



June 25, 2021

Ms. Tiffany Kimball
Contracting Officer
The City of Ocala
402 S Pine Ave
Ocala FL, 34471

Dear Tiffany:

Motorola Solutions, Inc. is the leader in communications systems for the Government and Public Safety market. The systems we manufacture and maintain include commercially available products, proprietary hardware and software components, which combine to produce premier communication capabilities such as City of Ocala's ASTRO P25 Radio System.

By nature of the complex proprietary hardware and software components, as well as the overall system design, we recommend that only Motorola and Motorola Service Partners, who are stringently trained on Motorola systems, perform maintenance services on your system.

As you may be aware, Tri-Co Communications Inc., an authorized Motorola Service Partner, provides maintenance services to Government and Public Safety customers in The City of Ocala with offices located at 2902 NE 23rd Street, Ocala Florida 34470 and 719 S. Otis Avenue, Lecanto Florida 34461.

In order to protect your system investment, it is required that any factory certified modifications or enhancements to the hardware or software for your system be provided by Motorola or an authorized Motorola Partner. In the event that a required fix requires such involvement, Motorola will provide the necessary solution as part of your maintenance agreement. Furthermore, Motorola provides advanced services solutions that will help maximize the performance of your network and provide optimal efficiency.

Tri-Co Communications Inc., is uniquely qualified to meet all the needs of The City of Ocala as it pertains to availability to perform the requested maintenance and repairs of equipment, in the field and at their own repair facility, meet response time(s) to emergency and non-emergency service calls, provide notification of repair delays and deliver maintenance and inventory reports. Tri-Co Communications, Inc., responds to severity 1 issues dispatching, within four (4) hours or less, twenty four (24) hours a day, three hundred sixty five (365) days a year including holidays.

In addition to the support provided by our valued Motorola Partner, Tri-Co Communications, Inc. Motorola also provides high-level system troubleshooting support.

Specifically, the City of Ocala requires technical support with access to expert troubleshooting, remote analysis through automated diagnostic tools, and a response and restoration methodology that ensures issues are resolved quickly and effectively. Motorola has centralized, telephone support available 24x7x365 that help on-site restoration teams resolve network issues that require a high level of communications, expertise, and troubleshooting capabilities.

Our Technical Support Operation Center is staffed by trained and highly skilled Systems Technologists who specialize in the characterization, diagnosis and swift resolution of network performance issues. Technologists are required to have:

- Comprehensive knowledge database to access known system-related issues and resolutions
- System test lab to duplicate issue, enabling faster troubleshooting
- Access to engineers who design communications systems
- Support processes and escalation procedures that adhere to committed response times

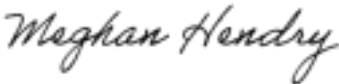
Although System Technologists typically can resolve the majority of cases, when an issue arises that even they cannot resolve, they have to have direct and immediate access to the highest tier of support—development engineers.

We believe the above demonstrates our commitment to provide exceptional service to the City of Ocala. Motorola Services looks forward to our continued collaboration with you to meet the needs of your organization and your end users. Our long standing industry partnerships and expertise have helped make us the premier vendor of end-to-end voice and data applications delivery solutions for government and public sector organizations. Moreover, First-response organizations around the world trust Motorola to deliver technology that's second nature — seamlessly connecting users to real time information and allowing them to focus on their missions, not the technology. Trust us to securely design, integrate, support, operate and manage your essential communications networks.

We will work with you in a flexible manner that is appropriate to meet your needs and goals — ultimate control always remains with you.

If you have any questions, do not hesitate to contact me directly. We look forward to continuing to provide you with the best-in-class hardware, software and services.

Sincerely,



Meghan Hendry
Customer Support Manager

Motorola Solutions, Inc.
Meghan.Hendry@motorolasolutions.com
706-393-2881