SECTION 5

00318 AMD 4 EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS AND SERVICES

EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS	WRITTEN RESPONSE
BIDDERS OFFERING PRODUCTS	
Instructions: *Bidders offering products for any category/sub-category must provide a written response to each item as instructed below.*	
1) **List any factory trainings and certifications your company's staff has attended/acquired to support the proposed infrastructure network, and all related subsystem equipment.**	[List all factory trainings and certifications here or submit a separate document labeled "ExhibitB3-TrainingsCertifications"] Key personnel who would support the implementation and support of Public Safety Communication system infrastructure products would include Project Managers, Engineers, System Technologists, Field Service Engineers, Service Delivery Managers, System Support Center, and other specialized staff depending on the scope of the system.Motorola Solutions has a full training curriculum as a requirement for each role.The complete training catalog with these external offerings can be found in the attachment "Exhibit B3-Services-Training" which can be found in Additonal Information: Section 9 of our proposal. The other portion of the training is conducted internally by product experts and includes both classroom and a lab environment with hands on training and would not be available for customers. Motorola tracks the following training and certifications for the staff tasked with supporting our Public Safety infrastructure in the field: **Training Classes to Track:** - Antenna System Analysis (SRV2012) - Astro Ethernet Testing

	- Astro Networking I - Astro Firewalls/CEN - End-to-End Audio - Link Verification - LMR Master Basics - Network+ Bootcamp - Passive Intermodulation - R56 Installer/Auditor (NST9257) - Security+ Bootcamp - Signal Investigation Techniques **CompTIA Certifications:** - CompTIA Network+ - CompTIA Security+ **ETA Certifications:** - Antenna System Analysis (ASA) - APX Radio Technician (APX) - Associate (CETa) - Astro 25 RF Site Preventative Maintenance (A25-SPM) - Certified Service Manager (CSM) - Communication Site Inspector / Auditor (CSIA) - Communication Site Installer (R56) - Computer Service Technician (CST) - Customer Service Specialist (CSS) - Data Cabling Installer (DCI) - Industrial Electronics (IND) - Information Technology Security (ITS) - General Communications Technician I (GCT1) - General Communications Technician II (GCT2) - GTR 8000 P25 RF Site Performance Verification (GTR-SPV) - GTR 8000 Repeater Site Technician (GTT) - Master CET (CETma) - Master Specialty (CETms(RF or IT)) - M Core Technician (MCT 7.x) - Microwave Radio Technician (MRT) - Mobile Communications and Electronics Installer (MCEI) - Network Computer Technician (NCT) - Network Systems Technician (NST) - PIM - RADAR (RAD) - RF Signal Investigation Techniques (RFSIT) - T1 Link Verification (T1LV) - Telecommunications (TCM) - Wireless (USMSS/TRN/WCN) - Wireless Network Technician (WNT)

| 2) | **Please disclose the cumulative years of experience your current company's Public Safety Communications Products Technical Experts have performing Radio programming/installation work.** | Motorola's technical experts have the most cumulative years of experience in the industry, with over 1,000 years of current experience.

The Field Services Organization "FSO" is a nationwide organization of over 500 trained and certified Motorola technicians. They are responsible for the sustainment of our government and commercial LMR systems and related applications. FSO provides onsite support, preventative maintenance and 24X7 support. They support our customers by providing best in class, highly qualified and trained service delivery.

From the Service Shop perspective, Motorola has over 600 registered service locations across North America and our collective service presence remains significant in the industry. The Motorola Servicer Program is designed to recognize and reward a Servicer's level of commitment and investment in the quality of service provided to our customers.
The Servicer program is founded on Motorola's key values and expectations from our Servicers. |
| 3) | **Does your company utilize partners for providing products and services? If so, describe:**
• *process to qualify partners and sales personnel to represent the product, including any certifications*
• *how partners are contractually bound to the Master Agreement terms and conditions,*
• *how partner sales will be accurately tracked and reported, and*
• *remedy plan if the partner or sales personnel are not in compliance.* | Please describe partner utilization here or submit a separate document labeled, "ExhibitB3-PartnerUtilization"

Motorola has two types of Partners involved in sales to NASPO S&L customers. We do not utilize MSI dealers/resellers to sell to end customers on NASPO.
1. Manufacturer's Representatives (MR's) - provide sales activities to assigned S&L customers for MSI direct NASPO sales to S&L customers
2. Motorola Service Providers (MSP's) - MSI subcontractors for MSI sold Services; project management, system integration, installation, and maintenance & lifecycle agreements

The **Manufacturers Representative (MR)** program is designed to improve Motorola Solutions market reach and account coverage by leveraging a single integrated distribution strategy to combine MSI's Go-to Market Resources with those of our MR Partners so as |

to deliver unparalleled value and ease of doing business to our Customers.

The Motorola Field Team designates the accounts, develops or approves the strategy for the account, determines the products to be offered, and establishes the selling or contract price. The business is transacted in Motorola's name allowing the utilization of State and Local Purchasing contracts and sole source procurements and combines high touch customer consultation with ease of doing business all for the benefit of our Customers.

The Manufacturer's Representative (MR) Sales Program requires its representatives to complete necessary training to ensure that our MRs are familiar with our products and how those products fit within the needs of our customers.

There are 2 levels of certification for our Manufacturers Representatives (MR) participants which include P25 Sales Associate Certification and P25 Sales Professional Certification. Each level of certification comprises a set of courses, known as a "certification" bundle accessed via our Learning Experience Portal (LXP). To achieve a certain certification, students must complete all of the required training courses listed within the certification bundle. A student must obtain the P25 Sales Associates Certification in order to subsequently obtain a P25 Sales Professional Certification.

To achieve certification, the applicant will go into the MSI Learning Experience Portal (LXP) and enroll in the corresponding program. Once the student has completed the training and passed the exams with a score of at least 80%, he/she is certified. The student will obtain a certificate that is valid for two years.

If a certification expires, the student will lose their certification status.
Once a certification expires, the student must complete all of the required training starting at the lowest certification level to become certified again.

	Members of the Service Partner Program are required to meet a number of requirements to be admitted into the Motorola Service Partner Program. Depending on the service partner level, each service partner is required to have individuals in their company with the following training and certifications: 1. CET certification, Associates Degree in Electronics Engineering Technology, or equivalent 2. Motorola R56 Certification 3. Motorola Service Specialist Program (Technical Associate) Certification: The Service Specialist Certification Program includes a wide selection of classes from our comprehensive technical training portfolio and includes the following certification and underlying training courses: P25 System Technical Associate Certification - ASTRO 25® Subscriber Portfolio Overview - ASTRO 25® IV&D System Overview - Introduction to R56 - Basic Radio 4. Motorola Service Specialist Technical Certification: This certification includes the following certifications which also include a wide selection of classes from our comprehensive technical training portfolio that must be completed to achieve these certifications. - APX Subscriber Technical Associate Certification - MCC7000 Console Maintenance Certification - ASTRO 25® Repeater Site Lifecycle Maintenance Certification - ASTRO 25® Simulcast Site Lifecycle Maintenance Certification - ASTRO 25® Master Site Lifecycle Maintenance Certification

	The Motorola specific training consists of a combination of both online and instructor led training.
	The instructor led training includes lab work where the technician gets hands on experience with our equipment. Once the training course has been completed, the technician is required to pass the corresponding course exam and the certification lasts for 2 years. After the 2 year period, the technician will need to recertify to keep their certification current. Please note that all technicians must also be certified in the underlying technology for the radio systems they support.
	With respect to the tracking of sales, Manufacturer's Representatives (MRs) serve as an extension of the MSI direct account sales team and perform sales functions on behalf of Motorola. Sales facilitated by MRs are considered MSI sales; the end customer would issue a purchase order to Motorola and Motorola would fulfill the order. In contrast, dealers and resellers work independently. We do not allow MSI dealers/resellers to sell to end customers through NASPO.
	All MSI sales, both direct and through MRs, to NASPO customers are tracked and reported by our Sales Operations Dept, as described in the current NASPO Master Contract #06913.
	With respect to compliance, all MSI sales activity to NASPO customers is based on account assignment.
	If our sales team is not in compliance, NASPO customers can communicate the issue to the MSI contract point of contact so that issues can be remedied.
	Remedies could include but not limited to customer communication & engagement, correction to customer quotes, account assignment adjustments, training on contract requirements, etc.

		If a service partner is not in compliance, we do have a support and/or escalation process to resolve the issue. The Motorola Field team works very closely with our customers to ensure that our systems are properly supported thus if a partner/subcontractor is not performing properly, we put the partner/contractor on a Performance Improvement Plan (PIP) in an attempt to remedy the situation. If the PIP does not resolve the situation, Motorola Solutions, at its discretion, may replace or terminate the service partner.
4)	**Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacturer representative's role in the ordering process.**	Describe ordering process here or submit a separate document labeled, "ExhibitB3-OrderingProcess" Motorola employs the largest field sales organization in the public safety communications industry. Every NASPO customer is assigned a direct Motorola sales representative. The Motorola sales representative will be the first line of support for all of your equipment ordering and processing needs. In addition to the direct sales organization, NASPO customers will also be able to call upon our extensive nationwide Manufacturer Representative (MR) network. MRs serve as an extension of MSI direct account sales team and perform sales functions on behalf of Motorola. MSI Account Managers and MRs utilize our Motorola Online tool (MOL), Configure Price Quote tool (CPQ), and System Proposal presale tools to deliver quotes & proposals to NASPO customers. All sales of equipment, services, system integration, software, and video solutions are quoted and processed via these tools. As mentioned earlier, we do not allow MSI dealers / resellers to sell to end customers on NASPO. Motorola's NASPO customers also can simply login to motorolasolutions.com and instantly access our most popular services and resource center content: - Case Management - Software Downloads - Service Contracts - Repair Management

	▪ Learning Experience Portal
5) Please describe your company's escalation process for technical and billing issues.	Describe escalation process here or submit a separate document labeled, "ExhibitB3-EscalationProcess" **Technical Issues:** Motorola offers a 4 tiered approach to addressing technical issues from the field. When a support request is made to the Support Center, a case is raised and Tier 1 support is engaged.This front line, basic level of support handles around 80% of incoming issues.Common areas include basic troubleshooting, installation and configuration issues. If Tier 1 support is not able to resolve the issue, Advanced Level Tier 2 support is engaged for approximately 15% of the issues.The typical range of issues cover integration, interoperability, advanced features, system bugs and performance degradation. Tier 3 or Specialized Support will be called in for about 4% of the issues. Tier 3 will typically involve remote troubleshooting, test lab problem reproduction, and Engineering/Product group consultation. The final tier of support is Tier 4 which covers around 1% of all issues. In these cases, direct Development or Vendor support is required for problem resolution. If onsite support is required, Motorola Solutions will use either Motorola Field Service Technicians and/or certified partners/subcontractors to perform work on our customers' systems based on the geographic area and availability. For example, even though we may have a Motorola Field Service Technician in a geographic area, there may be a need to use a partner/subcontractor if that technician is unavailable due to circumstances such as a technician being at another location, paid time off (sick time or vacation) and/or after hours support. Please note that since our systems are mission critical, we do use a combination of Motorola

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<td>technicians and partners\subcontractors to provide 24x7 support to our customers.

Billing Issues:
Please see Exhibit A-2 Bidder Profile Contract Management table.

Please use our standard line for the Call Center:
Phone: (888) 919-6551, then press 2.

The Call Center team will work to quickly resolve the issue; however, if the issue needs to be addressed by another team member, a case will be documented in the Motorola system and escalated. The customer will receive a case number for future reference. Additionally, customers will have access to Motorola online (our customer extranet) where they can access their account information, make payments and create 'contact us' cases if they need additional help. Like an Email, these requests route to Customer Service and are responded to within 48-72 business hours.</td>
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<td>6) **Please describe your company's standard customer/technical support services during regular business hours and time zone support will be provided. (For example: Monday through Friday 8:00 am – 5:00 pm ET).**
Provide a copy of your company's service level agreement (SLA) to include tiered support and response times for each tier and after hours support.</td>
<td>Describe customer service support here or submit a separate document labeled "ExhibitB3-StandardSupport"

Motorola understands that budgets must be adhered to, that downtime needs to be minimal, and that system and device availability must be maximized.

Our customers need a technical support services program that protects mission-critical assets/technology from every angle. Customers require proactive technical support, security updates, ongoing maintenance, and on-site response and spares when operations-critical devices are malfunctioning—regardless of the cause.

With Motorola's service program, NASPO participating agencies/states will have access to tiered support representatives. Support for non-emergency issues is offered during local business hours between 8 A.M. and 5 P.M in the continental United States, with emergency support available 24x7x365 through our Help Desk.

For subscriber devices with Service-from-the Start, repairs are seen within 3 business days</td>
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	instead of the typical 10 business days with the standard warranty coverage.
	Alternatively, Motorola offers customized plans for support where even without the purchase of the technical support service, customers can have access to technical support on a time and material basis. Additionally, every Motorola customer also has the ability to engage the Customer Support Center (CSC) with any technical question or concern that may arise during the ordering, installation, or utilization of your new Radio equipment during normal business hours.
	Please see Section 9: Additional Information for ADVANCED PLUS SERVICES SOW for SLA information regarding tiers and response times.

BIDDERS OFFERING SYSTEM SOLUTIONS (RADIO, MICROWAVE OR POWER)	
Instructions: *In addition to the narratives above, Bidders offering a solution must provide a written narrative to each item listed below as instructed.*	
1) **List any certifications or specialized training which makes your company best suited to offer complete Public Safety Communications or Power System Solutions.**	List all certifications or specialized training here or submit a separate document labeled "ExhibitB3-SolutionCertifications" Motorola Solutions' has provided public safety solutions for over 70 years. Motorola is a leader in P25 standards-based systems with over 400 P25 trunked systems and over 2000 conventional P25 systems handling over 2 million P25 capable subscribers. Key personnel who would support the implementation of a complete Public Safety Communication system would include Project Managers, Engineers, System Technologists, Field Service Engineers, Service Delivery Managers, System Support Center, and other specialized staff depending on the scope of the system.Motorola Solutions has a full, robust training curriculum as a requirement for each role.The complete training catalog with the external offerings can be found in the Section 9 Additional Information "ExhibitB3-Services-Training". Supplemental training for key personnel is conducted internally by product experts. Key certifications would include ISO 9001, ISO 27001, NIST SP-800-53 and ITIL 4.
2) **List the brands of products for which your company has factory trained and certified Installers.**	List all brands of equipment your company's installers are trained and certified here or submit a separate document labeled "ExhibitB3-SolutionProducts" Motorola installation personnel are trained in classroom settings as well as lab environments to ensure they are prepared for field work covering both Motorola and third party branded products, such as: ▪ Cisco ▪ Fortinet ▪ NICE ▪ Extreme Networks Each new installer is paired up with an experienced and certified installer to provide practical training on these products.

	In some cases, Motorola will bring in third party vendors such as HP, Aviat, Microsoft, Aruba, NEC, etc. to provide the services and expertise required for those products during field deployment. Depending on the scope of the system solution, third parties may not be applicable.
3) Project Manager (PM). Please disclose the name and employment history of each project manager within your company and include how they meet the requirements below. The PM shall be an employee of the proposer at the time of the response submission. The PM shall have a proven record of experience in projects of similar size and scope. PM shall bear full responsibility for: • Supervising and coordinating the installation, and • Deployment of the communications system, and • Development and acceptance of the Project Management Plan (PMP), and • Manage the execution of the project against that plan, and • Oversee the day-to-day project activities. The State reserves the right to accept or reject the identified PM. If, during the term of the contract, it is necessary to replace the PM, State reserves the right to accept or reject the newly identified PM.	Please include project manager information here or submit a separate document labeled "ExhibitB3-ProjectManagers" Motorola's PM team is territory based with over 200 members nationwide. Each NASPO customer project would be assigned a PM based on the territory. Each PM will have a proven record of experience in order to comply with the NASPO requirements. All PM's are trained and certified in a cross functional suite of areas and have a variety of experience. Please see Section 10: Attachments Exhibit B3-Project Managers: We have included six PM's and their resumes. These six are responsible for the State of Washington and are representative of Motorola's Project Management capabilities. Motorola's Project Management teams use a fully aligned and integrated project management process. This Motorola Services Framework aligns PMP-certified personnel with a systems integration methodology and Six Sigma quality tools. The goal of Motorola's integrated project management processes and supporting tools is to manage the variables that can adversely affect our ability to successfully complete projects for our customers within budget and on schedule.
4) Reporting. Please provide report examples for a minimum of three (3) installed and fully operational systems that best emulate the proposed system. At a minimum, report should include a detailed description of the system and its significant operational features/components (e.g., number of sites, channels, and subscribers) as well as a current customer contact including name, address, and phone number, title, department and system responsibility.	[*Please include report examples here or submit a separate document labeled "ExhibitB3-Reports"*] Please see Section 9: Additional Information Exhibit B-3 Reports.

SERVICES
Instructions: *Bidder will provide a written response for all services offered below as instructed. Services will not be evaluated, however; any services listed below will be included and available for use in Cooperative Purchasing Master Agreement upon award. Services may be added upon approval. Pricing for services must remain constant for the entire Master Agreement term or as mutually agreed in Participating Addendum.*

Service	Description
Consultation	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-Consultation". Motorola has deployed over 400 P25 trunked systems and over 2000 conventional P25 systems with 22 of these being statewide. Motorola monitors over 500 systems and over 4000 sites in our Network Operations Center to provide public safety agencies with the high performance required. See the MSI Services Whitepaper in Section 6 EXHIBIT B-3-OTHER MISSION-CRITICAL OPERATIONS for a summary of the variety of services Motorola offers in the areas of planning, implementation and ongoing operational support.
Project Management	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "*ExhibitB3-Services-ProjMgt*". Motorola has deployed over 400 P25 trunked systems and over 2000 conventional P25 systems with 22 of these being statewide. Motorola monitors over 500 systems and over 4000 sites in our Network Operations Center to provide public safety agencies with the high performance required. See the MSI Services Whitepaper in Section 6 EXHIBIT B-3-OTHER MISSION-CRITICAL OPERATIONS for a summary of the variety of services Motorola offers in the areas of planning, implementation and ongoing operational support.
Implementation	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "*ExhibitB3-Services-Implementation*". Motorola offers a full suite of Implementation Services to ensure any product or system procured is tested and verified to be working and meeting customer expectations.

	Motorola will go over in detail the Implementation timeline with the customer prior to the actual field work, ensure any questions are addressed and provide the professional resources to complete the project successfully in the agreed upon timeframe. Once the implementation is complete, Motorola will review all expectations and ensure the project and any action items are addressed and complete.
Installation	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "*ExhibitB3-Services-Installation*". Motorola has a fully trained and experienced installation staff across the US to provide the installation services for products and systems procured through NASPO. Services include cold install of hardware, software loading, configuration, and setup to ensure the software and hardware is ready for final cutover.
Configuration/Design	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "*ExhibitB3-Services-ConfirDesign*". Motorola has a staff of System Engineers and System Technologists across the US to ensure the needed configuration and design services are executed for products and systems procured through NASPO.The staff of experts will meet with the customer beforehand to go over the design and ensure all prerequisites are in place and the entire scope is understood.The experts will be directly involved in any staging that takes place prior to field implementation and then in the final field work.The staff assigned to the project will be involved for the duration to ensure consistency is maintained.
Radio Programming	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "*ExhibitB3-Services-Programming*". Motorola has an internal staff and its network of service shops to ensure the full suite of Radios offered through NASPO are programmed for the customer and ready for integration into the network. The assigned resources will ensure that all data for programming is collected ahead of time and the timeline is agreed upon with the customer.The resources will also provide training if this is part of the scope.

Product Recycling/Buy Back	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "*ExhibitB3-Services-RecyclingBuyBack*".
	Motorola Solutions offers takeback free of charge to the customer of MSI products in most regions of the world.
	Customers can log on to our Takeback Portal (located here on the MSI external website) and create a request for product takeback.They will be contacted by an approved recycler for pickup of the items.
	There is no charge for this service but the customer will need to create an account so the recycler has address, contact info, etc.
Training	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-Training".
	Motorola Solutions Worldwide Education organization strives to enable each learner to acquire the knowledge and skills needed to enhance their performance and maximize the return on their learning investment. We have over 200 people dedicated to learning development and execution.
	Our instructors are subject matter experts in a wide range of categories and on average have 10 years of training experience. Our courses are divided to meet the needs of three distinct groups:
	1. System Administration - For those who operate the system or network on an ongoing basis, our system management courses will ensure they have a full understanding of the features, functionality, and management applications to improve the ongoing operation of their system.
	2. Maintenance – For those who have the responsibility to assure a network, device, or system is kept fully operational, we provide courses that focus on gathering and analyzing system information to implement appropriate actions that return a system to full operational status.

3. End User - The successful implementation of your communications system depends on users that are confident in their use of the system. Users of your mobile and portable radios as well as your dispatchers using your consoles require training to understand its basic operation, features and functions.

The MSI Education organization creates content to address the needs of the learner. A number of our courses are offered in multiple modalities to allow for the learner to have the option that best suits him or her.

Our most common modalities are:

Online - For those who learn best online, we have instructor lead online courses, whereby you have the ability to interact with both the instructor and other classroom participants. These courses are offered at set times. In addition, we have self-paced courses available at any time.

On Site - Field class delivery is "tailored" to the customer's specific system. The students benefit from working on their own systems, at their home location and within their schedules. Our onsite training solutions deliver a combination of online training and field based instructor-led training in classrooms at the customer's location using operational equipment. Motorola Solutions employs knowledgeable and experienced instructors to deliver well designed courseware and integrated lab activities.

End User - Training is based upon several key criteria. Course design is driven by an analysis of student needs. It focuses on specific application rather than theory. Learning objectives are based upon what students need to accomplish on the job. Hands-on lab opportunities using the customer's specific job aids are incorporated to maximize learning and retention.

Resident - Resident classes are open to all Motorola customers. These courses are comprehensive and are not tailored to any one customer's system. Students benefit from other students' experiences and are allowed to take systems out of service.

These courses provide optimal "hands-on" training. Motorola Solutions Worldwide Education Website Our website (http://motorolasolutions.com/amlearn) is your portal to:

- Find courses to meet your unique needs in our Course Catalog.
- Keep up to date with the latest news about courses and certifications offered.
- Watch videos or download flyers.
- Login to register (Learning Experience Portal – LXP) to see the latest courses, descriptions,
- requirements, dates and locations. (https://learning.motorolasolutions.com)
- Use the "Contact Us" function for assistance in customizing your training program.

In addition to the training that can be purchased by any NASPO customer – all equipment ordered through the NASPO contract will include detailed system manuals that will outline the basic features and functionality of your radio equipment. These manuals will be included in your equipment purchase and most manuals are also available on-line through Learning Experience Portal (LXP).

Please see Section 10: Attachments Exhibit B-3 Training for the complete course catalog.

| **Maintenance/Repair** | Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled xxx.

Motorola offers the following services around Maintenance and Repair:

Subscriber Repair Service
Local Motorola's Depots, and local MRs, are centralized repair facilities that provide expert subscriber radio maintenance and repair. State-of-the-art diagnostics equipment, repair tools, and an extensive inventory of replacement parts help us quickly analyze, isolate and provide expert repair on your Motorola portable and mobile subscriber radios. The Depots are also responsible for all repairs using only replacement parts manufactured for Motorola devices. We provide a standard 90-day warranty on all repairs. |

	Infrastructure Repair Infrastructure Repair service provides for the repair of all Motorola-manufactured equipment, as well as equipment from third-party infrastructure vendors. All repair management is handled through a central location eliminating your need to send equipment to multiple locations. Comprehensive test labs replicate your network to reproduce and analyze the issue. State-of-the-art, industry-standard repair tools enable our technicians to troubleshoot, analyze, test, and repair your equipment. Our ISO9001 and TL9000-certified processes and methodologies ensure that your equipment is quickly returned maintaining the highest quality standards. Service agreements allow you to budget your maintenance costs on an annual basis. Equipment covered under service agreements also receives higher service priority, which results in quicker repair times. **Infrastructure Repair with Advanced Replacement** Infrastructure Repair with our Advanced Replacement upgrade supplements your spares inventory with Motorola's centralized inventory of critical equipment. In advance of Motorola repairing the malfunctioning unit, a replacement unit is sent to you within 24 hours to ensure a spare unit is available. Upon receipt of the malfunctioning unit, Motorola repairs the unit and replaces it in our centralized inventory. **On-Site Infrastructure Response** Motorola On-Site Infrastructure Response provides local, trained and qualified technicians who arrive at your location to diagnose and restore your communications network. Following proven response and restore processes, Motorola Dispatch contacts the local authorized service center in your area and dispatches a qualified technician to your site. An automated escalation and case management process ensures that technician site arrival and system restoration comply with contracted response times. The field technician restores the system by performing first level troubleshooting on site.

	If the technician is unable to resolve the issue, the case is escalated to the System Support Center or product engineering teams as needed.
Encryption (AES-256) software upgrade, single-key	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-SingleKeyEncryption". Motorola offers a complete turnkey solution and service offering with an AES-256 software upgrade implementation for single key. This offer would include staff to ensure the infrastructure and radio device side are set up and prepared for the upgrade. Once the preparation phase is complete, the encryption will be rolled out to the end user devices. Motorola offers the KVL5000 along with the optional KMF in implementing AES-256 security. The KVL 5000 is a P25 communications encryption device that delivers greater flexibility for programmers to secure their radio channels, leading to less interruption in the customers workflow. As the only key loader that employs a hardware protected keystore, the KVL 5000 is used to generate, transport, and load encryption keys to secure user programming and critical information with a physical encryption solution at the highest level. A large LCD color display, paired with an easy-to-use alphanumeric keypad, enables simple viewing and data entry. Built with Motorola Solutions standard quality and security, the KVL 5000 withstands everyday use in federal and public safety environments. If the customer is looking for the convenience of Over-the-Air-Rekeying (OTAR), the Key Management Facility (KMF) is an optional robust encryption key management solution that supports Motorola Solutions-specific and P25 features. Using the KMF Web-Based Thin Client, users can generate detailed reports, receive status updates, and monitor system data visualizations. This information can be created, inventoried, and distributed to encrypted endpoints, including consoles and radios.

Encryption (AES-256) software upgrade, multi-key	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "ExhibitB3-Services-MultiKeyEncryption". For a multi-key upgrade, the device would need to be flash programmed via a laptop initially to make it multi-key capable if it wasn't already. Then, the encryption would be added. Motorola offers a complete turnkey solution and service offering with an AES-256 software encryption upgrade. This offer would include staff to ensure the infrastructure and radio device side are set up and prepared for the upgrade. Once the preparation phase is complete, the encryption will be rolled out to the end user devices. Motorola offers the KVL5000 along with the optional KMF in implementing AES-256 security. The KVL 5000 is a P25 communications encryption device that delivers greater flexibility for programmers to secure their radio channels, leading to less interruption in the customer's workflow. As the only key loader that employs a hardware protected keystore, the KVL 5000 is used to generate, transport, and load encryption keys to secure user programming and critical information with a physical encryption solution at the highest level. A large LCD color display, paired with an easy-to-use alphanumeric keypad, enables simple viewing and data entry. Built with Motorola Solutions standard quality and security, the KVL 5000 withstands everyday use in federal and public safety environments. If the customer is looking for the convenience of Over-the-Air-Rekeying (OTAR), the Key Management Facility (KMF) is an optional robust encryption key management solution that supports Motorola Solutions-specific and P25 features. Using the KMF Web-Based Thin Client, users can generate detailed reports, receive status updates, and monitor system data visualizations. This information can be created, inventoried, and distributed to encrypted endpoints, including consoles and radios.

Other	Describe in detail what is included in your company's consultation services in the space provided or submit a separate document labeled "*ExhibitB3-Services-Other*". Motorola is a complete solutions provider for our customers. These services include the design, implementation, servicing and maintenance of mission-critical but also extend to managed services, lifecycle services, system management, device management, cyber security, data management, video services, and more. Please refer to the attached MSI Services Whitepaper for further details. Please see Section 10: Attachments Exhibit B-3 Other Mission-Critical Operations (White Paper) for a full suite of service offerings that Motorola provides.