

# APX NEXT Smart Radio Fleet Purchase Proposal



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November 12th, 2025

Chief Terrance Thouez  
City of Hallandale Beach Police Department  
400 South Federal Highway  
Hallandale Beach, FL

Subject: Hallandale Beach PD APX NEXT Smart Radio Fleet Purchase Proposal

Dear Chief Thouez:

Motorola Solutions, Inc. ("Motorola") is pleased to have the opportunity to provide the Hallandale Beach Police Department (Hallandale Beach) with quality communications equipment and services. The Motorola project team has taken great care to propose a solution that will meet your needs and provide unsurpassed value.

To best meet the functional and operational specifications of this solicitation, our solution includes a combination of hardware, software, and services. Specifically, this solution provides:

- APX NEXT Smart Portable Radios & Accessories
- 7-Year Public Safety Applications, Radio Central Programming, & Device Management Services
- Fleetwide Radio Programming, Provisioning and Deployment Technical Services
- Incentives:
  - Bulk Purchase Incentive valued at \$155,663 in savings
  - NASPO Contract discount pricing valued at \$555,970 in savings
  - Total Incentives saving Hallandale Beach approximately \$700K

This proposal is subject to the terms and conditions of the NASPO Contract No. 00318 as modified by the Participating Addendum for the State of Florida. City of Hallandale Beach Police Department may accept the proposal by issuing a Purchase Order referencing the NASPO Contract No. 00318 as modified by the Participating Addendum for the State of Florida and this proposal. This proposal is valid thru December 19th, 2025.

Any questions the City of Hallandale Beach has regarding this proposal can be directed to Danny Sanchez, Territory Vice-President, at (954) 260-2961, [daniel.sanchez@motorolasolutions.com](mailto:daniel.sanchez@motorolasolutions.com).

Motorola appreciates your interest in the products and services that our company provides. We look forward to assisting the City of Hallandale Beach by implementing this project.

Sincerely,

A handwritten signature in black ink, appearing to read 'Danny Sanchez', with a stylized flourish at the end.

Danny Sanchez  
Territory Vice-President  
Motorola Solutions, Inc.

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## Section 1

# Subscriber Description

## 1.1 APX NEXT Smart Portable Radios

### 1.1.1 APX NEXT Law Enforcement Smart Radio

The APX NEXT is Motorola's next-generation P25 platform, purpose-built for first responders to access and act on information while maintaining their focus in critical situations. With natural and accessible touch interface, audio optimized for high-noise environments, and extended coverage through broadband connectivity, APX NEXT delivers actionable intelligence to the point of engagement for personnel to stay connected and in control wherever the mission takes them.

Equipped with broadband, LTE, Wi-Fi, Bluetooth 5.0, and GPS capabilities, APX NEXT brings future-ready applications, services, and best-in-class connectivity to the field and control room. The APX NEXT platform's cloud-based provisioning system will allow your agency to quickly procure, provision, and update the APX NEXT fleet, reducing the downtime needed to get devices into the field and saving your support staff valuable time.



Key benefits and advanced capabilities of the APX NEXT device include the following:

- **SmartTouch Experience** – Easier operation with a redefined touch UI, centered around a new 3.6-inch impact resistant touch display and shallow menu hierarchy that offer more information at a glance and quicker engagement with critical applications. This cleaner and more intuitive visual layout increases the usability of the APX NEXT radio and helps your users find the information they need without pause or distraction.
- **Ruggedized, Ergonomic Design** – Increased personnel safety and efficiency with an improved T-Grip ergonomic design, full-color top display, and tactile knobs for efficient use in emergency situations. Patented touch technology enables reliable gloved use, while also making the screen immune to false actuations from water, snow, ice, or

debris. The APX Next device meets the same MIL standards for ruggedization achieved by our APX platform radios.

- Interoperability – Supports all public safety frequency bands (7/800 MHz, VHF, UHF) for full interoperability across radio systems with minimal intervention by the radio user.
- Easy Fleet Management – Easier and quicker radio provisioning, remote updates, and streamlined management for support staff, delivering greater awareness of your APX NEXT fleet. Using Motorola's cloud-based RadioCentral (RC) programming, APX NEXT supports faster provisioning and deployment to get devices in the hands of responders and out into the field.

Across all aspects of the radio experience — deployment, operation, maintenance, and evolution —APX NEXT brings critical advancements to usability and performance.

## 1.1.2 WM800 (Bluetooth) APX NEXT Remote Speaker Mics

The Xtreme Voice Remote Speaker Microphones are the next generation mission-critical RSMs designed to deliver the clearest and loudest audio communications. The WM800 RSM's are equipped with Motorola Solution's latest technology, including sophisticated noise-reduction techniques, in a sleek, compact package. Instantly access ViQi, your virtual AI assistant, to change radio channels and receive critical information. Create functional short cuts with three configurable buttons that are protected against accidental activation.

Built as a system, the WM800 RSM's and the APX NEXT radio strengthen the most important thread of your lifeline: ultra-clear voice communications. So, no matter where you are or how you speak, you can be confident that, for every message, you'll hear and be heard clearly.

Key benefits of the WM800 RSM include:

- Loudest, Clearest Speaker—Engineered for clearer and cleaner speech, the speaker cuts through typical first responder scene sirens and turmoil to deliver critical communications so you can hear and understand. Even in stressful situations that lead to shouting, your officers will transmit more intelligible speech.
- Four Digital Microphones with new Adaptive Noise Suppression—Four digital microphones feed into sophisticated algorithms which track your voice and filter out the surrounding noise for superior clarity. The mics are arranged for all-round coverage, so the technology is effective from every direction.
- Enhanced Windporting—In order to reduce the roar of wind noise, the RSM housing has been engineered to direct airflow away from those sensitive microphones.
- Dedicated ViQi Button—The dedicated ViQi button on your XV RSM allows you to operate ViQi from your shoulder.

- Bluetooth—The WM800 APX NEXT Bluetooth Speaker Mic offers all the features of the wired XVP830 with the added flexibility of Bluetooth Wireless capability. Additionally, it includes a Task Light on the bottom of the microphone.



Figure 1-2: WM800 Wireless Bluetooth Speaker Mic

## 1.2 Smart Application Services

If proposed, a host of application services will enhance the APX NEXT device's capabilities in the following ways:

- Quick access to immediate, actionable intelligence via intuitive voice control.
- Better coverage through automatic switching between LMR and broadband connectivity via SmartConnect.
- Accurate location data over a broadband network for more informed decision making via SmartLocate.
- Immediate software and security updates in the field using high-speed bandwidth and extended coverage of LTE networks via SmartProgramming.
- Precise and accessible location information for field users on a modernized map interface via SmartMapping.
- Seamless and discrete multimedia communications over a broadband connection via SmartMessaging.

## 1.2.1 Managing and Provisioning Devices

APX NEXT delivers greater awareness and faster management of radio fleets with optimized provisioning, networking, and monitoring tools that transform accurate data into smarter action. These features enable dispatchers and network managers to make more informed operational decisions, keep radios in the field, and, above all, protect first responders' focus and safety.

Device Management Services (DMS) packages provide programming, management, and maintenance services to maximize the effectiveness of this APX NEXT solution, while reducing maintenance risk, workload, and total cost of ownership. The DMS packages are separated into tiers designed for a range of customer needs, whether the solution is self-maintained or managed by Motorola Solutions.

Using Motorola Solutions' cloud based RadioCentral (RC) programming, APX NEXT supports faster provisioning and deployment to get devices in the hands of responders and out into the field. Parameters such as talk groups, interface options, and security keys can be programmed remotely within minutes. Access to RadioCentral is provided through the Device Management Service package.

The Figure 1-2 below illustrates the expedited RC provisioning process of APX NEXT.

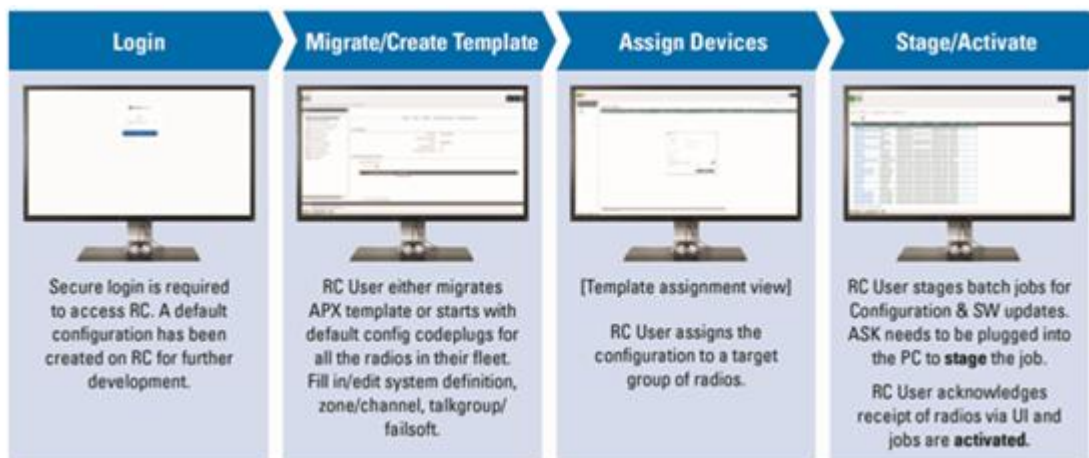


Figure 1-2: APX NEXT Provisioning Process via RadioCentral

The APX NEXT out-of-the-box experience is streamlined with a few simple steps. Users will power on the device and view a boot-up animation with startup. Status bar icons on the front display indicate when a connection is made, and an update download is initiated. If the APX NEXT device is being started for the first time, a “peek-in” device management notification will indicate that the default configuration is detected. When the update download is complete, the device reboots and installs the update. When the installation is complete, the device goes back to the full home screen and notifies the user that the update is complete. For Encryption and



Authentication users, a KVL needs to be connected to the radio for those services. From power on to provisioning completion takes less than a minute.

## 1.2.2 Evolving with Updates and Upgrades

APX NEXT is a future-ready platform that will evolve alongside users through updates and upgrades, delivering expanded mission-critical capabilities while keeping personnel in the field where they are needed. To this end, APX NEXT eliminates the extended downtime and shop visits often associated with device upgrades; now, software patches can be automatically installed regardless of geographic location over a broadband connection, or, if proposed, immediately pushed to the field over LTE with Motorola Solutions' SmartProgramming service.

This streamlined process eliminates bottlenecks in the upgrade process and delivers important new features into users' hands. Firmware upgrades will also fit more seamlessly into workflows to avoid unnecessary disruptions. The Figure 1-3 below illustrates how feature updates are easily deployed to the entire radio fleet.

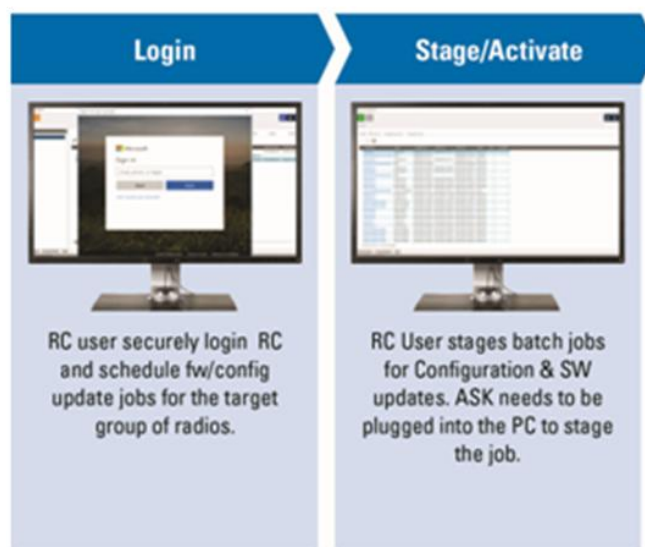


Figure 1-3: Typical Firmware and Configuration Update Process via RadioCentral

If a situation occurs where users do not have the time for an update, those updates can be delayed through a prompt until the next power cycle. This puts personnel directly in control of when updates work best for responders, especially in the chaotic environment of public safety. A snapshot of the APX NEXT device with the "Install Update" prompt is shown in Figure 1-4 below.



Figure 1-4: APX NEXT In-Field Update on the Device

## 1.2.3 SmartProgramming Application Service

Leveraging Device Managed Services (DMS) and RadioCentral provisioning capabilities, the SmartProgramming application allows radios to be updated anywhere within an agency's local LTE network coverage area. APX NEXT devices no longer need to be tied to a computer via USB cable, limited to Wi-Fi network coverage, or gated by Land Mobile Radio (LMR) bandwidth. SmartProgramming allows the APX NEXT device to take advantage of LTE broadband data speeds to pull programming jobs from RadioCentral devices in minutes. The SmartProgramming Application Service is proposed as a subscription-based model to optimize budget and scale to meet evolving needs.

## 1.2.4 Securing Communications

APX NEXT uses Motorola Solutions hardened End-to-End security to protect communications and allow only authorized units in the system to listen to transmissions. End-to-End security provides seamless protection from the device and data in transit to the cloud and the LMR system.

This solution ensures each component in the system is designed and validated against ongoing threat assessments to ensure vulnerabilities are detected and remedied, while potential new vulnerabilities will be addressed with seamless security updates. This offers transparent, real-time protection and keeps critical information and infrastructure safe.

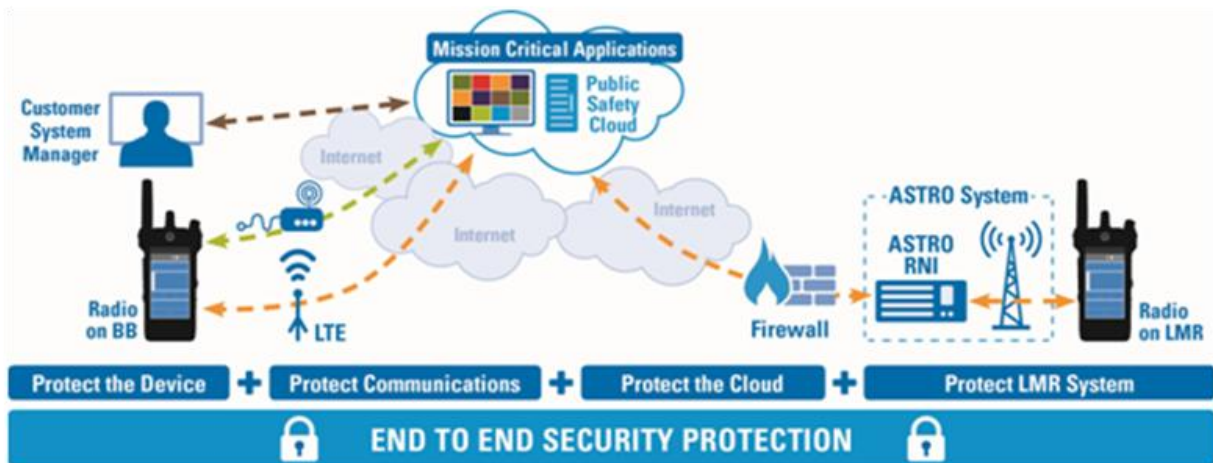


Figure 1-5: Motorola Solutions' End-to-End Security Solution

## 1.2.5 SmartConnect Application Service

First responders need to know that they are covered and supported with critical intelligence no matter where the mission takes them. Leveraging APX NEXT and supported devices, SmartConnect keeps users connected and maintains LMR features through a broadband connection. SmartConnect allows users to connect back into Radio System when outside of the Radio System coverage footprint via cellular on an LTE FirstNet connection.

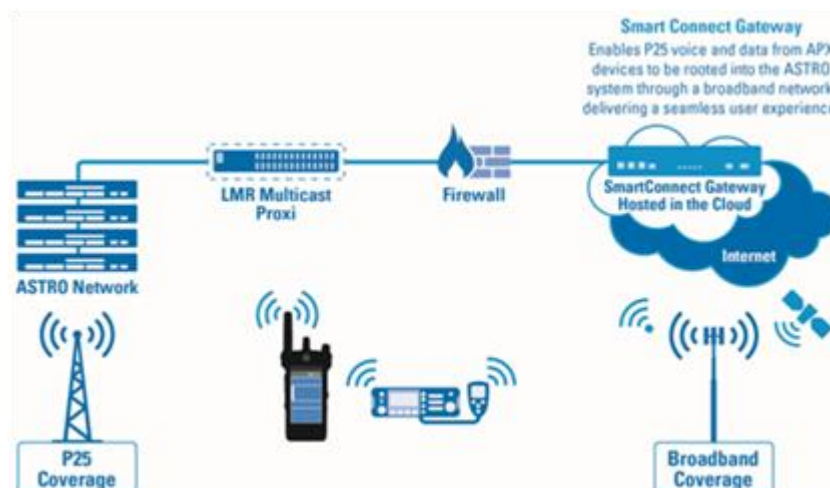


Figure 1-6: APX NEXT Network Elements of SmartConnect

## 1.2.6 SmartLocate with CommandCentral Aware

The APX NEXT SmartLocate service enables APX NEXT portables to send accurate GPS location information of field personnel over an LTE broadband network, enabling dispatchers and other users to track units to enhance officer safety through improved situational awareness. SmartLocate enhances location information accuracy using nearby cell-towers and Wi-Fi access points. This leads to more accurate APX NEXT radio unit tracking and improved location performance when a user moves indoors or enters marginal conditions (deep street canyons, forested areas).

SmartLocate is seamlessly integrated with the CommandCentral Aware application and feature location triggers such as time, distance, push-to-talk (PTT), emergency, and accelerated cadence during an emergency. Dispatchers and other users are able to monitor the location of APX NEXT devices on the CommandCentral Aware client.

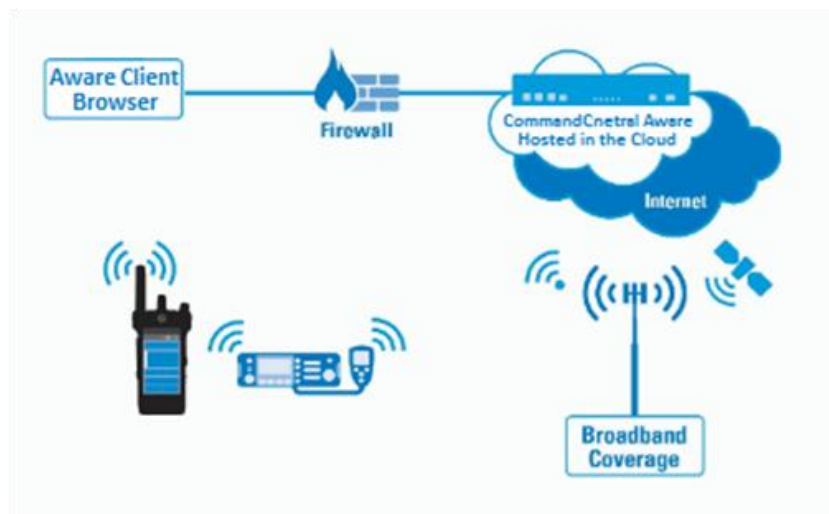


Figure 1-7: CommandCentral Aware Cloud-based platform

CommandCentral Aware's consolidated, map-based, operating picture enables enhanced information sharing and informed real time decision-making. Aware's cloud-based platform enables agencies to take advantage of new capabilities as they are developed, without an intrusive upgrade experience. Updates and new features are deployed every few weeks, and users automatically get new capabilities the next time they log in. Cloud deployments also reduce the operational impact of faults and outages. This frees your staff to focus on strategic initiatives, instead of time-consuming tactical efforts, and drives greater value for public safety.

## 1.2.7 SmartMapping Application Service

The SmartMapping application provides precise and accessible location information for field users on APX NEXT's modernized map interface, improving situational awareness and informing response. Users can see their own location and the location/status of other officers at a glance and immediately tap to communicate with these personnel. SmartMapping streamlines engagement by providing access to the application directly from the APX NEXT home screen to best support users wherever the mission takes them.

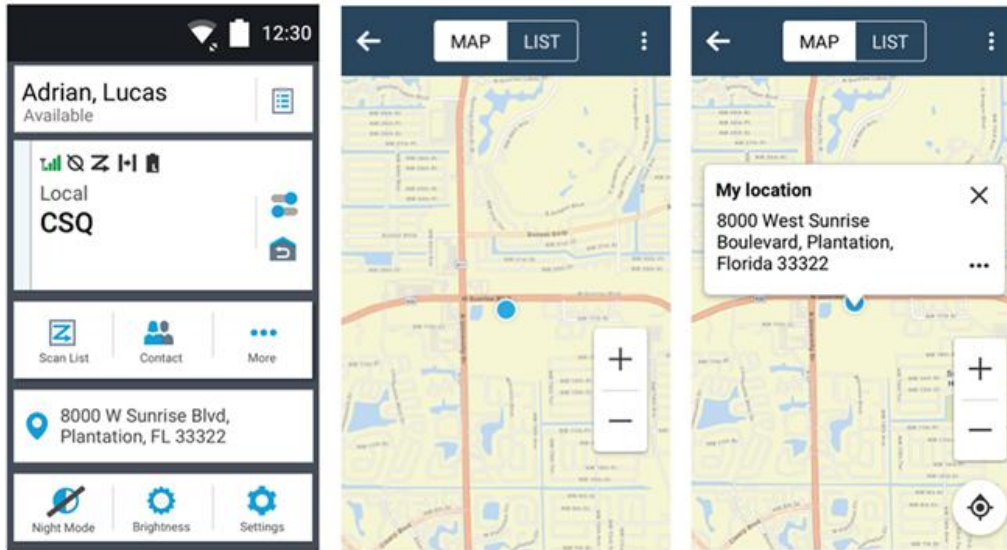


Figure 1-8: SmartMapping Widget, Map View, and Location Pop-Up Display (Left to Right)

SmartMapping also provides the following capabilities for APX NEXT users:

- Search for specific agency users to communicate with by using accessible, on-screen navigation and search tools.
- Select map layers to get a different view of an area, including Street View, Terrain, or Satellite Image.

Adapt to changing agency needs as new integrations and capabilities are introduced into the SmartMapping application.

## 1.2.8 SmartMessaging Application Service

SmartMessaging is an application service that allows APX NEXT users to seamlessly and discreetly share multimedia communications over a Broadband connection, offloading traffic from mission-critical LMR networks while enhancing public safety capabilities. From the APX NEXT home screen, users can send more detailed multimedia messages, with image, video, or audio file attachments, to enhance situational awareness and improve response success. An enhanced search and history functionality is available for users to easily access previous messages by name, content, and time range, helping them find specific information when needed.

SmartMessaging also supports the following capabilities:

- Receive “Be On the Lookout” (BOLO) images, videos, locations, and audio from a WAVE dispatch application sent to an APX NEXT user or predefined groups.
- Send text messages to an individual or group of contacts to provide all necessary personnel with updated intelligence.
- Secure communications with encrypted messaging data from an APX NEXT device to the server. Adapt to changing agency needs as new integrations and collaboration tools become available for the SmartMessaging application.

## 1.2.9 Device Management Services (DMS) & Essential Coverage with Accidental Damage

Hardware Repair with Accidental Damage provides repair coverage for internal and external subscriber radio components damaged due to accidents or that do not work in accordance with published specifications. Repair services are performed at a Motorola-operated or supervised facility. The subscriber radio will be repaired to bring it to compliance with its specifications, as published by Motorola at the time of delivery of the original subscriber radio.

Accidental Damage coverage includes:

- Electrical repair for failures caused by accidental water damage.
- Electrical repair for accidental internal damage.
- Replacement of accidentally cracked or broken housings.
- Replacement of accidentally cracked or broken displays.
- Replacement of accidentally cracked or broken or missing keypads/buttons.

## Section 2

# Equipment List

## 1.1 APX NEXT Dual-Band Portable Smart Radios

Description	Qty
APX NEXT Single-Band Portable (7/800MHz & UHF) <i>P25 Trunking Phase 1 (FDMA) / Phase 2 (TDMA)</i> <i>P25 Link Layer Authentication, ASTRO 25 OTAR W/ Multikey,</i> <i>AES 256/DES-XL/DES-OFB Encryption &amp; ADP</i> <i>Wi-Fi Capable with Out-of-the Box Wi-Fi Provisioning</i> <i>ViQi Voice Control</i>	150
Smart Applications – SmartProgramming, SmartConnect, SmartLocate, SmartMapping - 7 Years	150
Radio Central Programming Licensing – 7 Years	150
DMS & Essential Coverage with Accidental Damage – 7 Years	150
APX NEXT Spare Battery	150
APX NEXT IMPRES 2 Single Unit Chargers (Desktop)	150
APX NEXT IMPRES 2 Vehicle Chargers w/ Magnetic Mount	150
WM800 Wireless Bluetooth RSM Kit (Mic, 2 Batteries, Dual-unit Charger)	150



## Section 3

# Statement of Work

## 3.1 APX Next Initial Programming

The Statement of Work defines the principal activities and responsibilities of Motorola Solutions and the Customer during the Initial Programming service. The initial programming process is a collaborative effort between Customer system administrators, supporting organizations (shop or MR), and Motorola Solutions.

The Initial Programming service is provided remotely by a Motorola Solutions technician and involves the following steps.

**Table 3-1: Initial Programming Steps**

Step	Description
Discovery Session	Process overview and data collection.
Account and Tool Setup	Assure technicians have the required accounts and tools.
Codeplug Conversion	Convert existing Codeplugs to APX NEXT and configure applications.
Application Configuration	Add APX Next application configurations to Codeplug.
ASTRO25 Provisioning	Provision APX NEXT devices on the ASTRO System.
Programming and Verification	Program APX NEXT over LTE and validate operation.
Additional Training	Overview of available training on APX NEXT programming and support documentation.

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

### 3.1.1 Discovery Session

A Motorola Solutions ST will conduct a remote discovery session with the Customer System Administrator and Customer, shop, or MR technician(s) responsible for programming subscribers. The discovery session is an opportunity to document the organizations and people who will have ongoing responsibility for subscriber programming and configuration.

#### **Motorola Solutions Responsibilities**

- Conduct a remote discovery session with Hallandale Beach PD Project Manager
- Document the names and email addresses of the Customer System Administrator(s).



- Document the names and email addresses of the technicians responsible for subscriber programming.
- Identify existing codeplugs and determine which should be used for APX NEXT.
- Document existing Codeplug management processes.
- Identify the owners of System Keys (hardware key and/or software key) RadioCentral requires loading the system keys for all systems in the codeplug prior to scheduling a Write job to program an APX Next subscriber.
- Determine who controls the Key Loader if encryption is used. The KVL must be physically connected to the APX NEXT radio to load the initial encryption keys. A KVL-4000 or KVL-5000 keyloader is required for APX NEXT. Older versions are not compatible with the APX NEXT.

### Customer Responsibilities

- Identify required participants from Hallandale Beach PD.
- Participate in the discovery session meeting.

### Completion Criteria

- Discovery session completed.

## 3.1.2 Account & Tool Setup

APX NEXT subscribers are programmed using RadioCentral. Access to the RadioCentral tool requires a MyView (<https://myview.motorolasolutions.com>) account and the installation of Radio Central on a local Windows computer. The Account and Tools Setup process is an opportunity for a Motorola Solutions ST to provide hands on training and guide the System Administrator through the account creation and RadioCentral installation process.

### Motorola Solutions Responsibilities

- Conduct a remote configuration session to guide the Customer System Administrator through MyView navigation. For reference see: MN006056A01 RadioCentral User Guide on MOL or LMX.
- Guide Customer Administrator through Adding Users to MyView and Assigning the User to RadioCentral agency for each of the subscriber programming technicians. For reference see: Managing RadioCentral access through MyView.
- Note that MyView does not allow Customer administrators to add Motorola Solution accounts directly. To add a Motorola employee to a customer's MyView account and assign to a RadioCentral agency, email the request to [onboarding@motorolasolutions.com](mailto:onboarding@motorolasolutions.com) (for urgent requests contact John Kopinski or call 800-674-4357 #7).
- Guide Customer, shop, or MR technician through the RadioCentral download, installation, and login process.
- Customers with existing MyView or MOL accounts would use their current Login ID and Password to log into MyView and RadioCentral.
- To verify MyView Login ID or Reset Password, use <https://myaccount.motorolasolutions.com> or call 800-674-4357 #7.

### **Customer Responsibilities**

- Create MyView user accounts and assign to RadioCentral agency for all technicians.
- Download and setup RadioCentral.

### **Completion Criteria**

- Programming technicians have installed RadioCentral, can access the tool, and are able to access the Customer's radios within RadioCentral.

## **3.1.3 Codeplug Conversion**

The APX NEXT requires a suitable codeplug for operation on the Customer's ASTRO system. As it has with all earlier versions of programmable subscribers, the codeplug encapsulates a wide variety of device configurations including subscriber features, talkgroup assignments, button assignments, and other parameters.

The codeplug conversion process allows RadioCentral users to convert an existing APX codeplug to a format suitable for the APX NEXT. RadioCentral includes a conversion utility to simplify this process. However, there are some manual operations required if the source codeplug includes features not supported by the APX NEXT.

The objectives of the codeplug conversion process are twofold. First, it assures that the APX NEXT has an operational codeplug. Second, it enables the Customer, MR, or shop technician to convert additional codeplugs independently.

### **Motorola Solutions Responsibilities**

- Work with Customer to identify the existing APX codeplugs suitable for the APX NEXT subscribers. The Initial Programming service provides support for converting up to three (3) codeplugs.
- Verify that there are no errors in the source codeplugs. RadioCentral will not successfully convert Codeplugs with errors.
- Guide Customer through the APX codeplug conversion process in RadioCentral.
- Identify and document all required pre-conversion codeplug changes. Some APX features (e.g. OTAP) are no longer supported in the APX NEXT. These features must be disabled prior to the conversion process. Complete documentation of pre-conversion changes assures that Customers can repeat the process independently if required.
- Guide Customer, shop, or MR technician through the SmartProgramming process.

### **Customer Responsibilities**

- Provide APX codeplug(s) that contains the system and subscriber configuration desired for the radios. Customers may have several codeplugs (e.g. Law Enforcement, Fire, EMS).
- If required, create a new APX NEXT codeplug based on an existing Motorola Solutions radio.

### **Completion Criteria**

- Codeplugs converted from APX to APX NEXT format.

### 3.1.4 APX Next Application Setup

APX NEXT Applications include SmartLocate, SmartMapping, SmartConnect, and SmartMessaging. These applications require a software subscription, subscriber Codeplug configuration, and a deployment project to fully deploy and configure the hosted and On-Premise ASTRO components.

If a software feature enablement project was procured in conjunction with the APX NEXT subscribers, the Motorola Solutions project team will provide the specific APX Next application settings. If the APX NEXT subscribers were procured without an application deployment project, then the technician will provide Codeplug settings suitable for demonstrating the application capability in a test environment.

#### **Motorola Solutions Responsibilities**

- Configure subscription software settings (SmartLocate, SmartConnect, SmartMapping, SmartMessaging). These settings are based on either the default “Out of Box” settings or, in the event that feature enablement projects were purchased with the APX NEXT, the SI Project-specified application settings.

#### **Customer Responsibilities**

- None.

#### **Completion Criteria**

- APX NEXT Application features configured in Codeplug.

### 3.1.5 ASTRO 25 Provisioning

APX NEXT subscribers must be provisioned in the ASTRO Provisioning Manager and assigned a Unit ID in the same fashion as APX subscribers.

#### **Motorola Solutions Responsibilities**

- No deliverables.

#### **Customer Responsibilities**

- Provision all APX NEXT devices onto ASTRO 25 Radio System.
- Provide APX NEXT Serial Numbers and associated Unit IDs to Motorola Solutions for use provisioning the subscription applications.

#### **Completion Criteria**

- APX NEXT subscribers provisioned and operating on Customer’s ASTRO System.

### 3.1.6 Programming and Verification

Once the APX NEXT Code plug is prepared, a technician may use RadioCentral to schedule a Write job. This uses SmartProgramming to send the configuration to the APX Next over either an LTE or Wi-Fi connection.

## Motorola Solutions Responsibilities

- Perform all programming tasks on the local RadioCentral application.
- Perform the scheduling and provisioning of radios via SmartProgramming.
- Perform loading of System Keys into RadioCentral.
- Perform the process of using the KVL to load encryption keys into the APX Next subscriber.
- Perform firmware version upgrades as needed.
- Ensure that radios are provisioned with the proper Alias / Unit ID and Radio IDs.

## Customer Responsibilities

- Participate in the Programming and Verification session.
- Validate the subscriber operation on the ASTRO 25 Radio System.

## Completion Criteria

- APX NEXT subscriber operational on the Customer's ASTRO system.

## 3.1.7 Follow Up Training and Resources

Motorola Solutions Initial Programming service is intended to facilitate a quick transition to the APX NEXT. For users that would like to learn more about the programming tools, the following documentation and training classes and resources are available from Motorola Solutions Training Services: <https://learning.motorolasolutions.com/>:

MN005015A01	MyView Portal User Guide
AST0082	Get Ready for APX NEXT
AST0084	APX NEXT First Steps
AST4002	APX NEXT Overview
AST4004	RadioCentral Overview
AST4005	RadioCentral Workshop
AST0086	APX NEXT Instructor's Office Hours, Prerequisites: AST4004 & AST4005
MN006056A01	RadioCentral User Guide
APX NEXT:	APX NEXT Overview   Two-way Smart Radio
PMLN7996A	APX NEXT Quick Start Guide:
MN005642A01	APX NEXT User Guide: APX NEXT User Guide
MN005717A01	Out of box provisioning leaflet: APX NEXT Provisioning Leaflet
ASTRO_RCOLH	ASTRO RadioCentral Online Help
APX NEXT Help Desk:	800-MSI-HELP (800-674-4357)

## 3.2 SmartLocate with CC Aware Enablement

The Statement of Work defines the principal activities and responsibilities of Motorola Solutions and the Customer during SmartLocate deployment. The deployment process is a collaborative effort between Customer system administrators, subject matter experts, and the Motorola Solutions deployment team. Deployments involve the following steps.

**Table 3-2: SmartLocate Deployment Steps**

Step	Description
Project Initiation	Formal project kickoff and planning sessions.
Data Collection & Planning	Provisioning planning, and data collection.
APX NEXT Provisioning	Configure APX NEXT subscribers for location reporting via LTE.
User, and Device Setup	Configure users, and devices on Aware cloud platform.
Project Finalization	Delivery of as-built documentation and hand over to support.

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

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 Customer's project manager to clearly communicate the required deployment activities and schedule tasks involving Customer resources.

### 3.2.1 Project Roles

#### **Motorola Solutions Project Manager**

The Motorola Solutions Project Manager is the single point of contact with the Customer 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 Customer to Motorola Solutions Customer Support post deployment.

#### **Motorola Solutions Cloud Activation Team Solutions Architect (SA)**

Provisions CommandCentral Aware and conducts operational demonstration. Provisions initial APX NEXT location device parameters. Validates location reporting via broadband network. Performs SmartLocation demonstration.

#### **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 ensure completion of Customer tasks in accordance with the project schedule.

## Customer System Administrator(s)

Responsible for User and radio subscriber provisioning via CommandCentral Admin, ESRI GIS system access and basemap definition, and ongoing coordination with Motorola Solutions Systems Support.

## 3.2.2 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 Documentation

**CommandCentral System Administration Guide.** The Administration Guide includes information about the CommandCentral Admin tool, User provisioning, and other system administration tasks.

**SmartLocate with Aware Configuration Document.** Describes the SmartLocate with Aware configuration including APX NEXT provisioning parameters, and CommandCentral Aware configuration. It is created during the project, is used to configure and validate application and network configurations and finalized to serve as project as-built documentation. Provided to both the Customer and the Motorola Solutions Support Team.

**Operational Demonstration Script.** The Operational Demonstration Script provides a customer-specific procedure for validating system configuration and operation. It references the customer specifics detailed in the Configuration Document.

## 3.2.3 Project Initiation

Project initiation occurs after procurement of SmartLocate Enablement and notice to proceed is received. During this phase the Motorola Solutions and Customer 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 the specific SmartLocate with CommandCentral Aware deployment activities.

### Motorola Solutions Responsibilities

- Schedule a kick-off call between Customer and Motorola Solutions project managers.
- Establish communications plan.
- Review project work plan, schedule, and resources.
- Provide standard product documentation.
- CommandCentral System Administration Guide.
- CommandCentral Network Connectivity Guide.

- User Guide.

### **Customer Responsibilities**

- Customer project manager coordinates with agency(s) and identifies the subject matter experts, system administrators, and network administrators that will participate in the project and complete Customer tasks.
- Review the Solution Description and prerequisites with customer project team. Assure that all required components are in place or initiate their procurement.
- Schedule agency personnel time to participate in the deployment process.

### **Completion Criteria**

- Complete when Motorola Solutions and Customer project teams are identified, and deployment tasks are assigned and scheduled.

## **3.2.4 ASTRO Infrastructure Preparation**

SmartLocate does not utilize the ASTRO infrastructure so there are no infrastructure software version, ASTRO hardware components, or data capacity requirements.

It is possible to obtain the location of APX subscribers via the ASTRO system and display the location on the Aware client. This type of operation requires additional equipment, software and services including IMW, Cloud Connect, IMW Connector, and an ASTRO data capacity study. These elements are not included with SmartLocate Enablement.

### **Motorola Solutions Responsibilities**

- This SmartLocate with CommandCentral Aware project does not include any services related to the implementation of Aware functionality other than APX NEXT location over broadband.

### **Customer Responsibilities**

- Determine if any additional Aware functionality is desired and work with Motorola Solutions Sales representative to define the scope and obtain a proposal.

### **Completion Criteria**

- Information only.

## **3.2.5 Data Collection and Planning Session**

Motorola Solutions will conduct a remote working session with the customer System Administrators and agency user representatives to provide an overview of Aware operation, collect provisioning data, plan the Aware group and agency configurations. This activity is performed via teleconference.

### **Motorola Solutions Responsibilities**

- Conduct a remote, one to two-hour, planning session with representatives of each agency using SmartLocate.
- Review CommandCentral Aware functionality and configuration options.
- Document each agency's configuration, admin users, initial subscribers and users.



### **Customer Responsibilities**

- Schedule planning session with representatives of each agency.
- Provide Administrator, User, Subscriber, and Group information for provisioning.

### **Completion Criteria**

- Planning sessions completed.

## **3.2.6 APX NEXT Provisioning**

APX NEXT subscribers must be configured to report their GPS location via an LTE network. Subscriber locations are then sent via the broadband network to CommandCentral Aware. Customers are able to monitor the location of APX NEXT devices on the CommandCentral Aware client.

### **Motorola Solutions Responsibilities**

- Verify that location updates are received from the Customer's provisioned APX NEXT subscribers.
- Motorola Solutions includes Initial Programming support services with the first APX NEXT order.
  - Update the APX NEXT Codeplugs with the following SmartLocation parameters.
  - Location Enable – On.
  - Location Reporting – Broadband or Broadband Preferred (if Aware Mapping is part of the solution.).

### **Customer Responsibilities**

- Ensure that APX NEXT subscribers have been provisioned on the ASTRO system.
- Assure that the APX NEXT subscribers are programmed.

### **Completion Criteria**

- All APX NEXT subscribers are configured to report location.

## **3.2.7 CommandCentral Aware Geospatial Mapping Configuration**

CommandCentral Aware can display Unit location data on a generic base map or on the customer's ESRI map. A single base map layer is included with SmartLocate with Aware. Aware supports multiple map layers which may be added separately.

### **Motorola Solutions Responsibilities**

- Install and configure the connection to the Customer mapping system, (i.e. ESRI online, ESRI server, or static map layers).
- Test mapping layers and links in accordance with the system Design Document.

### **Customer Responsibilities**

- Provide URL and access credentials for customer's ESRI/GIS system.
- Specify and publish the desired GIS map for use with SmartLocate with Aware.



## Completion Criteria

- CommandCentral Aware browser client is able to display the Customer's ESRI map.

## 3.2.8 CommandCentral Aware Agency, User, and Device Setup

The Customer's Agency, Users, and Radio Subscribers must be provisioned within the CommandCentral Cloud Platform using the CommandCentral Admin tool. The provisioning process allows the Agency to define the specific capabilities and permissions of each user. Motorola Solutions will provision the Customer's current inventory of APX NEXT subscribers. The Customer will assume responsibility to provision all subsequently procured APX NEXT devices.

### Motorola Solutions Responsibilities

- Use the CommandCentral Admin tool to establish the Customer and Customer's agency(s) within the CommandCentral cloud platform. This activity will be initiated during the order process.
- Provision CommandCentral Aware Users, Subscribers, Groups, and layers based on the information collected during the Data Collection and Planning Session activity.
- Use the CommandCentral Admin tool to provision CommandCentral Aware based on the information collected during the Data Collection and Planning Session activity:
  - Setup Command Central administration and user passwords.
  - Provision agency's Users (officers).
  - Provision permissions per User.
  - Provision agency's radio subscriber devices.
  - Provision User to radio subscriber.

### Customer Responsibilities

- Identify System Administrator(s).
- Assure all System Administrators complete the CommandCentral Admin training.
- Use the CommandCentral Admin tool to provision all APX NEXT subscribers procured after the completion of this project.

## Completion Criteria

- All agencies, users and APX NEXT subscribers are provisioned.

## 3.2.9 CommandCentral Aware Client

CommandCentral Aware is a SaaS application that is accessed via a web browser. The Client in this context consists of a workstation and web browser.

### Motorola Solutions Responsibilities

- Provide URL and System Administrator credentials for accessing the Aware application.

### **Customer Responsibilities**

- Provide client workstations, web browsers, and network connectivity suitable for accessing the Aware application.

### **Completion Criteria**

- Aware access is available from customer client(s).

## **3.2.10 Operational Demonstration**

After the solution deployment, Motorola Solutions will provide an operational demonstration to the customer project manager, system administrator, and end user representatives. The objective of the functional demonstration is to validate Customer access to CommandCentral Aware via browser client and demonstrate the map display and location updates. This activity is performed via teleconference.

### **Motorola Solutions Responsibilities**

- Facilitate a teleconference to perform an operational demonstration of the SmartLocate and Aware Mapping solution.
- Demonstrate the APX NEXT subscriber location is displayed on the CommandCentral Aware web client.
- Correct any configuration issues impacting access to Aware features, map display, or location updates.

### **Customer Responsibilities**

- Review and agree to the scope of the demonstration script.
- Participate in SmartLocate with CommandCentral Aware demonstration.
- Witness the operational demonstration and acknowledge its completion.
- Provide Motorola Solutions with any requests for feature enhancements.

### **Completion Criteria**

- Complete after successful demonstration of SmartLocate with CommandCentral Aware operation.

## **3.2.11 CommandCentral Aware Training**

CommandCentral SmartLocate Administrator and User training classes are available online. Access to online CommandCentral Aware training is provided by Motorola Solutions Software Enterprise Learning Experience Portal (LXP) <https://learning.motorolasolutions.com>. This subscription service provides continual access to Motorola's library of online learning content and allows users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current. Online training enables Users to participate in training at their convenience.

- PSA4056 - CommandCentral Aware Map View Basics.
- PSA0015 - CommandCentral Aware End User Training.
- PSA4122 - CommandCentral Aware Cloud - Customer Administration.

### **Motorola Solutions Responsibilities**

- Provide administrators access to the Learning Experience Portal (LXP).

### **Customer Responsibilities**

- Provide Motorola Solutions with names (first and last) and emails of Customer LXP administrators.
- Assure all System Administrators complete LXP Administrator training. The training covers:
  - Adding and maintaining Users.
  - Adding and maintaining Groups.
  - Assigning courses and Learning Paths.
  - Running reports.
  - Advise users of the availability of the LXP and SmartLocate with CommandCentral Aware class.
  - Add/modify users, run reports and add/modify groups.

### **Completion Criteria**

- Work is considered complete upon conclusion of Motorola Solutions provided LXP Administrator instruction.

## **3.2.12 Prepare Radio Equipment for Distribution to End-Users**

Assist Hallandale Beach PD in organizing equipment in preparation for distribution of radios to end-users.

### **Motorola Solutions Responsibilities**

- Assist in assembling kits to include a radio, antenna, holster, batteries, a charger and RSM to distribute to end-users.
- Assist in battery initialization to prepare them for distribution to end-users.

### **Customer Responsibilities**

- Provide a workspace and direction to Motorola technicians assembling radio kits.

### **Completion Criteria**

- All radio equipment is assembled into kits ready for Hallandale Beach PD to provide to end-users.

## **3.2.13 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 transitions responsibility for SmartLocate with CommandCentral Aware from the Project Manager to the

Motorola Solutions support team. The Customer's Project Manager transitions support to the System Administrator(s).

### **Motorola Solutions Responsibilities**

- Verify project deliverables have been received by the Customer Project Manager.
- Confirm with Customer that SmartLocate with Aware is available for Customer beneficial use.
- Provide the SmartLocate with Aware Configuration Documentation.
- Conduct a teleconference introducing Customer to Motorola Solutions Support organization. The purpose of the teleconference is to review the 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.

### **Customer Responsibilities**

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

### **Completion Criteria**

- Project finalization is complete upon conclusion of the teleconference with Motorola Solutions Support organization.

## **3.2.14 Project Roles**

### **Motorola Solutions Project Manager**

The Motorola Solutions Project Manager is the single point of contact with the Customer 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 Customer to Motorola Solutions Customer Support post deployment.

### **Motorola Solutions ASTRO Field Engineer**

Installs and configures the ASTRO software components of the system. Configures ASTRO 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 ensure completion of Customer tasks in accordance with the project schedule.

### **Customer System Administrator(s)**

Responsible for SmartConnect User and radio subscriber provisioning via CommandCentral Admin and ongoing coordination with Motorola Solutions System Support.

### **Customer Network Administrator**

Responsible for network and firewall configuration. Works with ASTRO Field Engineer to provide and verify network connectivity between the ASTRO system and the cloud platform.

## **3.2.15 Project Documentation**

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

### **Product Documentation**

**CommandCentral System Administration Guide.** The Administration Guide includes information about the CommandCentral Admin tool, User provisioning, and other system administration tasks.

**Operational Demonstration Script.** The Operational Demonstration Script provides a customer-specific procedure for validating system configuration and operation. It references the customer specifics detailed in the Configuration Document.

**SmartConnect Configuration Document.** Describes the SmartConnect configuration including LMP parameters, config changes to the UNC, a backhaul capacity report, Internet connection information for the Internetworking firewall and CommandCentral Admin parameters. It is created during the project, used to configure and validate the application and network configurations, and finalized to serve as project as-built documentation. Provided to both the Customer and the Motorola Solutions Support Team.

## **3.2.16 Initiation**

Project initiation occurs after procurement of SmartConnect deployment services and notice to proceed is received. During this phase, the Motorola Solutions and Customer 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 documentation.
- CommandCentral System Administration Guide.
- CommandCentral Network Connectivity Guide.

- SmartConnect User Guide.

### **Customer Responsibilities**

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

### **Completion Criteria**

- Complete when Motorola Solutions and Customer project teams are identified, and deployment tasks are assigned and scheduled.

## **3.2.17 Data Collection and Planning Session**

Motorola Solutions will conduct a remote working session with the customer System Administrators and agency user representatives to provide an overview of SmartConnect operation and collect provisioning data. This activity is performed via teleconference.

### **Motorola Solutions Responsibilities**

- Conduct a remote, one to two hour, planning session with representatives of each agency using SmartConnect.
- Review SmartConnect functionality and configuration options.
- Document each agency's configuration, admin users, initial subscribers and users.

### **Customer Responsibilities**

- Schedule planning session with representatives of each agency.
- Provide Administrator, User, Subscriber, and Group information for provisioning.

### **Completion Criteria**

- Planning sessions completed.

## **3.2.18 Domain and Device Setup**

The Radio Subscribers must be provisioned within the CommandCentral Cloud Platform using the Command Central Admin tool. Motorola Solutions will provision the Customer's current inventory of APX NEXT subscribers. The Customer will assume responsibility to provision all subsequently procured APX NEXT devices.

### **Motorola Solutions Responsibilities**

- If a SmartConnect agency has not been previously established for the ASTRO system, use the CommandCentral Admin tool to establish the Customer Domain within the CommandCentral cloud platform. This activity will be initiated during the order process.
- Use the CommandCentral Admin tool to provision SmartConnect based on the information collected during the Data Collection and Planning Session activity:
  - Setup Command Central administration and user passwords.

- Provision radio subscriber devices (radio serial number and ASTRO Unit ID). All subscriber devices on an ASTRO system are provisioned by a single CC Admin agency account. This may be performed individually or by importing the device information from a .csv file.

### **Customer Responsibilities**

- Identify System Administrator(s).
- Assure all System Administrators complete the CommandCentral Admin training.
- Use the CommandCentral Admin tool to provision all APX NEXT subscribers procured after the completion of the SmartConnect enablement project.

### **Completion Criteria**

- All agencies, users and devices are provisioned.

## **3.2.19 SmartConnect Gateway Configuration**

The SmartConnect Gateway enables the connection between the Customer's ASTRO system and the SmartConnect cloud services and broadband service. The SmartConnect Gateway must be configured to accept a connection from the ASTRO system's LMP proxy.

### **Motorola Solutions Responsibilities**

- Enable SmartConnect Gateway service if not already setup on ASTRO 25 System.
- Generate the passphrase for the LMPs using CC Admin if not already setup on ASTRO 25 System.

### **Customer Responsibilities**

- None.

### **Completion Criteria**

- SmartConnect Gateway connection enabled.

## **3.2.20 ASTRO Infrastructure Preparation**

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

- ASTRO version: 7.17 or later.
- Internetworking Firewall hardware and software (shared component).
- Suitable Server (VMS01/VMS02 or VMS 07).

### **Motorola Solutions Responsibilities**

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

### **Customer Responsibilities**

- None.

### **Completion Criteria**

- Customers ASTRO infrastructure is operational with the required software version and equipment required for SmartConnect deployment.

## **3.2.21 Subscriber Provisioning**

APX subscribers must be provisioned on the customer's ASTRO system prior to operation. Subscriber provisioning must include specific parameters to enable SmartConnect operation.

### **Motorola Solutions Responsibilities**

- Provide SmartConnect provisioning parameters (FQDN for SmartConnect GW, ports).
- Provision one APX subscriber to validate the parameters.
- Demonstrate the provisioning process and required parameters to customer System Administrator.
- Ensure that all APX and APX NEXT subscriber firmware is updated to Release 20 or later.
- Ensure that APX and APX NEXT subscribers have been previously provisioned on the ASTRO system.
- Ensure that all APX NEXT subscribers have a current SmartProgramming application service subscription.
- Ensure that APX NEXT subscribers' code plug configurations have been provisioned in RadioCentral and that the APX NEXT Subscribers have been programmed.
- Download and install the latest version of the RadioCentral programming client.
- Provision balance of APX NEXT subscribers for SmartConnect using the RadioCentral client.
- Provision balance of APX subscribers for SmartConnect using Radio Management or CPS software.
- Update the provisioning parameters of any existing subscribers that will utilize SmartConnect capability.
- None.

### **Customer Responsibilities**

- None.

### **Completion Criteria**

- All subscribers covered by a SmartConnect feature subscription are provisioned with SmartConnect parameters.

## **3.2.22 Operational Demonstration**

After the solution deployment, Motorola Solutions will provide an operational demonstration to the customer project manager, system administrator, and end user representatives.



### **Motorola Solutions Responsibilities**

- Provide the Operational Demonstration Script.
- Demonstrate SmartConnect operation.

### **Customer Responsibilities**

- Participate in SmartConnect demonstration.

### **Completion Criteria**

- Complete after successful demonstration of SmartConnect operation.

## **3.2.23 SmartConnect training**

SmartConnect Administrator and User training classes are available online. Access to online SmartConnect training is provided by Motorola Solutions Software Enterprise Learning Experience Portal (LXP). This subscription service provides continual access to Motorola's library of online learning content and allows users the benefit of learning at times convenient to them. Content is added and updated on a regular basis to keep information current. Online training enables Users to participate in training at their convenience.

The Customer's LXP Administrators use Panorama, a customer specific instance of the Learning Management System, to add/modify users, run reports, and add/modify groups, and define Learning Paths. Groups are a more granular segmentation of the LXP that are generally utilized to separate learners by function (i.e. dispatchers, call takers, patrol, and firefighter). A Learning Path is a collection of courses that follow a logical order and may or may not enforce linear progress.

### **Motorola Solutions Responsibilities**

- Setup Panorama and add customer specified LXP administrators.
- Provide administrators access to learning services.motorolasolutions.com.

### **Customer Responsibilities**

- Provide Motorola Solutions with names (first and last) and emails of Customer LXP administrators.
- Assure all System Administrators complete LXP Administrator training. The training covers:
  - Adding and maintaining Users.
  - Adding and maintaining Groups.
  - Assigning courses and Learning Paths.
  - Running reports.
- Advise users of the availability of the LXP and SmartConnect training classes.
- Add/modify users, run reports and add/modify groups.

### **Completion Criteria**

- Work is considered complete upon conclusion of Motorola Solutions provided LXP Administrator instruction.

## 3.2.24 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 SmartConnect from the Project Manager to the Motorola Solutions support team. The Customer's Project Manager will transition support to the System Administrator(s).

### Motorola Solutions Responsibilities

- Verify project deliverables have been received by the Customer Project Manager.
- Confirm with Customer that SmartConnect is available for Customers beneficial use.
- Provide the SmartConnect Configuration Document.
- Conduct a teleconference introducing Customer to Motorola Solutions Support organization. The purpose of the teleconference is to review the SmartConnect 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.

### Customer 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 SmartConnect Configuration Document and the conclusion of the teleconference with Motorola Solutions Support organization.

## 3.2.25 Essential Coverage with Accidental Damage

### 3.2.25.1 Statement of Work

Motorola Solutions shall provide Accidental Damage as an add on to Hardware Repair which shall provide repair coverage for internal and external device components damaged due to accidents or that do not work in accordance with published specifications. Repair services are performed at a Motorola Solutions-operated or supervised facility.

Accidental Damage coverage includes all Hardware Repair services and expands coverage to include Accidental Damage. Examples of items included under Accidental Damage Coverage are:

- Electrical repair for components that are not working in accordance with published specifications
- Electrical repair for failures caused by accidental water damage.
- Electrical repair for accidental internal damage.
- Replacement of accidentally cracked or broken housings.

- Replacement of accidentally cracked or broken displays.
- Replacement of accidentally cracked or broken or missing keypads/buttons.

For malfunctioning devices that must be replaced, Motorola Solutions shall attempt to read the codeplugs from those devices. If successful, Motorola Solutions shall load the codeplug to any replacement devices. If not, Motorola Solutions will load a factory codeplug, and Hallandale Beach PD will need to load the previous codeplug.

Motorola Solutions will load factory available firmware to any replacement devices, which may not match Hallandale Beach PD's firmware version but shall be the current commercially available version of the firmware. Hallandale Beach PD may need to downgrade the firmware on the replacement device.

### 3.2.25.2 Added Motorola Solutions Responsibilities for Accidental Damage

Repair or replace accidentally damaged device, as determined by Motorola Solutions.

### 3.2.25.3 Limitations and Exclusions

Accidental Damage limits or excludes the following:

- There is a limit of one device repair per device/per contract year with Accidental Damage coverage. This exclusion does not apply to repairs to malfunctioning components. Motorola Solutions will repair malfunctioning components covered by the standard Hardware Repair service as needed.
- Where ongoing "accidental damage" is deemed by Motorola Solutions to be excessive, systemic or the result of device mishandling, Hallandale Beach PD may be subject to an additional charge. Should the accidental damage continue unabated, Hallandale Beach PD will incur repair charges at Motorola Solutions' discretion and prevailing charges for devices deemed by Motorola Solutions to have been damaged through improper handling, carelessness, or reckless use.
- Accidental Damage is quoted on a per-unit basis, is prepaid, non-cancellable, and non-refundable for the purchased service term.

## Section 4

# Pricing

### 4.1 Pricing Summary

Description	MSRP
APX NEXT Single-Band Portable (7/800MHz & UHF) <i>P25 Trunking Phase 1 (FDMA) / Phase 2 (TDMA)</i> <i>P25 Link Layer Authentication, ASTRO 25 OTAR W/ Multikey,</i> <i>AES 256/DES-XL/DES-OFB Encryption &amp; ADP</i> <i>Wi-Fi Capable with Out-of-the Box Wi-Fi Provisioning</i> <i>ViQi Voice Control</i>	\$1,877,763
Smart Applications – SmartProgramming, SmartConnect, SmartLocate, SmartMapping & Radio Central Services - 7 Years	\$348,642
DMS & Essential Coverage with Accidental Damage – 7 Years Protection Plan	\$142,091
APX NEXT Accessories - BT MIC, Batteries & Chargers	\$181,385
Deployment Services (Codeplug & Smart Services Configuration)	\$27,750
<b>Combined SubTotal</b>	<b>\$2,577,631</b>
Purchase Incentive	(\$155,663)
NASPO Contract Discount Pricing	(\$555,970)
<b>Grand Total After Discounts</b>	<b>\$1,866,000</b>

*\*Pricing is valid until December 19, 2025 and subject to renegotiation if not purchased within the validity window.*

Term	Total Cost
Year 1 Purchase Total (Equipment, 1-Yr of Subscription Services, Warranty and Deployment)	<b>\$1,445,370</b>
Year 2-7 (Subscriptions Services and Warranty)	<b>\$420,630</b>
<b>Grand Total After Discounts</b>	<b>\$1,866,000</b>

*\*Pricing is valid until December 19th, 2025 and subject to renegotiation if not purchased within the validity window.*

## 4.2 Payment Schedule

For the purchase reflected in Section 4.1, please refer to the payment schedule below.

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.

- Equipment Shall be invoiced upon shipment, as shipped.
- Services shall be invoiced when rendered.
- For Support and Subscription Based Services Motorola will invoice the Customer annually in advance of each year of the plan.

Unless otherwise specified, contract discounts are based upon all items proposed and overall system package. For invoicing purposes only, discounts will be applied proportionately to the Subscriber equipment values to total contract price. Overdue invoices will bear simple interest at the maximum allowable rate by state law.

For Reference Purposes Only, the table below represents the invoice amount per year.

Payment Schedule								
Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Total
Equipment & Year 1 Deployment & Subscription Services	\$1,445,370	NA	NA	NA	NA	NA	NA	<b>\$1,445,370</b>
Public Safety Applications (Years 2-7)	NA	\$49,806	\$49,806	\$49,806	\$49,806	\$49,806	\$49,806	<b>\$298,836</b>
DMS & Essential Coverage with Accidental Damage (Years 2-7)	NA	\$20,299	\$20,299	\$20,299	\$20,299	\$20,299	\$20,299	<b>\$121,794</b>
<b>Combined Total</b>	<b>\$1,445,370</b>	<b>\$70,105</b>	<b>\$70,105</b>	<b>\$70,105</b>	<b>\$70,105</b>	<b>\$70,105</b>	<b>\$70,105</b>	<b>\$1,866,000</b>

*\*Provided for reference purposes only*

## **Section 5**

# Contractual Documentation

This proposal is subject to the terms and conditions of the NASPO Contract No. 00318 as modified by the Participating Addendum for the State of Florida.