

Attachment 2 - NEXT GEN RADIO SYSTEM - Warranty and Post-Warranty Support Costs

Item Description		Total Cost	Years 1-3			Years 4-15										
			2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
BASE CONTRACT WARRANTY																
Radio System, Microwave, Dispatch Consoles																
Latest Software Versions	Motorola to install latest versions of all Motorola and third-party software at commencement of system final testing.	\$0.00	Available	Services Covered by Post Warranty												
Infrastructure Repair	Motorola to repair or replace all Motorola and third-party infrastructure equipment for covered issues. Advanced replacement applies. County to remove and ship.	\$0.00														
Technical Support Services by Phone	Telephone support 24 x 7 x 365 from Motorola Solution Support Center.	\$0.00														
System Update Agreement (SUA I)		\$2,156,874.00	Average \$719,000/year													
Minor Software Release	Motorola to provide (and the County installs) OS and application security updates, patches and service pack updates for Motorola equipment, Windows, Server OS, Red Hat Linux, and Sun Solaris.	\$0.00	Quarterly													
Major System Release	Motorola to provide Motorola system software release and third-party OS and application software releases. Motorola establishes the release schedule.	\$0.00	TBD													
Implementation Services	Motorola to provide all in-house and on-site resources to implement and test a major system release update.	\$0.00														
Hardware Refresh	Motorola to provide hardware version updates and/or replacements for Motorola field replaceable units and third-party networking and computing hardware, but only if the existing hardware is not compatible with a particular major system release. Maximum one per year.	\$0.00	Available													
Motorola System Manager Services	Motorola employee that assists the County in the support, monitoring, and maintenance of the system. Will make scheduled visits to Marin County. Total of 100 days per year to be provided.	\$428,571.43	Average \$143,000/year													
Mobile and Portable Radios, Consolettes																
Repair / Replacement	Motorola to repair or replace subscriber units for covered issues. County to ship failed units to Motorola. Warranty for the radios will restart at System Acceptance if radios are purchased within two years prior to cutover.	\$0.00														
POST-WARRANTY OPTION (Purchased with the Contract)																
Radio System and Dispatch Consoles																
Infrastructure Repair and Technical Support by Phone	Motorola to repair or replace all Motorola and third-party infrastructure equipment for covered issues. Advanced replacement applies. County to remove and ship. Telephone support 24 x 7 x 365 from Motorola Solution Support Center.	\$4,143,378.10	Services Covered by Base Warranty	Average \$350,000/year												
System Update Agreement (SUA II)		\$5,932,942.00		Average \$500,000/year												
Minor Software Release	Motorola to provide (and the County installs) OS and application security updates, patches and service pack updates for Motorola equipment, Windows, Server OS, Red Hat Linux, and Sun Solaris.	\$0.00		Quarterly												
Major System Release	Motorola to provide Motorola system software release and third-party OS and application software releases. Motorola establishes the release schedule.	\$0.00		TBD by Motorola												
Implementation Services	Motorola to provide all in-house and on-site resources to implement and test a major system release update.	\$0.00														
Hardware Refresh	Motorola to provide hardware version updates and/or replacements for Motorola field replaceable units and third-party networking and computing hardware, but only if the existing hardware is not compatible with a particular major system release. Maximum once within two years.	\$0.00		Available if Necessary by Motorola												
Microwave System (Includes L2 Hardware)		\$919,454.55	Average \$56,000/year													
Gold Technical Support	Telephone support for troubleshooting. Product-specific technical content through Nokia's online technical support portal.	\$0.00	Included Services													
On-site Response	On-site trouble shooting of failures by Day Wireless Systems in Benicia.	\$0.00														
Advance Replacement	Motorola to provide a replacement component for the microwave network within one day of identification that it has failed. The failed component is then shipped to Nokia for repair and return.	\$0.00														
Software Subscription Plan	Software patches or maintenance releases.	\$0.00				Years 4-10										
Local Spares Pool	To be identified.	\$0.00									Years 11-15					
Up to 2 Network Refreshes	Motorola to provide a complete replacement of all 9500 MPR microwave radios. (Dishes, lines, dehydrators are excluded.)	\$826,000.00				\$413,000 for one Network Refresh in Year 4-10					\$413,000 for one Network Refresh in Years 11-15					
CONTRACT CHANGE ORDER #1 - Fire Station Alerting																
Servers, AIC, Modules																
Standard Equipment Warranty	Motorola to provide complete in-house testing and repair of all failed equipment. Technical support available by phone.	\$0.00														
Extended Equipment Warranty	Motorola to provide complete in-house testing and repair of all failed equipment. Technical support available by phone.	\$447,562.00	Average \$37,000/year													
Hardware/Software Update	Motorola to update or replace certain fire station alerting equipment if found to be incompatible with a Motorola major system release. Motorola to update fire station alerting software if needed whenever a Motorola major system release occurs.	\$441,084.00	Average \$37,000/year													
		Base Cost	\$15,295,866.08	Total of services taken from Motorola Price Sheets in Contract - Numbers Approximate												
		MERA Cost After Discounts	\$9,000,000.00	Approximate SUA/SUAII Cost to MERA after Applied Discounts												