	CPE	CPE	N/A
Logging Recorder System (LRS)?	Yes	Yes	Yes	Yes	Yes	Yes
If yes, LRS Vendor	Nice	Nice	Nice	Nice	Nice	Nice
RTCC or Situational Awareness Platform (i.e. Aware or Fusus)?						
If yes, RTCC Vendor						
RapidSOS?	Yes	Yes	Yes	Yes	Yes	Yes
ECaTS MIS RDDMs Deployed?	TBD	TBD	TBD	TBD	TBD	TBD
Any other 3rd party Application Consumers of Location Data? (Please List)						
LEGACY ROUTING INFORMATION						
Neighboring Counties (within the project)	Palm Beach, Hendry, Collier, Monroe, Dade	Palm Beach, Hendry, Collier, Monroe, Dade	Palm Beach, Hendry, Collier, Monroe, Dade	Palm Beach, Hendry, Collier, Monroe, Dade	Palm Beach, Hendry, Collier, Monroe, Dade	Palm Beach, Hendry, Collier, Monroe, Dade
9-1-1 Service Provider	AT&T ESInet (Palm Beach, Dade)	AT&T ESInet (Palm Beach, Dade)	AT&T ESInet (Palm Beach, Dade)	AT&T ESInet (Palm Beach, Dade)	AT&T ESInet (Palm Beach, Dade)	AT&T ESInet (Palm Beach, Dade)
Please list the tandem names						
EXTERNAL NEIGHBORING COUNTIES						
Neighboring Counties (external to the customer's jurisdiction)	Palm Beach, Hendry, Collier, Monroe, Dade	Palm Beach, Hendry, Collier, Monroe, Dade	Palm Beach, Hendry, Collier, Monroe, Dade	Palm Beach, Hendry, Collier, Monroe, Dade	Palm Beach, Hendry, Collier, Monroe, Dade	Palm Beach, Hendry, Collier, Monroe, Dade
9-1-1 Service Provider	AT&T ESInet (Palm Beach, Dade)	AT&T ESInet (Palm Beach, Dade)	AT&T ESInet (Palm Beach, Dade)	AT&T ESInet (Palm Beach, Dade)	AT&T ESInet (Palm Beach, Dade)	AT&T ESInet (Palm Beach, Dade)
TELECOM FACILITY INFORMATION (ESINET DEMARCS)						
Is customer's Call Handling Equipment in geo-diverse locations?						
Is the facility a PSAP or a telecom building?						
If the facility is a telecom building, are there any contractual restrictions with the Customer and						
If YES, please elaborate.						
Does the facility have more than one physical access for telecom facilities? (Entrance Diversity						
If YES, please provide details.						
Do you have multiple telecom service providers that bring services into your facility?						
If YES, please list those providers						

Site / Access Contact Name						
Site / Access Contact Email						
Site / Access Contact Phone						
Where is the location of the main telecommunications service entrance at this address?						
Where is the location of the 9-1-1 equipment room? This is the room in which the 9-1-1 call						
Is this a campus environment or a facility which requires the use of house fiber or house cabling						
If YES, will an optical hand-off, provisioned on Single Mode Fiber w/ LC connectors work?						
If NO, please specify requirements for you to extend the demarc on house fiber.						
Please provide a 24x7 number to request testing for a 9-1-1 circuit using house fiber.						
What is the path distance from the MPOE to the 9-1-1 Room? If the MPOE and the 9-1-1 room						
Is there currently a conduit pathway between the two locations?						
If NO, who can arrange the install of a flexible innerduct between the two locations?	Name	Name				
Will the carrier Network Interface Device (NID) be placed on a plywood backboard or placed in						
If RACK, what is the rack unit assignment?						
Are there commercial power outlets available for use on this project?						
If NO, please explain.						
Are all commercial power outlets that will be used for this project on UPS and emergency						
If NO, please explain.						
NOTES:						

Cell: B2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: C2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: D2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: E2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: F2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: G2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: H2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: I2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: J2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: K2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: L2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: M2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: N2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: O2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: P2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: Q2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: R2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: S2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: T2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: U2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: V2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: W2
Comment: Full PSAP name with no abbreviations and ideally what is listed in the FCC PSAP Registry

Cell: A6
Comment: This supports CWP and i3 logging configuration activities.

Cell: A8
Comment: Only needed if a custom SIP domain is being used instead of the MSI standard domain for the applicable version of Call Routing Service.

If not applicable, delete or hide this row.

Cell: A10
Comment: Only needed if Text to 9-1-1 is being implemented.

If not applicable, delete or hide this row.

Cell: A11
Comment: Only needed if the project involves PSAP grouping due to extensive CHS work activity.

If not needed, delete or hide the row.

Cell: A13
Comment: Formatted as:
Street Name, City, State Zip

Example:
11510 Sunset Gardens Rd SW, Albuquerque, NM 87121

Cell: A15
Comment: If not applicable, enter "N/A."

Cell: A16
Comment: Formatted as:

Latitude, Longitude
35.19345, -106.47200

Cell: A19
Comment: This row is preconfigured for telephone number formatting. Just enter the 10-digits with no spaces, dashes, or other characters.

Cell: A20
Comment: Could be the same as the PSAP contact or someone else.

Cell: A21
Comment: Could be the same as the PSAP contact or someone else.

Cell: A22
Comment: Could be the same as the PSAP contact or someone else.

This row is preconfigured for telephone number formatting. Just enter the 10-digits with no spaces, dashes, or other characters.

Cell: A23
Comment: If not needed, delete or hide the row.

Cell: A24
Comment: If not needed, delete or hide the row.

Cell: A25
Comment: If not needed, delete or hide the row.

This row is preconfigured for telephone number formatting. Just enter the 10-digits with no spaces, dashes, or other characters.

Cell: A26
Comment: The person responsible for managing technical platforms supporting the PSAP. Think in terms of network and/or connected systems like CAD.

Could be the same as the PSAP contact or someone else.

Cell: A27
Comment: Could be the same as the PSAP contact or someone else.

Cell: A28
Comment: Could be the same as the PSAP contact or someone else.

This row is preconfigured for telephone number formatting. Just enter the 10-digits with no spaces, dashes, or other characters.

Cell: A29
Comment: Could be the same as the PSAP contact or someone else.

Cell: A30
Comment: Could be the same as the PSAP contact or someone else.

Cell: A31
Comment: Could be the same as the PSAP contact or someone else.

Cell: A32
Comment: The designated individual responsible for managing GIS data for the given PSAP.

Cell: A34
Comment: This row is preconfigured for telephone number formatting. Just enter the 10-digits with no spaces, dashes, or other characters.

Cell: A35
Comment: Only needed if the project is a statewide deployment. You may delete or hide the row if not needed.

Cell: A36
Comment: Only needed if the project is a statewide deployment. You may delete or hide the row if not needed.

Cell: A37
Comment: Only needed if the project is a statewide deployment. You may delete or hide the row if not needed.

This row is preconfigured for telephone number formatting. Just enter the 10-digits with no spaces, dashes, or other characters.

Cell: A38
Comment: Only applicable if a consultant is involved. If one is, indicate with a "Yes" and add the specific contact information to the Project Team tab.

Cell: A47
Comment: If not applicable, enter "N/A" in the cell. If not applicable for all PSAPs in the project, delete or hide the row.

Cell: A49
Comment: Indicate who the data provider is (Customer, 3rd Party) and add the specific contact information to the Project Team tab.

Cell: AS1
Comment: Only applicable if the location uses a channel partner like AT&T or Lumen. Some sites may be direct with their CHE provider, like MSI or Intrado, or self-maintain.

Cell: AS4
Comment: VESTA 9-1-1, VESTA NXT, CallWorks (ECW), VIPER, CentralSquare
Carbyne APEX, Carbyne Universe, etc.

Cell: AS6
Comment: VESTA 9-1-1, VESTA NXT, CallWorks (ECW), VIPER, CentralSquare
Carbyne APEX, Carbyne Universe, etc.

If not applicable, enter "N/A" in the cell.

Cell: AS7
Comment: All VESTA sites need to be upgraded to R8.3 HF1 per ECH Product Management in order to fully deploy with the latest i3 functionality.

All Emergency CallWorks sites need to upgraded to 4.4.7 per ECH Product Management in order to deploy with the latest i3 functionality.

All VIPER sites need to be upgraded to v7 SP3 to meet the needed i3 functionality.

Cell: A58
Comment: If the PSAP is a host site, indicate with a "YES" indicate if the CHS is geo-diverse.

Cell: A59
Comment: VESTA = Host A or B
CallWorks or VIPER = 1 thru 4

Cell: A64
Comment: If used, line displays will likely need to be tweaked at go-live.

Cell: A65
Comment: Only applicable if the location uses a channel partner like AT&T or Lumen. Some sites may be direct with their CHE provider, like MSI or Intrado, or self-maintain.

Cell: A66
Comment: If a Channel is not being used, enter "N/A" in the cell.

Cell: A73
Comment: Comtech or Intrado

Cell: A74
Comment: VPN or MSRP (Routed)

Cell: A76
Comment: VPN or MSRP (Routed)

Cell: A93
Comment: Used by the Location Services team to identify PSAP polygons that will be needed to facilitate proper routing at jurisdictional boundaries

Cell: A117
Comment: If backboard, a minimum of 2x3 backboard area should be available.

If rack, please provide rack unit assignment in advance of the circuit installation.

Cell: A119
Comment: Some ESInet circuits may require a minimum of 2 outlets.

Broward Co, FL

LATA_STATE_RC ABBRE	Default PSAP FCC ID	Default PSAP Name	County	State	Split Rate Center	First Look	Current ILEC	Default PSAP RDN	Rate Center Split w/ County

Exhibit 8 Proposed Design

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Motorola Solutions Connectivity

E hibit Proposed Design

Proposed System, Project Design, Architecture, Network, and Hardware

August 22 , 2025

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Section 1

Overall Project Approach

Include an introductory overview describing the proposed system and Integration with the system

The NG911 Service provider should describe your approach and include in your proposal, as per the Scope of Work, the project design, architecture, hardware, installation, data integration, system implementation plan, network equipment, training, maintenance and support.

The Broward County Project Plan includes the following requested information and is located within Exhibit 4:

- Installation
- System Implementation Plan (preliminary schedule)
- Training

Maintenance and Support is described in the Customer Support Plan in Exhibit 6.

Introductory Overview of the proposed system

In response to the Broward County, FL's Request for Proposals for Next Generation 9-1-1 (NG9-1-1) Emergency Services Internet Protocol Network (ESInet) and NG9-1-1 Core Services (NGCS), Motorola is offering the principal components of our comprehensive VESTA N T Router Service, which encompasses our end-to-end NG9-1-1 as a service. We are the riginal Equipment Manufacturer (EM) of all the essential elements that drive this service. We will design, supply, implement, maintain, and ensure the operability of the Next Generation 9-1-1 Services within the geographical confines of the Broward County, FL.

The NGCS Services will facilitate the connection to wireline, wireless, and VoIP 9-1-1 call traffic, which will be aggregated at our Points of Interconnections (P Is). This aggregated traffic will then be transmitted through our ingress network to the Motorola Call Routing Service for efficient location-based call routing.

At the core of our NGCS services is the Motorola Call Routing Service, which enables NG9-1-1 call routing with ESInet connectivity. The NGCS Location Service features the Location Database (LDB), which supports Public Safety Answering Points (PSAPs) in their transition to NG9-1-1, along with Geographical Information System (GIS) components that facilitate geospatial 9-1-1 call routing in conjunction with the Motorola Call Routing Service. ur proposed Spatial Interface (SI), Emergency Call Routing Function (ECRF), and Location Validation Function (LVF) will leverage the County's existing GIS data sources. The solution will also synchronize Automatic Location Identification (ALI), GIS, and Master Street Address Guide (MSAG) databases with our proposed Location Information Service (LIS) and LDB, as well as the LVF.

The Motorola Call Routing Service is designed for maximum system availability by being deployed in three geographically diverse regions across the US, utilizing two different cloud service providers. Each region supports multiple Availability ones for redundancy within each region. We employ a microservices architecture that consists of a series of small, independent software services, each deployed within each Availability one, to fulfill functional NGCS Functional Elements component requirements. ur microservices framework empowers us to be agile and responsive in terms of performance, security, feature enhancements, and resilience. ur regional Availability ones are interconnected through a Software

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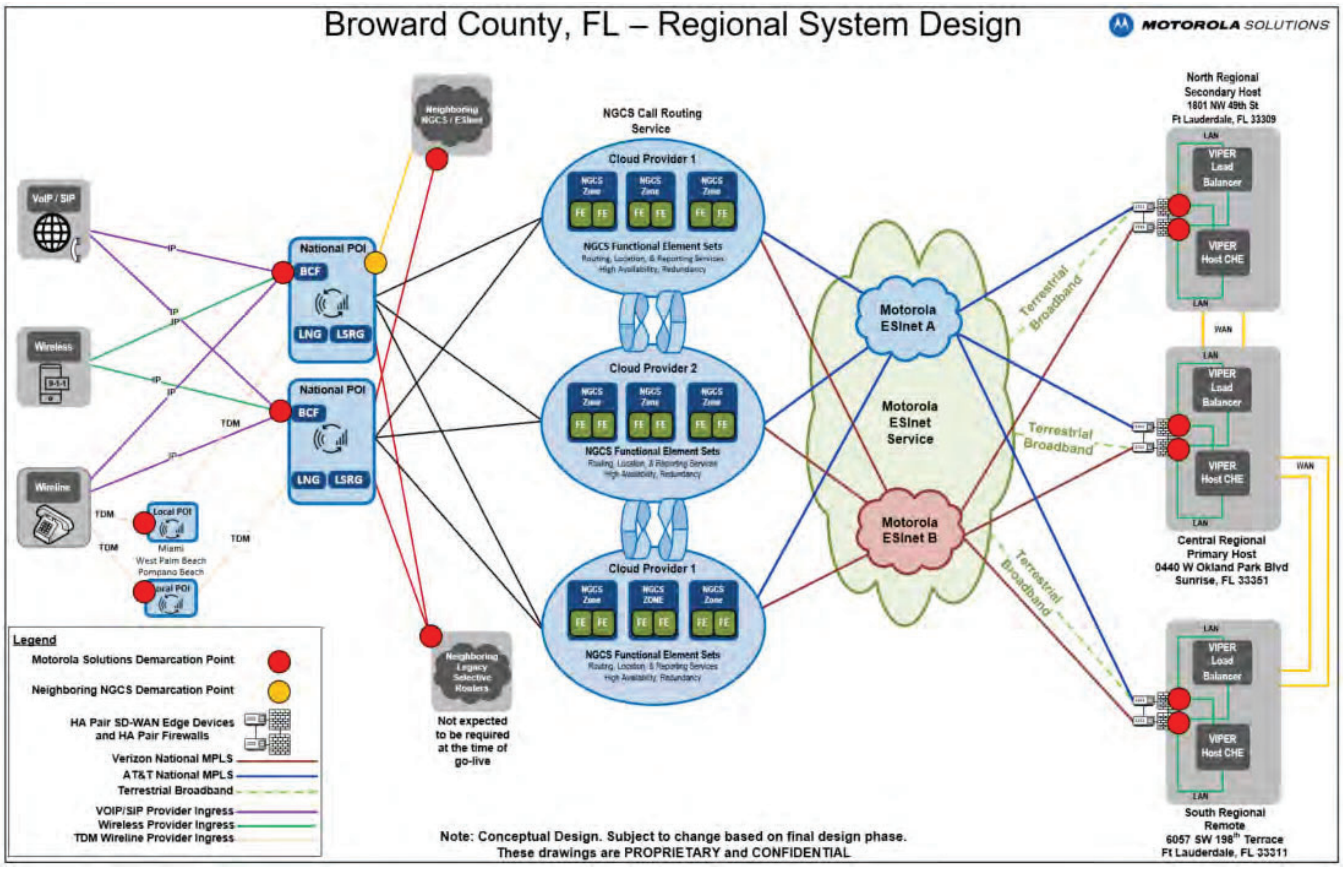
Defined Network (SDN) IP network fabric, which optimizes network traffic flows and ensures intelligent, fault-tolerant communication among the various redundant application functional elements.

The ESInet will serve as the foundational infrastructure for delivering NG9-1-1 capabilities to the County's Regional and Non-Regional PSAP locations. It will consist of redundant hardware components and IP transport network elements, utilizing diverse building entries where available. Each PSAP in the County will connect to the Service through redundant MPLS and managed broadband links from the ESInet, terminating on redundant ESInet network appliances deployed in high-availability mode at each PSAP.

The two diagrams and subsequent sections below detail key functions within the Service, and the benefits for the County.



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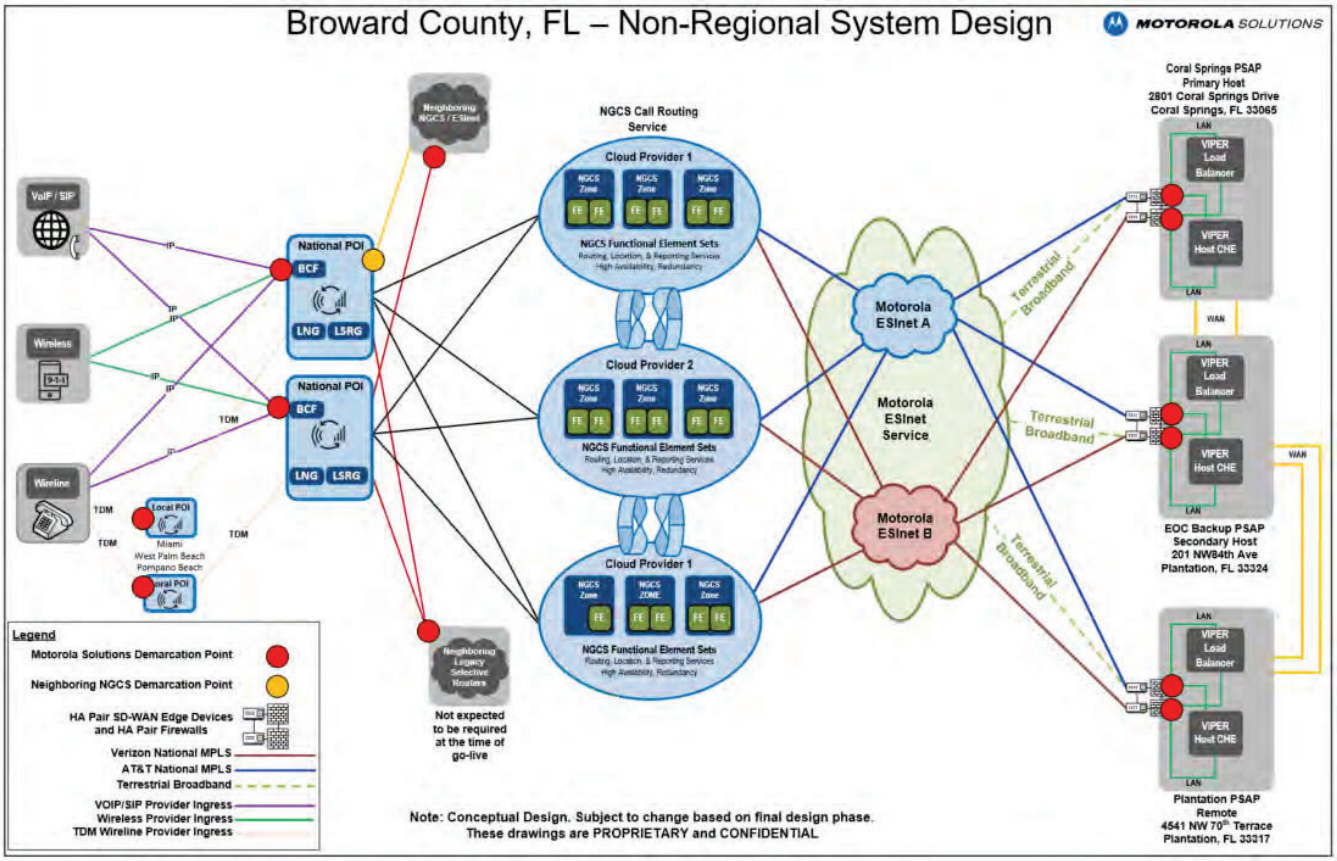

1.1 Ne t Generation -1-1 Core Routing NGCS Components

Refer to the two System Design diagrams above while reviewing the details in the following sections

1.1.1 Ingress Interconnection and Coordination

Motorola will collaborate with the riginating Service Providers (SPs) to establish connections to our specified redundant Points of Interconnect (P Is) and eliminate the legacy selective router(s) from the call flow. From these redundant P Is, we will link to our Motorola Call Routing Service situated within our geodiverse Availability ones. Additionally, these redundant P Is will facilitate connections to adjacent ESInets and any Legacy Selective Routers as necessary.

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1.1.2 Ne t Generation Core Services, Geographic Information Systems, and Location Services

ur Service for the County provides all NENA i3 Core Functions, designed to meet and enhance the current capabilities in the County, and scalable as the PSAPs expand their operational and technical needs with NG9-1-1. ur Service includes NENA i3 Functional Elements in support of the current NG9-1-1 standards set forth in NENA-STA-010.3e-2021. These elements are described in the sections below in this document.

ur Service fully complies with all required functionality as detailed in Next Generation Core Services in the County RFP specification and includes all the required NENA i3 Functional Elements.

1.1.3 Infrastructure and Resiliency

We will implement the Service using a distributed architecture that incorporates redundant functional element (FE) sets both within a single Availability Region and across various Availability Regions. ur Service utilizes a diverse microservices architecture that surpasses the resilience provided by standalone data centers by dispersing functional elements across multiple interconnected, redundant, and highly secure Availability Regions. We structure the NGCS appliances into Availability ones, with each one functioning on separate clusters that handle independent call processing. The implementation of multiple Availability ones (FE sets) throughout our distributed routing center infrastructure strengthens resilience and improves overall system availability.

1.1.4 Emergency Services Routing Pro y ESRP

The Service design encompasses the Emergency Services Routing Proxy (ESRP), a microservice compliant with NENA i3 standards. It determines the appropriate next hop for call routing based on location and established policy routing rules. The ESRP handles incoming calls utilizing SIP signaling, with location data integrated into the Presence Information Data Format Location bject (PIDF-L) sourced from i3-compliant carrier networks, legacy carriers through the LNG, or from an upstream i3 ESRP (such as a neighboring NGCS).

Policy Routing Rules (PRRs) will be established for all incoming emergency calls, which may consider factors such as call type (wireline, wireless, VoIP, etc.), the location of the caller, the originating service provider, and CHE queue status, if available. Motorola will oversee call routing, including the rerouting of calls based on the availability of Public Safety Answering Points (PSAPs).

The ESRP PRF is capable of directing calls to specific call handling system load balancers, and in cases where the load balancer is unavailable, will adhere to the policy for rerouting calls to the specific host location. This level of detailed destination routing allows the PRF to support the unique failover and recovery strategies for Broward County.

We will create tailored contingency plans for Public Safety Answering Points (PSAPs) in partnership with each County PSAP throughout the ESInet onboarding process. These plans will detail the procedures for both primary and alternate routing scenarios to effectively manage circumstances such as PSAP unavailability, abandonment, busy conditions, and routine maintenance.

1.1.5 GIS and Location Services

ur service encompasses all aspects of an i3 call routing solution as specified by the County, including Location-Based Routing, the benefits of which the PSAPs will experience from Day 1. The integrity and

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precision of the data utilized to direct 9-1-1 calls to the appropriate Public Safety Answering Point (PSAP) are crucial for saving lives. Motorola's Next Generation Core Services (NGCS) acknowledges the importance of maintaining high quality, accurate Geographic Information System (GIS) data for effective call routing. Consequently, our service incorporates GIS and Location validation processes, along with quality assurance checks at multiple stages of our service. The Location Services feature a Spatial Interface, Location Database, Emergency Call Routing Function, Location Validation Function, MSAG Conversion Service, and Web Portals for the management and access of Location Services.

1.1.6 Emergency Call Routing unction ECR

ur Emergency Call Routing Function (ECRF) leverages geographic location data from the riginating Service Providers (SPs) to direct emergency calls to the correct Public Safety Answering Point (PSAP). It facilitates a seamless transition to i3 without the need for expensive technology investments or significant process changes. The ECRF incorporates standard Geographic Information System (GIS) boundaries and determines the appropriate response based on the findService URN included in the Location-to-Service Translation (LoST) query. We accommodate all query types specified in RFC 5222, supporting various inputs such as civic addresses and x y coordinates.

ey features of our ECRF include:

- Real-time location validation prior to call routing.
- Integration with our Location Database (LDB) and Service Interface (SI) solutions.
- Secure and dependable data loading and processing systems.
- A web-based user interface for streamlined data management and LoST testing.
- Comprehensive logging capabilities for effective reporting and troubleshooting.

perational scenarios related to call traffic management, including overload, rollover, or backup situations, will be managed by higher-level functional components, such as the Policy Routing Function and Emergency Services Routing Proxy.

The implementation of precisely defined polygonal boundaries and URIs enhances the capabilities of the Policy Routing Function (PRF), enabling portions of a county to rollover to adjacent jurisdictions. The proposed ECRF Location Validation Function (LVF) solution includes provisions for error handling, discrepancy management, default routing, and logging. The ECRF addresses LoST error conditions in accordance with RFC 5222 and allows administrators to establish default routes based on geographic criteria.

1.1. Ensure Accurate Location Data

Accuracy is maintained at multiple levels within the NGCS ecosystem. This begins at the administrative level, where GIS personnel are tasked with the creation, maintenance, and synchronization of location data in alignment with the current ALI and MSAG. By integrating data validation tools into the GIS environment, dynamic insights are enabled as part of the daily GIS maintenance workflow. This approach allows for the swift identification and reporting of inconsistencies within GIS datasets.

The second tier of ensuring GIS data accuracy occurs within the Spatial Interface, where uploaded data is subjected to quality checks against predefined GIS data requirements and configurations. These quality assessments also span jurisdictional boundaries to eliminate any potential gaps or overlaps in the datasets. Data that does not meet essential quality control standards will be withheld from the Emergency Call Routing Function (ECRF) or Location Validation Function (LVF), and the personnel responsible for the data

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will be notified of any discrepancies. Motorola will work closely with individual entities to establish workflows and best practices for GIS data management, thereby safeguarding the integrity of the data.

1.1. Routing of Calls Based on Geographical Coordinates and Civic Addresses

During the transitional period of NG9-1-1, riginating Service Providers (SPs) may not be able to provide immediate location information with calls, as stipulated by the recent FCC Report and rder. However, with Motorola's Service in place, the County will not have to wait for the location to be delivered by those carriers in order to experience the benefits of location-based routing. Until all SPs are capable of delivering location data with calls, our Emergency Services Routing Proxy (ESRP) can issue a HELD protocol request to our designated Location Database (LDB) to retrieve and append the location (PIDF-L) to the call. The method of obtaining civic locations through HELD using a calling number is similar to an Automatic Location Identification (ALI) lookup in E9-1-1 systems. Throughout this transition, the LDB will acquire dynamic geodetic locations of wireless devices from the Mobile Positioning Center. The HELD service is configured with a maximum wait time for the delivery of dynamic data, after which it will revert to a preconfigured location. All wireless calls directed to the Emergency Services Internet Protocol Network (ESInet) with valid pseudo Automatic Number Identifications (pANIs) will receive either the dynamic location or, if necessary, the preconfigured location via a HELD query. The Emergency Call Routing Function (ECRF) assesses the geodetic coordinates in the PIDF-L against spatial polygon layers to identify and return the Uniform Resource Identifier (URI) for the Public Safety Answering Point (PSAP) designated by the 9-1-1 Authority for that area.

Civic locations are geocoded using the address point data supplied to the ECRF, with road centerline data serving as a secondary backup search option. The data utilized for location validation and routing is customizable. ur solution distinguishes itself in the industry by enabling the integration of traditional data from our LDB application within the ECRF, thereby creating an additional safety net to reduce response delays that may occur due to default routing.

It is essential to emphasize that we provide a distinctive capability in the industry to ascertain the appropriate URI for call routing through a hierarchical approach, prioritizing the search for address point and PSAP polygon data. Furthermore, we incorporate road centerline and legacy Master Street Address Guide (MSAG) data as secondary and tertiary search resources to avoid default routing. We are confident that leveraging these two supplementary datasets significantly enhances the reliability of our routing solutions, ensuring that calls are directed to the correct PSAP on the first attempt.

1.1. Spatial Interface SI

ur Spatial Interface (SI) provides a web portal that enables Broward County, or an authorized entity, to upload Geographic Information System (GIS) datasets. The SI tracks any changes made since the last upload and prepares these updates for incorporation into the SI database. We perform validations on the datasets to detect any data integrity issues, both within the uploaded information and in relation to adjacent jurisdictions. Any features that present validation concerns are reported back to the data providers, while the validated datasets are made accessible to the Location Validation Function (LVF) and the Emergency Call Routing Function (ECRF).

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1.1.1 Location Database Services

ur Service encompasses the management and implementation of the Location Database (LDB). The LDB operates as both a legacy Automatic Location Identification (ALI) database and a Location Information Server (LIS) within the i3 Next Generation 9-1-1 (NG9-1-1) framework. ur solution is designed to entirely replace the current ALI database, ensuring a smooth transition to NG9-1-1.

In the course of deploying our service, Motorola will oversee all facets of the following LDB deployment activities:

All location records with civic addresses are pre-validated against the Location Validation Function (LVF), ensuring accurate routing during 9-1-1 calls.

- Establishing the riginating Service Provider (SP) connections to the LDB, which includes E2 links to the VoIP Positioning Center (VPC) and the Mobile Positioning Center (MPC) for VoIP and wireless calls, respectively.
- Setting up PSAP ALI links to support the legacy call handling systems of Public Safety Answering Points (PSAPs).
- Creating connections to Selective Router databases as required.
- Collaborating with legacy ALI providers to ensure dual provisioning of Service rder Input (S I) records throughout the transition period.
- Working with legacy ALI providers to confirm that dual provisioning remains effective for split rate center ALI and shared wireless shell records.

Throughout this transition, the PSAP will retain its connection to the existing ALI database while simultaneously establishing a new connection with the LDB. Upon acceptance of the LDB, the connection to the existing ALI database can be decommissioned, and a secondary connection to the LDB can be established to ensure redundancy for the new LDB service. We have successfully transitioned ALI databases to our LDB service for numerous clients, including large cities and extensive Countywide implementations. All tools and services related to the LDB are included in our proposal.

ur NENA-compliant LDB functions as both a legacy ALI database and a LIS within an i3 NG9-1-1 environment. The LDB preserves the current information, functionality, and interfaces of the existing ALI while also accommodating the new protocols necessary for an NG9-1-1 deployment. It supports both legacy ALI protocols and those required for i3 location information retrieval and conveyance, such as HTTP-Enabled Location Delivery (HELD).

1.2 Emergency Services IP Network ESInet Components

1.2.1 Emergency Services IP Network ESInet

The ESInet functions as the foundational infrastructure for delivering NG9-1-1 capabilities to the County s Public Safety Answering Points (PSAPs). It consists of redundant hardware components in high-availability mode and IP transport network elements, utilizing diverse building entries whenever possible. PSAPs will connect to the service through redundant MPLS and managed broadband links that terminate on dual ESInet SD-WAN Edge devices and firewalls at each CHE host location. These Edge devices will then connect to a pair of HA Firewalls as the demarcation point for connecting all PSAP appliances that wish to experience the resiliency of our SD-WAN based ESInet.

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While the primary function of the ESInet is to facilitate the IP delivery of NG9-1-1 calls, it is also capable of supporting additional public safety applications. This includes Computer-Aided Dispatch (CAD), digital logging, and other PSAP services, which will be coordinated with Motorola to ensure proper design and planning regarding security, uality of Service (oS), and bandwidth management. Coordination with Broward County IT staff is essential for the configuration of firewalls, switches, and other hardware accessing the ESInet to maintain security and service control.

The Service is structured around two primary network segments:

1. Core networking elements that ensure secure Next Generation Core Services (NGCS) functions for location validation and routing.
2. Egress pathways to the County PSAPs.

Network resilience is bolstered across the ESInet segments by employing load-balancing techniques over diverse networks and redundant hardware. The Ingress point connects at multiple Points of Interconnect (P Is) and Points of Presence (P Ps), which aggregate traffic to distributed Availability Regions and Core Functional Elements (FEs) with redundant instances in each facility. The Egress utilizes diverse carrier MPLS networks, along with managed broadband, with path diversity to the CHE Regional and Non-Regional hosts. Motorola will collaborate with strategic partners to deliver the most robust and cost-effective MPLS networks for the County.

ur ESInet design will incorporate diverse-path route maps that avoid sharing common physical infrastructure (such as utility poles, conduits, and manholes) and will utilize varied data center and PSAP entrances when available. In cases where path diversity or separate building entrances demarcation points are not feasible, we will evaluate these situations on a case-by-case basis.

1.2.2 Network Demarcation Points

Various network connections will be employed at all carrier meet-me points (P Is, P Ps, and call handling host locations) throughout the networks that make up the ESInet. In locations specified by the County and where available, Motorola will implement diverse network connections at the PSAPs. The physical interface transfer at the PSAP demarcation point consists of customer-facing Ethernet ports on a pair of Motorola Firewalls deployed in high-availability mode. Motorola s ESInet design ensures that each CHE host will receive a primary circuit and a secondary circuit from our two National MPLS networks. Motorola will supply one terminating edge device, of a high-availability pair, for each circuit. This arrangement will enable secure connectivity to our Motorola Call Routing Solution, enhancing the reliability of the ESInet service and offering a more effective interconnection solution for the County. A managed broadband connection will also be connected to one of the PSAP's Edge devices for additional redundancy.

Motorola utilizes its Bandwidth Calculation tools to determine the expected NG9-1-1 traffic for each egress circuit, taking into account engineering for RTP (voice), SIP, security overhead, and uality of Service (oS) prioritization. Any one of the nine proposed ESInet circuits to each call handling system can support 100 of the call traffic to the associated call handling system with additional bandwidth capacity up to 35 to support future growth.

We have designed the redundant network segments to be scalable throughout the duration of the contract, accommodating the evolving needs of each PSAP in the County, with access requirements provisioned according to the relevant bandwidth estimates.

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1.2.3 System Availability/No Single Point of ailure

The Service is engineered for high availability, ensuring there is no single point of failure, which allows us to maintain a system availability rate of 99.999 . It consists of redundant central system components that facilitate load balancing and include failover capabilities for call delivery.

The NG9-1-1 network traffic is managed through redundant ESInet elements, utilizing multiple IP network paths. The implementation of dynamic routing protocols enables swift failure detection and failover capabilities, allowing for automatic rerouting to available network paths during incidents. ur design for the NG9-1-1 SP ingress, core infrastructure, and ESInet egress guarantees that the failure of any single hardware, software, or network component will not adversely affect the overall performance and availability of the Service.

Motorola Call Routing Service utilizes Software-Defined Networking (SDN) principles within Wide Area Networks (WANs) (SD-WAN) to enhance interoperability between the various subsystems that contribute to the overall processing environment and system availability of the Call Routing Service. We do not failover from a primary to a secondary or tertiary network circuit. All circuits are active at all times for increased resiliency.

1.2.4 Network Bandwidth

The ESInet is designed to ensure a minimum bandwidth of 80 bps for each active call, facilitating the transmission of calls and related data from SPs or other interconnected ESInets to the PSAPs within the County. Motorola applies top-tier VoIP engineering methodologies to tailor bandwidth assessments for each NGCS and NG9-1-1 initiative. The bandwidth evaluations we have developed for the County, which consider non-compressed RTP (G.711 voice packets), SIP signaling, and security overhead, will yield a true per-call bandwidth value exceeding 130 bps. We have provided the bandwidth required for each PSAP as part of the RFP response.

1.2.5 Routing Capabilities

The design of the ESInet utilizes dynamic routing protocols, including Enhanced Interior Gateway Routing Protocol (EIGRP), pen Shortest Path First (SPF), and Border Gateway Protocol (BGP), to facilitate the routing of IP traffic. This approach ensures rapid network convergence and the ability to reroute traffic in case of network path disruptions. These IP routing protocols enable the transmission of IP packets within the address spaces of the County ESInet and other connected ESInets. Although the IP infrastructure allows for data routing between any network-connected or reachable addresses, the default security configuration restricts traffic flow unless explicitly permitted. If there is a need for certain blocked traffic flows that comply with the security requirements, enabling these additional flows can be accomplished with relative ease.

1.2.6 Connection to Other Networks States, Regions, or Counties

As various Public Safety Answering Points (PSAPs) in the County transition to a Next Generation Core Services (NGCS) i3 routing solution, it is crucial for these PSAPs to establish interconnections with neighboring jurisdictions. Nearby agencies have already implemented NGCS networks, prompting Motorola to create IP connections to those systems. Conversely, other agencies may still rely on traditional selective routing, necessitating the establishment of analog connections. The service is designed to comply with the

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interconnection, interaction, and overall interoperability requirements outlined in the current NENA i3 and related standards.

Where necessary, we will provide interconnection APIs, guidelines, minimum specifications, and other pertinent documentation to support successful interconnection and interoperability with external system providers as part of the implementation and ongoing operational strategy. Motorola will enforce clear, standards-based policies and technical requirements regarding interconnection, inter-operation, and security for these external connections throughout the duration of the service.

1.2. PSAP Diverse Network Entries

Site surveys will be carried out at all PSAPs after the contract is awarded to verify the availability of achieving diversity for dual entrances to each PSAP facility. Relevant documentation will be presented during the Design Review, allowing the County to assess the adequacy of diversity and redundancy on a case-by-case basis. Furthermore, Motorola supports network solutions that offer alternative non-terrestrial options for network diversity, such as microwave solutions, LTE (FirstNet) and Low Earth rbit (LE) solutions, in instances where diverse network entries are impractical for PSAPs.

1.2. Transactional Logging and Reporting

ur service features transaction logging from relevant functional elements (FEs) within the service. This functionality supports event logging and retrieval. Furthermore, all logs are date and time stamped. We also capture relevant metadata along with the transactional information if applicable. The service is structured to prevent tampering of records.

With the necessary authorization, administrators at each PSAP can access the transactional logging information via our web portal. This portal enables the PSAP or other authorized entities to generate statistical and other Management Information System (MIS) reports.

1.3 Summary

Motorola Solutions is presenting a cutting-edge, comprehensive Next Generation solution tailored for Broward County, FL. The design of this proposed solution starts with the ingress network, which encompasses all the SPs located within the County. We will connect these SPs to our Points of Interconnect (P Is) for delivering their traffic to our three NGCS Cloud Routing Availability Regions. We create each Availability Region to include several Availability ones, incorporating Functional Elements (FEs) to enhance redundancy. ur Core processes incoming calls for service and routes those calls based on their location and checking against the Policy Routing Rules to ensure the call will be delivered. ur approach utilizes diverse National MPLS providers, as well as managed broadband, to route traffic from each Availability Region to the Call Handling Hosts.

1.4 Product Life Cycle

Lifecycle management is included as a part of our service offering. If, as part of the Lifecycle review, a change is required, the change will be noted and tracked through our Change Management Process.

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Risk Assessment activities are part of any Change Request submitted, and the Cyber department is an active participant in the Change Advisory Board and Change control process. Baseline controls are reviewed quarterly, and the specific controls and mapping of a deployment are checked for exceptions to the baseline controls as part of the Baseline Validation process. A technical reassessment of risk is conducted at that time those artifacts are used as the primary input to the uarterly Risk Assessment Reporting (RAR) for the given deployment.

Should exceptions be discovered as part of the RAR, then, depending on severity, the discovered exceptions will either spawn a Change Request and, subsequent rescan revalidation of controls, or an Incident will be declared and worked as an Emergency Change Request, with the same subsequent rescan revalidation activities after the change window is closed. Should there be an exception that requires a change of controls, this is addressed as part of the Change process Incident Management follow through process.

1.5 Capability for E pansion

 ur Service features redundant dedicated MPLS networks that facilitate the scaling of the ESInet network capacity throughout the contract period. The Access Circuit capacity will be determined based on PSAP bandwidth calculations, ensuring that the Port Bandwidth can be increased without negatively affecting performance.

Motorola recognizes that the County may utilize the ESInet for various non-9-1-1 services. By implementing uality of Service (oS) and prioritization measures, we can make necessary adjustments to support NG9-1-1 calls and emergency services traffic, including Amber Alerts, Weather Alerts, and Major Public Safety Alerts. Both the Service and ESInet comply with the mandated NENA specifications for effective oS management.

We will monitor bandwidth utilization as multimedia capabilities are activated, analyzing trends following their implementation. ur objective is to proactively address any capacity-related challenges before reaching capacity limits, which includes informing the County of any necessary plans to enhance capacity.

1.6 Ability to adapt to Industry Changes

Motorola s approach to industry changes within the Next Generation Core Services (NGCS) and 9-1-1 landscape is comprehensive, proactive, and deeply integrated with industry standards, ensuring its solutions remain cutting-edge and reliable for public safety.

Here s how Motorola responds to NGCS industry changes:

Commitment to Evolving Standards and Future-Proofing:

- Motorola designs its NG9-1-1 solutions to be seamless and future-proof, fully compliant with NENA i3 standards. They continuously evolve their ESInet and i3 call routing platform as new NG9-1-1 standards are introduced.
- Their solutions are built with a modular, microservices-based architecture, allowing for rapid deployment, effortless integration, and incremental upgrades to accommodate future NENA i3 updates and evolving NG9-1-1 requirements. This design ensures scalability and adaptability without requiring forklift updates .

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- Motorola aims to maintain service and feature functionality during solution upgrades, proactively identifying and reporting any performance or feature changes to the customer for approval.

Active Participation in Standards Development:

- Motorola is an industry leader in NG9-1-1 standards development, actively working with organizations like NENA (National Emergency Number Association) and APC (Association of Public-Safety Communications fficials).
- Their personnel are deeply involved in working groups and committees, including the NENA NG9-1-1 Interoperability versight Commission (NI C). The NI C is crucial for managing contracts related to the PSAP Credentialing Authority (PCA) and the Forest Guide, which assure interoperability beyond jurisdictional boundaries.
- Motorola consistently participates in NENA NG9-1-1 Industry Collaboration Events (ICE), where they test various components and aspects of the i3 architecture, including ESRP, LDB, ECRF, LVF, BCF, and VESTA 9-1-1 call handling. They commit to participating in all future applicable ICE events.

Continuous Innovation and Investment in Research & Development (R&D):

- Motorola consistently invests heavily in R D, spending over 600 million annually. This investment drives the creation of new products and capabilities to meet evolving public safety needs.
- R D focuses on areas like Next Generation User Interfaces to intuitively manage new workflows and advanced technologies such as Artificial Intelligence (AI) and Machine Learning (ML).
- Their solutions are designed to support multimedia capabilities like text-to-911, Real-Time Text (RTT), images, and video, ensuring the network can handle future bandwidth demands.
- Motorola leverages its wireless expertise to explore diverse network options, including Low Earth rbit (satellite) and microwave connections, for areas where traditional networks may be unreliable.

1. How the primary vendor will use subcontractors, third party vendor(s), third party software integration (if applicable) throughout the pro ect.

No subcontractors or third-party vendors are expected to be used throughout this project.

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1. Identify potential issues or challenges related to the pro ect and describe how your firm's pro ect approach will resolve these issues.

Motorola has yet to encounter an issue with our call routing service implementation that we were unable to resolve in a satisfactory manner or in an acceptable timeframe. The complexity of this project is not new to us. We have processes in place that provide transparency to our customers throughout the design, implementation, and operational phases. With proper and timely notification of issues through our Project Manager and then Customer Service Manager, we mitigate any adverse effects in cooperation with our customer.

ur dedicated project manager will lead a cross-functional team, utilizing a comprehensive Project Management Plan (PMP) and detailed project schedule. Weekly interactions will include progress reports, risk assessments, and collaborative problem-solving sessions with Broward County. This ensures that any potential issues are identified and addressed promptly, minimizing the risk of project delays or disruptions. The proposed preliminary project plan and schedule are included in Exhibit 4, Preliminary Project Plan Broward County.

The referenced Project Management Plan provides a comprehensive overview of the project management methodology. This methodology encompasses all essential program management components, ensuring the successful, on-time, and within-budget completion of the contracted project. Additionally, Section 1.5 of the Project Management Plan elaborates on our Risk Management Process, which is crucial for proactively identifying and mitigating potential issues and challenges.

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Exhibit 9 NGCS Example MOP Master Template

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NGCS Method of Procedure (MOP)

Date of Submittal:	Change Number:	Type of MOP:
MOP Submitter:	On Behalf of:	Risk:
What is the purpose of the MOP (Describe the reason for the change)?:		
Does this change impact call delivery/routing?:		
What are the prerequisites in order for the MOP to be implemented, if applicable (list them)?:		
Partner's Impacted:	Partner's Notified (and by whom):	
List the Hardware/Software/Firmware that could/will be impacted (including version numbers, if applicable):		
Document the steps necessary to implement the MOP (including who is performing the work in chronological order):		
Document the test plan to validate that the MOP was successful:		
Customer's Impacted (site name and contact):	Customer's Notified (site name, contact, and by whom):	
Backout Plan:		
Actual Time to Complete:		

Exhibit 10 VESTA BXT Router NNI- i3 SIP OSP and Neighbor Interface

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VESTA NXT Router Service

Network-to-Network Interface (NNI) Specification

i3 SIP OSPs
Neighbor i3 Router

Version: 1.1

Date: July 18, 2025

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Document Release Notes:

Date	Version	Release Notes Description
February 8, 2024	1.0	Initial VESTA NXT Router Service i3 NNI document release
July 18, 2025	1.1	Updated protocol messages examples

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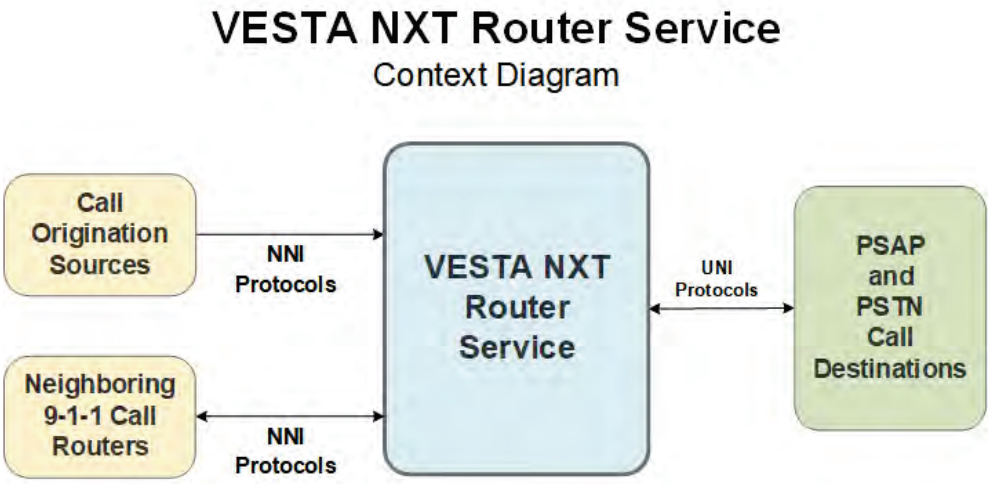
Executive Summary

This document establishes the interface specification for Originating Service Providers (OSPs) and Neighbor i3 Router service providers interconnecting to VESTA NXT Router Service. OSPs interconnect for 9-1-1 call delivery to VESTA NXT Router. OSPs deliver 9-1-1 calls to VESTA NXT Router and provide 9-1-1 call related data information via LIS and ADR web services.

Neighbor i3 Router service providers interconnect for call hand-off scenarios and/or calls transfer scenarios. VESTA NXT Router may receive calls from or deliver calls to a Neighbor i3 Router service. Calls received by either entity, VESTA NXT Router or a Neighbor i3 Router, could be received from a legacy OSP that does not implement i3 services but the initial 9-1-1 call router still presents i3 service interfaces for each call to the downstream 9-1-1 call router.



The VESTA NXT Router ESInet is a completely redundant and geo-diverse 9-1-1 call routing operating environment. Interconnections are required to support redundancy and call load distribution to minimize possible 9-1-1 call processing impacts.

This document is not intended to provide a detailed overview of the functionality of NG9-1-1 or to cover details already specified in existing normative references (e.g., NENA or ATIS standards). The NENA i3 standard should be viewed as the normative default standard unless otherwise specified by this document.

The National Emergency Number Association (NENA) i3 standard defines how emergency IP-based 9-1-1 calls from OSPs are routed to determine the most appropriate PSAP. 9-1-1 calls are routed based on the location that is associated with the call. Therefore, it is required that all calls presented to VESTA NXT Router be supported with caller location information. In addition, the NENA i3 standard defines

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how different NGCS networks must interconnect in order to allow NG9-1-1 calls to be exchanged between the networks.

In addition to NENA i3, OSP related interface standards are defined in two references:

1. The Internet Engineering Task Force (IETF) Best Current Practice for Communications Services in Support of Emergency Calling (RFC6881).
2. The Alliance for Telecommunications Industry Solutions (ATIS) is the normative body responsible for OSPs and has developed to the ATIS Standard for Implementation of 3GPP Common IMS Emergency Procedures for IMS Origination and ESInet/Legacy Selective Router Termination (ATIS-0700015).

Acronyms / Definitions

Acronym	Definition
ADR	Additional Data Repository
ATIS	Alliance for Telecommunications Industry Solutions
BCF	Border Control Function
CLEC	Competitive Local Exchange Carrier
CO	Central Office
DNS	Domain Name Service
DSCP	Differentiated Services Code Point
ECRF	Emergency Core Routing Function
EIDO	Emergency Incident Data Object
ESInet	Emergency Services Internetwork
ESRP	Emergency Services Routing Proxy
HELD	HTTP-Enabled Location Delivery
HTTP	Hypertext Transfer Protocol
IETF	Internet Engineering Task Force
IMS	IP Multimedia Subsystem
IP	Internet Protocol
IPSec	Internet Protocol Security
ISO	International Organization for Standards
IT	Information Technology
ITU	International Telecommunication Union
LDB	Legacy Database

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LIS	Location Information Service
LRF	Location Retrieval Function
MPLS	Multiprotocol Label Switching
MTU	Message Transfer Unit
NENA	National Emergency Number Association
NGCS	Next Generation Core Services
NIST	National Institute of Standards and Technology
NNI	Network-to-Network Interface
OSP	Originating Service Provider
Peering Network	An Entity, OSP or Neighbor i3 Router, interconnecting to VESTA NXT Router Service.
POI	Point of Interconnection
PRF	Policy Routing Function
PRR	Policy Routing Rules
PSAP	Public Safety Answering Point
QoS	Quality of Service
RDN	Routing Directory Number / ReDirection Number
RTT	Real-time Text
SBC	Session Border Controller
SIP	Session Initiation Protocol
URI	Uniform Resource Identifier

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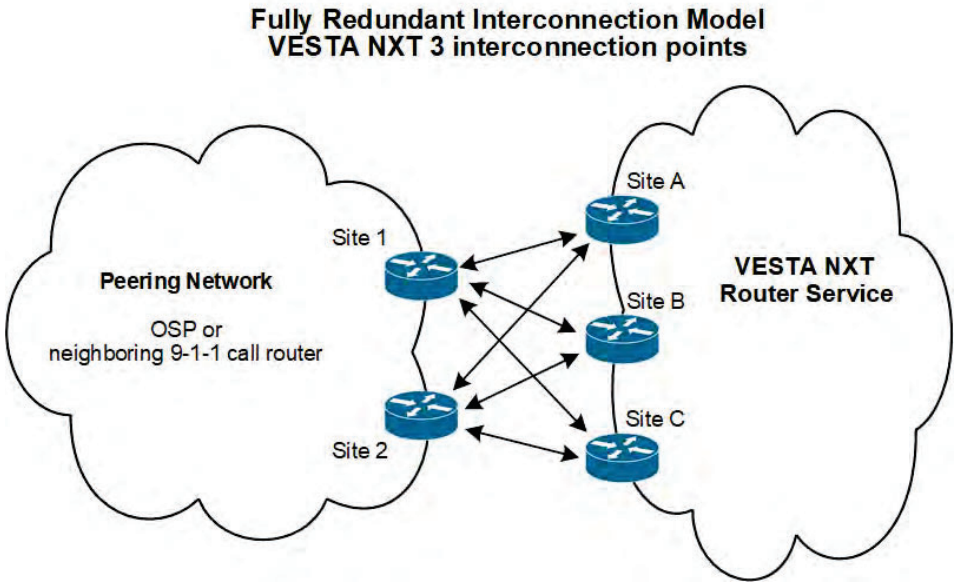
Architecture Overview

Interconnection Model and Call Capacity

Interconnection between a Peering Network (OSP or Neighbor i3 Router) and VESTA NXT Router is a redundant interconnection model as illustrated in the following diagram. Each Peering Network is required to interconnect at two distinct and redundant Points of Interface (POIs). These POIs should be geographically distributed to mitigate the possibility of a failure causing service disruption.



Capacity, or number of simultaneous calls, between the Peering Network and VESTA NXT Router is determined by mutual agreement. Simultaneous calls (SIP INVITEs) volume is limited by the receiving entity responding with a SIP message to reject calls above some predetermined threshold. It is expected each entity will cooperatively use the facilities per agreements. Denial of Service (DOS) attacks or similar network scenarios are to be handled according to the entity's network policies.

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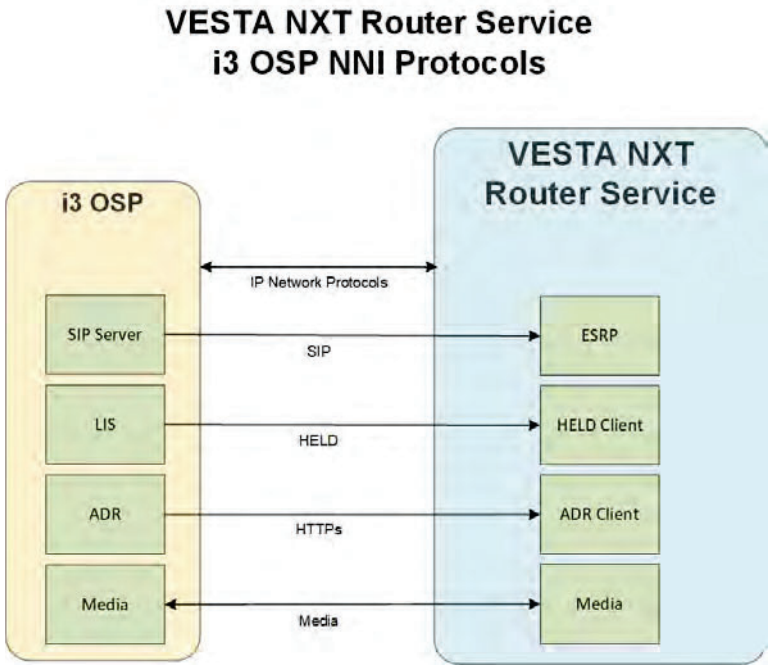
The following diagram illustrates the functional entity interactions and corresponding protocols between an i3 OSP operating environment and VESTA NXT Router. The IP Network Protocols represented by “IP Network Protocols” include Layer 3 eBGP Peering.



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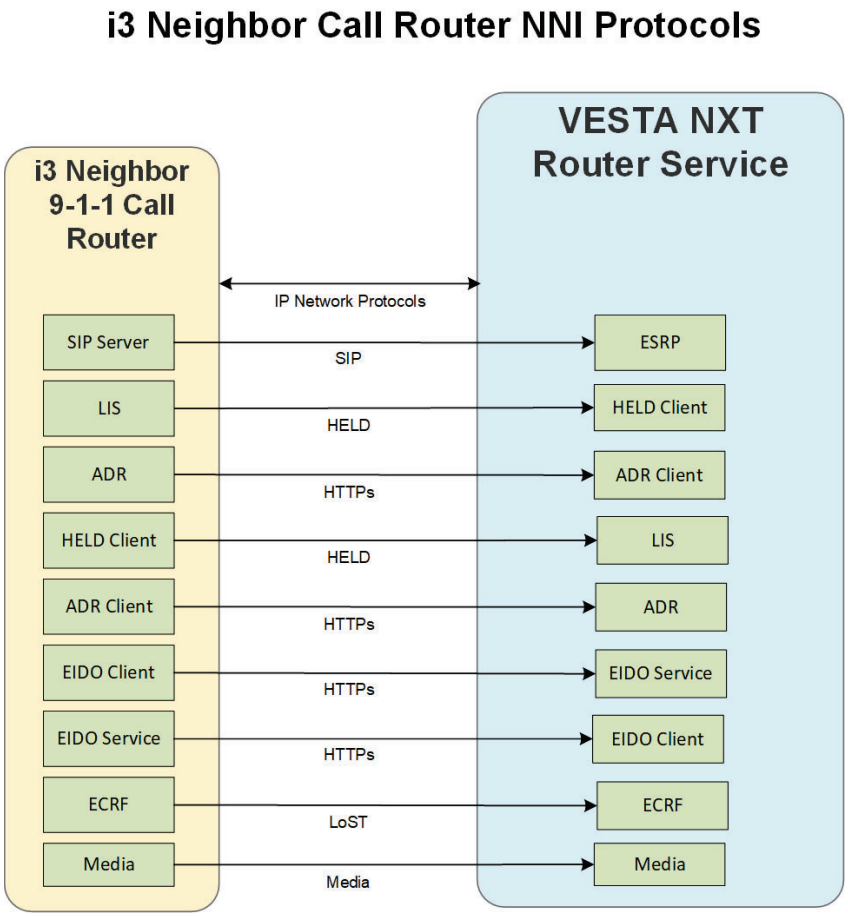
The next diagram illustrates the functional entity interactions and corresponding protocols between a neighbor i3 9-1-1 call router and VESTA NXT Router. This scenario includes the ability for VESTA NXT Router to exchange (receive and deliver) calls and data with neighbor i3 9-1-1 call routers.



Connection Requirements

VESTA NXT Router requires each Peering Network to deliver their 9-1-1 originated calls to specified VESTA NXT Router Points of Interconnect (POI). The POIs are required to be geographically distributed and redundant to each other. The POIs are to be active-active and NOT operated in an active-standby fashion. Both links should carry transaction traffic over a relative period of time to verify that each link is functionally capable. Interconnecting Peering Networks are expected to implement a SIP failover design between the interconnection POIs.

VESTA NXT Router requires each Peering Network to provide predetermined URI queue names for specific situations. Queue names are conveyed in the SIP INVITE message topmost Route header as

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described below. Queue names will be established by mutual agreement between the interconnecting parties. 9-1-1 calls sent to VESTA NXT Router must provide a queue name representative of the target customer service area (PSAP or 9-1-1 Jurisdiction). This queue name strategy allows VESTA NXT Router to implement a 9-1-1 call default location and default routing strategy according to NENA i3 requirements. A given Peering Network may direct calls to many different VESTA NXT Router queue URIs and should support multiple VESTA NXT Router queue URIs for different geographic 9-1-1 caller areas.

A Neighbor i3 Router may implement call hand-off and/or "PSAP to PSAP" call transfer scenarios. For a 9-1-1 call hand-off scenario the queue name will indicate to VESTA NXT Router to route the call via nominal routing algorithms. A PSAP specific URI queue name will cause VESTA NXT Router to deliver the call to the corresponding PSAP. In some scenarios, the originator may receive a SIP 4xx message.

Physical and Network Connectivity

Specific physical network interconnection will be negotiated for each specific situation. Physical interconnection typically includes either single or dual mode fiber optic media 100Base-FX or copper Ethernet RJ-45 connector hand-off. The Peering Network is responsible for establishing a cross connect to the VESTA NXT Router demarc.

Network Protocols

VESTA NXT Router implements Layer 3 eBGP Peering with Peering Network providers.

Transport Design

1. VESTA NXT Router requires IP interconnection to be implemented with IPv4 and VPNs. Use of IPv6 must be negotiated on a deployment basis. SIPs (RFC 3261) and SRTP (RFC 3711) as a substitution for a VPN connection is on a mutual agreement basis.
2. RTP media packets are transported with UDP. SRTP is not supported.
3. Network infrastructure supports MTU of 1500 bytes which has been defined as the standard MTU by the NENA specifications for Next-Generation 9-1-1 services.
4. If TLS is used, Peering Network calls to VESTA NXT Router may use either one TLS connection for all the dialogs or a separate TLS connection per each dialog (preferred solution).
5. If TLS is used, The VESTA NXT Router shall reuse the TLS connection(s) for all SIP responses and new SIP requests in the same dialog.
6. If TLS is used, in case of a connection failure:
    a. VESTA NXT Router shall establish a new TLS connection towards the originating Peering Network using the connection parameters advertised by the ingressing calls in SIP headers (Via or Contact).

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If a TLS connection fails the transaction should attempt a TCP connection.

For LbR, the HTTPS URL must be reachable over the same IP interconnect points used to facilitate SIP signaling and may be globally routable.

QoS Requirements

The VESTA NXT Router is implementing QoS policies (including traffic DSCP marking) to meet packet delivery criteria as measured in terms of Jitter, Latency and Packet Loss. VESTA NXT Router will mark packets and perform traffic conditioning according to NENA i3 specifications [NENA-STA-010.3]. The Peering Network is responsible for their own QoS performance up to the VESTA NXT Router POI.

Security

VESTA NXT Router incorporates SBCs and Firewalls per NENA-STA-010.3.

Certificate establishment and key exchange algorithms must support PFS (Perfect Forward Secrecy). Upon establishing interconnection agreements VESTA NXT Router and Peering Network will establish security certificates issuing, deployment and agree upon renewal processes.

See the section above "Transport Design" for a discussion regarding VPN connection and SIPs and SRTP protocols.

All HTTP connections utilize HTTPS (HTTP/TLS (RFC 2818)).

DNS and IP Addressing

Both VESTA NXT Router and Peering Network are required to resolve URIs sent via SIP protocol and URLs sent via HTTPS protocol using DNS. VESTA NXT Router utilizes public IP addresses that are only routable over private dedicated connections and are not reachable from the Internet. VESTA NXT Router supports DNS SRV records and does not provide NAPTR records.

The Peering Network is required to provide its own DNS.

SIP Interface

This section describes the SIP Interface for Peering Networks interfacing to VESTA NXT Router. These statements generally apply to both OSPs and Neighbor i3 Routers except where specifically noted.

In a NENA i3 operating environment, OSPs deliver 9-1-1 calls to VESTA NXT Router via SIP messaging and provide HELD and ADR information services via HTTP (HTTPs) protocols.

VESTA NXT Router interacts with an Neighbor i3 Router for two purposes:

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- Call hand-off with Neighbor i3 Router
- Call Transfer with an Neighbor i3 Router

VESTA NXT Router expects calls received from Neighbor i3 Router services SIP messages to include Call-Info headers with Call and Incident Identifiers. In addition it can, and should according to the NENA i3 specification, include History-Info headers specifying the routing of the call.

Common SIP Interface Requirements

This section applies to all i3 NNI Peering Network interfaces to VESTA NXT Router.

VESTA NXT Router implementation of SIP is based on RFC-3261 (SIP: Session Initiation Protocol) and RTP based on RFC-3550 (RTP: A Transport Protocol for Real-Time Applications).

SIP is expected to use the standard TCP port of 5060 (5061 for SIP over TLS). RTP will use a UDP port range determined by the Peering Network and agreed upon by VESTA NXT Router. Interfacing Peering Networks will see these SIP ports advertised from VESTA NXT Router SBCs.

SIP OPTIONS messaging is used to implement a heartbeat mechanism. SIP SUBSCRIBE/NOTIFY is also available to support a heartbeat mechanism.

SDP (Session Description Protocol) is utilized per NENA i3 specifications to negotiate media type and parameters.

VESTA NXT Router supports receiving a SIP 183 in response to a SIP INVITE. VESTA NXT Router will accept provisional ACKs (PRACK).

Calls presented to VESTA NXT Router must adhere to the following:

- Request URI must be urn:service:sos
- all telephone numbers must be signaled as a global TEL URI or a global SIP URI with parameter “user=phone”
- ESRP Queue must be identified in a Route header - topmost Route: header must specify the URI where the call is addressed. The Queue URI descriptors are mutually agreed upon between the VESTA NXT Router and Peering Networks for each supported call exchange scenario.
- INVITE must include a From header, if no P-A-I is provided then the From header MUST represent the callback number of the caller.
- INVITE may include a P-Asserted-Identity (P-A-I) header.
- INVITE must include at least one Geolocation header as defined in RFC6442. The Peering Network must provide a call location object in the SIP INVITE message either Location by Value (LbV) and/or Location by Reference (LbR).
- INVITE must include a Geolocation-Routing header as defined in RFC6442 with its value set to true.

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VESTA NXT Router will utilize the first LbV presented in the SIP INVITE message to determine the call routing destination. If no LbV is present in the SIP INVITE message VESTA NXT Router will dereference the LbR. If no LbR or LbV is provided VESTA NXT Router will assign a default location based on the ESRP queue specified in the SIP Route header. If the queue cannot be resolved VESTA NXT Router will respond to the originating source with a SIP error message.

VESTA NXT Router will transport RTP Events (RFC-4733) between ingress and egress SIP interface entities (e.g., between Peering Networks and PSAP call route destinations). VESTA NXT Router will not detect embedded (e.g., in-band) RTP stream DTMF tones and will not transcribe in-band DTMF tones to RTP Events (RFC-4733).

SIP operations:

1. The i3 SIP calls to the ESRP can have Additional Data by Value or by Reference. If by Reference, the HTTPS URL must be reachable over the same IP interconnect points used to facilitate i3 SIP signaling and may be globally routable.
2. Elements ingressing calls shall allow configuration of the SIP Timer_B (Call Setup Time). Due to the emergency nature of provided call service, default SIP call timers are not satisfactory (i.e. users cannot wait 30 seconds for a ringtone.).
3. Elements ingressing calls shall support “SIP 302 Moved Temporarily” message according to RFC 3261.
4. Elements ingressing calls shall maintain the connection via heartbeat mechanism using SIP OPTIONS (during periods of inactivity).
5. Elements ingressing calls shall use SIP re-INVITE messages for SIP session keep-alive according to RFC 4028.
6. Elements ingressing calls will be provided with VESTA NXT Router FQDN which must be resolved using DNS SRV records when sending SIP requests/responses. Elements ingressing calls shall try each address found in SRV records until a VESTA NXT Router is contacted (according to RFC 3261 and RFC 3263).

RTT is supported upon request.

Calls Delivered to VESTA NXT Router Service for Routing

A Peering Network, an OSP or a Neighbor i3 Router, can send VESTA NXT Router a call that VESTA NXT Router is to route via NENA i3 algorithms. In addition to the common SIP operations described above, the following SIP message operations apply:

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- INVITE must include a Call-Info: header of purpose EmergencyCallData.ProviderInfo as defined in RFC7852.
- INVITE must include a Call-Info: header of purpose EmergencyCallData.ServiceInfo as defined in RFC7852.
- INVITE may include a Call-Info: header of purpose EmergencyCallData.SubscriberInfo as defined in RFC7852 if information is known.

The INVITE Request header will be specific to a queue URI name provided by VESTA NXT Router. This queue name will indicate a geographic area to VESTA NXT Router and does not correspond to a specific PSAP URI.

Call Hand-off with Neighbor i3 Router

Call Hand-off scenarios are when a call is received at one 9-1-1 call router and that 9-1-1 call router determines the call needs to be delivered to another 9-1-1 call router. The first (originating) 9-1-1 call router delivers the call to a second (receiving) 9-1-1 call router with the expectation that the receiving 9-1-1 call router will "route" the call. As compared to a transfer scenario, the originating 9-1-1 call router does not identify the destination PSAP, rather the receiving 9-1-1 call router inspects the location information and determines the call destination. The section above, "Calls Delivered to VESTA NXT Router Service for Routing" applies to call hand-off scenarios.

VESTA NXT Router can perform the function of either the originating 9-1-1 call router or the receiving 9-1-1 call router. Call Hand-off scenarios, to or from VESTA NXT Router, are to include Geolocation headers as would be provided by an initial OSP ingress SIP INVITE message.

For 9-1-1 call hand-off scenarios, each upstream entity, VESTA NXT Router or the Neighbor i3 Router, will expose a LIS function (for HELD transactions) and ADR to the other 9-1-1 call routing entity as appropriate to the 9-1-1 call type (LbV or LbR).

There is no EIDO structure provided in a call hand-off scenario. EIDO is not relevant in 9-1-1 call router to 9-1-1 call router hand-off scenarios since an EIDO service is created by an originating PSAP CHE during a call transfer scenario.

VESTA NXT Router expects Neighbor i3 Router service SIP messages to include Call-Info headers with Call and Incident Identifiers. In addition it can include History-Info headers specifying the routing of the call.

Call Hand-off is a function needed for legacy OSP split wirecenter scenarios. The need to hand-off a call from one 9-1-1 call router to another 9-1-1 call router can occur with i3 OSPs, however, it is expected that i3

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OSPs would properly deliver their 9-1-1 calls to the appropriate 9-1-1 call router service provider for the served area and corresponding PSAP jurisdiction.

Neighbor Call Router - Call Loop Prevention

VESTA NXT Router implements a call loop detection mechanism to determine if a call is received from a Neighbor i3 Router and VESTA NXT Router had previously directed the same call to the same Neighbor i3 Router. VESTA NXT Router will not route the call to the same Neighbor router again.

The connection between two 9-1-1 call routers creates the possibility of a call being routed by each call router to the other call router in a progressive fashion. In this scenario, each 9-1-1 call router determines, through its routing rules or "policies", that the call is to "Hand-off" to the neighbor 9-1-1 call router, resulting in a "Loop" where the call is progressively presented by one call router to the other call router.

It is expected that every 9-1-1 call router will detect and prevent call loop scenarios. To prevent call Loop scenario, VESTA NXT Router requires, as is standard SIP behavior, that the neighbor 9-1-1 call router preserve previous "History-Info" headers. Each 9-1-1 call router is to preserve all "History-info" headers inserted by previous call processing entities. Each call router must inspect History-info headers and determine whether it has previously routed this call, and if so, perform a different call route action versus routing the call back to the same destination again.

Neighbor i3 Router Interactions - Call Transfer

The previous section for call hand-off, e.g., VESTA NXT Router receiving a call for routing, addresses some of the VESTA NXT Router interactions with a Neighbor i3 Router. This section addresses call transfer scenarios with a Neighbor i3 Router.

A Call transfer scenario is determined by the originating 9-1-1 call router specifying the destination PSAP by providing the PSAP's URI in the SIP INVITE message Route header. VESTA NXT Router can initiate a PSAP to PSAP call transfer to a Neighbor i3 Router or can receive a PSAP to PSAP call transfer from a Neighbor i3 Router. The PSAP URIs must be mutually agreed upon between the two 9-1-1 call router providers.

Either 9-1-1 call router, VESTA NXT Router or the Neighbor i3 Router, can perform media bridge functions independent of the other entity. There is no visibility of a call bridge (conference) function between the 9-1-1 call router operating environments. VESTA NXT Router does not support Conference Event Package Subscribe/Notify functions with a Neighbor i3 Router.

Per NENA i3 standard, PSAP to PSAP 9-1-1 transfer calls are expected to specify an Emergency Incident Data Object (EIDO) URL provided by the originating PSAP and delivered to the destination PSAP. VESTA NXT Router will pass EIDO URLs provided by a Neighbor i3 Router (or the VESTA NXT Router proxied equivalent)

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to the target VESTA NXT Router interconnected PSAP CHE. VESTA NXT Router will also pass EIDO URLs (or the VESTA NXT Router proxied equivalent) embedded in a SIP message from a VESTA NXT Router PSAP to the transfer destination PSAP of a Neighbor i3 Router.

As an interim approach in cases where EIDO exchange is not yet supported and upon mutual agreement with a Neighbor i3 Router, VESTA NXT Router will support transfer of calls using LIS/HELD and ADR as a means to transfer information in Neighbor i3 Router call transfer scenarios. In such scenarios, VESTA NXT Router will deliver the location information as received from the OSP to the Neighbor i3 Router (e.g., LbV and/or LbR). If originally a LbR OSP call, VESTA NXT Router will also deliver the location retrieved by VESTA NXT Router routing as LbV in addition to a LbR URL. ADR information will be conveyed to the Neighbor i3 Router as it was received by VESTA NXT Router (by value or by reference).

The network configuration for PSAP CHE to access an EIDO web service on a Neighbor i3 Router provider's network is currently not addressed within this document. The network engineering and IP path design to allow PSAPs in one 9-1-1 call router domain to access EIDO provided by a PSAP in another 9-1-1 call router domain is to be completed by mutual agreement with the entity requesting interconnection to VESTA NXT Router.

SIP INVITE message for call transfer scenarios with an Neighbor i3 Router:

- INVITE must include a Call-Info: header of purpose emergency-CallId as specified in section 3.1.6 of the NENA i3 standard.
- INVITE must include a Call-Info: header of purpose emergency-IncidentId as specified in section 3.1.7 of the NENA i3 standard.
- INVITE must include a Call-Info: header of purpose emergency-eido

SIP Headers

This section addresses SIP Headers used in various scenarios. Unrecognized SIP headers will be ignored.

Header	i3 SIP	Reference	Details
Accept	Optional	RFC 3261 Section 20.1	Example: Allow: INVITE, ACK, OPTIONS, PRAC, BYE

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Allow	Required in SIP INVITE	RFC 3261 Section 20.5	Shall be present in the initial INVITE and its associated 200-OK response. Example: Allow: INVITE, ACK, OPTIONS, PRAC, BYE
Call-ID	Mandatory	RFC 3261 Section 20.8	
Call-Info	Mandatory	RFC 3261 Section 20.8	Must include NENA Call Tracking and Incident Identifiers and additional data about the call and caller and when the call is a transfer from a PSAP, a reference to an Emergency Incident Data Object (EIDO).
Contact	Mandatory	RFC 3261 Section 20.10	If the originator of the call is capable of processing conference-related REFER requests then “isfocus” parameter must be specified. The Parties will mutually agree upon implementation of this i3 SIP function.
Content-Length	Conditional	RFC 3261 Section 20.14	Must be present if there is a SIP body.
Content-Type	Conditional	RFC 3261 Section 20.15	Must be present if there is a SIP body with a MIME type. Example: Content-Type: multipart/mixed; boundary=boundary1
CSEQ	Mandatory	RFC 3261 Section 20.16	
From	Mandatory	RFC 3261 Section 20.20 Section 19.1.6	Contains the 9-1-1 caller’s call back number. If a tel URL or SIP URI with parameter user=phone is provided, the phone number must comply to RFC-3966. Examples: From:<sip:+13125551234@carrier.example.com;user=phone>;tag=171828

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			From:<tel:3125551234>;tag=171828
Geolocation	Mandatory	RFC 6442 Section 4.1	Provides location by value or by reference. The Geolocation header will either contain a location reference URI, or it will contain a Content-ID (CID) that points to the location in the message body where the location value is found. For LbR, the ESInet supports HTTP and HTTPS as pointers to the Location Object.
Geolocation-Routing	Mandatory	RFC 6442 Section 4.2	Define if location can be used for routing and could be set to yes or no. Must be set to yes for all calls delivered for routing. Location information used for routing is either LbV or LbR and correlates to the Geolocation header.
History-Info	Passthrough	RFC 4244	History-Info headers are passed through if received from a Neighbor i3 Router.
Max-Forwards	Mandatory	RFC 3261 Section 20.22	Example: Max-Forwards: 70
P-Access-Network-Info	Passthrough	RFC 3455	May indicate cell site. Example: P-Access-Network-Info:3GPP-E-UTRAN-FDD ;utran-cell-id-3gpp=0AE212345608A41F9
P-Asserted-Identity	Conditional	RFC 3325	The P-Asserted-Identity must represent the TN, MDN, or MSISDN of the caller that can be used to call the caller back. If a tel URL or SIP URI with parameter user=phone is provided, the phone number must comply with RFC-3966. Multiple PAI headers are acceptable.

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			Example: P-Asserted-Identity:<tel:+13125551234> P-Asserted-Identity:<sip:+13125551234@carrier.example.net;user=phone>
P-ChargingVector	Passthrough	RFC 3455	May identify the originating carrier. Example: P-Charging-Vector:icid=34c23c445902;idid-generatedat=ecscf.carrier.example.net;orig-ioi=carrier.example.net
P-PreferredIdentity	Passthrough	RFC 3325	Example: P-Preferred-Identity:<sip:+13125551234@carrier.example.net;user=phone>
Record-Route	Optional	RFC 3261 Section 20.30	Example: Record-Route:<sip:sbc.carrier.example.com;lr>
Referred-By	Optional	RFC 3892	This header contains a URI of the PSAP which initiated a call transfer
Resource-Priority	Optional	RFC 4412 Section 3.1.7	This is a value from the “esnet” namespace according to i3 standard
Route	Mandatory	RFC 3261 Section 20.34	The top-most Route header must contain the target VESTA NXT Router ESRP queue URI. This value will be mutually agreed to between the call origination source and VESTA NXT Router for the given 9-1-1 Jurisdictional area. For Neighbor i3 Router handoff scenarios, the Route header is a predetermined generic URI and for call transfer scenarios it specifies the target PSAP.
Supported	Optional	RFC 3261 RFC 6442 Section 20.37	Example: geolocation-http per IANA: option tag is a string that is associated with a particular SIP option (that is, an extension).

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			https://www.iana.org/assignments/sip-parameters/sip-parameters.xhtml#sip-parameters-4
To	Mandatory	RFC 3261 Section 20.39	Specifies a recipient of a SIP request
Unsupported	Optional	RFC 3261 Section 20.40	Example: Unsupported: 100rel
Via	Mandatory	RFC 3261 Section 20.42	Example: Via:SIP/2.0/UDP[aaa:bbb:ccc:ddd]:1357;branch=z9hG4bKnashds7

Media Interface

If SDP includes media-type specification for audio and/or video and/or RTT, then RTP media is exchanged. If SDP includes media-type specification for MSRP, then MSRP messages are exchanged.

RTP

VESTA NXT Router only supports G.711 uLaw codec with a 20ms packetization rate. It is expected that interconnecting networks not use silence suppression.

Media interface shall use RTP protocol (RFC 3550) over UDP. Note:

VESTA NXT Router implements a call disconnect (session termination) function upon Loss of RTP (> 30 seconds).

MSRP

The media type for Text-to-911 calls is MSRP. MSRP utilizes TCP as the transport protocol. All previous SIP messages and interaction description apply specific to VESTA NXT Router receiving 9-1-1 calls or Neighbor i3 Router interactions.

RTT

The media type and interaction models for Real Time Text (RTT) 9-1-1 calls. RTT will be documented in a future NNI specification version.

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HELD & HTTPs Additional Data Interfaces

VESTA NXT Router supports HELD transactions to retrieve location information and HTTPs to retrieve additional data (ADR) from the origination call source.

Currently, for the geodetic location information shapes supported by VESTA NXT Router are:

- Point (2D-3D)
- Circle (2D)
- Ellipsoid (3D)

VESTA NXT Router requests that OSPs send location and ADR information by value, and by reference if the information is subject to change.

Supported SIP Error Codes

The following SIP error codes can be returned by VESTA NXT Router to the originating SIP entity (e.g., Peering Network).

SIP Error Code	Description
400	Bad Request
404	Not Found
405	Method Not Allowed
406	Not Acceptable
422	Session Interval Too Small
423	Interval Too Brief
483	Too Many Hops
481	Call/Transaction Does Not Exist
482	Loop Detected
483	Too Many Hops
484	Address Incomplete
486	Busy Here

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487	Request Terminated
488	Not Acceptable Here
489	Bad Event
491	Request Pending
500	Internal Server Error
501	Not Implemented
504	Server Time-out
600	Busy Everywhere
604	Does Not Exist Anywhere

Examples

These messages are provided as examples (some of the additional data examples are coming from RFC-7852) and the implementations may not contain all fields described in those examples. One example of where this note is applicable is the vcard schema.

[Incoming] INVITE for a fixed location 9-1-1 call - LbV

```
INVITE urn:service:sos SIP/2.0
Via: SIP/2.0/TCP 172.25.96.107;branch=z9hG4bK-393733-390f0759823370ed0a16f6d2f077fa38;rport
From: <sip:+17854140133@172.25.96.107>;tag=f5503a68-9454-402e-8ff8-1178813fa532
To: <sip:primary@esrp.msi-ngcs.com>
Call-ID: bfe0a7fe-9ff9-49bd-84ac-0cb17f38da75@172.25.96.107
CSeq: 1 INVITE
Contact: <sip:7854140133@172.25.96.107;transport=tcp>
Max-Forwards: 70
P-Access-Network-Info:
3GPP-UTRAN-FDD;local-time-zone="2017-09-02T10:15:31-31:00";utran-cell-id-3gpp=311480123400VESTA
P-Asserted-Identity: <sip:+17854140133@internal.msidevnet.com>
Content-Type: multipart/mixed;boundary="94c83325-f062-468e-9bb5-4093cf9e4ad5"
Content-Length: 4235
Call-Info: <urn:emergency:uid:incidentid:1733843012187-1974300153:example.com>;purpose=emergency-IncidentId
Call-Info: <urn:emergency:uid:callid:1733843012187-1532260243:example.com>;purpose=emergency-CallId
History-Info:
<sip:primary@esrp.msi-ngcs.com?Reason=emergency%3Bcause%3D200%3Btext%3D%22Normal%20Next%20Hop%22>;index=1
Geolocation: <cid:081694c1-054c-4428-9138-ee2e7aa87d6f@example.com>
Geolocation-Routing: yes
Route: <sip:primary@esrp.msi-ngcs.com;lr;transport=tcp>
User-Agent: MGS

Content-Type: application/pidf+xml
Content-Id: <081694c1-054c-4428-9138-ee2e7aa87d6f@example.com>

<?xml version="1.0" encoding="utf-8"?>
<presence xmlns="urn:ietf:params:xml:ns:pidf"
entity="http://131.197.10.8/held/0d9bcae4-3f08-41ab-a203-f2160c8b9280">
    <tuple id="1526b2d0-0383-46ab-987e-63ed7615b57b">
```

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```
      <status>
        <geopriv xmlns="urn:ietf:params:xml:ns:pidf:geopriv10">
          <location-info>
            <civicAddress xmlns="urn:ietf:params:xml:ns:pidf:geopriv10:civicAddr">
              <country>US</country>
              <A1>WV</A1>
              <A2>037</A2>
              <A3>KEARNEYSVILLE</A3>
              <RD>INDUSTRIAL</RD>
              <STS>BLVD</STS>
              <HNO>600</HNO>
              <NAM>JOE BOXCUTTER</NAM>
              <COMM xmlns="http://ddti.net/lostext">KEARNEYSVILLE</COMM>
              <ESN xmlns="http://911datamaster.com/pidfloext">99999</ESN>
            </civicAddress>
          </location-info>
          <usage-rules xmlns="urn:ietf:params:xml:ns:pidf:geopriv10:basicPolicy">
            <retransmission-allowed>false</retransmission-allowed>
            <retention-expiry>2023-11-16T10:54:26.7818621-08:00</retention-expiry>
          </usage-rules>
          <method>Manual</method>
          <provided-by xmlns="urn:ietf:params:xml:ns:EmergencyCallData">
            <EmergencyCallDataValue>
              <EmergencyCallData.ProviderInfo xmlns="urn:ietf:params:xml:ns:EmergencyCallData:ProviderInfo">
                <DataProviderReference>0d9bcae4-3f08-41ab-a203-f2160c8b9280</DataProviderReference>
                <ProviderID>urn:nena:companyid:TEST</ProviderID>
                <ProviderIDSeries>NENA</ProviderIDSeries>
                <TypeOfProvider>Telecom Provider</TypeOfProvider>
              </EmergencyCallData.ProviderInfo>
              <EmergencyCallData.ServiceInfo xmlns="urn:ietf:params:xml:ns:EmergencyCallData:ServiceInfo">
                <DataProviderReference>0d9bcae4-3f08-41ab-a203-f2160c8b9280</DataProviderReference>
                <ServiceEnvironment>Business</ServiceEnvironment>
                <ServiceType>POTS</ServiceType>
                <ServiceMobility>Fixed</ServiceMobility>
                <LegacyClassOfService xmlns="http://ddti.net/addcallinfo" type="1">WPH1</LegacyClassOfService>
              </EmergencyCallData.ServiceInfo>
              <EmergencyCallData.DeviceInfo xmlns="urn:ietf:params:xml:ns:EmergencyCallData:DeviceInfo">
                <DataProviderReference>0d9bcae4-3f08-41ab-a203-f2160c8b9280</DataProviderReference>
              </EmergencyCallData.DeviceInfo>
              <EmergencyCallData.SubscriberInfo xmlns="urn:ietf:params:xml:ns:EmergencyCallData:SubscriberInfo"
privacyRequested="false">
              <EmergencyCallData.Comment xmlns="urn:ietf:params:xml:ns:EmergencyCallData:Comment">
                <DataProviderReference>0d9bcae4-3f08-41ab-a203-f2160c8b9280</DataProviderReference>
              </EmergencyCallData.Comment>
            </EmergencyCallDataValue>
          </provided-by>
        </geopriv>
      </status>
      <timestamp>2023-11-16T10:53:26.7825107-08:00</timestamp>
    </tuple>
  </presence>

--94c83325-f062-468e-9bb5-4093cf9e4ad5
Content-Type: application/sdp

v=0
o=- 1733848553254 1733848553254 IN IP4 172.25.96.107
s=Media Server
t=0 0
m=audio 33262 RTP/AVP 0
c=IN IP4 172.25.96.107
a=rtcp:33263 IN IP4 172.25.96.107
a=sendrecv

--94c83325-f062-468e-9bb5-4093cf9e4ad5--
```

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[Incoming] INVITE for an ATIS-0700015 Wireless Call - LbV and LbR

```
INVITE urn:service:sos SIP/2.0
Via: SIP/2.0/TCP 172.25.96.107;branch=z9hG4bK-393733-390f0759823370ed0a16f6d2f077fa38;rport
From: <sip:+17854140133@172.25.96.107>;tag=f5503a68-9454-402e-8ff8-1178813fa532
To: <sip:primary@esrp.msi-ngcs.com>
Call-ID: bfe0a7fe-9ff9-49bd-84ac-0cb17f38da75@172.25.96.107
CSeq: 1 INVITE
Contact: <sip:7854140133@172.25.96.107;transport=tcp>
Max-Forwards: 70
P-Access-Network-Info:
3GPP-UTRAN-FDD;local-time-zone="2017-09-02T10:15:31-31:00";utran-cell-id-3gpp=311480123400VESTA
P-Asserted-Identity: <sip:7854140133@internal.msidevnet.com>
Content-Type: multipart/mixed;boundary="94c83325-f062-468e-9bb5-4093cf9e4ad5"
Content-Length: 5566
Call-Info: <urn:emergency:uid:incidentid:1733843012187-1974300153:example.com>;purpose=emergency-IncidentId
Call-Info: <urn:emergency:uid:callid:1733843012187-1532260243:example.com>;purpose=emergency-CallId
Call-Info: <cid:f968b79d-25ed-49ea-847b-4e0661cf275d@example.com>; purpose=EmergencyCallData.ServiceInfo,
<cid:4b894167-a85e-46f2-b846-50760626b93c@example.com>; purpose=EmergencyCallData.ProviderInfo
Geolocation: <https://held.example.com/9872394872-2342-2342>;purpose=heldDeref,
<cid:081694c1-054c-4428-9138-ee2e7aa87d6f@example.com>
History-Info:
<sip:primary@esrp.msi-ngcs.com?Reason=emergency%3Bcause%3D200%3Btext%3D%22Normal%20Next%20Hop%22>;index=1
Geolocation-Routing: yes
Route: <sip:primary@esrp.msi-ngcs.com;lr;transport=tcp>
User-Agent: MGS

--94c83325-f062-468e-9bb5-4093cf9e4ad5
Content-Type: application/EmergencyCallData.ServiceInfo+xml
Content-Id: <f968b79d-25ed-49ea-847b-4e0661cf275d@example.com>

<?xml version="1.0" encoding="UTF-8"?>
<svc:EmergencyCallData.ServiceInfo xmlns:svc="urn:ietf:params:xml:ns:EmergencyCallData:ServiceInfo">
<svc:DataProviderReference>2468.IBOC.MLTS.1359@example.org</svc:DataProviderReference>
<svc:ServiceType>Wireless</svc:ServiceType>
<svc:ServiceMobility>Mobile</svc:ServiceMobility>
</svc:EmergencyCallData.ServiceInfo>

--94c83325-f062-468e-9bb5-4093cf9e4ad5
Content-Type: application/EmergencyCallData.ProviderInfo+xml
Content-Id: <4b894167-a85e-46f2-b846-50760626b93c@example.com>

<?xml version="1.0" encoding="UTF-8"?>
<ad:EmergencyCallData.ProviderInfo xmlns:ad="urn:ietf:params:xml:ns:EmergencyCallData:ProviderInfo">
<ad:DataProviderReference>string0987654321@example.org</ad:DataProviderReference>
<ad:DataProviderString>Example VoIP Provider</ad:DataProviderString>
<ad:ProviderID>urn:nena:companyid:ID123</ad:ProviderID>
<ad:ProviderIDSeries>NENA</ad:ProviderIDSeries>
<ad:TypeOfProvider>Emergency Service Provider</ad:TypeOfProvider>
<ad:ContactURI>tel:+1-201-555-0123</ad:ContactURI>
<ad:Language>en</ad:Language>
</ad:EmergencyCallData.ProviderInfo>

--94c83325-f062-468e-9bb5-4093cf9e4ad5
Content-Type: application/pidf+xml
Content-Id: <081694c1-054c-4428-9138-ee2e7aa87d6f@example.com>

<?xml version="1.0" encoding="utf-8"?>
<presence xmlns="urn:ietf:params:xml:ns:pidf"
entity="http://131.197.10.8/held/0d9bcae4-3f08-41ab-a203-f2160c8b9280">
    <tuple id="1526b2d0-0383-46ab-987e-63ed7615b57b">
      <status>
        <geopriv xmlns="urn:ietf:params:xml:ns:pidf:geopriv10">
          <location-info>
            <Point xmlns="http://www.opengis.net/gml" srsName="urn:ogc:def:crs:EPSG::4326">
              <pos>34.2215 -92.0019</pos>
            </Point>
            <civicAddress xmlns="urn:ietf:params:xml:ns:pidf:geopriv10:civicAddr">
              <country>US</country>
              <A1>AR</A1>
```

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```
            <A2>Pine Bluff Public Library</A2>
            <A3>Pine Bluff</A3>
            <RD>S Main St</RD>
            <HNO>600</HNO>
            <NAM>7854140133</NAM>
            <COMM xmlns="http://ddti.net/lostext">Pine Bluff</COMM>
            <ESN xmlns="http://911datamaster.com/pidfloext">00000</ESN>
          </civicAddress>
        </location-info>
        <usage-rules xmlns="urn:ietf:params:xml:ns:pidf:geopriv10:basicPolicy">
          <retransmission-allowed>false</retransmission-allowed>
          <retention-expiry>2023-11-16T10:54:26.7818621-08:00</retention-expiry>
        </usage-rules>
        <method>Manual</method>
        <provided-by xmlns="urn:ietf:params:xml:ns:EmergencyCallData">
          <EmergencyCallDataValue>
            <EmergencyCallData.ProviderInfo xmlns="urn:ietf:params:xml:ns:EmergencyCallData:ProviderInfo">
              <DataProviderReference>0d9bcae4-3f08-41ab-a203-f2160c8b9280</DataProviderReference>
              <ProviderID>urn:nena:companyid:TEST</ProviderID>
              <ProviderIDSeries>NENA</ProviderIDSeries>
              <TypeOfProvider>Telecom Provider</TypeOfProvider>
            </EmergencyCallData.ProviderInfo>
            <EmergencyCallData.ServiceInfo xmlns="urn:ietf:params:xml:ns:EmergencyCallData:ServiceInfo">
              <DataProviderReference>0d9bcae4-3f08-41ab-a203-f2160c8b9280</DataProviderReference>
              <ServiceEnvironment>Business</ServiceEnvironment>
              <ServiceType>WIRELESS</ServiceType>
              <ServiceMobility>MOBILE</ServiceMobility>
              <LegacyClassOfService xmlns="http://ddti.net/addcallinfo" type="1">WPH1</LegacyClassOfService>
            </EmergencyCallData.ServiceInfo>
            <EmergencyCallData.DeviceInfo xmlns="urn:ietf:params:xml:ns:EmergencyCallData:DeviceInfo">
              <DataProviderReference>0d9bcae4-3f08-41ab-a203-f2160c8b9280</DataProviderReference>
            </EmergencyCallData.DeviceInfo>
            <EmergencyCallData.SubscriberInfo xmlns="urn:ietf:params:xml:ns:EmergencyCallData:SubscriberInfo"
privacyRequested="false">
              <DataProviderReference>0d9bcae4-3f08-41ab-a203-f2160c8b9280</DataProviderReference>
              <SubscriberData>
                <vcard xmlns="urn:ietf:params:xml:ns:vcard-4.0">
                  <fn>
                    <text>7854140133</text>
                  </fn>
                  <geo>
                    <uri>geo:34.2215,-92.0019</uri>
                  </geo>
                  <tel>
                    <uri>tel:7854140133</uri>
                  </tel>
                </vcard>
              </SubscriberData>
            </EmergencyCallData.SubscriberInfo>
            <EmergencyCallData.Comment xmlns="urn:ietf:params:xml:ns:EmergencyCallData:Comment">
              <DataProviderReference>0d9bcae4-3f08-41ab-a203-f2160c8b9280</DataProviderReference>
            </EmergencyCallData.Comment>
          </EmergencyCallDataValue>
        </provided-by>
      </geopriv>
    </status>
    <timestamp>2023-11-16T10:53:26.7825107-08:00</timestamp>
  </tuple>
</presence>

--94c83325-f062-468e-9bb5-4093cf9e4ad5
Content-Type: application/sdp

v=0
o=- 1733848553254 1733848553254 IN IP4 172.25.96.107
s= Media Server
t=0 0
m=audio 33262 RTP/AVP 0
c=IN IP4 172.25.96.107
a=rtcp:33263 IN IP4 172.25.96.107
a=sendrecv
```


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```
--94c83325-f062-468e-9bb5-4093cf9e4ad5--
```

[Incoming] INVITE for an MSRP Text-to-911

```
INVITE urn:service:sos SIP/2.0
Via: SIP/2.0/TCP 172.25.96.107;branch=z9hG4bK-393733-390f0759823370ed0a16f6d2f077fa38;rport
From: <sip:+17854140133@172.25.96.107>;tag=f5503a68-9454-402e-8ff8-1178813fa532
To: <sip:primary@esrp.msi-ngcs.com>
Call-ID: bfe0a7fe-9ff9-49bd-84ac-0cb17f38da75@172.25.96.107
CSeq: 1 INVITE
Contact: <sip:7854140133@172.25.96.107;transport=tcp>
Max-Forwards: 70
P-Access-Network-Info:
3GPP-UTRAN-FDD;local-time-zone="2017-09-02T10:15:31-31:00";utran-cell-id-3gpp=311480123400VESTA
P-Asserted-Identity: <sip:7854140133@internal.msidevnet.com>
Content-Type: multipart/mixed;boundary="94c83325-f062-468e-9bb5-4093cf9e4ad5"
Content-Length: 195
Call-Info: <urn:emergency:uid:incidentid:1733843012187-1974300153:example.com>;purpose=emergency-IncidentId
Call-Info: <urn:emergency:uid:callid:1733843012187-1532260243:example.com>;purpose=emergency-CallId
History-Info:
<sip:primary@esrp.msi-ngcs.com?Reason=emergency%3Bcause%3D200%3Btext%3D%22Normal%20Next%20Hop%22>;index=1
Geolocation: <https://held.example.com/9872394872-2342-2342>;purpose=heldDeref
Geolocation-Routing: yes
Route: <sip:primary@esrp.msi-ngcs.com;lr;transport=tcp>
User-Agent: MGS

Content-Type: application/sdp

v=0
o=- 1728493043519 1 IN IP4 0.0.0.0
s=-
c=IN IP4 10.179.8.13
t=0 0
m=message 6002 TCP/MSRP *
a=accept-types:text/plain
a=setup:active
a=path:msrp://10.179.8.13:6002/Zf8mgnYpzLU;tcp
```

[Outgoing] INVITE for a Neighbor i3 Router - Call Hand-off

```
INVITE urn:service:sos SIP/2.0
Via: SIP/2.0/TCP 172.25.96.107;branch=z9hG4bK-393733-390f0759823370ed0a16f6d2f077fa38;rport
From: <sip:+17854140133@172.25.96.107>;tag=f5503a68-9454-402e-8ff8-1178813fa532
To: <sip:primary@esrp.example.com>
Route: <sip:primary@esrp.example.com;lr;transport=tcp>
Call-ID: bfe0a7fe-9ff9-49bd-84ac-0cb17f38da75@172.25.96.107
CSeq: 1 INVITE
Contact: <sip:7854140133@172.25.96.107;transport=tcp>
Max-Forwards: 70
P-Access-Network-Info:
3GPP-UTRAN-FDD;local-time-zone="2017-09-02T10:15:31-31:00";utran-cell-id-3gpp=311480123400VESTA
P-Asserted-Identity: <sip:7854140133@internal.msidevnet.com>
Content-Type: multipart/mixed;boundary="94c83325-f062-468e-9bb5-4093cf9e4ad5"
Content-Length: 195
History-Info:
<sip:primary@esrp.example.com?Reason=emergency%3Bcause%3D200%3Btext%3D%22Normal%20Next%20Hop%22>;index=1
Call-Info: <urn:emergency:uid:incidentid:1752837563455cot8k4staz4e:esrp.msi-ngcs.com>;purpose=emergency-IncidentId
Call-Info: <urn:emergency:uid:callid:17528375634557vgrhokv94fr:esrp.msi-ngcs.com>;purpose=emergency-CallId
Call-Info:
<https://proxy.msi-ngcs.com/ext?to=aHR0cHM6Ly9sZGIubXNpOTExLm5ldC9oZWxkL2FkZGl0aW9uYWxEYXRhLzA5MDcxYTgyLTk0M2MtNGZi
MS04Y2JmLTVjNDQ2YWNlZTg4Ni9wcm92aWRlckluZm8&sign=oxAXeoojeTbVYqBpuc-73K3Tet8QjrVlvjQzcX8V_8Mq7-cy6rTaV6-DSDP2vtzm6M
Totr5IdFayRj8a7pqXKq7OogfGDXroz6oOyw2dW1gKwIIlAwPuuHp_UxCVEGcNQvOZqoY9xAmGT55AelGBqHM55kRmA3pui5sqq5pvXY8LCE-edhGOf
QFjNPJRpblE_Pfaw8DQDiAI-O8sB2_lbDYTxeRmz80P6sqxzSomcTFPdtKv3IhM2FilpfxPGil-914BEy6jMxKLkiUqkUHDa7pv7ewP9QfyZNqdbQXL
7SD8t_UzzEcOEM2vqYyYAnu3GpgdcCeokor_tEd7HlSWAQ&id=1>;purpose=EmergencyCallData.ProviderInfo
Call-Info:
<https://proxy.msi-ngcs.com/ext?to=aHR0cHM6Ly9sZGIubXNpOTExLm5ldC9oZWxkL2FkZGl0aW9uYWxEYXRhLzA5MDcxYTgyLTk0M2MtNGZi
MS04Y2JmLTVjNDQ2YWNlZTg4Ni9zZXJ2aWNlSW5mbw&sign=lhroxBVYgCZWM9zlu3mocuJMV6CyFlB3BvX8qJR-22KGOcXfDCqGIkOhB15er8AgN96
aLNTPJ5zxzLzBHia-9k-hnt4_Cc4waXmsrab9H40tCsbxxRtl9WW800h12I877nHqEuBPFNh2lJWjO-mebW75KDgsv4oF23diKJ8PlpDJKgtLUQg9i9
```

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```
sTPAEO5M6iubecXyJXzk10oS7J1vDSKx1YzyV0cZnwsWSxsyha2IGjNZH4NZG30kAq2xnAzuS7uyhHtM58yxf-9fj92hMgSVxuYfIO9hv1yruBVg9-H
emC1Pn7Hy_UIKPiR8XgNLfy31acViIcS8ZUzFk-YCuiqg&id=1>;purpose=EmergencyCallData.ServiceInfo
Call-Info:
<https://proxy.msi-ngcs.com/ext?to=aHR0cHM6Ly9sZGIubXNpOTExLm5ldC9oZWxkL2FkZGl0aW9uYWxEYXRhLzA5MDcxYTgyLTk0M2MtNGZi
MS04Y2JmLTVjNDQ2YWNlZTg4Ni9kZXZpY2VJbmZv&sign=rSuFWLGQzD9U-M8Yxfo2sffdNo3QHDu3jZkrFD20ej3LCkSEG_SGJegJuPCLQIonpwEC8
tJ6p-S1XrowguC7-U2Vy5k1CKdad9oXt-JjCLxPv4aAYsQwfCx1TPBwp21plsN-clffKU58q2UqafP3e7rLEmjS5zP4KQqmf9Adw0JccFmHv7f9xACa
JbHh4oJZfFNHHhyOwtM2UGcxEE8TROq0z4S5_O-b-s1wCVMA8F_TOsCFuUqacIt16OP5DVNbXHLNKrRd27QKnE-F1mY6d38fcyWMXhMCt4ULW62UFrr
coN7kzU9RNHJRBJiEB7LK80J8vrYVrL8U3vFB1gO7tA&id=1>;purpose=EmergencyCallData.DeviceInfo
Call-Info:
<https://proxy.msi-ngcs.com/ext?to=aHR0cHM6Ly9sZGIubXNpOTExLm5ldC9oZWxkL2FkZGl0aW9uYWxEYXRhLzA5MDcxYTgyLTk0M2MtNGZi
MS04Y2JmLTVjNDQ2YWNlZTg4Ni9zdWJzY3JpYmVySW5mbw&sign=BYEaxY9J2GAFf8VRFGwmY1HYPWumv9B994tYz228aXLpUEMapv8cOrgZ-XLt1_s
VlMVCFh0gToOKn2pHPmutWBheyUP00Y7AaX9gs4x5Oq87N9qO9XzLtDzn7fqxCWGFuGenQXCrTfZShcKJMSCAg5FLmSNn1dlRFmpagR90kYfbBg-2sd
lCTwslBpjk85qinh9Y1_XoRkNnkP3XVjzeycV0CxQMMTxCiIWonh78GAecMll4cN1yTGyvESEvAnt62Jn1lbMwFsgoCEFczH6RDkeFe12-dWDmLdciY
RvtfOrPziXted2GsCxwHRyRJy0aGB54AUUrKJ-DPc8rTPgK-A&id=1>;purpose=EmergencyCallData.SubscriberInfo
Call-Info:
<https://proxy.msi-ngcs.com/ext?to=aHR0cHM6Ly9sZGIubXNpOTExLm5ldC9oZWxkL2FkZGl0aW9uYWxEYXRhLzA5MDcxYTgyLTk0M2MtNGZi
MS04Y2JmLTVjNDQ2YWNlZTg4Ni9jb21tZW50&sign=YukI5P1e-Y5G9TfYZiezRzSI6f4WfsBHZiYRUVM6-iW3nJCc1oO3pqa2xqzHQV0QT8rmFs-Ba
lZHVXEpjDJnu53UrQMPeE3C5EMctAeu3RvYsIkfCXsHW3S4WnTCeGjySjMq8T9RvWVX0H_m8tjqCmHjlos2nPuETLnc-qSwK_5fnM5UYe0xe2b18pYS
Oq_VyqYYnOMV_NDrig5pUatDvzsHCEoiKmWQlKHUT_PLC_9zYbhRO-HeHaIDK3Wvq42g0mkfbjKMrrITPr8CbiIMyq0bzmRGHSNcDHVHqLUp1b-8Elp
ttJi81jkixLPchen12ZvZUmVbAu4jdZKopPUczg&id=1>;purpose=EmergencyCallData.Comment
Geolocation:
<https://proxy.msi-ngcs.com/ext?to=aHR0cHM6Ly9sZGIubXNpOTExLm5ldC9oZWxkLzA5MDcxYTgyLTk0M2MtNGZiMS04Y2JmLTVjNDQ2YWNl
ZTg4Ng&sign=bjrhkG3rwQ2uK4Xvkm9eDjN0ausyZMWIDItO6x7AR2D3Bkwoxq_bHX6VFt8JTpNA5Sn9VsKfOzg0s2Jjezuf1tJgbm_R-LpuEqb8RPi
fEKOmZrmNMxwjvWBubpsB3gR61PJ2VEMikZKCf4nopGAKoHQ6cOuZ9Bq8UUGvNJoHXviXDpbOHvdTa3n_2VcpNqeR2AZv3t_1RCpTdQKxezSiuNYrOp
5WgLpOWAzv-L6Nd3-dnOiYcLm4k6ylNYTLmTM6uuVfLLD-ogMzs7Bkr14RQNSGr-0oQGGsqw9ql4t1LHvlHXr1K9Q3ziNns2NjostGg0tDFzqTnsLWI
Q2cr35pXg&id=1>,<cid:9b0790dd-cf61-4935-9606-ed63c81984ba@esrp.commandcentral.com>
Geolocation-Routing: yes
User-Agent: MGS

Content-Type: application/sdp

v=0
o=CCMediaServer 508427017 2009960835 IN IP4 131.197.49.103
s=CCMediaServer
c=IN IP4 131.197.49.103
t=0 0
m=audio 24110 RTP/AVP 0 101
c=IN IP4 131.197.49.103
a=sendrecv
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=rtcp:24111
a=fmtp:101 0-15
```

[Outgoing] INVITE for a Neighbor i3 Router - PSAP Transfer

```
INVITE urn:service:sos SIP/2.0
Via: SIP/2.0/TCP 172.25.96.107;branch=z9hG4bK-393733-390f0759823370ed0a16f6d2f077fa38;rport
From: <sip:+17854140133@172.25.96.107>;tag=f5503a68-9454-402e-8ff8-1178813fa532
To: <sip:primary@esrp.example.com>
Route: <sip:primary@esrp.example.com;lr;transport=tcp>
Call-ID: bfe0a7fe-9ff9-49bd-84ac-0cb17f38da75@172.25.96.107
CSeq: 1 INVITE
Contact: <sip:7854140133@172.25.96.107;transport=tcp>
Max-Forwards: 70
P-Access-Network-Info:
3GPP-UTRAN-FDD;local-time-zone="2017-09-02T10:15:31-31:00";utran-cell-id-3gpp=311480123400VESTA
P-Asserted-Identity: <sip:7854140133@internal.msidevnet.com>
Content-Type: multipart/mixed;boundary="94c83325-f062-468e-9bb5-4093cf9e4ad5"
Content-Length: 195
Call-Info: <urn:emergency:uid:incidentid:1752837563455cot8k4staz4e:esrp.msi-ngcs.com>;purpose=emergency-IncidentId
Call-Info: <urn:emergency:uid:callid:17528375634557vgrhokv94fr:esrp.msi-ngcs.com>;purpose=emergency-CallId
Call-Info:
<https://proxy.msi-ngcs.com/ext?to=aHR0cDovL21zaS1zaW11bGF0aW9uLWVuZHBvaW50LWh0dHAtNTdlZDAxOWQzZmJjLmVhc3R1cy5jbG91
ZGFwcC5henVyZS5jb20vaGVsZC91cC9xdWFyYW50aW5lX2VpZG8&sign=RyEbxKqGlFtD3NqTodOqqJs8O4NAY0VELBK83XIlo1Q7ZvYNQGq7Ox4ABc
mVt7WGOE3YADHNUsKS3xR_JPSvAoxaca25L-se6J9Ij48TZDqVLW6T0W9X6bgkL0SZKHmTkJ29gXyrBoxa_oYJVFRtxFuDCPIpDKqz58SWT63-Igda1
BVsDCwWSKykIvwUw_ahnIgJkMs6J7Qac-BZa-9eszyiCZT5AeoZ2TH0nndBN3v6cwE0H3wgncrTwsF32G8wzh8zkLqarI8a5Ums24w3AD489UbiJ03m
Kaz3F14mNEViFKc9reiE_Gqd_lXDelK2sVR8lom1Pxs214AD8B9GQw&id=1>;purpose=emergency-eido
```

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```
Geolocation-Routing: yes
User-Agent: MGS

Content-Type: application/sdp

v=0
o=CCMediaServer 508427017 2009960835 IN IP4 131.197.49.103
s=CCMediaServer
c=IN IP4 131.197.49.103
t=0 0
m=audio 24110 RTP/AVP 0 101
c=IN IP4 131.197.49.103
a=sendrecv
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=rtcp:24111
a=fmtp:101 0-15
```

HELD locationResponse Example

```
<?xml version="1.0" encoding="utf-8"?>
<locationResponse xmlns="urn:ietf:params:xml:ns:geopriv:held">
       <presence xmlns="urn:ietf:params:xml:ns:pidf"
        entity="pres:3650n87934c@ls.example.com">
         <tuple id="b650sf789nd">
          <status>
           <geopriv xmlns="urn:ietf:params:xml:ns:pidf:geopriv10">
            <location-info>
             <Point xmlns="http://www.opengis.net/gml" srsName="urn:ogc:def:crs:EPSG::4326">
              <pos>-34.407 150.88001</pos>
             </Point>
            </location-info>
            <usage-rules
             xmlns:gbp="urn:ietf:params:xml:ns:pidf:geopriv10:basicPolicy">
             <gbp:retention-expiry>2024-09-11T03:42:28+00:00
             </gbp:retention-expiry>
            </usage-rules>
            <method>GPS</method>
           </geopriv>
          </status>
          <timestamp>2024-01-10T03:42:28+00:00</timestamp>
         </tuple>
        </presence>
      </locationResponse>
```

ADR Response – Provider Info Example

```
<?xml version="1.0" encoding="UTF-8"?>
   <ad:EmergencyCallData.ProviderInfo
       xmlns:ad="urn:ietf:params:xml:ns:EmergencyCallData:ProviderInfo">
       <ad:DataProviderReference>string0987654321@example.org
       </ad:DataProviderReference>
       <ad:DataProviderString>Example VoIP Provider
       </ad:DataProviderString>
       <ad:ProviderID>urn:nena:companyid:ID123</ad:ProviderID>
       <ad:ProviderIDSeries>NENA</ad:ProviderIDSeries>
       <ad:TypeOfProvider>Telecom Provider</ad:TypeOfProvider>
       <ad:ContactURI>tel:+1-201-555-0123</ad:ContactURI>
       <ad:Language>en</ad:Language>
       <ad:DataProviderContact
```

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```
xmlns="urn:ietf:params:xml:ns:vcard-4.0">
        <vcard>
            <fn><text>Hannes Tschofenig</text></fn>
            <n>
                <surname>Hannes</surname>
                <given>Tschofenig</given>
                <additional/>
                <prefix/>
                <suffix>Dipl. Ing.</suffix>
            </n>
            <bday><date>--0203</date></bday>
            <anniversary>
                <date-time>20090808T1430-0500</date-time>
            </anniversary>
            <gender><sex>M</sex></gender>
            <lang>
                <parameters><pref><integer>1</integer></pref>
                </parameters>
                <language-tag>de</language-tag>
            </lang>
            <lang>
                <parameters><pref><integer>2</integer></pref>
                </parameters>
                <language-tag>en</language-tag>
            </lang>
            <org>
                <parameters><type><text>work</text></type>
                </parameters>
                <text>Example VoIP Provider</text>
            </org>
            <adr>
                <parameters>
                    <type><text>work</text></type>
                    <label><text>Hannes Tschofenig
                        Linnoitustie 6
                        Espoo , Finland
                        02600</text></label>
                </parameters>
                <pobox/>
                <ext/>
                <street>Linnoitustie 6</street>
                <locality>Espoo</locality>
                <region>Uusimaa</region>
                <code>02600</code>
                <country>Finland</country>
            </adr>
            <tel>
                <parameters>
                    <type>
                        <text>work</text>
                        <text>voice</text>
                    </type>
                </parameters>
                <uri>tel:+358 50 4871445</uri>
            </tel>
            <tel>
                <parameters>
                    <type>
                        <text>work</text>
                        <text>main-number</text>
```

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```
                                <text>voice</text>
                            </type>
                        </parameters>
                        <uri>tel:+358 50 5050505</uri>
                    </tel>
                    <email>
                        <parameters><type><text>work</text></type>
                        </parameters>
                        <text>hannes.tschofenig@nsn.com</text>
                    </email>
                    <geo>
                        <parameters><type><text>work</text></type>
                        </parameters>
                        <uri>geo:60.210796,24.812924</uri>
                    </geo>
                    <key>
                        <parameters><type><text>home</text></type>
                        </parameters>
                        <uri>
                          http://www.example.com/key.asc
                        </uri>
                    </key>
                    <tz><text>Finland/Helsinki</text></tz>
                    <url>
                        <parameters><type><text>home</text></type>
                        </parameters>
                        <uri>http://www.tschofenig.priv.at</uri>
                    </url>
                </vcard>
        </ad:DataProviderContact>
    </ad:EmergencyCallData.ProviderInfo>
```

ADR Response – Service Info Example

```
<?xml version="1.0" encoding="UTF-8"?>
       <svc:EmergencyCallData.ServiceInfo
              xmlns:svc="urn:ietf:params:xml:ns:EmergencyCallData:ServiceInfo">
              <svc:DataProviderReference>lrf@osp.com
              </svc:DataProviderReference>
              <svc:ServiceEnvironment>Business</svc:ServiceEnvironment>
              <svc:ServiceType>POTS</svc:ServiceType>
              <svc:ServiceMobility>Fixed</svc:ServiceMobility>
       </svc:EmergencyCallData.ServiceInfo>
```

ADR Response – Device Info Example

```
<?xml version="1.0" encoding="UTF-8"?>
    <dev:EmergencyCallData.DeviceInfo
        xmlns:dev="urn:ietf:params:xml:ns:EmergencyCallData:DeviceInfo">
        <dev:DataProviderReference>d4b3072df.201409182208075@example.org
        </dev:DataProviderReference>
        <dev:DeviceClassification>fixed</dev:DeviceClassification>
        <dev:DeviceMfgr>Nokia</dev:DeviceMfgr>
        <dev:DeviceModelNr>Lumia 800</dev:DeviceModelNr>
        <dev:UniqueDeviceID TypeOfDeviceID="IMEI">35788104
        </dev:UniqueDeviceID>
```

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```
   </dev:EmergencyCallData.DeviceInfo>
```

ADR Response – Comment Example

```
<?xml version="1.0" encoding="UTF-8"?>
   <com:EmergencyCallData.Comment
        xmlns:com="urn:ietf:params:xml:ns:EmergencyCallData:Comment">
      <com:DataProviderReference>string0987654321@example.org
      </com:DataProviderReference>
      <com:Comment xml:lang="en">This is an example text.</com:Comment>
   </com:EmergencyCallData.Comment>
```

ADR Response – Subscriber Info Example

```
<?xml version="1.0" encoding="UTF-8"?>
   <sub:EmergencyCallData.SubscriberInfo
        xmlns:sub=
            "urn:ietf:params:xml:ns:EmergencyCallData:SubscriberInfo"
        privacyRequested="false">
       <sub:DataProviderReference>FEABFECD901@example.org
       </sub:DataProviderReference>
       <sub:SubscriberData xmlns="urn:ietf:params:xml:ns:vcard-4.0">
            <vcard>
                  <fn><text>Simon Perreault</text></fn>
                  <n>
                      <surname>Perreault</surname>
                      <given>Simon</given>
                      <additional/>
                      <prefix/>
                      <suffix>ing. jr</suffix>
                      <suffix>M.Sc.</suffix>
                  </n>
                  <bday><date>--0203</date></bday>
                  <anniversary>
                      <date-time>20090808T1430-0500</date-time>
                  </anniversary>
                  <gender><sex>M</sex></gender>
                  <lang>
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MSRP Message

```
MSRP WIwI0im1TiPM SEND
To-Path: msrp://10.65.54.159:27000/k0h2E000;tcp
From-Path: msrp://131.197.49.105:5500/gJW86fptYz4dp;tcp
Message-ID: vUpVU0wcuKzt
Byte-Range: 1-15/15
Content-Type: text/plain text/x-msrp-heartbeat

Are you there?

-------WIwI0im1TiPM$
```

MSRP Handshake Message

```
MSRP MgTqxKDJHeBjHT9i SEND
To-Path: msrp://10.65.54.159:27000/k0h2E000;tcp
From-Path: msrp://131.197.49.105:5500/gJW86fptYz4dp;tcp
Message-ID: AuL8T2TJRNdLlbJ
Byte-Range: 1-0/0
Content-Type: text/plain
-------MgTqxKDJHeBjHT9i$
```

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Appendices

Reference Documents

- NENA-STA-010.3 - Detailed Functional and Interface Specification for the NENA i3 Solution
- ATIS-0700015 - ATIS Standard for Implementation of 3GPP Common IMS Emergency Procedures for IMS Origination and ESInet/Legacy Selective Router Termination (document number)
- NENA-INF-016.2-2018 - Emergency Services IP Network Design (ESIND) Information Document
- International Telecommunications Union (ITU) One-way Transmission Time (G.114)

IETF RFC Standard References

RFC-2475: An Architecture for Differentiated Services

RFC-2818: HTTP Over TLS

RFC-2833: RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals

RFC-3261: SIP: Session Initiation Protocol

RFC-3262: Reliability of Provisional Responses in the Session Initiation Protocol (SIP)

RFC-3263: Session Initiation Protocol (SIP): Locating SIP Servers

RFC-3264: An Offer/Answer Model with the Session Description Protocol (SDP)

RFC-3311: The Session Initiation Protocol (SIP) UPDATE Method

RFC-3323: A Privacy Mechanism for the Session Initiation Protocol (SIP)

RFC-3325: Private Extensions to the Session Initiation Protocol (SIP) for Asserted Identity within Trusted Networks

RFC-3326: The Reason Header Field for the Session Initiation Protocol (SIP)

RFC-3398: Integrated Services Digital Network (ISDN) User Part (ISUP) to Session Initiation Protocol (SIP) Mapping

RFC-3455: Private Header (P-Header) Extensions to the Session Initiation Protocol (SIP) for the 3rd-Generation Partnership Project (3GPP)

RFC-3515: The Session Initiation Protocol (SIP) Refer Method

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RFC-3525: Gateway Control Protocol Version 1

RFC-3550: RTP: A Transport Protocol for Real-Time Applications

RFC-3711: The Secure Real-time Transport Protocol (SRTP)

RFC-3761: The E.164 to Uniform Resource Identifiers (URI) Dynamic Delegation Dyscovery System (DDDS) Application (ENUM)

RFC-3824: Using E.164 numbers with the Session Initiation Protocol (SIP)

RFC-3891: The Session Initiation Protocol (SIP) “Replaces” Header

RFC-3966: The tel URI for Telephone Numbers

RFC-4028: Session Timers in the Session Initiation Protocol (SIP)

RFC-4033: DNS Security Introduction and Requirements

RFC-4034: Resource Records for the DNS Security Extensions

RFC-4035: Protocol Modifications for the DNS Security Extensions

RFC-4244: An Extension to the Session Initiation Protocol (SIP) for Request History Information

RFC-4317: Session Description Protocol (SDP) Offer/Answer Examples

RFC-4488: Suppression of Session Initiation Protocol (SIP) REFER Method Implicit Subscription

RFC-4566: SDP: Session Description Protocol

RFC-4694: Number Portability Parameters for the “tel” URI

RFC-4733: RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals

RFC-4904: Representing Trunk Groups in tel/sip Uniform Resource Identifiers (URIs)

RFC-5031: A Uniform Resource Name (URN) for Emergency and Other Well-Know Services

RFC-5923: Connection Reuse in the Session Initiation Protocol (SIP)

RFC-6442: Location Conveyance for the Session Initiation Protocol

RFC-6665: (Future) SIP-Specific Event Notification

RFC-6881: Best Current Practice for Communicating Services in Support of Emergency Calling

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RFC-7852: Additional Data Related to an Emergency Call

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Exhibit 11 Functional Call Flow and System Diagram

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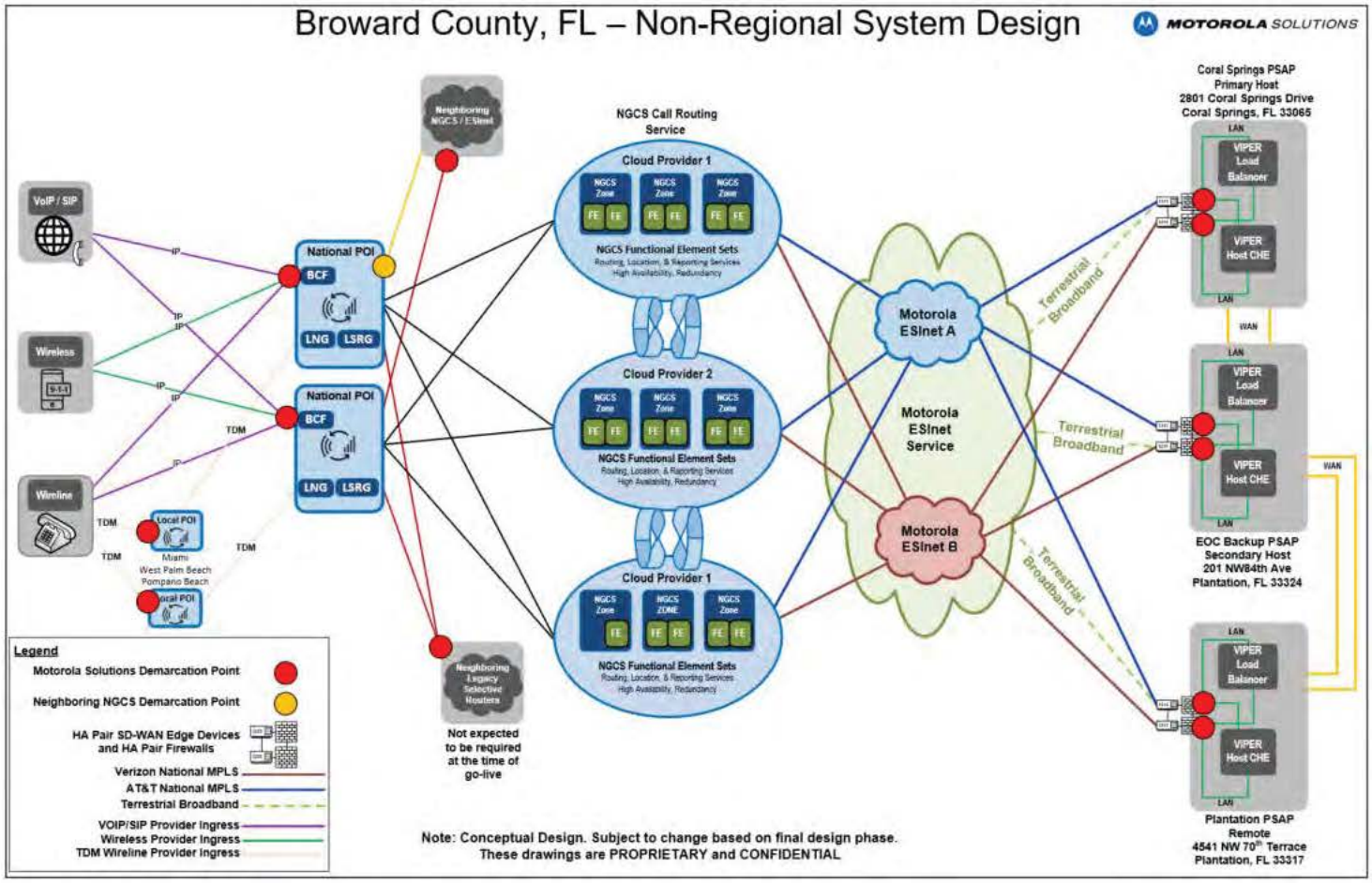
Broward County, FL – Non-Regional System Design
MOTOROLA SOLUTIONS
VoIP / SIP
Wireless
Wireline
IP
TDM
National POI
BCF
LNG
LSRG
Local POI
Miami
West Palm Beach
Pompano Beach
Neighboring NGCS / ESInet
Neighboring Legacy Selective Routers
Not expected to be required at the time of go-live
NGCS Call Routing Service
Cloud Provider 1
Cloud Provider 2
Cloud Provider 1
NGCS Zone
FE
NGCS Functional Element Sets
Routing, Location, & Reporting Services
High Availability, Redundancy
Motorola ESInet A
Motorola ESInet Service
Motorola ESInet B
Terrestrial Broadband
Coral Springs PSAP
Primary Host
2801 Coral Springs Drive
Coral Springs, FL 33065
LAN
VIPER Load Balancer
VIPER Host CHE
WAN
EOC Backup PSAP
Secondary Host
201 NW84th Ave
Plantation, FL 33324
Plantation PSAP
Remote
4541 NW 70th Terrace
Plantation, FL 33317
Legend
Motorola Solutions Demarcation Point
Neighboring NGCS Demarcation Point
HA Pair SD-WAN Edge Devices and HA Pair Firewalls
Verizon National MPLS
AT&T National MPLS
Terrestrial Broadband
VOIP/SIP Provider Ingress
Wireless Provider Ingress
TDM Wireline Provider Ingress
Note: Conceptual Design. Subject to change based on final design phase.
These drawings are PROPRIETARY and CONFIDENTIAL

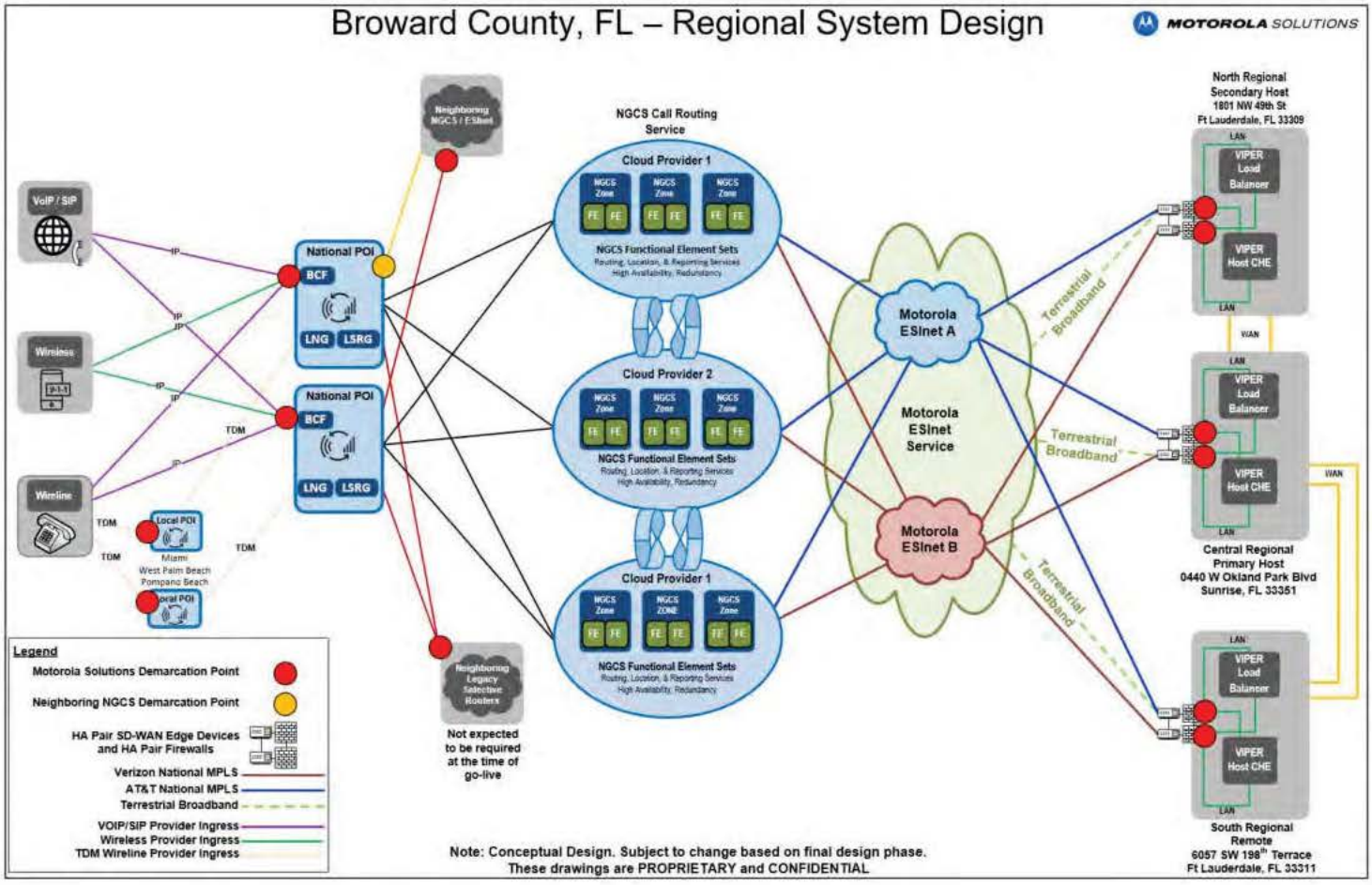
Broward County, FL – Regional System Design
MOTOROLA SOLUTIONS
VoIP / SIP
Wireless
Wireline
IP
TDM
National POI
BCF
LNG
LSRG
Local POI
Miami
West Palm Beach
Pompano Beach
Neighboring NGCS / ESInet
Neighboring Legacy Selective Routers
Not expected to be required at the time of go-live
NGCS Call Routing Service
Cloud Provider 1
Cloud Provider 2
NGCS Zone
FE
NGCS Functional Element Sets
Routing, Location, & Reporting Services
High Availability, Redundancy
Motorola ESInet A
Motorola ESInet Service
Motorola ESInet B
Terrestrial Broadband
North Regional Secondary Host
1801 NW 49th St
Ft Lauderdale, FL 33309
Central Regional Primary Host
0440 W Okland Park Blvd
Sunrise, FL 33351
South Regional Remote
6057 SW 198th Terrace
Ft Lauderdale, FL 33311
LAN
WAN
VIPER Load Balancer
VIPER Host CHE
Legend
Motorola Solutions Demarcation Point
Neighboring NGCS Demarcation Point
HA Pair SD-WAN Edge Devices and HA Pair Firewalls
Verizon National MPLS
AT&T National MPLS
Terrestrial Broadband
VOIP/SIP Provider Ingress
Wireless Provider Ingress
TDM Wireline Provider Ingress
Note: Conceptual Design. Subject to change based on final design phase.
These drawings are PROPRIETARY and CONFIDENTIAL

Exhibit 12 Motorola's Network and Security Operations Center (NSOC) Specification

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Motorola s Network and Security perations Center (NS C)

Motorola s Network and Security perations Center (NS C) is a **centralized command and control hub** that provides comprehensive, 24x7x365 support, monitoring, and security services for Motorola s Next Generation 9-1-1 (NG9-1-1) Core Services (NGCS) and call handling solutions.

Here s a detailed breakdown of Motorola s NS C offering:

Availability and Staffing

- The NS C is staffed 24 hours a day, 7 days a week, 365 days a year, with live personnel.
- The NS C personnel are technically trained staff who are capable of initiating troubleshooting immediately upon receiving a call, rather than just opening a ticket and escalating it.
- These teams are **exclusively dedicated to public safety**.

ey Functions and Capabilities

- **Central Point of Contact**: The NS C serves as the primary contact point for customers to report incidents and submit service requests.
- **Continuous Monitoring**: It provides continuous monitoring of the performance and availability of the entire solution, including network, computing, and software elements. This includes proactive monitoring of riginating Service Provider (SP) connections.
- **Alerts and Notifications**: The NS C generates alerts based on defined thresholds and parameters, and distributes appropriate notifications, including email notifications for various incident classifications. Customers can also define their preferred notification levels and recipients, with options for text and email delivery.
- **Incident Management and Ticketing**: All incidents, whether user-reported or automatically generated, are managed by the NS C using a robust incident management system.
    - Motorola utilizes ServiceNow as its primary ticketing system.
    - Users can submit, track, and modify tickets via phone (1-800-MSI-HELP or 1-800-881-4245), email (VestaNS C MotorolaSolutions.com), or through direct access to the Customer Web Portal (CWP) or Customer Hub.
    - Critical and High priority incidents require reporting via telephone for immediate response.
- **Cybersecurity Services**: Cybersecurity is a core function, not an afterthought, in Motorola s NG9-1-1 solutions. The NS C provides comprehensive cybersecurity services, including embedded cybersecurity practices to protect the entire solution and network from malicious actors. It serves as the central point for all cyber incidents.
    - They employ a multi-layered security architecture informed by industry standards like NENA NG-SEC, TF PA, and APC .

    - Proactive network vulnerability analysis is performed.
    - The system is designed to protect against threats such as Distributed Denial of Service (DDoS) attacks through firewalls and detection mechanisms.
    - Motorola also adheres to CJIS policies applicable to NG9-1-1 and relevant components of NIST SP 800-53.
- **Remote Access and On-site Support**: NS C staff can remotely access the solution to troubleshoot and resolve issues. If remote resolution isn t possible, Motorola will dispatch technicians for on-site assistance.
- **Reporting and Analysis**: The NS C provides various reports and tools for system performance and incident analysis.
    - Comprehensive monthly reports detailing opened, pending, resolved, and closed cases are available.
    - Service Level Agreement (SLA) reports can be accessed through the Customer Web Portal s Service Reporting module or via the assigned Customer Service Manager.
    - Preliminary outage reports are provided within 24 hours of discovery, with detailed Reason for utage (RF) reports within three days, and a final Event Analysis Report (EAR) within 10 days (or as agreed).
    - The NS C monitoring system allows displaying network node status on the client-facing CWP System Health module.
- **Escalation Procedures**: Motorola has established defined escalation procedures based on severity levels (Critical, Major, Minor, or Severity Level 1-4). Escalation contacts are clearly outlined and available.
- **Coordination**: The NS C works closely with the NGCS perations Team and coordinates service change requests through a documented change management process.
- **Compliance**: Motorola complies with all applicable local, state, and federal outage and notification rules, including FCC standards. The NS C s physical access solutions and operations are reported via SSAE 16 S C 1 Type 2 and AT 101 S C 2 Type 2 standards. Motorola is also an IS 9001-2015 certified organization. All N C S C access is US-based, with no offshore remote access.

Integration and Customer Interface

- **Integrated Support**: The NS C provides integrated end-to-end troubleshooting and support, covering the entire call flow from NG9-1-1 call origination to call answering, for both Motorola NGCS and Motorola Call Handling platforms.
- **Customer Portals**: Motorola offers a Customer Web Portal (CWP) and a Customer Hub that provides customers with personalized, permissions-based access to view near real-time status of their NGCS solution, network health, case ticket status, route exceptions, and call volume performance. The Customer Hub specifically serves as the front-end for ServiceNow ticketing.
- **Customer Service Manager**: A dedicated Customer Service Manager (also referred to as perations Manager) is assigned to each customer to act as a single point of contact,

manage contracted maintenance and support services, ensure SLAs are met, and serve as an escalation point.

In essence, Motorola s NS C acts like the air traffic control tower for 9-1-1 services. Just as a tower continuously monitors every aircraft, manages its path, and ensures safe arrival, the NS C continuously monitors every aspect of the NG9-1-1 system. It identifies potential issues, proactively responds to threats, and guides the entire communication flow, ensuring that emergency calls reach the right destination swiftly and securely, much like air traffic controllers ensure planes reach their intended runways without disruption.

Exhibit 13 MSI Incident Investigation - Root Cause Analysis (RCA)

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MSI Incident Investigation - Root Cause Analysis (RCA)

Title	*<Customer Name> - <Incident #> - <Primary Product Affected> - <Date/Time of outage>*
Impacted Customer, Territory, or Region:	*Pulled from System Alert*
Incident Case:	*Pulled from System Alert*
Affected Product(s):	*Pulled from System Alert*
Scope of Impact:	*Pulled from System Alert*
Issue Description:	*Pulled from System Alert*
Impact to end users:	*Pulled from System Alert*
Incident Start:	*Pulled from System Alert*
Incident Restored:	*Pulled from System Alert*
Teams Engaged:	*Pulled from System Alert*
Incident Timeline: **(Start, Update, End)**	*Pulled from BPR, System Alert, or ticketing system and entered in descending chronological order.* [Date/Time] Event [Date/Time] Event
Scope of the Investigation	*The nature and questions we want to answer*
Root Cause:	*Completed by Ops Group*
Corrective Action:	*Completed by Ops Group*
Recommendations	*Feedback / guidance to areas outside the scope of CMSO / Product e.g. customer to upgrade the system, revisit with CSM / Account risk associated with an operation, etc)*
RCA Owner & Date:	*Completed by Ops Group*

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Exhibit 14 NG-SEC Table

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Motorola NG-SEC Table

ebruary 2 24

CoverDisclosureText1A CoverDisclosureText1B CoverDisclosureText1C CoverDisclosureText1D

CoverDisclosureText2 ©Year CoverDisclosureText3

PRRNum

Table of Contents

1.1 NENA NG-SEC Audit Checklist

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Section 1

NG-SEC Audit Checklist

1.1 NENA NG-SEC Audit Checklist

1 The following table summarizes the compliance of our proposed Service with the NENA NG-SEC Audit Checklist and the applicable audit items:

Audit Item Number	NG-SEC Standard	Audit Area	Compliance Finding
6	4.2	Does the organization have an Authentication Password Policy	Comply
7	7.1.1	Is each individual requiring access to the NG9-1-1 System provided a unique Identification and authentication	Comply
8	7.1.1	Do individuals share their authentication information (including usernames and passwords) with other individuals or groups	Comply
9	7.1.2	Are requests for new User Accounts, User IDs, and File and Resource authorization documented (Audit Guidance: review applicable documentation and processes for adequacy of process and adherence to process)	Comply
10	7.1.2	Do personnel performing entity or security administration ensure that only approved entities are granted access	Comply
11	7.1.2.1	Does the organization have procedures for changing access authority	Comply
12	7.1.2.1	Does the organization have procedures for removing access authority for terminated personnel	Comply
13	7.1.3	When system-to-system access is implemented does the system mask individual accountability for transactions (Audit Guidance: The system shall not mask individual accountability for transactions)	Comply

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Audit Item Number	NG-SEC Standard	Audit Area	Compliance Finding
14	7.1.3	When system-to-system access is implemented is the source system authenticated before each transfer session	Comply
15	7.1.3	When system-to-system access is implemented and push technology is utilized, is the destination authenticated by the source	Comply
16	7.1.3	When system-to-system access is implemented and a continuous connection is utilized, was authentication performed at the initial connection	Comply
17	7.1.3	When system-to-system access is implemented, are individuals accessing any of the systems required to Authenticate when initially accessing each system	Comply
18	7.1.5	Are Authentication Credentials displayed in an obscured format when entered on computer screens (Auditor Guidance: Check to see if passwords can be seen on the screen when typed in. They should not be able to be seen so as to prevent shoulder surfing .)	Comply
19	7.1.4	Are users locked out after no more than 5 invalid sign on attempts	Comply
20	7.1.5	Are Default and Null Passwords changed when installing new equipment or software	Comply
21	7.1.5	Are Authentication Credentials encrypted when stored on a computer	Comply
22	7.1.5	When two-factor authentication is used, (e.g. SecurID Pin or Certificate Passphrase) are two authentication factors stored in such fashion that one incident can compromise both (Auditor Guidance: e.g. password or pin isn't written down on the token, or stored with the token)	Comply
23	7.1.5.1	All user accounts shall require a password.	Comply
24	7.1.5.1	Passwords are not based on the user's account name.	Comply
25	7.1.5.1	Passwords must meet the following complexity requirements: Contains characters from three of the following four categories: Uppercase alphabet characters (A) Lowercase alphabet characters (a z) or Arabic numerals (0 9) Non-alphanumeric characters (for example, ,)	Comply
26	7.1.5.1	Minimum password length shall be 8 characters or greater.	Comply
27	7.1.5.1	Minimum password age shall be 3 days or greater.	Comply
28	7.1.5.1	Maximum password age requirement 60 days or less.	Comply

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Audit Item Number	NG-SEC Standard	Audit Area	Compliance Finding
29	7.1.5.1	Maximum password age recommendation 30 days.	Comply
30	7.1.5.1	If feasible, authentication schemes shall provide for password exchange in a format that cannot be captured and reused replayed by unauthorized users to gain authenticated access, e.g., random password generating tokens or one-way encryption (also known as hashing) algorithms.	Comply
31	7.1.5.1	When using temporary passwords, they will be required to change upon initial login.	Comply
32	7.1.5.1	Passwords should not be hard coded into automatic login sequences, scripts, source code and batch files, etc., unless required by business need and then only if protected by security software and or physical locks on the workstation, and passwords are encrypted.	Comply
33	7.1.5.1	Password construction should be complex enough to avoid use of passwords that are easily guessed, or otherwise left vulnerable to cracking or attack. Names, dictionary words, or combinations of words shall not be used nor shall they contain substitutions of numbers for letters, e.g., s3cur1ty. Repeating numbers or sequential numbers shall also not be used.	Comply
34	7.1.5.1	Passwords should not contain sequences of three (3) or more characters from the user s login ID or the system name.	Comply
35	7.1.5.1.4	Passwords should not contain sequences of three (3) or more characters from previous chosen or given passwords.	Comply
36	7.1.5.1.5	Passwords should not contain a sequence of two (2) or more characters more than once, e.g., a12x12.	Comply
37	7.1.5.1.5	Passwords used to access public safety systems and resources should not be used on any external systems, e.g., Home PC s, Internet sites, shared public systems.	Comply
38	7.1.5.2	When Passphrases are used, do they have a required length of at least 15 characters (Audit Guidance: Alpha, numeric and special characters may all be used.)	Comply
39	7.1.5.2	When Passphrases are used, they shall not use repeating words, or sequential characters or numbers.	Comply
40	7.1.5.2	When Passphrases are used, they shall be case sensitive.	Comply
41	7.1.5.2	When Passphrases are used and where they are automatically set or set by administrator, the initial passphrase shall be randomly generated and securely distributed.	Comply
42	7.1.5.2	When Passphrases are used, first-time users may create their own passphrase after authenticating.	Comply

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Audit Item Number	NG-SEC Standard	Audit Area	Compliance Finding
43	7.1.5.2	When Passphrases are used, Users shall have the capability of changing their own passphrase online. However, the old passphrase shall be correctly entered before a change is allowed.	Comply
44	7.1.5.2	When Passphrases are used a lost or forgotten passphrase can be reset only after verifying the identity of the user (or process owner) requesting a reset.	Comply
45	7.1.5.2	When Passphrases are used, passphrases shall automatically expire every 180 days or less for General Users.	Comply
46	7.1.5.2	When Passphrases are used, systems shall notify users at expiration time and allow the user to update the passphrase.	Comply
47	7.1.5.2	When Passphrases are used and when it is changed, the old passphrase shall not be reused until either: 1. at least four (4) other passphrases have been used, or 2. at least 4 months have passed	Comply
48	7.1.5.2	When Passphrases are used, systems shall not display the passphrase in clear text as the user enters it.	Comply
49	7.1.5.2	When Passphrases are used shall not be stored in script files or function keys.	Comply
50	7.1.5.2	When Passphrases are used, Passphrases shall always be encrypted for transmission.	Comply
51	7.1.5.3	If Digital Certificates are used, is a revocation procedure in place if compromised	Comply
52	7.1.5.3	Are Digital Certificates kept current and expired or invalid certificates not used	Comply
53	7.1.5.3	Cryptographic implementations use standard implementations of security applications, protocols, and format	Comply
54	7.1.5.3	Cryptographic implementations shall be purchased from reputable vendors	Comply
55	7.1.5.3	If Cryptographic solutions are developed, in-house staff should be properly trained in cryptology.	Comply
56	7.1.5.3	Do employees protect and safeguard any encryption keys for which they are responsible	Comply
57	7.1.5.3	Employees do not share private encryption keys with others except when applicable or appropriate authorities demand the key is surrendered (Termination, Promotion, Investigation etc.)	Comply

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FedProposalNum

Audit Item Number	NG-SEC Standard	Audit Area	Compliance Finding
58	7.1.5.3	A process exists by which current validity of a certificate can be checked and a certificate can be revoked Validity testing includes: Do key holders initiate key revocation when they believe access to their keys have been compromised. Has the Certificate Authority signature on the certificate been validated Is the date the certificate is being used within the validity period for the certificate The Certificate Revocation List for the certificates of that type is checked to ensure they have not been revoked. The identity represented by the certificate the distinguished name is valid (distinguished name refers to the location in the x.500 database where the object in question exists).	Comply
59	7.2.6	In order to help assure segregation of duties, developers shall not be System Administrators for the Production Systems they have developed (small, stand-alone systems can be accepted from this requirement).	Comply

Use or disclosure of this proposal is subject to the restrictions on the cover page.
MOTOROLA SOLUTIONS
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FedProposalNum

Exhibit 15 OSP Tracking Project Example

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Motorola Solutions Connectivity

	INGRESS (AGGREGATION)								INGRESS (AGGI
Carrier	NENA ID	Category	Direct or Aggregator	Connection	LATAs	% Complete	Notify OSP	Initial Contact Made	Direct or Aggregated
CONNECTING									
AT&T CLEC (Local)	ATTIS, TCG	CLEC	Direct	TDM	x	75%	Y	Y	Y
AT&T Mobility	ATTMO	Wireless	Direct	SIP	x	83%	Y	Y	Y
LUMEN CLEC	LVL3, TWCOM, FOCAL, LWCL, HTJ, FROMI, BHNIS	CLEC	Direct	SIP	x	75%	Y	Y	Y
Intrado	TRDO, WEST, QMS1 (Testing)	VOIP	LVL3	SIP	x	75%	Y	Y	Y
AIRUS, INC. - UT, is Peerless Network subsidiary	AIRUS	VOIP	TRDO	SIP	x	70%	Y	Y	Y
Altice Wireless	AUSW	Wireless	TRDO	SIP	x	70%	Y	Y	Y
Charter Fiberlink dba Time Warner Cable (Charter Comm)	CHTR, TWCBL	Cable	TRDO	SIP	x	70%	Y	Y	Y
Commio	COMMI	VOIP	TRDO	SIP	x	70%	Y	Y	Y
Commnet Wireless (ATN International)	CMNT	Wireless	TRDO	SIP	x	70%	Y	Y	Y
Dish Wireless	DISHW	Wireless	TRDO	SIP	x	70%	Y	Y	Y
Peerless Network LLC	PLNW	CLEC	TRDO	SIP	x	70%	Y	Y	Y
SuddenLink	SDL, AUSW	CLEC	TRDO	SIP	x	70%	Y	Y	Y
Twilio International	TWI	VOIP	TRDO	SIP	x	70%	Y	Y	Y
Vonage America (aka Vonage Business Solutions Inc)	VNBS	VOIP	TRDO	SIP	x	70%	Y	Y	Y
Ymax Communications Corp	YMX	CLEC	TRDO	SIP	x	70%	Y	Y	Y
LUMEN ILEC (CenturyTel / Embarq / Qwest)	CTL	ILEC	Direct	TDM	x	67%	Y	Y	Y
Navajo Comm Co Inc (aka Frontier)	CZNW	ILEC	Direct	TDM	x	58%	Y	Y	Y
Onvoy / Inteliquent (IQNT)	ONVOY	VOIP	IQNT ESGW	SIP	x	83%	Y	Y	Y
Baca Valley Telephone Company Inc	BVT	CLEC/ILEC	IQNT ESGW	SIP	x	58%	Y	Y	Y
Bandwidth	BAND	VOIP	IQNT ESGW	SIP	x	92%	Y	Y	Y
Nuso LLC (Brightlink Communications)	BLINK	VOIP	BAND	SIP	x	75%	Y	Y	Y
RCLEC	RCLEC	CLEC	BAND	SIP	x	75%	Y	Y	Y
Telnyx LLC	TLX	VOIP	BAND	SIP	x	75%	Y	Y	Y
TWC Mediacom	TWCBL	VOIP	BAND	SIP	x	80%	Y	Y	Y
Comcast	CMCST	VOIP	IQNT ESGW	SIP	x	83%	Y	Y	Y
Dell Telephone Cooperative Inc	DTCI	ILEC	IQNT VPC	SIP	x	67%	Y	Y	Y
Fasttrack Communications, Inc.	FASTC	CLEC	IQNT VPC	SIP	x	83%	Y	Y	Y
La Jicarita Rural Telephone Cooperative	LJRTC	ILEC	IQNT ESGW	SIP	x	83%	Y	Y	Y
Leaco Rural Telephone Company	LCO06	CLEC/ILEC	IQNT ESGW	SIP	x	83%	Y	Y	Y
Mescalero Apache Telecom Inc.	MATI	ILEC	IQNT ESGW	SIP	x	75%	Y	Y	Y
Panhandle Telephone Cooperative Inc.	PNHDL	ILEC	IQNT VPC	SIP	x	50%	Y	Y	Y
Penasco Valley Telephone Coop. Inc.	PVT	ILEC	IQNT VPC	SIP	x	58%	Y	Y	Y
Plateau Telecommunications	PLATC	CLEC	IQNT ESGW	SIP	x	75%	Y	Y	Y
Sacred Wind Communications Inc.	SWC	ILEC	IQNT ESGW	SIP	x	58%	Y	Y	Y
Terra Nova	TNTI	VOIP	IQNT ESGW	SIP	x	50%	Y	Y	Y
T-Mobile USA / Metro PCS	TMOB, MPCSI	Wireless	IQNT ESGW	SIP	x	92%	Y	Y	Y
Valley Telephone Coop Inc	VALAZ	ILEC	IQNT ESGW	SIP	x	75%	Y	Y	Y
Yucca Communications	YCC, RCRTC	CLEC	IQNT ESGW	SIP	x	83%	Y	Y	Y
Smith Bagley Inc. dba Cellular One	SBICO	Wireless	Direct	SIP	x	83%	Y	Y	Y
Tularosa Basin Telephone Co.	TBTC	ILEC	Direct	SIP	x	83%	Y	Y	Y
Tularosa Communications	TBTC	CLEC	Direct	SIP	x	83%	Y	Y	Y
Western New Mexico Telephone Co.	NMTCO	CLEC	Direct	SIP	x	50%	Y	Y	Y
Windstream	WIN, WIND, VALOR, PUA	CLEC/ILEC	Direct	SIP	x	75%	Y	Y	Y
Verizon Business	MCI, PSMCI	CLEC/ILEC	Direct	TDM	x	75%	Y	Y	Y
Verizon Wireless	VZW	Wireless	Direct	TDM	x	75%	Y	Y	Y
						73%			

REGATION)			LOCATION SERVICES				INGRESS (AGGREGATION)			
Network Design Agreement	Circuit Orders Complete	Trunk Orders Completed	Notification Successful	Coordination Meeting Successful	Connection Established	Test File Successful	Pre-Migration Test / Migration Dates Set	Pre-Migration Test Date	Migration Date	Migration Complete
Y	Y		Y	Y	Y	Y				
Y	Y	Y	Y	Y	Y	Y				
Y	Y		Y	Y	Y	Y				
Y	Y		Y	Y	Y	Y				
Y	Y		Y	Y	N/A	N/A				
Y	Y		Y	Y	N/A	N/A				
Y	Y		Y	Y	N/A	N/A				
Y	Y		Y	Y	N/A	N/A				
Y	Y		Y	Y	N/A	N/A				
Y	Y		Y	Y	N/A	N/A				
Y	Y		Y	Y	N/A	N/A				
Y	Y		Y	Y	N/A	N/A				
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Y			Y	Y	Y					
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Y	Y	Y	N/A	N/A	N/A	N/A				
Y	Y	Y	N/A	N/A	N/A	N/A				
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Y	Y		Y	Y	Y	Y				
Y	Y		Y	Y	Y	Y				
Y	Y		Y	Y	Y	Y				

AGREEMENT EXCEPTIONS
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, REQUEST FOR LETTER OF INTEREST

The completed form should be submitted with the solicitation response. If not submitted with solicitation response, it shall be deemed an affirmation by the Vendor that it accepts contract terms and conditions stated in the solicitation.

The Vendor must provide on the form below any and all exceptions it takes to the contract terms and conditions stated in the solicitation, including all proposed modifications to the contract terms and conditions or proposed additional terms and conditions. Additionally, a brief justification specifically addressing each provision to which an exception is taken should be provided.

☐ The Vendor takes no exceptions to the contract terms and conditions stated in the solicitation.

☒ The Vendor takes the following exceptions to the contract terms and conditions stated in the solicitation: (use additional forms as needed; separately identify each article/section number)

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
Agreement Section 1.7	Please see redlines agreement document for changes.	Altered to have terms more closely adhere to a service offering, rather than a software offering.
Agreement Section 1.13	Please see redlines agreement document for changes.	Altered to have terms more closely adhere to a service offering, rather than a software offering.
Agreement Section 1.16	Please see redlines agreement document for changes.	Altered to have terms more closely adhere to a service offering, rather than a software offering.
Agreement Section 1.17	Please see redlines agreement document for changes.	Altered to have terms more closely adhere to a service offering, rather than a software offering.
Agreement Original Section 3.2	Please see redlines agreement document for changes.	Deleted language, as it was applicable to a software offering, and this is solely a service offering.
Agreement Section 3.3	Please see redlines agreement document for changes.	Altered to have terms more closely adhere to a service offering, rather than a software offering.
Agreement Original Section 3.4	Please see redlines agreement document for changes.	Deleted language, as it was applicable to a software offering, and this is solely a service offering.

Vendor Name: Motorola Solutions Connectivity, Inc.

Form Date 9/9/24

AGREEMENT EXCEPTIONS
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Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
Agreement Original Section 3.5	Please see redlines agreement document for changes.	Deleted language, as it was applicable to a software offering, and this is solely a service offering.
Agreement Original Section 3.5	Please see redlines agreement document for changes.	Deleted language, as it was applicable to a software offering, and this is solely a service offering.
Agreement Section 4.2	Please see redlines agreement document for changes.	Altered to match a service offering with a five year term, as proposed.
Agreement Original Section 4.3	Please see redlines agreement document for changes.	Deleted language, as it was applicable to a software offering, and this is solely a service offering.
Agreement Section 4.3	Please see redlines agreement document for changes.	Altered language to provide for structure around appropriations terminations and clarity regarding cost recovery.
Agreement Original Section 4.5	Please see redlines agreement document for changes.	Deleted language, as it was applicable to a software offering, and this is solely a service offering.
Agreement Section 5.2.2	Please see redlines agreement document for changes.	Altered language to match a service offering, for which retaninage would not be applicable, since the offering is being utilized fully if the payments are made.

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Form Date 9/9/24

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Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
Agreement Section 5.2.3	Please see redlines agreement document for changes.	Altered to match the subcontractor payment requirements applicable to the proposed service offering.
Agreement Original Section 5.4	Please see redlines agreement document for changes.	Deleted to match the proposed service offering, which does not break out individual pieces.
Agreement Section 5.4	Please see redlines agreement document for changes.	Altered to propose a dispute process for payment issues.
Agreement Section 5.5	Please see redlines agreement document for changes.	Altered language to match the proposed offering, which would not have a fixed price through extebnsion terms.
Agreement Article 6	Please see redlines agreement document for changes.	Altered consistent with a service offering, rather than a software offering, which will have identified acceptance criteria for the services in Exhibit A.
Agreement Section 7.1	Please see redlines agreement document for changes.	Altered to match the definition changes consistent with the service offering proposed.
Agreement Section 7.5	Please see redlines agreement document for changes.	Altered to match the definition changes consistent with the service offering proposed.

Vendor Name: Motorola Solutions Connectivity, Inc.

Form Date 9/9/24

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Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
Agreement Article 9	Please see redlines agreement document for changes.	Altered indemnification provisions to provide greater clarity regarding the scope of indemnity and consistent with standard company provisions that underlie the entire service offering proposed.
Agreement Article 10	Please see redlines agreement document for changes.	Altered to match the specific insurance requirements from the bidding entity and consistent with the service offering proposed.
Agreement Article 11	Please see redlines agreement document for changes.	Altered to take a service offering proposed into account, which has a different cost structure, thus altering the requirements surrounding termination provisions.
Agreement Original Section 13.30	Please see redlines agreement document for changes.	Deleted as inapplicable, per instructions.
Agreement Original Section 13.34	Please see redlines agreement document for changes.	Deleted as inapplicable, per instructions.
Next Generation Scope of Work Section 9.2, Table 4	Exception taken to proposed monthly service credit of 75% for a failure to have availability for between 30 seconds to 5 minutes of 75% to 25%. Similarly, exception taken to proposed monthly sevice credit for a loss of availability for more than 5 minutes from 100% to 50%.	As an initial matter, credits on monthly recurring charges for any actual outage/loss of service would apply regardless of this credit provision. This is overly punitive and if the service is provided, some compensation is appropriate, even given a failure in an availability metric. However, there is not an objection to a service credit, thus the proposed exception.
Agreement Article 12	Please see redlined agreement document for changes	Deleted sections inapplicable to proposing entity, as a wholly-owned subsidiary of a publicly traded entity.

AGREEMENT EXCEPTIONS
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, REQUEST FOR LETTER OF INTEREST

Vendor Name: Motorola Solutions Connectivity, Inc.

Form Date 9/9/24

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Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
Agreement Article 10	**Please see redlined agreement document for changes.**	**Proposed edits to insurance requirements consistent with proposing entity's internal requirements while maintaining the necessary compliance with insurance requirements.**
Agreement Section 13.4	**Please see redlined agreement document for changes.**	**Proposed edits to certain audit process in order to provide reasonable ability to respond.**
Agreement Section 13.33	**Please see redlined agreement document for changes.**	**Deleted as it is proposing entity's understanding that no grant funding is occurring.**
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Vendor Name: Motorola Solutions Connectivity, Inc.

Form Date 9/9/24

TECHNOLOGY AGREEMENT BETWEEN BROWARD COUNTY AND _____ FOR_____ (RFP # _____)

This Technology Products Agreement ("Agreement") is between Broward County, a political subdivision of the State of Florida ("County"), and _____, a [Motorola Solutions Connectivity, Inc., a California corporation ~~state and type of business~~] ("Contractor") (each a "Party" and collectively referred to as the "Parties").

RECITALS

A. **WHEREAS,** Contractor is a provider of IP selective routing, database services, network services and call handling equipment and services used in the provision of emergency communication; and~~[Insert recitals as applicable]~~

B. **WHEREAS,** County desires to acquire certain services ("Services") from Contractor~~[Insert recitals as applicable]~~

Now, therefore, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

ARTICLE 1. DEFINITIONS

1.1. **Applicable Law** means all applicable laws, codes, advisory circulars, rules, regulations, and ordinances of any federal, state, county, municipal, or other governmental entity, as may be amended.

1.2. **Board** means the Board of County Commissioners of Broward County, Florida.

1.3. **Business hours** or **business day** means 7 a.m. to 7 p.m. Eastern Time during weekdays that are not County holidays or on which County has not otherwise declared its offices closed.

1.4. **Code** means the Broward County Code of Ordinances.

1.5. **Contract Administrator** means the Director of _____, or such other person designated by the Director of _____

, the Assistant Director of in writing.

1.6. **County Business Enterprise** or **CBE** means an entity certified as meeting the applicable requirements of Section 1-81 of the Code.

1.7. **Documentation** means the documentation for the Products, or data, that is delivered or made available with the Products that specifies technical and performance features, capabilities, users, or operation, including training manuals, and other deliverables, such as reports, specifications, designs, plans, drawings, analytics, or other information.~~means all manuals, user documentation, specifications, and other related materials pertaining to the Software that Contractor customarily furnishes to licensees of the Software or purchasers of the services covered by this Agreement.~~

1.8. **Equipment** means the hardware and other property listed in Exhibit A being provided to County pursuant to this Agreement, including any embedded software and firmware incorporated therein or customarily provided to purchasers of such hardware or other property.

1.9. **License Fee**, **Subscription Fee**, or **Support and Maintenance Fee** means the fee associated with use or support of the applicable Products, as outlined in Exhibit B.

1.10. **Notice to Proceed** means a written authorization to proceed with a project, phase, or task, issued by the Contract Administrator.

1.11. **Products** means all Software, Subscriptions, Equipment, and Services provided or required to be provided by Contractor, as further specified in Exhibit A.

1.12. **Purchasing Director** means County's Director of Purchasing.

1.13. **Services** means services, including access to services, as described in the Exhibit A, and include implementation of the service offering and ongoing providing of the service offering to County by Contractor as described in Exhibit A and other applicable Documentation.~~means all required installation, integration, programming, configuration, customization, operation, and enhancements of the Products, together with necessary and appropriate consulting, training, Support and Maintenance, and project management and other services, to meet County's ongoing needs in connection with the Products, as further specified in Exhibit A, as well as any Optional Services procured under this Agreement.~~

1.14. **Software** means all proprietary or third-party software listed in Exhibit A or other intellectual property rights licensed to County or third-party users pursuant to this Agreement, including the computer programs (in machine readable object code form) and any subsequent updates, upgrades, releases, or enhancements thereto developed during

the term of this Agreement.

1.15. **Subcontractor** means an entity or individual, including subconsultants, providing Services to County through Contractor, regardless of tier.

1.16. **Subscriptions** means a recurring payment for Products, as set out in the this Agreement.~~means all proprietary or third-party subscriptions listed in Exhibit A provided to County or third-party users pursuant to this Agreement, including all subscription-based services or solutions such as Software as a Service ("SaaS") or Platform as a Service ("PaaS"), and any subsequent updates, upgrades, releases, or enhancements thereto developed during the term of this Agreement.~~

~~1.16.~~1.17. **"Subscription Services"** or "**Recurring Services**" means Services, including access to Services, paid for on a subscription basis. Subscription Services includes services available through SaaS Products.

~~1.17.~~1.18. **Support and Maintenance** means the support and maintenance required for County to achieve and maintain optimal performance of Products or the System, including as further described in Exhibit D.

~~1.18.~~1.19. **System** means the complete system provided by Contractor pursuant to this Agreement as part of its Services hereunder, including all Products listed on Exhibit A and any other Products that Contractor will make available to County and third-party users as part of its Services under this Agreement.

ARTICLE 2. EXHIBITS

Exhibit A Statement of Work
Exhibit B Payment Schedule
Exhibit C Security Requirements
Exhibit D Support and Maintenance Minimum Standards Exhibit E ~~Minimum~~ Insurance Coverages
Exhibit F Work Authorization Form

Exhibit [_] Service Level Agreement
Exhibit [_] Business Associate Agreement
Exhibit [_] [Port Everglades/BCAD] Requirements Exhibit [__] Federally Funded Contracts Requirements

ARTICLE 3. SCOPE OF SERVICES & TERMS OF USE

3.1. Scope of Services. Contractor shall perform all Services, including without limitation the work specified in Exhibit A (the "Statement of Work"). The Statement of Work is a description of Contractor's obligations and responsibilities and is deemed to include preliminary considerations and prerequisites, and all labor, materials, equipment, and tasks that are such an inseparable part of the work described that exclusion would render performance by Contractor impractical, illogical, or unconscionable.

3.2. ~~Software and Subscriptions~~Service Rights. Contractor will provide the Subscription Services to County for the duration of this Agreement, as described in Exhibit A This right to use is granted solely for County purposes and for the benefit of and use by applicable agencies within the County.

~~3.2.1. Software License. Contractor grants to County a perpetual, royalty-free, nonexclusive license to the Software, with no geographical limitations, for the number of users stated in Exhibit A (if no number is stated, then an unlimited number of users), including to any embedded third-party software within the Software. This license is granted solely for County purposes, including on and off-site access, and for the benefit of and use by all agencies within County, including the offices of the County constitutional officers if elected by County. The Software rights granted to County in this Agreement shall not require or otherwise be contingent upon the continuance of Support and Maintenance.~~

~~3.2.2. Subscription Rights. Contractor grants to County a royalty-free, nonexclusive right to access and use the Subscriptions for the duration of this Agreement, with no geographical limitations, for the number of users stated in Exhibit A (if no number is stated, then for an unlimited number of users), including the right to use any third-party software or technology embedded in or otherwise required to operate or allow access to the Subscriptions and the right to make any temporary files or copies required to utilize the Subscriptions. This right to use is granted solely for County purposes, including on- and off-site access, and for the benefit of and use by all agencies within the County, including the offices of the County constitutional officers if elected by County.~~

~~3.2.3. Authorized Users and Additional Licenses. Unless otherwise stated in Exhibit A, County and any of its employees, agents, contractors, suppliers, and other third parties authorized by County may concurrently operate and use the Products for County purposes. If additional licenses or users are requested by County, the Purchasing Director is authorized to execute a Work Authorization (in substantially the same form as Exhibit F), subject to the Purchasing Director's execution authority as stated in Section 3.8, to purchase additional licenses or users for the fee specified in Exhibit B.~~

~~3.2.4. Permitted Hardware and Environments. Unless otherwise stated in Exhibit A, County may install, use, and operate the Software and Subscriptions on any hardware. For any~~

~~3.2.5. Software, County may, at no additional cost: (a) install, use, and operate the Software on separate servers and in any and all development, test, failover, disaster recovery, and backup environments or configurations; (b) if required by reason of an emergency, disaster, or operational need, or for testing of recovery resources, temporarily use the Software on recovery resources, including recovery resources that may not be owned by County; (c) copy the Software for backup and archiving purposes for the purposes of support or maintenance by County or others hired by County to provide such support or maintenance; and (d) utilize a hosted environment, including without limitation through a third-party hosting provider, for any permitted uses of the Software.~~

~~3.2.6. Prohibited Uses. Except as otherwise provided in this Agreement or required under Florida law, County shall not reproduce, publish, or license the Software or Subscriptions to others. County shall not modify, reverse engineer, disassemble, or decompile the Software or Subscriptions, or any portion thereof, except (a) to the extent expressly authorized in Exhibit A, in which event such authorized actions shall be deemed within the license grant of Section 3.2, or (b) to the extent permitted under any applicable open source license.~~

3.3. Hosting. Any costs to County for any hosting needs of~~provided by~~ Contractor ~~of the Software or Subscriptions~~in the provision of the Subscription Services are included within the Subscription Fee listed in Exhibit B and will be provided at no additional cost to County, unless otherwise expressly stated in Exhibit B. Contractor~~, the Software, the Subscriptions,~~ and the ~~System~~ Subscription Services shall comply for the duration of this Agreement with the Service Level Agreement set forth in Exhibit G, unless otherwise expressly approved in writing by the County's Chief Information Officer or their designee.

~~3.4. Support and Maintenance. For so long as requested by County and for all Products other than Subscriptions, Contractor shall provide County with Support and Maintenance for the Products and the System as set forth in Exhibit D. Contractor shall provide County with Support and Maintenance for Subscriptions as set forth in Exhibit D, so long as County pays the Subscription Fee stated in Exhibit B. Support and Maintenance shall be invoiced and paid in accordance with the Payment Schedule set forth in Exhibit B, except that for the first year following Final Acceptance, all Support and Maintenance for Software and Equipment is included at no cost to County. County may elect to discontinue or recommence Support and Maintenance for some or all Products upon thirty (30) days prior written notice, and County shall only be obligated to pay for the time periods actually covered by Support and Maintenance at the rates stated in Exhibit B.~~

~~3.5. Updates, Upgrades, and Releases. For the Term, Contractor shall promptly provide to County, with advance notice and at no additional cost, any and all software and firmware updates (including error corrections, bug fixes, security updates, and patches), upgrades, and new releases to the Products, including all that Contractor makes available at no additional cost to other licensees of the applicable Products or users of all or part of the System. All such updates, upgrades, and new releases shall remain the sole property of Contractor and shall be deemed to be included within the scope of the licenses and subscriptions for Products granted under this~~

~~Agreement. Installation or implementation of any such update, upgrade, or release in the County's environment requires prior written authorization by the Contract Administrator.~~

~~3.6. Compatibility. For the Term, Contractor shall ensure the continued compatibility of the Products with all major releases, updates, or upgrades of any third-party software used by County for access or operation of the System, including without limitation Active Directory (AD) and Geographic Information System Mapping (GIS). If Contractor is not able to support any third- party software update, upgrade, or new release that changes major functionality and is not compatible with the Products, Contractor shall use all reasonable efforts to resolve such issues and to provide optimal functionality of the Software or the Subscriptions consistent with this Agreement. If Contractor is unable to provide continued optimal functionality of the Products consistent with this Agreement due to any third-party software release, update, or upgrade, County shall be entitled to a refund of any Support and Maintenance Fee or Subscription Fee paid for the affected time period and affected Products and may, at County's sole election, terminate the Agreement upon written notice with no further obligation to Contractor.~~

~~3.7.~~3.4. Documentation. Contractor shall deliver copies of the Documentation to County concurrently with delivery of the Products, and thereafter shall promptly provide any updated Documentation as it becomes available during the term of this Agreement. Contractor represents and warrants that the Documentation is sufficiently comprehensive and of sufficient quality to enable a competent user to operate the Products efficiently and in accordance with Exhibit A. County has the right to copy, reproduce, modify, and create derivative works utilizing the Documentation as County deems necessary provided such activities are solely for the purpose of use of the Products as permitted under this Agreement.

~~3.8.~~3.5. Optional Services. If any Services, or the quantity thereof, are identified as optional ("Optional Services"), County may select the type, amount, and timing of Optional Services pursuant to a work authorization ("Work Authorization") in substantially the form attached as Exhibit F, executed by Contractor and County pursuant to this section. Any Optional Services procured, when combined with the other required Services, shall not result in a payment obligation exceeding the applicable maximum amount stated in Section 5.1. Notwithstanding anything to the contrary in this Agreement, Work Authorizations shall be executed on behalf of County as follows: (a) the Contract Administrator may execute Work Authorizations for which the total aggregate cost to County is less than $50,000; (b) the Purchasing Director may execute Work Authorizations for which the total aggregate cost to County is within the Purchasing Director's delegated authority; and (c) any Work Authorization above the Purchasing Director's delegated authority requires express approval by the Board. Contractor shall not commence work on any Work Authorization until receipt of a purchase order and a Notice to Proceed issued by the Contract Administrator.

ARTICLE 4. TERM AND TIME OF PERFORMANCE

4.1. Term. This Agreement begins on the date it is fully executed by the Parties ("Effective Date") and continues through _____ ("Initial Term"), unless otherwise terminated or extended as provided in this Agreement. The Initial Term, Extension Term(s), and any

Additional Extension, as those terms are defined in this article, are collectively referred to as the "Term."

4.2. Extensions. County may express its desire to extend this Agreement for up to (_____) additional ~~one~~ five (~~1~~5) year terms (each an "Extension Term") ~~on the same rates, terms, and conditions stated in this Agreement~~ by sending written notice to Contractor at least ~~thirty~~ ninety (~~30~~90) days prior to the expiration of the then-current term. Contractor will provide a response of the pricing for such Extension Term within thirty (30) days of the date of such request. County will then provide notice of its intent to enter into the Extension Term within thirty (30) days of the expiration of the then-current term. The Purchasing Director is authorized to exercise any Extension Term(s), and notice of same to Contractor by electronic mail alone shall be effective and sufficient.

~~4.3. Additional Extension. If the Purchasing Director determines, in their sole discretion, that unusual or exceptional circumstances render the exercise of an Extension Term not practicable, or that no Extension Term remains available and expiration of this Agreement would result in a gap in necessary Services, then the Purchasing Director may extend this Agreement for period(s) not to exceed three (3) months in the aggregate ("Additional Extension") on the same rates, terms, and conditions as existed at the end of the then-current term. The Purchasing Director may exercise the Additional Extension by written notice to Contractor at least thirty (30) days prior to the end of the then-current term stating the duration of the Additional Extension. The Additional Extension must be within the authority of the Purchasing Director or otherwise authorized by the Board.~~

4.3. Fiscal Year. The continuation of this Agreement beyond the end of any County fiscal year (October 1 through September 30) is subject to both the appropriation and the availability of funds pursuant to Chapter 129 and, if applicable, Chapter 212, Florida Statutes. In the event County is unable to obtain the necessary appropriations or budget funding for the Services, County may terminate the Services without liability for the termination charges set forth in this Agreement upon the following conditions: (i) County has taken all actions necessary to obtain adequate appropriations or budget funding; (ii) despite County's best efforts, funds have not been appropriated or budgeted and are otherwise unavailable to pay for the Services; and (iii) County has negotiated in good faith with Contractor to develop revised terms, an alternative payment schedule or a revised Agreement, including any associated Attachments to accommodate County's appropriations or budget. County must provide Contractor with thirty (30) calendar days prior written notice of its intent to terminate this Agreement under this Section.

Termination of this Agreement for failure to obtain necessary appropriations or budget funding shall be effective as of the last day for which funds were appropriated or budgeted or otherwise made available. If County terminates this Agreement under this Section, County agrees it shall pay all amounts due for any costs incurred and services rendered and/or accepted or delivered up to and including the date of termination

4.4. Time of the Essence. Time is of the essence for Contractor's performance of the duties, obligations, and responsibilities required by this Agreement.

~~4.5. Timetable. If Contractor fails to achieve Final Acceptance within ( ) months after the Effective Date, County shall have the option to terminate the Agreement by written notice from its Contract Administrator, in which event all sums paid by County under this Agreement, if any, shall be reimbursed to County by Contractor within fifteen (15) days. For purposes of this section, any delays caused by County prior to Final Acceptance shall extend the Final Acceptance deadline by the same number of days as the delay caused by County.~~

~~4.6.~~4.5.~~Time of the Essence. Time is of the essence for Contractor's performance of the duties, obligations, and responsibilities required by this Agreement.~~

ARTICLE 5. COMPENSATION

5.1. Maximum Amounts. For all Products and Services provided under this Agreement, County will pay Contractor up to a maximum amount as follows:

Services/Products	Term	Not-To-Exceed Amount
Software License Fees and Subscription Fees	Initial Term	$
Services and Support and Maintenance Fees	Initial Term	$

Services/Products	Term	Not-To-Exceed Amount
Services, Software License Fees, Subscription Fees, and Support and Maintenance Fees	Extension Term(s)	$____per Extension Term ($_____ _____total all Extension Terms)
Reimbursable Expenses	Duration of Agreement	$
Optional Services	Duration of Agreement	$
TOTAL NOT TO EXCEED		**$**

Payment shall be made only for Services actually performed and completed pursuant to this Agreement as set forth in Exhibit B, which amount shall be accepted by Contractor as full compensation for all such Services. Contractor acknowledges that the amounts set forth in this Agreement are the maximum amounts payable and constitute a limitation upon County's obligation to compensate Contractor for Products and Services. These maximum amounts, however, do not constitute a limitation of any sort upon Contractor's obligation to perform all Services.

5.2. Method of Billing and Payment.

5.2.1. Unless otherwise stated in Exhibit B, Contractor must submit invoices no more often than once monthly, but only after the Services invoiced have been completed. Invoices are due within fifteen (15) days after the end of the month covered by the invoice, except that the final invoice must be received no later than sixty (60) days after the expiration or earlier termination of this Agreement. Unless otherwise stated in Exhibit B or the applicable Work Authorization, any Optional Services shall be invoiced in accordance with the existing invoicing schedule for any like goods or services provided under this Agreement, including (if applicable) invoiced pro rata for the initial invoice period. Invoices shall describe the Services performed and, as applicable, the personnel, hours, tasks, or other details as requested by the Contract Administrator. Contractor shall submit a Certification of Payments to Subcontractors and Suppliers (Form 00924, available at https://www.broward.org/Purchasing/Pages/StandardTerms.aspx) with each invoice that includes Services performed by a Subcontractor. The certification shall be accompanied by a copy of the notification sent to each unpaid Subcontractor listed on the form, explaining the good cause why payment has not been made to that Subcontractor.

5.2.2. Invoices shall be in the amounts set forth in Exhibit B for the applicable Services~~, minus any agreed upon retainage as stated in Exhibit B. Retainage amounts shall only be invoiced upon completion of all Services, unless otherwise stated in Exhibit B~~. County shall pay Contractor within thirty (30) days after receipt of Contractor's proper invoice in accordance with the "Broward County Prompt Payment Ordinance," Section 1-51.6 of the Code. To be deemed proper, all invoices must: (a) comply with all applicable requirements, whether set forth in this Agreement or the Code; and (b) be submitted on the then-current County form and pursuant to instructions prescribed by the Contract Administrator. Payments shall

be sent to Contractor's address in accordance with Article 11, unless otherwise requested by Contractor in writing and approved by the Contract Administrator in writing. Payment may be withheld for failure of Contractor to comply with a term, condition, or requirement of this Agreement.

5.2.3. Contractor must pay Subcontractors and suppliers ~~within fifteen (15) days after receipt of payment from County for such subcontracted work or supplies. If Contractor withholds an amount as retainage from Subcontractors or suppliers, Contractor shall release such retainage and pay same within fifteen (15) days after receipt of payment of retained amounts from County. Failure to pay a Subcontractor or supplier in accordance with this section shall be a material breach of this Agreement, unless Contractor demonstrates to Contract Administrator's satisfaction that such failure to pay results from a bona fide dispute with the Subcontractor or supplier and, further, Contractor promptly pays the applicable amount(s) to the Subcontractor or supplier upon resolution of the dispute. Contractor shall include requirements substantially similar to those set forth in this section in its contracts with Subcontractors and suppliers.~~according to the applicable terms of the agreement between Contractor and any such subcontractors, if applicable.

5.3. Reimbursable Expenses. Contractor shall not be reimbursed for any expenses it incurs unless expressly provided for in this Agreement. Reimbursement of any travel costs or travel-related expenses permitted under this Agreement shall be limited to those permitted under Section 112.061, Florida Statutes, except to the extent that Exhibit B expressly provides otherwise. County shall not be liable for any expenses that exceed those allowed by Section 112.061 or that were not approved in writing in advance by the Contract Administrator.

~~5.4. Subcontractors. Contractor shall invoice Subcontractor fees only in the actual amount paid by Contractor, without markup or other adjustment.~~

~~5.5.~~5.4.Withholding by County; Overcharges. Notwithstanding any provision of this Agreement to the contrary, County may withhold payment of disputed amounts that result from a filed dispute with Contractor~~, in whole or in part, (a) in accordance with Applicable Law, or (b) to the extent necessary to protect itself from loss on account of(i) inadequate or defective work that has not been remedied or resolved in a manner satisfactory to the Contract Administrator, or (ii) Contractor's failure to comply with any provision of this Agreement~~. Upon resolution of any such dispute in favor of Contractor, ~~T~~the amount withheld shall ~~not~~ be subject to payment of interest by County as permitted by applicable law. ~~In the event of an overcharge of any nature by Contractor in excess of five percent (5%) of the total amount billed in the invoice where the overcharge occurred, Contractor must refund the overbilled amount and pay liquidated damages in the amount of fifteen percent (15%) of the overbilled amount within thirty (30) days after demand by County as just compensation for damages incurred by County due to the overbilling, including, but not limited to, County's administrative costs and loss of potential investment returns (including interest).~~

~~5.6.~~5.5.Fixed Pricing. Unless otherwise stated in Exhibit B, prices shall remain firm and fixed for the duration of the Term or Extension Term, as further delineated herein~~, including any extension terms~~. However, Contractor may offer incentive or volume discounts to County at any time.

~~[DELETE IF NOT APPLICABLE]~~

~~5.7. Foreign Entity Tax Withholding. Amounts due to certain foreign persons or entities may be subject to backup withholding taxes under federal law. If Contractor is a foreign person or entity that is required to complete an Internal Revenue Service ("IRS") form to evidence exemption from backup withholding (e.g., Form W-8ECI) ("Foreign Tax Form"), Contractor shall provide County a copy of Contractor's current Foreign Tax Form prior to issuance of any invoice or payment under this Agreement. If Contractor fails to timely provide a completed, current Foreign Tax Form, County will withhold all backup withholding taxes from the amounts due Contractor, remit such sums to the IRS, and pay Contractor only the remainder. County makes no representation regarding the tax treatment of amounts due to Contractor, and Contractor releases and holds County harmless from any claims or damages in any way relating to or arising from any tax withholding by County pursuant to this section.~~

ARTICLE 6. DELIVERY, TESTING AND ACCEPTANCE

6.1. Delivery. ~~Unless otherwise stated in Exhibit A,~~ Contractor shall~~, within seven (7) days after the Effective Date, make the Software and the Subscriptions available electronically to County. All County license keys, usernames, and passwords shall be authenticated by Contractor and~~ deliver the Subscription Services and otherwise perform its obligations under this Agreement according to Exhibit A (Statement of Work).

6.2. Final Acceptance Testing. Final acceptance testing of the Subscription Services shall be performed as identified in Exhibit A.~~Section 22.148 of the Broward County Administrative Code requires that all applicable software purchases be inspected and tested by County, including verification by its Enterprise Technology Services ("ETS"), prior to final written acceptance of the software and software-related services. Within thirty (30) days after completion of all Services stated in Exhibit A relating to the installation, implementation, and integration of the Products and System provided under this Agreement, County shall conduct testing to determine whether the System: (i) properly functions with any applicable operating software; (ii) provides the capabilities stated in this Agreement and the Documentation; and (iii) if applicable, meets the acceptance criteria stated in the Statement of Work (the criteria referenced in (i), (ii), and (iii) are~~

collectively referred to as the "Final Acceptance Criteria"). In the event of a conflict between the Documentation and the acceptance criteria stated in the Statement of Work, the Statement of Work shall prevail. Final payment shall not be made to Contractor prior to the written confirmation by the County's Chief Information Officer or their written designee that the Products and System have successfully passed the Final Acceptance Criteria, and such written confirmation shall constitute "Final Acceptance."

6.2.1. The testing period shall commence on the first business day after Contractor informs County in writing that it has completed the Services required to be performed prior to testing and that the System is ready for testing, and shall continue for a period of up to thirty (30) days. During the testing period, County may notify Contractor in writing of any error or defect in the System so that Contractor may make any needed modifications or repairs. If Contractor so elects in writing, testing will cease until Contractor resubmits for Final Acceptance testing, at which time the testing period shall be reset to that of a first submission for testing.

6.2.2. County shall notify Contractor in writing of its Final Acceptance or rejection of the System, or any part thereof, within fifteen (15) days after the end of the testing period, as same may be extended or reset. If County rejects the System, or any part thereof, County shall provide notice identifying the criteria for Final Acceptance that the System failed to meet. Following such notice, Contractor shall have thirty (30) days to (a) modify, repair, or replace the System or any portion thereof, or (b) otherwise respond to County's notice. If Contractor modifies, repairs, or replaces the System or portion thereof, the testing period shall re-commence consistent with the procedures set forth above in this Section 6.2.

6.2.3. If Contractor fails to remedy the reason(s) for County's rejection of the System, or any part thereof, within ninety (90) days after County's initial notice of rejection, County may elect, in writing, to either accept the System as it then exists or to reject the Software or Subscriptions and terminate the Agreement or applicable Work Authorization. If County elects to reject the System and terminate the Agreement or applicable Work Authorization, all sums paid by County under the Agreement or applicable Work Authorization shall be reimbursed to County by Contractor within fifteen (15) days after such election is made. If County elects to accept the System as it then exists (partial acceptance), Contractor shall continue to use its best efforts to remedy the items identified in the applicable notice of rejection. If, despite such continuing best efforts, Contractor fails to remedy the issue(s) identified by County within a reasonable time as determined by County, then County shall be entitled to deduct from future sums due under the Agreement the value of the rejected portion of the System as mutually determined by the

~~Parties. If the Parties cannot agree upon such value, County shall have the right to reject the System and terminate the Agreement or applicable Work Authorization on the terms stated above in this section.~~

ARTICLE 7. CONFIDENTIAL INFORMATION, PROPRIETARY RIGHTS, SECURITY REQUIREMENTS

7.1. Contractor Confidential Information. Contractor represents that the ~~Software~~ Products and the Subscription Services contain proprietary products and trade secrets of Contractor. Accordingly, to the full extent permissible under Applicable Law, County agrees to treat intellectual property within the Software or the Subscriptions as confidential in accordance with this article. For any other material submitted to County, Contractor must separately submit and conspicuously label as "RESTRICTED MATERIAL – DO NOT PRODUCE" any material (a) that Contractor contends, constitutes, or contains its trade secrets under Chapter 688, Florida Statutes, or (b) for which Contractor asserts a right to withhold from public disclosure as confidential or otherwise exempt from production under Florida public records laws (including Chapter 119, Florida Statutes) (collectively, "Restricted Material"). In addition, Contractor must, simultaneous with the submission of any Restricted Material, provide a sworn declaration or affidavit in a form acceptable to County from a person with personal knowledge attesting that the Restricted Material constitutes trade secrets or is otherwise exempt or confidential under Florida public records laws, including citing the applicable Florida statute and specifying the factual basis for each such claim. Upon request by County, Contractor must promptly identify the specific applicable statutory section that protects any particular document. If a third party submits a request to County for records designated by Contractor as Restricted Material or for trade secret material in the Software or the Subscriptions, County shall refrain from disclosing such material unless otherwise ordered by a court of competent jurisdiction, authorized in writing by Contractor, or the claimed exemption is waived by Contractor. Any failure by Contractor to strictly comply with the requirements of this section shall constitute Contractor's waiver of County's obligation to treat the records as Restricted Material. Contractor must indemnify and defend County and its employees and agents from any and all claims, causes of action, losses, fines, penalties, damages, judgments, and liabilities of any kind, including attorneys' fees, litigation expenses, and court costs, relating to nondisclosure of Restricted Material or materials relating to the Software or the Subscriptions in response to a third-party request.

7.2. County Confidential Information. All materials, data, transactions of all forms, financial information, documentation, inventions, designs, and methods that Contractor obtains from County in connection with this Agreement, that are made or developed by Contractor in the course of the performance of the Agreement, or in which County holds proprietary rights, constitute "County Confidential Information." All County-provided employee information, financial information, and personally identifiable information for individuals or entities interacting with County (including, without limitation, social security numbers, birth dates, banking and financial information, and other information deemed exempt or confidential under Applicable Law) also constitute "County Confidential

Information."

7.2.1. County Confidential Information may not, without the prior written consent of County, or as otherwise required by Applicable Law, be used by Contractor or its employees, agents, Subcontractors, or suppliers for any purpose other than for the benefit of County pursuant to this Agreement. Neither Contractor nor its employees, agents, Subcontractors, or suppliers may sell, transfer, publish, disclose, display, license, or otherwise make available to any other person or entity any County Confidential Information without the prior written consent of County.

7.2.2. Contractor expressly agrees to be bound by and to defend, indemnify, and hold harmless County and its officers and employees from the breach of Applicable Law by Contractor or its employees, agents, Subcontractors, or suppliers regarding the unlawful use or disclosure of County Confidential Information.

7.2.3. Upon expiration or termination of this Agreement, or as otherwise demanded by County, Contractor shall immediately turn over to County all County Confidential Information, in any form, tangible or intangible, possessed by Contractor or its employees, agents, Subcontractors, or suppliers.

7.3. Maintenance of Confidential Information. Each Party shall advise its employees, agents, Subcontractors, and suppliers who receive or otherwise have access to the other Party's Confidential Information (as described in Section 7.1 or Section 7.2, as applicable) of their obligation to keep such information confidential, and shall promptly advise the other Party in writing if it learns of any unauthorized use or disclosure of said Confidential Information. In. addition, the Parties agree to cooperate fully and provide all reasonable assistance to ensure the confidentiality of the other Party's Confidential Information as described in this article.

7.4. County Proprietary Rights. Contractor acknowledges and agrees that County retains all rights, title, and interest in and to all materials, data, documentation, and copies thereof furnished by County to Contractor under this Agreement, including all copyright and other proprietary rights therein, which Contractor as well as its employees, agents, Subcontractors, and suppliers may use only in connection with the performance of this Agreement.

7.5. Contractor Proprietary Rights. Except for custom work products, if any, County acknowledges that all ~~copies of the Software (in any form) and~~software utilized by Contractor to provide the Subscription Services are the sole property of Contractor or third-party licensor. County shall not have any right, title, or interest to any such ~~Software~~ software ~~or~~ used to offer the Subscription Services ~~except as expressly provided in this Agreement~~ and shall take reasonable steps to secure and protect ~~the Software and the Subscriptions~~any such software consistent with maintenance of Contractor's proprietary rights therein.

7.6. Data and Privacy. Contractor shall comply with all applicable data and privacy laws and regulations, including without limitation Section 501.171, Florida Statutes, and shall

ensure that County data processed, transmitted, or stored by Contractor or in the System is not accessed, transmitted, or stored outside the United States. Contractor shall not sell, market, publicize, distribute, or otherwise make available to any third party any personal identification information (as defined by Sections 501.171, 817.568, or 817.5685, Florida Statutes) that Contractor may receive or otherwise have access to in connection with this Agreement, unless expressly authorized in advance by County. If applicable and requested by County, Contractor shall ensure that all hard drives or other storage devices and media that contained County data have been wiped in accordance with the then-current best industry practices, including without limitation DOD 5220.22-M, and that an appropriate data wipe certification is provided to the satisfaction of the Contract Administrator.

7.7. Entities of Foreign Concern. The provisions of this section apply only if this Agreement provides access to an individual's personal identifying information. By execution of this Agreement, the undersigned authorized representative of Contractor hereby attests under penalty of perjury as follows: Contractor is not owned by the government of a foreign country of concern, is not organized under the laws of nor has its principal place of business in a foreign country of concern, and the government of a foreign country of concern does not have a controlling interest in Contractor; and the undersigned authorized representative of Contractor declares that they have read the foregoing statement and that the facts stated in it are true. Terms used in this section that are not otherwise defined in this Agreement shall have the meanings ascribed to such terms in Section 287.138, Florida Statutes.

7.8. Security Requirements. Contractor, the Products, and the System must meet or exceed all security requirements set forth in Exhibit C at all times throughout the Term, unless otherwise expressly approved in writing by the County's Chief Information Officer or their designee. Contractor will cooperate with County and provide any and all information that County may

reasonably request to determine appropriate security and network access restrictions and verify Contractor compliance with County security requirements, including as stated in this section.

~~**[DELETE IF NOT APPLICABLE]**~~

~~7.9. Custom Work Products. To the extent this Agreement (including the Statement of Work, any subsequent Work Authorization, any amendment, or the procurement documents relating to this Agreement) identifies deliverables that constitute custom work products that Contractor is required to develop and furnish, the Parties agree that County shall own all rights, title, and interest in and to all such custom work products and that they shall be deemed to constitute "works made for hire" under the United States Copyright Act, 17 U.S.C. § 101. If, for any reason, any custom work product would not be considered a "work made for hire" under Applicable Law, Contractor hereby exclusively and irrevocably sells, assigns, and transfers to County all of Contractor's rights, title, and interest in and to such custom work product and in and to any copyright or copyright application(s) related thereto. Contractor agrees that neither it nor its agents shall use or~~

~~disclose any custom work product except for County's benefit as required in connection with Contractor's performance under this Agreement, unless Contractor has obtained County's prior written consent to such use or disclosure. "Custom work product" shall not include any software, copyrighted material, or other proprietary material developed by Contractor or any third party prior to the Effective Date, but shall include any modification(s) thereof developed pursuant to this Agreement. To the full extent applicable, Contractor shall provide County with the source code and object code for all custom work products upon Final Acceptance of the Software or System, or within thirty (30) calendar days after written request by the Contract Administrator, whichever occurs first.~~

~~7.10.~~7.9. Injunctive Relief; Survival. The Parties represent and agree that neither damages nor any other legal remedy is adequate to remedy any breach of this article, and that the injured party shall therefore be entitled to injunctive relief to restrain or remedy any breach or threatened breach. The obligations under this article shall survive the termination of this Agreement or of any license granted under this Agreement.

ARTICLE 8. REPRESENTATIONS AND WARRANTIES

~~8.1. Ownership. Contractor represents and warrants that it is the owner of all right, title, and interest in and to the Software and the Subscriptions, or that it has the right to grant to County the rights and the licenses granted under this Agreement, and that Contractor has not knowingly granted rights or licenses to any other person or entity that would restrict rights and licenses granted hereunder, except as may be expressly stated herein.~~

~~8.2. Limited Warranty. For the Term, Contractor represents and warrants to County that the Products and System will perform substantially as described in the Documentation and in Exhibit~~
~~A. This warranty does not cover any failure of the Products resulting from: (a) use of the Products in a manner other than that for which they were intended; (b) any modification of the Products by County that is not authorized by Contractor; or (c) County's provision of improperly formatted data to be processed through the System.~~

~~8.3.~~8.1. Warranty Regarding Viruses and PCI Compliance. Contractor further represents, warrants, and agrees that the Products are free from currently-known viruses or malicious software (at the time the Products and any subsequent versions thereof are provided to County), and that Contractor has and will continue, for the full term of this Agreement, to use commercially reasonable security measures to ensure the integrity of the Products from data leaks, hackers, denial of service attacks, and other unauthorized intrusions. If the Products accept, transmit, or store any credit cardholder data, Contractor represents

and warrants that the Products comply with the most recent Security Standards Council's Payment Card Industry ("PCI") Payment Application Data Security Standard ("DSS").

~~8.4.~~8.2.ADA Compliance. Contractor represents and warrants that the Products and System are, and for the duration of the Agreement will remain, fully accessible and compliant with the Americans with Disabilities Act, 42 U.S.C. § 12101, Section 504 of the Rehabilitation Act of 1973, and all other Applicable Law, and that the Products and System meet or exceed the World Wide Web Consortium/Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standard or any higher standard as may be adopted by the International Organization for Standardization. Upon request, Contractor will provide County with any accessibility testing results and written documentation verifying accessibility, as well as promptly respond to and resolve accessibility complaints.

~~8.5.~~8.3.Intellectual Property Warranty. Contractor represents and warrants that at the time of entering into this Agreement, no claims have been asserted against Contractor (whether or not any action or proceeding has been brought) that allege that any part of the Products or System infringes or misappropriates any patent, copyright, mask copyright, or any trade secret or other intellectual or proprietary right of a third party, and that Contractor is unaware of any such potential claim. Contractor also agrees, represents, and warrants that the Products, System, Services, and Support and Maintenance to be provided pursuant to this Agreement will not infringe or misappropriate any patent, copyright, mask copyright, or any trade secret or other intellectual or proprietary right of a third party.

~~8.6.~~8.4.Representation of Authority. Contractor represents and warrants that this Agreement constitutes the legal, valid, binding, and enforceable obligation of Contractor, and that neither the execution nor performance of this Agreement constitutes a breach of any agreement that Contractor has with any third party or violates Applicable Law. Contractor further represents and warrants that execution of this Agreement is within Contractor's legal powers, and each individual executing this Agreement on behalf of Contractor is duly authorized by all necessary and appropriate action to do so on behalf of Contractor and does so with full legal authority.

~~8.7.~~8.5.Solicitation Representations. Contractor represents and warrants that all statements and representations made in Contractor's proposal, bid, or other supporting documents submitted to County in connection with the solicitation, negotiation, or award of this Agreement, including during the procurement or evaluation process, were true and correct when made and are true and correct as of the date Contractor executes this Agreement, unless otherwise expressly disclosed in writing by Contractor.

~~8.8.~~8.6.Contingency Fee. Contractor represents and warrants that it has not employed or retained any person or entity, other than a bona fide employee working solely for Contractor, to solicit or secure this Agreement and that it has not paid or agreed to pay any person or entity, other than a bona fide employee working solely for Contractor, any

fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award or making of this Agreement.

~~8.9.~~8.7.Truth-In-Negotiation Representation. Contractor's compensation under this Agreement is based upon its representations to County, and Contractor certifies that the wage rates, factual unit costs, and other information supplied to substantiate Contractor's compensation, including without limitation those made by Contractor during the negotiation of this Agreement, are accurate, complete, and current as of the date Contractor executes this Agreement. Contractor's compensation may be reduced by County, in its sole discretion, to correct any inaccurate, incomplete, or noncurrent information provided to County as the basis for Contractor's compensation in this Agreement.

~~8.10.~~8.8. Public Entity Crime Act. Contractor represents that it is familiar with the requirements and prohibitions under the Public Entity Crime Act, Section 287.133, Florida Statutes, and represents that its entry into this Agreement will not violate that statute. Contractor further represents that there has been no determination that it committed a "public entity crime" as defined by Section 287.133, Florida Statutes, and that it has not been formally charged with committing an act defined as a "public entity crime" regardless of the amount of money involved or whether Contractor has been placed on the convicted vendor list.

~~8.11.~~8.9. Discriminatory Vendor and Scrutinized Companies Lists; Countries of Concern. Contractor represents that it has not been placed on the "discriminatory vendor list" as provided in Section 287.134, Florida Statutes, and that it is not a "scrutinized company" pursuant to Sections 215.473 or 215.4725, Florida Statutes. Contractor represents and certifies that it is not, and for the duration of the Term will not be, ineligible to contract with County on any of the grounds stated in Section 287.135, Florida Statutes. Contractor represents that it is, and for the duration of the Term will remain, in compliance with Section 286.101, Florida Statutes.

~~8.12.~~8.10. Claims Against Contractor. Contractor represents and warrants that there is no action or proceeding, at law or in equity, before any court, mediator, arbitrator, governmental or other board or official, pending or, to the knowledge of Contractor, threatened against or affecting Contractor, the outcome of which may (a) affect the validity or enforceability of this Agreement,
(b) materially and adversely affect the authority or ability of Contractor to perform its obligations under this Agreement, or (c) have a material and adverse effect on the consolidated financial condition or results of operations of Contractor or on the ability of Contractor to conduct its business as presently conducted or as proposed or contemplated to be conducted.

~~8.13.~~8.11. Verification of Employment Eligibility. Contractor represents that Contractor and each Subcontractor have registered with and use the E-Verify system maintained by the United States Department of Homeland Security to verify the work authorization status of all newly hired employees in compliance with the requirements of Section 448.095,

Florida Statutes, and that entry into this Agreement will not violate that statute. If Contractor violates this section, County may immediately terminate this Agreement for cause and Contractor shall be liable for all costs incurred by County due to the termination.

~~8.14.~~8.12. Warranty of Performance. Contractor represents and warrants that it possesses the knowledge, skill, experience, and financial capability required to perform and provide all Services and that each person and entity that will provide Services is duly qualified to perform such Services by all appropriate governmental authorities, where required, and is sufficiently experienced and skilled in the area(s) for which such person or entity will render Services. Contractor represents and warrants that the Services shall be performed in a skillful and respectful manner, and that the quality of all Services shall equal or exceed prevailing industry standards for the provision of such Services.

~~8.15.~~8.13. Prohibited Telecommunications. Contractor represents and certifies that Contractor and all Subcontractors do not use, and for the Term will not provide or use, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, as such terms are used in 48 C.F.R. §§ 52.204-24 through 52.204-26.

~~8.16.~~8.14. Criminal History Screening Practices. If this Agreement is subject to the requirements of Section 26-125(d) of the Code, Contractor represents and certifies that Contractor will comply with Section 26-125(d) of the Code for the duration of the Term.

~~[DELETE 8.17 IF PUBLIC WORKS PROJECT OR STATE-FUNDED CONSTRUCTION SERVICES UNLESS SURTAX FUNDED]~~

~~8.17.~~8.15. Domestic Partnership Requirement. Unless this Agreement is exempt from the provisions of the "Broward County Domestic Partnership Act," Section 16½-157 of the Code ("Act"), Contractor certifies and represents that it shall at all times comply with the provisions of the Act. The contract language referenced in the Act is deemed incorporated in this Agreement as though fully set forth in this section.

~~8.18.~~8.16. Breach of Representations. Contractor acknowledges that County is materially relying on the representations, warranties, and certifications of Contractor stated in this article, and County shall be entitled to exercise any or all of the following remedies if any such representation, warranty, or certification is untrue: (a) recovery of damages incurred; (b) termination of this Agreement without any further liability to Contractor; (c) set off from any amounts due Contractor the full amount of any damage incurred; and (d) debarment of Contractor.

ARTICLE 9. INDEMNIFICATION AND LIMITATION OF LIABILITY

9.1. Indemnification. Contractor will defend, indemnify, and hold County harmless from and against any and all damages, losses, liabilities, and expenses (including reasonable fees and expenses of attorneys) arising from any actual third-party claim, demand, action, or proceeding ("Claim") for personal injury, death, or direct damage to tangible property to the extent caused by Contractor's negligence, gross negligence or willful misconduct

while performing its duties under this Agreement, except to the extent the claim arises from County's negligence or willful misconduct. Contractor's duties under this section are conditioned upon: (a) County promptly notifying Contractor in writing of the Claim; (b) Contractor having sole control of the defense of the suit and all negotiations for its settlement or compromise to the extent allowed by applicable law; and (c) County cooperating with Contractor and, if requested by Contractor, providing reasonable assistance in the defense of the Claim.~~Contractor shall indemnify, hold harmless, and defend County and all of County's current, past, and future officers, agents, and employees (collectively, "Indemnified Party") from and against any and all causes of action, demands, claims, losses, liabilities, and expenditures of any kind, including attorneys' fees, court costs, and expenses, including through the conclusion of any appellate proceedings, raised or asserted by any person or entity not a~~

~~9.1.~~9.2.Intellectual Property Infringement. Contractor will defend County against any third-party claim alleging that a Contractor-developed or manufactured Product (the "Infringing Product") directly infringes a United States patent or copyright ("Infringement Claim"), and Contractor will pay all damages finally awarded against County by a court of competent jurisdiction for an Infringement Claim, or agreed to in writing by Contractor in settlement of an Infringement Claim. Contractor's duties under this section are conditioned upon: (a) County promptly notifying Contractor in writing of the Infringement Claim; (b) Contractor having sole control of the defense of the suit and all negotiations for its settlement or compromise; and (c) County cooperating with Contractor and, if requested by Contractor, providing reasonable assistance in the defense of the Infringement Claim.

~~9.2.~~ Infringement Remedy. If an Infringement Claim occurs, or in Contractor's opinion is likely to occur, Contractor may at its option and expense: (a) procure for County the right to continue using the Infringing Product; (b) replace or modify the Infringing Product so that it becomes non-infringing; or (c) grant County (i) a prorated refund of any amounts pre-paid for the Infringing Product (if the Infringing Product is Licensed Software) or (ii) a credit for the Infringing Product, less a reasonable charge for depreciation (if the Infringing Product is Equipment, including Equipment with embedded Licensed Software).~~If the Products or any portion thereof are finally adjudged to infringe, or in Contractor's opinion are likely to become the subject of such a Claim, Contractor shall, at County's option, either: (i) procure for County the right to continue using the Products;~~

9.3. Additional Infringement Provisions. In addition to the other damages disclaimed under this Agreement, Contractor will have no duty to defend or indemnify County for any Infringement Claim that arises from or is based upon: (a) County Data, County-Provided Equipment, Non-Contractor Materials, or third-party equipment, hardware, software, data, or other third-party materials; (b) the combination of the Product with any products or materials not provided by Contractor; (c) a Product designed, modified, or manufactured in accordance with County's designs, specifications, guidelines or instructions; (d) a modification of the Product by a party other than Contractor; (e) use of the Product in a manner for which the Product was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by County to use or install an update to the Product that is intended to correct the claimed infringement. In no event will Contractor's liability

resulting from an Infringement Claim extend in any way to any payments due on a royalty basis, other than a reasonable royalty based upon revenue derived by Contractor from County from sales or license of the Infringing Product.

~~9.3.~~9.4.~~(ii) modify or replace the Products to make them noninfringing; or (iii) refund to County all fees paid under this Agreement. Contractor shall have no liability regarding any infringement claim caused by any County modification of the Products not specifically authorized in writing by Contractor.~~

~~9.4.~~9.5.Limitation of Liability. Neither Contractor nor County shall be liable to the other Party for any damages under this Agreement that exceed the largest of the following amounts:
(a) $100,000; or (b) ~~twice~~ the maximum compensation amount specified in Section 5.1~~; or (c) the amount of insurance Contractor is required to provide under Article 10~~. Neither Party shall be liable for the other party's special, indirect, punitive, or consequential damages (including damages resulting from lost data or records other than costs incurred in the recovery thereof), even if the Party has been advised that such damages are possible, or for the other Party's lost profits, lost revenue, or lost institutional operating savings. ~~These limitations of liability shall not apply to (i) any Claim resulting from Contractor's actual or alleged disclosure of County Confidential Information or resulting from an actual or alleged data breach in violation of Applicable Law, (ii) any Claim resulting from an actual or alleged infringement of any interest in any Product, or (iii) any indemnification obligation under this Agreement.~~

ARTICLE 10. INSURANCE

10.1. Throughout the Term, Contractor shall, at its sole expense, maintain the ~~minimum~~ insurance coverages stated in Exhibit E in accordance with the terms and conditions of this article. Contractor shall maintain insurance coverage against claims relating to ~~any~~ act or omission by Contractor, its agents, representatives, employees, or Subcontractors in connection with this Agreement. County reserves the right at any time to review and adjust the limits and types of coverage required under this article when mutually agreed in writing with Contractor via contract amendment.

10.2. Contractor shall ensure that "Broward County" is ~~listed and endorsed~~included as an additional insured as stated in Exhibit E on ~~all~~ Commercial General Liability and Automobile Liaiblity policies required under this article.
10.3. On or before the Effective Date or at least fifteen (15) days prior to commencement of Services, as may be requested by County, Contractor shall provide County with a copy of all Certificates of Insurance ~~or other documentation sufficient~~ to demonstrate the insurance coverage required in this article. ~~If and to the extent requested by County, Contractor shall provide complete, certified copies of all required insurance policies and all required endorsements within thirty (30) days after County's request.~~

10.4. Contractor shall ensure that all insurance coverages required by this article remain in full force and effect without any lapse in coverage throughout the Term and until all

performance required of Contractor has been completed, as determined by Contract Administrator. Contractor ~~or its insurer~~ shall have the Commercial General Liability, Automobile Liability, and Workers Compensation policies endorsed to provide notice to County of ~~any~~ cancellation ~~or modification of any required policy at least~~ thirty (30) days prior to the effective date of cancellation ~~or modification, and at least ten (10) days prior to the effective date of any cancellation due to nonpayment,~~ and shall concurrently provide County with a copy of its updated Certificates of Insurance evidencing continuation of the required coverage(s).

10.5. All required insurance policies must be placed with insurers or surplus line carriers authorized to conduct business in the State of Florida with an A.M. Best rating of A- or better and a financial size category class VII or greater, unless otherwise approved by County's Risk Management Division in writing.

10.6. ~~If Contractor maintains broader coverage or higher limits than the insurance requirements stated in Exhibit E, County shall be entitled to all such broader coverages and higher limits. All~~Commercial General Liability and Automobile Liaiblity required insurance coverages shall provide primary coverage and not require contribution from any County insurance, self-insurance, or otherwise, which shall be in excess of and shall not contribute to the required insurance provided by Contractor.

10.7. ~~Contractor shall declare in writing any self-insured retentions or deductibles over the limit(s) prescribed in Exhibit E and submit to County for approval at least fifteen (15) days prior to the Effective Date or commencement of Services.~~ Contractor shall be solely responsible for and shall pay any deductible or self-insured retention applicable to any claim against County. ~~County may, at any time, require Contractor to purchase coverage with a lower retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. Any deductible or self-insured retention may be satisfied by either the named insured or County, if so elected by County, and Contractor shall obtain same in endorsements to the required policies.~~

10.8. Unless prohibited by the applicable policy, Contractor waives any right to subrogation that any of Contractor's insurers may acquire against County on the Commercial General Liability, Automobile Liability, and Workers Compensation policies, and shall obtain same in an endorsement of Contractor's insurance policies.

10.9. Contractor shall require that each Subcontractor maintains insurance coverage that adequately covers the Services provided by that Subcontractor on substantially the same insurance terms and conditions required of Contractor under this article. Contractor shall ensure that all such Subcontractors comply with these requirements and that "Broward County" is named as an additional insured under the Subcontractors' applicable insurance policies. Contractor shall not permit any Subcontractor to provide Services unless and until all applicable requirements of this article are satisfied.

10.10. ~~If Contractor or any Subcontractor fails to maintain the insurance required by this Agreement, County may pay any costs of premiums necessary to maintain the required coverage and deduct such costs from any payment otherwise due to Contractor.~~ If requested by County, Contractor shall provide, within ~~one~~ ten (10) business days, evidence of each Subcontractor's compliance with this article.

10.11. If any of the policies required under this article provide claims-made coverage: (1) any retroactive date must be prior to the Effective Date; (2) the required coverage must be maintained after termination or expiration of the Agreement for three (3) years ~~at least the duration stated in Exhibit E~~; and (3) if coverage is canceled or nonrenewed and is not replaced with another claims- made policy form with a retroactive date prior to the Effective Date, Contractor must obtain and maintain "extended reporting" coverage that applies after termination or expiration of the Agreement for three (3) years ~~at least the duration stated in Exhibit E~~.

ARTICLE 11. TERMINATION

11.1. Termination for Cause. This Agreement may be terminated for cause by the aggrieved Party if the Party in breach has not corrected the breach within ~~ten~~ thirty (~~1~~30) days after receipt of written notice from the aggrieved Party identifying the breach. This Agreement may be terminated for cause by County for reasons including, but not limited to, any of the following:

11.1.1. Contractor's (a) failure to suitably or continuously perform the Subscription Services in a manner calculated to meet or accomplish the objectives in this Agreement or Work Authorization, (b) suspension or debarment by a state or federal governmental entity or by a local governmental entity with a population in excess of one million people, or (c) repeated submission (whether negligent or intentional) for payment of false or incorrect bills or invoices;

11.1.2. By the County Administrator or the Director of Office of Economic and Small Business Development ("OESBD") for fraud, misrepresentation, or material misstatement by Contractor in the award or performance of this Agreement or that violates any applicable requirement of Section 1-81 of the Code; or

11.1.3. By the Director of OESBD upon the disqualification of Contractor as a CBE if Contractor's status as a CBE was a factor in the award of this Agreement, or upon the disqualification of one or more of Contractor's CBE participants by the Director of OESBD if any such participant's status as a CBE firm was a factor in the award of this Agreement.

Unless otherwise stated in this Agreement, if this Agreement was approved by Board action, termination for cause by County must be by action of the Board or the County Administrator; in any other instance, termination for cause may be by the County Administrator, the County representative expressly authorized under this Agreement, or the County representative (including any successor) who executed the Agreement on behalf of County. If County erroneously, improperly, or unjustifiably terminates this

Agreement for cause, such termination shall be deemed a termination for convenience pursuant to Section 11.2 effective thirty (30) days after such notice was provided and Contractor shall be eligible for the compensation provided in Section 11.2 as its sole remedy.

11.2. Termination for Convenience; Other Termination. This Agreement may also be terminated for convenience by the Board with at least thirty (30) days advance written notice to Contractor. ~~Contractor acknowledges that it has received good, valuable, teand sufficient consideration for County's right to terminate this Agreement for convenience including in the form of County's obligation to provide advance written notice to Contractor of such termination in accordance with this section.~~ This Agreement may also be terminated by the County Administrator upon such notice as the County Administrator deems appropriate under the circumstances if the County Administrator determines that termination is necessary to protect the public health, safety, or welfare. If this Agreement is terminated by County pursuant to this section, Contractor shall be paid for any Services properly performed through the termination date specified in the written notice of termination, subject to any right of County to retain any sums otherwise due and payable, and County shall have no further obligation to pay Contractor for Services under this Agreement.

~~11.2.~~11.3. **Termination Charges**. If: (a) County chooses early termination of this Agreement, or (b) Contractor terminates this Agreement for Cause, then County shall pay to Contractor, within thirty (30) calendar days after such termination, (i) if the termination is prior to installation of an ordered Service, an amount equal to 10% of the remaining monthly recurring charges as set forth in the pricing schedule in the applicable SOA or (ii) if the termination is after installation of an ordered Service, an amount equal to 50% of the monthly recurring charges as set forth in the pricing schedule in the applicable SOA for the period remaining in the applicable Term. Notwithstanding anything to the contrary in this Agreement~~MSA~~, any non-recurring charges set forth in a pricing schedule are non-refundable.

~~11.3.~~11.4. Notice of termination shall be provided in accordance with the "Notices" section of this Agreement except that notice of termination by the County Administrator to protect the public health, safety, or welfare may be oral notice that shall be promptly confirmed in writing.

~~11.4.~~11.5. In addition to any termination rights stated in this Agreement, County shall be entitled to seek any and all available contractual or other remedies available at law or in equity including recovery of costs incurred by County due to Contractor's failure to comply with any term(s) of this Agreement.

ARTICLE 12. EQUAL EMPLOYMENT OPPORTUNITY AND CBE COMPLIANCE

12.1. Contractor and Subcontractors shall not discriminate on the basis of race, color, sex, religion, national origin, disability, age, marital status, political affiliation, sexual

orientation, pregnancy, or gender identity and expression in the performance of this Agreement. Contractor shall include the foregoing or similar language in its contracts with all Subcontractors, except that any project assisted by U.S. Department of Transportation funds shall comply with the nondiscrimination requirements in 49 C.F.R. Parts 23 and 26.

12.2. By January 1 of each year, Contractor must submit, and cause each Subcontractor to submit, an Ownership Disclosure Form (or such other form or information designated by County), available at https://www.broward.org/econdev/Pages/forms.aspx, identifying the ownership of the entity and indicating whether the entity is majority-owned by persons fitting specified classifications.

[DELETE SECTIONS 12.3 – 12.10 IF FEDERALLY FUNDED; CONSULT CAO AND OESBD IF STATE FUNDED OR PUBLIC WORKS PROJECT]

12.3.12.2. Contractor shall comply with all applicable requirements in Section 1-81 of the Code in the award and administration of this Agreement. Failure by Contractor to carry out any of the requirements of this article shall constitute a material breach of this Agreement, which shall permit County to terminate this Agreement or exercise any other remedy provided under this Agreement or Applicable Law, all such remedies being cumulative.

[DELETE REMAINDER OF ARTICLE IF NOT APPLICABLE]

12.4. Contractor must meet or exceed the required CBE goal by utilizing the CBE firms listed in Exhibit __ (or a CBE firm substituted for a listed firm, if permitted) for percent (__%) of total Services (the "Commitment") for the scope of work and the percentage of work amounts identified on each Letter of Intent. Promptly upon execution of this Agreement by County, Contractor shall enter into formal contracts with the CBE firms listed in Exhibit and, upon request, shall provide copies of the contracts to the Contract Administrator and OESBD.

[USE FOLLOWING INSTEAD IF CBE RESERVE]

County has reserved this procurement solely for performance by CBE firms; therefore, the CBE goal is one hundred percent (100%) of the Services (the "Commitment"). Contractor is a CBE firm and shall meet the Commitment by Contractor performing the Services without subcontracting, or by Contractor performing at least fifty percent (50%) of the Services and subcontracting the remainder to CBE firms listed in Exhibit (or CBE firms substituted or approved by OESBD during the Term).

[USE FOLLOWING INSTEAD IF SBE RESERVE; MODIFY REMAINDER ACCORDINGLY]

County has reserved this procurement solely for performance by SBE firms; therefore, the SBE goal is one hundred percent (100%) of the Services (the "Commitment"). Contractor is an SBE firm and shall meet the Commitment by Contractor performing the Services without subcontracting, or by Contractor performing at least fifty percent (50%) of the Services and subcontracting the remainder to SBE firms listed in Exhibit (or SBE firms substituted or approved by OESBD during the Term).

12.5. Each CBE firm utilized by Contractor to meet the CBE goal must be certified by

OESBD. Contractor shall inform County immediately when a CBE firm is not able to perform or if Contractor believes the CBE firm should be replaced for any other reason, so that OESBD may review and verify the good faith efforts of Contractor to substitute the CBE firm with another CBE firm, as applicable. Whenever a CBE firm is terminated for any reason, Contractor shall provide written notice to OESBD and, upon written approval of the Director of OESBD, shall substitute another CBE firm in order to meet the CBE goal, unless otherwise provided in this Agreement or agreed in writing by the Parties. Such substitution shall not be required if the termination results from modification of the scope of Services and no CBE firm is available to perform the modified scope of Services; in which event, Contractor shall notify County, and OESBD may adjust the CBE goal by written notice to Contractor. Contractor shall not terminate a CBE firm for convenience without County's prior written consent, which consent shall not be unreasonably withheld.

12.6. The Parties stipulate that if Contractor fails to meet the Commitment, the damages to County arising from such failure are not readily ascertainable at the time of contracting. If Contractor fails to meet the Commitment and County determines, in the sole discretion of the OESBD Program Director, that Contractor failed to make Good Faith Efforts (as defined in Section 1-81 of the Code) to meet the Commitment, Contractor shall pay County liquidated damages in an amount equal to fifty percent (50%) of the actual dollar amount by which Contractor failed to achieve the Commitment, up to a maximum amount of ten percent (10%) of the total contract amount excluding costs and reimbursable expenses. An example of this calculation is stated in Section 1-81.7 of the Code. As elected by County, such liquidated damages amount shall be either credited against any amounts due from County, or must be paid to County within thirty (30) days after written demand. These liquidated damages shall be County's sole contractual remedy for Contractor's breach of the Commitment, but shall not affect the availability of administrative remedies under Section 1-81 of the Code. Contractor acknowledges and agrees that the liquidated damages provided in this section are proportionate to an amount that might reasonably be expected to flow from a breach of the Commitment and are not a penalty. Any failure to meet the Commitment attributable solely to force majeure, changes to the scope of work by County, or inability to substitute a CBE Subcontractor where the OESBD Program Director has determined that such inability is due to no fault of Contractor, shall not be deemed a failure by Contractor to meet the Commitment.

12.7. Contractor acknowledges that the Board, acting through OESBD, may make minor administrative modifications to Section 1-81 of the Code, which shall become applicable to this Agreement if the administrative modifications are not unreasonable. Written notice of any such modification shall be provided to Contractor and shall include a deadline for Contractor to notify County in writing if Contractor concludes that the modification exceeds the authority under this section. Failure of Contractor to timely notify County of its conclusion that the modification exceeds such authority shall be deemed acceptance of

~~the modification by Contractor.~~

~~12.8. County may modify the required participation of CBE firms in connection with any amendment, extension, modification, change order, or Work Authorization to this Agreement that, by itself or aggregated with previous amendments, extensions, modifications, change orders, or Work Authorizations, increases the initial Agreement price by ten percent (10%) or more. Contractor shall make a good faith effort to include CBE firms in work resulting from any such amendment, extension, modification, change order, or Work Authorization, and shall report such efforts, along with evidence thereof, to OESBD.~~

~~12.9. Contractor shall provide monthly utilization reports, using the form available at https://www.broward.org/EconDev/SmallBusiness/Pages/Compliance.aspx, to the Contract Administrator, to OESBD at SBCOMP@broward.org, and to the Small Business Specialist designated by the Contract Administrator. In addition, Contractor shall allow County to engage in onsite reviews to monitor Contractor's progress in achieving and maintaining the Commitment. The Contract Administrator in conjunction with OESBD shall perform such review and monitoring, unless otherwise determined by the County Administrator.~~

~~12.10. The Contract Administrator may increase allowable retainage or withhold progress payments if Contractor fails to demonstrate timely payments of sums due to all Subcontractors and suppliers. The presence of a "pay when paid" provision in a Contractor's contract with a CBE firm shall not preclude County or its representatives from inquiring into claims of nonpayment.~~

ARTICLE 13. MISCELLANEOUS

13.1. Contract Administrator Authority. The Contract Administrator is authorized to coordinate and communicate with Contractor to manage and supervise the performance of this Agreement. Contractor acknowledges that the Contract Administrator has no authority to make changes that would increase, decrease, or otherwise materially modify the Statement of Work except as expressly set forth in this Agreement or, to the extent applicable, in the Broward County Procurement Code. Unless expressly stated otherwise in this Agreement or otherwise set forth in the Code or the Broward County Administrative Code, the Contract Administrator may exercise ministerial authority in connection with the day-to-day management of this Agreement. The Contract Administrator may also approve in writing minor modifications to the Statement of Work that do not increase the total cost to County or waive any rights of County.

13.2. Rights in Documents and Work. Any and all reports, photographs, surveys, documents, materials, or other work created by Contractor in connection with performing Services, whether finished or unfinished ("Documents and Work"), shall be owned by County, and Contractor hereby transfers to County all right, title, and interest, including

any copyright or other intellectual property rights, in or to the Documents and Work. Upon expiration or termination of this Agreement, the Documents and Work shall become the property of County and shall be delivered by Contractor to the Contract Administrator within seven (7) days after expiration or termination. Any compensation due to Contractor may be withheld until all Documents and Work are received as provided in this Agreement. Contractor shall ensure the requirements of this section are included in all Contractor's agreements with Subcontractor(s).

13.3. Public Records. Notwithstanding any other provision in this Agreement, any action taken by County in compliance with, or in a good faith attempt to comply with, the requirements of Chapter 119, Florida Statutes, shall not constitute a breach of this Agreement. If Contractor is acting on behalf of County as stated in Section 119.0701, Florida Statutes, Contractor shall:

13.3.1. Keep and maintain public records required by County to perform the Services;

13.3.2. Upon request from County, provide County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time and at a cost that does not exceed that provided in Chapter 119, Florida Statutes, or as otherwise provided by Applicable Law;

13.3.3. Ensure that public records that are exempt or confidential and exempt from public record requirements are not disclosed except as authorized by Applicable Law for the duration of this Agreement and after completion or termination of this Agreement if the records are not transferred to County; and

13.3.4. Upon expiration or termination of this Agreement, transfer to County, at no cost, all public records in possession of Contractor or keep and maintain public records required by County to perform the Services. If Contractor transfers the records to County, Contractor shall destroy any duplicate public records that are exempt or confidential and exempt. If Contractor keeps and maintains the public records, Contractor shall meet all requirements of Applicable Law for retaining public records. All records stored electronically must be provided to County upon request in a format that is compatible with the information technology systems of County.

If Contractor receives a request for public records regarding this Agreement or the Services, Contractor must immediately notify the Contract Administrator in writing and provide all requested records to County to enable County to timely respond to the public records request. County will respond to all such public records requests.

IF CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT [TELEPHONE], [EMAIL]@BROWARD.ORG, [STREET ADDRESS, CITY, STATE, AND ZIP].

13.4. Audit Rights and Retention of Records. Subject to reasonable advanced notice, the County shall have the right to audit the books, records, and accounts of Contractor and all Subcontractors that are related to this Agreement. Contractor and all Subcontractors shall keep such books, records, and accounts as may be necessary to record complete and correct entries related to this Agreement and performance under this Agreement. All such books, records, and accounts shall be kept in written form, or in a form capable of conversion into written form within a reasonable time, and upon request to do so, Contractor and all Subcontractors shall make same available in written form at no cost to County. Contractor shall provide County with reasonable access to Contractor's facilities, and County shall be allowed to interview all current ~~or former~~ employees who have relevant knowledge with regards to this Agreement to discuss matters pertinent to the performance of this Agreement.

Contractor and all Subcontractors shall preserve and make available, ~~at~~ with reasonable advanced notice ~~reasonable times within Broward County, Florida,~~ for examination and audit, all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for at least three (3) years after expiration or termination of this Agreement or until resolution of any audit findings, whichever is longer. This article shall survive any dispute or litigation between the Parties, and Contractor expressly acknowledges and agrees to be bound by this article throughout the course of any dispute or litigation with County. Any audit or inspection pursuant to this section may be performed by any County representative (including any outside representative engaged by County). Contractor hereby grants County the right to conduct such audit or review at Contractor's place of business, if deemed appropriate by County, with seventy-two (72) hours' advance notice. Contractor shall make all such records and documents available electronically in common file formats or via remote access if, and to the extent, requested by County.

Any incomplete or incorrect entry in such books, records, and accounts shall be a basis for County's disallowance and recovery of any payment upon such entry. If an audit or inspection reveals overpricing or overcharges to County of any nature by Contractor in excess of five percent (5%) of the total contract billings reviewed by County, Contractor shall make adjustments for the overcharges and pay liquidated damages pursuant to Section 5.5. Any adjustments or payments due as a result of such audit or inspection shall be made within thirty (30) days after presentation of County's findings to Contractor.

Contractor shall ensure that the requirements of this section are included in all agreements with all Subcontractor(s).

13.5. Independent Contractor. Contractor is an independent contractor of County, and nothing in this Agreement shall constitute or create a partnership, joint venture, or any other relationship between the Parties. In providing Services, neither Contractor nor its agents shall act as officers, employees, or agents of County. Contractor shall not have

the right to bind County to any obligation not expressly undertaken by County under this Agreement.

13.6. Regulatory Capacity. Notwithstanding the fact that County is a political subdivision with certain regulatory authority, County's performance under this Agreement is as a Party to this Agreement and not in its regulatory capacity. If County exercises its regulatory authority, the exercise of such authority and the enforcement of Applicable Law shall have occurred pursuant to County's regulatory authority as a governmental body separate and apart from this Agreement, and shall not be attributable in any manner to County as a Party to this Agreement.

13.7. Sovereign Immunity. Except to the extent sovereign immunity may be deemed waived by entering into this Agreement, nothing herein is intended to serve as a waiver of sovereign immunity by County nor shall anything included herein be construed as consent by County to be sued by third parties in any matter arising out of this Agreement.

13.8. Third-Party Beneficiaries. Neither Contractor nor County intends to primarily or directly benefit a third party by this Agreement. Therefore, the Parties acknowledge that there are no third-party beneficiaries to this Agreement and that no third party shall be entitled to assert a right or claim against either of them based upon this Agreement.

13.9. Notices. Unless otherwise stated herein, for notice to a Party to be effective under this Agreement, notice must be sent via U.S. first-class mail, hand delivery, or commercial overnight delivery, each with a contemporaneous copy via email, to the addresses listed below and shall be effective upon mailing or hand delivery (provided the contemporaneous email is also sent). Addresses may be changed by the applicable Party giving notice of such change in accordance with this section.

FOR COUNTY:
Broward County
Attn:
115 South Andrews Avenue, Room ____, Fort Lauderdale,
Florida 33301

FOR CONTRACTOR:

Email address

13.10. Assignment. All Subcontractors must be expressly identified in this Agreement or otherwise approved in advance and in writing by County's Contract Administrator. Except for approved subcontracting, neither this Agreement nor any right or interest in it may be assigned, transferred, subcontracted, or encumbered by Contractor without the prior written consent of County. Any assignment, transfer, encumbrance, or subcontract in violation of this section shall be void and ineffective, constitute a breach of this

Agreement, and permit County to immediately terminate this Agreement, in addition to any other remedies available to County at law or in equity. County reserves the right to condition its approval of any assignment, transfer, encumbrance, or subcontract upon further due diligence and an additional fee paid to County to reasonably compensate it for the performance of any such due diligence.

13.11. Conflicts. Neither Contractor nor its employees shall have or hold any continuing or frequently recurring employment or contractual relationship that is substantially antagonistic or incompatible with Contractor's loyal and conscientious exercise of judgment and care related to its performance under this Agreement. During the Term, none of Contractor's officers or employees shall serve as an expert witness against County in any legal or administrative proceeding in which they or Contractor is not a party, unless compelled by legal process. Further, such persons shall not give sworn testimony or issue a report or writing as an expression of such person's expert opinion that is adverse or prejudicial to the interests of County in connection with any such pending or threatened legal or administrative proceeding unless compelled by legal process. The limitations of this section shall not preclude Contractor or any persons in any way from representing themselves, including giving expert testimony in support of such representation, in any action or in any administrative or legal proceeding. If Contractor is permitted pursuant to this Agreement to utilize Subcontractors to perform any Services required by this Agreement, Contractor shall require such Subcontractors, by written contract, to comply with the provisions of this section to the same extent as Contractor.

13.12. Materiality and Waiver of Breach. Each requirement, duty, and obligation set forth in this Agreement was bargained for at arm's-length and is agreed to by the Parties. Each requirement, duty, and obligation set forth in this Agreement is substantial and important to the formation of this Agreement, and each is, therefore, a material term. County's failure to enforce any provision of this Agreement shall not be deemed a waiver of such provision or modification of this Agreement. A waiver of any breach shall not be deemed a waiver of any subsequent breach and

shall not be construed to be a modification of this Agreement. To be effective, any waiver must be in writing signed by an authorized signatory of the Party granting the waiver.

13.13. Compliance with Laws. Contractor, the Products, the System, and the Services must comply with all Applicable Law, including, without limitation, the Americans with Disabilities Act, 42 U.S.C. § 12101, Section 504 of the Rehabilitation Act of 1973, and the requirements of any applicable grant agreements.

13.14. Severability. If any part of this Agreement is found to be unenforceable by any court of competent jurisdiction, that part shall be deemed severed from this Agreement and the balance of this Agreement shall remain in full force and effect.

13.15. Joint Preparation. This Agreement has been jointly prepared by the Parties and shall not be construed more strictly against either Party.

13.16. Interpretation. The titles and headings contained in this Agreement are for reference purposes only and shall not in any way affect the meaning or interpretation of this Agreement. All personal pronouns used in this Agreement shall include any other gender, and the singular shall include the plural, and vice versa, unless the context otherwise requires. Terms such as "herein" refer to this Agreement as a whole and not to any particular sentence, paragraph, or section where they appear, unless the context otherwise requires. Whenever reference is made to a section or article of this Agreement, such reference is to the section or article as a whole, including all subsections thereof, unless the reference is made to a particular subsection or subparagraph of such section or article. Any reference to "days" means calendar days, unless otherwise expressly stated. Any reference to approval by County shall require approval in writing, unless otherwise expressly stated.

13.17. Priority of Provisions. If there is a conflict or inconsistency between any term, statement, requirement, or provision of any document or exhibit attached to, referenced by, or incorporated in this Agreement and any provision within an article or section of this Agreement, the article or section shall prevail and be given effect.

13.18. Law, Jurisdiction, Venue, Waiver of Jury Trial. This Agreement shall be interpreted and construed in accordance with and governed by the laws of the State of Florida. The exclusive venue for any lawsuit arising from, related to, or in connection with this Agreement shall be in the state courts of the Seventeenth Judicial Circuit in and for Broward County, Florida. If any claim arising from, related to, or in connection with this Agreement must be litigated in federal court, the exclusive venue for any such lawsuit shall be in the United States District Court or United States Bankruptcy Court for the Southern District of Florida. **EACH PARTY HEREBY EXPRESSLY WAIVES ANY RIGHTS IT MAY HAVE TO A TRIAL BY JURY OF ANY CIVIL LITIGATION RELATED TO THIS AGREEMENT.**

13.19. Amendments. Unless expressly authorized herein, no modification, amendment, or alteration of any portion of this Agreement is effective unless contained in a written document executed with the same or similar formality as this Agreement and by duly authorized representatives of County and Contractor.

13.20. Prior Agreements. This Agreement represents the final and complete understanding of the Parties regarding the subject matter of this Agreement and supersedes all prior and contemporaneous negotiations and discussions regarding same. All commitments, agreements, and understandings of the Parties concerning the subject matter of this Agreement are contained herein.

13.21. HIPAA Compliance. County has access to protected health information ("PHI") that is subject to the requirements of 45 C.F.R. Parts 160, 162, and 164 and related regulations. If Contractor is considered by County to be a covered entity or business associate or is required to comply with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") or the Health Information Technology for Economic and Clinical Health Act ("HITECH"), Contractor shall fully protect individually identifiable health

information as required by HIPAA or HITECH and, if requested by County, shall execute a Business Associate Agreement in the form set forth at www.broward.org/Purchasing/Pages/StandardTerms.aspx. The County Administrator is authorized to execute a Business Associate Agreement on behalf of County. Where required, Contractor shall handle and secure such PHI in compliance with HIPAA, HITECH, and related regulations and, if required by HIPAA, HITECH, or other Applicable Law, include in its "Notice of Privacy Practices" notice of Contractor's and County's uses of client's PHI. The requirement to comply with this provision, HIPAA, and HITECH shall survive the expiration or earlier termination of this Agreement. Contractor shall ensure that the requirements of this section are included in all agreements with Subcontractors.

13.22. Payable Interest.

13.22.1. Payment of Interest. Unless prohibited by Applicable Law, County shall not be liable for interest to Contractor for any reason, whether as prejudgment interest or for any other purpose, and Contractor waives, rejects, disclaims, and surrenders any and all entitlement to interest in connection with a dispute or claim arising from, related to, or in connection with this Agreement.

13.22.2. Rate of Interest. If the preceding subsection is inapplicable or is determined to be invalid or unenforceable by a court of competent jurisdiction, the annual rate of interest payable by County under this Agreement, whether as prejudgment interest or for any other purpose, shall be, to the full extent permissible under Applicable Law, one quarter of one percent (0.25%) simple interest (uncompounded).

13.23. Incorporation by Reference. Any and all Recital clauses stated above are true and correct and are incorporated in this Agreement by reference. The attached Exhibits are incorporated into and made a part of this Agreement.

13.24. Multiple Originals and Counterparts. This Agreement may be executed in multiple originals or in counterparts, whether signed physically or electronically; each of which shall bedeemed to be an original, and all of which, taken together, shall constitute one and the same agreement.

13.25. Use of County Name or Logo. Contractor shall not use County's name or logo in marketing or publicity materials without prior written consent from the Contract Administrator.

13.26. Drug-Free Workplace. If required under Section 21.23(f), Broward County Administrative Code, or Section 287.087, Florida Statutes, Contractor certifies that it has and will maintain a drug-free workplace program throughout the Term.

[DELETE IF STATE FUNDED CONSTRUCTION SERVICES OR PUBLIC WORKS AGREEMENT]

13.27. Living Wage Requirement. If Contractor is a "covered employer" within the meaning of the "Broward County Living Wage Ordinance," Sections 26-100 through 26-

105 of the Code, Contractor shall fully comply with the requirements of such ordinance and shall pay to all of its employees providing "covered services," as defined in the ordinance, a living wage as defined therein. Contractor shall ensure all Subcontractors that qualify as "covered employers" fully comply with the requirements of such ordinance.

[DELETE IF STATE FUNDED CONSTRUCTION SERVICES OR PUBLIC WORKS AGREEMENT]

13.28. Prevailing Wage Requirement. If construction work in excess of $250,000 is required of, or undertaken by, Contractor as a result of this Agreement, then Section 26-5 of the Code shall apply to such construction work, the provisions of Section 26-5(a) of the Code shall be deemed incorporated as if expressly set forth herein, and Contractor must submit, with each invoice or application for payment, a completed Statement of Compliance in the form available at https://www.broward.org/Purchasing/Pages/StandardTerms.aspx.

13.29. Polystyrene Food Service Articles. Contractor shall not sell or provide for use on County property expanded polystyrene products or food service articles (e.g., Styrofoam), unencapsulated expanded polystyrene products, or single-use plastic straws or stirrers, as set forth in more detail in Section 27.173, Broward County Administrative Code.

[DELETE IF PUBLIC WORKS CONTRACT OR STATE-FUNDED CONSTRUCTION SERVICES AGREEMENT, OR IF OTHERWISE INAPPLICABLE]

13.30. Workforce Investment Program. This Agreement constitutes a "Covered Contract" under the Broward Workforce Investment Program, Section 19.211, Broward County Administrative Code ("Workforce Investment Program"). Contractor affirms it is aware of the requirements of the Workforce Investment Program and will use good faith efforts to meet the First Source Referral Goal and the Qualifying New Hires Goal as set forth in the Workforce Investment Program, including by (a) publicly advertising exclusively with CareerSource Broward for at least five (5) business days any vacancies that are the direct result of this Agreement (whether those vacancies are with Contractor or a Subcontractor) and using good faith efforts to interview any qualified candidates referred under the Workforce Investment Program, and (b) using good faith efforts to hire Qualifying New Hires, as defined by the Workforce Investment Program, for at least fifty percent (50%) of the vacancies that are the direct result of this Agreement. Until at least one year after the conclusion of this Agreement, Contractor shall maintain and make

]available to County upon request all records documenting Contractor's compliance with the requirements of the Workforce Investment Program and shall submit the required Workforce Investment Reports to the Contract Administrator annually by January 31 and within thirty (30) days after the expiration or termination of this Agreement. Failure to demonstrate good faith efforts to meet the First Source Referral Goal and the Qualifying New Hires Goal shall constitute a material breach of this Agreement.

13.31. Anti-Human Trafficking. By execution of this Agreement by the undersigned authorized representative of Contractor, Contractor hereby attests under penalty of perjury that Contractor does not use coercion for labor or services, as such terms are

defined in Section 787.06, Florida Statutes; under penalties of perjury, the undersigned authorized representative of Contractor declares that they have read the foregoing statement and that the facts stated in it are true.

[DELETE REMAINING SECTIONS IF NOT APPLICABLE]

13.32. Additional Requirements. Contractor shall comply with the [BCAD/Port Everglades] additional requirements attached hereto as Exhibit____.

[IF GRANT FUNDED, INCLUDE ANY APPLICABLE GRANT REQUIREMENTS (STATE OR FEDERAL)]

13.33. Funding Requirements. This Agreement is subject to additional requirements based upon the funding source. Contractor shall comply with all applicable requirements __t forth in Exhibit
(insert title, e.g., Federally Funded Contracts Requirements).

13.34. Iron and Steel Products. If this Agreement is for a "public works project" as defined in Section 255.0993, Florida Statutes, then any iron or steel product permanently incorporated in the project must be produced in the United States, unless specifically exempted in writing by the Contract Administrator in accordance with Section 255.0993, Florida Statutes.

(The remainder of this page is intentionally left blank.)

IN WITNESS WHEREOF, the Parties hereto have made and executed this Agreement: Broward County, through its Board of County Commissioners, signing by and through its Mayor
or Vice-Mayor authorized to execute same by Board action on the ____ day of _____, 20_, and Contractor, signing by and through its duly authorized representative.

COUNTY

ATTEST:

Broward County, by and through its Board of County Commissioners

By: _____
Broward County Administrator, as ex officio Clerk of the Broward County

By: _____
Mayor

Board of County Commissioners ____ day of _____, 20_

Approved as to form by
Andrew J. Meyers
Broward County
Attorney
115 South Andrews Avenue, Suite
423 Fort Lauderdale, Florida 33301
Telephone: (954) 357-7600

By_____
Attorney's Name (Date)
Senior/Assistant County Attorney

By_____
Attorney's Name (Date)
Deputy County Attorney

ABC/wp
_____.do
c 07/01/2024
#___

TECHNOLOGY AGREEMENT BETWEEN BROWARD COUNTY AND _____ FOR_____ (RFP # _____)

CONTRACTOR

CONTRACTOR NAME

By: _____
Authorized Signer

_____
Print Name and Title

_____ day of _____, 20___

Exhibit A
Statement of
Work

Contractor shall provide the following Services:

1. Project Request

[INSERT DESCRIPTION OF PROJECT REQUEST AND SOLUTION]

Contractor represents that the System, Products, and Services provided under this Agreement will provide the functionality and solution stated herein.

2. Services Description

[INSERT OVERVIEW OF SERVICES]

A. **Software**. Contractor shall provide the following Software:

Software Suite, Version & Module	**Quantity & Type of License** *(e.g., Enterprise, User)*	**Purpose, Functionality & Expected Operation of Software**

Third-Party Software provided by Contractor	**Quantity & Type of License** *(e.g., Enterprise, User)*	**Purpose, Functionality & Expected Operation of Software**

B. **Equipment**. Contractor shall provide the following Equipment:

Quantity	**Equipment** *(identify by model number or other specific identification)*	**Comments**

County shall provide the following equipment:

Quantity	Equipment *(identify by model number or other specific identification)*	Comments

[STATE MINIMUM SPECIFICATIONS FOR EQUIPMENT UTILIZING THE SOFTWARE, IF ANY]

3. Technical Approach

A. **Phases**. The Services shall be provided in the following Phases:

B. **Implementation**.

C. **Interfaces**.

[IDENTIFY ALL REQUIRED INTERFACES AND DESCRIBE; SPECIFY PEOPLESOFT, GIS, ETC.]

D. **Responsibilities**.

E. **Roles/Access Limitations**.

F. **Training**.

Contractor shall provide the following training as part of the Services:

[List training courses, types (e.g., "train the trainer"), minimum hours/attendees, etc.]

G. **Project Schedule**.

Contractor shall comply with the following Project Schedule, unless otherwise approved in advance in writing by the Contract Administrator:

[Insert detailed schedule]

4. Managerial Approach

Contractor will ensure that the persons responsible for Contractor's performance of the Services and, to the extent applicable, identified below (collectively "Key Personnel") are

appropriately trained and experienced and have adequate time and resources to perform the Services in accordance with the terms of this Agreement. In order to make a change to the composition of the Key Personnel, Contractor must provide County with thirty (30) days' advance written notice (or as much advance notice as is possible if thirty (30) days' notice is not possible) regarding such proposed changes and the management plan associated with such proposed changes. County shall have the right, in its sole discretion, to approve or reject any proposed changes to Key Personnel. County shall not be responsible for any additional costs associated with a change in Key Personnel.

The Key Personnel shall be as follows:
[LIST KEY PERSONNEL FOR CONTRACTOR]

5. Communication & Reports

A. **Meetings/Communication**.

Contractor and County shall adhere to the following communication and reporting schedule unless otherwise agreed in writing by the Parties:

[INSERT COMMUNICATION/REPORTING SCHEDULE]

B. **Required Reporting**.

6. [ANY OTHER PROVISIONS FOR HOW THE PROJECT WILL BE MANAGED TO A SUCCESSFUL CONCLUSION.]

7. Deliverable Products and Services

Contractor shall provide the following Deliverables, which shall be considered preliminarily accepted by County only upon written notice by the Contract Administrator indicating that the Deliverable meets the applicable Requirements or Preliminary Acceptance Criteria.

DELIVERABLES: Phase One

No.	Description	Duration/Deadline	Requirements or Preliminary Acceptance Criteria

DELIVERABLES: Phase _

No.	Description	Duration/Deadline	Requirements or Preliminary Acceptance Criteria

	FINAL ACCEPTANCE		Written confirmation by County of successful completion of Final

No.	Description	Duration/Deadline	Requirements or Preliminary Acceptance Criteria
			Acceptance Test Plan

8. Final Acceptance Test Plan

[CUSTOMIZE FINAL ACCEPTANCE CRITERIA TEST BELOW AS APPROPRIATE.]

No.	Deliverable	Final Acceptance Test Criteria	Pass/Fail
1.	ADA Compliance	Products and System are fully accessible and compliant with the Americans with Disabilities Act, 42 U.S.C. § 12101, and Section 504 of the Rehabilitation Act of 1973, and meet or exceed the World Wide Web Consortium/Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standard.	
2.	GIS Integration	Products fully interface with County's GIS technology, including Esri products.	
3.	Technical Requirements	Products, Services, and System meet or exceed the technical requirements stated in the Agreement or any applicable exhibits.	
4.	[____]	[____]	
5.			
6.			

9. Optional Services

A. Transition & Disentanglement Services

The Parties acknowledge and agree that upon the expiration or termination of this Agreement, the good faith efforts of Contractor to facilitate the smooth, efficient, and secure transition of data and services to another provider (or to County, to the extent applicable) without any unnecessary interruption or adverse impact on County operations ("Disentanglement") is a critical objective of the Parties and a material obligation of Contractor under this Agreement. All obligations of Contractor under this Agreement shall be construed consistent with this objective.

At request of County, Contractor shall provide prompt, good faith, and reasonable assistance to County in disentangling County data, business, and operations from the Products and/or System and, to the extent applicable, transitioning to a new software, system, or provider.

B. Additional Products and Support and Maintenance

County may from time to time purchase from Contractor any additional products, including without limitation software licenses or subscriptions, firmware, equipment, modules, and/or support and maintenance. If and to the extent County so elects to purchase such Optional Services via a purchase order or a Work Authorization (with an accompanying Statement of Work, if applicable), as County determines appropriate, the Optional Services shall be subject to any applicable not-to-exceed amounts otherwise set forth in this Agreement.

C. Professional Services

County may from time to time purchase from Contractor any professional services (such as consulting, professional services, training, or other hourly services). If and to the extent County so elects to purchase additional services via a purchase order or a Work Authorization (with an accompanying Statement of Work, if applicable), as County determines appropriate, the additional services shall be subject to any applicable not-to-exceed amounts otherwise set forth in this Agreement.

D. Additional Optional Services

[This section spells out any additional optional services County may seek to purchase.]

Exhibit B
Payment Schedule

The rates specified below shall be in effect for the Term, unless otherwise expressly stated below. Any work, goods, or services required under this Agreement for which no specific fee or cost is expressly stated in this Payment Schedule shall be deemed to be included, at no extra cost, within the costs and fees expressly provided for in this Exhibit B.

Software/Subscription Fees

Software Description	License Term	Invoicing	Fees
[Software License Fee]	Perpetual	At Final Acceptance	$
[Subscription Fee]	Annual	Quarterly in arrears	$
Training	Hourly	N/A	_ hours included in Year 1 at no cost
			$

Any Software License Fee shall commence only upon the date of Final Acceptance.

Support and Maintenance Services Fee

Support and Maintenance Services	Unit or Term	Invoicing	Annual Fee
Support and Maintenance	Prior to Final Acceptance, and Year 1 after Final Acceptance	N/A	$ No Cost
Support and Maintenance	Year 2 after Final Acceptance	Quarterly in arrears	$
Support and Maintenance	Year 3 after Final Acceptance	Quarterly in arrears	$
Support and Maintenance	Year 4 after Final Acceptance	Quarterly in arrears	$

Any travel expenses or fees incurred by Contractor under this Agreement shall be the sole responsibility of Contractor, unless otherwise expressly stated in this Agreement or applicable Work Authorization.

Optional Services or Additional Software/Subscriptions

Description	Unit/Term	Invoicing	Fee
Consulting (including Transition & Disentanglement Services)	Hourly	Monthly in arrears	$ /hour
Additional Training	Hourly	Monthly in arrears	$ /hour

Exhibit C
Security Requirements

Exhibit D

Support and Maintenance Minimum Standards

Contractor shall provide County with Support and Maintenance so as to ensure and maintain optimal performance of the Products and System consistent with the Statement of Work and the Documentation, which service shall include the following:

- Timely response and resolution of any errors, defects, malfunctions, or other issues affecting the use or performance of the Products or System (collectively, "Events") in keeping with the Required Response Times stated below;
- Providing and facilitating the installation of updates, upgrades, and releases as they are made available to Contractor's other clients;
- Notifying County of patches and updates affecting security, and applying, testing, and validating the appropriate patches and updates and/or workarounds on a test version of the application before distribution;
- On-call availability via telephone and e-mail during Business hours to receive and respond to inquiries or questions from County regarding use, operation, or functionality of the Products or System;
- Emergency availability via telephone and e-mail after hours to receive and respond to specific technical problems and questions relating to the operation or functionality of the Products or System;
- Use of ongoing best efforts to maintain the optimal functioning of the Products and System, to correct programming and coding errors, and to provide solutions to known errors affecting the operation of the Software; and
- Routine notification to County as it becomes available of new or updated information pertaining to the Products, System, or the Documentation.

Support and Maintenance shall be provided via telephone, electronic communication, on-site, or as otherwise appropriate to address the issue. Any update, upgrades, releases, or other modifications to the Software shall be provided via electronic communication and for download via the Internet, if practicable. To the extent necessary to resolve an Event or other support request, Contractor shall provide support on-site at any office or location of a Broward County agency, as requested by County. Contractor agrees that its personnel shall be suitably trained in the operation, support and maintenance of the Software. If in the reasonable opinion of County, the personnel provided are not acceptable, Contractor agrees to provide suitable replacements.

Required Response Times. Upon notice by County of an Event, Contractor shall address and resolve the Event consistent with the following priority, response, and resolution levels:
Notwithstanding the above-stated schedule, Contractor shall use its continuing best efforts to correct the Event as expeditiously as it can. The Priority Description for each error or issue shall be reasonably determined by the Contract Administrator.

Records and Reports. Unless otherwise approved by the Contract Administrator, Contractor will maintain records of all Support and Maintenance requested and/or provided, and provide County with online access to an Event ticketing system, which shall include at least the following:

a) Date, time, and name of contact for each Event;
b) Date and time of response by Contractor;

c) Description of Event and analysis of error, defect, or other issue causing Event;
d) All steps and actions taken to resolve the Event;
e) Date and time of resolution and County representative notified of resolution; and
f) All equipment and/or labor costs associated with resolution.

At the request of County, Contractor shall provide monthly reports of the foregoing records as well as statistics of Contractor's average monthly compliance with the Required Response Times.

Failure to Meet Required Response Times. If Contractor fails to meet the Required Response Times, County may offset against any sums due Contractor by $_ for each Event that Contractor failed to meet the Required Response Time, which amount the Parties agree is a fair and reasonable approximation of County's negative financial impact caused by the delay in Contractor's response.

DownTime Maintenance Credit. If a Severe or Critical Event is not resolved or reduced to Minor or Minimal priority level within two (2) business hours after notice to Contractor, Contractor will refund to County five percent (5%) of the monthly fee (or monthly pro rata equivalent, if the fee is other than monthly) for Support and Maintenance for each additional business hour that the Event remains unresolved or at the Severe or Critical priority level, unless the Contract Administrator determines, in their sole discretion, that Contractor utilized best efforts to implement and is actively pursuing an appropriate plan for prompt resolution. Such refunds will be paid within ten (10) days or, at County's option, may be credited against future sums due to Contractor. This refund shall be in addition to any other remedy that is available in the event of a breach of the Agreement.

Exhibit E
Minimum Insurance Requirements
[USE FORM PROVIDED BY RISK, NOT CONTRACTOR]

Exhibit F
Work Authorization

Agreement: [Title, Date, Contract Number] Work Authorization No. _

This Work Authorization is between Broward County and Contractor pursuant to the Agreement. Contractor affirms that the representations and warranties in the Agreement are true and correct as of the date this Work Authorization is executed by Contractor. In the event of any inconsistency between this Work Authorization and the Agreement, the provisions of the Agreement shall govern and control.

The time period for this Work Authorization will be from the date of County's Notice to Proceed until [__(_)] days after the Notice to Proceed, unless otherwise extended or terminated by the Contract Administrator.

Services to be provided:

[COMPOSE SIMPLE SUMMARY]

See Exhibit A for additional detail.

The applicable not-to-exceed amount stated in the Agreement for the Optional Services at issue is $[____].

The total fee for goods and services under this Work Authorization is $[_____] ("Total Fee").

The Total Fee shall be invoiced by Contractor upon written acceptance by County of all goods and services required to be provided under this Work Authorization.

(*Signatures appear on the following page.*)

IN WITNESS WHEREOF, the Parties hereto have made and executed this Work Authorization No. __, effective as of the date the last party signs this Work Authorization No. ___.

County

Broward County, by and through
Ad_____

By: _____
Manager Title

____ day of _____, 202_

Contract

By: _____
(Date)

Project

By: _____
(Date)

Approved as to form by
Andrew J. Meyers
Broward County Attorney
115 South Andrews Avenue, Suite
423 Fort Lauderdale, Florida 33301
Telephone: (954) 357-7600

By_____
Attorney's Name (Date)
Senior/Assistant County Attorney

Priority Description	Definition	Response Time After Notice	Resolution Time after Notice
Critical	Event that renders the Products, System, and/or interfaces inoperable or allows unauthorized access.	1 hour during Business hours; or within 1 hour of beginning of next business day if outside of Business hours	Work until corrected
Severe	Event that results in a significant impairment of performance of the Products or System or impairs essential operations or allows unauthorized access.	1 hour during Business hours; or within 1 hour of beginning of next business day if outside of Business hours	Work until corrected during Business hours
Minor	Event that has minor impact to County's business and that does not impact normal operation of the Products or System.	2 hours during Business hours; or next business day if outside of Business hours	Future patch or release
Minimal	Event that has minimal impact or no impact on County's business.	2 hours during Business hours; or next business day if outside of Business hours	Future release

Contractor

By: _____
Authorized Signer

_____
Print Name and Title

_____ day of _____, 20__

Exhibit G
Service Level Agreement

See current form available at:
https://www.broward.org/Purchasing/Pages/StandardTerms.asp

x

Exhibit H
Business Associate Agreement

See current form available at:
https://www.broward.org/Purchasing/Pages/StandardTerms.asp
x

ANTI-HUMAN TRAFFICKING AFFIDAVIT

This completed form should be returned with the Vendor's submittal. If not provided with the submittal, the Vendor must submit this form within three (3) business days after the County's request and upon award, renewal, or extension of a contract with Broward County. The Vendor may be deemed nonresponsive for failure to fully comply within the stated timeframe.

The Vendor indicated below does not use coercion for labor or services, as such terms are defined in Section 787.06, Florida Statutes.

Under penalties of perjury, the undersigned declares that they have read the foregoing statement and that the facts stated in it are true.

Vendor Name: Motorola Solutions Connectivity, Inc.

Signature:

Printed Name: Danny Sanchez

Title: Sr. VP MSSSI and Director of Sales

Date: August 22, 2025

Form Date 9/9/24

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
06/30/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Aon Risk Services Central, Inc.
Chicago IL Office
200 East Randolph
Chicago IL 60601 USA

CONTACT NAME:
PHONE (A/C. No. Ext): 8662837122 **FAX (A/C. No.):** 800) 363-0105
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	Liberty Mutual Fire Ins Co	23035
INSURER B:	Liberty Insurance Corporation	42404
INSURER C:	Lexington Insurance Company	19437
INSURER D:		
INSURER E:		
INSURER F:		

INSURED
Motorola Solutions, Inc.
Including Motorola Solutions
Connectivity, Inc.
Attn Stephanie Lampi
500 West Monroe
Chicago IL 60661 USA

COVERAGES **CERTIFICATE NUMBER:** 570113957297 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X **COMMERCIAL GENERAL LIABILITY** CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:			TB2641005169075	07/01/2025	07/01/2026	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$1,000,000 $250,000 $10,000 $1,000,000 $2,000,000 $2,000,000
A	**AUTOMOBILE LIABILITY** X ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY			AS2-641-005169-015	07/01/2025	07/01/2026	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$1,000,000
	UMBRELLA LIAB OCCUR **EXCESS LIAB** CLAIMS-MADE DED RETENTION						EACH OCCURRENCE AGGREGATE	
B	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N: N **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WA764D005169085 All Other States	07/01/2025	07/01/2026	X PER STATUTE OTH-ER	
B				WC7641005169095 WI	07/01/2025	07/01/2026	E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT	$1,000,000 $1,000,000 $1,000,000
C	E&O - Miscellaneous Professional-Primary			016006739 Professional/Cyber/E&O SIR applies per policy terms & conditions	07/01/2025	07/01/2026	Each Claim Aggregate	$1,000,000 $1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence of Coverage.

CERTIFICATE HOLDER

Motorola Solutions, Inc.
Including Motorola Solutions
Connectivity, Inc.
500 West Monroe
Chicago IL 60661 USA

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Services Central, Inc.

Holder Identifier :

Certificate No : 570113957297

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CRIMINAL HISTORY SCREENING PRACTICES CERTIFICATION

The completed form should be returned with the Vendor's submittal. If not provided with the submittal, Vendor must submit the form within three business days after County's request. Vendor may be deemed nonresponsive for failure to fully comply within the stated timeframe.

Section 26-125(d) of the Broward County Code of Ordinances ("Criminal History Screening Practices") requires that a Vendor seeking a contract in the amount of $100,000 or more with Broward County shall certify:

A. Vendor has implemented, or will implement upon award of the contract, policies, practices, and procedures regarding inquiry into the criminal history of an applicant for employment, including a criminal history background check of any such person, that preclude inquiry into an applicant's criminal history until the applicant is selected as a finalist and interviewed for the position.

B. This requirement shall apply only to positions located within the United States that will foreseeably perform work under a contract with Broward County.

C. The failure of Vendor to comply with Section 26-125(d) at any time during the contract term shall constitute a material breach of the contract, entitling Broward County to pursue any remedy permitted under the contract and any other remedy provided under applicable law.

D. If Vendor fails to comply with Section 26-125(d) at any time during the contract term, Broward County may, in addition to all other available remedies, terminate the contract and Vendor may be subject to debarment or suspension proceedings consistent with the procedures in Chapter 21 of the Broward County Administrative Code.

By signing below, Vendor certifies that it is aware of the requirements of Section 26-125(d) of the Broward County Code of Ordinances and certifies the following: (check only one box below).

☒ Vendor certifies that, for positions located within the United States that will foreseeably perform work under a contract with Broward County, it has implemented, or will implement upon award of the contract, policies, practices, and procedures regarding inquiry into the criminal history of an applicant for employment, including a criminal history background check of any such person, that preclude inquiry into an applicant's criminal history until the applicant is selected as a finalist and interviewed for the position.

☐ Vendor is exempt from the requirements of Section 26-125(d) of the Broward County Code of Ordinances because Vendor is required by applicable federal, state, or local law to conduct a criminal history background check in connection with potential employment at a time or in a manner that would otherwise be prohibited by this section, or because Vendor is a governmental agency.

Vendor Name: Motorola Solutions Connectivity, Inc.

Signature: _____

Printed Name: Danny Sanchez

Title: Sr. VP MSSSI and Director of Sales

Date: August 22, 2025

Form Date 9/9/24

DOMESTIC PARTNERSHIP ACT CERTIFICATION

REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

Refer to applicable section below. Failure to submit this form by stated timeframes may deem the Vendor nonresponsive to the solicitation *or* ineligible for the Domestic Partnership tiebreaker, as applicable.

Domestic Partnership Responsiveness Requirement (Refer to Instructions to Vendors, if applicable)
This completed and signed form should be returned with the Vendor's submittal. If not provided with the submittal, the Vendor must submit this form within three business days after County's request. A Vendor shall be deemed non-responsive for failure to fully comply within stated timeframes.

Domestic Partnership Tiebreaker (Refer to Instructions to Vendors, if applicable)
To be eligible for the Domestic Partnership tiebreaker, **the Vendor must currently offer the Domestic Partnership benefit and the completed form must be returned at the time of solicitation submittal**. Vendors who fail to comply with this submittal deadline will not be eligible for the Domestic Partnership tiebreaker.

The Domestic Partnership Act, Sections 16½- 150 through 16½-165, Broward County Code of Ordinances (the "Act") requires any Vendor contracting to provide goods or services to the County in an amount over $100,000 to provide benefits to registered domestic partners of its employees on the same basis as the Vendor provides benefits to its employees' spouses, with certain exceptions as provided by the Act.

For all submittals over $100,000, the Vendor, by virtue of the signature below, certifies that it is aware of the requirements of Broward County's Domestic Partnership Act, Section 16½-157, Broward County Code of Ordinances, and certifies the following: (check only one below)

- ☒ The Vendor currently complies with the requirements of the County's Domestic Partnership Act and provides benefits to Domestic Partners of its employees on the same basis as it provides benefits to employees' spouses.
- ☐ The Vendor will comply with the requirements of the County's Domestic Partnership Act at time of contract award and provide benefits to Domestic Partners of its employees on the same basis as it provides benefits to employees' spouses.
- ☐ The Vendor will not comply with the requirements of the County's Domestic Partnership Act at time of award.
- ☐ The Vendor does not need to comply with the requirements of the County's Domestic Partnership Act at time of award because the following exception(s) applies: (check only one below).
  - ☐ The Vendor employs less than five (5) employees.
  - ☐ The Vendor does not provide benefits to employees' spouses.
  - ☐ The Vendor is a governmental entity, not-for-profit corporation, or charitable organization.
  - ☐ The Vendor is a religious organization, association, society, or non-profit charitable or educational institution.

DOMESTIC PARTNERSHIP ACT CERTIFICATION

REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

☐ The Vendor provides an employee the cash equivalent of benefits. (Attach a notarized affidavitin compliance with the Act stating the efforts taken to provide such benefits and the amount of the cash equivalent).

☐ The Vendor cannot comply with the provisions of the Domestic Partnership Act because it would violate the laws, rules or regulations of federal or state law or would violate or be inconsistent with the terms or conditions of a grant or contract with the United States or the State of Florida. (State the law, statute or regulation and attach explanation of its applicability).

Vendor Name: Motorola Solutions Connectivity, Inc.

Signature:

Printed Name: Danny Sanchez

Title: VP MSSSI and Director of Sales

Date: August 22, 2025

Form Date 9/9/24

Enterprise Technology Services

Vendor Security Questionnaire (VSQ)

ETS Vendor Security Questionnaire (VSQ): Vendor is required to submit a completed ETS Vendor Security Questionnaire (VSQ) (for applicable solution – services, hardware, and/or software). If a response requires additional information, attach additional pages with the required additional information with the additional pages and information labeled to match the applicable question number. If not provided with the submittal, the Vendor must submit within three business days after the County's written request.

The Vendor Security Questionnaire (VSQ) assesses the Vendor's security policies and/or system protocol and to identify any potential security vulnerabilities. The County will review the Vendor's VSQ response; any identified security concerns will be disclosed to the Evaluation Committee. Unresolved security concerns shall be considered by the Evaluation Committee as part of its final evaluation and may affect the Vendor's evaluation.

As the Vendor's authorized representative, I attest that any and all statements, oral, written or otherwise, made in support of the Vendor's response, are accurate, true and correct. I also acknowledge that inaccurate, untruthful, or incorrect statements made in support of the Vendor's response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to PART XI of the Broward County Procurement Code.

Vendor Name:	Motorola Solutions Connectivity, Inc.
Vendor Type (Manufacturer, Reseller, Other? If Other, specify.):	Manufacturer
Vendor Contact Person's Name / Title / Email Address:	Marcela Tellez, Sr. Account Manager, marcela.tellez@motorolasolutions.com
Product Name / Description:	VESTA NXT Router
Solicitation Number and Title (If applicable):	GEN2129421P1 Next Generation 911 (NG911)

For each applicable section, complete the matrix by using the dropdown option to select YES or NO. Use "Comments" section to provide as much explanation as possible to clearly support your response. Additional pages may be attached to provide further detail, but any attachments should be referenced in "Comments" section. **Select "N/A" if a question within a given section is not applicable.**

SECTION 1: SOFTWARE-AS-A-SERVICE (SaaS) / HOSTING / APPLICATION DEVELOPMENT SERVICES /

No.	Area	Question	Vendor Response	
			YES/NO	Comments
1	**REQUIRED RESPONSE:** Will your organization provide **SOFTWARE-AS-A-SERVICE (SaaS)**? (e.g. Software-as-a-service/SaaS, application, website)		No	
2	**REQUIRED RESPONSE:** Will your organization provide **HOSTING SERVICES**?		No	
3	**REQUIRED RESPONSE:** Will your organization provide **APPLICATION DEVELOPMENT SERVICES**? (e.g. on-premise, mobile, web, or other custom code)		No	
4	**REQUIRED RESPONSE:** Will your organization provide **MANAGED OR PROFESSIONAL SERVICES (UNSUPERVISED BY COUNTY PERSONNEL)**? *(**Note:** "Managed or Professional Services" used herein refers to unsupervised (by County personnel) installation, configuration, consulting, maintenance or monitoring of County systems, applications or infrastructure related to your organization's proposed solution.)*		Yes	
	STOP: If you selected NO for Questions 1 through 4 above, **PROCEED TO SECTION 2.**			
5	**Supporting Documentation** ***(Upon County's request)***	Provide the following:	N/A	
6		b) Security / Network Architecture diagram (for SaaS and Hosting	N/A	
7		c) Secure Coding standard (for Application Development Services only)	N/A	
8		d) Application Security Program standard (for Application Development Services only)	N/A	
9	**Audit Reporting Requirements**	Does your organization have a current System and Organization Controls (SOC) 2, Type II report, inclusive of all five Trust Service Principles (Security, Availability, Processing Integrity, Confidentiality, and Privacy)? *(**Note:** For any SaaS or hosted application, the SOC report should be for the organization or application specifically, not the datacenter only.)*	Yes	
10	**Payment Card Industry (PCI) environments - Applicable only if Organization or its proposed subcontractor processes or collects credit card information.**	Does your organization have a current Payment Card Industry (PCI)	N/A	
11		Will the product or solution process or collect credit card information?	N/A	
12		Does your organization maintain a file integrity monitoring program to ensure critical file system changes are monitored and approved with respect to confidential County data?	N/A	
13	**Electronic Protected Health Information (ePHI) - Applicable only if Organization has access to or will be hosting or storing County ePHI.**	Has your organization had a Risk Assessment performed in the past five years by an external auditor in conjunction with the HIPAA Security rule?	No	
14		Does your organization maintain current HIPAA specific policies and procedures in conjunction with the HIPAA Security Rule?	N/A	
15		Does your organization have a designated HIPAA Security and Privacy Officer(s)?	N/A	
16		Does your organization provide HIPAA Security training to your employees at time of hire and at least annually thereafter?	N/A	
17	**Roles & Responsibilities**	Has your organization appointed a central point of contact for security coordination?	Yes	
18		Does your organization have an expected timeframe to respond to	Yes	Motorola provides notification to customers of
19		Does your organization define the priority level of an issue (e.g., minor vs. major, 0-4 scale, etc.)? Describe.	Yes	Yes

20		Does your organization have an expected Service Level Agreement (SLA) to implement changes needed to fix security issues according to priority level? Describe.	Yes	Time from discovery of an issue to providing a fix varies on the issue severity.
21	**Federated Identity Management and Web Services Integration**	Does your organization's product have Single Sign-on (SSO) and Federated Identity Enablement integration options (e.g., support for standards like SAML v2 and OAuth 2.0, active directory)? Describe.	Yes	IdM solution utilizes OAuth 2.0
22		Does your organization use web services and/or data import/export	Yes	Web services are used with API.
23	**External Parties**	Will third parties, such as IT service providers have access to the County's data that is stored or transmitted by your organization?	No	
24		Does your organization have a Disaster Recovery and Continuity of Operations plan that includes third-party dependencies to ensure critical business functions can continue even during a major disruption?	Yes	
25		Does your organization outsource any aspect of the service to a third party?	No	
26		Does your organization utilize any off-shore resources for development? Provide location(s).	Yes	Krakow, Poland
27		Does your organization build the application in-house?	Yes	
28		Does your organization share customer data with or enable direct access by any third-party?	No	
29		Will any proposed subcontractors process, access, transmit or store any County data?	No	
30		Do all proposed subcontractors contractually comply with your organization's security standards for data processing?	N/A	
31		Does your organization regularly audit your critical vendors? Describe.	Yes	Yes
32	**Information Security Policy & Procedures**	Does your organization have documented standard policies and procedures for security and compliance?	Yes	
33	**Risk Assessment**	Does your organization have a process that addresses: (a) the identification and measurement of potential risks with mitigating controls (measures taken to reduce risk), and (b) the acceptance or transfer (e.g. insurance policies, warranties, etc.) of the remaining (residual) risk after mitigation steps have been applied?	Yes	
34	**Regulatory Compliance**	Is the product or solution currently certified by any security standards? (e.g., PCI-DSS, HIPAA). Provide proof of compliance documentation.	No	
35		Does your organization have a documented process to identify new laws and regulations with IT security implications (e.g., FIPA, new state breach notification requirements, monitoring newsletters, webinars, security or regulatory forums, etc.)?	Yes	
36		Has your organization experienced a data breach within the past five years that legally required reporting under applicable law?	No	
37		Does your organization have procedures for preservation of electronic records and audit logs in case of litigation hold?	Yes	
38	**During Employment – Training, Education & Awareness**	Have employees and proposed subcontractors received formal information security awareness training? Provide frequency.	Yes	Annual
39		Have your organization's security policies and procedures been communicated to your employees?	Yes	
40		Are periodic security reminders provided to your organization's employees?	Yes	
41	**Background Checks**	Does your organization perform background checks (e.g., credential verification, criminal history, credit history) to examine and assess an employee's or proposed subcontractor's work and criminal history?	Yes	
42		Are individuals who would have access to the County's data subjected to periodic follow-up background checks?	Yes	
43	**Prior to Employment - Terms and Conditions of Employment**	Are employees and proposed subcontractors required to sign a non-disclosure agreement and/or confidentiality form upon initial employment?	Yes	
44		If so, are employees and proposed subcontractors required to sign the non-disclosure agreement annually?	No	
45	**Termination or Change in Employment**	Does your organization require that all equipment of any terminated employee or subcontractor is returned and that their user ID is disabled in all systems and badges and/or keys are returned?	Yes	
46		Upon transfer, is existing access reviewed for relevance for employees and subcontractors?	N/A	
47	**Secure Areas**	**Secure Areas**		
48		**Secure Areas**		
49		**Secure Areas**		
50		**Secure Areas**		
51		**Secure Areas**		
52		**Secure Areas**		
53		**Secure Areas**		
54	**Application and Information Access Control - Confidential System Isolation**	Are systems and networks that host, process, and/or transfer confidential information "protected" (i.e., isolated, logically or physically separated) from other systems and/or networks?	Yes	

55		Are internal and external networks separated by firewalls with access policies and rules?	Yes	
56	**Data Security**	Are development and test environments separate from production environments to protect production applications from inadvertent changes or disruption?	Yes	
57		Does your organization apply database and application logical segregation of customer data?	Yes	
58		Is this a multi-tenant solution?	Yes	
59		Will County's data be co-mingled with data of any other customer?	No	
60		Does your organization provide a means to encrypt data at rest (e.g., AES)?	Yes	
61		Will County's data be processed, accessed, transmitted or stored through an off shore environment (e.g., outside continental U.S, Alaska, Hawaii)?	No	
62		Does your organization provide a means to encrypt County confidential information in transit? Describe controls that are in place to protect confidential information when transferred (e.g., encryption).	Yes	Secure protocols are used to transfer the data, like HTTPs
63		Is there a standard approach for protecting network devices to prevent unauthorized access/network related attacks and data-theft (e.g., firewall between public and private networks, internal VLAN, firewall separation, separate WLAN network, secure portal, multi-tenancy, virtualization, shared storage, etc.)?	Yes	
64		Does your organization use email encryption to protect sensitive/confidential information when communicating with third parties (e.g., IT vendors)?	No	Sensitive/confidential info are not sent via email
65		Are employees permitted to work remotely from a facility not owned or leased by the organization?	Yes	
66		Are encrypted communications required for all remote connections?	Yes	
67		Does your organization use a secure VPN connection with third parties (e.g., IT vendors)?	Yes	
68		Does your organization have protections in place for ensuring secure remote access (e.g., up-to-date antivirus, posture assessment, VPN enforcement, split tunneling)?	Yes	
69		Is there a formal (documented, approved, published, communicated, and implemented) remote access policy?	Yes	
70		Can your organization restrict access to the solution to and from the County's network in a "deny all, permit by exception" configuration (i.e., whitelist County IP addresses only)?	Yes	
71	**Audit Logging**	Does the software or solution perform audit logging? Describe.	Yes	Audit logging is used e.g. for tracking user actions, service change management or incedent investigations.
72		Does the software or solution allow for the configuration of audit log retention for a minimum of 90 days or more?	Yes	
73		Does the software track events for user activity (e.g., failed/successful logins, privileged access)? Describe.	Yes	Users activities logged are loging attempts, configuration changes, privilege mode used.
74	**Vulnerability Assessment and Remediation**	Does your organization perform periodic vulnerability scans on your IT systems, networks, and supporting security systems? Provide frequency.	Yes	Frequency varies depending on the system type
75		Are internal or proposed subcontractors vulnerability assessments automated?	Yes	
76		Does your organization have a security patch management cycle in place to address identified vulnerabilities?	Yes	
77		Does your organization provide disclosure of vulnerabilities found in your environment and remediation timelines?	Yes	If the vulnerabilities impact the service and depends on the severity of the issue.
78		Does your organization notify customer of applicable patches?	Yes	
79	**Security Monitoring**	Are third party connections to your network monitored and reviewed to confirm only authorized access and appropriate usage (e.g., with VPN logs, server event logs, system, application and data access logging, automated alerts, regular/periodic review of logs or reports)?	Yes	
80		Does your organization monitor your systems and networks for security events? Describe monitoring (e.g., server and networking equipment logs such as servers, routers, switches, wireless APs, monitored regularly).	Yes	Monitoring is based on logs which are analyzed by tools and trigger alarms to Security Operation Center (SOC)
81		Does your organization periodically review system activity? Provide frequency.	Yes	Once a week
82	**Identity & Access Management**	Does your organization have a formal access authorization process based on "least privilege" (i.e. employees are granted the least amount of access possible to perform their assigned duties) and "need to know" (e.g., access permissions granted based upon the legitimate business need of the user to access the information, role-based permissions, limited access based on specific responsibilities, network access request form)?	Yes	

83		Are systems and applications configured to restrict access only to authorized individuals (e.g., use of unique IDs and passwords, minimum password length, password complexity, log-in history, lockout, password change, expiration)?	Yes	
84		Is there a list maintained of authorized users with general access and administrative access (e.g., active directory user lists within a confidential application, a spreadsheet of users, a human resources file)?	Yes	
85		Does your organization maintain a list of "accepted mobile devices" (e.g., smart phones, cell phones) and are these devices tracked and managed (e.g., Mobile Device Management)?	Yes	
86		Is a Data Loss Prevention (DLP) in place to prevent the unauthorized distribution of confidential information?	Yes	
87		Is software installation for desktops, laptops, and servers restricted to administrative users only?	Yes	
88		Does software or system have automatic logoff for session inactivity?	Yes	
89		Does your organization control and monitor access to application source code in a secure manner?	Yes	
90		Does your organization deny developers access to production environments, as well as to any environments containing customer data?	Yes	
91		Are user IDs for your system uniquely identifiable?	Yes	
92		Does your organization have any shared accounts? Describe.	No	
93		Will your organization allow remote access from proposed subcontractors to the County network, with immediate deactivation after use?		
94		Can service accounts be configured to run as non-privileged user (i.e., non-Domain Admin)?	Yes	
95		Is Multi-Factor Authentication (MFA) required for employees/contractors for remote access to production systems?	Yes	
96		Is Multi-Factor Authentication (MFA) included as a feature in the proposed system?	Yes	
97	**Entitlement Reviews**	Does your organization have a process to review user accounts and related access (e.g., manual process of reviewing system accounts to user accounts in AD for both users and privileged access, such as admins, developers, etc.)?	Yes	
98	**Antivirus**	Is antivirus software installed and running on your computers and supporting systems (e.g., desktops, servers, gateways, etc.)?	Yes	
99		Is this antivirus product centrally managed (e.g., monitored to verify all endpoints have functional agents, agents are up to date with the latest signatures, etc.)? Explain your policies and procedures for management of antivirus software.	Yes	
100		Does your organization have a process for detecting and reporting malicious software?	Yes	
101	**Network Defense and Host Intrusion Prevention Systems**	Does your organization have any Intrusion Protection System (IPS) in place for your environment?	Yes	
102		Are employees prevented from using personally owned smart phones or mobile devices to connect to the organization's network?		
103	**Media Handling**	Does your organization have procedures to protect documents and computer media (e.g., tapes, disks, hard drives, etc.) from unauthorized disclosure, modification, removal, and destruction?	Yes	
104		Is confidential data encrypted when stored on laptop, desktop, server hard drive, flash drive, backup tape (i.e., data at rest)?	Yes	
105		Are backup archives stored externally / offsite from your facility?	Yes	
106	**Secure Disposal**	Are there security procedures (e.g., use of secure wiping, NIST 800-88, etc.) for the decommissioning (replacement) of IT equipment and IT storage devices that contain or process confidential information?	Yes	
107	**Separation of Duties**	Are duties separated (e.g., front desk duties separated from accounting, data analysts access separated from IT support), where appropriate, to reduce the opportunity for unauthorized modification, unintentional modification, or misuse of your IT assets?	Yes	
108	**Change Management**	Do formal testing and change management procedures exist for networks, systems, desktops, software releases, deployments, and software vulnerability during patching activities, changes to the system, changes to the workstations and servers with appropriate testing, notification, and approval, etc.?	Yes	
109	**Incident Management**	In the event of a major security incident or data breach, do you provide the County a third-party digital forensics/incident report?	Yes	
110		Does your organization identify, respond to, and mitigate suspected or known security incidents (e.g., incident form completed as a response to each incident)?	Yes	
111		Does your organization have a formal incident response and data breach notification plan and team?	Yes	

112		Is evidence properly collected and maintained during the investigation of a security incident (e.g., employing chain of custody and other computer forensic methodologies that are monitored by internal and/or external parties)?	Yes	
113		Are incidents identified, investigated, and reported according to applicable legal requirements?	Yes	
114		Are incidents escalated and communicated? Describe.	Yes	Incidents are escalated and communicated according to incidence response plan.
115		Do you have a contingency plan in place to handle emergency access to the proposed solution?	Yes	
116	**Disaster Recovery Plan & Backups**	Does your organization have a mechanism to back up critical IT systems and County data? Describe.	Yes	There are automated backup procedures in place indluding but not limited to databases, logs, configuration
117		Does your organization periodically test your backup/restoration plan by restoring from backup media?	Yes	
118		Does your organization have a disaster recovery plan?	Yes	
119		Are disaster recovery plans updated and tested at least annually?	Yes	
120		Do any single points of failure exist that would disrupt functionality of the proposed product or service?	No	
121	**Product Security Development Lifecycle**	Does your organization have any product pre-release security threat modeling in place (e.g., secure coding practice, security architecture review, penetration testing)?	Yes	
122		Does your organization maintain an end-of-life-schedule for the proposed software product or solution?	Yes	
123		Is the product engineered as a multi-tier architecture design?	Yes	
124		Is any proposed product or service within three years of end of life?	No	
125	**Crypto Materials and Key Management**	Does your organization have a centralized key management program in place (e.g., any Public Key Infrastructure (PKI), Hardware Security Module (HSM)-based or not, etc.) to issue certificates needed for products and cloud service infrastructure?	No	
126	**Secure Software Design/Testing**	Is the software currently certified by any security standards? (e.g., OWASP, NIST). List standards.	No	
127		Has the software been developed following secure programming standards like those in the OWASP Developer Guide?	Yes	
128		Does your organization use automated tools for security testing or code reviews to identify security vulnerabilities (e.g., brute force, injection, buffer overflows)?	Yes	
129		Does your organization perform security testing based on industry standards (e.g., OWASP Top 10, SANS Top 25)?	Yes	
130		Does your organization remediate all vulnerabilities identified prior to production deployment?	Yes	
131		Is your organization outsourcing any aspect of the service to a third party?	Yes	As a cloud service, cloud hosting infrastructure is managed by a third-party cloud provider
132		Is the product engineered as a multi-tier architecture design?	Yes	
133		Does your organization have capability to respond to and update product for any unforeseen new regulatory requirements?	Yes	
134	**Application Development Services - This section is applicable only if Organization is providing**	Does your organization's development and testing teams receive training specific to application security? Describe.	Yes	Every development and testing teams receive internal and regular trainings specific to application security
135	**Application Development Services (e.g. on-premise, mobile, web, or**	Does your organization's development team use a development framework? List development languages and framework.	Yes	
136	**other custom code)**	Does your organization follow secure coding development standards?	Yes	
137		Does your organization have a security methodology for continuous maintenance of the application and applicable components?	Yes	
138		Does your organization review security at each phase of the software development life cycle?	Yes	
139		Does your organization use an industry standard methodology for conducting security testing? Describe.	Yes	NIST, OWASP
140		Does your organization use automated tools for security testing or code reviews to identify security vulnerabilities (e.g., brute force, injection, buffer overflows)?	Yes	
141		Does your organization perform security testing based on industry standards (e.g., OWASP Top 10, SANS Top 25)?	Yes	
142		Does your organization use an independent third party for periodic security penetration testing?	No	
143		Does your organization perform peer code reviews on source code prior to production deployment?	Yes	
144		Does your organization remediate all vulnerabilities identified prior to production deployment?	Yes	
145		Is your organization outsourcing any aspect of the development to a third party?	No	
146		Will the County receive a copy of the source code?	No	
147	**Generative Artificial Intelligence (GenAI) - Refers to artificial**	Is GenAI used as a component of or in the research, development, or production of this solution or service?	No	

148	**intelligence technology that can produce various types of content such as text, images, music, videos, code, etc., based on inputs or prompts to create derived synthetic content beyond analyzing or acting on existing data.**	Is GenAI used in any way to provide ongoing support to this system or solution (e.g., client chatbot for support requests)?	N/A	
149		Does the proposed product or solution use a GenAI model that was developed in house?	N/A	
150		Does the proposed product or solution use a GenAI model that was developed by a third party (e.g., ChatGPT)?	N/A	
151		Does this solution interface with a third-party GenAI product?	N/A	
152		Does this solution interface with any free or open source GenAI components?	N/A	
153		Does your organization have policies and procedures including governance, privacy and security implemented to validate information generated by the GenAI for accuracy?	N/A	
154		Is data labeling used to identify content generated by the GenAI product or solution?	N/A	
155		Are data sources (e.g., social media, news articles, scientific journals) used in the GenAI model verified to ensure content provided is accurate?	N/A	
156		Will County data be used to train or fine tune the GenAI model used in this solution?	N/A	
157		Does your organization have a standard in place to update data used in the GenAI model frequently (e.g., weekly, monthly, quarterly) to ensure data integrity?	N/A	
158		Does your organization have established copyright and authorized use for all data used to develop and operate the GenAI model to prevent copyright violations?	N/A	
159		Is PII information handled or stored by this GenAI solution?	N/A	
160		Will any County data be stored or accessed by the GenAI component?	N/A	
161		Does your organization perform continuous monitoring to detect GenAI model drift (i.e., degradation of model performance due to changes in data, or relationships between input and output variables)?	N/A	
162		Does your organization have security controls implemented to secure the confidentiality of data entered in the GenAI product or solution?	N/A	
163		Will the system continue to function if the GenAI service is not available?	N/A	
164		Does your organization have a procedure implemented to identify, manage, and mitigate GenAI risk?	N/A	
165		Does your organization perform security testing to identify GenAI specific security vulnerabilities (e.g., data poisoning, prompt injection, model exfiltration)?	N/A	
166		Are employees allowed to use GenAI technology from a personal device when conducting company business?	N/A	
167		Has a third party vendor risk assessment been performed on this GenAI solution?	N/A	

SECTION 2: SOFTWARE INSTALLED IN COUNTY'S NETWORK

No.	Area	Question	Vendor Response	
			YES/NO	Comments
1	**REQUIRED RESPONSE:** Will your organization provide **SOFTWARE INSTALLED LOCALLY IN COUNTY NETWORK**?		No	
		STOP: If you selected NO for Question 1, **PROCEED TO SECTION 3.**		
2	**Supporting Documentation**	Provide the following:		
3	***(Upon County's request)***	b) Network connectivity requirements		
4	**Reseller**	Will your organization act as a reseller to provide software to the		
5	**Software Installation Requirements**	Can the application and service accounts used to run the application be		
6		Does software require admin rights to be installed? Describe the level of administrative access the software will need on the County domain.		
7		Is remote access required for installation and support? Describe.		
8		Can the software be installed on and operated in a virtualized		
9	**Third Party Software Requirements**	Is third party software (e.g., Java, Adobe, Log4j) required to be installed		
10		Are you using any open source software components (e.g., no paid		
11		Will the software remain compatible with all updates and new releases		
12	**Secure Software Design/Testing**	Is the software currently certified by any security standards? (e.g., PCI-		
13		Has the software been developed following secure programming		
14		Does your organization use automated tools for security testing or code		
15		Does your organization perform security testing based on industry		
16		Does your organization remediate all vulnerabilities identified prior to		
17		Is your organization outsourcing any aspect of the service to a third		
18		Is the product engineered as a multi-tier architecture design?		
19		Does your organization have capability to respond to and update		
20	**Audit Logging**	Does software or solution perform audit logging? Describe.		
21		Does software or solution allow for the configuration of audit log		
22		Does software have audit reporting capabilities (e.g., user activity,		
23	**Security Updates/Patching**	Does software have a security patch process? Describe your software		
24		Does your organization support electronic delivery of digitally signed		
25	**Secure Configuration / Installation**	Does software allow for secure configuration and installation (e.g., OS		
26	**(i.e. PA-DSS configuration)**	Will software or solution process or collect credit card information?		

27	**Confidential Data**	Does product or solution process, store or transmit confidential data (e.g., Social Security Number, Date of Birth, Credit Card information)?		
28		Does software restrict confidential data (e.g., Social Security Number or		
29		Does software have documentation showing where all confidential data		
30	**Encryption**	Does software support encryption of data in motion (e.g., SSL)?		
31		Does software support encryption of data at rest (e.g., column-level		
32	**Authentication**	Does product have Single Sign-on (SSO) and Federated Identity		
33	**Roles and Responsibilities**	Does software provide role-based access control?		
34		Is a service account required for this software to run?		
35		If so, does the service account require admin rights?		
36	**Product Security Development Lifecycle**	Does organization have any product pre-release security threat		
37		Does your organization maintain end-of-life-schedule for the software		
38		Is product or service within three years of end of life?		
39	**Regulatory Compliance**	Is the software or solution currently certified by any security standards		
40	**Generative Artificial Intelligence (GenAI) - Refers to artificial intelligence technology that can produce various types of content such as text, images, music, videos, code, etc., based on inputs or prompts to create derived synthetic content beyond analyzing or acting on existing data**	Is GenAI used as a component of or in the research, development, or		
41		Is GenAI used in any way to provide ongoing support to this system or		
42		Does the proposed product or solution use a GenAI model that was		
43		Does the proposed product or solution use a GenAI model that was		
44		Does this solution interface with a third-party GenAI product?		
45		Does this solution interface with any free or open source GenAI		
46		Does your organization have policies and procedures including		
47		Is data labeling used to identify content generated by the GenAI		
48		Are data sources (e.g., social media, news articles, scientific journals)		
49		Will County data be used to train or fine tune the GenAI model used in		
50		Does your organization have a standard in place to update data used in		
51		Does your organization have established copyright and authorized use		
52		Is PII information handled or stored by this GenAI solution?		
53		Will any County data be stored or accessed by the GenAI component?		
54		Does your organization perform continuous monitoring to detect GenAI		
55		Does your organization have security controls implemented to secure the confidentiality of data entered in the GenAI product or solution?		
56		Will the system continue to function if the GenAI service is not		
57		Does your organization have a procedure implemented to identify,		
58		Does your organization perform security testing to identify GenAI		
59		Are employees allowed to use GenAI technology from a personal		
60		Has a third party vendor risk assessment been performed on this		

SECTION 3: HARDWARE

No.	Area	Description	Vendor Response	
			YES/NO	Comments
1	**REQUIRED RESPONSE:** Will your organization provide **HARDWARE**?		Yes	
	STOP: If you selected NO to Question 1, **SKIP THIS SECTION.**			
2	**Reseller**	Will your organization act as a reseller to provide hardware products to the County? If so, provide manufacturer documentation regarding the supply chain security controls around the hardware and a secure configuration document.	No	
3	**Secure Hardware Design/Testing**	Is the hardware currently certified by any security standards (e.g., NIST FIPS)?	No	
4		Has the software been developed following secure programming standards like those in the OWASP Developer Guide?	Yes	
5		Does your organization use automated tools for security testing or code reviews to identify security vulnerabilities (e.g., brute force, injection, buffer overflows)?	Yes	
6		Does your organization perform security testing based on industry standards (e.g., OWASP Top 10, SANS Top 25)?	Yes	
7		Does your organization remediate all vulnerabilities identified prior to production deployment?	Yes	
8		Is your hardware scanned to detect any vulnerabilities or backdoors within the firmware (i.e, operating system, application code)?	Yes	
9		Is your firmware upgraded to remediate vulnerabilities? Provide frequency.	Yes	Our firmware is scanned for vulnerabilities through automated CVE scanning and detailed security reviews. Firmware is upgraded to remediate vulnerabilities, with security advisories issued as issues are identified, indicating a responsive, event-driven patching model rather than a fixed frequency. No backdoors are indicated
10		If a new vulnerability is identified, is there a documented timeframe for updates/releases? Provide frequency.	Yes	While a fixed timeframe for all updates, remediated software versions are implimented in a "timely manner" via security advisories, with hotfixes available for rapid deployment of critical fixes, when necessary.

11		Do you implement security measures during the manufacturing of the hardware? Describe.	Yes	Motorola Solutions requires its hardware suppliers to implement security measures during the manufacturing process. This is part of a broader, comprehensive supply chain security and corporate responsibility program. Here is a description of their policies and practices: Supplier Code of Conduct: Motorola Solutions' primary mechanism for enforcing its standards is its Supplier Code of Conduct. Compliance with this code is a precondition for doing business with the company. The code outlines expectations in key areas, including ethics, labor, health and safety, environmental practices, and management systems. Membership in the Responsible Business Alliance (RBA): Motorola Solutions is a member of the Responsible Business Alliance (RBA), an organization dedicated to upholding ethical standards in the electronics supply chain. By being an RBA member, Motorola Solutions commits to upholding the RBA Code of Conduct, which provides a
12		Is your organization outsourcing any aspect of the service to a third party?	Yes	We are outsourcing the hardware to a third party
13		Are there physical security features used to prevent tampering of the hardware? Identify features.	No	
14	**Security Updates/Patching**	Does the hardware have a security patch process? Describe your hardware security patch process, frequency of security patches and upgrade cycle releases.	Yes	We maintain a robust security patch process for its products, which extends to hardware through firmware and software updates. Security advisories are issued with remediated software versions as vulnerabilities are identified, indicating a responsive, event-driven model
15		Are there contingencies where key third-party dependencies are concerned?	Yes	
16		Will your organization provide a Software Bill of Materials (SBOM) listing all the open-source and third-party components included in the hardware you will be supplying?	N/A	
17	**Identity & Access Management**	Are remote control features embedded for the manufacturer's support or ability to remotely access? Describe.	Yes	Remote access capabilities exist for support and management. We can generate diagnostic bundles for troubleshooting. We utilize secure protocols like SSH for remote access and management.
18		Do backdoors exist that can lead to unauthorized access? Describe.	No	
19		Do default accounts exist? List all default accounts.	No	
20		Can default accounts and passwords be changed by Broward County?	N/A	
21		Can service accounts be configured to run as non-privileged user (i.e., non-Domain Admin)?	Yes	
22	**Confidential Data**	Does the product or solution collect confidential data (e.g., Social Security Number, Date of Birth, Credit Card information)?	No	
23	**Roles and Responsibilities**	Is a service account required for this hardware?	No	
24		If so, does the service account require admin rights?	No	
25	**Product Security Development**	Is an end-of-life schedule maintained for the hardware?	Yes	
26	**Lifecycle**	Is any proposed product or service within three years of end of life?	No	

27	**Media Handling**	Does your organization have a secure data wipe and data destruction program for proper drive disposal (e.g., Certificate of destruction, electronic media purging)? Describe.	Yes	1. Secure Data Destruction Methods All data-bearing media submitted to Motorola Solutions is subject to a mandatory and irreversible destruction process. The primary method for data sanitization is physical destruction, which renders all stored data permanently unrecoverable. Approved methods include shearing, crushing, or other physical processes that guarantee the integrity of the data is completely compromised. 2. Certified Third-Party Partnerships Motorola Solutions has established formal agreements with certified and reputable third-party electronic waste recyclers and data destruction specialists. These partners are required to adhere to strict protocols for secure handling, chain of custody, and physical destruction of all storage media. 3. Chain of Custody and Verification Upon receipt and processing of equipment, a Certificate of Destruction is provided to the customer. This document serves as formal verification that the data on all submitted media has been securely and permanently destroyed in accordance with this policy.
28	**Regulatory Compliance**	Is the hardware currently certified by any security standards? (e.g., PCI-DSS, HIPAA). Provide proof of compliance documentation.	No	
29		Will the product or solution process or collect credit card information?	No	
30		Does your organization have a process to identify new laws and regulations with IT security implications?	Yes	
31	**Generative Artificial Intelligence (GenAI) - Refers to artificial intelligence technology that can produce various types of content such as text, images, music, videos, code, etc., based on inputs or prompts to create derived synthetic content beyond analyzing or acting on existing data.**	Is GenAI used as a component of or in the research, development, or production of this solution or service?	No	
32		Is GenAI used in any way to provide ongoing support to this system or solution (e.g., client chatbot for support requests)?	Yes	
33		Does the proposed product or solution use a GenAI model that was developed in house?	No	
34		Does the proposed product or solution use a GenAI model that was developed by a third party (e.g., ChatGPT)?	Yes	
35		Does this solution interface with a third-party GenAI product?	Yes	
36		Does this solution interface with any free or open source GenAI components?	No	
37		Does your organization have policies and procedures including governance, privacy and security implemented to validate information generated by the GenAI for accuracy?	Yes	
38		Is data labeling used to identify content generated by the GenAI product or solution?	No	
39		Are data sources (e.g., social media, news articles, scientific journals) used in the GenAI model identified to ensure content provided is verifiable?	Yes	
40		Will County data be used to train or fine tune the GenAI model used in this solution?	No	
41		Does your organization have a standard in place to update data used in the GenAI model frequently (e.g., weekly, monthly, quarterly) to ensure data integrity?	Yes	
42		Does your organization have established copyright and authorized use for all data used to develop and operate the GenAI model to prevent copyright violations?	Yes	
43		Is PII information handled or stored by this GenAI solution?	No	
44		Will any County data be stored or accessed by the GenAI component?	No	
45		Does your organization perform continuous monitoring to detect GenAI model drift (i.e., degradation of model performance due to changes in data, or relationships between input and output variables)?	Yes	
46		Does your organization have security controls implemented to secure the confidentiality of data entered in the GenAI product or solution?	Yes	
47		Will the system continue to function if the GenAI service is not available?	Yes	
48		Does your organization have a procedure implemented to identify, manage, and mitigate GenAI risk?	Yes	
49		Does your organization perform security testing to identify GenAI specific security vulnerabilities (e.g., data poisoning, prompt injection, model exfiltration)?	Yes	

50		Are employees allowed to use GenAI technology from a personal device when conducting company business?	No	
51		Has a third party vendor risk assessment been performed on this GenAI solution?	Yes	

Functionality Checklist
Next Generation 911 (NG911)

INSTRUCTIONS: Respond to each requirement with the appropriate selection by indicating a "**Yes**" under the "Complies" column if the proposed solution "Complies" with the requirement as stated and the information requested is also provided, or indicate a "**Yes**" under the "Comply with Exception" column if the proposed solution "Comply with Exception" and provide details of the exception to the stated requirement under the "Comments" column or indicate a "**Yes**" under the "Does Not Comply" column if the proposed solution "Does Not Comply" for each requirement in this document. If the comment is lengthy, please use a separate page and reference the Item Number before each response.

Insert Vendor Name: Motorola Solutions Connectivity, Inc.

	NG911 System	Complies (All requested information associated with the requirements below must also be provided)	Comply with Exception	Does Not Comply	Comments (Associated with requirements noted below as "Comply with Exception")
No.	**NG911 Service Provider Requirements**				
	Technical Requirements				
General Technical Requirements					
SN - Security/Notifications					
1	SN009 STIR/SHAKEN: The NG911 Service Provider should implement STIR/SHAKEN and pass information including attestation to the CHE. The NG911 Service Provider shall describe how this has been accomplished in other locations with VIPER 7.	Yes The call routing service from Motorola will support STIR/SHAKEN facing OSPs that remit 911 calls to Motorola's network in the 1st quarter of 2026. Motorola's call routing service will pass through STIR/SHAKEN information provided by the OSPs in locations with VIPER 7 and other call handling solutions.			

2	SN010.b The NG911 Service Provider should provide transactional logging information for each functional element (i.e., Emergency Services Routing Proxy [ESRP], Legacy Network Gateway [LNG], BCF, PRF, Location Validation Function [LVF], Legacy Selective Router Gateway [LSRG], Spatial Interface [SI], and Emergency Call Routing Function [ECRF]). The transactional database logs for 911 calls should include calling number, SIP header information, routing destination, call or record process success/failures, transfers, ALI database transactions, and alternate routing, which includes call counts. The log retention period should be a minimum of thirty (30) calendar days.	Yes			
3	SN011 System Logging Repositories: The NG911 Service Provider should provide transactional logging repositories at two different data centers for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The log retention period should be a minimum of thirty (30) calendar days.	Yes			
4	SN012 System Log Retrieval: The NG911 Service Provider should provide a user-friendly portal to retrieve transactional logs in near real-time for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The NG911 Service Provider should provide a process to retrieve the logs.	Yes Authorized personnel with the applicable credentials can access the web-based reporting system to run reports associated with transactional logging in near real-time as i3 events are sent from			

		functional elements as they occur, without having to wait until the call disconnects.			
5	SN013 Security Information and Event Manager (SIEM): The NG911 Service Provider should integrate with the County's SIEM Splunk Tool (when deployed) for onsite logging events. The log retention period should be a minimum of 30 calendar days. The NG911 Service Provider should provide the County access to the logs of other systems and devices in the NG911 System for tracking the calls and issues. The log retention period should be a minimum of thirty (30) calendar days.	Yes			
6	SN017 User Notifications and Communications: The NG911 Service Provider should have a system that performs outward notifications and updates of customer tickets through phone, email, and text. The NG911 Service Provider shall notify the County via the contact methods provided of all NG911 Service Provider infrastructure failures and/or outages within 15 minutes of discovery. For all outages, the NG911 Service Provider must also contact the 911 Coordinator via phone.	Yes			
7	SN020 TDOS and DDOS Prevention:	Yes Motorola addresses TDoS and DDoS attacks with a multi-layered			

	The NG911 Service Provider should implement hardware, software, and training to identify, respond, and prevent TDOS and DDOS attacks as a part of the proposed NG911 System. The NG911 Service Provider shall describe the process to identify respond and prevent TDOS and DDOS attack.	approach that includes technical measures, operational strategies, and robust monitoring. Motorola's NG9-1-1 system integrates protection through: ● **Core Principles:** Call authentication and validation, call routing intelligence, traffic management, real-time monitoring and response, capacity planning and scaling, SIEM, regular security assessments, network-level mitigation, firewall protection, intrusion detection/prevention, traffic scrubbing, and rate limiting. ● **Response Mechanisms:** Motorola's call routing service can react to confidence levels in incoming calls to identify and differentially route potential malicious traffic. Motorola's Network &			

		Security Operations Center (NSOC) provides 24/7 surveillance and rapid response to issues, including TDoS and DDoS attacks. ● **Security Posture:** Motorola's system hardening is based on NENA NG-SEC standards and DoD JITC Information Assurance (IA) certifications. Motorola employs a principle of least privilege, adheres to a "deny-all" firewall posture, and incorporates CSRIC Best Practices, ISO 27001, 31000, NIST SP 800-30, 800-53, and the NIST Cybersecurity Framework. ● **System Resilience:** The NG9-1-1 system is engineered with no single point of failure, utilizing			

		multiple layers of redundancy across three cloud availability regions (diversified across at least two cloud providers and multiple availability zones). Redundant network paths from different carriers and dynamic routing protocols provide rapid failure detection and automatic failover.			
SR-GI NG911 Processing					
1	SR-GI013 SI Provisioning: The NG911 Service Provider should pull GIS data from the County GIS data repository rather than require the County to push (upload) GIS data to the SI. The data pull can be automated by the NG911 Service Provider or scheduled by the County. The NG911 Service provider shall describe the process used and how the County's preference can be integrated into the proposed NG911 System.	Yes The County's GIS data already resides within Motorola's Spatial Interface, as the County has already invested in a GIS project with Motorola. Therefore, the GIS data can be directly provisioned to the ECRF and LVF without any changes to the County's processes. Motorola is intimately knowledgeable of the County and Cities' maintenance and upload processes, as well as the reporting of errors within the GIS			

		and property appraiser's datasets.			
DAT – Data processing					
1	DAT001.b The NG911 Service Provider should describe the GIS upload process to include the access, steps, and ease of use.	Yes The current process is zipping a File Geodatabase and uploading it using sFTP, which requires credentials for access. Soon, a Web Portal will provide the same capability with a much more user-friendly interface. The Spatial Interface will also have the capability to accept other ancillary layers and reformat outputs supporting other mapping systems, such as CAD and PSAP mapping applications.			
2	DAT003.b The NG911 Service Provider should describe the process to manage PRF routing plans.	Yes Motorola's Customer Web Portal (CWP) serves as a central interface for managing and monitoring the call routing service, including PRF. Authorized users, such as PSAP personnel, can view, modify, and customize PRF functions and rules. The activation and deactivation of PSAP abandonment strategies, which are part of policy routing, are also accomplished via the CWP by properly credentialed users. The CWP			

		provides real-time visibility into the health and performance of the call routing service and ESInet network, showing PSAP status and policy route deviations. These rules can be configured based on various factors, including call type (wireline, wireless, VoIP), caller location, originating service provider (OSP) of the trunk, or trunk group (While the LNG is still in use).			
SR-CR Call Routing					
1	SR-CR003.b The NG911 Service Provider should work with the County to design all the rules, policies, and algorithms that will be available to route calls similar to the routing groups currently in place. Describe how this process will be accomplished.	Yes During deployment, Motorola's project managers and system engineers collaboratively work with PSAP personnel to develop custom policy routing rules tailored to the PSAP's operational requirements. This includes supporting call transfers, selective transfer agencies, and alternate, overflow, and abandonment routing.			
2	SR-CR004 Distribution of Calls to PSAPs: The NG911 Service Provider should route calls similar to the routing groups currently in place, including call labels/tags required by the CHE	Yes Motorola provisions the PSAP configurations in the Router Service based on information gathered during policy routing meetings. This			

	for various call functions and distribution rules currently in place. The NG911 Service Provider should describe the method that is proposed to route calls similar to the routing groups currently in place, such as additional circuits, call labels/tags, or setting distribution rules.	ensures that existing routing logic is captured and applied in the new system. The PRF is capable of providing relevant flags, such as a "call-diverted flag," to alternate routing destinations, as defined in the NENA i3 standard. This effectively acts as a call label or tag, indicating that a call has been rerouted by policy. Motorola ensures that call handling Automatic Call Distribution (ACD) rules and NGCS Policy Routing Function (PRF) rules work in conjunction with each other. This means that if the Call Routing Service cannot deliver a call to the primary designated PSAP, it can be presented to another PSAP, a specific queue, or other destinations, depending on the ACD rules already established by the PSAP.			
3	SR-CR006.b All calls should be routed based on data received. The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in the Regional and Non-Regional environments. Please provide examples of how this was done for other implementations.	Yes For all implementations, Motorola provisions the PSAP configurations in the Router Service based on information gathered during policy routing meetings. This			

		ensures that existing routing logic is captured along with new capabilities and applied in the new system. A key aspect of supporting existing call functions and distribution rules is the ability to map Emergency Services URIs (ESURIs). Customers have configured their CHE to map these ESURIs to specific VDNs (Voice Dialing Numbers), queues, or other internal distribution mechanisms as required to support their normal operating procedures. Policy Routing Rules (PRR) can be set to deliver calls to the PSAP Host servers based on the ESURI if the Load Balancers cannot be reached for any reason. All of Motorola's customers have PRRs set for rerouting under conditions of abandonment, inability to connect, and overflow. They are routed to a new SIPURI (ESInet) or TelURI (10-digit dialing). Most routes to adjacent agencies, not to another part of the same system. Some routes to various			

		agencies are based on the geographic location of the call.			
4	SR-CR008 Regional PSAP Routing: The CHE has been implemented to provide advanced routing capabilities. These capabilities are expected to remain. Regional PSAP routing should include: ● Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today ● Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP ● Ability for the VIPER CHE to distribute calls to all PSAPs regardless of the proper PSAP ● Ability of the VIPER CHE to identify the proper PSAP and distribute to the proper PSAP when needed (CAD failure operations) The NG911 Service Provider should describe the system that is proposed and how these capabilities will be accomplished.	Yes The existing VIPER routing capabilities can be retained; however, configurations may be needed to transition from TDM call delivery from the OSPs into i3 call delivery, which no longer has designated trunks. The ESURI will be used by VIPER, as well as other information carried within the SIP header, to determine the best route for that call to take within the CHE. The following information is included within an i3 call: ● ProviderInfo ● CallInfo ● SubscriberInfo ● DeviceInfo The information contained in these header blocks can be used to determine VIPER's proper distribution of the call. Other labels/Tags will be available, such as a reroute notice if the original PSAP was not available.			
5	SR-CR009 Non-Regional PSAP Routing:	Yes The existing VIPER routing capabilities can be retained; however,			

	Non-Regional PSAP routing should include: ● Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today ● Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP ● Ability for the VIPER CHE to distribute calls to the proper PSAP The NG911 Service Provider should describe the system that is proposed and how these requirements will be accomplished.	configuration changes may be needed to transition from TDM call delivery from the OSPs into i3 call delivery, which no longer has designated trunks. The ESURI will be used by VIPER, as well as other information carried within the SIP header, to determine the best route for that call to take within the CHE. The following information is included within an i3 call: ● ProviderInfo ● ServiceInfo ● SubscriberInfo ● DeviceInfo The information contained in these header blocks can be used to determine VIPER's proper distribution of the call. Other labels/Tags will be available, such as a reroute notice if the original PSAP was not available.			
6	SR-CR010.b The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in each environment for the following predetermined emergency scenarios at a minimum: ● Loss of primary route to a host load balancer	Yes Motorola will set up call flow meetings with the PSAPs to ensure continuity of business under each of these listed conditions regarding loss of route(s) to host(s) or PSAP(s).			

	• Loss of primary and secondary route to a host load balancer • Loss of all routes to a single host in a single environment • Loss of all routes to two hosts in a single environment • Abandonment of a PSAP • Abandonment of a single PSAP with transfer to another environment • Abandonment of two PSAPs with transfer to another environment • Loss of single environment • Use of out-of-county PSAPs as backup PSAPs The NG911 Service Provider should describe how each scenario above can be processed by the proposed system with limited or no human intervention.	Motorola will establish baseline Policy Routing Rules based on Broward County's desire to maintain and enhance the resiliency of the current routing capabilities. The PRF acts hierarchically and allows for many alternate route solutions based on multiple criteria. NGCS provides much more flexibility in defining those routing rules, as with the service for Broward, Geospatial routing is incorporated in the route determination.			
7	SR-CR011 Geofencing: Geofencing and routing calls to specific call takers/positions/queues/ring groups are needed as part of the County's requirements. The NG911 Service Provider should ensure selected positions, PSAPs, or resources can be dynamically removed from receiving non-incident/event 911 calls. The NG911 Service Provider should describe the process, signaling, or tagging that would be used in the proposed NG911 System to accomplish this requirement.	Yes Unique URIs can be used to send to a specific PSAP queue, and upon PRF enablement by the PSAP, can be redirected to another PSAP (e.g., Mobile Command Center) or PSAP queue for separate handling. For dynamic geofencing, a set of unique URIs associated with unique queues should be defined and implemented together so that call takers are already in the new queue when the PRF is enabled. The City of			

		Baltimore has utilized special event routing for large art festivals and the recent APCO conference, with geo-fencing established to route 9-1-1 calls to a local command post on scene.			
SR-NR Network Redundancy and Resiliency					
1	SR-NR007 All Circuits Used: To ensure all connectivity is always available, all primary circuits should be used in normal operation to process traffic. Secondary and tertiary circuits should be active daily. The active secondary and tertiary circuits will demonstrate that the circuits are available and can support live traffic. The NG911 Service Provider should describe the method that will be used to accomplish this requirement and describe any types or specific circuits that may not be used in normal operation and why.	Yes All circuits will be active all the time as Motorola is using High Availability SD WAN edge devices for the PSAP's ESInet connectivity. There will be no need for a failover plan from one circuit to another. Whether it is MPLS, Commercial Managed Broadband, LTE, and/or LEO Satellite, all paths will be maintained in an active state.			
2	SR-NR008.b The NG911 Service Provider should describe the monitoring methods and the process to provide notifications to the County when circuits are unavailable.	Yes Motorola provides a comprehensive approach to circuit outage notifications and network management for NG911 services, designed to ensure rapid response, transparent reporting, and high system availability. Here's how Motorola addresses circuit downtime notifications:			

		• Proactive Monitoring and Automated Alarming ◦ Motorola's dedicated Network Security Operations Center (NSOC) actively and continuously monitors all network, computing, and software elements of the call routing service and ESInet infrastructure 24x7x365. This monitoring system includes probes actively polling the ESInet infrastructure. ◦ Event and performance metrics are forwarded to the NSOC for real-time analysis and historical trend identification. If a probe becomes unreachable or an issue is detected, a trouble ticket is automatically generated in the Service Management System, logging detailed event information. These alarms are correlated and presented as incidents within NSOC dashboards for immediate response. • Multi-Level Notification System Notifications are supported through multiple channels, including phone calls, email, and SMS text messages.			

		Motorola's Service Management System provides auto-generated notifications based on defined thresholds, such as the severity of an issue, activity type (e.g., change authorization request, pre-scheduled maintenance), or a threshold breach on a network or component. • Rapid Response and Communication Timelines For Critical (Severity Level 1) incidents, defined as significant degradation or total loss of critical functionality with no workaround, Motorola aims to provide notification within 15 minutes. For these critical issues, hourly updates are provided. For High (Severity Level 2) incidents, involving significant degradation where a workaround may be available, notification is provided within 30 minutes, with updates every two hours. Updates for Critical and High incidents will include the nature of the outage, its best-known cause, geographic scope, estimated time for repairs, and other useful management information.			

NG911 Call Delivery					
SR-DL 911 Call Egress/Call Delivery to All PSAPs					
1	SR-DL001 Call Egress/Call-Delivery Circuits: The NG911 Service Provider should provide the call egress/call-delivery circuits and associated infrastructure to meet the following requirements: ● Diverse entrance facilities for core sites ● Diverse entrance facilities to all call-handling host locations that the County deploys, whether local, remote data center, or cloud-based ● No single point of failure ● Use open standards ● IPv4 and IPv6 dual protocol stacks ● Border Gateway Protocol (BGP) utilizing bidirectional forwarding detection ● Multicast routing and switching ● Quality of service (QoS) marking using Differentiated Service Code Point (DSCP) to ensure the highest voice quality for all 911 calls ● Have a network traffic convergence of less than 54 milliseconds (ms) ● Maintain an MOS of 4.0 or better at the handoff to the CHE	Yes			

2	SR-DL004 Abandonment Switches: The NG911 Service Provider should provision one or more abandonment switches at each PSAP, which, when activated, will automatically reroute calls to the pre-defined alternate endpoint for that PSAP based on the required routing configurations used today. Strict administrative policies and procedures will be put in place by the County. The NG911 Service Provider should describe how abandonment switches will be used in the proposed NG911 System.	Yes Motorola's Customer Web Portal provides credentialed users the ability to abandon a PSAP from any location. The predefined PRF is active and will reroute those calls to their appropriate destination based on the URI and other pertinent information contained within the SIP Header Blocks.			
3	SR-DL005.b The NG911 Service Provider should describe the functions of the policy based rules tool and types of rules that can be provisioned by the PSAP, County, and NG911 Service Provider.	Yes • Provisioned by authorized personnel from either the PSAP or County: PSAP Abandonment Strategy: Authorized PSAP personnel can activate and deactivate a multi-level PSAP abandonment strategy via the CWP. This includes manual "make-busy" functionality to reroute calls. Alternate Routing Strategies: PSAP personnel can define alternate routing strategies to redirect calls when the primary PSAP cannot receive them (e.g., during outages or evacuations). This can			

		automatically shift calls to other PSAPs. Abusive Caller Mitigation: Authorized PSAP and NG911 staff can enact policy routing configurations to send calls from abusive callers to a predetermined destination, such as an automated attendant, low-priority queue, or a designated PSAP URI. Policy Routing Customization: PRF rules can be viewed, modified, or customized by PSAP and agency administrators to optimize routing based on their specific operational requirements. Call Type-Based Routing: Rules can be configured based on call type (e.g., wireline, wireless, VoIP). Policy Rule Definition: PSAPs can participate in the development and approval of the Policy Routing Plan and define routing rules, including primary, alternate, busy, and overflow routing. • Provisioned by the NG911 Service Provider (Motorola): Core Policy Management: Motorola manages the overarching routing of calls through the call			

		routing service, including the ability to re-route calls during outages or based on the call handling status of a PSAP. Location-Based Routing: The system prioritizes location-based routing using GIS data, but PRRs can include fallbacks like ESN, community, FIPS codes, or trunk groups if geospatial routing is not possible. OSP and Trunk Group Routing: PRRs can be based on the Originating Service Provider (OSP) or specific trunk groups. ESRP/PRF Interaction: The Emergency Services Routing Proxy (ESRP) queries the PRF to determine the next hop destination, leveraging queue and service state subscriptions to assess PSAP availability. Regional Coordination: For customers in a region served by Motorola's call routing service, Motorola ensures a coordinated policy routing configuration to optimize continuity of operations. Integration and Coordination: • Motorola's Call Routing Service ensures that its Policy Routing			

		Function (PRF) rules work in conjunction with Call Handling Automatic Call Distribution (ACD) rules. • New routing rules or modifications typically go through a Change Management Process involving the Network & Security Operations Center (NSOC) to ensure all stakeholders are aware and potential impacts are assessed in advance. The Operations Manager is responsible for notifying the PSAP of all planned work that may affect 9-1-1 functionality. • Motorola conducts periodic reviews of policy routing rules to assess their impact on PSAP operations. • Training is provided on PRF policy management, covering how routing rules are used, modified, and how reporting/logging can optimize them. This comprehensive approach allows Motorola to deliver a highly resilient and adaptable NG911 solution, minimizing disruptions and maximizing the effectiveness of emergency call management.			

4	SR-DL006 Emergency Incident Data Object (EIDO): The NGCS and ESInet should support the exchange of EIDO over the ESInet between PSAPs and across NNIs to neighboring jurisdictions. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement.	Yes Motorola's call routing service provides the transport of EIDO to and from the PSAP. With proper credentialing. No action is necessary by the County or CHE vendor to allow transport of EIDO, as this is handled by Motorola's NNIs with neighboring NGCS providers. PSAP personnel can initiate a transfer of a call with EIDO and allow a subscribe/notify event from a neighboring jurisdiction.			
5	SR-DL007 EIDO Access: The NGCS and ESInet should support access from other jurisdictions to the EIDO message servers deployed in the County's Regional and Non-Regional environments to exchange data. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement.	Yes Motorola will work with the County's CHE vendor to preconfigure credentialed access to be able to exchange EIDO packets. The County would be responsible only for the CHE providers' coordination and testing of access and exchange of information.			
6	SR-DL014.b As part of the call delivery monitoring, the following situations should result in a trouble ticket being generated automatically for dispatch and resolution, and a notification to the County: ● Call delivery between Functional Elements causes an error processing should generate an alarm.	Yes As soon as a call cannot reach its intended destination, an alarm is generated along with a trouble ticket in ServiceNow. Notifications will be sent according to the agreed-upon support plan put in place early			

	● When all calls are not able to be delivered to the PSAP, the NG911 Service Provider generates an alarm and notifies the appropriate parties at the County as well as the field personnel to confirm that alternate routing is activated. ● When there is a failure to deliver the 911 call, the alternate call routing plans are automatically used to route the calls. In the event the NG911 alternate routes are not available, the calls are routed to an alternate public switched telephone network (PSTN) path using a 10-digit number associated with the destination PSAP. If the primary path is unavailable, the calls should be routed to the backup 10-digit number. The logging of such routing should be available to the County. The NG911 Service Provider should provide examples of how these will be managed and performed in the proposed solution.	in the deployment process. Policy Routing Rules will immediately determine the next predefined hop for that call. The PRRs will be defined early in the deployment phase as well. Calls that are rerouted will be tagged so the receiving PSAP knows that it was not deliverable to its intended PSAP. The predefined routing plans will dictate the call flow for undeliverable calls, as mentioned in this requirement, whether it is to an alternate route or 10-digit numbers. These are all automatic. The trouble ticket resolution will be handled by Motorola's NSOC according to Motorola's SLA agreements.			
7	SR-DL015 Call Queuing: The NG911 Service Provider should provide call queuing at the network level. If the network is unable to deliver the calls to the PSAP due to	Yes The call routing service does not queue calls in the same way that call handling does. The call routing service will always deliver the call			

	increased volume, the calls should be queued and tracked at the network level. The NG911 System should be able to process two hundred (200) calls simultaneously for each environment (Regional and Non-Regional).	to the intended destination, in this case, the VIPER load balancers, VIPER Hosts, or next hop, according to the Policy Routing Rules predefined by Broward County. The call routing service is sized to meet customer requirements, so Motorola will support the position count plus as many calls as can be queued in VIPER.			
	Functional Requirements				
NG911 Call Delivery					
SR-CP Call Processing					
1	SR-CP003 Call Processing by Type: The NG911 Service Provider should be able to process and deliver wireline, wireless, VoIP, text (RTT, Short Message Service [SMS], Rich Communication Services [RCS], Message Session Relay Protocol [MSRP], Instant Messaging [IM]), and Multimedia Service (MMS) calls/requests for emergency response seamlessly. The system should support the use of Telecommunications Device for Deaf (TDD) and TTY.	Yes			
2	SR-CP004 Caller Location Information: The NG911 Service Provider should provide the location information for each 911 call at the handheld device-level for call routing and call processing.	Yes			
3	SR-CP005 NGCS Media Recording:	Yes			

	The NG911 Service Provider should provide call and media recording in the NGCS. The PSAP and other County staff should have access to the recordings.	Call and media recording is typically handled by the call handling system. Motorola provides outputs to a logging recorder, but Motorola does not supply one as part of the standard call routing service. At the county's request, Motorola can provide optional pricing for call and media recording for the County's consideration. It may be more cost-effective for the County to work directly with the County's current telephony logging recorder vendor to augment that existing solution.			
SR-IT Interfaces					
1	SR-IT003 Multimedia Sessions: The NG911 Service Provider should interface the wireless providers to be capable of delivering multimedia such as video and pictures as a part of the proposed NG911 System. Deployment of this function to the PSAP will be determined on an individual PSAP basis.	Yes			
RPT - Reports					
1	RPT001 Single Reporting Platform: The NG911 Service Provider should provide a single reporting platform that can be configured based on each user's role, unique USERID, and		Yes		Motorola has purpose-built platforms for domain-specific applications (e.g., end-to-end call log reporting vs. case management). Each one by itself can support the County's requirements.

	access permissions. The portal should support at least sixty (60) users.				
2	RPT002.b The reporting platform for the PSAPs should include, at a minimum the following reports: ● Date and time stamp ● Call delivery time (hh:mm:ss) ● Call answer time (hh:mm:ss) ● Call disconnect time (hh:mm:ss) ● Call duration (hh:mm:ss) ● Average call duration (hh:mm:ss) ● Average call answer time (hh:mm:ss) ● Seizure time (hh:mm:ss) ● Call volumes by call type ● Alternate-routed calls ● Text-to-911 instances ● Abandoned calls ● Call volume by hour ● Call volume by day of the week ● Individual call information ● Summary of call volumes ● Call transfers/bridges ● Call conferences ● Agent availability ● Call volumes by OSP ● Repeat callers ● Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	Yes See Exhibit 1 Sample Reports. - Automated Abandoned Callback (AAC) Report - Answer Time Standards - Call Center Statistics - Call Summary - Call Taker Answer Time Statistics - Call Taker Events - Call Time Statistics by Month - Call Volume and Statistics by Call Taker - Call Volume and Statistics by ESN - Call Volume and Statistics by Range of Time - Call Volume and Statistics by Trunk - Call Volume and Statistics by Class of Service			

	The NG911 Service Provider should provide a list of all available reports and provide at least three report examples.	- Call Volume by Hour Analysis - Call Volume by Peak Hour - Call Volume by Position - Call Volume by PSAP - Call Volume by Shift - Concurrent 911 Trunk Utilization - Insights On-Demand** - Monthly Position Utilization - Multidimensional Transfer Report - NSI Device Call Volume - Process Time Standards - PSAP Answer Time Standards - PSAP Process Time Standards - Rapid Call Breakdown - Ring Time Statistics - Staffing Module - Summary Reference Sheet Text Volume - Text Volume by Period			

		** 'Insights On Demand' is the ad-hoc reporting feature of Motorola's Eclipse Analytics reporting solution. This interface allows common language search activities for on-the-fly reporting, drilldowns, QA/QC, investigations, and more.			
3	RPT003 Reporting Platform County Staff Functions: RPT003.a The NG911 Service Provider should provide a dashboard and portal for access by County staff and others as approved by the County to run the below SLA reports. All reports should be able to run for specific dates and times.	Yes			
4	RPT003.b The reporting platform for County staff should include at a minimum: ● Call processing time between elements (hh:mm:ss) ● Payload processing time (hh:mm:ss) ● Calls per circuit ● Call distribution to PSAP circuits ● Circuit utilization from OSP ● Circuit utilization to PSAP ● All NGCS element usage volumes (all elements used in the NG911 Service Provider's NG911 System) ● End-to-end call-flow analysis	See Exhibit 1 Sample Reports	Yes		Not all metrics listed in requirement RPT003.b are captured in an IP environment; however, Motorola's reporting platform has generated trunk-like utilization reports even when operating on IP circuits. Motorola provides separate platforms for reporting and real-time monitoring of the solution. The Customer Web Portal provides situational awareness as to system health and alternative routing causality. Each call can be viewed for its associated details. Existing reports: ● Calls per circuit ● Call distribution to PSAP circuits ● Circuit utilization from OSP

	• Event by incoming IP address • NOC-to-NOC reporting, trouble reporting, and tracking • Root cause analyses • Service availability for each component including ESInet segments • Monitoring, alarming, and logging • MOS The NG911 Service Provider should provide a list of all available reports and provide at least three report examples.				• Circuit utilization to PSAP Many reports could be generated using Motorola's ad-hoc reporting capability. Motorola will work with Broward County to develop the required reports.
5	RPT004 Access to logs via Reporting Platform: The NG911 Service Provider should provide access to the system logs using the existing platform or another similar platform. This should include: • Transactional database log associated with each SIP header and URI, and additional information provided to access by the County • Retrieval of log information should include calling number, SIP header information, call destination, successful, failures, transfers, ALI database transactions, and alternate routed calls (e.g., default, PSTN gateway, special processing, or overflow), which includes call counts	Yes			

	● Log retrieval should be available by groups of calls (e.g., 911 versus non-emergency) and date range of calls.				
6	RPT005 Real Time System Monitoring: The NG911 Service Provider should provide access to real time system monitoring to the County using the existing platform or another similar platform. The platform should provide real time web-based monitoring of County traffic into the System at the functional element level and facilities (network connections). The status should be updated every 15 seconds, which includes, active, slow response, and failures.	Yes			

The information on this Functionality Checklist remains subject to County review and verification during the evaluation process.

General Compliance
Next Generation 911 (NG911)

INSTRUCTIONS: Respond to each requirement with the appropriate selection by indicating a "**Yes**" under the "Complies" column if the proposed solution "Complies" with the requirement as stated and the information requested is also provided, or indicate a "**Yes**" under the "Comply with Exception" column if the proposed solution "Comply with Exception" and provide details of the exception to the stated requirement under the "Comments" column or indicate a "**Yes**" under the "Does Not Comply" column if the proposed solution "Does Not Comply" for each requirement in this document. If the comment is lengthy, please use a separate page and reference the Item Number before each response.

Insert Vendor Name: Motorola Solutions Connectivity, Inc.

NG911 System		Complies (All requested information associated with the requirements below must also be provided)	Comply with Exception	Does Not Comply	Comments (Associated with requirements noted below as "Comply with Exception")
No.	**NG911 Service Provider Requirements**				
Vendor General Requirements					
1	VN001 NG911 Service Provider General Information: The NG911 Service Provider should provide the length of time	Yes Motorola has been serving public safety since 1928, nearing 100 years in operation.			

	that the NG911 Service Provider has been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover (percent of employees who resigned in the last full calendar year compared to the number of employees at the beginning of the year). The NG911 Service should provide the provider's subcontractor length of time that have been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover	Motorola has over 21,000 employees globally; 1,350 are based in Florida. Motorola's employee turnover for 2024 was 5.52%; for Q1 of 2025 this rate was 1.43% Motorola's call routing service does not utilize subcontractors.			
2	VN003 Provide a List of the Top 50 Metropolitan Statistical Areas (MSAs) that are NG911 Clients: The NG911 Service Provider should provide a list of all the top 50 MSAs for which it provides	Yes Please see Exhibit 2, General Compliance Detailed Responses for the requested information.			

	NG911 services. For each MSA, the NG911 Service Provider shall list the following: ● Agencies/PSAPs ● Types of Service ● General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version ● Is it part of a statewide or regional system				
3	VN004 Be Active in NG911 Standards Development: The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as the Association of Public-Safety Communications Officials (APCO) International, NENA, the Alliance for Telecommunications Industry Solutions (ATIS), etc. List all committees, work groups, and projects that the NG911 Service Provider participates in and note if	Yes Motorola is a leader or participant in all the organizations identified. Please see Exhibit 2, General Compliance Detailed Responses for the requested information.			

	any are chaired or lead by NG911 Service Provider staff.				
4	VN005 NG911 Service Provider Description: The NG911 Service Provider should include a brief description of its company background, including history, experience, products, capabilities, and vision for the future, as well as any distinguishing characteristics that delineate its solution from other companies' solutions. The NG911 Service Provider's description should include at a minimum: ● Background and experience ● Company vision ● Company financial stability statement ● Distinguishing System characteristics ● Pending litigation	Yes Please see Exhibit 2, General Compliance Detailed Responses for the requested information.			

5	VN006 References: The NG911 Service Provider should provide a minimum of five (5) NG911 project references of similar projects in the last three years for contact by the County (at least two that are a similar implementation of the service model system requested, have completed implementation, and are in daily use).	Yes. Please see Exhibit 2 General Compliance Detailed Responses for the requested information and Motorola's Vendor Reference Verification submitted to the broward.bonfirehyb.com portal.			
6	VN007 Alternate Options and Systems: The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all	Yes			

	requirements stated in the form of a “should” requirement only.				
7	VN00~~7~~**8** Mean Time Between Failures (MTBF) The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama.	Yes MTBF for Motorola’s 911 call routing service in the state of Florida for the past 24 months is 8,759 hours.			
8	VN00~~8~~**9** Latency and Mean Opinion Score (MOS): The NG911 Service Provider should provide Call delivery (NGCS to PSAP) network metrics for latency and Mean Opinion Score (MOS) for the last 24 months for its customer base in Florida, Georgia, and Alabama.	Yes			
Professional Services Requirements					

1	PS001 Project Management: PS001.a The Project Manager (PM) and Senior Technical Lead should remain with the project until all PSAPs are transitioned to the NG911 ESInet and Geospatial Routing. The expectation is that there is continuity and a transition period with any change that is made. The expectation is that there will be a single point of contact with the vendor post implementation.	Yes			
2	PS001.b The PM should have project-related decision-making authority and be the primary point of contact between the County and the NG911 Service Provider. The County will review and approve the PM and, if the PM needs to be replaced, the County will review and approve the replacement. The PM should have at minimum, the following qualifications: ● Demonstrate the knowledge, skills, and	Yes			

	experience as a Program and/or PM. ● A minimum of five (5) years of experience managing large NG911 programs and/or projects. ● A minimum of three (3) years employed by the NG911 Service Provider. ● A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's. ● A certification or credential on Project Management.				
3	PS001.c The NG911 Service Provider should provide the proposed PM's resume.	Yes See Exhibit 3 Organizational Chart and Resumes of Key Staff.			

4	PS002.b The plan should describe the schedule, processes, communications, risk and mitigation factors, and detailed integration of functional elements including features that may be staged for implementation such as geospatial routing. The plan should include the following: 1. Implementation Schedule 2. Continuation of Operations (COOP) Plan, including, at a minimum: a) Lists of critical systems b) Restoration procedures c) Exercise or testing procedures 3. Post-deployment Operational and System Security Plans 4. Detailed description of the activities, personnel, schedule, standards, and methodology 5. Acceptance Test Plan, including, at a minimum: a) Test scripts and method	Yes See Exhibit 4 Preliminary Project Plan 1. See Exhibit 4, Section 7, 8, 9 2. Motorola's See separate Exhibit 5 "NGCS COOP" 3. See separate Exhibit 6 "NGCS Sample Customer Support Plan" 4. See Exhibit 4 Section 1.1 5. See Exhibit 4 Section 5 See Exhibit 4 Preliminary Project Plan 6. See Exhibit 4, Section 7, 8, 9 7. Motorola's See separate Exhibit 5 "NGCS COOP" 8. See separate Exhibit 6 "NGCS Sample			

	b) Strategy and procedure c) Expected results for each element 6. Project Plan Change Management process 7. Communication Plan, including, at a minimum: a) Adequate measures to communicate with vendors to resolve issues b) Communicate resolution end-to-end 8. Incident Response Plan 9. Incident Communication Plan 10. Escalation Procedures 11. Risk Register and Mitigation Plans 12. Lifecycle Management Plan a) System Security Plan b) Plan of Action and Milestones 13. Product Roadmap The NG911 Service Provider should provide an example of	Customer Support Plan" 9. See Exhibit 4 Section 1.1 10. See Exhibit 4 Section 5 11. See Exhibit 4 Section 1.4 12. Please see response to SR-GN018 "Product Roadmap" All exhibits are attached to the Vendor Proposal.			

	project plan and the expected project schedule.				
5	PS006.b Monthly or weekly progress reports should contain details relating to the following tasks: ● Activities to include: – Accomplishments since the previous reporting period – PSAP data gathering – Staging and lab testing – Installation, set up, and configuration – Device and circuit installation progress at each site	Yes See Exhibit 7 Example - Broward Co FL NGCS Project Dashboard. Instead of generating reports, Motorola's NGCS project managers use a "Project Dashboard" built in Google Sheets to provide details about various aspects of the project implementation. The Dashboard consists of more than 25 tabs, with 12 summarized to display the overall project progress. It includes links to customer-			

	– Connectivity information for CHE provider – ALI/Location Database (LDB) transition – GIS data readiness – NGCS provisioning status ● Updated schedule and comparison to baseline ● Issue tracking with classification of issues (i.e., critical, major, and minor) ● Pre-cutover testing ● Cutover schedule plans The NG911 Service Provider should provide an example of a monthly status report.	facing source documents and the actual project schedule Work Breakdown Structure (WBS) in Smartsheet. The example provided will serve as the Dashboard for Broward County; the tabs have been updated with current information and will be expanded as the project progresses.			
6	PS007.b The Technical Lead should have at a minimum, the following qualifications: ● Knowledge of the latest technology and business models related to NG911 ● Extensive experience and knowledge of industry standards and best practices regarding NG911 ● A minimum of three (3) years of experience	Yes See Exhibit 3 Organizational Chart and Resumes of Key Staff			

	designing and consulting on large NG911 projects ● A minimum of three (3) years employed by the NG911 Service Provider ● A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's The NG911 Service provider should provide the proposed Technical Lead's resume.				
7	PS008.b The CSR should be involved in the implementation and should have at a minimum, the following qualifications: ● Knowledge of the NG911 Service Provider's technology and processes related to NG911 ● A minimum of three (3) years employed by the NG911 Service Provider ● Experience managing with a minimum of two (2) years and two (2) NG911 projects of a similar size to the County's	Yes See Exhibit 3 Organizational Chart and Resumes of Key Staff			

	The NG911 Service Provider should provide the proposed CSR's resume.				
8	PS009 Additional Staff and Organization Chart: The NG911 Service Provider should submit a proposed functional organizational chart for the NG911 project listing all key staff and the resumes for each assigned staff represented on the functional organizational chart at the time of proposal submittal.	Yes See Exhibit 3 Organizational Chart and Resumes of Key Staff			
Equipment and Hardware					
1	SR-EH001 Onsite Equipment List: The NG911 Service Provider is expected to install some equipment in County facilities. The equipment may include network termination devices, network demarcation extensions, fiber or copper cabling, routers, network switches, or activation devices	**Yes** All PSAP locations that are connected to the call routing service will have a pair of Arista SDWAN Edge 720 (or similar) devices installed in a high availability HA) configuration for ESInet connectivity. The Network			

	such as abandonment switches. The NG911 Service Provider should provide a list of all devices, quantities, makes, models, power requirements, heat loads, locations, and cabling types that will be installed in any County facility.	connections to the device will be fiber or copper based on the network cabling available to the Network provider. The typical power consumption for the device is 30 watts and heat load is 102.36 BTU/hour. All PSAP locations will have two Fortigate 70g firewalls deployed in high-availability mode to which all appliances can connect and gain the resiliency of the SDWAN ESInet connectivity. These firewalls consume an average of 12.3W and a maximum of 12.8W. Each PSAP will have a Motorola Emergency Data Gateway device for MIS data collection and the power consumption is 36W. Note: Dependent upon when the system is installed the make/ model of this device maybe replaced with an equivalent model			

2	SR-EH002 Onsite Equipment Space Needed: For each device, the NG911 Service Provider should describe how it will be mounted in the facility and how much wall or rack space will be required for the device, including any required standoff distances.	Yes All CHE host locations that are connected to the call routing service will have a pair of HA AristaSDWAN Edge 720 (or similar) devices, a pair of Fortigate 70g firewalls and 1 Motorola Emergency Data Gateway installed: These devices require a total of 5U's of rack space. The rack is installed in the customer's cabinet, usually immediately adjacent to the CHE firewalls. Note: Dependent upon when the system is installed, the make/ model of this device may be replaced with an equivalent model			
General System Requirements					

1	SR-GN001 Overall Project Approach: The NG911 Service provider should describe your approach and include in your proposal, as per the Scope of Work, the project design, architecture, hardware, installation, data integration, system implementation plan, network equipment, training, maintenance and support. i. Include an introductory overview describing the proposed system. ii. Address integration with the system, product life cycle(s), capability for expansion and ability to adapt to industry changes. iii. How the primary vendor will use subcontractors, third party vendor(s), third party software integration (if applicable) throughout the project. iv. Identify potential issues	Yes See Exhibit 8 Proposed Design. Additionally, for Motorola's response regarding the implementation phase, please see Exhibit 4 Preliminary Project Plan.			

	or challenges related to the project and describe how your firm's project approach will resolve these issues.				
2	SR-GN002.b The County is planning to implement a NENA i3 Version 2 system at a minimum. The NG911 Service Provider should list any i3 Version 2 components, functions, and/or applications of this standard that are not implemented in the proposed NG911 System; provide an explanation why; and include a roadmap timeframe to implement each component, function, and/or application. The NG911 Service Provider should provide a roadmap and timeframe to migrate to a NENA i3 Version 3 system in the future.	Yes System is compliant with NENA i3 version 3			
3	SR-GN003 Standards-based Compliance: All aspects of the proposed system design, deployment, operation, and security provided by the NG911 Service Provider should be in full compliance with industry	Yes			

	standards, requirements, and recommendations. SDOs and other entities include, at a minimum: ● Alliance for Telecommunications Industry Solutions (ATIS) ● Association of Public-Safety Communications Officials (APCO) International ● Department of Justice (DOJ) ● International Organization of Standards (ISO) ● Internet Engineering Task Force (IETF) ● National Emergency Number Association (NENA) ● National Institute of Standards and Technology (NIST) ● Open Systems Interconnection (OSI) ● Telecommunications Industry Association (TIA) ● The Monitoring Association (TMA)				

	• Underwriters Laboratories (UL)				
4	SR-GN004 Multiple NGCS Data Centers: The NG911 Service Provider should deploy NGCS at multiple data centers but no less than three geo-diverse sites in such a way that a single major incident cannot impact more than one site. One data center should be in Florida. The NG911 Service Provider shall provide the list of NGCS data center locations.		Yes		Motorola's call routing services are designed to exceed 99.999% of system availability by being deployed in three geographically diverse regions across the US, utilizing two different cloud service providers. Each region supports multiple Availability Zones for redundancy within each region, to fulfill the need that a single major incident can not impact more than one region. Motorola's regional Availability Zones are interconnected through a

					Software Defined Network (SDN) IP network fabric, which optimizes network traffic flows and ensures intelligent, fault-tolerant communication among the various redundant application functional elements.
5	SR-GN005 Data Center Requirements: All data centers proposed by the NG911 Service Provider, including POIs and aggregation sites, should have a level of protection and capabilities to make the site resilient. Data centers should meet the following: GN004.1 All power sources are redundant and diverse (i.e., at least two separate circuits) with an Uninterruptible Power Supply (UPS) system and generator	Yes			

	backup for a minimum of 72 hours. GN004.2 Voice and data circuits delivered via diverse entrances into the facilities. GN004.3 Voice and data circuits delivered from diverse providers to each NGCS host location. GN004.4 Voice and data circuits delivered from diverse providers to each call-handling host location GN004.5 Secured rack space or data center GN004.6 Minimum Tier 3 rated GN004.7 Hardened facilities that can withstand Enhanced Fujita Scale (EF) 5-category winds up to 318 miles per hour GN004.8 Must provision circuits in Telecommunications Service Priority (TPS) GN004.9 Capacity to handle 50% growth without requiring				

	the replacement of any hardware or software components				
6	SR-GN007.b The change control process should be integrated into the County's change control process for all changes to: ● New NG911 features or functions ● Security changes (Software, applications and configurations) ● Changes to OSP ingress hardware and software ● Call delivery to the PSAPs ● Any change that will impact the PSAP The NG911 Service Provider should at a minimum: ● Submit all change requests using the County's Change Request Template ● Submit all change requests to the County E911 Office for approval ● Participate in the change review process, which	Yes Motorola employs a detailed, IT Information Library (ITIL)-based Change Management process for its Next Generation Core Services (NGCS) and ESInet solutions to ensure standardized methods and procedures are followed for completing project changes efficiently and promptly. This process is crucial for maintaining service quality and minimizing disruption, especially in mission-critical public safety environments. Here's a breakdown of Motorola's change review process: • Purpose and Principles: ◦ The core purpose of the Change Management			

	includes meetings to present all change requests ● Provide any additional information or changes to the plan to meet the County's requirements ● Obtain approval from the County before making changes ● Immediately upon completion of the change, notify the County of the results The NG911 Service Provide should describe the change control process used, and the interface between the change control process and the County to include timeframes and notifications.	process is to ensure that all service change requests to the NGCS services are properly documented, reviewed, and approved by stakeholders prior to implementation. ◦ It aims to avoid or minimize the impact of change-related incidents and prevent disruption to day-to-day operations. ◦ Motorola also integrates risk assessment activities into every change request, with the Cybersecurity department actively participating in the Change Advisory Board and change control process. • Initiation and Documentation (Request for Change - RFC): ◦ A service Request for Change (RFC) initiates the process. ◦ RFCs can be initiated by either Motorola or client-designated personnel (e.g., Morgan County, NM911, MTDOJ, KY911). ◦ The RFC documents the requested service change.			

		◦ Information about changes (e.g., requirements, network services, application patches, software updates, new service requests) is tracked in Motorola's change management system, often ServiceNow. • Assessment and Planning: ◦ Motorola’s service and engineering staff assess and identify the potential impact, risk, timeline, and any associated costs of the proposed change. ◦ The process involves a review and assessment of the RFC, followed by the development of an implementation plan for the change. ◦ A crucial step is to determine a rollback (back-out) plan in case unforeseen issues arise. This ensures business continuity and minimizes disruption during migration. • Approval Process: ◦ The Operations Manager often fulfills the role of "Change Manager".			

		◦ The Change Manager ensures the change management process is followed, including proper distribution of notifications and capturing details of the review, approval, and execution process in the system. ◦ The RFC may be approved or denied at various steps of the review process. ◦ Once final approval is obtained from all engaged parties, the RFC is officially scheduled. Client-specific project managers collaborate with Motorola to determine the impact on scope, cost, and schedule, and document agreed-upon changes on the RFC form. • Implementation and Monitoring: ◦ Upon approval, the change is implemented. ◦ For scheduled maintenance, a change request is entered into the IT Service Management (ITSM) tool (ServiceNow). ◦ The Operations Manager is responsible for notifying the PSAP of all planned			

		work that may affect 9-1-1 functionality within a mutually agreed-upon period, unless an emergency change must be implemented. Non-emergency changes generally require a minimum of 10 days' notice. ◦ Motorola ensures that system updates and security patches are coordinated with clients and impacted PSAP agencies. Critical security updates are expedited through testing and deployed as safely and quickly as possible. • Post-Implementation Review: ◦ After execution of the change, the results are documented for a Post Implementation Review (PIR), usually during the next Change Review Meeting. ◦ The process also includes reviewing change performance and formally closing the change process. ◦ This problem management process includes long-term retention of information			

		about problems and their solutions, enabling a continuous cycle of improvement to reduce incident frequency and impact. • Tools and Access: ◦ The Customer Web Portal (CWP) provides clients with access to the Service Management System (Motorola Customer Hub or ITSM ServiceNow).			
7	SR-GN008.b The step-by-step plan should include the time, duration, responsible party and resources for each step, and contingency plans for any potential failures. The NG911 Service Provider should provide an example of a MOP .	Yes Please see Exhibit 9 NGCS Example MOP Master Template.			
8	SR-GN009 Lab Environment: The NG911 Service Provider should provide a lab environment to simulate the County' environments during the period of performance for testing before live production changes. The NG911 Service Provider shall	Yes Motorola can provide a virtual lab environment from a cloud native instantiation of the call routing service to which Broward County's VIPER lab may connect. The cost of this dedicated lab instance			

	describe the lab environment, including: ● Physical or virtual ● Locations ● Available to County staff	will be determined during the negotiation phase.			
9	SR-GN010.b All testing results should be included with the information on the system changes for the County's approval before implementation in the production systems. The County reserves the right to observe testing and add additional tests. The NG911 Service Provider should describe the testing process.		Yes		Motorola will work in good faith with Broward County regarding configuration changes and feature enablement as it relates to Broward County. The call routing service that Motorola offers is structured as a shared nationalized multi-tenant service, and not isolated to Broward County. Hence, Motorola cannot permit the observance of Motorola's internal testing or ongoing lifecycle updates as they are applicable to

					multiple customers.
10	SR-GN011 Interconnection of the NG911 Service Provider Lab to the County Test Environment: The NG911 Service Provider should interconnect to the County test environment. The County is developing a test environment that will include test systems for CHE and other systems. Interconnection to the County's environment allows the County to also test changes across these other systems prior to applying a change to the production systems.	Yes Motorola can provide a call routing service virtual lab environment from a cloud native instantiation for Broward County staff to connect to. The cost of this dedicated lab instance will be determined during the negotiation phase.			
11	SR-GN012 Change Notifications: The NG911 Service Provider should notify the County at least seven calendar days prior to all routine installations, changes, updates, upgrades, and maintenance.	Yes			

12	SR-GN013.b The documents should include call flow diagrams, contingency routing connectivity, proposed NNIs to neighboring counties for interoperability, failover, and backup components including call taking positions in the cloud. The NG911 Service Provider should provide copies of or access to all documentation. The NG911 Service Provider should describe the process and locations of the documentation.	Yes High-level design and NNI documentation are provided in Exhibit 8 Proposed Design, Exhibits 10 VESTA NXT Router NNI - i3 OSP and Neighbor Interface Specification, and Exhibit 11 Functional Call Flow and System Diagram. Additional confidential documentation can be provided upon award.			
13	SR-GN017b.The NG911 Service Provider should describe the process to determine which parts are needed and how they are stored and replaced as needed.	Yes The NSOC will dispatch an on-site tech based on the alarm and trouble ticket of an Edge Device not functioning. On-site techs will request admission to the PSAP control room to verify hardware status. The tech will bring a spare HA SDWAN Edge Device (the only on-site equipment required) from Motorola's local office for replacement, as necessary. The existing device will be repaired, or the new device will be configured and tested to			

		ensure service availability. After satisfactory testing, the NSOC will resolve the trouble ticket. A new spare will be ordered and placed at the local office			
14	SR-GN018 Product Roadmap: The NG911 Service Provider should provide a product roadmap of any NG911 features that are currently not available. The roadmap should include plans and timeframes at the time of proposal submission to roll out of new features and functions such as: ● Multimedia (e.g., video, images) applications delivered as part of the proposed NG911 System ● Artificial Intelligence (AI) systems ● Internet of Things (IoT) ● User-editable PRF ○ Routing rules for each element of the Session Initiation Protocol	Yes Our call routing service is based on the NENA i3v3 standard and we will continue to evolve our service as the standards change. We are committed to the continuous evolution of our NG911 offerings, ensuring that the Motorola call routing service remains at the forefront of public safety technology. The following outlines our directional plans and forecasted timeframes for the rollout of new feature themes and capabilities over the next few years: **1. Multimedia (Video, Images) Applications**			.

	(SIP) header and the ability to route voice and data based on any element. This should include routing a single session to multiple destinations. This includes a PRF that will permit bridging language translators and the PSAP with the call delivery, or possibilities of delivering voice and video to two endpoints. ● Integration with the Nationwide Public Safety Broadband Network (NPSBN) being implemented by the First Responder Network Authority (FirstNet) ● Emergency call taking positions in the cloud as another tier of contingency if a PSAP's	Our call routing service is engineered to support the exchange of multimedia data beyond traditional voice. Though industry standards in this area have not yet reached maturity, we are actively collaborating with early adopter service and content providers to enable multimedia payloads for both traditional and automated emergency requests. (2026). **2. Artificial Intelligence (AI) Systems** AI is a central pillar of our call routing service's future capabilities, reflecting its role across the entire Motorola portfolio. This vision includes AI-powered call routing, Interactive Multimedia Response (IMR), and Policy Routing Function (PRF). We are committed to integrating AI as a core component of the platform to enhance situational awareness and operational efficiency. (Mid 2027).			

	positions become unavailable or a PSAP is uninhabitable	· Key AI Use Cases – **Enhanced Call Triage**: We will implement advanced AI to analyze call data, such as voice and tone, to intelligently prioritize and flag urgent situations, leading to faster and more directed call routing decisions. – **Dynamic Routing and Resource Allocation**: AI will be used to intelligently match incoming requests with the most suitable resources and optimize system performance, ensuring efficient call delivery across agencies, geographic, and political boundaries. – **Intelligent Routing Policy**: Our roadmap includes plans to use AI to improve routing policies based on historical data. This will allow the system to learn and adapt for more effective outcomes by providing actionable			

		insights to 911 authorities and response agencies. – **Next-Generation Call Automation**: We are developing an AI-powered system that will use real-time processing to understand and triage incoming calls. This provides an initial response and gathers critical information for both emergency and non-emergency situations, making the most of limited resources and amplifying their reach during high-volume periods. **3. Internet of Things (IoT)** Our approach to non-voice-centric (NVC) devices and AI-powered IMR directly addresses the increasing proliferation of IoT devices and sensors. The goal is to move beyond the traditional phone call and integrate data streams from various sources. The AI-powered IMR and ESRP will serve as the intelligence layer that processes data from wearables, connected			

		cars, and other IoT sensors, allowing the system to appropriately route information that can be shared without the need for a human operator. (2027). **4. User-Editable PRF (Policy Routing Function)** Motorola's call routing service product development team has plans for enhancing the PRF. This includes the leverage of multiple element state conditions coupled with 911 authority policies to empower agency stakeholders. The system will provide intelligent user feedback and safeguards to prevent policy changes or practices that might create negative or undesired results. This is a critical step towards user empowerment. (Q3-Q4 2026).			

		· **Conditions support:** The PRF will support conditions based on a wide array of SIP header elements, security posture, request URI, additional data, and call source, allowing for fine-grained routing control. (2026) · **Actions support:** The platform will support actions such as "notify" and "log," giving users more control over how their routing rules are executed. (2027) · **Single Session to Multiple Destinations:** The roadmap includes an Intelligent Messaging & Routing feature with the ultimate goal of "ad-hoc routing and message crafted ad-hoc." This points to the ability to route different components of a single session (e.g., voice, video, data) to multiple destinations, such as bridging a language			

		translator with the PSAP or routing voice and video to separate endpoints. (2028).			
15	SR-GN021 Abandoned Call Backs: In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during a NG911 Service Provider outage, the NG911 Service Provider should provide real-time reporting or a portal that provides on-demand real-time access to retrieve a list of callers, each individual address or location, time and date of call, and the 10-digit number from which the caller contacted the PSAP for call back.	Yes			
16	SR-GN024 Proprietary Components: The NG911 Service Provider should indicate which components of the proposed NG911 System are proprietary. Please list the proprietary components.	Yes No Proprietary components are used to deliver Motorola's call routing service.			

17	SR-GN025 Alarm Notification The NG911 Service Provider should provide an alarm notification template for all functional elements and components to be configured based on critical and major alarm conditions with notifications to the County. Alarm notification should be provided to the County for alternate routing, rerouting, failover, and overflow routing.	Yes			
	Technical Requirements				
General Technical Requirements					
Security/Notifications					
1	SN001.b The NOC/SOC should perform the following: ● The NOC should monitor tickets, open tickets for alarm conditions and dispatch if needed, and initiate failover of any component of the system. ● Support includes monitoring by onsite live staff, remote response, and onsite response for	Yes See Exhibit 12 Motorola' Network and Security Operations Center (NSOC).			

	Critical and Major issues based on the service level defined herein for all NG911 System components. ● Monitoring will include real-time alarm monitoring at the NG911 Providers Network Operations Center and logging of every alarm with notifications provided to designated staff within the County ● Response includes remote actions by NOC/SOC staff and dispatching onsite personnel to the data centers, field, or County sites. The NG911 Service Provider should describe the NOC/SOC role in the proposed System.				
2	SN003.b The County should be notified in advance of all testing and reserves the right to observe testing at its discretion.		Yes		Motorola will work in good faith to provide notifications regarding testing as it relates to Broward County. The call routing

					service that Motorola offers is structured as a shared nationalized multi-tenant service, and not isolated to Broward County. Hence, Motorola can not permit the observance of Motorola's internal testing or ongoing lifecycle updates.
3	SN006 System and Organization Controls (SOC) Compliance: The NG911 Service Provider should provide the latest SOC 2 compliance report upon contract being awarded and annually within thirty (30) calendar days of completion.	Yes			
4	SN007 Cybersecurity Insurance: The NG911 Service Provider should provide proof of	Yes			

	cybersecurity insurance and name the County as additional insured.				
5	SN015 Cybersecurity Framework (CSF): The NG911 Service Provider should implement NGCS cybersecurity and system security based on the County's CSF, including at a minimum: ● NG911 security compliance by requirement of NG-SEC ● Incident response requirements and notification ● Portal and system access – unique username, password (12 characters) with MFA, 90-day expiration of password ● SIP encryption ● Digital certificates ● NIST CSF 2.0 compliance ● TDoS detection and mitigation ● Distributed Denial of Service (DDoS) detection and mitigation	Yes			

	● Third-party audits allowed with initial audit during preliminary acceptance ● Implement authentication/passwords policy that defines authentication and password requirements. o Minimum 12 characters o Mixed case o One unique character o Remember last three passwords o Quarterly review of Access Control Lists (ACLs) Implement MFA for certain mission-critical accounts, at a minimum				
6	SN016 Cybersecurity Plans and Implementation: The NG911 Service Provider should provide proof of the following plans, policies,	Yes			

	processes, and implementations upon contract award: ● CSF ● Incident Response Plan ● Incident Response Action Plan ● Cybersecurity considerations document ● Roadmap to NENA NG-SEC ● Unique username and passwords for all system access ● Zero trust architecture ● Risk Management Plan/Strategy ● Cybersecurity controls (e.g., TDoS, DDoS, ransomware attacks) ● SIEM integration ● NG-SEC compliance and controls ● Backup procedures ● Restoration procedure ● After-Action Review (AAR) process ● Cybersecurity maintenance and administration policy to ensure confidentiality,				

	integrity, and availability for on-premise and hosted NG911 System components, which includes: o Patch Management o Antivirus o Time Synchronization o Security Event Logging o Backups o Remote Access Continuous security monitoring, detection, and response policy-defining cyber security monitoring and how often that information will be reviewed				
7	SN019 Third Party Audits: The NG911 Service Provider should permit the County to engage third-party security auditors to examine the provided NG911 System. These audits will be no more frequently than annually, and the first audit can be as early as the Preliminary Acceptance Testing period.	Yes			
NG911 Processing					

1	SR-GI001.b The County understands the importance of GIS data to the successful operation of an end-state NG911 System. The County has heavily invested in building and maintaining a robust GIS program serving multiple departments and government agencies. While the County will work with the NG911 Service Provider to ensure the County's GIS meets the needs of the NG911 migration, the County should not be required to customize the GIS data or maintain multiple versions or GIS data or workflows to meet the needs of the NG911 Service Provider.	Yes			
SR-CR Call Routing					
1	SR-CR002.b The NG911 Service Provider should develop and provide specifications that will enable other ESInets to interwork with the County's NG911 System at least sixty (60) days in advance of the first PSAP implementation. The NG911 Service Provider should describe how this will be accomplished in the future.	Yes Please see Exhibit 10 VESTA NXT Router NNI - i3 SIP OSP and Neighbor Interface Specification. As the standards change, testing with other NGCS providers is essential to ensuring interoperability. Motorola tests with other vendors through NENA's ICE program, as well as direct lab-to-lab testing with each			

		vendor. Once testing is complete, a new NNI will be documented and agreed upon between the vendors. NG9-1-1 is an evolution, and a good change management process ensures interoperability during every update of the standards.			
SR-NR Network Redundancy and Resiliency					
1	SR-NR005 Wireless Connectivity: The NG911 Service Provider should provide an NG911 System to use satellite, public safety broadband networks, or other long-term evolution (LTE) or wireless connectivity as a tertiary backup for connectivity. The NG911 Service Provider should provide a list of all available methods that have been deployed in other agencies with similar proposed NG911 systems.	Yes Motorola's system implementations use High Availability SD WAN edge devices for the PSAP's ESInet connectivity. The circuits connected to these devices are always active. Motorola has implemented systems that utilize MPLS, Dedicated Public Safety Broadband, Commercial Managed Broadband, LTE, and LEO Satellite.			
	Functional Requirements				
NG911 Call Delivery					
SR-CP Call Processing					
1	SR-CP002.b To support the VIPER 7 Functions, the NG911 Service Provider	Yes Motorola's call routing solution currently			

	should provide examples where the NG911 Service Provider has provided the required documentation and agencies where the NG911 System has been interconnected to a VIPER 7 CHE.	services the following customers/PSAPs, which utilize VIPER 7 call handling equipment: ● McLennan County EAD, TX ● Greene County, MO ● Monroe County, FL ● Lincoln County Sheriff's Office, NM ● Mescalero Apache Tribal Police Department, NM ● Pecos Valley Regional Communications Center, NM ● Ruidoso Police Department, NM			
	NG911 System Deployment				
Initial Deployment					
1	SD004.b The NG911 Service Provider should provide a functional Call Flow and System Diagram to represent their proposed solution. The Diagram	Yes Exhibit 11 Functional Call Flow and System Diagram			

	should depict the requirements outlined in this Scope of Work.				
Testing					
1	TS005 Test Numbers: The NG911 Service Provider should provide test numbers that simulate different call types—at a minimum, wireline, wireless, and VoIP.	Yes			
Go-Live and Post Go-Live					
1	GL001.b The plan should be a step-by-step event plan with every activity along with the expected duration of each activity. ● Go-Live will occur after the successful completion of Preliminary Acceptance Testing ● The NG911 Service Provider will cutover each PSAP within the same environment as defined by County. ● The County will determine the order in which each PSAP will cutover and the timeframe between cutover.	Yes See Exhibit 4 Preliminary Project Plan Section 2 for Cutover Plan example. See Exhibit 6 NGCS Sample Customer Support Plan.			

	• The NG911 Service Provider should provide the list of other 3rd party Technical Resources required for the cutover. • The NG911 Service provider should provide Go/No Go checkpoint throughout the cutover process. A copy of an example cutover plan should be provided in the proposal. At the completion of cutover, trouble ticketing, reporting, and notification procedures should be provided by the NG911 Service Provider to the County.				
2	GL004 Escalation Procedures: At the completion of cutover, the NG911 Service Provider should provide escalation procedures with the name and title of the contact, cell phone number, and email address of each level of management, up to the Chief	Yes Once the contract is awarded, the County will receive a detailed list of Motorola's escalation team members, including their names, email addresses, and phone numbers, for each level of management assigned to the County's account. This information			

	Operating Officer (COO), to ensure that all service levels are met.	will be updated at the completion of cutover to ensure it's always current. The County will also have a dedicated Customer Service Manager (CSM) who will serve as the County's primary point of escalation throughout the contract, ensuring that all service levels are met. For a comprehensive overview of Motorola's support structure and communication plan, please refer to the Sample Customer Support Plan in Exhibit 6.			
Training					
1	TRN007 Recording of Training Sessions: The NG911 Service Provider should record all training sessions required above for playback later.	Yes			
	TRN008.b The NG911 Service Provider should provide an	Yes See Exhibit 4 Project Plan, Section 3.			

	example of all training curriculums in their proposal.				
2	TRN009 Training Materials: Each training session attendee should be provided with learning materials (e.g., student handbook, user guides, etc.). The NG911 Service Provider should provide an example student handbook.	Yes			
3	TRN010 Training Materials Provided Electronically: All training materials should be provided electronically in native format (e.g., PowerPoint, Word, etc.) to the County and shall be updated throughout the terms of the contract.	Yes			
4	TRN011 Web-based Training: Web-based training should be provided during the contract period for use by the County for refresher and initial training as needed.	Yes			

5	TRN012 Training Mode: The NG911 Service Provider should provide a training mode to deliver calls to positions. This should include the following: ● Ability to direct training calls to a specific PSAP ● A minimum of two (2) test call numbers for each environment and call type (e.g., wireline, wireless, VoIP) ● Ability to direct to specific position (optional) ● Ability to configure test systems in the user portal (optional) The NG911 Service Provider should provide a list of all available test modes and functions available.	Yes We comply with the ability to Direct training calls to a specific PSAP. Simulated test calls using pre-configured test numbers can be used for training. Test calls can be used for the various manual and automatic reroute functions. The test calls may also be used for some network conference (transfers) functions dependent upon the destination. The call handling configuration could be leveraged to direct training calls to specific positions and/or queues. The ability to configure test systems will be determined during the negotiation phase.	Yes		
	Maintenance and Support Requirements				
Maintenance and Support					
1	SR-MR002 Implementation and Change MOP:	Yes See Exhibit 9 NGCS MOP Master Template.			

	The NG911 Service Provider should provide a MOP with a backout plan for review by the County a minimum of seven (7) calendar days prior to all system changes, patches, or planned maintenance activities. The NG911 Service Provider shall provide an example MOP.	Please note that Motorola provides a Service. As a part of that service delivery, Motorola notifies customers of all service-impacting changes, maintenance activities, etc. Please find a sample MOP form in Exhibit 9.			
2	SR-MR004 County Maintenance Period: All installations, changes, updates, and maintenance should occur during the County's maintenance periods (local time): ● Monday 2300 through Tuesday 0600 ● Tuesday 2300 through Wednesday 0600 ● Wednesday 2300 through Thursday 0600 ● Thursday 2300 through Friday 0000			Yes	Maintenance periods are conducted during normal business hours, Mon - Thu. Please note that the service is NOT disrupted during these maintenance periods. "Planned outages" that would impact the routing of 9-1-1 calls are avoided through the use of redundant services and controlled changes. Only emergency fixes or changes are allowed to be

					made outside of these planned hours. All changes require adherence to the Change Management Process.
3	SR-MR005 Period of Performance: This procurement should be for a period of performance of ten (10) years. The period of performance will begin at the final acceptance of the final environment cutover.		Yes		Acceptance is achieved when the initial PSAP goes live. A full cutover isn't the sole determinant, as the involvement of OSPs introduces external factors beyond Motorola's direct control
4	SR-MR009 Monthly Reports from the Trouble Ticketing System: At the completion of final acceptance, trouble ticketing, reporting, and notification procedures shall be provided to the County and the PSAPs. The NG911 Service Provider should	Yes			

	provide direct access to the ticketing system to monitor activities. A monthly report shall be provided within the first five days of the following month that includes dates, times, descriptions of issues, ticket severity, remote response times, onsite dispatch times, onsite arrival times, and resolution times.				
Service Level Expectations					
1	SR-SLA003.b The NG911 Service Provider should resolve all issues as listed in Scope of Work document in Tables 1 and 2 for the appropriate severity level.		Yes		Motorola would appreciate the opportunity to discuss the requested Service Credits for System Performance, currently identified at the levels of 75% of the monthly invoice for 30 seconds -5 minutes and 100% of the monthly invoice for >5 minutes
2	SR-SLA004 Supply Chain: Due to events with the pandemic, the County seeks confirmation that any committed plan and/or schedule communicated within	Yes Motorola has addressed this issue previously by purchasing components in advance of orders.			

	the NG911 Service Provider's response should be maintained regardless of supply chain impacts. The NG911 Service Provider shall describe processes put in place to limit the impact of supply chain issues.	Currently, Motorola is not seeing supply chain issues, but will always maintain an adequate supply of components to maintain Motorola's service level. As the only on-site equipment for NGCS is High Availability SDWAN Edge Devices, as a practice, Motorola ensures enough spares for all of Motorola's customers.			
3	SR-SLA005.b The NG911 Service Provider should provide final RCA within three business days of service restoration. The NG911 Service Provider should provide an example RFO/RCA report.	Yes Please see Exhibit 13 MSI Incident Investigation - Root Cause Analysis (RCA).			
4	SR-SLA007 SLAs: The NG911 Service Provider should adhere to the County SLAs as defined in Table 1: Severity Levels; Table 2: Severity Levels Response and Repair Timeframes; and Table 3: Service Performance of the Scope of work document in pages: 8, 9, and 10.	Yes			
5	SR-SLA008 Service Credits:		Yes		Motorola would appreciate the opportunity to discuss the

	The NG911 Service Provider should provide service credit to the County when the actual response time exceeds the SLA-defined response or repair times in accordance with Table 2 defined in Scope of Work document on page 10.				requested Service Credits for System Performance, currently identified at the levels of 75% of the monthly invoice for 30 seconds -5 minutes and 100% of the monthly invoice for >5 minutes.
Proposed Timeline					
1	TIME001 Implementation Timeline: The NG911 Service Provider should provide a detailed timeline of all activities and the duration of each associated with the proposed implementation for the County with a breakdown of activities for Regional and Non-Regional PSAPs. The NG911 Service Provider should achieve Go-Live for the Regional environment within twelve (12) months of the Project Kickoff meeting and Non-Regional Go-Live within fifteen (15) months of the Project Kickoff meeting.	Yes			

The information on this General Compliance remains subject to County review and verification during the evaluation process.

LITIGATION HISTORY

A. Vendor is required to disclose to the County all "material" cases during the last three (3) years prior to the solicitation response end date, whether such cases were brought by or against the Vendor, any parent or subsidiary of the Vendor, or any predecessor organization.

B. Additionally, the Vendor is required to disclose to the County all "material" cases against any principal of Vendor, regardless of whether the principal was associated with Vendor at the time of the "material" cases against the principal, during the last three (3) years prior to the solicitation response.

C. A "case" means any filed, pending, or resolved litigation, arbitration, or administrative proceeding.

D. A case is considered "material" if it relates, in whole or in part, to any of the following:

1. A similar type of work that the Vendor is seeking to perform for the County under the current solicitation;
2. An allegation of fraud, negligence, error or omissions, or malpractice against the Vendor or any of its principals or agents who would be performing work under the current solicitation;
3. A vendor's default, termination, suspension, failure to perform, or improper performance in connection with any contract;
4. The financial condition of the Vendor, including any bankruptcy petition (voluntary and involuntary) or receivership; or
5. A criminal proceeding or hearing concerning business-related offenses in which the Vendor or its principals (including officers) were/are defendants.

E. For each material case, the Vendor is required to provide all information identified in the **Litigation History Form**. Additionally, the Vendor shall provide a copy of any judgment or settlement of any material case during the last three (3) years prior to the solicitation response. Redactions of any confidential portions of the settlement agreement are only permitted upon a certification by the Vendor that all redactions are required under the express terms of a pre-existing confidentiality agreement or provision.

F. The County will consider the Vendor's litigation history information in its review and determination of responsibility.

G. If the Vendor is a joint venture, the information provided must encompass the joint venture and each of the entities forming the joint venture.

H. Vendor is required to disclose to the County any and all cases(s) that exist between the County and any of the Vendor's subcontractors/subconsultants proposed to work on this project during the last five (5) years prior to the solicitation response.

I. Failure to disclose any material case, including all requested information in connection with each such case, as well as failure to disclose the Vendor's subcontractors/subconsultants litigation history against the County, may result in the Vendor being deemed nonresponsive.

LITIGATION HISTORY FORM

The completed form(s) should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes.

☒ There are no material cases for this Vendor; or

☐ Material Case(s) are disclosed below:

Is this for a: (check type)
- ☐ Parent Company
- ☐ Subsidiary
- ☐ Predecessor Firm
- ☐ None of the above

If Yes: Name of Parent Subsidiary/Predecessor: Click or tap here to enter text.

Vendor is Plaintiff ☐ Vendor is Defendant ☐

Case Number: Click or tap here to enter text.

Case Name: Click or tap here to enter text.

Date Filed: Click or tap here to enter text.

Name of Court or other Tribunal: Click or tap here to enter text.

Type of Case: Bankruptcy ☐ Civil ☐ Criminal ☐ Administrative/Regulatory ☐

Claim or Cause of Action and Brief description of each Count: Click or tap here to enter text.

Brief Description of the Subject Matter and Project Involved: Click or tap here to enter text.

Disposition of Case: Pending ☐ Settled ☐ Dismissed ☐

Judgment: Vendor's Favor ☐ Against Vendor ☐

If Judgment is against, is Judgment Satisfied? Yes: ☐ No: ☐

Attach copy of any applicable Judgment, Settlement Agreement, and Satisfaction of Judgement.

Opposing Counsel Name: Click or tap here to enter text.

Opposing Counsel email: Click or tap here to enter text.

Opposing Counsel Phone: Click or tap here to enter text.

Vendor Name: Motorola Solutions Connectivity, Inc.

LOBBYIST REGISTRATION REQUIREMENT CERTIFICATION

The completed form should be submitted with the solicitation response but must be submitted within three business days after County's request. The Vendor may be deemed nonresponsive for failure to fully comply within stated timeframes.

The Vendor certifies that it understands if it has retained a lobbyist(s) to lobby in connection with a competitive solicitation, it shall be deemed nonresponsive unless the firm, in responding to the competitive solicitation, certifies that each lobbyist retained has timely filed the registration or amended registration required under the Broward County Lobbyist Registration Act, Sections 1-260 through 1-262, Broward County Code of Ordinances; and it understands that if, after awarding a contract in connection with the solicitation, the County learns that the certification was erroneous, and upon investigation determines that the error was willful or intentional on the part of the Vendor, the County may, on that basis, exercise any contractual right to terminate the contract for convenience.

The Vendor hereby certifies that: (select one)

☐ It has not retained a lobbyist(s) to lobby in connection with this competitive solicitation; however, if retained after the solicitation, the County will be promptly notified.

☒ It has retained a lobbyist(s) to lobby in connection with this competitive solicitation and certifies that each lobbyist retained has timely filed the registration or amended registration required under Broward County Lobbyist Registration Act, Sections 1-260 through 1-262, Broward County Code of Ordinances.

It is a requirement of this solicitation that the names of any and all lobbyists retained to lobby in connection with this solicitation be listed below:

Name of Lobbyist: Ronald L. Book	Name of Lobbyist: Click or tap here to enter text.
Lobbyist's Firm: Ronald L. Book, P.A.	Lobbyist's Firm: Click or tap here to enter text.
Phone: 305-935-1866	Phone: Click or tap here to enter text.
E-mail: ron@rlbookpa.com	E-mail: Click or tap here to enter text.

Vendor Name: Motorola Solutions Connectivity, Inc.

Signature: _____

Printed Name: Danny Sanchez

Title: VP MSSSI and Director of Sales

Date: August 22, 2025

Form Date 9/9/24

LOCATION CERTIFICATION
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

To Be Eligible for Local Preference: (refer to Instructions to Vendors if applicable to the solicitation)
The Vendor should submit this fully completed form and all Required Supporting Documentation (as indicated below) by solicitation end date. If not provided with submittal, the Vendor must submit within three business days after County's written request. Failure to submit required forms or information by stated timeframes may deem the Vendor ineligible for local preference or points for location.

To be eligible for the 'Location' tiebreaker: (refer to Instructions to Vendors if applicable to the solicitation)
The Vendor must submit this fully completed form *and* a copy of its Broward County local business tax receipt by solicitation end date. Vendors who fail to comply with this submittal deadline *will not* be eligible for the location tiebreaker.

Broward County Code of Ordinances, Section 1-74, et seq., provides certain preferences to Local Businesses, Locally Based Businesses, and Locally Based Subsidiaries, and the Broward County Procurement Code provides location as the first tiebreaker criteria. The undersigned Vendor hereby certifies that (check the box for only one option below):

☐ **Option 1:** The Vendor is a **Local Business**, but does not qualify as a Locally Based Business or a Locally Based Subsidiary, as each term is defined by Section 1-74, Broward County Code of Ordinances. The Vendor further certifies that:

A. It has continuously maintained, for at least the one (1) year period immediately preceding the bid posting date (i.e., the date on which the solicitation was advertised),
   i. a physical business address located within the limits of Broward County, listed on the Vendor's valid business tax receipt issued by Broward County (unless exemptfrom business tax receipt requirements),
   ii. in an area zoned for the conduct of such business,
   iii. that the Vendor owns or has the legal right to use, and
   iv. from which the Vendor operates and performs on a day-to-day basis business that is a substantial component of the goods or services being offered to Broward County in connection with the applicable competitive solicitation (as so defined, the "Local Business Location").

   If Option 1 selected, indicate **Local Business Location**:
   Street Address: Click or tap here to enter text.
   City, State, Zip: Click or tap here to enter text.

☐ **Option 2:** The Vendor is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. The Vendor further certifies that:

A. The Vendor has continuously maintained, for at least the one (1) year period immediately preceding the bid posting date (i.e., the date on which the solicitationwas advertised),
   i. a physical business address located within the limits of Broward County, listed on the Vendor's valid business tax receipt issued by Broward County(unless exempt from business tax receipt requirements),
   ii. in an area zoned for the conduct of such business,
   iii. that the Vendor owns or has the legal right to use, and
   iv. from which the Vendor operates and performs on a day-to-day basisbusiness that is a substantial component of the goods or services being offered to Broward County in connection with the applicable competitive solicitation as so defined, the "Local Business Location").

B. The Local Business Location is the primary business address of the majority of the Vendor's employees as of the bid posting date, and/or the majority of the work under the solicitation, if

awarded to the Vendor, will be performed by employees of the Vendor whose primary business address is the Local Business Location;

C. The Vendor's management directs, controls, and coordinates all or substantially all of the day-to-day activities of the entity (such as marketing, finance, accounting, human resources, payroll, and operations) from the Local Business Location;

D. The Vendor has not claimed any other location as its principal place of business within the one (1) year period immediately preceding the bid posting date; and

E. Less than fifty percent (50%) of the total equity interests in the business are owned, directly or indirectly, by one or more entities with a principal place of business located outside of Broward County. The Vendor certifies that the total equity interests in the owned, directly or indirectly, by one or more entities with a principal place of business Vendor located outside of Broward County is __ %.

If Option 2 selected, indicate **Local Business Location**:
Street Address: Click or tap here to enter text.
City, State, Zip: Click or tap here to enter text.

☐ **Option 3:** The Vendor is both a **Local Business** and a **Locally Based Subsidiary** as each term is defined by Section 1-74, Broward County Code of Ordinances. The Vendor further certifies that:

A. The Vendor has continuously maintained:
   i. for at least the one (1) year period immediately preceding the bid posting date(i.e., the date on which the solicitation was advertised),
   ii. a physical business address located within the limits of Broward County, listedon the Vendor's valid business tax receipt issued by Broward County (unless exempt from business tax receipt requirements),
   iii. in an area zoned for the conduct of such business,
   iv. that the Vendor owns or has the legal right to use, and
   v. from which the Vendor operates and performs on a day-to-day basis businessthat is a substantial component of the goods or services being offered to Broward County in connection with the applicable competitive solicitation (as so defined, the "Local Business Location").

B. The Local Business Location is the primary business address of the majority of the Vendor's employees as of the bid posting date, and/or the majority of the work under the solicitation, if awarded to the Vendor, will be performed by employees of the Vendor whose primary business address is the Local Business Location;

C. The Vendor's management directs, controls, and coordinates all or substantially all of the day-to-day activities of the entity (such as marketing, finance, accounting, human resources, payroll, and operations) from the Local Business Location;

D. The Vendor has not claimed any other location as its principal place of business within the one (1) year period immediately preceding the bid posting date; and

E. At least fifty percent (50%) of the total equity interests in the business are owned, directly or indirectly, by one or more entities with a principal place of business located outside of Broward County. The Vendor certifies that the total equity interests in the Vendor owned, directly or indirectly, by one or more entities with a principal place of business located outside of Broward County is ____%.

If Option 3 selected, indicate **Local Business Location**:
Street Address: Click or tap here to enter text.
City, State, Zip: Click or tap here to enter text.

LOCATION CERTIFICATION
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

☐ **Option 4:** The Vendor is a **joint venture** composed of one or more Local Businesses,Locally Based Businesses, or Locally Based Subsidiaries, as each term is defined by Section 1-74, Broward County Code of Ordinances. Fill in blanks with percentage equity interest or list "N/A" if section does not apply. The Vendor further certifies that:

A. The proportion of equity interests in the joint venture owned by **Local Business(es)** (each Local Business must comply with all of the requirements stated in Option 1) is _____% of the total equity interests in the joint venture; and/or

B. The proportion of equity interests in the joint venture owned by **Locally Based Business(es)** (each Locally Based Business must comply with all of the requirements stated in Option 2) is _____% of the total equity interests in thejoint venture; and/or

C. The proportion of equity interests in the joint venture owned by **Locally Based Subsidiary(ies)** (each Locally Based Subsidiary must comply with all of the requirements stated in Option 3) is _____% of the total equity interests in the joint venture.

If Option 4 selected, indicate the Local Business Location(s) on separate sheet.

☒ **Option 5:** Vendor is not a Local Business, a Locally Based Business, or a Locally Based Subsidiary, as each term is defined by Section 1-74, Broward County Code of Ordinances.

Required Supporting Documentation (in addition to this form):

Option 1 or 2 (Local Business or Locally Based Business)

1. Broward County local business tax receipt.

Option 3 (**Locally Based Subsidiary**)

1. Broward County local business tax receipt.
2. Documentation identifying the Vendor's vertical corporate organization and names of parent entities.

Option 4 (**joint venture** composed of one or more Local Business(es), Locally Based Business(es), or Locally Based Subsidiary(ies):

1. Broward County local business tax receipt(s) for each Local Business(es), Locally Based Business(es), and/or Locally Based Subsidiary(ies).
2. Executed joint venture agreement if the Vendor is a joint venture.
3. If joint venture is comprised of one or more Locally Based Subsidiary(ies), submit documentation identifying the vertical corporate organization and parent entities name(s) of each Locally Based Subsidiary.

If requested by County (any option):

1. Written proof of the Vendor's ownership or right to use the real property at the Local Business Location.
2. Additional documentation relating to the parent entities of the Vendor.
3. Additional documentation demonstrating the applicable percentage of equity interests in the joint venture, if not shown in the joint venture agreement.
4. Any other documentation requested by County regarding the location from which theactivities of the Vendor are directed, controlled, and coordinated.

By submitting this form, the Vendor certifies that if awarded a contract, it is the intent of the Vendor to remain at the Local Business Locations listed above, if any (or another qualifying Local Business Location within Broward County), for the duration of the contract term, including any renewals or extensions.

LOCATION CERTIFICATION
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

True and Correct Attestations:
Any misleading, inaccurate, or false information or documentation submitted by any party affiliated with this procurement may lead to suspension and/or debarment from doingbusiness with Broward County as authorized by the Broward County Procurement Code. The Vendor understands that, if after contract award, the County learns that any of the information provided by the Vendor on this form was false, and the County determines, upon investigation, that the Vendor's provision of such false information was willful or intentional, the County may exercise any contractual right to terminate the contract. The provision of false or fraudulent information or documentation by a Vendor may subject the Vendor to civil and criminal penalties.

Vendor Name: Motorola Solutions Connectivity, Inc.

Signature:

Printed Name: Danny Sanchez

Title: Sr, VP MSSSI and Director of Sales

Date: August 22, 2025

Form Date 9/9/24

OFFICE OF ECONOMIC AND SMALL BUSINESS DEVELOPMENT REQUIREMENTS
AFFILIATED ENTITIES OF THE PRINCIPAL(S) CERTIFICATION

The completed form should be submitted with the solicitation response. If not submitted with the solicitation response, it must be submitted within three business days after of County's request. Failure to timely submit may result in Vendor being deemed non-responsive.

a. All Vendors are required to disclose the names and addresses of Affiliated Entities (defined below) of the Vendor's principal(s) over the last five years (from the solicitation opening deadline) that have acted as a prime vendor with the County.

b. The County will review all Affiliated Entities of the Vendor's principal(s) for contract performance evaluations and the compliance history with the County's Small Business Development Program, including County Business Enterprise (CBE), Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE) goal attainment requirements. "Affiliated Entities" of the principal(s) are those entities related to the Vendor by the sharing of stock or other means of control, including but not limited to a subsidiary, parent, or sibling entity.

c. The County will consider the contract performance evaluations and the compliance history of the Affiliated Entities of the Vendor's principals in its review and determination of responsibility.

The Vendor hereby certifies that: (select one)

☒ No principal of the proposing Vendor has prior affiliations that meet the criteria defined as Affiliated Entities.

☐ Principal(s) listed below have prior affiliations that meet the criteria defined as Affiliated Entities.

Principal's Name: Click or tap here to enter text.
Names and addresses of Affiliated Entities: Click or tap here to enter text.

Principal's Name: Click or tap here to enter text.
Names and addresses of Affiliated Entities: Click or tap here to enter text.

Principal's Name: Click or tap here to enter text.
Names and addresses of Affiliated Entities: Click or tap here to enter text.

Vendor Name: Motorola Solutions Connectivity, Inc.

Signature: _____

Printed Name: Danny Sanchez

Title: VP MSSSI and Director of Sales

Date: August 22, 2025

Form Date 9/9/24

Project Questionnaire

Next Generation 911 (NG911)

INSTRUCTIONS: Respond to each requirement with the appropriate selection by indicating a "**Yes**" under the "Complies" column if the proposed solution "Complies" with the requirement as stated and the information requested is also provided or indicate "**Yes**" under the "Does Not Comply" column if the proposed solution "Does Not Comply" for each requirement in this document. Vendors may be deemed non-responsible if they fail to demonstrate compliance with each "**yes**" response in the Project Questionnaire.

Insert Vendor Name: Motorola Solutions Connectivity Inc.

NG911 System			**Complies (All requested information associated with the requirements below must also be provided)**	**Does Not Comply**
No.	**NG911 Service Provider Requirements**			
Vendor General Requirements				
1	VN002	The NG911 Service Provider shall have experience providing	Yes Motorola's call routing service began in Greater	

	NG911 systems for at least five years: The NG911 Service Provider shall describe the specific NG911 services provided and the year those services were first provided. If subcontractors are to be used for this project, they shall also meet the same requirement.	Harris County, TX, in 2017. This strong partnership has evolved to meet their needs, to include full OSP migration, and they remain a valued customer today. No subcontractors are used in Motorola's service. Motorola provides the Ingress (OSP Migration), Core Services (All Functional Elements), route planning, Cyber Security, and monitoring. Egress is coordinated through Greater Harris County, as the Data Centers are under their control.	
Professional Services Requirements			

1	PS001.1 Project Management Responsibilities: The NG911 Service Provider shall assign a dedicated PM who, for the duration of the project, the PM shall: 1. Ensure the Scope of Work (SOW) is completed (includes a Project Schedule of key milestones). a) Equipment delivery b) Installation and configuration c) Testing schedule d) Go-live schedule 2. Ensure that the NG911 Service Provider-assigned resources are scheduled for the activities and deliverables outlined in the Project Plan and Project Schedule. 3. Perform comprehensive risk assessment and mitigation planning. 4. Ensure project status meetings are scheduled, led, and documented, and meeting minutes are	Yes	

	distributed within 24 hours of all meetings. 5. Maintain an issues log and ensure all issues are prioritized and worked in a timely manner during the life of the project. 6. Maintain all project-related communications and documentation.		
2	PS002 Project Plan and Schedule: PS002.a The NG911 Service Provider shall provide a draft project plan and timeline (a task-oriented Gantt chart based on the project plan and delivered in Microsoft Project) that shows the entire project calculated from the date of contract signature to go-live. Minimum required elements of the project plan include at a minimum: ● Installation all equipment on premise and within the NGCs domain ● Schedule and strategy for connecting other ESInets (such as Miami Dade and Palm Beach counties)	Yes	

	• Buildout of operational NGCS • Buildout of OSP meet points • Schedule and strategy for connecting OSPs • Operational network operations center (NOC)/security operations center (SOC) • Fully functional spatial routing of calls • Implementation of multimedia (e.g. video, picture, sensor, etc.) • Final Design Review Sessions based on Statement of Work • All phases of testing (e.g. NG911 Provider testing, Preliminary Acceptance Testing, Final Acceptance Testing after Go-Live) • Cutover by environment and PSAP (i.e. Regional PSAPs and the Non-Regional PSAPs)		
3	PS003 Final Project Plan: A final project plan, timeline, and a Gantt chart in Microsoft Project format shall be provided by the NG911 Service Provider to the County within ten (10) business days of comments received from the	Yes	

	County regarding the initial plan submitted.		
4	PS004 Project Kickoff Meeting: The Project Kickoff meeting shall be held no later than fifteen (15) business days after issuing the Notice to Proceed. The NG911 Service Provider shall provide a detailed agenda and presentation of the Project Overview, Key Milestones, Key Benefits, Implementation Strategy, Operational, and Technical Resource requirements at this meeting at least five (5) business days prior to the Project Kickoff meeting. The NG911 Service Provider Technical Project Lead and Project Manager shall be onsite during this meeting.	Yes	
5	PS005 Weekly Project Calls: The NG911 Service Provider shall conduct weekly project calls. These project calls shall include an agenda before the meetings and cover, at a minimum, work to date, work for the next two (2) weeks, and any issues that may impact the project along	Yes	

	with risk and mitigation actions to address risk. The NG911 Service Provider PM should provide weekly written reports, distributed within 24 hours of the project call, that capture the minutes and action items from the call.		
6	PS006 Project Monthly Status Reports: PS006.a The NG911 Service Provider shall provide monthly progress reports before the 15th of the next month, until the equipment delivery milestone of the project. Weekly reports will be due following equipment delivery.	Yes	
7	PS007 Technical Project Lead: PS007.a The NG911 Service Provider shall identify a single Technical Project Lead. This person shall be the primary point of contact for technical issues and lead the technical aspects of the planning, design, installation, migration, and operation of the NG911 System. The County will review and approve the Technical Lead and, if the Technical	Yes	

	Lead needs to be replaced, the County will review and approve the replacement.		
8	PS008 Client Services Representative: PS008. a The NG911 Service Provider shall provide a Client Service Representative (CSR) after final acceptance. This person shall be the primary point of contact for all issues for the operation of the NG911 System for the period of performance. The County will review and approve the CSR and, if the CSR needs to be replaced, the County will review and approve the replacement.	Yes	
9	PS010 Staff CJIS Certification Requirements: All NG911 Service Provider's staff and subcontractors with access to the components of the NG911 System shall have a background check and Criminal Justice Information Services (CJIS) Level 1 basic security awareness	Yes	

	certification. All staff that will be onsite at a County PSAP shall also have CJIS Level 4 advanced security awareness certification which requires Levels 1, 2, and 3 certifications.		
Equipment and Hardware			
1	SR-EH003 Onsite Equipment Requirements: All components installed by the NG911 Service Provider in the PSAPs shall meet the following requirements: ● All components shall be locally redundant at the hardware and software application layers ● All hardware and software shall be: – New not used – Currently available on the open market – Not identified as end of life by the manufacturer during the period of performance ● All powered devices shall include a minimum of two redundant power supplies		Yes The onsite equipment are HA SDWAN Edge Devices, HA Firewalls, and HA Emergency Data Gateways. These devices are supplied with a Single Power source; however the devices are deployed in a high availability pair. If the power or power supply were to fail on one device in the HA pair, the operational device in the HA pair will continue to provide the required functionality for the service.

	(each of which shall be able to power the device alone and which would be connected to separate circuits) OR be connected to a power-transfer device that allows a single power supply to be connected to two isolated power sources (i.e., circuits) with automatic, uninterrupted failover if the primary circuit fails ● Failure of any single instance of a hardware or software element or physical connection shall not negatively impact the overall System performance ● All network-connected elements shall support at least two redundant network interfaces ● Capacity to handle 50% growth without requiring the replacement of any hardware or software components ● Voice and data circuits delivered from diverse		

	providers to each call-handling host location ● Must properly flag emergency services circuits and provide Telecommunications Service Priority (TSP) for repair and installation of voice and data circuits		
2	SR-EH004 Onsite Equipment Spare Parts: All spare parts for onsite equipment shall be located within Broward County to allow the replacement of critical parts not functioning within the response times listed in the Service Level Agreements (SLAs). The NG911 Service Provider shall describe the process to determine which parts are needed, and how they are stored and replaced as needed. The NG911 Service Provider shall provide a list of all spare part inventory items maintained at the nearby facility within ten business days after installation for each environment.	Yes The NSOC will dispatch an on-site tech based on the alarm and trouble ticket of an Edge Device not functioning. On-site techs will request admission to the PSAP control room to verify hardware status. The tech will bring a spare HA SDWAN Edge Device from Motorola's local office for replacement (if necessary). The existing device will be repaired, or the new device will be configured and	

		tested to ensure service availability. After satisfactory testing, the NSOC will resolve the trouble ticket. A new spare will be ordered and placed at the local office.	
General System Requirements			
1	SR-GN002 NENA I3 Standard-Based Systems: SR-GN002.a All components and systems provided by the NG911 Service Provider shall be standards-based systems that comply with nationally accepted standards and requirements applicable to NG911 IP network architecture, security, and interface functionality, including the NENA i3 standards.	Yes	
2	SR-GN006 Multi-factor Authentication (MFA): MFA should be implemented for any access to externally accessible portals, user interfaces (UIs), and functional elements of NG911 (e.g., Policy Routing Function [PRF] portal,	Yes Motorola currently supports Smart Device Tokens whether it be through an application or text. Only credentialled	

	reporting portal, system dashboards, etc.). The NG911 Service Provider shall describe the types of MFA (e.g., text, email, token, etc.) that will be used and the process to manage access and devices for the NG911 System proposed for the County.	users of the specific application may apply for MFA.	
3	SR-GN007 Change Control Process: SR-GN007.a A formal change control process shall be documented for both scheduled and emergency changes with rollback procedures, notifications, and management approvals that are strictly followed by technicians to prevent unnecessary and/or uncontrolled changes from negatively impacting the 911 system in the County.	Yes	
4	SR-GN008 Implementation and Change Method of Procedure: SR-GN008.a The NG911 Service Provider shall provide a step-by-step method of procedure (MOP) with a backout plan for review by the	Yes	

	County a minimum of 60 calendar days prior to initial go-live for each PSAP and seven calendar days for all other changes.		
5	SR-GN010 All Changes Tested in Lab: SR-GN010.a The NG911 Service Provider shall test all new features, functions, equipment, and software (including patches and upgrades) in the lab environments before being deployed.	Yes	
6	SR-GN013 As-Built/System Documentation: SR-GN013.a Prior to beginning installation, the NG911 Service Provider shall provide an architecture diagram depicting the network and all components for the Regional and Non-Regional PSAP environments, detailed network design drawings reflecting the physical and virtual IP paths, all NG911 System components, and devices provided to each PSAP, including what is provided by subcontracted last-mile providers	Yes	

	and/or resellers. This documentation shall remain current for the contract period.		
7	SR-GN014 Not a First Application Site: The County does not want to be a first application site to introduce new applications, components, or features. The NG911 Service Provider shall use the new applications, components, and features in a production environment for at least 30 business days and provide documentation of the results before being provisioned in the County system.	Yes	
8	SR-GN015 Avoid PSAP Disruption: The NG911 Service Provider shall schedule all activities to avoid PSAP disruption or impacts to the County's PSAP operation for all changes. This includes onsite work as well as availability of systems. The NG911 Service Provider shall describe the process to prioritize, schedule, and	Yes This standard operating procedure is described in Exhibit 4 Section 2.3 through 2.5.3	

	coordinate work with the County and PSAPs.		
9	SR-GN016 Terminate Legacy 911 components: The NG911 Service Provider shall manage the termination of the legacy systems at the direction of the County. The NG911 Service Provider shall describe the step-by-step process used in other implementations to speedily terminate legacy systems.	Yes Motorola has led the industry in migrating OSPs off of the selective routers in 100% of Motorola's deployments. Motorola will require a letter of agency from the County to request the decommissioning of the legacy circuits. These legacy circuits will be monitored for activity before the request for their removal. The LEC is the last OSP to be removed, as the aggregated TelCos need to be migrated first. Wireless and VoIP carriers are already connected to Motorola's National POIs as well as some LECs, so those migrations occur fairly quickly.	

10	SR-GN017 Spare Parts: SR-GN017.a Spare parts to restore service shall be located to allow the replacement of parts not functioning within the response times listed in the SLAs.	Yes	
11	SR-GN019 System and Network Time Changes: The NG911 Service Provider shall ensure that all software, firmware, functional elements, and components of the proposed NG911 System are configured to ensure that there are no adverse impacts to the systems, software or the operation as a result of date and time changes.	Yes	
12	SR-GN020 Single Points of Failure: The NG911 Service Provider shall ensure there is no single point of failure in the design and implementation of the NG911 equipment and network within or outside of Broward County.	Yes	

13	SR-GN022 System Backups: The NG911 Service Provider shall maintain backups of the entire System and every associated component for the County with a minimum of two copies maintained at geo diverse sites. The NG911 Service Provide shall provide a copy of the proposed backup plan.	Yes A backup plan will be provided upon award.	
14	SR-GN023 System Restoration: The NG911 Service Provider shall provide a documented restoration process for the NG911 System for the Regional and Non-Regional environments. A test run of the restoration process should be executed semi-annually. The NG911 Service Provide shall provide a copy of the proposed restoration plan.	Yes A restoration plan will be provided upon award.	
	Technical Requirements		
General Technical Requirements			
Security/Notification			
1	SN001 Network Operation Center (NOC)/Security	Yes	

	Operation Center (SOC): SN001.a The NG911 provider shall provide a NOC/SOC staffed 24 X 7 X 365 to support for the proposed NG911 System for the County PSAPs.		
2	SN002 U.S.-Based Support: All access to the County systems shall be U.S.-based; there shall be no offshore remote access into the systems installed within the County network for monitoring, general system administration, maintenance, or troubleshooting.	Yes	
3	SN003 All System Changes Tested: SN003.a All routine patches, updates, or new application software, hardware or configurations shall be tested in the lab environment before being put into production. Detailed reports of the testing shall be available to the County.	Yes	

4	SN004 All Systems Monitored: All networks, hardware, and software shall be monitored and have alarms to notify of out-of-normal operations.	Yes	
5	SN005 Edge Security: The NG911 Service Provider shall deploy Border Control Function (BCFs) at all network edges to include intrusion detection and prevention Systems.	Yes	
6	SN008 Proactive Cybersecurity Analysis: The NG911 Service Provider shall perform proactive analysis of the network for vulnerabilities regularly. The NG911 Service Provider shall provide the frequency at which routine full and partial assessments are done.	Yes There are 2 components to this: the security of the network infrastructure and the data application infrastructure. For the Network: The network that supports the ingress/egress of partners and customers into Motorola's cloud-	

		based NGCS solution is composed of (2) MSI-deployed and managed OEMs, that which the data plane of NGCS depends for transport. Both OEMs have very stringent programs in place for publishing recommended "most stable" code major release versions. It is Motorola's practice to only run OEM-recommended "most stable" major release versions. Within those major releases, both OEMs release patches, and when related to the mitigation of a vulnerability, the respective OEM Product Security Incident Response Teams will publish the vulnerability details and recommended remediation, including applicable patch information.	

		Motorola's team subscribes to these notifications, and when Motorola receives any notice of a vulnerability, Motorola prioritizes the assessment of the criticality, including Motorola's exposure. If Motorola deems that Motorola's exposure is high risk, Motorola will plan an immediate remediation; if low risk, Motorola will plan an appropriate timed remediation. It should be noted that Motorola's cloud solutions network consists of 2 independent WANs, and Motorola's patching is always staggered with a minimum of 1 week gap between WAN 1 and WAN 2 to mitigate any impact of an unknown software bug. Besides being	

		reactive to PSIRT notifications from Motorola's OEMs, Motorola also runs monthly NESSUS Vulnerability Scans internally on all NGWAN components, in the data plane and not in the data plane. Besides the two (2) OEMs directly involved in Motorola's NGCS data plane, Motorola also scans its monitoring and management systems, which are not technically in the NGCS data plane. Based on the results, Motorola appropriately prioritizes remediation with OS / Software Patches and/or the implementation of any industry or OEM best practices to enhance the security of Motorola's network. As a	

		proactive approach to mitigating any impact of many "unauthorized access" vulnerabilities, all networking components are fully locked down and logged using AAA, including 2 Factor Authentication with no shared accounts or passwords. For the data application infrastructure: Proactive Analysis of the Network for Vulnerabilities Regularly: ◦ Known vulnerabilities (Common Vulnerabilities and Exposures or CVEs) found in open source and third-party components deployed as part of MSI cloud offerings: The constant discovery of CVEs	

		necessitates continuous and prompt patching as an essential element of the overall security and compliance program. ◦ Teams are required to review vulnerabilities in a selected scanning tool (e.g., Twistlock) at the beginning of each month. This consistent, monthly review acts as a proactive analysis mechanism, scanning the system for newly identified CVEs. ◦ Approved scanning tools such as Twistlock, Nessus Vulnerability Scanner, OWASP Dependency-Check, and WhiteSource, which are used to identify these vulnerabilities. For containerized or serverless applications, Twistlock is specified, and for other	

		applications, deploying Twistlock Runtime Defenders on VMs is preferred, or using Nessus, OWASP Dependency-Check, or WhiteSource. • Frequency of Routine Full and Partial Assessments: ◦ The process mandates a monthly frequency for vulnerability assessments and reporting. Teams are required to generate and store a detailed CVE report for their images each month. These reports are generated at roughly the same time each month by a script running at midnight on the first of every month, ensuring consistency and regularity. ◦ In addition to detailed reports, a Monthly CVE Summary Report is also required, to be	

		filled out on a specific slide in a monthly project review deck. While there are no retention requirements for these summary reports, their monthly generation ensures a regular assessment cycle. ◦ The "Normal Remediation Schedule" further defines the timeframes for addressing vulnerabilities based on their CVSS V3.1 severity score: "Critical" and "High" vulnerabilities must be addressed within 30 days of discovery, "Medium" within 90 days, and "Low" within 180 days. This schedule, combined with the monthly review and reporting, ensures a continuous cycle of discovery and remediation,	

		demonstrating the regular and routine nature of the assessments. This systematic approach, involving regular scanning, monthly reporting, and defined remediation timelines, provides a clear framework for proactive vulnerability management and transparently defines the frequency of these assessments. Assessment Routine: NGWAN - monthly NESSUS Vulnerability Scans, Application Layer/cloud apps scanning is daily.	
7	SN010 System Logging: SN010.a The NG911 Service Provider shall maintain logs of all changes made in the policy store	Yes Please note that Motorola's Network Security Operations Center (NSOC) is available to work with the County to	

	with information of the user who made each change. The information logged should be available for up to one year with the option for the County to purge the logs on demand without additional costs.	purge data based upon data retention policies, schedule, and in compliance with applicable regulations.	
8	SN014 Meet Florida CS/HB 7055 (2022) Cybersecurity Requirements: All cybersecurity on the systems used by the County shall meet Florida CS/HB 7055 Cybersecurity Operating Procedures Standard Operating Procedure (SOP) (following objectives stipulated as Florida Statute Section 282.3185, cited as the "Local Government Act" [any county or municipality]), which will be adopted as operating procedures and processes by the County.	Yes	
9	SN018 NENA NG-SEC Compliance: The NG911 Service Provider shall be NENA NG-SEC-compliant. The NG911 Service Provider shall	Yes See Exhibit 14 Motorola NG-SEC Table.	

	provide a completed NENA NG-SEC compliance matrix.		
SR-IN 911 Call Ingress			
1	SR-IN002 OSP Integration: For the integration of all OSPs' connectivity for wireline, wireless, and VoIP traffic, as well as multiline telephone systems (MLTSs), the NG911 Service Provider shall: ● Coordinate with the County to obtain a letter of authority/agency ● Establish interconnection, commercial agreements, and trunking ● Provide interface control documents (ICDs) for all OSPs, CHE, and other third-party providers requiring ESInet connectivity ● Coordinate with all telecommunications providers and manage circuit order processes, including testing and integration ● Analyze current trunk engineering for 911 traffic and validate any trunk	Yes See Exhibit 15 OSP Tracking Project Example and Exhibit 10 VESTA NXT Router NNI - i3 SIP OSP and Neighbor Interface Specification.	

	rebalancing for public-safety-grade service ● Provide updates to the County on the migration status and interface types for all OSPs The NG911 Service Provider shall provide proposed examples of OSP tracking and ICDs.		
2	SR-IN003 Multiple POIs: The NG911 Service Provider shall provide multiple POIs for OSPs both locally and nationally with a minimum of four POIs~~—at least two within Broward County. Having local and national POIs will provide OSPs with interconnection choices. The NG911 Service Provider shall list the locations of all POIs that will be used.~~	Yes Motorola has 3 TDM POIs within 100 miles of Broward County, as well as national SIP POIs for Wireless carriers, VoIP carriers, and some LECs such as AT&T. Motorola's comprehensive network design for Florida OSP interconnections exceeds the number of required POIs. ● SIP: Orlando SIP: Tampa In LATA (**within 100 miles)**:	

		• TDM: Miami • TDM: West Palm Beach • TDM: Pompano Beach In State/Out of LATA: • TDM: Clearwater • TDM: Tampa • TDM: Pensacola • TDM: Ft. Myers Florida OSPs have multiple interconnections with Motorola, ensuring no single point of failure. Motorola is prepared to share additional location details confidentially. Motorola also maintains National POIs in Chicago, Dallas, Los Angeles, and Seattle.	

3	SR-IN004 OSP Connections to POIs: The NG911 Service Provider shall interconnect each OSP with at least two POIs for call receipt. POIs shall permit all OSPs to interconnect to more than two POIs for diversity at an OSP's discretion. The NG911 Service Provider shall describe the process used to interconnect OSPs to the NGCS.	Yes	
4	SR-IN005 ALI Migration: The County is seeking a true NENA i3 system but understands that there will be some transitional steps. The NG911 Service Provider shall manage the ALI transition, including the following as needed: ● Master Street Address Guide (MSAG) maintenance during the migration of OSPs ● MSAG Conversion Service (MCS) ● Service order input (SOI) process for subscriber records to include and	Yes The process of replacing the legacy ALI service with a NENA i3-compliant Location Database (LDB) typically occurs in three phases: 1. Phase 1: Full Dual Maintenance ◦ Initially, both the incumbent ALI provider and the new NENA-compliant LDB operate in parallel, with full dual maintenance. ◦ Originating Service Providers (OSPs)	

	moves, adds, and changes of ALI records ● Integration and provisioning for MLTS databases ● Pseudo automatic number identification (pANI) provisioning and shell records management ● Coordination of all provider records from the legacy ALI database to the replacement LDB and any dual provisioning necessary during the transitional phases of the project ● Provide reporting for all data within the LDB via a web-based tool ● Migration plan and migration to i3 call ingress The NG911 Service provider shall describe the step-by-step process used to accomplish all required items above.	continue to send their updates directly to the incumbent ALI provider. ◦ The incumbent ALI provider processes these updates and submits a daily Service Order Input (SOI) file containing all updates to Motorola's LDB, which then processes these changes. ◦ At the end of this phase, all location services are provided by Motorola's LDB, with the incumbent ALI provider's role limited to processing updates and issuing aggregated files to the LDB. 2. Phase 2: Direct OSP Transition to LDB ◦ During this phase, OSPs begin to transition their updates directly to Motorola's LDB, ceasing to send them to the incumbent ALI provider.	

		◦ Motorola works with each carrier during the LDB onboarding process. ◦ Each record in these SOI files is validated against the Master Street Address Guide (MSAG) and rejected if no match is found, with valid records compared to GIS data within the MSAG Conversion Service (MCS). ◦ For the LDB to function correctly and allow interoperability between legacy and Next Generation 9-1-1 formats, the MSAG Conversion Service (MCS) is included to bridge the gap between legacy (ALI/MSAG) and Next Generation (PIDF-LO/CLDXF) data schemas and formats. The MCS can convert SOI from Legacy OSPs and	

		store ALI records in the LDB in CLDXF. 3. Phase 3: End State and GIS-Derived MSAG ◦ Once all service providers have transitioned their updates directly to the LDB, the final third phase and end state are reached, and the incumbent ALI provider is no longer required. ◦ Motorola works with the client to generate a GIS-derived MSAG, which replaces civic addressing records once no ALI records are left invalid. This new MSAG is then maintained on a scheduled basis from Motorola's Spatial Tools.	
5	SR-IN006 Manage OSP Migration: The County is seeking a true NENA i3 system but understands that there	Yes Motorola's deployment team actively manages and tracks the migration of OSPs off the	

	will be some transitional steps. The NG911 Service Provider shall manage all adds, moves, changes, and deletions of connections to OSPs, both Time Division Multiplex (TDM) and IP-based; monitor these connections; and proactively work with the respective OSPs to resolve problems as they occur. The NG911 Service Provider shall provide weekly progress reports associated with the transition. Please describe the step-by-step process used to accomplish this requirement.	selective router Exhibit 15 OSP Tracking Project Example. Motorola's proven migration process involves initial written contact and scheduled engineering meetings with all OSPs to establish a design for E9-1-1 traffic delivery (some OSPs may choose IP). The process involves relocating OSPs one "carrier at a time" to the Motorola ESInet to prevent impact on PSAP operations and provide a fallback point if issues arise. After all OSPs have relocated, analog E9-1-1 trunking from the legacy system can be removed. Motorola’s project manager will provide details of each carrier and their migration status	

		during the weekly project status calls.	
6	SR-IN007 Integrated Text to 911 The NG911 Service Provider shall integrate with the Text Control Center (TCC) to provide text-to-911 via the NG911 System, including the ability to process Real-Time Text (RTT), transfer text sessions, and bridge text sessions. Please provide a list of sites implemented with Text-to-911 with VIPER 7 CHE.	Yes Per the FCC Report & Order 24-78 OSPs are required to deliver text services directly to Public Safety Answering Points (PSAPs), effectively removing the need for intermediate Text Control Centers (TCCs). Therefore Motorola recommends the County not invest in TCC integration as it is no longer necessary. As the County has requested TCC service in this requirement, Motorola has included the pricing as optional. Motorola has deployed Text-to-911 via TCC services for	

		McLennan County EAD, TX, which is VIPER 7 CHE.	
SR-GI NG911 Processing			
1	SR-GI001 Governing GIS Standards: SR-GI001.a The NG911 Service Provider shall comply with all applicable NENA standards and technical documents pertaining to GIS, including but not limited to (in the event a standard is updated between authoring this document and release by the County, the latest version of the standard shall apply): ● NENA Standard for NG9-1-1 GIS Data Model, NENA-STA-006.2a-2022 ● NENA Standard for NG9-1-1 Additional Data, NENA-STA-012.2 2017 ● NENA NG9-1-1 United States Civic Location Data Exchange Format (CLDXF) Standard, NENA-STA 004.1.1-2014 ● NENA GIS and Data Collection Standards, NENA 02-014 ● NENA Information Document for Synchronizing	Yes	

	Geographic Information System Databases with MSAG & ALI, NENA 71-501 ● NENA Information Document for Development of Site/Structure Address Point GIS Data for 9-1-1, NENA-INF-014.1 2015 ● NENA Standard Data Formats for E9-1-1 Data Exchange & GIS Mapping, NENA-STA-015.10-2018		
2	SR-GI002 GIS Datum: The NG911 Service Provider shall accept GIS data in the datum and projection used by the County. The County currently maintains GIS data in World Geodetic System 84 (WGS84) (NG911 GIS data layers) and Florida State Plane North American Datum of 1983 (NAD83) for multi-use GIS data layers.	Yes	
3	SR-GI003 GIS Transformations and Projections: Transformations between datums require complex calculations and can seriously degrade the accuracy of	Yes	

	the GIS data. The County shall retain oversight of all transformations and reprojection of GIS data. The NG911 Service Provider shall coordinate all datum transformations with the County and shall defer to the County on every transformation setting to ensure the most accurate transformation possible.		
4	SR-GI004 GIS Schema: The County will not update the native schema for any GIS dataset used by other applications or agencies within Broward County. The NG911 Service Provider shall provide field mapping or Extract, Transform, Load (ETL) scripts required to convert the County's GIS data into the NG911 schema if needed.	Yes	
5	SR-GI005 GIS Data Validation Settings: The NG911 Service Provider shall make available to the County all	Yes	

	validation settings; x, y cluster tolerances; topology tolerances; and all transformation pathways and shall notify the County prior to any changes in these settings or the validation process.		
6	SR-GI006 Legacy Location Data: The County has invested heavily in improving the GIS data necessary for the NG911 transition. The County certifies that as of the release of this RFP, the match rate between the County's GIS data and the legacy location tables meets or exceeds NENA recommendations. The NG911 Service Provider shall work with the legacy Service Provider(s) to acquire ALI and MSAG records as necessary for NGCS GIS and legacy data validation as required by the NG911 Service Provider. The NG911 Service Provider shall assume all costs associated with legacy data acquisition.	Yes	
7	SR-GI007 Orphaned ALI Records:	Yes	

	The NG911 Service Provider shall resolve orphaned ALI records (invalid civic address) with the ALI provider. The NG911 Service Provider understands that the County shall not be responsible for updating or deleting ALI records.		
8	SR-GI008 Transition-Related Costs: The NG911 Service Provider shall assume all costs associated with transitioning to geospatial call routing and location validation and shall plan for such costs in the original proposal. This includes GIS-based MSAG conversion and maintenance during the transition period.	Yes	
9	SR-GI009 SI GIS Data Uploads: The County maintains GIS data in Esri file geodatabase format. The NG911 Service Provider shall accept Esri file geodatabase uploads from the County through the SI.	Yes	

10	SR-GI010 SI and NGCS Provisioning: The NG911 Service Provider shall include all tools necessary for the GIS data upload, validation, and publishing to the NGCS. This shall include licensing and maintenance fees (where necessary, not including Esri software already in use at the County) for the term of the agreement and migration to NG911.	Yes	
11	SR-GI011 Nonduplicative GIS Data: The County intends to continue maintaining a single set of GIS data for NG911 and the CAD system. The NG911 Service Provider shall work with the County to ensure all fields necessary to support both applications are contained and maintained in the GIS dataset attribution tables. Where NG911 requirements contradict CAD requirements, CAD standards shall be considered (e.g., one-way streets	Yes	

	versus drawing centerlines in the direction of increasing addresses).		
12	SR-GI012 Exception Codes: The NG911 Service Provider shall provide a means for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates.	Yes	
13	SR-GI014 SI Message Logging: The NG911 Service Provider shall provide and retain message logging of all SI transactions, success and failures, caller phone numbers, caller addresses, and date and time stamps for 30 days at a minimum.	Yes	
14	SR-GI015 GIS Database: The NG911 Service Provider's GIS database shall support updates from Esri geodatabases.	Yes	

15	SR-GI016 GIS Database Verification and Validation: The NG911 Service Provider's SI shall validate GIS database changes before they are implemented. Exceptions should be produced from the SI of any records that failed the validation process.	Yes	
16	SR-GI017 GIS Data: The NG911 Service Provider understands that all GIS data is the property of the County and none of the data shall be shared with anyone without the County's consent.	Yes	
DAT - Data Processing			
1	DAT001 GIS Upload: DAT001.a The NG911 Service Provider shall provide a user-friendly method to upload GIS files as well as the data requirements from the County's GIS repository.	Yes	

2	DAT002 Alternate Routing Data: Routing configurations for all alternate routing plans and decisions may require additional GIS layers. The NG911 Service Provider shall provide a method to upload GIS files with clearly documented data requirements from the County's GIS repository. The NG911 Service Provider shall describe the upload process.	Yes Alternate routing plans utilize the URI's defined within the PSAP Boundaries. No additional layers are needed. A Policy Routing Rule can be enacted to route calls differently based on certain conditions (e.g. International Boat Show, Sporting events, Carnivals, Elevation, Class of Service, etc…) For dynamic geofencing a new PSAP boundary can be uploaded within minutes to support a PRR and the associated CHE queue.	
3	DAT003 Data for the PRF: DAT003.a The NG911 Service Provider shall provide a process and portal to manage the PRF routing plans.	Yes	

4	DAT004 Call Handling Equipment Configuration Data: The NG911 Service Provider shall provide a process to manage the configuration data for the CHE needed to implement and operate the NG911 System. The NG911 Service Provider shall describe the process to manage the configuration data for the CHE.	Yes Motorola has connected to many VIPER 7 sites, and Motorola's ICD with Intrado stipulates Motorola's required delivery parameters. Motorola works cooperatively with the CHE provider to define queues associated with routing URIs and required labels and tags that vary from the standards.	
5	DAT005 Routing and Configuration Data: The NG911 Service Provider shall provide a process to manage the configuration data from the NG911 systems needed by the CHE and other PSAP systems to interoperate on the NG911 System. The NG911 Service Provider shall describe the process to manage the configuration data from the NG911 System.	Yes Motorola's call flow planning meetings will conclude with a matrix of PSAP URIs and CHE queues defined, including those for rarely-used dynamic geofencing. Next, the PRF is created for all	

		alternative routing scenarios. Once Motorola has the predefined scenarios built, Motorola has a formal change process for enacting any variance of the predefined configuration to ensure that no loops in routing get created.	
SR-CR Call Routing			
1	SR-CR001 Legacy systems connectivity: The NG911 Service Provider shall coordinate and execute connectivity to legacy selective routers to support transfers to neighboring agencies not served by the County's or another NG911 System. The NG911 Service Provider shall describe how the connectivity will be accomplished and estimate how many legacy systems will need to be interconnected.	Yes Motorola will connect to the legacy selective router(s) serving Broward County during the OSP migration stage of the project. Once migration is complete, Motorola will deliver Basic SIP or i3 SIP calls, based on the capabilities of the neighboring service provider, to support transfers to all surrounding counties and transfer	

		partners; therefore, no LSRG would be required.	
2	SR-CR002 NG911 Systems Connectivity: SR-CR002.a The NG911 Service Provider shall coordinate and execute connectivity to all neighboring ESInets (i.e. Collier, Miami Dade, Palm Beach, Monroe, Orange, and Hillsborough counties) not served by the County's NG911 System to support i3 transfers to neighboring agencies and future backup plans.	Yes	
3	SR-CR003 Rules, Policies and Algorithms: SR-CR003.a The NG911 Service Provider shall provide all the rules, policies, and algorithms that will be available to route calls similar to the routing groups currently in place.	Yes	
4	SR-CR005 Credentialing: The NG911 Service Provider shall provide or acquire credentialing that will permit the exchange of data and calls with surrounding jurisdictions. Credentialing is an important component for interoperability with	Yes	

	other systems. Some ways to accomplish this are: ● Capability to acquire certificates from a NIOC PCA-vetted Intermediate Certificate Authority (ICA) and ability to validate NIOC PCA Certificates for authenticity ● Interoperate with the NIOC PCA for credentialing (vendor NIOC PCA implementation through its own ICA or a state or regional NIOC ICA) ● Provide a system that utilizes certificate-based role authentication in accordance with the PCA outlined in NENA-STA-010.3 2021 and in deployment with the NIOC Certificate Policy ● Support the authentication of roles using the certificate obtained from the NIOC PCA ● Support credentialing with the Forest Guide and hierarchical ECRFs when		

	integrated with state or adjacent NG911 systems		
5	SR-CR006 Call Routing Configurations: SR-CR006.a The NG911 Service Provider shall implement call-routing configurations, rules, policies, and algorithms to distribute calls to the two environments (Regional and Non-Regional) and multiple hosts, similar to the current distribution model.	Yes	
6	SR-CR007 Services, Applications, and/or Functional Elements Anticipated: The NG911 Service Provider shall provide the following NENA i3-compliant Functional Elements as part of the overall NG911 System: *SR-CR007.1 Legacy Network Gateway (LNG)/Legacy Selective Router Gateway (LSRG)* – An LNG provides a signaling and media interconnection point between callers in legacy wireline/wireless originating networks and the i3	Yes	

		architecture. The LNG logically resides between the originating network and the ESInet and allows i3 PSAPs to receive emergency calls from legacy originating networks. An LSRG provides an interface between a 911 selective router and an ESInet, enabling calls to be routed and/or transferred between legacy and NG911 networks. Both an LNG and an LSRG are transitional elements and are decommissioned once all legacy routing systems have transitioned to SIP-based traffic. *SR-CR007.2 Border Control Function (BCF)* – A BCF provides secure entry into the ESInet for emergency calls presented to the network. The BCF incorporates firewall, admission control, and may include anchoring of sessions and media as well as other security		

	mechanisms to prevent deliberate or malicious attacks. *SR-CR007.3 Emergency Services Routing Proxy (ESRP)* – An ESRP provides a SIP proxy service that selects the next-hop routing within the ESInet based on location, service Uniform Resource Name (URN), and policy. The Originating ESRP receives calls from the BCF at the edge of the ESInet and one or more Intermediary ESRPs may exist that route to the Terminating ESRP. *SR-CR007.4 Policy-based Routing Function (PRF)* – A PRF stores Policy Routing Rules (PRRs) that are used by the ESRP to make policy-based call routing decisions in the delivery of a call to a PSAP. The PRF shall be used to dynamically modify call routing based on various conditions, including network state, PSAP state,		

		caller location, media type, and/or language preference. *SR-CR007.5 Emergency Call Routing Function (ECRF)* – An ECRF provides a Location-to-Service Translation (LoST) protocol server where location information (either civic address or geo-coordinates) and a Service URN serve as input to a mapping function that returns a Uniform Resource Identifier (URI) used to route an emergency call to the appropriate PSAP for the caller's location or to a responder agency. *SR-CR007.6 Location Validation Function (LVF)* – A LVF provides a LoST protocol server where civic location information is validated against the authoritative GIS database information. *SR-CR007.7 Spatial Interface (SI)* – The SI provides a standardized interface between the GIS		

	data and the functional elements that consume GIS data (i.e., ECRF, LVF, and mapping data service). *SR-CR007.8 Location Database (LDB)* – The LDB provides the current information, functionality, and interfaces of legacy 911's ALI database but can also use the new protocols required in an NG911 deployment. *SR-CR007.9 Network Time Protocol (NTP) and Time Source* – An NTP service synchronizes network time between servers, clients, and applications across a network. The time source provides consistent, credible, and accurate time synchronization to ensure system performance. This time shall also be synchronized with the internal CHE.		

	SR-CR007.10 Master Street Address Guide (MSAG) Conversion Service (MCS) – An MCS is a service that provides conversion between Presence Information Data Format – Location Object (PIDF-LO) and MSAG data. *SR-CR007.11 Network-to-Network Interface (NNI) to Other Neighboring NG911 Systems* – An NNI enables the interconnection and exchange of data between different distinct networks or NG911 systems typically operated by different service providers or organizations. An NNI allows disparate networks to seamlessly communicate with each other, facilitating the transmission of voice, data, and multimedia traffic. The NG911 Service Provider shall provide all services, applications, and functions as described above for the		

	County, inclusive of all routing and call handling requirements outlined in the SOW.		
7	SR-CR010 Emergency Call Routing: SR-CR010.a The NG911 Service Provider shall implement call-routing configurations, rules, policies, and algorithms to change the distribution of calls to the two environments (Regional and Non-Regional) and multiple hosts for the emergency routing scenarios.	Yes	
8	SR-CR012 Overflow Notification: The NG911 System shall provide overflow notification to backup/alternate PSAPs that an incoming call is being routed to the alternate PSAP due to the primary PSAP(s) being unable to handle the incoming call load. The NG911 Service Provider shall describe what information will be displayed to the call taker with call delivery.	Yes Motorola's call routing service complies with the NENA i3v3 standard and provides the "History-Info" data and reroute reasoning based on the section 10.20 "Route Cause" Registry, which is included in the signaling. Broward County would be able to configure the	

		VIPER system to display any of the information desired from that standards-based data set.	
SR-NR Network Redundancy and Resiliency			
1	SR-NR001 Redundant Circuits into the VIPER Load Balancers: The NG911 Service Provider shall provision two redundant circuits into each location to terminate at the VIPER load balancers.	Yes	
2	SR-NR002 Redundant Circuits into the VIPER Servers: The NG911 Service Provider shall provision two circuits into two locations in each environment (Regional and Non-Regional) to terminate at the VIPER servers.	Yes	
3	SR-NR003 Diverse Power: All power shall be redundant and diverse (i.e., at least two separate circuits) with a UPS system and generator backup for each component of the NG911 System.	Yes	
4	SR-NR004 Diverse and Redundant Circuits:	Yes	

	All voice and data circuits shall be redundant and delivered via diverse entrances into all facilities.		
5	SR-NR006 Maintain Active Calls: When the IP circuits between the NGCS and PSAPs fail for any reason during an active call, the voice or data shall failover to the redundant IP circuit without dropping the call.	Yes	
6	SR-NR008 Circuits Monitored: SR-NR008.a All circuits shall always be monitored to ensure they are available when needed.	Yes	
NG911 Call Delivery			
SR-DL 911 Call Egress/Call Delivery to All PSAPs			
1	SR-DL002 NG911 Circuit Bandwidth: The NG911 Service Provider shall provide bandwidth to the CHE at each host to be capable of operating the entire system plus 25% growth. The NG911 Service Provider shall ensure that in the event of a failure of the ESInet or CHE, a single connection to a single host will be large enough to handle all traffic.	Yes	

2	SR-DL003 Interface to VIPER: The NG911 Service Provider shall interface the NGCS into the County's VIPER 7 platform to allow the NGCS and CHE to exchange routing and activity data, including all configurations and settings needed. The County's VIPER system includes the use of ACD and interactive voice response (IVR) capabilities. The NG911 Service Provider shall work cooperatively with the CHE vendor (Intrado) to interface and test these connections and interconnect the NGCS to the CHE in each environment. The NG911 Service Provider shall provide a list of similar projects that interfaced with VIPER 7.	Yes Motorola's call routing solution currently services the following customers/PSAPs, which utilize VIPER 7 call handling equipment: ● McLennan County EAD, TX ● Greene County, MO ● Monroe County, FL ● Lincoln County Sheriff's Office, NM ● Mescalero Apache Tribal Police Department, NM ● Pecos Valley Regional Communications Center, NM ● Ruidoso Police Department, NM	

3	SR-DL005 Policy-based Rules: SR-DL005.a The NG911 Service Provider shall provide a policy-based rules function and a user-accessible tool to manage the policy rule's function.	Yes	
4	SR-DL008 Early Media and Ring Back: To permit the functions in the VIPER, the NGCS shall support early media and ring back from the CHE. The NG911 Service Provider shall provide at least three other VIPER 7 implementations where the proposed NG911 System has been successful.	Yes Motorola currently does not have any VIPER customers using early media or ring back today.	
5	SR-DL009 Early Media and Ring No Answer: The NG911 Service Provider shall coordinate configuration of the Regional environment to include early media and ring no answer to not impact the ACD in use. The NG911 Service Provider shall provide at least three other VIPER 7 implementations where the	Yes Motorola currently does not have any VIPER customers using these features today.	

	proposed NG911 System has been successful.		
6	SR-DL010 Call Back and Bridging: The NGCS shall support the ability to call back 911 callers and to bridge the calls to various agencies within and outside of Broward County.	Yes Motorola currently does not have any VIPER customers using this today.	
7	SR-DL011 Call Back and Transfer: The NG911 Service Provider shall provide an Outbound Call Interface Function (OCIF) to permit the call back and transfer of calls. The NG911 Service Provider shall describe how this function has been integrated to VIPER 7 implementations to enable the transfer of calls to various agencies within and outside Broward County.	Yes Motorola currently does not have any VIPER customers using this today.	
8	SR-DL012 Bridging: The NG911 Service Provider shall provide a bridging function that will allow the conferencing of at least five callers. The NG911 Service Provider shall describe how this	Yes Motorola currently does not have any VIPER customers using this today.	

	function has been integrated to VIPER 7 implementations.		
9	SR-DL013 Legacy Selective Router Retirement: The NG911 Service Provider shall coordinate and execute plans to remove the legacy selective routers from the call delivery call flow to reduce future costs. The NG911 Service Provider shall describe the process used to accomplish this.	Yes Motorola tracks OSP migrations very closely and once they have all been migrated Motorola monitors the analog trunks for any activity. Once activity has stopped Motorola starts the decommissioning process.	
10	SR-DL014 Call Delivery Monitoring and Notifications: SR-DL014.a The NG911 Service Provider shall monitor the processing of 911 calls through the Functional Elements of the NG911 System to the PSAPs.	Yes	
SR-AF Alternate Call Routing/Failure			
1	SR-AF001 Activation of Alternate and Failover Routing: The NG911 System provided by the NG911 Service Provider shall permit	Yes Motorola provides a rigorous call flow design meeting to define all	

	the activation of alternate and failover routing to, at a minimum, mirror the current County routing by using passive (e.g., CHE status, etc.) and active (e.g., abandonment switch) methods. The NG911 Service Provider shall describe the proposed methods to accomplish this requirement.	contingency routing plans. These plans will consider PSAP availability and or queue status, if it is available, for overflow routing. These pre-defined Policy Routing Rules activate upon failure to route to the primary destination PSAP, with no required action from PSAP personnel (passive). Policy Routing Rules are also set up for the customer to activate (e.g., PSAP abandonment) manually.	
2	SR-AF002 Regional Environment Failover: The NG911 System provided by the NG911 Service Provider shall support the activation of a Regional PSAP failover for a single PSAP or two PSAP failures with VIPER in service. Calls shall have tags or other	Yes Motorola's call routing service complies with the NENA i3v3 standard and provides the "History-Info" data and reroute reasoning based on the section	

	methods of identification for the VIPER to be able to route the call appropriately. CAD failure scenarios will be managed by VIPER as it is now. The NG911 Service Provider shall describe the method of marking the calls and list other locations where this has been accomplished.	10.20 “Route Cause” Registry, which is included in the signaling. Broward County would be able to configure the VIPER system to utilize any of the information provided from that standards-based data set for the appropriate internal routing of the call.	
3	SR-AF003 Non-Regional Environment Failover: The NG911 System provided by the NG911 Service Provider shall support the activation of a Non-Regional PSAP failover for a single PSAP not functioning with VIPER in service; it will be managed by VIPER as it is now. Calls shall have tags or other methods of identification for the VIPER to be able to route the calls appropriately. The NG911 Service Provider shall describe the method of marking the calls, and list	Yes Motorola’s call routing service complies with the NENA i3v3 standard and provides the “History-Info” data and reroute reasoning based on the section 10.20 “Route Cause” Registry, which is included in the signaling. Broward County would be able to configure the VIPER system to utilize any of the information provided from that standards-	

	other locations where this has been accomplished.	based data set for the appropriate internal routing of the call.	
4	SR-AF004 Automatic Activation of Call Routing to the Other Environment: The NG911 System provided by the NG911 Service Provider shall permit the automatic activation of call routing from one environment to the other environment when VIPER in one environment (Regional or Non-Regional) is unable to process 911 calls (e.g., no users logged in, equipment failure, manual switch, etc.). The NG911 Service Provider shall describe the method of accomplishing this requirement to include how the routing is signaled to the NG911 System from the PSAP and list where this has been implemented.	Yes This is completed in the PRF and is functioning at every one of Motorola's customer sites. Alternate routing through the PRF occurs when CHE is down, calls are not answered, overflow occurs when agents aren't available, or manual abandonment is enabled. It is also enhanced by the use of location-based alternate routes, where all calls go to multiple PSAPs based on where they occur in the County.	
5	SR-AF005 Activation of Call Routing to Other NG911 Systems:	Yes This is completed in the PRF and is functioning at every one of Motorola's customer sites.	

	The NG911 System provided by the NG911 Service Provider shall permit the activation of call routing to other jurisdictions and can be implemented using interconnectivity to neighboring counties. The NG911 Service Provider shall describe the method of marking the calls and routing the calls to other jurisdictions and list other locations where this has been accomplished.	Adjacent agencies can be part of the PRF alternate route plans. Just as Motorola can transfer to neighboring jurisdictions, Motorola uses the same URIs to direct reroutes and include the original destination PSAP in the SIP header so they are aware that they are not the original intended destination. This is a normal part of the development of the Policy Routing Rules at all of Motorola's customer sites. Motorola's call routing service includes i3v3 standard headers, including “History-Info” and root cause reasoning as markers. To date, Motorola's customers are using	

		discrete CHE queue URI's to accomplish this functionality which enables the receiving PSAP to understand that any calls Motorola delivers to those discrete queue URI's are calls from another jurisdiction. This approach permits the PSAP to visualize and or treat those calls differently based on their operational needs.	
6	SR-AF006 Legacy Selective Router Connectivity to Neighboring Agencies: The NG911 Service Provider shall coordinate and execute connectivity to legacy selective routers to support call transfers to neighboring agencies not served by the County's or other NG911 Systems. The NG911 System should support the use of star codes and provide the ability to modify star codes. A list of star codes will be provided by the County. The NG911 Service Provider	Yes At the time of deployment all surrounding counties, including Orange and Hillsborough, will have connectivity on an i3 system so there will not be the need for an LSRG. Star Codes are a function of the selective router and, as such, are not supported in i3.	

	shall describe how this requirement will be accomplished.	Transfers occur by sending a URN specific to the agency you are trying to reach and the location, through the ECRF determines the transfer agency just as the ESN functions.	
7	SR-AF007 NG911 System Connectivity to Neighboring Agencies: The NG911 Service Provider shall coordinate and execute connectivity to neighboring NG911 systems to support call transfers and alternate routing to neighboring agencies not served by the County's NG911 System. The NG911 Service Provider shall describe how this requirement will be accomplished.	Yes Motorola currently has connectivity to all NGCS providers surrounding Broward County. A Network-to-Network Interface (NNI) is used to define how calls will be processed between the providers. Motorola will assist the CHE provider on configuring transfer buttons that are not location-based.	
	Functional Requirements		
NG911 Call Delivery			
SR-CP Call Processing			
1	SR-CP001 Integrate with VIPER 7:	Yes	

	The NG911 Service Provider shall integrate with VIPER 7 in both environments (Regional and Non-Regional).		
2	SR-CP001.1 Integrate with VIPER 7 in the Regional Environment: The NG911 Service Provider shall integrate with the VIPER 7 in the Regional environment to ensure that all current functions of VIPER continue to function, including the load sharing and ACD functions. The NG911 Service Provider shall describe how this is accomplished.	YES Motorola's call routing service is CHE-agnostic. Motorola develops a plan with the CHE provider to enable SIP delivery of calls and associated HELD-ADR information. Motorola works closely with them on schedule, matching up PSAP URIs with call queues and plan alternate routing scenarios, and the processes which enable them. All functionality of VIPER 7 SP3 has been tested with Motorola's routing platform for ensuring continued operation.	

3	SR-CP001.2 Integrate with VIPER 7 in the Non-Regional Environment: The NG911 Service Provider shall integrate with the VIPER 7 in the Non-Regional environment to ensure that all current functions of VIPER continue to function, including the load sharing functions. The NG911 Service Provider shall describe how this is accomplished.	YES Motorola's call routing service is CHE-agnostic. Motorola develops a plan with the CHE provider to enable SIP delivery of calls and associated HELD-ADR information. Motorola works closely with them on schedule, matching up PSAP URIs with call queues and plan alternate routing scenarios, and the processes which enable them. All functionality of VIPER 7 SP3 has been tested with Motorola's routing platform for ensuring continued operation.	
4	SR-CP002 Data Supports VIPER 7 Functions: SR-CP002.a The NG911 Service Provider shall work cooperatively with the CHE vendor to ensure that the data provided meets the needs of the CHE to continue to provide all	Yes	

	current functions. The NG911 Service Provider shall provide documentation on the configurations and data exchanges to the CHE vendor and work cooperatively to interconnect.		
SR-IT Interfaces			
1	SR-IT001 Interface Documentation: The NG911 Service Provider shall provide interface documentation on the configurations and data exchanges to the other interface vendors and work cooperatively to interconnect. These include but may not be limited to: ● Incoming POIs ● Legacy Systems ● Other NG911 Systems ● PSTN, Wireless and VoIP systems ● VIPER EIDO Server ● TCC The NG911 Service Provider shall provide an example of interface documentation and list all interfaces that have been implemented from the proposed NG911 System.	Yes See Exhibit 10 VESTA NXT Router NNI - i3 OSP and Neighbor Interface Specification regarding Network-to-Network Interface, which dictates how calls and associated HELD-ADR information are processed.	

2	**SR-IT002 Interfaces:** **The following interfaces are expected to be impacted by the NG911 implementation. For each interface, the NG911 Service Provider shall describe the process used to implement and test.** ***SR-IT002.1*** **Incoming POIs** ***SR-IT002.2*** **Legacy systems** ***SR-IT002.3*** **Other NG911 systems** ***SR-IT002.4*** **PSTN, wireless, and VoIP systems** ***SR-IT002.5*** **VIPER EIDO server** ***SR-IT002.6*** ***TCC***	**Yes** Motorola provides and executes a suite of detailed test plans, including the NG9-1-1 Test Plan, Functional Specification Test Plan, System Acceptance Test Plan, and a 30-Day Reliability Test. These plans are meticulously designed to verify functionality, performance, and security. ***SR-IT002.1*** **Incoming POIs:** Motorola's design for incoming POIs ensures high availability and resilience. Motorola contacts all Originating Service Providers (OSPs) operating in the customer's service area to determine the number and type	

		of interfaces (TDM or IP) to be established. The NG9-1-1 ESInet test plan comprehensively covers the testing of incoming POIs. This includes a detailed description of each interface, specific testing goals, and how testing is conducted. It outlines test case criteria, expected results, and verification processes for each component and interface. The plan also explicitly indicates how testing is conducted to include and accept other vendors or carriers connecting to the ESInet, ensuring seamless integration. ***SR-IT002.2*** **Legacy systems:** For TDM interfaces,	

		redundant and diverse Legacy Network Gateways (LNGs) are deployed. The network is fully redundant with OSP traffic terminated on multiple ports to prevent a single point of failure. Traffic is also load-balanced across dual POIs for ingress traffic, preventing outages from network link or destination failures. **SR-IT002.3 Other NG911 systems:** Motorola currently has connectivity and transfers traffic to all NGCS providers in Florida except Lumen, which only takes TDM. **SR-IT002.4 PSTN, wireless, and VoIP systems:** These are closely related to Legacy Systems as PSTN, wireless, and	

		VoIP systems often connect to NG9-1-1 via legacy infrastructure during a transitional phase. Motorola currently has connectivity to all major wireless and VoIP OSPs and can migrate them very quickly, versus Local Exchange Carriers, which aggregate many smaller telephone companies. **SR-IT002.5 VIPER EIDO server:** Motorola will deliver EIDO to the VIPER call handling equipment, but it is the responsibility of the call handling system to manage the storage of EIDO information with their Incident Data Exchange (IDX) server. Providing credentialled access to the ESInet will allow the transport	

		of EIDOs between jurisdictions. **SR-IT002.6** **TCC:** Motorola's Call Routing Service natively supports Real Time Text (RTT) and MSRP-based text messaging, negating the need for a separate transition plan. Text messages to 9-1-1 will be delivered directly through the Motorola Call Routing Service to the VIPER 7 call handling equipment, similar to voice calls. This aligns with FCC Report & Order 24-78, which will require wireless carriers to deliver text messages directly to the NGCS service provider, thereby eliminating the need for existing over-the-top or TCC delivery solutions.	
RPT - Reports			

1	RPT002 Reporting Platform PSAP Functions: RPT002.a The single reporting platform shall have a dashboard and portal for access by each PSAP manager, County staff, and others as approved by the County to run the below reports. All reports shall be able to be run for specific dates and times. These reports shall be able to run for specific PSAPs and be able to limit to specific PSAPs for specific users.	Yes	
	NG911 System Deployment		
Initial Deployment			
1	SD001 General Requirements: All installation and setup of hardware, software, and interfaces shall be completed without impact to PSAP operations. The NG911 Service Provider staff shall ensure that all activities associated with this project are completed without disrupting PSAP daily operations. All work areas assigned to NG911 Service Provider staff must be	Yes	

	maintained and kept in working order throughout the entire project.		
2	SD002 Site Survey: The NG911 Service Provider shall perform a site survey at each PSAP (South, Central, North, Coral Springs, Plantation, and EOC) within seven business days following the Project Kickoff meeting. During the site survey, the NG911 Service Provider shall: ● Determine the interface cable lengths ● Determine the power requirements ● Determine hardware installation requirements at each PSAP—six (6) total ● Provide a copy of the site survey, site summary, and recommendations within five (5) business days after completion of all sites surveys and data gathering meetings. ● Determine rack usage space at each PSAP—six (6) total	Yes	

	Any recommended or remediation actions by the NG911 Service Provider shall be completed before beginning hardware installations. The NG911 Service Provider shall gather configuration and other data inputs for system design, configuration, and installation. The NG911 Service Provider shall gather this information by conducting onsite meetings within 14 business days of the Project Kickoff meeting with the County's E911 and Operation staff.		
3	SD003 Design Meetings: The NG911 Service Provider shall conduct onsite in-depth design session meetings with the County ORCAT E911 team to develop and formalize the NG911 system design.	Yes	
4	SD004 Design Specifications: SD004.a The NG911 Service Provider shall provide a design specifications document to the County. This document shall include the hardware, software, and networking	Yes	

	required to implement the design requirements along with updated architecture diagrams. This document shall be reviewed by the County and approved by the County before being implemented.		
5	SD005 Implementation Strategy: The NG911 Service Provider shall provide an implementation strategy document for each environment (Regional and Non-Regional). The implementation strategy shall include a step-by-step implementation plan with specific locations of components. The implementation strategy shall be cooperatively developed with the County. This document shall be reviewed by the County and approved by the County before being implemented.	Yes	
6	SD006 NGCS Preparation and Configuration: The NG911 Service Provider shall configure the hardware and software required for the NG911	Yes	

	System in accordance with the agreed-to design document.		
7	SD007 Engineering and Ordering of IP Circuits as Necessary: The NG911 Service Provider shall design, order, and implement IP circuits to the various required PSAPs and POIs.	Yes	
8	SD008 Procurement and Pre-configuration of Equipment to be Installed at the PSAPs: The NG911 Service Provider shall procure and pre-configure equipment to be installed at the PSAPs.	Yes	
9	SD009 Site Preparation and Circuit Delivery: The NG911 Service Provider shall prepare the site and deliver the circuits into the PSAPs.	Yes	
10	SD010 Equipment Delivery to the PSAPs:	Yes	

	The NG911 Service Provider shall be responsible for the delivery and installation of the equipment. The County is not responsible for equipment shipped to a County facility. The equipment to be installed at the PSAPs will need to be shipped to a location for the NG911 Service Provider to access and then install at each PSAP.		
11	SD011 Installation at the Regional PSAPs: The NG911 Service Provider shall install the required equipment at the Regional PSAPs.	Yes	
12	SD012 Connectivity between the PSAP and NGCS at the Regional PSAPs The NG911 Service Provider shall interconnect, configure, and test the Regional PSAP installed equipment to communicate with the NGCS data centers.	Yes	
13	SD013 Configuration of the CHE and Other	Yes	

	Interfaced Systems at the Regional PSAPs: The NG911 Service Provider shall interconnect the NG911 components to the Regional CHE that receives call data and are both configured to receive new data.		
14	SD014 Installation at the Non-Regional PSAPs: The NG911 Service Provider shall install the required equipment at the Non-Regional PSAPs.	Yes	
15	SD015 Connectivity between the PSAP and NGCS at the Non-Regional PSAPs: The NG911 Service Provider shall interconnect, configure, and test the Non-Regional PSAP installed equipment to communicate with the NGCS data centers.	Yes	
16	SD016 Configuration of the CHE and Other Interfaced Systems at	Yes	

	the Non-Regional PSAPs: The NG911 Service Provider shall interconnect the NG911 components to the Non-Regional CHE that receives call data and are both configured to receive new data.		
Testing			
1	TS001 System Testing: NG911 System Testing confirms that the new NG911 System has been installed and configured as requested by the County. This testing is performed by the NG911 Service Provider prior to the commencement of the Preliminary Acceptance Testing. The NG911 Service Provider shall provide the County with the System Test plan 60 calendar days prior to testing and written testing results within five calendar days of completion.	Yes	
2	TS002 Preliminary Acceptance Testing (PAT): Preliminary Acceptance Testing will allow the County to verify all	Yes	

	configuration requirements, interfaces, and functional specifications. Preliminary Acceptance Testing will be conducted by the County and commence immediately after installation and notification by the NG911 Service Provider that the system has successfully passed System Testing, coupled with the actual test results. The County will develop a comprehensive test plan and strategy with consultation and onsite meeting participation from the NG911 Service Provider's designated technical project lead. The NG911 Service Provider shall provide written notification that the system is ready for Preliminary Acceptance Testing. The NG911 Service Provider shall provide the onsite technical lead and project manager during the entire Preliminary Acceptance Testing-allocated time to ensure that issues are resolved in a timely manner.		
3	TS003 Provide Test Environment:	Yes	

	The NG911 Service Provider shall provide access to the NG911 System in a testing environment. This should be the actual hardware and software that is not interconnected to the live environment.	The production system can be used to direct calls to Broward County's VIPER lab system, or Motorola can provide a virtual lab environment from a cloud native instantiation of the call routing service to which Broward County's VIPER lab may connect. The cost of this dedicated lab instance will be determined during the negotiation phase.	
4	TS004 Final Acceptance Testing (FAT): Final Acceptance Testing shall be performed by NG911 Service Provider resource(s) and the County. The NG911 Service Provider shall be responsible for resolving any issues encountered during this phase. After successful Preliminary Acceptance Testing and Go-Live, the County shall conduct Final Acceptance Testing	Yes	

	alongside NG911 Service Provider personnel. Final acceptance will not be granted until the respective PSAPs operates for sixty (60) calendar days without encountering Severity Level 1-through-Level 3 events on the NG911 System. If a Severity Level-1-through-3 event occurs, the 60 calendar-day period shall restart from the successful resolution of the event.		
Go-Live and Post Go-Live			
1	GL001 Go-Live (Cut Over): GL001.a Cutover shall occur after the successful completion of Preliminary Acceptance Testing. The NG911 Service Provider technical lead and project management resources shall be onsite during this phase. The NG911 Service Provider shall provide a cutover plan (i.e., MOP) a minimum of 60 calendar days prior to the Go-Live for each PSAP to allow the County time to review and approve.	Yes	

	The plan must be a step-by-step event plan with every activity along with the expected duration of each activity. ● The NG911 Service Provider will coordinate all required parties for the cutover ● PSAP and County representatives will make the final determination to back out or tentatively accept the Go-Live. ● The County reserves the right to determine when a backout procedure is initiated.		
2	GL002 Go-Live by Environment: The NG911 Service Provider shall perform cut over for each environment (Regional and Non-Regional) separately. After the Regional PSAPs are cut over successfully, the NG911 system will be in place for a period to be determined by the County. The County will notify the NG911 Service	Yes	

	Provider when the Non-Regional PSAP cut over may occur.		
3	GL003 Post Go-Live Support: The NG911 Service Provider shall provide onsite and remote support during the post Go-Live period to meet all SLAs. For up to the first 15 business days, support shall be onsite for the Regional and Non-Regional environments. This period may restart at the discretion of the County if there are any issues during the post Go-Live period.	Yes	
Training			
1	TRN001 Train-the-Trainer Training: The NG911 Service Provider shall provide minimum three onsite train-the-trainer training sessions of up to fifteen (15) people per session on the dashboard/portal, PRF, incident reporting, ticketing tools, and other provided interfaces and applications to County staff.	Yes	

2	TRN002 Dashboard/Portal Training: The NG911 Service Provider shall provide minimum three onsite user training sessions on the dashboard/portal to County and PSAP staff.	Yes	
3	TRN003 GIS Tool Training: The NG911 Service Provider shall provide minimum one onsite training session on the GIS tools provided.	Yes	
4	TRN004 Incident Reporting and Ticketing Tool Training: The NG911 Service Provider shall provide minimum three onsite training sessions on incident reporting, the retrieval of service request data, and ticketing tools.	Yes	
5	TRN005 PRF Management Training: The NG911 Service Provider shall provide minimum two onsite	Yes	

	training sessions on PRF management.		
6	TRN006 Change Management Training: The NG911 Service Provider shall provide minimum one onsite training session on change management requests, processes, and tools, including SOI updates and ALI discrepancy procedures.	Yes	
7	TRN008 Training Materials and Curriculum: TRN008.a Training materials and curriculum shall be provided minimum 60 business days prior to the respective training.	Yes	
	Maintenance and Support Requirements		
Maintenance and Support			
1	SR-MR001 Maintain Compliance with the Current Industry Standards: As industry standards evolve, the NG911 System shall be upgraded to maintain compliance with the current version of established	Yes Motorola is deeply committed to maintaining compliance with current industry standards for Next Generation 9-1-1	

	industry standards. The NG911 System should support applicable new IP network and security industry standards within twenty-four (24) months of ratification. Compliance requirements apply to the supporting standards referenced within each standard. As updates are made to maintain compliance, the NG911 System shall not abandon services or feature functionalities in place at the time of the upgrade. The NG911 Service Provider shall uncover any performance or feature changes prior to the upgrade and report them to the County for approval. The NG911 Service Provider shall describe the process used to identify, develop, test, and implement new standard components, functions, and applications.	(NG9-1-1) systems, ensuring their solutions are consistently reliable, secure, and interoperable. Motorola's NG9-1-1 solutions, including the call routing service, are designed for full compliance with all applicable NENA standards that are considered final at the time of proposal submission, such as NENA-STA-010.3f-2021. Motorola does not use proprietary standards or protocols in its solutions, fully complying with open standards requirements. Identification of new standards is straightforward, as Motorola actively participates in NENA standards bodies and	

		industry collaboration events (ICE) to stay informed and ensure high levels of interoperability and compliance with i3 standards. Motorola had participated in all ICE events from ICE 1 to ICE 12. Motorola also engages in iCERT (Industry Council of Emergency Response Technology) working groups which allows us to guide development ahead of adoption of the standards. As new upgrades are developed, they go through rigorous testing to validate functionality and interoperability with all call handling systems that Motorola serves. Motorola's Call Routing Service employs a	

		microservices architecture, consisting of small, independent software services deployed within multiple Availability Zones across geographically diverse regions. This framework enhances agility, responsiveness, and resilience, allowing for upgrades without interrupting live call processing. Before going live with any migration or upgrade, Motorola uses the following test plans to ensure continuity of business: ● **NG9-1-1 Test Plan:** It provides an overview of testing for each interface and system component.	

		● **Functional Specification Test Plan:** This plan documents how each functional specification, including those for ESInet, NGCS, and Hosted Call Handling, will be tested. ● **Final Acceptance Test Plan (FATP):** This is the final validation of the proposed solution and includes test scenarios covering the successful implementation of the statewide ESInet, NGCS, and Hosted Call Handling. ● **30-Day Reliability Test Criteria:** This test is conducted at the completion of each phase to demonstrate the operational capability and reliability of the	

		system under live operational conditions.	
2	SR-MR003 Configuration Management: The configuration management process shall include the following: ● Frequency of scheduled software releases and the decision-making processes involved in determining what features and defect resolutions to include in a scheduled release. ● Maintenance releases and feature releases shall be provided to the County at no cost while a maintenance agreement is in place. The NG911 Service Provider shall describe the frequency of defect-resolution software releases, and the decision-making processes involved in selecting which software defects to fix. ● The NG911 Service Provider shall provide access to the defect tracking system to	Yes Motorola employs a detailed IT Infrastructure Library (ITIL)-based Change Management process for network configuration management and change management policies. This process aims to ensure standardized methods and procedures are followed for completing project changes efficiently and promptly. The primary goal is to improve service quality and reduce risk. Key aspects of Motorola's configuration and change management process include:	

	allow the County to track the progress of defect resolutions. ● The NG911 Service Provider shall provide a detailed description of the defect tracking and resolution process and provide training to County staff prior to final NG911 System acceptance. ● The NG911 Service Provider must have a procedure to manage and track changes made to the system. This is especially important when changes affect the performance of a particular device that needs to be returned to its former configuration. The configuration management procedure shall be available to maintenance personnel and County staff. The NG911 Service Provider shall describe the process used or provide example notifications and procedures.	• Agreement on Changes • Collaboration and Impact Assessment • Preventing Operational Disruption • Process Components ◦ Planned Outage Process. ◦ Unplanned Outage Process. ◦ Incident Escalation. • Service Request Coordination • Request For Change (RFC) Steps ◦ Create a service RFC. ◦ Review and assess the RFC. ◦ Develop an implementation plan for the change. ◦ Test the change. ◦ Determine a roll-back plan. ◦ Approve change. ◦ Review change performance. ◦ Close the change process. • Management of Moves, Adds,	

		Changes, and Deletions (MACD) • Maintenance Notifications • IT Service Management Tool • Continuous Improvement During the finalization process, the Project Manager will analyze each identified risk and the performance of the Risk Management process. This analysis helps identify improvements for future projects, captured as part of the "lessons learned" knowledge base. This structured approach ensures that Motorola maintains effective change management throughout the project implementation and service delivery, capturing the impact of proposed changes	

		and minimizing disruption.	
3	SR-MR006 Manage OSP Moves, Adds, and Changes: The NG911 Service Provider shall manage all adds, moves, changes, and deletions of connections to OSPs, both TDM and IP-based, in accordance with the Federal Communications Commission (FCC) Report and Order Facilitating Implementation of NG911 Services (FCC 24-178); monitor these connections; and proactively work with the respective OSPs to resolve problems as they occur. The NG911 Service Provider shall describe the process used to accomplish this requirement.	Yes As Motorola migrates OSPs off of the selective routers, Motorola will monitor activity on the legacy trunks. Once Motorola and Broward County are convinced that there is no longer any traffic on these trunks Motorola can request the decommissioning of those trunks. Motorola works closely with and track the migration status of all OSPs delivering traffic to Broward County and manage an agreed upon schedule for migrating one carrier at a time.	
4	SR-MR007 Legacy System Monitoring: After completion of Final Acceptance Testing, the legacy systems shall	Yes	

	remain in place for at least 30 additional days. The legacy systems shall be monitored from Go-Live to ensure no traffic is processed by the legacy systems. If traffic is processed by the legacy systems, the NG911 Service Provider shall troubleshoot and identify the OSP and migrate the traffic to the NG911 System, and the 30-day period will begin again.		
5	SR-MR008 Removal of Legacy Systems and Circuits (Move to Maintenance and Support): After 30 days of no traffic, the NG911 Service Provider shall manage the termination of the unused legacy systems and circuits. The NG911 Service Provider should coordinate the removal of unused equipment from the PSAPs.	Yes	
6	SR-MR010 Scheduled Maintenance: The NG911 Service Provider shall coordinate all scheduled maintenance using the change management process. This shall include: ● Scheduled downtime ● Preventative maintenance	Yes	

7	SR-MR011 Mandatory Meetings: The NG911 Service Provider shall attend the following meetings with the County in person: ● Executive Meetings – Semi-annual to review performance with the NG911 Service Provider's executive team. ● Performance Review Meetings – Monthly or quarterly to review performance.	Yes	
8	SR-MR012 GIS Maintenance: The NG911 Service Provider shall provide a method to upload regularly scheduled County GIS data updates to the NGCS with clearly documented data requirements. The NG911 Service Provider shall describe the process.	Yes The current process for uploading the County and City data to the repositories will be maintained, preserving the County's current investment in GIS data management. Motorola will provision the data from the Spatial Interface to the ECRF/LVF once it passes all validations	

		without critical errors.	
Service Level Expectations			
1	SR-SLA001 Availability: The NG911 Service Provider shall maintain 99.999% availability for all components of the NG911 System for each PSAP. Availability will be calculated by the total downtime at the PSAP divided by the total available time per month.	Yes	
2	SR-SLA002 Equipment and Support Staff Availability: The NG911 Service Provider shall maintain adequate equipment including spares, and trained staff available remotely and/or onsite as required 24/7/365 to resolve issues and failures within the response and resolution times outlined in the SLA in Tables 1 and 2 shown in Scope of Work document. The NG911 Service Provider shall list the locations where equipment and staff will be located during the terms of the contract.	Yes	
3	SR-SLA003 Response and Resolution Times:	Yes	

	SR-SLA003.a The NG911 Service Provider shall resolve all issues and failures within the agreed upon response and resolution times.		
4	SR-SLA004 Supply Chain: Due to events with the pandemic, the County seeks confirmation that any committed plan and/or schedule communicated within the NG911 Service Provider's response should be maintained regardless of supply chain impacts. The NG911 Service Provider shall describe processes put in place to limit the impact of supply chain issues.	Yes Motorola has addressed this issue previously by purchasing components in advance of orders. Currently, Motorola is not seeing supply chain issues, but Motorola will always maintain an adequate supply of components to maintain Motorola's service level. As the only on-site equipment for NGCS is High Availability SDWAN Edge Devices, as a practice, Motorola ensures a stock of enough spares for all of Motorola's customers.	

5	SR-SLA005 Reason for Outage and Root Cause Analysis (RCA): SR-SLA005.a After any issues are reported, the NG911 Service Provider shall provide a preliminary reason for outage (RFO) and restore service immediately through failover options. The final RFO/RCA report shall include detailed outage causation, callers impacted, duration of outage, date and time of the outage, and any short- and/or long-term countermeasures implemented to prevent a recurrence.	Yes	
6	SR-SLA006 RFO/RCA Follow Up: RFO/RCA reports that include any short- and/or long-term remedies, including implementation schedules, shall include follow-up reporting. The County shall be notified by the NG911 Service Provider regularly (at minimum daily or weekly until fully resolved) and as actions are completed.	Yes	
Final Acceptance Criteria			
1	FAC001 Final Acceptance: After successful Preliminary Acceptance Testing and Go-Live, the County shall conduct Final		

	Acceptance Testing alongside NG911 Service Provider personnel. Final acceptance should not be granted until the PSAPs in both Regional and Non-Regional environments operate for 60 calendar days without encountering Severity Level 1 through Level 3 events on the NG911 System. If a Severity Level 1 through Level 3 event occurs, the sixty (60) calendar-day period shall be restarted from the successful resolution of the event.		

The information on this Project Questionnaire remains subject to County review and verification during the evaluation process.

BID BOND

BY THIS BOND, we, Motorola Solutions Connectivity, Inc., as Principal ("Principal"), and Federal Insurance Company, an entity duly organized under the laws of the State of Indiana , as Surety ("Surety"), are held and firmly bound unto Broward County, Florida ("County"), in the full and just sum of **five percent (5%)** of the bid/proposal total amount, in lawful money of the United States of America, to be paid to County, to which payment will and truly to be made Principal and Surety hereby bind ourselves, our heirs, executors, administrators, successors and assignees, jointly and severally and firmly be these presents:

WHEREAS, Principal is herewith submitting a bid/proposal for Solicitation No. GEN2129421 P1 - Next Generation 911 (NG911) ("Solicitation").

NOW, THEREFORE, THE CONDITION OF THE ABOVE OBLIGATION IS SUCH, that if County accepts the bid/proposal of Principal and Principal either:

(1) enters into a contract with County in accordance with the terms of the Solicitation, and gives such bond or bonds as may be specified in the Solicitation, with good and sufficient surety, for the faithful performance of such contract and for the prompt payment of labor and materials furnished in the prosecution thereof; or

(2) pays County the difference, not to exceed the total amount of the bond, between the Principal's bid/proposal total amount and such larger amount for which County may in good faith contract with another entity to perform the work covered by such Solicitation,

THEN THIS OBLIGATION SHALL BE NULL AND VOID. However, if County accepts the bid/proposal of Principal and Principal fails to timely satisfy at least one of the two conditions stated above, then Principal and Surety, jointly and severally, shall be liable to County for the full payment of this bond, which amount shall be paid to County as liquidated damages, and not as a penalty, as a result of Principal's failure to comply with the Solicitation instructions and conditions, regardless of whether County ultimately decides to modify the Solicitation, resolicit bids, or take any other action with regard to the Solicitation.

The remedies provided herein shall not be construed as County's exclusive remedies for Principal's failure to enter into a contract with County with regard to the solicitation, but shall be deemed supplemental to all other remedies available to County at law or otherwise. No right of action shall accrue on this bond to or for the use of any person or entity other than County.

Signed, sealed and dated this 1st day of August, 2025.

ATTEST:

Corporate Secretary or other person authorized to attest

Sarah Galioto
Motorola Solutions Connectivity, Inc.
Print Name

(CORPORATE SEAL OR NOTARY)

PRINCIPAL Motorola Solutions Connectivity, Inc.

By: Tangy McGee
Authorized Signer

Tangy McGee - Executive Assistant
Print Name and Title

4 day of August, 2025

IN THE PRESENCE OF:

Signature

K. Hannigan
(Print Name)

SURETY: Federal Insurance Company

By Samantha Chierici
Agent and Attorney-in-Fact

Samantha Chierici
(Print Name)

Address: 202B Hall's Mill Road
(Street)

Whitehouse Station, NJ 08889
(City/State/Zip Code)

Telephone No.: 908-903-2000

ACKNOWLEDGEMENT BY SURETY

STATE OF ILLINOIS
COUNTY OF DuPage

On this 1st day of August 2025, before me, Tara Ann Maquinto, a Notary Public, within and for said County and State, personally appeared Samantha Chierici to me personally known to be the Attorney-in-Fact of and for Federal Insurance Company and acknowledged that she executed the said instrument as the free act and deed of said Company.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal, at my office in the aforesaid County, the day and year in this certificate first above written.

Notary Public in the State of Illinois
County of DuPage

OFFICIAL SEAL
TARA ANN MAQUINTO
NOTARY PUBLIC, STATE OF ILLINOIS
COMMISSION NO. 997198
MY COMMISSION EXPIRES SEPTEMBER 20, 2028

CHUBB®

Power of Attorney

Federal Insurance Company | Vigilant Insurance Company | Pacific Indemnity Company
Westchester Fire Insurance Company | ACE American Insurance Company

Know All by These Presents, that **FEDERAL INSURANCE COMPANY**, an Indiana corporation, **VIGILANT INSURANCE COMPANY**, a New York corporation, **PACIFIC INDEMNITY COMPANY**, a Delaware corporation, **WESTCHESTER FIRE INSURANCE COMPANY** and **ACE AMERICAN INSURANCE COMPANY** corporations of the Commonwealth of Pennsylvania, do each hereby constitute and appoint Richard Casas, Corinne Chapman, Samantha Chierici, Jessica B. Dempsey, George F. Douaire V, Derek J. Elston, Kristin L Hannigan, Jennifer L. Jakaitis, Victoria Johnson, Nicholas Kertesz, Judith A. Lucky-Eftimov, Tara A. Maquinto, Robert Nachreiner, Roger Paraison, Bartlomiej Siepierski, Jean Torres, Aerie Walton, Susan A. Welsh, Sandra M. Winsted and Dartonya Wright of Chicago, Illinois --------

each as their true and lawful Attorney-in-Fact to execute under such designation in their names and to affix their corporate seals to and deliver for and on their behalf as surety thereon or otherwise, bonds and undertakings and other writings obligatory in the nature thereof (other than bail bonds) given or executed in the course of business, and any instruments amending or altering the same, and consents to the modification or alteration of any instrument referred to in said bonds or obligations.

In Witness Whereof, said **FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY** and **ACE AMERICAN INSURANCE COMPANY** have each executed and attested these presents and affixed their corporate seals on this **11th** day of **June, 2025.**

Rupert HD Swindells, Assistant Secretary

Stephen M. Haney, Vice President

STATE OF NEW JERSEY
County of Hunterdon ss.

On this **11th** day of **June , 2025** before me, a Notary Public of New Jersey, personally came Rupert HD Swindells and Stephen M. Haney, to me known to be Assistant Secretary and Vice President, respectively, of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY, the companies which executed the foregoing Power of Attorney, and the said Rupert HD Swindells and Stephen M. Haney, being by me duly sworn, severally and each for himself did depose and say that they are Assistant Secretary and Vice President, respectively, of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY and know the corporate seals thereof, that the seals affixed to the foregoing Power of Attorney are such corporate seals and were thereto affixed by authority of said Companies; and that their signatures as such officers were duly affixed and subscribed by like authority.

Notarial Seal

Stacy J Loftin
NOTARY PUBLIC OF NEW JERSEY
No. 50175208
COMMISSION EXPIRES OCT 15, 2026

Notary Public

CERTIFICATION

Resolutions adopted by the Boards of Directors of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY on August 30, 2016; WESTCHESTER FIRE INSURANCE COMPANY on December 11, 2006; and ACE AMERICAN INSURANCE COMPANY on March 20, 2009:

"RESOLVED, that the following authorizations relate to the execution, for and on behalf of the Company, of bonds, undertakings, recognizances, contracts and other written commitments of the Company entered into in the ordinary course of business (each a "Written Commitment"):

(1) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized to execute any Written Commitment for and on behalf of the Company, under the seal of the Company or otherwise.

(2) Each duly appointed attorney-in-fact of the Company is hereby authorized to execute any Written Commitment for and on behalf of the Company, under the seal of the Company or otherwise, to the extent that such action is authorized by the grant of powers provided for in such person's written appointment as such attorney-in-fact.

(3) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized, for and on behalf of the Company, to appoint in writing any person the attorney-in-fact of the Company with full power and authority to execute, for and on behalf of the Company, under the seal of the Company or otherwise, such Written Commitments of the Company as may be specified in such written appointment, which specification may be by general type or class of Written Commitments or by specification of one or more particular Written Commitments.

(4) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized, for and on behalf of the Company, to delegate in writing to any other officer of the Company the authority to execute, for and on behalf of the Company, under the Company's seal or otherwise, such Written Commitments of the Company as are specified in such written delegation, which specification may be by general type or class of Written Commitments or by specification of one or more particular Written Commitments.

(5) The signature of any officer or other person executing any Written Commitment or appointment or delegation pursuant to this Resolution, and the seal of the Company, may be affixed by facsimile on such Written Commitment or written appointment or delegation.

FURTHER RESOLVED, that the foregoing Resolution shall not be deemed to be an exclusive statement of the powers and authority of officers, employees and other persons to act for and on behalf of the Company, and such Resolution shall not limit or otherwise affect the exercise of any such power or authority otherwise validly granted or vested."

I, Rupert HD Swindells, Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY (the "Companies") do hereby certify that

(i) the foregoing Resolutions adopted by the Board of Directors of the Companies are true, correct and in full force and effect,
(ii) the foregoing Power of Attorney is true, correct and in full force and effect.

Given under my hand and seals of said Companies at Whitehouse Station, NJ, this August 1, 2025

Rupert HD Swindells, Assistant Secretary

IN THE EVENT YOU WISH TO VERIFY THE AUTHENTICITY OF THIS BOND OR NOTIFY US OF ANY OTHER MATTER, PLEASE CONTACT US AT:
Telephone (908) 903-3493 Fax (908) 903-3656 e-mail: surety@chubb.com

VENDOR QUESTIONNAIRE AND STANDARD CERTIFICATIONS
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

The completed form, including standard certifications, should be submitted with the solicitation response. If a response requires additional information, the Vendor should upload a written detailed response with submittal; each response should be labeled to match the question number.

If not submitted with solicitation response, it must be submitted within three business days after County's written request. Failure to timely submit may affect Vendor's evaluation.

1. Legal business name: Motorola Solutions Connectivity, Inc.
2. Doing Business As/Fictitious Name (if applicable): Motorola
3. Federal Employer I.D. No. (FEIN): 95-2580952
4. Dun and Bradstreet No.: 00132-5463.
5. Website address (if applicable): www.motorolasolutions.com
6. Principal place of business address: 500 W Monroe St. Chicago, IL 60661
7. Office location responsible for this project: 8000 West Sunrise Blvd. Plantation, FL 33322.
8. Telephone No.: 654 736 9056. Fax No.: NA
9. Generic e-mail for purchase orders: m.tellez@motorolasolutions.com.
   (Broward County auto distributes purchase orders; to ensure Vendor receives purchase orders, a company accessible e-mail address is suggested.)
10. Type of business (check appropriate box):
    - ☒ Corporation (specify the state of incorporation) Delaware
    - ☐ Sole Proprietor
    - ☐ Limited Liability Company (LLC)
    - ☐ Limited Partnership
    - ☐ General Partnership
    - ☐ Other – Specify: Click or tap here to enter text.
11. Authorized Contact(s):

Name: Marcela Tellez	Name: Click or tap here to enter text.
Title: Sr. Account Manager	Title: Click or tap here to enter text.
E-mail: mtellez@motorolasolutions.cm	E-mail: Click or tap here to enter text.
Telephone No.: 954.723.6430	Telephone No.: Click or tap here to enter text.

12. List name and title of each principal, owner, officer, and majority shareholder:

a) Greg Brown Chairman and Chief Executive Officer.	d) Click or tap here to enter text.
b) Jack Molloy Exec. VP and Chief Operating Officer	e) Click or tap here to enter text.
c) Jason Winkler Exec VP and Chief Financial Officer	f) Click or tap here to enter text.

For Questions 13 – 19, if any answer is "Yes", specify details in an attached written response with submittal; each response should be labeled to match the question number.

13. Is Vendor or any of its principals or officers currently a principal or officer of another organization?
☐ Yes ☒ No

14. Has Vendor, or any of its principals, officers, or predecessor organization(s), been debarred or suspended by any government entity within the last three years? ☐ Yes ☒ No

15. Has Vendor ever failed to complete any services and/or delivery of products during the last three years?
☐ Yes ☒ No

16. Have any voluntary or involuntary bankruptcy petitions been filed by or against Vendor, its parent or subsidiaries or predecessor organizations during the last three years? ☐ Yes ☒ No

17. Has Vendor's surety ever intervened to assist in the completion of a contract or have Performance and/or Payment Bond claims been made to Vendor's or its predecessor's sureties during the last three years?
☐ Yes ☒ No

18. Has Vendor ever failed to complete any services and/or delivery of products during the last three years?
☐ Yes ☒ No

19. Has Vendor been terminated from a contract within the last three years? ☐ Yes ☒ No

20. Participation in Solicitation Development: By submission of this solicitation response, the Vendor certifies as follows (select one):

    ☒ I have not participated in the preparation or drafting of any language, scope, or specification that would provide my firm or any affiliate an unfair advantage of securing this solicitation.

    ☐ I have provided information regarding the specifications and/or products listed in this solicitation. If this box is checked, provide the following:

        Name of Person the information was provided to: Click or tap here to enter text.
        Title: Click or tap here to enter text.
        Date information provided: Click or tap here to enter text.
        For what purpose was the information provided? Click or tap here to enter text.

Standard Certifications:

Drug-Free Workplace Certification
In accordance with Section 287.087, Florida Statutes, whenever two or more submittals are tied, a submittal received from a Vendor that certifies it has implemented a drug-free workplace program shall be given preference in the award process.

The Vendor hereby certifies that: (only if Vendor is certifying it currently complies, check box)

- ☒ The Vendor hereby certifies that it has established a drug-free workplace program in accordance with the requirements of Section 287.087, Florida Statutes, ("Preference to businesses with drug-free workplace programs.")

Non-Collusion Certification
Vendor shall disclose, to their best knowledge, any Broward County officer or employee, or any relative of any such officer or employee as defined in Section 112.3135 (1) (c), Florida Statutes, who is an officer or director of, or has a material interest in, the Vendor's business, who is in a position to influence this procurement. Any Broward County officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement. Failure of a Vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the Broward County Procurement Code.

The Vendor hereby certifies that: (select one)

- ☒ The Vendor certifies that this offer is made independently and free from collusion; or

- ☐ The Vendor is disclosing names of officers or employees who have a material interest in this procurement and is in a position to influence this procurement. Vendor must include a list of name(s), and relationship(s) with its submittal.

Public Entities Crimes Certification
In accordance with Public Entity Crimes, Section 287.133, Florida Statutes, a person or affiliate placed on the convicted vendor list following a conviction for a public entity crime may not submit on a contract: to provide any goods or services; for construction or repair of a public building or public work; for leases of real property to a public entity; and may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in s. 287.017 for Category Two for a period of 36 months following the date of being placed on the convicted vendor list.

The Vendor hereby certifies that: (check box)

- ☒ The Vendor certifies that no person or affiliates of the Vendor are currently on the convicted vendor list and/or has not been found to commit a public entity crime, as described in the statutes.

VENDOR QUESTIONNAIRE AND STANDARD CERTIFICATIONS
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

Scrutinized Companies List Certification
Pursuant to Section 287.135, Florida Statutes, any company or other entity on the **Scrutinized Companies with Activities in Sudan List**, the **Scrutinized Companies with Activities in Iran Terrorism Sectors List**, or the **Scrutinized Companies or Other Entities that Boycott Israel List**, are prohibited from bidding on, submitting a proposal for, or entering into or renewing a contract with an agency or local governmental entity for goods or services of (a) $100,000 or more if, at the time of bidding on, submitting a proposal for, or entering into or renewing such contract, the company or other entity is on the Scrutinized Companies or Other Entities that Boycott Israel List, created pursuant to Section 215.4725, Florida Statutes, or is engaged in a boycott of Israel; or (b) $1,000,000 or more if, at the time of bidding on, submitting a proposal for, or entering into or renewing such contract, the company or other entity is on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in Iran Terrorism Sectors List, created pursuant to Section 215.473, Florida Statutes; or is engaged in business operations in Cuba or Syria.

The Vendor hereby certifies that: (check each box)

- ☒ The company or other entity is aware of the above cited requirements of Sections 287.135215.473, and 215.4725, Florida Statutes, regarding the above cited lists; and
- ☒ The company or other entity is eligible to participate in this solicitation and are not listed on the cited lists above; and
- ☒ If awarded the Contract, the company or other entity will immediately notify the County in writing if it is placed on the above cited lists.

I hereby certify the information provided in this Vendor Questionnaire and Standard Certifications is true and correct*:

Vendor Name: Motorola Solutions Connectivity, Inc.

Signature:

Printed Name: Danny Sanchez

Title: VP MSSSI and Director of Sales

Date: August 22, 2025

* I certify that I am authorized to sign this solicitation response on behalf of the Vendor as indicated in Certificate as to Corporate Principal, designation letter by Director/Corporate Officer, or other business authorization to bind on behalf of the Vendor. As the Vendor's authorized representative, I attest that any and all statements, oral, written or otherwise, made in support of the Vendor's response, are accurate, true and correct. I also acknowledge that inaccurate, untruthful, or incorrect statements made in support of the Vendor's response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to PART XI of the Broward County Procurement Code. I certify that the Vendor's response is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a response for the same items/services, and is in all respects fair and without collusion or fraud. I also certify that the Vendor agrees to abide by all terms and conditions of this solicitation, acknowledge and accept all of the solicitation pages as well as any special instructions sheet(s).

Form Date 7/1/25

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)		
Reference For (hereinafter, "Vendor"):	Motorola Solutions Connectivity, Inc.	
Reference Date:	July 28, 2025	
Organization/Firm Providing Reference:	Utah Communications Authority	
Contact Name:	Melanie Crittenden/Tina Mathieu	
Contact Title:	911 SME/Executive Director	
Contact Email:	mcrittenden@uca911.org / tmathieu@uca911.org	
Contact Phone:	435-640-3882 // 801-548-3551	
Name of Referenced Project:	Utah Next Generation 9-1-1(NG9-1-1) Emergency Services Internet Protocol Network (ESInet), NG9-1-1 Core Services (NGCS), and Call Handling Solution	
Contract Number:	CO20022	
Date Range of Services Provided:	Start Date:6/19/2020	End Date:6/30/2030 (with the option to extend for a final 5-year term to expire 6/30/2035)
Project Amount:	$6,700,000.00 (non-reoccurring costs for project implementation); $360,000 monthly reoccurring charges for managed services (first 5 years).	
Vendor's Role in Project:	● Prime	☐ Subconsultant/Subcontractor
Would you use this Vendor again?	● Yes	☐ No

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)

Project Implementation: a cost-effective, hosted/managed services and equipment solution to provide a National Emergency Number Association ("NENA") i3-compliant, Next Generation 9-1-1 ("NG911") network and emergency call answering system interconnecting Public Safety Answering Points ("PSAPs") and Dispatch Centers across Utah.
SaaS contract: Motorola Solutions provides a Utah Program Manager and two dedicated technicians to maintain twenty-seven PSAPs and four Dispatch Centers. Motorola Solutions is also responsible for maintenance, equipment replacements, refreshes, NG Core Services, and anything that pertains to the NG911 solution statewide.

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	●	☐
Accuracy:	☐	☐	●	☐
Deliverables:	☐	●	☐	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	●	☐
Professionalism:	☐	☐	●	☐
Turnover:	☐	●	☐	☐
Timeliness of:				
Project:	☐	●	☐	☐
Deliverables:	☐	●	☐	☐
Project completed within budget:	☐	☐	●	☐
Cooperation with:				
Your Firm:	☐	☐	●	☐
Subcontractor(s)/Subconsultant(s):	☐	●	☐	☐

Regulatory Agency(ies):	☐	☐	☐	●

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via: ☐ Email ☐ Verbal	Verified by:		Division:	
			Date:	

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)				
Reference For (hereinafter, "Vendor"):	Motorola Solutions Connectivity, Inc.			
Reference Date:	7/29/25			
Organization/Firm Providing Reference:	Las Vegas Metropolitan Police Department			
Contact Name:	Rich Hoggan			
Contact Title:	Chief Financial Officer			
Contact Email:	R7662h@lvmpd.com			
Contact Phone:	(702) 828-1365			
Name of Referenced Project:	Next Gen Core Services			
Contract Number:				
Date Range of Services Provided:	Start Date: 5/2/24		End Date: 5/2/29	
Project Amount:	$11,959,455			
Vendor's Role in Project:	XPrime	☐ Subconsultant/Subcontractor		
Would you use this Vendor again?	XYes	☐ No		
If you answered no to the question above, please specify below: (attach additional sheet if needed)				
Description of services provided by Vendor, please specify below: (attach additional sheet if needed) Vendor transitioned a large PSAP to Next Gen Core Services. In addition, Motorola provides CAD/RMS, Vesta 911 Call Handling, the P25 radio network, as well as APXNext radios.				

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	X	☐
Accuracy:	☐	☐	X	☐
Deliverables:	☐	☐	X	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	X	☐
Professionalism:	☐	☐	X	☐
Turnover:	☐	☐	X	☐
Timeliness of:				
Project:	☐	☐	X	☐
Deliverables:	☐	☐	X	☐
Project completed within budget:	☐	☐	X	☐
Cooperation with:				
Your Firm:	☐	☐	X	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	X	☐
Regulatory Agency(ies):	☐	☐	X	☐

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via: ☐ Email ☐ Verbal	Verified by:		Division:	
			Date:	

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)				
Reference For (hereinafter, "Vendor"):	Motorola Solutions Connectivity Inc.			
Reference Date:	2025-07-25			
Organization/Firm Providing Reference:	Lee County E911 (Lee County, FL)			
Contact Name:	JC Meyer			
Contact Title:	Manager, Technology Services			
Contact Email:	jmeyer@leegov.com			
Contact Phone:	239-839-2231			
Name of Referenced Project:	NGCS			
Contract Number:	PB230373DWJ			
Date Range of Services Provided:	Start Date: October 1, 2024	End Date: September 30, 2029		
Project Amount:	$6,038,140.00			
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor		
Would you use this Vendor again?	☒ Yes	☐ No		
If you answered no to the question above, please specify below: (attach additional sheet if needed)				
Description of services provided by Vendor, please specify below: (attach additional sheet if needed): 9-1-1 Geospatial Call Routing, ECR/LVF Service, i3 Logging Service, 9-1-1 Network Elements, Location Database				

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☐	☒	☐
Timeliness of:				
Project:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☒	☐
Regulatory Agency(ies):	☐	☐	☒	☐

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via: ☐ Email ☐ Verbal	Verified by:		Division:	
			Date:	

BROWARD COUNTY FLORIDA

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)				
Reference For (hereinafter, "Vendor"):	Motorola Solutions Connectivity Inc.			
Reference Date:	July 17 2025			
Organization/Firm Providing Reference:	City of Baltimore			
Contact Name:	Tenea Reddick			
Contact Title:	911 Director			
Contact Email:	tenea.reddick@baltimorecity.gov			
Contact Phone:	443 240 1865			
Name of Referenced Project:	ESINET NextGen			
Contract Number:	06000-RQ-005130 motorola			
Date Range of Services Provided:	Start Date: June 2024		End Date: June 2030	
Project Amount:	$6,689,576.17			
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor		
Would you use this Vendor again?	☒ Yes	☐ No		
If you answered no to the question above, please specify below: (attach additional sheet if needed)				
Description of services provided by Vendor, please specify below: (attach additional sheet if needed) NextGen Core Services (NGCS) Emergency Services Internet Protocol Network (ESInet) Regulatory Geos, Text-to-911 Services, Ecalls, MIS DASHBOARD, GEOSpatial, (SEE ATTACHED SHEET)				

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☑	☐
Accuracy:	☐	☐	☑	☐
Deliverables:	☐	☐	☑	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☑	☐
Professionalism:	☐	☐	☑	☐
Turnover:	☐	☐	☑	☐
Timeliness of:				
Project:	☐	☐	☑	☐
Deliverables:	☐	☐	☑	☐
Project completed within budget:	☐	☐	☑	☐
Cooperation with:				
Your Firm:	☐	☐	☑	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☑	☐
Regulatory Agency(ies):	☐	☐	☑	☐

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via: ☐ Email ☐ Verbal	Verified by:		Division:	
			Date:	

Vesta Solutions Service Order Agreement No. 1

1. TERM OF SERVICE ORDER AGREEMENT

This Vesta Solutions Service Order Agreement ("SOA") shall commence on _____, 2022 (the "SOA Effective Date") and terminate 5 years after the Services Commencement Date (the "Initial Term"), unless earlier terminated in accordance with the provisions of the Master Service Agreement dated of even date herewith, by and between the parties hereto (hereafter the "MSA").

2. DEFINITIONS

Capitalized terms used, but not defined in this SOA are defined elsewhere in the SOA, MSA or Applicable Tariff.

"**Applicable Tariffs**" consist of the standard Vesta Solutions service descriptions, pricing and other provisions filed by Vesta Solutions or any of its Affiliates with the appropriate state regulatory commission having jurisdiction respecting a Service, as revised by Vesta Solutions from time to time. In the event an Applicable Tariff is withdrawn by Vesta Solutions or tariffing is no longer permitted or required by the appropriate state regulatory commission, references to the Applicable Tariff shall be deemed to refer to the corresponding state allowed named document for the services offered herein.

"**Individual Case Basis**" (ICB) means a service arrangement in which the regulations, rates, charges and other terms and conditions are developed based on the specific circumstances of the case. Vesta Solutions may or may not have an equivalent service in the price list for which there is a rate, and the quoted ICB rates may be different than the price list rates. ICB must be provided under contract to a customer and the contract filed (under seal) with the Commission, upon request. All customers have nondiscriminatory access to requesting the service under an ICB rate. Recurring and non-recurring charges for all services provided pursuant to this price list may be individualized for a particular Customer based on the need to respond to a unique service application and/or market condition. All services will be offered on the same basis to any other Customer, which has the same service specifications and market conditions.

3. SERVICES

Vesta Solutions will provide the services to Customer under this SOA as selected below ("Services"), and as further provided in Attachment 2, attached hereto and incorporated herein ("Proposal").

3.1 REGULATED SERVICES

Regulated services may be ordered as provided below ("Regulated Services"). Pricing, service descriptions and other provisions relating to the Services will be set forth in this SOA, the MSA, and the Applicable Tariffs.

A. VESTA® ROUTER SERVICE - TRANSITIONAL
(INDICATE SELECTION BY CHECKING BOX)

- ☐ **9-1-1 Tabular Routing + 9-1-1 ANI**
- ☐ **9-1-1 ALI Database (DB) Services + DB Management**
- ☒ **9-1-1 Network Elements**

B. VESTA® ROUTER SERVICE – GEOSPATIAL
(INDICATE SELECTION BY CHECKING BOX)

- ☒ **i3 Geospatial Routing**
- ☒ **ECRF/LVF Service**
- ☒ **i3 Logging Service**
- ☒ **9-1-1 Network Elements**
- ☒ **Location Database (LDB)**

C. VESTA® 9-1-1 AS A SERVICE – REGULATED SERVICES
(ONLY APPLIES IF MPLS CIRCUITS ARE BEING PURCHASED)

- ☐ **MPLS Circuits**

3.2 OPTIONAL SERVICES

Optional Services are services that are not regulated by a state regulatory commission, and are not included in the Applicable Tariffs ("Optional Services"). Optional Services may be ordered by selecting below and are further described in the Proposal.

- ☒ **Text-to-9-1-1 Delivery Service**
- ☐ **VESTA® 9-1-1 as a Service**

3.3 SERVICES COMMENCEMENT DATE

Regulated Services that are selected shall commence on a date to be mutually agreed upon between Vesta Solutions and Customer by execution of a written amendment hereto ("Regulated Services Commencement Date"). Optional Services that are selected shall commence on a date to be mutually agreed upon between Vesta Solutions and Customer by execution of a written amendment hereto ("Optional Services Commencement Date"). Regulated Services Commencement Date and Optional Services Commencement Date are referred to herein, collectively as "Services Commencement Date." The rates and charges for Services will be effective on the Services Commencement Date. Upon completion of the term of this SOA and any extensions thereof, and until a new SOA has been executed between the parties, the monthly recurring charges and term shown herein shall be as follows:

(a) for Regulated Services, the monthly recurring charges will convert to the Applicable Tariff rate and term therein; (b) for Optional Services, the monthly recurring charges shall be the greater of: (i) the monthly recurring charge provided in the table below; or (ii) the monthly recurring charge as adjusted by the annual rate of the Consumer Price Index published by the U.S. Department of Labor, Bureau of Labor Statistics, commonly known as the "Consumer Price Index for all Urban Consumers" for the immediately preceding twelve (12) month period, and the term shall automatically extend in one (1) year successive terms.

4. PRICING

The rates and charges provided herein for Services are further described in the Pricing Schedule, attached hereto and incorporated herein as Attachment 1. Regulated Services are priced pursuant to the Applicable Tariff rates and/or pursuant to an

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Individual Case Basis arrangement. Optional Services are priced pursuant to the Proposal.

4.1 NON-RECURRING CHARGES (NRC) AND/OR ADVANCE PAYMENTS

Non-recurring charges and/or advance payments may be required in order to provision the Services. A schedule of non-recurring charges and/or advance payment amounts and events when such charges and/or amounts are due are provided in the Pricing Schedule. Vesta Solutions shall provide an invoice to Customer upon occurrence of each event. Any non-recurring charges set forth in the Pricing Schedule are non-refundable.

4.2 MONTHLY RECURRING CHARGES

Monthly recurring charges for the Services are provided in the Pricing Schedule. Additional charges may be rendered by other local exchange carriers in connection with the provisioning of 9-1-1 Emergency Service to the Customer.

Persons Served is calculated by taking the most recent county population as estimated by the U.S. Census Bureau data (https://www.census.gov/programs-surveys/popest/data/tables.2019.html). PSAPs that serve an area that crosses county boundaries, or encompasses only a portion of a county, the number of persons served will be determined on a case-by-case basis. The number of persons served is subject to annual review and sizing using the most recent U.S. Census Bureau data.

5. INVOICING AND PAYMENT

Except as otherwise provided in the Proposal, invoicing and payments shall be made as set forth below. For Regulated Services, if no invoicing or payment terms are provided, then the Applicable Tariff applies.

For non-recurring charges and/or advance payments, Vesta Solutions shall invoice the Customer upon completion of each milestone. For monthly recurring charges, Vesta Solutions shall invoice the charges for the Services in advance based upon the Services Commencement Date, and at the beginning of each subsequent month thereafter. In the event that the Services Commencement Date does not coincide with the beginning of a month, such month shall be prorated based on a thirty day calendar month. Payment is due thirty (30) days net from the date of invoice.

Customer may prepay any non-recurring and monthly recurring charges. All amounts provided herein are exclusive of any taxes, duties, levies, fees, or similar charges imposed by a third party other than Vesta Solutions.

Unless otherwise specified on the particular invoice, all payments shall be due and payable in U.S. Dollars. A maximum late payment charge of 1.5% per month applies to all billed balances that are not paid by the billing date shown on the next bill beginning from the date first due until paid in full.

6. GOVERNMENTAL/OTHER CHARGES

As further described in Section 5 of the MSA, regardless of any stabilization of rates or charges that may appear in this SOA, Vesta Solutions reserves the right to increase charges as a result of: (i) expenses incurred by Vesta Solutions reasonably relating to regulatory assessments stemming from an order, rule or regulation of the Federal Communications Commission or other regulatory authority or court having competent jurisdiction (including but not limited to payphone, PICC and USF related expenses and E9-1-1 and deaf relay charges); or (ii) the price or availability of network elements used in the provision of the Services, amounts other carriers are required to pay to Vesta Solutions or the amount Vesta Solutions is required to pay to other carriers in connection with the provision of the Services to Customer under this SOA.

7. COMMISSION JURISDICTION

If an ICB is subject to the jurisdiction of a regulatory commission, each such ICB will be subject to changes or modifications as the controlling commission may direct from time to time in the exercise of its jurisdiction. Therefore, for this purpose, each such ICB will be deemed to be a separate agreement with respect to the Services offered in a particular jurisdiction.

8. ORDER OF PRECEDENCE

This SOA is made pursuant to and is governed by the MSA. Customer and Vesta Solutions acknowledge and agree that in the event of a conflict between any provisions of this SOA, the MSA and any other ancillary document or agreement related to this SOA, the order of precedence shall be: this SOA, the SOA attachments (if applicable), the MSA, MSA exhibits, and then ancillary documents.

CUSTOMER

Print Name: _____

Signed: _____

Title: _____ **Date:** _____

VESTA SOLUTIONS, INC.

Signed: _____

Print Name: _____

Title: _____ **Date:** _____

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VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)				
Reference For (hereinafter, "Vendor"):	Motorola Solutions Connectivity Inc.			
Reference Date:	7/22/2025			
Organization/Firm Providing Reference:	State of New Mexico, Department of Finance and Administration, 911 Bureau			
Contact Name:	Stephen Weinkauf			
Contact Title:	NM911 Bureau Chief			
Contact Email:	Stephen.weinkauf@dfa.nm.gov			
Contact Phone:	505-660-3637			
Name of Referenced Project:	NM911 Implementation and Transition to Next Generation 911			
Contract Number:	24-341-8030-00001			
Date Range of Services Provided:	Start Date: 7/10/2023	End Date: 7/10/2027		
Project Amount:	$15,715,651.65			
Vendor's Role in Project:	X Prime	☐ Subconsultant/Subcontractor		
Would you use this Vendor again?	X Yes	☐ No		
If you answered no to the question above, please specify below: (attach additional sheet if needed)				
Description of services provided by Vendor, please specify below: (attach additional sheet if needed) The implementation of a standards-compliant Emergency Services IP Network (ESInet) and Next Generation Core Services (NGCS) to transition from the current legacy E-911 environment to a statewide interoperable Next Generation 911 (NG911) solution. The Contractor will provide ESInet and NGCS as a service, a single System Service Provider (SSP). The awarded SSP Contractor may integrate services from multiple subcontractors to configure a solution that meets the requirements in the Request For Proposal (RFP). The Contractor will be the prime contractor accountable and responsible for delivery of all 9-1-1 traffic from ingress to the ESInet, through the NGCS platform, to the egress point of the traffic. The Contractor will supply the operational oversight and assume accountability for any subcontractors, suppliers, and any other resource used within their NG9-1-1 service configuration.				
Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☐x	☐
Accuracy:	☐	☐x	☐	☐
Deliverables:	☐	☐x	☐	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☐x	☐
Professionalism:	☐	☐	☐x	☐
Turnover:	☐	☐	☐x	☐
Timeliness of:				
Project:	☐	☐x	☐	☐
Deliverables:	☐	☐	☐x	☐
Project completed within budget:	☐	☐	☐x	☐
Cooperation with:				
Your Firm:	☐	☐	☐x	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☐x	☐
Regulatory Agency(ies):	☐	☐	☐x	☐

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.				
*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****				
Verified via: ☐ Email ☐ Verbal	Verified by:		Division:	
			Date:	

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)				
Reference For (hereinafter, "Vendor"):	Motorola Solutions Connectivity, Inc.			
Reference Date:				
Organization/Firm Providing Reference:	Greater Harris County 9-1-1, TX			
Contact Name:	Roger Hauck			
Contact Title:	9-1-1 Services Officer			
Contact Email:	rhauck@911.org			
Contact Phone:	(281) 949-5518			
Name of Referenced Project:	Greater Harris County, TX VESTA Router Service			
Contract Number:	USTX20D054			
Date Range of Services Provided:	Start Date: 8/2/16	End Date: Ongoing		
Project Amount:	Renewal term - $20,546,239			
Vendor's Role in Project:	☒Prime	☐ Subconsultant/Subcontractor		
Would you use this Vendor again?	X Yes	☐ No		
If you answered no to the question above, please specify below: (attach additional sheet if needed)				
Description of services provided by Vendor, please specify below: (attach additional sheet if needed)				

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	x	☐
Accuracy:	☐	☐	x	☐
Deliverables:	☐	x	☐	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	x	☐
Professionalism:	☐	☐	x	☐
Turnover:	☐	☐	☐	☐
Timeliness of:				
Project:	☐	x	☐	☐
Deliverables:	☐	x	☐	☐
Project completed within budget:	☐	☐	x	☐
Cooperation with:				
Your Firm:	☐	☐	x	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	x	☐
Regulatory Agency(ies):	☐	x	☐	☐

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via: ☐ Email ☐ Verbal	Verified by:		Division:	
			Date:	

Responses

Success: All data is valid!

Status	Bid/No Bid Decision	#	Item	Item Description	Quantity Required	Unit of Measure	Unit Price (Numeric)	Total Cost
Network - Pricing provided shall include all non-recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.								
Success: All values provided	Bid	#1-1	**Primary Connectivity to PSAPs**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide primary connectivity to the Regional and Non Regional Public Safety Answering Points (PSAPs) through Load Balancers.	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#1-2	**Secondary Connectivity to each environment**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide secondary connectivity to the Regional and Non Regional PSAP Environment through the VIPER Servers.	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#1-3	**Tertiary Connectivity to PSAPs**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide tertiary connectivity to the Regional and Non-Regional PSAPs through various options available (e.g. Non Terrestrial - Satellite, FirstNet, etc.).	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#1-4	**Connectivity to other networks (within Neighboring Counties)**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide connectivity to other networks through Network to Network Interfaces for NG911 systems and Legacy Systems.	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#1-5	**OSP in county POI Connectivity**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide OSP connectivity to POIs within Broward County.	1	Lumpsum	$ 0.00	$ 0.00
Basket Total								**$ 0.00**
NG911 Services - Pricing provided shall include all non-recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.								
Success: All values provided	Bid	#2-1	**Next Generation Core Services Configuration**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Next Generation Core Services as a part of the collection and configuration of all NGCS NENA i3 Core Functions including normal, business continuity, failover, and alternate call routing.	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#2-2	**NGCS Build Out - Call Ingress**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide NGCS Call Ingress Build Out Components used to receive calls from the OSPs such as BCF, POI, LNG, LSRG, etc.	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#2-3	**NGCS Build Out - Call Processing**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide NGCS Call Processing Build Out Components used to process calls in the NGCS such as ESRP, ECRF, PRF, etc.	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#2-4	**NGCS Build Out - Call Egress**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide NGCS Call Egress Build Out Components use to deliver calls to the PSAPs such as BCF, LPG, etc.	1	Lumpsum	$ 0.00	$ 0.00

Success: All values provided	Bid	#2-5	NGCS Build Out - Data Systems	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide NGCS Data Systems Build Out Components used to collect, process, store and use NG911 data such as SI, LVF,GIS validation tools, GIS repository integration etc.	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#2-6	Real Time Text and SMS Text to 911 Delivery	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Transitional costs for Real Time Text and SMS Text to 911 delivery that is expected to be eliminated with OSP Phase 2 migration.	1	Lumpsum	$ 83,491.00	$ 83,491.00
Basket Total								$ 83,491.00

Professional Services - Pricing provided shall include all non-recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#3-1	Training	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Training as indicated in sections TRN001-TRN012.	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#3-2	Onsite technical support for installation test, go live and post go live	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Onsite technical support for installation test, go live and post go live.	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#3-3	Project Management and Senior Technical Support	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide all Project Management and Technical Support onsite resources for the project kickoff, design sessions, all phases of testing, project implementation, and up to 20 business days per environment for post go	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#3-4	Integration / Coordination Services with OSPs, CHE, other service providers	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Integration/Coordination Services with OSPs, CHE, other service providers.	1	Lumpsum	$ 0.00	$ 0.00
Success: All values provided	Bid	#3-5	Design Sessions to include up to 6 onsite 3 hour sessions	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Design Sessions to include up to 6 onsite 3 hour sessions.	1	Lumpsum	$ 0.00	$ 0.00
Basket Total								$ 0.00

Year 1 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#4-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide Ongoing Hosting during Post Implementation. Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance for all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	$ 101,120.00	$ 1,213,440.00
Success: All values provided	Bid	#4-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide Primary Connectivity to the PSAPs. Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance of all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	$ 10,490.00	$ 125,880.00
Success: All values provided	Bid	#4-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide Secondary Connectivity to each environment. Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance of all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	$ 6,713.00	$ 80,556.00

Success: All values provided	Bid	#4-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide Tertiary Connectivity to the Regional and Non-Regional PSAPs through various options available (e.g. Non Terrestrial - Satellite, FirstNet, etc.). Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance of all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	$ 1,888.00	$ 22,656.00
Success: All values provided	Bid	#4-5	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide OSP connectivity to POIs within Broward County. Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance of all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	$ 0.00	$ 0.00
Success: All values provided	Bid	#4-6	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide OSP connectivity to POIs within Broward County. Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance of all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	$ 0.00	$ 0.00
Basket Total								$ 1,442,532.00

Year 2 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#5-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide Ongoing Hosting during Post Implementation.	12	Month	$ 101,120.00	$ 1,213,440.00
Success: All values provided	Bid	#5-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide Primary Connectivity to the PSAPs.	12	Month	$ 10,490.00	$ 125,880.00
Success: All values provided	Bid	#5-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide Secondary Connectivity to each environment.	12	Month	$ 6,713.00	$ 80,556.00
Success: All values provided	Bid	#5-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide Tertiary Connectivity to PSAPs.	12	Month	$ 1,888.00	$ 22,656.00
Success: All values provided	Bid	#5-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide Connectivity to other networks (within neighboring counties).	12	Month	$ 0.00	$ 0.00
Success: All values provided	Bid	#5-6	OSP in county POI Connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide OSP connectivity to POIs within Broward County.	12	Month	$ 0.00	$ 0.00
Basket Total								$ 1,442,532.00

Year 3 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#6-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide Ongoing Hosting during Post Implementation.	12	Month	$ 101,120.00	$ 1,213,440.00
Success: All values provided	Bid	#6-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide Primary Connectivity to the PSAPs.	12	Month	$ 10,490.00	$ 125,880.00

Success: All values provided	Bid	#6-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide Secondary Connectivity to each environment.	12	Month	$ 6,713.00	$ 80,556.00
Success: All values provided	Bid	#6-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide Tertiary Connectivity to PSAPs.	12	Month	$ 1,888.00	$ 22,656.00
Success: All values provided	Bid	#6-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide Connectivity to other networks (within neighboring counties).	12	Month	$ 0.00	$ 0.00
Success: All values provided	Bid	#6-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide OSP connectivity to POIs within Broward County.	12	Month	$ 0.00	$ 0.00
Basket Total								$ 1,442,532.00

Year 4 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#7-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide Ongoing Hosting during Post Implementation.	12	Month	$ 101,120.00	$ 1,213,440.00
Success: All values provided	Bid	#7-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide Primary Connectivity to the PSAPs.	12	Month	$ 10,490.00	$ 125,880.00
Success: All values provided	Bid	#7-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide Secondary Connectivity to each environment.	12	Month	$ 6,713.00	$ 80,556.00
Success: All values provided	Bid	#7-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide Tertiary Connectivity to PSAPs.	12	Month	$ 1,888.00	$ 22,656.00
Success: All values provided	Bid	#7-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide Connectivity to other networks (within neighboring counties).	12	Month	$ 0.00	$ 0.00
Success: All values provided	Bid	#7-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide OSP connectivity to POIs within Broward County.	12	Month	$ 0.00	$ 0.00
Basket Total								$ 1,442,532.00

Year 5 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#8-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide Ongoing Hosting during Post Implementation.	12	Month	$ 101,120.00	$ 1,213,440.00
Success: All values provided	Bid	#8-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide Primary Connectivity to the PSAPs.	12	Month	$ 10,490.00	$ 125,880.00

Success: All values provided	Bid	#8-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide Secondary Connectivity to each environment.	12	Month	$ 6,713.00	$ 80,556.00
Success: All values provided	Bid	#8-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide Tertiary Connectivity to PSAPs.	12	Month	$ 1,888.00	$ 22,656.00
Success: All values provided	Bid	#8-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide Connectivity to other networks (within neighboring counties).	12	Month	$ 0.00	$ 0.00
Success: All values provided	Bid	#8-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide OSP connectivity to POIs within Broward County.	12	Month	$ 0.00	$ 0.00
Grand Total								$ 7,296,151.00

Primary Responses

Success: All data is valid!

Status	Bid/No Bid Decision	#	Item	Item Description	Quantity Required	Unit of Measure	Unit Price (Numeric)	Total Cost
OPTIONAL Year 6 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.								
Success: All values provided	Bid	#1-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide Ongoing Hosting during Post Implementation. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 106,261.00	$ 1,275,132.00
Success: All values provided	Bid	#1-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide Primary Connectivity to the PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 11,023.00	$ 132,276.00
Success: All values provided	Bid	#1-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide Secondary Connectivity to each environment. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 7,055.00	$ 84,660.00

Success: All values provided	Bid	#1-4	**Tertiary Connectivity to PSAPs**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 1,984.00	$ 23,808.00
Success: All values provided	Bid	#1-5	**Connectivity to other networks (within Neighboring Counties)**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide Connectivity to other networks (within neighboring counties). Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 0.00	$ 0.00
Success: All values provided	Bid	#1-6	**OSP in county POI connectivity**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide OSP connectivity to POIs within Broward County. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 0.00	$ 0.00
Basket Total								**$ 1,515,876.00**

OPTIONAL Year 7 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	**Bid**	#2-1	**Ongoing Hosting Post Implementation**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Ongoing Hosting during Post Implementation. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 106,261.00	$ 1,275,132.00
Success: All values provided	**Bid**	#2-2	**Primary Connectivity to PSAPs**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Primary Connectivity to the PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 11,023.00	$ 132,276.00
Success: All values provided	**Bid**	#2-3	**Secondary Connectivity to each environment**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Secondary Connectivity to each environment. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 7,055.00	$ 84,660.00

Success: All values provided	Bid	#2-4	**Tertiary Connectivity to PSAPs**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 1,984.00	$ 23,808.00
Success: All values provided	Bid	#2-5	**Connectivity to other networks (within Neighboring Counties)**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Connectivity to other networks (within neighboring counties). Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 0.00	$ 0.00
Success: All values provided	Bid	#2-6	**OSP in county POI connectivity**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide OSP connectivity to POIs within Broward County. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 0.00	$ 0.00
Basket Total								**$ 1,515,876.00**

OPTIONAL Year 8 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#3-1	**Ongoing Hosting Post Implementation**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide Ongoing Hosting during Post Implementation. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 106,261.00	$ 1,275,132.00

Success: All values provided	Bid	#3-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide Primary Connectivity to the PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 11,023.00	$ 132,276.00
Success: All values provided	Bid	#3-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide Secondary Connectivity to each environment. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 7,055.00	$ 84,660.00
Success: All values provided	Bid	#3-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 1,984.00	$ 23,808.00
Success: All values provided	Bid	#3-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide Connectivity to other networks (within neighboring counties). Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 0.00	$ 0.00
Success: All values provided	Bid	#3-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide OSP connectivity to POIs within Broward County. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 0.00	$ 0.00
Basket Total								$ 1,515,876.00

OPTIONAL Year 9 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#4-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide Ongoing Hosting during Post Implementation. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 106,261.00	$ 1,275,132.00
Success: All values provided	Bid	#4-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide Primary Connectivity to the PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 11,023.00	$ 132,276.00
Success: All values provided	Bid	#4-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide Secondary Connectivity to each environment. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 7,055.00	$ 84,660.00
Success: All values provided	Bid	#4-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 1,984.00	$ 23,808.00
Success: All values provided	Bid	#4-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide Connectivity to other networks (within neighboring counties). Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 0.00	$ 0.00
Success: All values provided	Bid	#4-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide OSP connectivity to POIs within Broward County. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 0.00	$ 0.00
Basket Total								$ 1,515,876.00

OPTIONAL Year 10 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#5-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide Ongoing Hosting during Post Implementation. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 106,261.00	$ 1,275,132.00

Success: All values provided	Bid	#5-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide Primary Connectivity to the PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 11,023.00	$ 132,276.00
Success: All values provided	Bid	#5-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide Secondary Connectivity to each environment. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 7,055.00	$ 84,660.00
Success: All values provided	Bid	#5-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 1,984.00	$ 23,808.00
Success: All values provided	Bid	#5-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide Connectivity to other networks (within neighboring counties). Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 0.00	$ 0.00
Success: All values provided	Bid	#5-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide OSP connectivity to POIs within Broward County. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 0.00	$ 0.00
Grand Total								$ 7,579,380.00

Additional Responses

Success: All data is valid!

						Numeric	
Status	#	Item	Item Description	Quantity Required	Unit of Measure	Unit Price	Total Cost
Success: All values provided	#2-6	**Real Time Text and SMS Text to 911 Delivery**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide OSP connectivity to POIs within Broward County. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 5,929.00	$ 71,148.00
Success: All values provided	#2-4	**NGCS Build Out - VESTA NXT Continuity, formerly VESTA NXT Emergency Backup, System Implementation per agency (NRC):**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	1	Lumpsum	$ 20,670.00	$ 20,670.00
Success: All values provided	#2-4	**NGCS Build Out - VESTA NXT Continuity, formerly VESTA NXT Emergency Backup, System Implementation per concurrent user (NRC):**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	1	Lumpsum	$ 100.00	$ 100.00

Success: All values provided	#2-4	**NGCS Build Out - VESTA NXT Continuity, formerly VESTA NXT Emergency Backup, agency fee:**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 287.50	$ 3,450.00
Success: All values provided	#2-4	**NGCS Build Out - VESTA NXT Continuity, formerly VESTA NXT Emergency Backup, per concurrent user fee**	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	$ 125.00	$ 1,500.00
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