

ANNEX 1

SUPPORT SERVICES

SCOPE OF WORK



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1 SUPPORT SERVICES FOR DIMETRA X CORE

1.1 INTRODUCTION

This proposal is delivered to S&T Mold SRL, registered at Calea Ieșilor 8 Str., Chișinău, Moldova (hereinafter “S&T”) and includes maintenance and support services for a period until 31/12/2021 for the TETRA system of the Ministry of Internal Affairs of Moldova (hereinafter “MIA”) in response to the RFQ from &T Mold SRL on 27/05/2021.

The current document includes an overview of Motorola’s Essential Service package, designed to provide a predictable cost-effective means to operate and maintain the Mission Critical Radio Communication Network (Systems LMR), while providing a ground to future proof the system by planning the lifecycle upfront.

1.2 MISSION CRITICAL COMMUNICATION SYSTEM LIFECYCLE CONSIDERATIONS

Mission critical communications require guaranteed performance:

- Instant communication: Fast call setup times and rapid sharing of critical data
- Network control: Traffic needs to be prioritized and pre-empted on a per user basis, in real time
- High Availability: Networks must be highly resilient, offering redundancy
- Robust coverage: Coverage and Capacity must meet operational needs
- Redundancy: To support Availability needs
- Cybersecurity: Protected against current and new threats and ensure the confidentiality, integrity and availability of the information to the system end users
- Interoperability: Associated agencies and organizations teams must be able to interoperate with each other
- Priority Support service: When system support service is needed

Today’s systems have changed from an analogue circuit-based point-to-point architecture to an IP based network with more Software content. This has implications on:

- System/Network Cybersecurity and information assurance and therefore
- Implications on required system technology refresh cycle
- More System Software (Dimetra) content in the systems
- More 3rd party (such as Microsoft, HP, RedHat, other) content including hardware and software
- 3rd party product’s lifecycle periods must be considered

As a result of the faster pace of changing technology today, the consequences of parking and not regularly updating Communication System Hardware and Software are severe.

To allow the customers to manage the potential risk exposure to their operations, it is essential that the customers put a **Lifecycle Management plan** in place otherwise they may be exposed to the number of weaknesses and risks:



- System can become increasingly difficult and expensive to repair due to hardware obsolescence, introducing negative financial impact
- System becomes more vulnerable to Cybersecurity attacks due to unsupported software and hardware which leads to the risk for the system performance and its information confidentiality, integrity and availability
- Non-current systems may be unable to take advantage of advancements in technology which may provide enhanced features and performance
- System may face limitations to the ability to expand
- Having no system Lifecycle plan may have negative financial impact as unexpected expenditures may incur and complicate budget requirements predictability.

1.3 SOFTWARE SUPPORT POLICY

Motorola adopted the IT model as a new approach to manage the Mission Critical Communication Systems lifecycle since IP-based technology is moving fast. The Lifecycle Management approach helps customers to stay on the technology curve, allowing them to operate secure systems, which can grow and evolve with new requirements and needs, at a predictable cost.

Figure 1 below, shows the level of operational risk exposure that not implementing Lifecycle Management plan could introduce:



Figure 1: Lifecycle phases for today’s Mission Critical systems

Assuming that Motorola has released a new Dimetra System Release for shipping to Customers, and a Customer deploys a new TETRA system delivering Mission Critical Communications.

- Without any updates on the System, it will remain in “Standard Support Phase” (“green zone”) for up to 4 Years since the Dimetra software release shipping date. During this period Customers will be able to receive full System support based on the scope of the Support Services Contract (if it is in place) and access to latest Software releases, Cyber Security updates and new features and expansions from Motorola as illustrated in Figure 1. Prior to the expiration of the 4 Years, the system will have to be upgraded in order to ensure that the system remains in the “Standard Support Phase”.
- After the end of the Standard Support phase, systems that have not been upgraded, enter in the Extended Support phase. In the Extended Support phase, Motorola as illustrated in Figure



1 can offer only limited services. Extended Support phase will last for 3 Years. During this period, the Services usually cost more due to additional risks caused by hardware and software obsolescence.

- After the end of the Extended Support phase, i.e. after 7 Years of operation (from the installed Dimetra System Release ship date) Systems remaining on the same Hardware and Software release without implementing any updates, will not be able to receive any kind of support services from Motorola (“grey zone” - End of Support).

1.4 LIFECYCLE MANAGEMENT PLAN

Lifecycle Management plan is the process followed to ensure that the system Software and Hardware are kept current and on supported Software release. For this purpose, regular System Updates, in accordance to the Motorola Software Support Policy and hardware lifecycle, should be planned and implemented. Software Update Service guarantees that system Software is upgraded once deemed necessary to ensure that the System remains in the “green zone”, fully supported.

The Software Update service ensures long term maintainability of the customer’s system through software updates applicable to the original hardware platform of the System. The Software Update delivered as part of the Essential package includes entitlement to System Release (SR) and System Enhancement Release (SER) Software. Software Update Service may also include the provision of the on-site implementation services for a System Release (SR) update.

Figure 2 illustrates the Motorola Dimetra Software Releases alignment to the Software Support Policy.

SOFTWARE SUPPORT POLICY

DIMETRA RELEASE SUPPORT DATES

Dimetra Major Software Releases takes place every 24 months

System Release	Software Release Date	End of Standard Support Period	End of Extended Support Period
D9.0*	May-2017	May-2021	May-2024
D9.1	Sep-2019	Sep-2023	Sep-2026

* MIA Current Release

Figure 2 Dimetra Release Support Dates

To maintain optimal System performance, resilience, expandability and remain up to date, countering the increasing security requirements that modern Mission Critical Communication Systems need to meet, the following update frequency is in alignment with the DIMETRA hardware lifecycle roadmap:

- System Software releases will typically take place every 24 to 30 months
- System Core hardware updates/replacement will typically take place every 4 to 8 years

By following the Software Support Policy, the benefits are obvious:

- Brings Customer systems lifecycle planning in line with industry best practices
- Being on a current software version means Customer access to current technology, features, expansions, value-add services and more robust Cybersecurity protection

- Allows Motorola to retire older software versions on a regular schedule. Instead of using resources to maintain old software, it can redirect them to developing new features and maximizing value for our customers

Next:

Besides the System Updates Services component, Lifecycle Management also includes System Maintenance and Support Services. By combining these components Motorola created the Essential Service Package, described in the next subsections of this document.

1.5 OVERVIEW OF THE MIA SYSTEM STATUS

Moldova MIA TETRA Radio Communication System current status is shown in Table 2 below.

Table 2

Component	Status
System Installed and Commissioned date	2018 (several Base Stations and Control Rooms were installed even during 2016)
System Generation / Type	Gen4 / DIPX
System Hardware upgrades implemented	No
System Software upgrades implemented	No
Current Software Release of the System	Dimetra R9.0.1
Next upgrade path	Software upgrade to Dimetra R9.1.x
Current Support Phase	Extended Support
End of Standard Support Phase	May 2021
End of Extended Support Phase	May 2024

For the details on system configuration, please refer to the Appendix 1 to this document.

SYSTEM STATUS SUMMARY

- Current System Software release is under the Extended Support phase since May 2021. In order for the System to be brought back to Standard Support, a Software Upgrade to the latest software release will have to be performed.



2 ESSENTIAL SERVICES

2.1.1 ESSENTIAL SERVICES OVERVIEW

In order to ensure that MIA has access to technical support teams and the ability to keep their Dimetra X Core system current with the latest supported software, Motorola proposes our Essential Service Package to S&T. Appropriate for customers who need immediate access to Motorola’s technical personnel, Essential Services provide remote assistance to address unforeseen network events, make necessary repairs to network components, deliver patches to keep the MIA system secure and to maintain the latest software to safeguard and enhance the operation, and extend the lifespan of their system. Essential Services are delivered through a combination of centralised resources within Motorola EMEA Technical Support Organisation (TSO) collaborating with authorized resources that are experienced in managing mission critical networks and associated technologies.

The proposed offering to S&T will be valid from signing of the contract and until 31/12/2021 and will cover the DIMETRA TETRA system operated by the Ministry of Interior of the republic of Moldova. The Essential Services package consists of the following specific services:

SERVICE	SERVICE DESCRIPTION	ESSENTIAL SERVICE PACKAGE
SERVICE DESK	<ul style="list-style-type: none"> Single point of contact for all Service related items, including communications between the Customer, Third-Party Subcontractors, and Motorola 	●
REMOTE TECHNICAL SUPPORT	<ul style="list-style-type: none"> Telephone consultation for technical issues that require a high level of DIMETRA network experience and troubleshooting capabilities 	●
NETWORK HARDWARE REPAIR	<ul style="list-style-type: none"> Hardware repair for all of the Motorola DIMETRA infrastructure and select third-party infrastructure equipment. 	●
SELF INSTALLED SECURITY PATCHES	<ul style="list-style-type: none"> Operating systems security patch updates (MS Windows and AV updates) 	●
SOFTWARE UPDATES	<ul style="list-style-type: none"> Motorola system release software including 3rd party software version updates 	●

Figure 1 Essential Package Service Offering

These services will be delivered through a centralised team within Motorola’s Solutions Support Center (SSC), which operates on a 24 x 7 x 365 basis; and through Motorola’s Repair Centre, which will ensure that equipment is repaired to the highest quality standards.

2.1.2 ESSENTIAL SERVICES DESCRIPTION

Our focus on the needs of our business critical partners has led us to recognise that an integrated implementation and service delivery team that takes a new system from system installation, to acceptance, to warranty, and all the way through extended maintenance, is the best way to ensure that mission critical communications systems meet the needs of our customers. Motorola’s team of experts, have developed



refined processes and sophisticated tools through our experience in delivering mission-critical communications.

2.1.2.1 MOTOROLA CUSTOMER CARE SERVICE DESK (CCSD)

The Motorola Customer Care Service Desk provides a single point of contact for all Service related items, including communications between the customers and Motorola. The Motorola Customer Care Service Desk provides an ingress/egress point for Service Requests, Service Incidents, Changes, and Dispatch. All incoming transactions through the Service Desk are recorded, tracked and updated through the Motorola Customer Relationship Management (CRM) system. Key responsibilities are: Documentation of customer inquiries, requests, concerns and related tickets. Tracking and resolution of issues, and timely communication with all stakeholders is based on the nature of the incident. The Service Desk will manage service requests received from authorized parties and will coordinate the appropriate response with customers and third parties, as necessary.

2.1.2.2 REMOTE TECHNICAL SUPPORT

The cornerstone of our customer care process, Motorola EMEA Technical Support Organisation (TSO) is staffed 24x7x365 by experienced trained, skilled technical support engineers specialising in the diagnosis and swift resolution of network incidents and problems. This TL 9000/ISO 9001-certified centre provides customers with a centralised contact point for service requests, with support providing telephone consultation for incidents and problems that require a high level of communications network expertise and troubleshooting capabilities.

Remote Technical Support is accessed utilising the Motorola Customer Care Service Desk.

Calls requiring Remote Technical Support are logged on Motorola case management database ensuring that technical issues are prioritised, updated, tracked and escalated as necessary, until closure.

With access to a solutions database, as well as access to in house support laboratories and Motorola development engineers, utilising Remote Technical Support can solve even the most challenging network issues quickly and efficiently. Support is just a phone call away and ensures that any network issue is professionally and consistently handled in the shortest possible timeframe.

2.1.2.3 REMOTE DIAGNOSTICS

Motorola specialist engineers may need to connect remotely and access both system-wide and subset elements of the System. Permission for such remote access shall not be unreasonably withheld. The online interpretation of these statistics by the specialist engineers is used to analyse faults as well as run system optimisation programs. The customer will be responsible to ensure that remote access is available to Motorola.

Appendix A contains the Statement of Work for Remote Technical Support.

2.1.2.4 NETWORK HARDWARE REPAIR

Through a central location, the Motorola Repair Centre will manage the repair and coordinate the equipment repair logistics process of Motorola supplied equipment as well as select third-party infrastructure equipment which is supplied as part of the proposed Dimetra X Core solution. This eliminates the need to send system equipment to multiple vendor locations for repair.

The Motorola Repair Centre is composed of a team of experts in communications systems, specialising in troubleshooting, pin-pointing problem areas and servicing the customer equipment down to the component level, utilising state-of-the-art test equipment and test beds. The Repair Centre technical specialists will replicate the customer's network configuration in our comprehensive test labs in order to reproduce and analyse the issue and will ensure that repairs are performed reliably, efficiently and cost effectively. The Motorola repair Centre will coordinate the equipment repair logistics process for any such items.



After repairs are completed, equipment will be tested to its original performance specifications and, if appropriate, configured for return to use in the customer system.

The Hardware Repair for Systems applies to Field Replacement Units (FRU) for DIMETRA Systems which cover the Central Network Equipment, Dispatch and MTS Site equipment subsystems. The cycle time for repairs is typically twenty (20) days - defined as in-house repair time - and excludes any transportation time.

A Field Replaceable Unit (FRU) is the minimum subset part that can be replaced or changed out within radio communications systems in the field. The customer collects and ships the faulty FRU to Motorola, whilst Motorola arranges the repair and/or suitable replacement of the defective unit. If the FRU is irreparable, Motorola will replace it as part of the Hardware Repair for Systems.

Tracking and traceability of the FRU repair is achieved through Motorola repair database. The database is used to track the incoming and outgoing unit, along with information such as the repair data and the cycle-time for the completion of the repair process. This information is used to continuously strive for improvements. Returned FRU's or repairs generally include a diagnostic report for information when returned to the customer.

Appendix B contains the Statement of Work for Network Hardware Repair.

2.1.2.5 SECURITY MANAGEMENT OPERATIONS

The proposed Self-Installed Security Patches Service will provide S&T with security updates that are pre-tested by Motorola and installed by S&T personnel. Our expert network security technologists located in Motorola's dedicated vetting lab will analyse, perform testing, and validate the latest security software updates for the proposed DIMETRA system release. When appropriate, Motorola will make these updates available to outside vendors in order to enable them to test each patch, and will incorporate the results of those third-party tests into the updates provided. Once an update is fully tested and ready for deployment in to the MIA system, Motorola will post it to a secured extranet website and send an email notification to S&T. If there are any recommended configuration changes, warnings, or workarounds, Motorola will provide detailed documentation along with the updates on the website. S&T can then access the Motorola Online Extranet Web Site to download and apply the updates and patches relevant to their system:

- Anti Virus updates (AV) is posted on a weekly basis
- Windows patches are posted on a monthly basis.

S&T is responsible for going through the instructions for each update/patch to ensure that S&T understands which boxes/OS type/System Release etc is supported by particular updates and patches. It is the S&T responsibility to install the security updates on to the system.

Appendix C contains the Statement of Work for Self-Installed Security Patches.

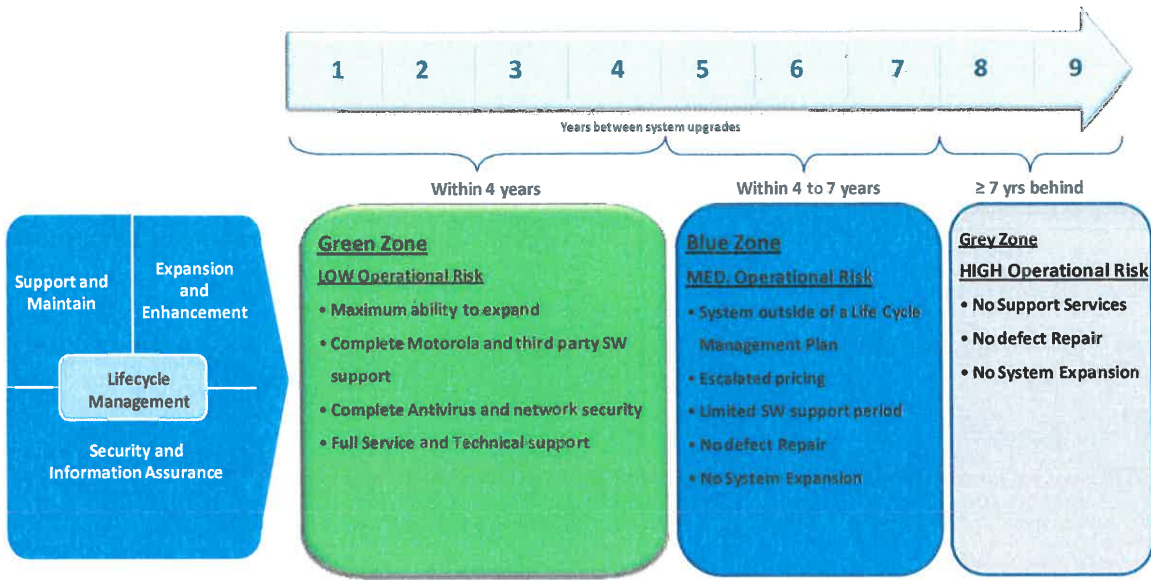
2.1.2.6 SOFTWARE UPDATE – LIFECYCLE MANAGEMENT

To allow customers to manage the potential risk exposure to their operations, it is essential that customers put a Lifecycle Management plan in place. Systems without a plan for regular updates can become increasingly difficult and expensive to repair and may also become more vulnerable to security attacks. Additionally, non-current systems may be unable to take advantage of advancements in technology which may provide enhanced features and performance, and may limit the ability to expand. Regular system updates ensure commercial software remains within the OEM support coverage and can also provide operational enhancements of previously purchased features.

Figure 1 below, shows the level of operational risk exposure that not having such a plan could introduce.



The pace of technology advancement by third-party OEMs requires system operators to change their approach to system maintenance



With a Life Cycle Management Plan in place the System remains within the “Green Zone”

FIGURE 1 - Lifecycle phases for today’s Mission Critical Systems

At Motorola we understand our customers’ need for predictable and cost effective ways to maintain and evolve their networks, today and in the future. Software Updates, available as part of the Essential service package, are a comprehensive approach to technology sustainment of the DIMETRA system and aligns our customers systems with the DIMETRA platform lifecycle, offering the ability to keep their system current. The scope of the Software Update service is designed to keep the customer system protected and operating optimally through carefully programmed software releases.

The Software update service includes 3rd party and Motorola software to maintain supportability. It provides the ability to keep current with the latest feature developments, benefit from performance enhancements and provides software compatibility for system expansions such as expansion of RF sites, dispatch positions, data sub-systems and network management positions. This is achieved with regular DIMETRA System Release updates, approximately every 24 to 30 months. In between updates, customers are able to take new DIMETRA System Enhancement Releases (SER software patches) which are issued approximately 12 and 24 Months from Factory Release Date, expand their systems as needed and purchase new licensable features if applicable.

Under the terms of the Software update service, implementation services of Software Releases and System Enhancement Releases are optional events that would be purchased by S&T. Implementation services for one Software Upgrade are included in the scope of the current proposal.

Regular hardware updates/replacement may be required to allow the system to be upgraded to a new System Release. Hardware updates/replacement will typically take place every 3 to 8 years in alignment with the DIMETRA component hardware lifecycles. The hardware updates/replacements are not included within the software update package and must be purchased by the customer.



2.1.2.7 SOFTWARE UPDATE SERVICE SUMMARY

ITEM	DESCRIPTION	DELIVERY FREQUENCY	SOFTWARE PROVIDED UNDER SOFTWARE UPDATE	SOFTWARE DEPLOYMENT SERVICES PROVIDED UNDER SOFTWARE UPDATE	TRAINING PROVIDED UNDER SMA
Main System Release	Full DIMETRA System Release Impacts all system components.	~2 years	Yes	No	No
SER	System Enhancement Release Typically impacts multiple system elements.	~12 Months	Yes	No	No

Key Benefits of a Software update:

- Regular and planned software upgrades for smoother migration with minimal disruption to system operation.
- Providing access to software repair fixes and performance improvements in between upgrades.
- Maintaining a current state-of-the-art system with access to the latest features and enhancements.
- Least technical and financial risk to keeping system current.
- Fixed cost budgeting for duration of agreement - predicted costs profile and protecting against unforeseen major CAPEX expenditures related to system sustainment.

Appendix D contains the Statement of Work for Software Updates.

2.1.2.8 CUSTOMER SUPPORT MANAGER

Motorola will provide a Customer Support Manager (CSM) who will be the dedicated point of contact for S&T. The CSM is the customer advocate and will ensure the service delivery meets S&Ts' expectations and look towards continuous improvements as the S&Ts' requirements evolve and change. The CSM will communicate to S&T enhancements from Motorola products and services as we develop new and improved solutions to enhance our delivery model and capabilities.

As part of Motorola System Lifecycle Management programme the Customer Support Manager will provide regular reports and reviews to S&T. Incident case reviews will be carried out on an agreed periodic basis via a telephone conference call, whilst performance against agreed SLA/KPIs will be included in the regular management and operations meetings. For the periodic incident case review all open cases are reviewed and actions agreed between Motorola and S&T.

Operational reviews will be held between Motorola and S&T periodically.

These Reviews will incorporate updates on, but not be limited to:

- System status
- Case updates
- Equipment obsolescence



- Operational queries / issues
- New system developments / expansions
- Customer road map
- Lifecycle Management Plan.

This information can be used to look towards a continuous improvement plan to maximise system availability and User satisfaction.



3 APPENDIX A: REMOTE TECHNICAL SUPPORT STATEMENT OF WORK

Motorola's Technical Support service provides telephone consultation for technical issues that require a high level of DIMETRA network knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola Solutions EMEA Technical Support Operations (TSO) by a staff of technical support engineers skilled in diagnosis and swift resolution of infrastructure performance and operational issues.

Motorola applies leading industry standards in recording, monitoring, escalating and reporting for Technical Support calls from its contracted customers, reflecting the importance of maintaining mission critical systems.

3.1 DESCRIPTION OF REMOTE TECHNICAL SUPPORT SERVICE

Motorola's Solutions EMEA Technical Support Organisation (TSO) primary goal is Customer Issue Resolution (CIR), and Service Request Fulfilment on Motorola's currently supported infrastructure. This team of highly skilled, knowledgeable, and experienced engineers will be available to S&T as an integrated part of the support and technical issue resolution process. The TSO will remotely support S&T and work with but not limited to fault diagnostics tools, simulation networks and fault database search engines.

Calls requiring incident restoration or service requests will be logged in Motorola's Customer Relationship Management (CRM) system. This helps ensure that technical issues are prioritised, updated, tracked and escalated as necessary. Technical Support Operations assigns the impact level in accordance with the agreed [Severity Level Definitions](#) stated in this document.

Motorola will track the progress of each case from initial capture to resolution. Motorola will advise and inform S&T of the case progress and tasks that require further investigation and assistance from S&T's technical resources.

This service requires S&T to provide a suitably trained technical resource that delivers maintenance and support to the MIA system, and who is familiar with the operation of that system. Motorola provides technical consultants to support the local resource in the timely closure of infrastructure, performance and operational issues.

Motorola specialist engineers may need to connect remotely and access both system-wide and subset elements of the System. Permission for such remote access shall not be unreasonably withheld. The online interpretation of these elements by the specialist engineers is used to analyse faults as well as run system optimisation programs. S&T will be responsible to ensure that remote access is available to Motorola.

3.1.1 SCOPE

Technical Support is available Monday - Friday 8:00am - 5:00pm UK time and 24 hours a day, 7 days a week for Severity 1 and Severity 2 Incidents. Technical Support availability for Severity 3 and 4 incidents is outlined in the [Response Time Goals](#)

3.1.2 INCLUSIONS

Technical Support service will be delivered on Motorola Dimetra infrastructure including integrated 3rd party products.

3.1.3 LIMITATIONS AND EXCLUSIONS

The following activities are outside the scope of the Technical Support service:



- Emergency on-site visits required to resolve technical issues that cannot be resolved with the SSC working remotely with the local customer technical resource
- Third party support for equipment not sold by Motorola
- System installations, updates, and expansions
- Customer training
- Network security services
- Network transport management
- Motorola services not included in this statement of work.
- Any technical support required as a result of a virus or unwanted intrusion is excluded if the system is not protected against these security threats by Motorola's Pre-tested Security Update Service when applicable.
- Once the Software running on the infrastructure has been deemed end of life by the vendor, the remote technical support service will be limited to Incident Restoration only. There will be no root cause analysis offered or available for Incidents or Technical Requests. Root cause analysis is defined as a method of problem solving that tries to identify the root causes of faults or problems. A root cause is a cause that once removed from the problem fault sequence, prevents the final undesirable event from recurring in the future.

3.1.4 MOTOROLA RESPONSIBILITIES

- Provide availability to the Motorola Solution Support Centre 24 hours a day, 7 days a week to respond to Customer's requests in accordance with [Response Time Goals](#).
- Respond initially to Incidents and Technical Service Requests in accordance with the [Response Time Goals](#) and [Priority Level Definitions](#) sections of this document.
- Provide caller a plan of action outlining additional requirements, activities or information required to achieve restoral/fulfilment.
- Maintain communication with S&T in the field as needed until resolution of the case
- Coordinate technical resolutions with agreed upon third party vendors, as needed.
- Manage functionally escalated support issues to additional Motorola technical resources, as applicable.
- If remote access cannot be achieved provide a list of required system logs that would be required to remotely diagnose a reported incident.
- Determine, in its sole discretion, when a case requires more than the Technical Support services described in this SOW and notify S&T of an alternative course of action.

3.1.5 S&T RESPONSIBILITIES

- Contact the Customer Care Service Desk in order to engage the Technical Support service, providing the necessary information for proper entitlement services. Including but not limited to the name of contact, name of customer, system ID number, site(s) in question, and brief description of the problem.
- To assist in incident resolution, when possible, provide remote access to enable Motorola specialist engineers to connect and access both system-wide and subset elements of the System
- If remote connection cannot be established or delivered, S&T must provide system logs, defined by the TSO, to enable the Motorola Technical Engineer to assist with a solution for on-site restoration.
- Maintain suitable trained technical resources that provide field maintenance and technical maintenance services to the system, and who are familiar with the operation of that system.



- Supply suitably skilled and trained on-site presence when requested by the TSO.
- Validate issue resolution prior to close of the case in a timely manner.
- Acknowledge that cases will be handled in accordance with the [Priority Level Definitions](#) and [Response Time Goals](#) sections in this document.
- Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the Technical Support
- Obtain at S&Ts' cost all third party consents or licenses required to enable Motorola to provide the Service.

3.1.6 PRIORITY LEVEL DEFINITIONS

The following definitions will be used to determine the maximum response times:

INCIDENT PRIORITY	INCIDENT DEFINITION
Critical P1	<p>Core: Core server or core link failure. No redundant server or link available.</p> <p>Sites: Two-RF sites or more than 10% of RF sites down, whichever is greater.</p> <p>Consoles: More than 40% of a site's console positions down.</p> <p>DCS: More than 40% of a site's DCS are down (not providing service to 40% of DCS clients).</p> <p>MTIG: Virtual server or IP link failure. No redundant server or link available.</p> <p>Conventional Channels: Conventional Channel Gateways (CCGW) down without redundant gateways available.</p> <p>Security Features: Security is non-functional or degraded. For example, DDoS attacks on the firewalls, anti-virus management server unavailable, firewalls unavailable with no redundant servers or firewalls, or CryptR unavailable.</p>
High P2	<p>Core: Core server or link failures. Redundant server or link available.</p> <p>Sites: One RF site or up to 10% of RF sites down, whichever is greater.</p> <p>Consoles: Between 20% and 40% of a site's console positions down.</p> <p>DCS: Between 20% and 40% of a site's DCS are down (not providing service to between 20% and 40% of DCS clients).</p> <p>MTIG: Virtual server or IP link failure. Redundant server or link available.</p> <p>Conventional Channels: Up to 50% of CCGWs down. Redundant gateways available.</p> <p>Security Features: Firewall, one or more anti-virus clients unavailable, RSA server unavailable, or AuC server unavailable. Redundant firewalls or servers available.</p> <p>Network Elements: Site router or site switch down. No redundant networking element available.</p> <p>NICE Voice Logging - Logger server, AIS, Inform server or Backup server down. No redundant server available</p>



INCIDENT PRIORITY	INCIDENT DEFINITION
Medium P3	<p>Consoles: Up to 20% of a site's console positions down.</p> <p>DCS: Up to 20% of a site's DCS clients are down (not providing service to up to 20% of DCS clients).</p> <p>Conventional Channels: Single channel down. Redundant gateway available.</p> <p>Network Elements: Site router or site switch down. Redundant networking element available.</p> <p>NICE Voice Logging - Logger server, AIS, Inform server or Backup server down. Redundant server available</p> <p>NTS - loss of NTS, loss of GPS at an MSO or base station site.</p>
Low P4	<p>Service Requests: Request for information Root cause analysis on a recovered failure, assistance with routine or planned maintenance, upgrades to a system, cosmetic faults, or Intermittent faults which occur infrequently which impacts core services* (e.g. TSC reset or router reset).</p>

*Core Service is defined as, Voice, Data and Network Management.

Motorola reserves the right to amend the severity level of any case that is deemed to be set incorrectly.

3.1.7 RESPONSE TIME GOALS

The response times are as follows:

INCIDENT PRIORITY	INCIDENT RESPONSE TIME
Critical P1	<p>Response provided 24/7 until service restoration.</p> <p>Technical resource will acknowledge incident and respond within 1 hour of CCSD logging incident.</p>
High P2	<p>Response provided 24/7 until service restoration.</p> <p>Technical resource will acknowledge incident and respond within 4 hours of CCSD logging incident.</p>
Medium P3	<p>Response provided during normal business hours until service restoration.</p> <p>Technical resource will acknowledge incident and respond within one Business Day of CCSD logging incident.</p>
Low P4	<p>Response provided during normal business hours.</p> <p>Motorola Solutions will acknowledge and respond within 7 Business Days.</p>



4 APPENDIX B: NETWORK HARDWARE REPAIR STATEMENT OF WORK

Motorola provides a hardware repair service for all of the Motorola and select third-party infrastructure equipment supplied by Motorola as part of the Core Network, Console Sites and MTS Base Stations. The Motorola Repair Centre manages and performs the repair of Motorola supplied equipment as well as coordinating the equipment repair logistics process.

4.1 DESCRIPTION OF NETWORK HARDWARE REPAIR SERVICE

Infrastructure components are repaired at a Motorola Repair centre. At Motorola's discretion, select third party Infrastructure may be sent to the original equipment manufacturer or third party vendor for repair.

4.1.1 SCOPE

Repair authorisations are obtained by contacting the Motorola Services Desk which is available 24 hours a day, 7 days a week or by emailing repair.emea@motorolasolutions.com.

4.1.2 INCLUSIONS

Network Hardware Repair is available on Motorola sold communication systems which may include some aspect of third party hardware and software. Motorola will make a "commercially reasonable effort" to repair Motorola manufactured infrastructure products for seven years after product cancellation.

The Hardware Repair for Systems applies to Field Replacement Units (FRU) which covers the Central Network Equipment, Dispatch and Site equipment subsystems. A Field Replaceable Unit (FRU) is the minimum subset part that can be replaced or changed out within radio communications systems in the field. The cycle time for repairs is typically twenty (20) days - defined as in-house repair time - and excludes any transportation time.

4.1.3 EXCLUSIONS

If infrastructure is no longer supported by Motorola, the original equipment manufacturer or a third party vendor, Motorola may return said equipment to S&T without repair or replacement. The following items are excluded from Network Hardware Repair:

- All Motorola manufactured infrastructure hardware more than seven (7) years from product cancellation date.
- All third-party hardware equipment supplied by Motorola, more than the support period highlighted in the Original Equipment Manufacturers (OEMs) stated cancellation policy which will be announced by Motorola on product cancellation.
- All Broadband infrastructure over three (3) years from product cancellation date
- Physically, water or lightning damaged infrastructure or where it is used outside its published environmental or performance specifications.
- Third party equipment not shipped by Motorola
- Consumable items including, but not limited to, batteries, connectors, cables, toner/ink cartridges, tower lighting, laptop computers, monitors, keyboards and mouse.
- Video retrieval from Digital In-Car Video equipment.
- Infrastructure backhaul such as, Antennas, Antenna Dehydrator, Microwave, Line Boosters, Amplifier, Data Talker Wireless Transmitter, Short haul modems, UPS
- Test equipment.



- Racks, furniture and cabinets.
- Firmware and/or software updates.

4.1.4 MOTOROLA RESPONSIBILITIES

- Enable S&T access to the Motorola call Centre operational 24 hours a day, 7 days per week, to create requests for repair service
- Provide repair return authorisation numbers when requested by S&T
- Receive malfunctioning infrastructure from S&T and document its arrival, repair and return
- Perform the following service on Motorola infrastructure:
 - Perform an operational check on the infrastructure to determine the nature of the problem
 - Replace malfunctioning Field Replacement Units (FRU) or components.
 - Verify that Motorola infrastructure is returned to Motorola manufactured specifications, as applicable
 - Perform a box unit test on all serviced infrastructure
 - Perform a system test on select infrastructure.
- Provide the following service on select third party infrastructure:
 - Perform pre-diagnostic and repair services to confirm infrastructure malfunction and eliminate sending infrastructure with no trouble found (NTF) to third party vendor for repair, when applicable
 - Ship malfunctioning infrastructure components to the original equipment manufacturer or third party vendor for repair service, when applicable
 - Track infrastructure sent to the original equipment manufacturer or third party vendor for service
 - Perform a post-test after repair by Motorola, original equipment manufacturer, or third party vendor to confirm malfunctioning infrastructure has been repaired and functions properly in a Motorola system configuration, when applicable
 - Re-program repaired infrastructure to original operating parameters based on software/firmware provided by S&T r. If the system software version/configuration is not provided, shipping times will be delayed. If the Motorola Repair Centre determines that the malfunctioning infrastructure is due to a software defect, the repair centre reserves the right to reload infrastructure with a similar software version.
 - Properly package repaired infrastructure
 - Ship repaired infrastructure to the address specified by S&T during normal operating hours of Monday through Friday 7:00am to 7:00pm CET, excluding holidays. FRU will be sent two-day air unless otherwise requested. Motorola will pay for such shipping, unless S&T requests shipments outside of the above mentioned standard business hours and/or carrier programs, such as NFO (next flight out). In such cases, customer will be responsible for payment of shipping and handling charges.

4.1.5 S&T RESPONSIBILITIES

- Contact or instruct Servicer to contact the Motorola Solutions Customer Care Service Desk (CCSD) and request a return authorisation number prior to shipping malfunctioning infrastructure
- Provide model description, model number and serial number, type of system, software and firmware version, symptom of problem and address of site location for FRU or infrastructure

- Indicate if infrastructure or third party infrastructure being sent in for service was subjected to physical damage or lightning damage
- Follow Motorola instructions regarding inclusion or removal of firmware and software applications from infrastructure being sent in for service
- Provide S&T purchase order number to secure payment for any costs described herein that are outside the scope of the existing Agreement between Motorola and S&T to which this SoW is attached.
- Properly package and ship the malfunctioning FRU, at S&Ts' expense, arranging customs clearance process during import/export of equipment assuming related costs (i.e. customs, duties and taxes). S&T is responsible for properly packaging the malfunctioning infrastructure FRU to ensure that the shipped infrastructure arrives un-damaged and in repairable condition.
- Clearly print the return authorisation number on the outside of the packaging
- Maintain versions and configurations for software/applications and firmware to install repaired equipment
- Provide Motorola with proper software/firmware information to reprogram equipment after repair unless current software has caused this malfunction
- Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the infrastructure repair services to customer
- Obtain at S&Ts' cost, all third party consents or licenses required to enable Motorola to provide the Service.



5 APPENDIX C: SELF-INSTALLED SECURITY PATCHES STATEMENT OF WORK

Motorola Solutions' DIMETRA™ Security Update Service ("SUS") provides pretested security updates, minimising cyber risk and software conflicts. These security updates contain operating system security patches and antivirus definitions that have been validated for compatibility with DIMETRA systems. S&T will be responsible for downloading and installing these security updates, as well as rebooting the relevant hardware after installation.

5.1 DESCRIPTION OF SELF INSTALLED SECURITY PATCHES SERVICE

Motorola Solutions uses a dedicated information assurance lab to test and validate security updates. Motorola Solutions deploys and tests security updates in the lab to check for and prevent potential service degradation.

Motorola Solutions releases tested, compatible security updates for download and installation. Once security updates are verified by the SUS team, Motorola Solutions uploads them to a secure website and sends a release notification email to the Customer contacts to inform them that the security update release is available. If there are any recommended configuration changes, warnings, or workarounds, the SUS team will provide documentation with the security updates on the secure website.

S&T will be responsible for downloading security updates, installing them on applicable components, and rebooting updated components.

5.1.1 SCOPE

DIMETRA SUS includes pretested security updates for the software listed in Table 5-1. Motorola Solutions delivers these security updates for installation by S&T. This table also describes the release cadence for security updates.

Table 5-1: Update Cadence

Software	Update Release Cadence
ESET Antivirus Definition Files	Weekly
Microsoft Windows	Monthly
Microsoft Windows third party (Adobe Reader)	Monthly
Red Hat Linux (RHEL)	Quarterly

5.1.2 INCLUSIONS

DIMETRA SUS supports the current Motorola Solutions DIMETRA X-Core, DIMETRA IP Scalable, and DIMETRA IP Compact system releases and aligns with the established [Software Support Policy \(SwSP\)](#).



Motorola Solutions reserves the right to determine which releases are supported as business conditions dictate. Additional charges may apply in the event of supporting older releases. Contact Motorola Solutions' assigned Customer Support Manager ("CSM") for the latest supported releases.

5.1.3 MOTOROLA RESPONSIBILITIES

- On the release schedule in Section 4.1.1: Scope, review relevant and appropriate security updates released by Original Equipment Manufacturer ("OEM") vendors.
- Release tested and verified security updates to Motorola Solutions' secure website.
- Publish documentation for installation, recommended configuration changes, any identified issue(s), and remediation instructions for each security update release.
- Include printable labels which S&T may use if downloading security updates to a disk.
- Send notifications by email when security updates are available to download from the secure website. Release all tested updates to the Motorola secure extranet site.

LIMITATIONS AND EXCLUSIONS

- Systems with non-standard configurations that have not been certified by Motorola's Systems Integration and Test ("SIT") team are specifically excluded from this service, unless otherwise agreed in writing by Motorola Solutions.
- Interim or unplanned releases outside the supported release cadence.
- Service does not include pretested intrusion detection system ("IDS") signature updates for IDS solutions.
- This service does not include releases for Motorola Solutions products that are not DIMETRA X-Core, DIMETRA IP Scalable, and DIMETRA IP Compact. The following are examples of excluded products: WAVE PTX™, Critical Connect, and VESTA® solutions.
- Motorola Solutions product updates are not included in these services.
- Shared network infrastructure firmware, such as transport and firewall firmware, are not included in these services.

5.1.4 S&T RESPONSIBILITIES

- Provide Motorola with predefined information necessary to complete a Customer Support Plan ("CSP") prior to the Agreement start date.
- Update Motorola Solutions with any changes in contact information, specifically for authorized users of Motorola Solutions' secure website.
- Provide means for accessing Motorola Solutions' secure website to collect the pretested files.
- Deploy the pretested files to the MIA system as instructed in the "Read Me" text provided on the secure website.
- Implement recommended remediation(s) on the MIA system, as determined necessary by S&T.
- When a security update requires a reboot, reboot servers and workstations after security updates are installed. Microsoft Windows servers and workstations often need to be rebooted before security updates take full effect and mitigate vulnerabilities.
- Adhere closely to the Motorola Centralized Managed Support Operations ("CMSO") troubleshooting guidelines provided upon system acquisition. Failure to follow CMSO guidelines may cause S&T and Motorola unnecessary or overly burdensome remediation efforts. In such cases, Motorola reserves the right to charge an additional fee for the remediation effort.
- Upgrade system to a supported system release when needed to continue service.



- Comply with the terms of applicable license agreements between S&T and non-Motorola software copyright owners.

5.1.4.1 DISCLAIMER

This service tests OEM security updates. Delivering security updates for specific software depends on OEM support for that software. If an OEM removes support (end-of-life) from deployed software, Motorola Solutions will work with the OEM to reduce the impact, but may remove support for the affected software from this service without notice.

OEMs determine security update schedules, supportability, or release availability without consultation from Motorola Solutions. Motorola Solutions will obtain and test security updates when they are made available, and incorporate those security updates into the next appropriate release.

Motorola Solutions disclaims any warranty with respect to pretested database security updates, hypervisor patches, operating system software patches, intrusion detection sensor signature files, or other third-party files, express or implied. Further, Motorola Solutions disclaims any warranty concerning non-Motorola Solutions software and does not guarantee MIA system will be error-free or immune to security breaches as a result of these services.



6 APPENDIX D: SOFTWARE UPDATES

STATEMENT OF WORK

Software Updates are a comprehensive approach to technology sustainment of the DIMETRA system and aligns our Customers systems with the DIMETRA platform lifecycle, offering the ability to keep their system current. The scope of a Software Update is designed to keep your system protected and operating optimally through carefully programmed software releases.

6.1 DESCRIPTION OF SOFTWARE UPDATES SERVICE

Motorola agrees to provide S&T with applicable software and optional implementation services necessary to maintain the MIA DIMETRA system at an exceptional level of support. DIMETRA system software updates, which are available in the form of a Software Maintenance Agreement (SMA), improve system functionality/operation and extend the useful life of the network.

The SMA provides software support through the following two methods:

- **System Releases (SR)**

This agreement allows customers to upgrade their system periodically. Each new System Release contains the latest features and functionality and upgrading allows access to these. Regular hardware updates/replacements may be required to allow the system to be upgraded to a System Release. Hardware updates/replacements are not covered in this agreement.

- **System Enhancement Releases (SER)**

SER's provide a Software patch in-between a system release, which is intended to provide defect fixes, maintain continuity of supply and occasionally includes new features.

6.1.1 INCLUSIONS

This service includes 3rd party and Motorola software to maintain supportability. All updates are pre-tested and certified in a dedicated DIMETRA test lab to ensure that they are compatible and do not interfere with the DIMETRA network functionality. Software updates may also include feature enhancements. At Motorola's option, feature enhancements may be offered for purchase.

- The DIMETRA software covered under this agreement includes:
 - Base stations
 - Routers
 - LAN switches
 - Servers
 - Dispatch consoles
 - Network management terminals
 - Network security devices such as firewalls Associated peripheral infrastructure software
- The parties agree that this agreement only covers those items expressly stated in the section above. There is no coverage on any additional software or hardware products unless specifically described in this agreement. Motorola may, at its sole discretion, choose to include coverage for other items. Refer to the next section for exclusions and limitations.
- The Customer Support Manager will issue SER bulletins on their release. These will highlight any new functionality, continuity of supply enhancements and generic defect fixes.

6.1.2 EXCLUSIONS AND LIMITATIONS

- The parties agree that Systems that have non-standard configurations, that have not been certified by Motorola Systems Integration Testing, are specifically excluded from this agreement unless otherwise agreed in writing by Motorola and included in this SoW.
- This agreement does not cover any software supplied to S&T or the MIA when purchased directly from a third party, unless specifically included in this SoW.
- Any licenses required to activate new features
- This agreement does not cover software support for unauthorised modifications or other misuse of the covered software.
- System Hardware updates or replacements may be required in order to implement future System Releases. These updates are not included as part of this agreement
- Updates for equipment add-ons or expansions during the term of this DIMETRA agreement are not included in the coverage of this SoW unless otherwise agreed to in writing by Motorola and S&T.
- Implementation of one Software Update is included in this agreement.
- Before implementation of the Software Update can commence, it must be agreed between S&T and Motorola Solutions that all equipment listed in the covered equipment section are in full operational order. Any required fault finding or correction of issues arising from the incorrect preparation or installation, or faulty system hardware, before or during the field implementation of an update will not be covered by this agreement.
- At least two weeks before the implementation of the Software Update, S&T shall provide Motorola Solutions evidence that any non-Motorola Solutions offered 3rd party software supplier or developer has tested their application against the latest DIMETRA release to be installed and has confirmed that the operation of either solution is not impacted. They should also confirm the application has a current software version.

6.1.3 MOTOROLA RESPONSIBILITIES

- Provide S&T a bulletin announcing the availability and benefits of each new System Release.
- Provide S&T, prior to an update, features included in a System Release that apply to the Motorola Software in the MIA existing System components.
- Delivery of release notes to accompany the new System Release.
- Delivery of updates to existing documentation relating to the changes within the System Release.
- Ensure 3rd party license and maintenance agreements for equipment supplied and maintained by Motorola Solutions are kept current.
- Notification & delivery of applicable new Service Pack Update software.

6.1.4 S&T RESPONSIBILITIES

- Comply with the terms of the applicable software license agreement(s) between S&T and Motorola.



7 DIMETRA X CORE SOFTWARE UPGRADE D9.0.1 TO D9.1.1 IMPLEMENTATION SERVICES STATEMENT OF WORK

7.1 SOFTWARE UPGRADE OVERVIEW

Software Upgrades as part of a service package is a comprehensive approach to technology sustainment for DIMETRA systems and aligns our Customers systems with the DIMETRA platform lifecycle.

7.2 DESCRIPTION OF SERVICE AND OBLIGATIONS

- Under the current agreement, S&T will enrol in an Essential Service Package for the Dimetra X Core system of MIA with software release D9.0.1, which will be valid until 31/12/2021 and according to which it will be entitled to receive the new software release (SR). With this proposal, Motorola offers an enhancement to the Essential Service Package with the necessary implementation services to upgrade the current D9.0.1 to the new D9.1.1 software release. The software upgrade will be performed on mutually agreed dates according to the upgrade timeline that will be prepared by Motorola and Motorola will work with the S&T to ensure that the software upgrade will be implemented in a way that will ensure a minimal operational impact.
- Prior to the upgrade, Motorola will provide S&T with the D9.1.1 Software release bulletin in soft copy via the Customer Services Manager (CSM). Standard and optional features for a given DIMETRA system release are listed in the Software Release bulletin.
- DIMETRA system releases are intended to improve the system functionality and operation from previous releases and may, at Motorola's discretion, include some minor enhancements to currently offered features or significant new feature enhancements that Motorola may offer for purchase.
- Motorola will provide implementation services necessary to upgrade the MIA system to the D9.1.1 system release with an equivalent level of functionality in line with the DIMETRA lifecycle roadmap. Any implementation services that are not directly required to support the software upgrade are not included. Implementation services necessary for system expansions, platform migrations, and/or new features or functionality that are implemented concurrent with the software upgrade are not included.
- The DIMETRA software covered by this agreement includes:
 - Base stations
 - Routers
 - LAN switches
 - Servers
 - Motorola Dispatch Consoles
 - Network management terminals
 - Network security devices such as firewalls
- The parties agree that the software upgrade agreement only covers those items expressly stated above. There is no coverage on any additional software unless specifically described in this agreement. Motorola may, at its sole discretion, choose to include coverage for other items. Refer to Exclusions and Limitations section for exclusions and limitations.



7.3 RESPONSIBILITIES

7.3.1 MOTOROLA RESPONSIBILITIES

- Provide to S&T a bulletin announcing the availability and benefits of the D9.1.1 System Release.
- Provide to S&T, prior to the upgrade, features included in the D9.1.1 System Release that apply to the Motorola Solutions Software in the MIA existing System components.
- Delivery of release notes to accompany the D9.1.1 System Release.
- Delivery of updates to existing documentation relating to the changes within the System Release.
- Ensure 3rd party license and maintenance agreements for equipment supplied and maintained by Motorola Solutions are kept current.
- As part of the current proposal for the delivery of Software Upgrade Implementation services Motorola shall also:
 - Provide System Survey data requirements to S&T in order to create and deliver a software Upgrade Implementation plan.
 - Include in the Software Upgrade Implementation Plan,
 - Installation plan.
 - Impact to system users during the actual field update implementation.
 - Work with S&T to agree on the dates and schedule the system upgrade to D9.1.1.
 - Assign program management support required to perform the system upgrade to D9.1.1.
 - Assign Upgrade Operations resources required to perform the system upgrade to D9.1.1.
 - Before the system upgrade commences, complete a remote audit of all items to be upgraded.
 - Perform appropriate system backups.
 - Install the system upgrade.
 - Validate all system upgrade deliverables are complete.
 - Obtain completion sign off from S&T.

7.3.2 S&T RESPONSIBILITIES

- Comply with the terms of the applicable software license agreement(s) between S&T and Motorola
- Provide approval of the upgrade implementation plan and dates at least 4 months prior to the upgrade implementation
- As part of the Software Upgrade Implementation services S&T shall also:
 - Cooperate with Motorola Solutions and perform all acts that are reasonable or necessary to enable Motorola Solutions to provide this service to S&T.
 - Provide Motorola Solutions with pre-defined information (S&T and MIA contacts, system information, etc.) prior to the system upgrade.
 - Ensure a system survey is conducted as requested by Motorola Solutions, and send the survey data to Motorola Solutions for review and use in the planning of the software upgrade.
 - Review Software installation plans and user impact with appropriate MIA personnel informing system users of upgrade/update plans and any scheduled system downtime implications associated with reboots and upgrade activities.

- Properly store and make available purchased software needed for installation of the upgrades and updates.
- Obtain at S&T cost any additional licenses necessary to implement new system features.
- Provide Motorola Solutions with the current system passwords.
- As D9.1.1 is supplied on USB Media, ensure that all USB Ports on the system are open and available for access both physically and at a software level.
- Assign skilled Field Engineers to support onsite Motorola's Upgrade Operations team during the upgrade planning/preparation and implementation.
- Perform the upgrade of the MCC7500/7500C Dispatch consoles.
- Travel to any Base Station that may fail during the upgrade to restore functionality.
- Where applicable, arrange for any non Motorola Solutions offered 3rd party software supplier or developer to provide any certification, support or testing before, during and after the implementation of new software.
- Validate all system update deliverables are complete.
- Provide Motorola with completion sign off.

7.4 EXCLUSIONS AND LIMITATIONS

- The parties agree that Systems that have non-standard configurations, which have not been certified by Motorola Solutions Systems Integration Testing, are specifically excluded from this agreement unless otherwise agreed in writing by Motorola Solutions and included in this proposal.
- This agreement does not cover any software supplied to S&T or MIA when purchased directly from a third party, unless specifically included in this proposal.
- Any licenses required to activate new features are not included in this proposal.
- This agreement does not cover software support for unauthorised modifications or other misuse of the covered software.
- Updates for equipment add-ons or expansions during the term of this DIMETRA agreement are not included in the coverage of this proposal unless otherwise agreed to in writing by Motorola and S&T.
- Before the system upgrade implementation can commence, it must be agreed between S&T and Motorola that all equipment listed DIMETRA items covered by this agreement are in full operational order. Any required fault finding or correction of issues arising from the incorrect preparation or installation, or faulty system hardware, before or during the field implementation of an upgrade will not be covered by this agreement and will have to be rectified by S&T.
- Functionality testing and verification of compatibility of any 3rd party applications not sold by Motorola as part of the Dimetra D9.0.1 system will not be covered by this agreement.

7.5 SPECIAL PROVISIONS

The coverage and the parties' responsibilities described in Section 7 of this statement of work will automatically terminate once the software upgrade of the system from D9.0.1 to D9.1.1 has been completed and sign off has been provided by the customer.

APPENDIX 1

MOLDOVA MINISTRY OF INTERNAL AFFAIRS TETRA SYSTEM CONFIGURATION

SYSTEM COMPONENT	DESCRIPTION	COMMENTS
System ID:	ZONE1: 014AA ZONE2: 014B8	
System Name:	MOLDOVA MOI	
Core Type (DIPX {X Core}, DIPS, DIPC)	DIPX	
Current System Release:	9.0.1	
Platform (G8, G9....)	Gen4, HP DL360 G9	
System Installed / Commissioned date	2018	
System Hardware upgrades implemented	No	
System Software upgrades implemented	No	
Next upgrade path Software / Hardware platform	R9.1 or later	
Current Support Phase	Extended Support	
End of Standard Support Phase	May 2021	
End of Extended Support Phase	May 2024	
System Information		
# of Clusters	1	
# of Zones	2	
Zones configured for Geographical Redundancy (GR)?	Yes	
# of Geographical & Local Redundancy (GLR) Zones Duplicates Zone equipment at MSO Locations Number should not be greater than the # of Zones	No	
# of MSO Locations	2	
# of Firewalls in System	12	
# of Network Management Terminals	8	
System Features		
Core Security Management Service	Yes	
# of Authentication Servers	2	
GCK + OTAR	Yes	
# of KMF Servers	1	
# of KMF Clients	1	
# of Telephone Interconnect (number of MTIG's if applicable)	2	
RF Site Information		
# of BTS	91	
Control Site Information		
# of Control Sites	8	
# Console Positions	13	
# of Dispatch Comm. Servers		
# of Archiving Interface Services (AIS)	10	
# of Control Site CCGWs		
Voice Logging Information		



SYSTEM COMPONENT	DESCRIPTION	COMMENTS
# of Logging Recorders	2	
# of Inform Servers	1	
# of Storage Centres		
# of Replay Stations	3	
# of Inform Clients	1	
# of Number of Discreet Listening PCs	8	
Other Inputs		
GINA Server	1	

