

May 16, 2006

To: John M. Lamerato, Acting City Manager

From: Gert Paraskevin, Information Technology Director
Jeanette Bennett, Purchasing Director
Charles Craft, Chief of Police

Subject: **Agenda Item:** Standard Purchasing Resolution 7: Proprietary Maintenance Service Contract – Motorola Communications

RECOMMENDATION

The Troy Police Department recommends the City renew a six-month contract with Motorola to provide hardware and software maintenance for the Police and Fire Department's 911 system. The period covered by the contract is July 1, 2006 through December 31, 2006, after which Motorola will cease support of the system. The current contract expires on June 30, 2006. The contract is estimated to cost \$13,565.00 for the six-month period.

BACKGROUND

Motorola is the provider of this proprietary hardware and software. Motorola has provided service for the 911 System since installation in 1999. Motorola provides a single point of contact on a 24-hour basis.

Motorola's decision to discontinue support is because the system has become obsolete and no longer sold in their product line. The police department is researching other support options until the system can be replaced. The E911 system is still fully operational with no disruption of service.

BUDGET

Funds are budgeted in the Police Department account number 325.7802.095.



SERVICE AGREEMENT

Attn: National Service Support
 1307 East Algonquin Road
 Schaumburg, IL 60196
 (800) 247-2346

Contract Number: S00001000913
 Contract Modifier: RN24-MAR-06 13:45:38
 Supercedes Agreement(s):

Date: 03/28/2006

Company Name: TROY DEPT OF PUBLIC SAFETY,
 CITY OF
 Attn:
 Billing Address: 500 W Big Beaver Rd
 City, State, Zip: Troy, MI 48084
 Customer Contact: Cathy Brandimore
 Phone:
 Fax:

Required P.O.: No
 Customer # : 1035909920
 Bill to Tag # : 0001
 Contract Start Date: 07/01/2006
 Contract End Date: 12/31/2006
 Anniversary Day: Jun 30th
 Payment Cycle: SEMI ANNUAL
 Tax Exempt: Exempt From All Taxes
 PO # :

Qty	Model/Option	Description	Monthly Ext	Extended
		***** Recurring Services *****		
1	SVC01SVC1101C SVC317AB	INFRASTRUCTURE REPAIR WITH ADV REPL ENH: 911 PSAP(S)	\$76.63	\$459.78
1	SVC320AA	ENH: 911 PRINTER(S)	\$17.41	\$104.46
5	SVC319AB	ENH: 911 CALL TAKER POSITION(S)	\$383.15	\$2,298.90
1	SVC01SVC1102C SVC317AA	DISPATCH SERVICE ENH: 911 PSAP(S)	\$131.22	\$787.32
1	SVC01SVC1103C SVC317AC	NETWORK MONITORING SERVICE ENH: 911 PSAP(S)	\$434.59	\$2,607.54
1	SVC01SVC1104C SVC317AG	TECHNICAL SUPPORT SERVICE ENH: 911 PSAP(S)	\$172.84	\$1,037.04
1	SVC01SVC1413C SVC317AF	ONSITE INFRASTRUCTURE RESPONSE SERVICE - PREMIER OPTION 911 PSAP	\$346.62	\$2,079.72
5	SVC319AF	911 CALL TAKER POSITION	\$698.20	\$4,189.20

SPECIAL INSTRUCTIONS - ATTACH STATEMENT OF WORK FOR PERFORMANCE DESCRIPTIONS	Subtotal - Recurring Services	\$ 2,260.66	\$ 13,563.96
	Subtotal - One-Time Event Services	\$.00	\$.00
	Total	\$ 2,260.66	\$ 13,563.96
	Taxes	-	-
	Grand Total	\$ 2,260.66	\$ 13,563.96
THIS SERVICE AMOUNT IS SUBJECT TO STATE AND LOCAL TAXING JURISDICTIONS WHERE APPLICABLE, TO BE VERIFIED BY MOTOROLA.			

Subcontractor(s)	City	State
MOTOROLA SYSTEM SUPPORT CENTER	ELGIN	IL
MOTOROLA SYSTEM SUPPORT CENTER-NETWORK MGMT DO067	SCHAUMBURG	IL
MOTOROLA SYSTEM SUPPORT CTR-CALL CENTER DO066	SCHAUMBURG	IL
MOTOROLA SYSTEM SUPPORT-TECHNICAL SUPPORT DO068	SCHAUMBURG	IL
COMSOURCE INC	ROCHESTER	MI

...ved Statements of Work that describe the services provided on this
...ement. Motorola's Service Terms and Conditions, a copy of which is
...ached to this Service Agreement, is incorporated herein by this reference.

AUTHORIZED CUSTOMER SIGNATURE	TITLE	DATE
-------------------------------	-------	------

CUSTOMER (PRINT NAME)		
<i>Laurice Zielinski</i>	<i>CSM</i>	<i>3-28-06</i>
MOTOROLA REPRESENTATIVE (SIGNATURE)	TITLE	DATE

Laurice Zielinski

MOTOROLA REPRESENTATIVE (PRINT NAME)	PHONE	FAX
--------------------------------------	-------	-----