

**BOARD OF SUPERVISORS
BUSINESS MEETING
ACTION ITEM**

SUBJECT: **FINANCE/GOVERNMENT OPERATIONS AND
ECONOMIC DEVELOPMENT COMMITTEE REPORT:
Contract Renewal/Public Safety Radio System
Maintenance and Support Services**

ELECTION DISTRICT: Countywide

CRITICAL ACTION DATE: June 20, 2019

STAFF CONTACTS: Marilee Cichoski, Information Technology
Wendy Wickens, Information Technology
Sandra Lineberry, Finance and Procurement
Cheryl L. Middleton, Finance and Procurement

PURPOSE: To renew the contract for Public Safety Radio System Maintenance and Support Services with Motorola Solutions, Inc.

RECOMMENDATIONS:

Finance/Government Operations and Economic Development Committee (FGOEDC): The FGOEDC is anticipated to make a recommendation at the June 17, 2019 meeting.

Staff: Staff recommends to the Board of Supervisors (Board) that the Purchasing Agent be authorized to renew the contract for Public Safety Radio System Maintenance and Support Services with Motorola Solutions, Inc. (Motorola) in the amount of \$2,476,070.

BACKGROUND: In December of 2008, the Board authorized the purchase of the current Public Safety Radio System (Radio System), to include all hardware, labor, software, and maintenance for the first six years of operation at a cost of \$36.7 million. The system became operational in January of 2010; and it has been regularly upgraded since then to ensure that the infrastructure remains current while providing the best service possible to first responders using the system. The current Radio System serves the following agencies:

- Sheriff's Office,
- Department of Fire and Rescue,
- Office of Emergency Management,

- Department of Animal Services,
- Town of Leesburg Police Department,
- Town of Middleburg Police Department,
- Town of Purcellville Police Department, and
- Loudoun County Public Schools Safety and Security Staff

The Radio System is a vital component to all daily public safety operations within Loudoun County. The agencies listed above depend on the Radio System to provide reliable voice communications when responding to critical situations. The Radio System also serves to support the National Capital Region (NCR) by ensuring interoperability with the County's mutual aid partners.

The Radio System infrastructure is complex and distributed across a number of physical locations including: nine radio-frequency transmitter sites (towers), two dispatch sites, and a prime/master site. There are approximately 2,800 subscriber units (mobile and portable radios) owned by the County that are configured to access the system. There are thousands more radios capable of operating on the County's system that are owned by neighboring jurisdictions in the NCR.

On April 19, 2018, the Board authorized the Purchasing Agent to renew the Radio System maintenance with Motorola in the amount of \$2,395,116 for the period July 1 2018 through June 30, 2019. The intent of this item is to seek contract renewal approval for the Radio System maintenance, which is due to expire on June 30, 2019. The contract allows for a 3% annual escalation increase. However, Motorola did not apply any increase to the monthly fee for this service. The increase in the amount of \$80,954 is due to equipment which was added to the Radio System, such additional portable and mobile radios, microwaves for upgrading Public Safety related towers and other related equipment, etc. The contract renewal will cover the period July 1, 2019 through June 30, 2020 in the amount of \$2,476,070 and includes the following services:

- a dedicated, on-site system manager (Motorola employee);
- an on-site technical radio resource;
- dispatch, network, and security monitoring services (including the security update service), which monitors the radio system and dispatches repair personnel in the event of a problem;
- 24/7/365 remote technical support;
- advanced replacement of failed hardware components;
- 24/7/365 on-site support with a 1-hour response time;
- repair and service of the microwave infrastructure;
- annual preventative maintenance checks for each site;
- annual preventative maintenance for bi-directional amplifiers;
- full support of the radio dispatch consoles at both dispatch centers; and
- full subscriber radio repair services for all radios owned by the County

ISSUES: Regular upgrades and support of the public safety radio system are essential to operational reliability. To date, the Public Safety Radio System has been protected by a service

agreement from Motorola Solutions, Inc. However, the latest service agreement expires on June 30, 2019 and is due for renewal.

FISCAL IMPACT: Sufficient funding in the amount of \$2,476,070 for the renewal of this service agreement is included in the Department of Information Technology's FY 2020 Adopted

ALTERNATIVES:

1. Authorize the Purchasing Agent to renew the contract for Public Safety Radio System Maintenance and Support Services with Motorola Solutions, Inc. in the amount of \$2,476,070.

OR

2. Do not authorize the contract renewal and direct staff how to proceed.

DRAFT MOTIONS:

1. I move the Board of Supervisors authorize the Purchasing Agent to renew the contract for Public Safety Radio System Maintenance and Support Services with Motorola Solutions, Inc. in the amount of \$2,476,070.

OR

2. I move an alternate motion.