



SILICON VALLEY REGIONAL INTEROPERABLE AUTHORITY

SVRIA CIRRUSCENTRAL SYSTEM MANAGEMENT SOLUTION

JUNE 17, 2021

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Motorola Solutions, Inc.
936 Glennan Dr.
Redwood City, CA 94061

June 17, 2021

Silicon Valley Regional Interoperable Authority
601 El Camino Real
Santa Clara, CA 95050
Attn: Eric Nickel – SVRIA Executive Director

Subject: SVRIA CirrusCentral System Management Solution

Dear Mr. Nickel:

Motorola Solutions, Inc. ("Motorola") is pleased to present to SVRIA a proposal for the CirrusCentral System Management Solution. This proposal will provide the equipment and services to enable the CirrusCentral System Management Solution. The SVRIA system administrator has been demonstrating this solution for six months now with very positive feedback. In addition to improving the efficiency of the system administrator, once agency partitioning is implemented, this solution will allow agencies to create reports unique to their requirements.

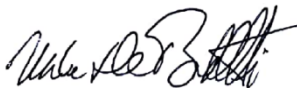
The proposal contains:

- Cover Letter
- Solution Description
- Statement of Work
- Pricing Summary and Payment Terms
- Contractual Documentation

The proposal is based upon and subject to the terms and conditions of the Communications Equipment and Services Agreement entered into between Motorola Solutions, Inc., and the Silicon Valley Regional Interoperability Authority, dated June 26, 2020. The incentives offered are based on the SVRIA contract and subject to the terms and conditions of the contract. You may accept the proposal by issuing a purchase order consistent with the requirements of the SVRIA contract. The proposal is valid until July 15, 2021.

Motorola appreciates the opportunity to respond to your communications needs and stands ready to address any questions you may have regarding our submittal. If you have any questions concerning the quotation, please call Sr. Account Executive, Jeff Van Dell, at (650) 280-3110.

Sincerely,
MOTOROLA SOLUTIONS, INC.



Mike DeBenedetti
Territory Vice President

Silicon Valley Regional Interoperable Authority
SVRIA CirrusCentral System Management Solution

June 17, 2021
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SECTION 1

CIRRUSCENTRAL MANAGEMENT SOLUTION DESCRIPTION

1.1 OVERVIEW

CirrusCentral Management is a cloud-based solution that complements and strengthens the system management suite for an ASTRO 25 system. CirrusCentral's modern interface improves response time by providing a more efficient way to monitor, troubleshoot, and optimize public safety communications. CirrusCentral requires minimal hardware and is therefore simple to deploy and keep up-to-date via remote software updates and security patching.

1.2 BETTER INSIGHTS, BETTER DECISIONS

CirrusCentral Management provides benefits for all user types, from a system manager who wants to dig into their system's performance details, to a E911 director who wants to see the system performance at a high level. These benefits center on a single dashboard that provides access to all the reporting tools and detailed trends an ASTRO 25 system administrator needs for efficient management.

The live dashboard offers a full overview of system health and performance. It also can display specific points of interest with minimal input from administrators. Reporting capabilities help system managers assess the performance of their network. This helps identify anomalies and determine the need for system configuration changes or expansions.

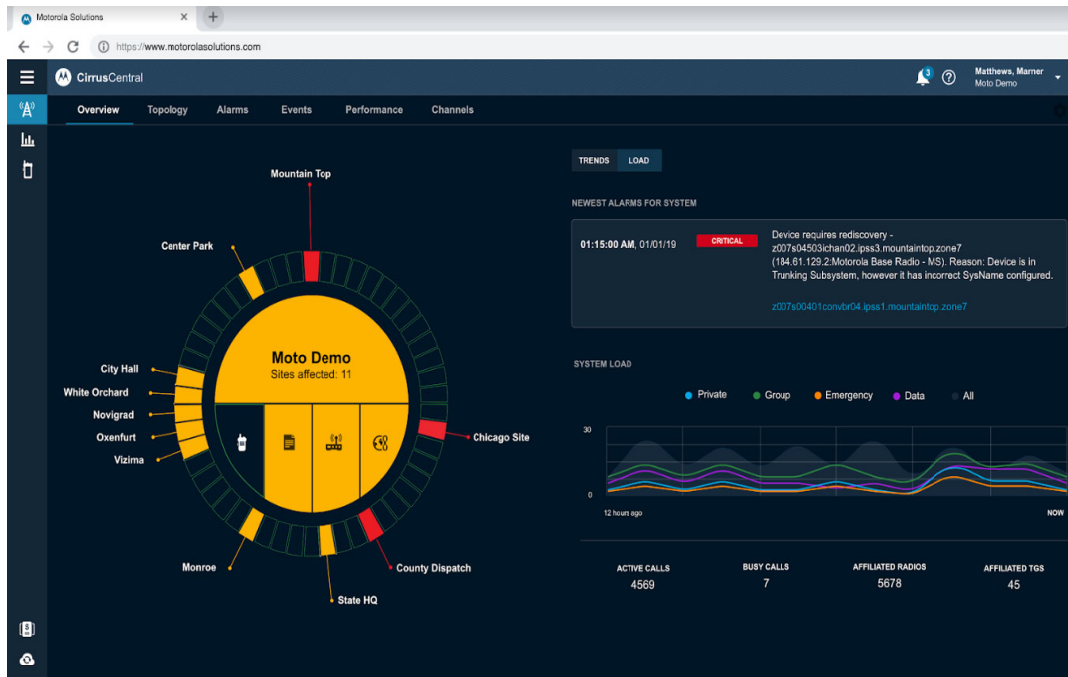


Figure 1-1: CirrusCentral Dashboard Overview

CirrusCentral provides better insights into operations and system health with the following features:

- System Health in Dashboard - View system health metrics and at-a-glance status of voice, data, links, and network services from the dashboard. This helps identify issues and improve system restore times.
- Anomaly Detection - Analyze patterns of normal system activities to detect anomalies in real-time. Users receive immediate alerts and feedback on how to resolve issues.
- Site Load View - View real-time site loading capacity at a glance.
- System Performance Reporting - Identify trends of individual radio activity, duplicate radio IDs, and communications issues.
- Call Monitoring - View a full operating picture that combines real-time call activity, channel usage, faults, and affiliations.

1.3 OPERATE AND TROUBLESHOOT EFFICIENTLY

CirrusCentral Management's interface offers more information at a glance to help system managers troubleshoot and resolve events on site or remotely. This cloud-based view improves the ASTRO 25 Fault Management suite with time-saving features and deeper diagnostic visibility. CirrusCentral Management delivers the following:

- **Topology Drill Down** - Navigate your system tree and view device details in a topology drill-down menu. This view shows fault data and devices with reported issues.
- **Always Up-to-Date** - Receive rapid feature delivery and access to the latest software and security releases from the cloud.
- **Provisioning** - Search for radios and edit them within the application.

- **Diagnostic Commands** - Perform remote diagnostics, verify device status, change device state, and reset devices remotely.
- **Alarm Aggregation** - Group related alarms to reduce alarm flooding, streamline issue triage, diagnostics, and resolution.

1.4 ACCESS FROM ANYWHERE

CirrusCentral Management provides system managers secure, web-based access to fault and performance management from anywhere. This enables personnel to employ critical tools and deal with emergencies from fixed or mobile locations. The CirrusCentral Cloud is accessed from ASTRO 25 RNI through the DMZ Firewall and CirrusCentral Modem. Users securely log in via Chrome browser. Easy access to SMS and email fault notifications alerts users of potential issues even when they are not signed in.

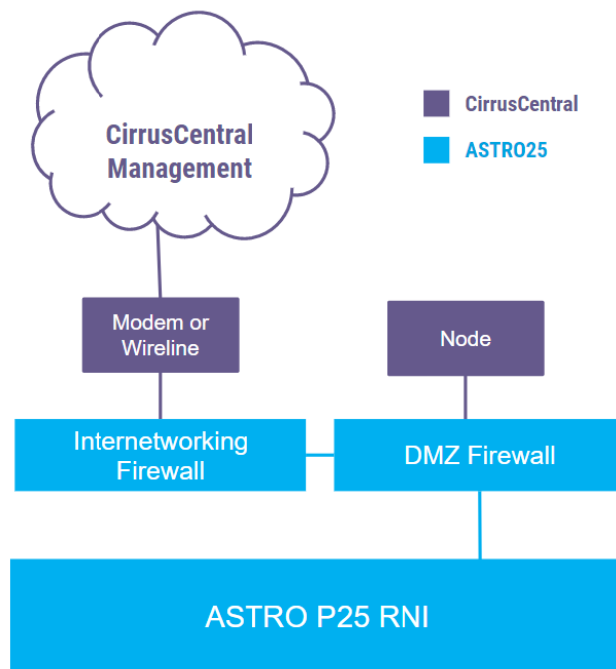


Figure 1-2: CirrusCentral Implementation

CirrusCentral's cloud-based architecture provides the following capabilities:

- **Single Secure Sign-on** - Access all your system management tools with a secure, two-factor authentication single sign-on.
- **Scalable Access** - Give more users access and visibility. CirrusCentral grows and adapts alongside operations without the need for additional hardware.
- **Mobile View** - Access CirrusCentral capabilities from anywhere in the field via mobile phone.
- **Email and SMS Notifications** - Get immediate awareness of critical events even when users are not in front of the computer or logged in.



Figure 1-3: Access CirrusCentral Across Devices via Chrome Browser

1.5 HISTORICAL DATA STORAGE

The CirrusCentral Management solution includes 90 days of Historical Data storage. Additional data storage is available a la carte as an option for purchase.

The CirrusCentral Management solution includes 1 year of Historical Data storage. Additional data storage is available as an option for purchase.

1.6 PROPOSED SUBSCRIPTION PACKAGE

The proposed CirrusCentral Management subscription is budget-friendly and scalable. New features can be added to your account when available. This annual subscription also includes security patching updates for CirrusCentral hardware and software bug fixes to keep your system management suite up-to-date and secure.

The CirrusCentral Management solution proposed includes the following:

- Unlimited User Accounts.
- Monitoring for up to 31 Sites.
- 1 Year of Historical Data Storage.

1.7 CIRRUSCENTRAL MANAGEMENT COMPONENTS

The CirrusCentral subscription includes the CirrusCentral hardware enablement package. This package contains the following elements:

CirrusCentral Modem

- Sierra Wireless MP70.
- Verizon 4G LTE SIM.

CirrusCentral Node

- Dell Rackstation.
- Motorola Solutions Hardened Redhat OS.
- Proxy for UEM, ATIA, and Provisioning data.

Internet Working Firewall

- Enables diagnostic command and changes to the network
- Required if there is not already an Internet Working Firewall
- The CirrusCentral Node and Modem will connect to the ASTRO25 network through this device

Access to the Cirrus Cloud

- Microsoft Azure built for Public Safety and Government solutions.
- US-based Data Centers.

1.8 CIRRUSCENTRAL MANAGEMENT SOLUTION SUMMARY

Architecture Design

Installing CirrusCentral Management

Modem

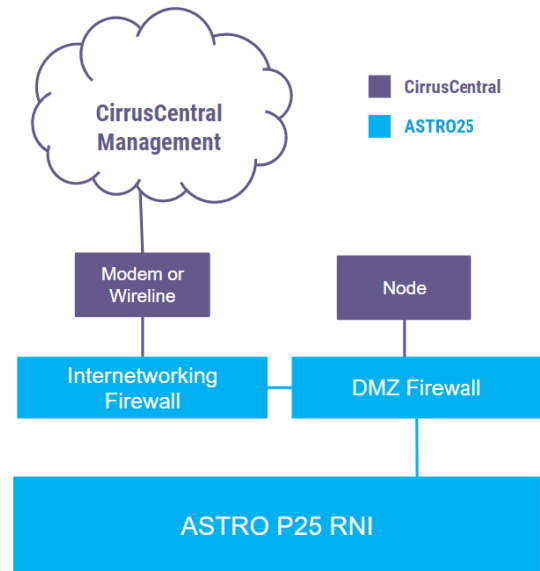
- Sierra Wireless MP70
- Verizon 4G Prioritized LTE
- Verizon dedicated private network

Node

- Dell 3930 server
- MSI Hardened Redhat OS
- Proxy for UEM, ATIA, & Provisioning data

Cloud

- Microsoft Azure Govt.
- Data Centers on US Soil
- Access to the Cirrus Portal
- Next Generation System Management Applications



CirrusCentral Management software subscription provides users with the following features:

- System Health Dashboard
- Alarm & Events List
- System Topology Drill Down
- Alarm Aggregations & Filtering
- Anomaly Detection

- Call Monitoring & Affiliations
- System Load View
- System Performance Reporting
- Email & SMS Fault Notifications
- Diagnostic Commands

SECTION 2

STATEMENT OF WORK

2.1 OVERVIEW

This Statement of Work (SOW) defines the principal activities and responsibilities of Motorola Solutions and Silicon Valley Regional Interoperable Authority (SVRIA) during the CirrusCentral Management deployment. The deployment process is a collaborative effort between SVRIA system administrators, subject matter experts, and the Motorola Solutions deployment team. Due to the solution demonstration that is currently underway, many of these steps may be abbreviated. Deployments involve the following steps:

Step	Description
Project Initiation	Formal project kickoff and planning session
ASTRO Preparation	Assure ASTRO 25 system has the correct version and components
CirrusCentral Account Setup	Configuration of account on the cloud platform
License Entitlements	Provide user with ASTRO 25 Provisioning Manager and Northbound interface entitlements
System Configuration	Configure hardware for CirrusCentral Management
Demonstration	Demonstrate CirrusCentral Management operation
Project Finalization	Outline support channels and software delivery schedule

These project steps are logical groupings of related activities required to complete the project. Each step includes tasks and deliverables both Motorola Solutions and SVRIA are responsible to complete. These are described in detail within the SOW.

Motorola Solutions' project manager will use the Statement of Work to guide the deployment process and coordinate the activities of all Motorola Solutions resources and teams. The project manager will also work closely with the SVRIA project manager to clearly communicate the required deployment activities and schedule tasks involving SVRIA resources.

2.2 PROJECT ROLES

Motorola Solutions Project Manager

The Motorola Solutions Project Manager is the single point of contact with the SVRIA Project Manager and is responsible for scheduling and coordinating Motorola Solutions resources and task completion. The Motorola Solutions Project Manager assures the delivery of contracted components in accordance with the project schedule and is responsible for the transition of the SVRIA solution to Motorola Solutions Customer Support post deployment.

Motorola Solutions ASTRO System Technologist

Installs and configures the ASTRO 25 software components of the system. Configures ASTRO 25 network components to provide connectivity to the cloud platform.

Motorola Solutions Support

Motorola Solutions Support organization provides varying levels of service up to and including technical support services. Following project finalization, ongoing service will be provided by Motorola Solutions Support in accordance with the Customer support plan.

Customer Project Manager

The Customer Project Manager is responsible for scheduling and coordinating Customer/agency resources and task completion. The Customer Project Manager works collaboratively with the Motorola Solutions PM to assure completion of Customer tasks in accordance with the project schedule.

Customer Network Administrator

Responsible for assisting with firewall configuration, as well as providing system access to the ASTRO 25 Field Engineer. Additionally, they will work with the ASTRO 25 Field Engineer to provide and verify network connectivity between the ASTRO 25 system and the cloud platform.

2.3 PROJECT DOCUMENTATION

The following documents are delivered during the deployment process. Some are standard product documentation and others are project specific and are produced during the project.

Product Training Documentation

CommandCentral(CC) Admin Guide: Explains how to create users in the CirrusCentral portal.

Video Tutorials: Product Tutorial videos that show the features and capabilities of CirrusCentral Management.

2.4 INITIATION

Project initiation occurs after procurement of CirrusCentral deployment services and notice to proceed is received. During this phase, the Motorola Solutions and SVRIA project managers are assigned, assemble their teams, and establish a working relationship. The managers jointly review the project plan, deliverables, and schedule. Each manager coordinates preparatory tasks that serve as a foundation for specific deployment activities.

Motorola Solutions Responsibilities

- Schedule a kick-off call between Customer and Motorola Solutions project managers.
- Establish a communications plan.
- Review project work plan, schedule, and resources.
- Provide standard product collateral, including:
 - Command Central Admin Guide
 - Video Tutorials



– FAQ Document

SVRIA Responsibilities

- The SVRIA project manager identifies the subject matter experts, and network administrators that will participate in the project and complete SVRIA tasks.
- Review the Solution Description and prerequisites with the SVRIA project team. Assure that all required components are in place or initiate procurement.
- Schedule personnel time to participate in the deployment process.

Completion Criteria

Complete when Motorola Solutions and SVRIA project teams are identified and deployment tasks are assigned and scheduled.

2.5 DATA COLLECTION AND PLANNING SESSION

Motorola Solutions will conduct a working session with the SVRIA System Administrators and agency user representatives to provide an overview of CirrusCentral Management operation and collect provisioning data. This activity is performed either remote or in-person, depending on the project.

Motorola Solutions Responsibilities

- Motorola Project Manager and System Technologist will conduct a one hour planning session with the Customer's System Management representatives who will be using CirrusCentral Management.
- Review CirrusCentral Management functionality and configuration options.
- Document system configuration and users.

SVRIA Responsibilities

- Coordinate with Motorola Project Manager on time for planning session.
- Provide user information for provisioning.

Completion Criteria

Planning sessions completed. User information and configuration documented.

2.6 SVRIA ADMINISTRATOR ACCOUNT SETUP

The Customer must be provisioned within the Cloud Platform using the CommandCentral Admin tool.

Motorola Solutions Responsibilities

- Use the CommandCentral Admin tool to establish SVRIA within the cloud platform. This activity will be initiated during the order process.

SVRIA Responsibilities

- Identify System Administrator(s).

Completion Criteria

SVRIA is provisioned in the Command Central Admin tool.



2.7 ASTRO 25 INFRASTRUCTURE PREPARATION

Operation of CirrusCentral Management requires a minimum ASTRO 25 infrastructure software version and specific hardware components. These elements are not included with CirrusCentral Management and must be in place prior to deployment. CirrusCentral Management requires the following ASTRO 25 infrastructure version and equipment:

- ASTRO version: 7.17.1 or later.
- Northbound Interface and Provisioning Manager Interface licenses.
- DMZ Firewall.
- Confirmed Verizon LTE coverage at the Master Site.

Motorola Solutions Responsibilities

- Review the current ASTRO 25 system and document the availability and configuration of the components required for CirrusCentral Management deployment.
- Identify any software upgrades or additional equipment required to support CirrusCentral Management.

SVRIA Responsibilities

- Procure and implement the ASTRO 25 infrastructure upgrades required for CirrusCentral Management operation (if any).

Completion Criteria

SVRIA's ASTRO infrastructure is operational with the required software version and equipment required for CirrusCentral Management deployment.

2.8 ASTRO SYSTEM CONFIGURATION

CirrusCentral Management specific hardware components and network configurations must be added to the ASTRO System. Motorola Solutions System Technologist will install and configure these items during the deployment. The configuration should take no longer than four hours on-site.

Motorola Solutions Responsibilities

- Prepare CirrusCentral Node prior to Installation.
- Install Hardware (rack mount server and LTE modem) on ASTRO Customer Enterprise Network (CEN).
- Configure ASTRO components to allow access to CirrusCentral Hardware:
 - Configure Firewall
 - Create CirrusCentral User Account in Active Directory (AD)
 - Upload Provisioning Manager Interface (PMI) and North Bound Interface (NBI) Licenses to ASTRO License Manager
 - Configure Provisioning Manager
 - Configure Northbound Interface (NBI)

SVRIA Responsibilities

- Coordinate and schedule hardware installation to minimize the impact on production operation.

- Load Northbound Interface and Provisioning Manager interface entitlements to the Customer's system.
- Provide rack location (1RU) and power for where CirrusCentral hardware can reside at the Customer's master site.
- Network Administrator to provide access to the DMZ firewall for configuration.

Completion Criteria

The SVRIA's ASTRO 25 infrastructure is operational with the required software versions and configured to support CirrusCentral Management operation.

2.9 OPERATIONAL DEMONSTRATION

After solution deployment, Motorola Solutions will provide an operational demonstration as part of an acceptance test plan to the Customer project manager and system administrator.

Motorola Solutions Responsibilities

- Demonstrate CirrusCentral Management operation.

SVRIA Responsibilities

- Participate in CirrusCentral Management demonstration.

Completion Criteria

Complete after successful demonstration of CirrusCentral Management operation. Both parties sign off on the Acceptance Test Plan (ATP).

2.10 CIRRUSCENTRAL MANAGEMENT TRAINING

CirrusCentral Management video tutorials will be available to customers via the CirrusCentral portal.

Motorola Solutions Responsibilities

- Provide the Customer access to all training videos for CirrusCentral Management.
- Provide the Customer frequently asked questions help guide.

Customer Responsibilities

- All resources who will be using CirrusCentral Management will review training materials.

Completion Criteria

Motorola Solutions has provided training collateral to the Customer and the Customer has reviewed the material.

2.11 PROJECT FINALIZATION AND HANDOVER TO SUPPORT

Finalization is the process of confirming that all project activities have been completed and project documentation has been delivered. During this activity, Motorola Solutions will transition responsibility for CirrusCentral Management from the Project Manager to the Motorola Solutions support team. The SVRIA's Project Manager will transition support to the SVRIA System Managers(s).



Motorola Solutions Responsibilities

- Verify project deliverables have been received by the Customer's Project Manager.
- Confirm with Customer that CirrusCentral Management is available for the Customer's beneficial use.
- Conduct a teleconference introducing the Customer to Motorola Solutions Support organization. The purpose of the teleconference is to review the CirrusCentral Management support process and obtain contact information with the Customer's assigned system administrator(s) and the Motorola Solutions Support Team.
- Provide on-going support in accordance with the terms and conditions of the support agreement.

SVRIA Responsibilities

- Provide confirmation of receipt of project deliverables with the Motorola Solutions Project Manager.
- Participate in the support hand over teleconference. Assure that System Administrator(s) understand the support process and have the correct contact information.

Completion Criteria

Project finalization is complete upon delivery of the final CirrusCentral Management Documentation and the conclusion of the teleconference with Motorola Solutions' Support organization.

2.12 CIRRUSCENTRAL MANAGEMENT SERVICE LEVEL AGREEMENTS

Commercially reasonable efforts will be made to provide monthly availability of 99.9% with the exception of maintenance windows and complementary LTE cloud connectivity. There are many factors beyond Motorola's control that may impact Motorola's ability to achieve this goal, including but not limited to a Force Majeure. If you have an issue with the CirrusCentral service, please call 1-800-MSI-HELP which is available 24/7.

For scheduled maintenance windows, customers will be notified via the CirrusCentral portal no later than 48 hours before a planned maintenance window. For new feature requests or enhancements, customers can submit feedback directly through the help section of the CirrusCentral portal.

SECTION 3

PRICING SUMMARY

3.1 SVRIA CIRRUSCENTRAL SYSTEM MANAGEMENT

The proposed pricing is based on the SVRIA contract with Motorola Solutions, Inc. The incentives offered are based on the purchase of a certain minimum amount of equipment and services under the SVRIA contract (Table 5-1 below).

Table 5-1: Pricing Summary for the SVRIA CirrusCentral System Management Solution

	Jan 21– Jun 21	Jul 21– Jun 22	Jul 22– Jun 23	Jul 23– Jun 24	Jul 24– Jun 25	Jul 25– Jun 26	Jul 26– Jun 27	Jul 27– Jun 28	Total:
Offer (k)	\$0	\$86	\$86	\$86	\$86	\$86	\$86	\$86	\$602
Long Term SUA Promotion	\$0	\$35	\$35	\$35	\$35	\$35	\$35	\$35	\$245
Total:	\$0	\$51,000	\$51,000	\$51,000	\$51,000	\$51,000	\$51,000	\$51,000	\$357,000

- 1st 6 months free due to participation in Trial: with the condition to continue participating in feedback requests
- Subscription contract start date January 1, 2021 (retroactive)
- Must lock in current advanced package for 7 additional years at time of purchase.
- Invitation to Ambassador Program (Early feature preview)
- Prioritization of agency partitioning in early 2021
- Motorola is providing an annual \$35K promotion for CirrusCentral for every year SVRCS has an active SUA
- Invoices submitted annually in advance

3.2 PAYMENT SCHEDULE SUBSCRIPTION

- Customer will make payments to Motorola within thirty (30) days after the date of each invoice.
- Customer will make payments when due in the form of a check, cashier's check, or wire transfer drawn on a U.S. financial institution and in accordance with the following milestones.



SECTION 4

CONTRACTUAL DOCUMENTATION

The proposal is based upon and subject to the terms and conditions of the Communications Equipment and Services Agreement entered into between Motorola Solutions, Inc., and the Silicon Valley Regional Interoperability Authority, dated June 26, 2020. The incentives offered are based on the SVRIA contract and subject to the terms and conditions of the contract. You may accept the proposal by issuing a purchase order consistent with the requirements of the SVRIA contract. The proposal is valid until February 15, 2021.

