

AGENDA FOR TUESDAY, OCTOBER 29, 2013

- I. Call to Order.
- II. Pledge of Allegiance/Invocation (Councilman Smith).
- III. Minute Approval.
- IV. Special Presentations.
- V. Ordinances – Final Reading:
- VI. Ordinances – First Reading:
- VII. Resolutions:
 - a) A resolution authorizing the issuance and sale of an amount not to exceed \$40 million principal amount of the City of Chattanooga, General Obligation Bonds, Series 2013. **(Finance)**
 - b) A resolution authorizing the appointment of Tyler Biss as a special police officer (unarmed) for the City of Chattanooga Department of Public Works, to do special duty as prescribed herein, subject to certain conditions. **(Human Resources)**
 - c) A resolution authorizing the Chief of Police to enter into an agreement with Innovative Data Solutions, Inc. (IDS) d/b/a PowerDMS, Inc. for software necessary for policy management, training, and accreditation compliance, in the amount of \$35,031.33. **(Police)**
 - d) A resolution authorizing the Department of Transportation to enter into a contract with 3M Company to comply with the sign inventory requirement, for a total project cost in the amount of \$299,545.00. **(Transportation)**
 - e) A resolution authorizing the Administrator for the Department of Transportation to apply for and, if awarded, accept a grant from the Tennessee Department of Transportation (TDOT) for Fiscal Year 2014 Transportation Alternatives Program for multi-use path and bicycle facility improvements on Hamm and Manufacturers Roads from US Highway 27 to the Moccasin Bend Visitor Center, for an amount to be determined, with eighty (80%) percent being the TDOT share and twenty (20%) percent being required from the City as local matching funds. **(District 1) (Transportation)**

Agenda for Tuesday, October 29, 2013

Page 2 of 4

- f) A resolution authorizing the Administrator of the Economic and Community Development Department to enter into a Conservation Services Agreement with The Trust for Public Land to be paid in four (4) quarterly installments of \$25,000.00 each for a term of one (1) year beginning July 1, 2013 through June 30, 2014, for an amount not to exceed \$100,000.00. **(Economic and Community Development)**
- g) A resolution authorizing the Administrator of the Department of Youth and Family Development, to apply for and, if granted, accept a grant from the 2014 Columbia Sportswear Company-Grassroots Outdoor Alliance Belay Program for the City of Chattanooga Therapeutic Recreation "Climbing Higher" Program, in the amount of \$5,000.00. **(Youth and Family Development)**
- h) A resolution authorizing the City Purchasing Agent to enter into a contract with Public Financial Management, Inc. for consulting services related to Budgeting for Outcomes Implementation, in the amount of \$96,250.00. **(Purchasing)**

VIII. Departmental Reports:

- a) Police.
- b) Fire.
- c) Economic and Community Development.
- d) Youth and Family Development.
- e) Transportation.
- f) Public Works.
- g) Finance.

IX. Other Business.

X. Committee Reports.

XI. Agenda Session for Tuesday, November 5, 2013.

XII. Recognition of Persons Wishing to Address the Council on Non-Agenda Matters.

XIII. Adjournment.

AGENDA FOR TUESDAY, NOVEMBER 5, 2013

1. Call to Order.
2. Pledge of Allegiance/Invocation (Councilman Grohn).
3. Minute Approval.
4. Special Presentation.
5. Ordinances - Final Reading:
6. Ordinances – First Reading:
 - a) 2012-097 MAP Engineers c/o Mike Price/Wilkins Partners. An ordinance to amend Ordinance No. 12646 so as to allow temporary access during construction on property located at 1735 Joiner Road, more particularly described herein, from R-1 Residential Zone to O-1 Office Zone, subject to certain conditions. (District 4) (Planning)
7. Resolutions:
 - a) A resolution authorizing the Administrator of the Department of Public Works to award Contract No. S-11-005-201, Brainerd Road SEP Project to Yerbey Concrete Construction, for a contract amount of \$86,472.50, with a contingency amount of \$8,650.00, for an amount not to exceed \$95,122.50. (District 5) (Public Works)
 - b) A resolution authorizing the Administrator of the Department of Public Works to execute the renewal of a Blanket Professional Surveying Services Contract with Earthworx, LLC, in the amount of \$300,000.00 per year. (Public Works)
 - c) A resolution authorizing the Administrator of the Department of Public Works to execute the renewal of a Blanket Professional Surveying Services Contract with Thompson Engineering, in the amount of \$300,000.00 per year. (Public Works)
 - d) A resolution authorizing the Administrator of the Department of Public Works to execute the renewal of a Blanket Professional Surveying Services Contract with The RLS Group, in the amount of \$300,000.00 per year. (Public Works)
 - e) A resolution authorizing the Administrator of the Department of Public Works to execute the renewal of a Blanket Professional Surveying Services Contract with Arcadis U.S., in the amount of \$300,000.00 per year. (Public Works)

Agenda for Tuesday, October 29, 2013

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- f) [A resolution authorizing the Administrator of the Department of Public Works to execute the renewal of a Blanket Professional Geoenvironmental and Construction Materials Consulting Services Contract with Thompson Engineering, in the amount of \\$300,000.00 per year. \(Public Works\)](#)
 - g) [A resolution authorizing the Administrator of the Department of Public Works to execute the renewal of a Blanket Professional Geoenvironmental and Construction Materials Consulting Services Contract with Terracon Consultants, in the amount of \\$300,000.00 per year. \(Public Works\)](#)
 - h) [A resolution authorizing the Administrator of the Department of Public Works to execute the renewal of a Blanket Professional Geoenvironmental and Construction Materials Consulting Services Contract with S&ME, in the amount of \\$300,000.00 per year. \(Public Works\)](#)
8. Departmental Reports:
- a) Police.
 - b) Fire.
 - c) Economic and Community Development.
 - d) Youth and Family Development.
 - e) Transportation.
 - f) Public Works.
 - g) Finance.
9. Other Business.
10. Committee Reports.
11. Agenda Session for Tuesday, November 12, 2013.
12. Recognition of Persons Wishing to Address the Council on Non-Agenda Matters.
13. Adjournment.

**PROPOSED PURCHASES
CITY COUNCIL
10/29/13**

DEPARTMENT REQUISITION NO.	ITEM DESCRIPTION	BIDS REQUESTED	BIDS RETURNED	LOWEST/BEST BIDDER	COST	FUND NAME	NOTES
R23534 Public Works	Blanket Contract Extension for Guardrails	9	1	Trinity Highway Products LLC	Estimated \$70,000.00 Annually	State Street Aid	Blanket Contract Renewal for Guardrails. There were 9 direct bid solicitations sent out and, through two rounds of bidding, We received only 1 response in the publically advertised bid proceedings.
R49342 Public Works	Blanket Contract Extension for Refuse Transport	11	3	Tennessee Waste Haulers LLC	Estimated \$250,000.00 Annually	General Fund	Blanket Contract Renewal for Refuse Transport; In the initial bidding there were 11 direct bid solicitations sent out and 3 bids were received in the publically advertised bid proceedings. Tennessee Waste Haulers was the lowest bidder that met specifications.
R63649 Public Works	Blanket Contract Extension for Redi-Rock Concrete Blocks	3	1	Bradley Tank & Pipe	Estimated \$25,000.00 Annually	Water Quality Mgmt Operations	Blanket Contract Renewal for Redi-Rock Concrete Blocks. There were 3 direct bid solicitations sent out and, through two rounds of bidding, We received only 1 response in the publically advertised bid proceedings.
R49944 Transportation Department	Blanket Contract Extension for Traffic Sign Faces	10	8	Vulcan, Inc.	Estimated \$20,000.00 Annually	General Fund	Blanket Contract Renewal for Traffic Sign Faces; In the initial bidding there were 10 direct bid solicitations sent out and 8 bids were received in the publically advertised bid proceedings. Vulcan was the lowest bidder that met specifications.
R80963 Police Department	Blanket Contract for Police Leather Goods	12	8	GT Distributors	Estimated \$27,000.00 Annually	General Fund	New Blanket Contract for Police Leather Goods; In the initial bidding there were 12 direct bid solicitations sent out and 8 bids were received in the publically advertised bid proceedings. GT Distributors was the 2nd lowest bidder that met all of the the specifications. The Police Department requested that the lowest bidder not be awarded this contract based on past performance.
R84747 Information Services	Motorola CSR System Maintenance Renewal	Single Source TCA 6-56-304.2	N/A	Motorola	\$35,892.00	General Fund	Motorola is the only source for maintenance for the Motorola CSR system. This software system used by 311 to manage customer service requests.
P0513368 Public Works	Blanket Contract Renewal for Various Valves	9	6	Piping Supply Company	Estimated \$50,000.00 Annually	Interceptor Sewer Operations	Blanket Contract Renewal for Various Valves; In the initial bidding there were 9 direct bid solicitations sent out and 6 bids were received in the publically advertised bid proceedings. Piping Supply Company was the lowest bidder that met specifications.
R83143 Public Works	Blanket Contract for Odor Control Filter Media	8	2	Prominent Systems Inc.	Estimated \$130,000.00 Annually	Interceptor Sewer Operations	New Blanket Contract for Odor Control Filter Media; In the initial bidding there were 8 direct bid solicitations sent out and 2 bids were received in the publically advertised bid proceedings. Prominent Systems Inc. was the lowest bidder that met specifications.
R37036 Public Works	Blanket Contract Extension for Crane Rental	5	2	Hertz Corporation	Estimated \$26,000.00 Annually	General Fund	Blanket Contract Renewal for Crane Rental; In the initial bidding there were 5 direct bid solicitations sent out and 2 bids were received in the publically advertised bid proceedings. Hertz Corporation was the lowest bidder that met specifications.
P0519305 Public Works	Blanket Contract Extension for CCTV/Sonar Inspection Survey Services	9	5	Amtec Surveying Inc.	Estimated \$350,000.00 Annually	Interceptor Sewer Operations	Blanket Contract Renewal for CCTV/Sonar Inspection and Survey Services; In the initial bidding there were 9 direct bid solicitations sent out and 5 bids were received in the publically advertised bid proceedings. Amtec Surveying Inc. was the lowest bidder that met specifications.



City of Chattanooga

Mayor Andy Berke

October 04, 2013

Mr. Lee Norris, Administrator
Public Works Department
Development Resource Center
1250 Market Street, Suite 2100
Chattanooga, TN 37402

Subject: R23534 – Extension of Blanket Contract 0034970 for Guardrails – Public
Works Department

Dear Mr. Norris;

Council approval is recommended for the extension of Blanket Contract 0034970 with Trinity Highway Products LLC for Guardrails, as needed by the Public Works Department. The estimated annual expenditure under this contract is \$70,000.00 annually.

The award of the blanket contract was originally approved by City Council on October 13, 2009. The invitation to bid was sent to nine (9) vendors, as well as formally advertised. One (1) bid was received. A copy of the bid is available in the Purchasing Office for review upon request.

I recommend extending this blanket contract with Trinity Highway Products LLC, as being in the best interests for the City of Chattanooga.

Respectfully yours,

David Carmody
Purchasing Agent

DC/wt

Attachment



City of Chattanooga

Mayor Andy Berke

October 04, 2013

Mr. Lee Norris, Administrator
Public Works Department
Development Resource Center
1250 Market Street, Suite 2100
Chattanooga, TN 37402

Subject: R49342 – Extension of Blanket Contract 512164 for Refuse Transport – Public Works Department

Dear Mr. Norris;

Council approval is recommended for the extension of Blanket Contract 512164 with Tennessee Waste Haulers LLC for Refuse and Recyclables Transport, as needed by the Public Works Department. The estimated annual expenditure under this contract is \$250,000.00 annually.

The award of the blanket contract was originally approved by City Council on November 01, 2011. The invitation to bid was sent to eleven (11) vendors, as well as formally advertised. Three (3) bids were received. Copies of the bids are available in the Purchasing Office for review upon request.

I recommend extending this blanket contract with Tennessee Waste Haulers LLC, as being in the best interests for the City of Chattanooga.

Respectfully yours,

David Carmody
Purchasing Agent

DC/wt

Attachment



City of Chattanooga

Mayor Andy Berke

October 04, 2013

Mr. Lee Norris, Administrator
Public Works Department
Development Resource Center
1250 Market Street, Suite 2100
Chattanooga, TN 37402

Subject: R63649 – Extension of Blanket Contract 517442 for Redi-Rock Concrete Blocks –
Public Works Department

Dear Mr. Norris;

Council approval is recommended for the extension of Blanket Contract 517442 with Bradley Tank & Pipe for Redi-Rock Concrete Blocks, as needed by the Public Works Department. The estimated annual expenditure under this contract is \$25,000.00 annually.

The award of the blanket contract was originally approved by City Council on September 11, 2012. The invitation to bid was sent to three (3) vendors, as well as formally advertised. Only one (1) bid was received. A copy of the bid is available in the Purchasing Office for review upon request.

I recommend extending this blanket contract with Bradley Tank & Pipe, as being in the best interests for the City of Chattanooga.

Respectfully yours,

David Carmody
Purchasing Agent

DC/wt

Attachment



City of Chattanooga

Mayor Andy Berke

October 09, 2013

Mr. Blythe Bailey, Administrator
Transportation Department
Development Resource Center
1250 Market Street, Suite 3030
Chattanooga, TN 37402

Subject: R49944 – Extension of Blanket Contract 512262 for Traffic Sign Faces –
Transportation Department

Dear Mr. Bailey;

Council approval is recommended for the extension of Blanket Contract 512262 with Vulcan, Inc., as needed by the Public Works Department. The estimated annual expenditure under this contract is \$20,000.00 annually.

The award of the blanket contract was originally approved by City Council on November 08, 2011. The invitation to bid was sent to ten (10) vendors, as well as formally advertised. Eight (8) bids were received. Copies of the bids are available in the Purchasing Office for review upon request.

I recommend extending this blanket contract with Vulcan, Inc., as being in the best interests for the City of Chattanooga.

Respectfully yours,

David Carmody
Purchasing Agent

DC/wt

Attachment



City of Chattanooga

Mayor Andy Berke

October 18, 2013

Chief Bobby Dodd
Administrator
Police Department
3410 Amnicola Highway
Chattanooga, TN 37406

Subject: 80963/302894 – Police Leather Goods – Police Department –
Organization 1100.H.H00703.714126

Dear Chief Dodd:

Council approval is recommended to award a blanket contract. The proposed contract will cover the purchase or leather goods for the Police Department. The estimated annual expenditure for this contract is 27,000.00. The term of the contract will be for twelve (12) months with the option to renew four (4) additional twelve (12) month periods.

The invitation to bid was sent to twelve (12) vendors as well as formally advertised. Eight (8) responses were received as shown below. A spreadsheet is attached for your review and consideration. Copies of the actual bids are retained on file for your review in the Purchasing Office upon request.

Bidder

Kiesler Police Supply
Gulf States Distributors
Gall's
CMS Uniforms

Bidder

ASR
GT Distributors
Craig's Firearm
CPR Savers

October 18, 2013

Page 2

Subject: 80963/302894 – Police Leather Goods – Police Department –
Organization 1100.H.H00703.714126

I recommended awarding this contract based on unit prices to GT Distributors as the best complete bid meeting specifications for the City of Chattanooga.

Kiesler Police Supply, Gulf States Distributors, Gall's, and CMS Uniforms submitted lower bids; however, they failed to bid all items. ASR submitted a lower bid; however, due to their past performance with deliveries we are not recommending they be awarded this contract.

Respectfully yours,



David Carmody
Purchasing Manager

DC/dt

City of Chattanooga: Bid Analysis

Bid Number	Item Desc	Quantity	Craig's Firearm		Gulf States		CPR Savers	
			Unit Price	Unit Total	Unit Price	Unit Total	Unit Price	Unit Total
302894	Holster, Safariland Se	35	124.69	4364.15	N/B	0	133.57	4674.95
	Holster, Manadnock	35	18.89	661.15	N/B	0	20.18	706.3
	Mace Holder	35	19.89	696.15	N/B	0	21.09	738.15
	Belt, Duty, Outer, Safi	35	48.06	1682.1	N/B	0	52.11	1823.85
	Belt, Duty, Under, Saf	35	49.15	1720.25	N/B	0	25.91	906.85
	Belt Keepers, Safarila	140	6.25	875	N/B	0	6.63	928.2
	Baton, 21" Manadnocl	35	59.41	2079.35	N/B	0	93.67	3278.45
	Magazine Holder, Dol	35	25.72	900.2	N/B	0	27.26	954.1
	Handcuff Case, Safari	35	23.44	820.4	N/B	0	24.84	869.4
	Handcuff, Hinged, S&	35	35.13	1229.55	27	945	29.91	1046.85
	Oleoresin Capsicum I	35	8.88	310.8	N/B	0	10.26	359.1
	Tactical Holster, Safai	30	125	3750	N/B	0	133.89	4016.7
	Tactical Holster, Safai	5	125	625	N/B	0	133.89	669.45
	Sling Mount Amb. Yar	35	15.91	556.85	21	735	16.76	586.6
	Tactical Sling, Blackh:	35	28.11	983.85	32	1120	27.25	953.75
	Duty Holster, Blackha	5	78.11	390.55	62	310	75.68	378.4
	Duty Holster, Blackha	30	78.11	2343.3	62	1860	75.68	2270.4
	Earplugs, Matrix Uncc	2	34.39	68.78	35	70	25.53	51.06
	Stock Sling Adapter, I	35	34.03	1191.05	N/B	0	44.34	1551.9
	Holster Adapter, Seer	35	8.74	305.9	10	350	8.49	297.15
Holster, Taxer X-26, S	30	38.11	1143.3	32	960	36.93	1107.9	
Holster, Taxer X-26, S	5	38.11	190.55	32	160	36.93	184.65	
Jackson 3000355 Ner	35	4.49	157.15	N/B	0	4.93	172.55	

Total

\$27,045.38

\$6,510.00

\$28,526.71

Galls	GT Distributors	ASR	Kiesler Police Supply	CMS Uniforms
Unit Price	Unit Price	Unit Price	Unit Price	Unit Price
137	119.14	119.76	N/B	129.1
N/B	19.38	15.47	N/B	20.64
35.99	18.99	18.98	N/B	20.6
76.99	46.94	47.2	N/B	50.88
24.18	23.34	23.35	N/B	25.3
23.62	6.74	5.96	N/B	6.47
N/B	89.15	84.8	N/B	N/A
28.28	24.57	24.57	N/B	26.62
25.78	22.39	22.5	N/B	24.27
28.97	32.97	28.57	N/B	43.15
11.31	9.12	9.2	N/B	11.5
N/B	119.43	110.9	N/B	119.71
N/B	119.43	110.9	N/B	119.71
N/B	16.96	15	N/B	N/A
35.73	25.58	24.5	N/B	28.9
78.12	71.24	67.5	N/B	80.21
78.12	2343.6	67.5	N/B	80.21
N/B	0	16.78	N/B	N/A
N/B	0	34.95	N/B	N/A
N/B	7.98	7.75	N/B	9.55
38.12	34.69	32.44	N/B	41.59
38.12	190.6	32.44	N/B	41.59
N/B	4.85	6.5	N/B	N/A

\$21,523.25

\$26,307.46

\$25,155.86

\$4,244.45

\$23,026.50

G T Distributors
P O Box 458
Rossville, GA 30741
Phone: 706-866-2764
Fax: 706-861-4444

Safeware
524 Lakestone Drive
Raleigh, NC 27609
Phone: 800-814-7898
Fax: 804-236-0429

Arrington Police Distributors
800 Clanton Road
Suite S
Charlotte, NC 28217
Phone: 877-521-2999
Fax: 704-521-8277

PoliceOne
200 Green Street
2nd Floor
San Francisco, CA 94111
Phone: 888-765-4231
Fax: 415-962-8340

Chief
P O Box 481912
Charlotte, NC 28269
Phone: 704-916-4592
Fax: 704-916-4562

Apple Land Law Enforcement
Box 22
174 Appleland Drive
Gays Mills, WI 54631
Phone: 800-873-2413
Fax: 608-735-4699

C & G Wholesale
10354 Miller Road
Dallas, TX 75238
Phone: 214-343-3900
Fax: 214-343-6030

Gulf States Distributors
6000 E. Shirley Lane
Montgomery, AL 36117
Phone: 800-223-7869
Fax: 334-279-9267

Kiesler's Police Supply
2802 Sable Mill Road
Jeffersonville, IN 47130
Phone: 812-288-5740
Fax: 812-288-7560

Vances' Law Enforcement
3723 Cleveland Avenue
Columbus, OH 43224
Phone: 614-471-0712
Fax: 614-471-2134

Gall's Inc,
2680 Palumbo Drive
Lexington, KY 40555
Phone: 800-876-4242
Fax: 800-924-2557

Craig's Firearm Supply
8761 Chapman Hwy
Knoxville, TN 37920
Phone: 865-573-4567
Fax: 865-573-0820



City of Chattanooga

Purchasing Department

October 18, 2013

Mr. Doug Eckert
Deputy Chief Information Officer
Information Services Department
100 East 11th Street
City Hall Annex, 4th Floor
Chattanooga, TN 37402

**Subject: Requisition No. 84747 – Motorola CSR System Maintenance Renewal –
Information Services Department - Division of the Mayor's Office**

Dear Mr. Eckert:

Council approval is recommended to issue an agreement for Annual Motorola CSR System Maintenance Renewal. The proposed service agreement is with Motorola for the 311 Call Center. The agreement term is for one (1) year from November 1, 2013 through October 31, 2014.

This sole source purchase from Motorola will be in the amount of \$35,892. A written quote from the vendor and the department's memorandum of justification are attached for your review.

Software updates and fixes are only available from Motorola. They do not outsource the support of their product to third parties. This renewal is for year 4 of the City's five-year contract with Motorola.

TCA 6-56-304.2 allows this single source purchase exempted from the usual advertising and bidding requirements.

Respectfully yours,

David Carmody
Purchasing Manager

DC/mlm

Attachments

McKeel Mark

From: Eckert Doug C.
Sent: Monday, October 01, 2012 10:52 AM
To: McKeel Mark; Ortega Nancy
Cc: Lowery Jana
Subject: RE: Req# 66060 - Motorola CSR System Maintenance Renewal
Attachments: Council Letter- MotorolaCSR.DOC

Mark, see below:

The purchase of Annual Maintenance Support from Motorola is recommended to maintain the City's 311 Call Center software. Motorola is the sole provider of support and maintenance for their proprietary software product. The City's 311 Call Center has used this software successfully for the past several years to log, track and map service requests from citizens. To date approximately 900,000 service requests have been logged successfully in this system. This agreement is for one (1) year.

Also, attached is the letter from last year (thanks, Jana!).

From: McKeel Mark
Sent: Monday, October 01, 2012 10:24 AM
To: Ortega Nancy
Cc: Lowery Jana; Eckert Doug C.
Subject: Req# 66060 - Motorola CSR System Maintenance Renewal

Nancy,

The above requisition is going to Council for approval but I am in need of the justification for this emailed to me so the Council can approve.

Thanks,

Mark L. McKeel

Buyer



City of Chattanooga
 Department of General Services, Purchasing Division
Phone#: 423-757-4759
Fax#: 423-757-0949
Email: mckeel_m@chattanooga.gov

10/1/2012



July 12, 2013

Ms. Jana Lowery
City of Chattanooga
101 East 11th Street
Chattanooga, TN 37401

RE: Extension to Maintenance and Support Agreement: 710
Product: CSR

Dear Ms. Lowery:

By means of this letter, Motorola Solutions, Inc. hereby extends City of Chattanooga maintenance and support agreement as referenced above. Enclosed is one (1) copy of the updated Exhibit A Description of Covered Products, Exhibit B Support Plan, and Exhibit C Support Plan Options and Pricing Worksheet for the period **November 1, 2013** through **October 31, 2014**. Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

Please indicate acceptance of this extension by signing the acceptance block below and returning one copy to my attention by e-mailing it to christinelay@motorolasolutions.com or faxing it to (847) 761-4957 on or before **November 1, 2013**.

If you have any questions or need further clarification, please contact me directly at (909) 598-2964 or e-mail christinelay@motorolasolutions.com.

Sincerely,

Christine Lay

Christine Lay
Customer Support Manager
Motorola Solutions, Inc.

Accepted by:

MOTOROLA SOLUTIONS, INC.

CITY OF CHATTANOOGA

By: Shelley Rhoads

By: [Signature]

Name: Shelley Rhoads

Name: DEBBE ECKERT

Title: Sr. Services Business Operations Manager

Title: DEPT 010

Date: July 12, 2013

Date: Oct 17, 2013

Exhibit A

DESCRIPTION OF COVERED PRODUCTS

MAINTENANCE AND SUPPORT AGREEMENT 710

TERM: 11/01/13-10/31/14

CUSTOMER: City of Chattanooga

Site Identification Numbers

Product	Site Identification Number
CSR	PSA00016 (CSR)

The following table lists the Products under maintenance coverage:

Product	Description	Version Number	Qty	Term Fees
CSR	CSR Application	3.10x	25	\$35,892.00
	CSR Mapviewer		5	
	GeoData Manager (GDM		1	
	Application Hub		1	
			TOTAL	\$35,892.00

Exhibit B
CUSTOMER SUPPORT PLAN

MAINTENANCE AND SUPPORT AGREEMENT 710 TERM: 11/01/13-10/31/14
CUSTOMER: City of Chattanooga

Introduction

Welcome to Motorola Solutions Customer Support. We appreciate your business and look forward to serving your needs on your Public Service Applications system.

The Customer Support Plan is designed to provide Motorola Solutions customers the details necessary for understanding Motorola Solutions overall support processes and policies as a compliment to the Motorola Solutions Maintenance and Support Agreement.

The Motorola Solutions Maintenance and Support Agreement is the legal and binding contractual terms for which services are provided under. Questions or concerns regarding your support plan can be directed to your Support Manager.

Below are the topics outlined in this Customer Support Plan:

- I. **Service Offerings**
- II. **Accessing Customer Support**
- III. **Severity Levels and Case Management**
- IV. **Responsibilities**
- V. **Customer Call Flow**
- VI. **Contacts**

I. Service Offerings

Motorola Solutions Customer Support organization includes a staff of Support Analysts whom are managed by Motorola Solutions Customer Support Managers and are chartered with the direct front-line support of our customers. A Support Analyst is a system technologist responsible for providing direct or escalation support. A Support Analyst is sometimes referred to as a Customer Support Analyst ("CSA") or Technical Support Analyst ("TSA") or Technical Support Representative.

Motorola Solutions Support Organization offers a multi-layered approach to a total service solution. Levels of support are defined as follows:

Service Levels

Level 0	Logging, dispatching and tracking service requests
Level 1	Selected 1 st call support, triage and resolution
Level 2	Telephone and/or on-site support for normal technical requirements
Level 3	High-level technical support prior to Engineering escalation
Level 4	Engineering software code fixes and changes

Motorola Solutions provides to customers on an active maintenance and support agreement defined services and Software Releases. Specific support definitions, offerings and customer responsibilities are detailed in section 3 of the main body of the maintenance and support agreement.

II. Accessing Customer Support

The Motorola Solutions System Support Center Operations

Motorola Solutions Public Service Applications Technical Support personnel in cooperation with Motorola Solutions System Support Center ("SSC") provide the gateway to technical support for all of Motorola Solutions Public Service Application systems. Accessing support through Motorola Solutions toll free 800 number, web ticketing or email ticketing ensures accurate case handling and tracking. The goal of the Support team and SSC is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing your requests to the right support team in a timely manner.

The System Support Center offers total call management including:

- Single point of contact for Motorola Solutions service requests
- Logging, dispatching and tracking of service requests
- System capabilities to identify pending cases and automatically escalate to management
- Database and customer profile management
- Standard reports with on-demand distribution
- Case notification

Motorola Solutions System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola Solutions and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola Solutions:

1. **Motorola Solutions System Support Center Toll Free Number**
2. **eCase Management through Motorola Solutions On-Line**
3. **Email Case Ticketing**

Option 1 - Call Motorola Solutions System Support Center

Call Motorola Solutions Toll free 800-323-9949

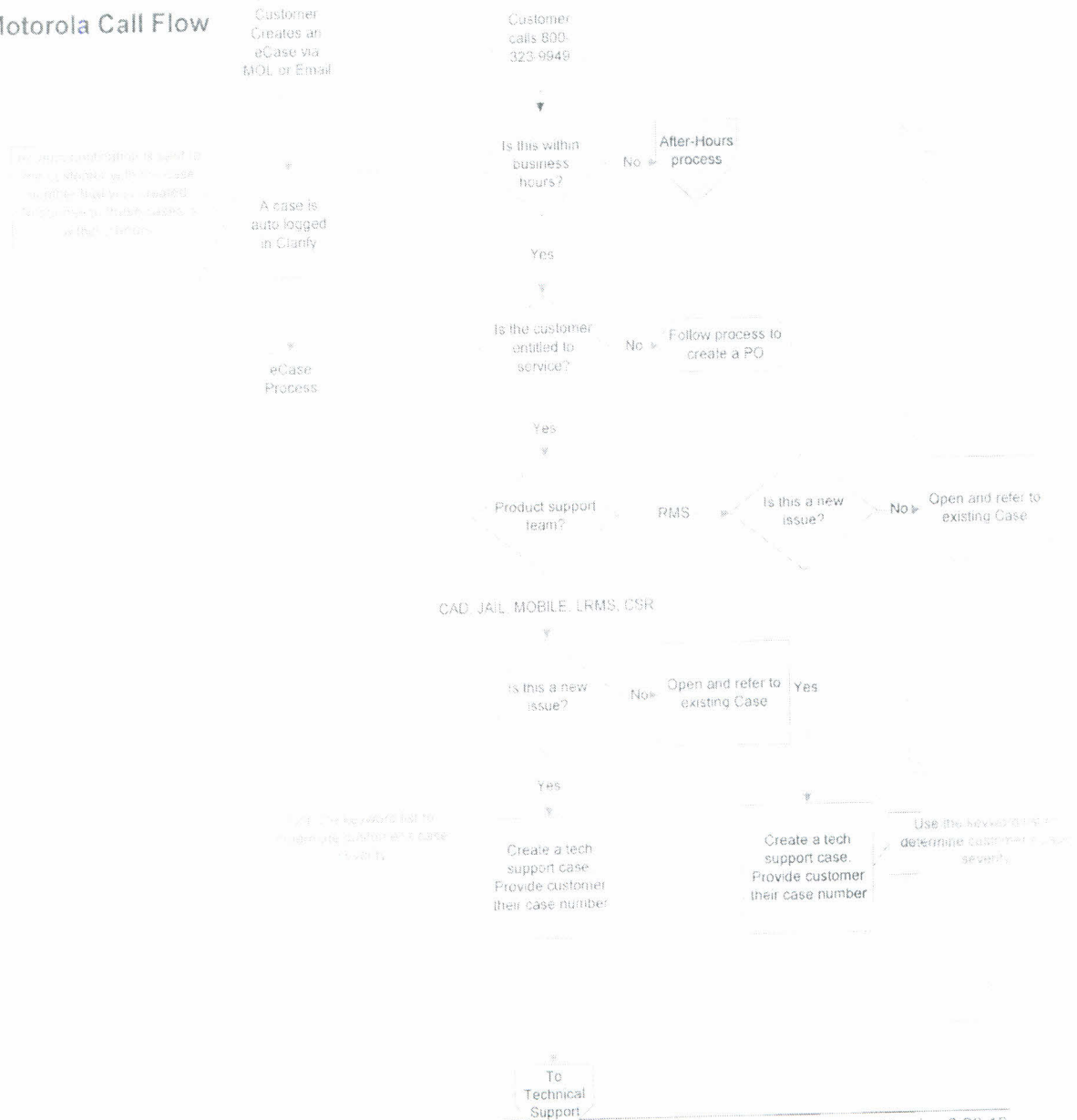
- Select from the auto attendant as follows:
 - **Option 2** – Technical Support of Infrastructure Products
 - Then select **Option 6** – Public Safety Applications
 - Next select the appropriate system type option
 1. CAD
 2. RMS
 3. Mobile Applications
 4. Jail Management Systems
 5. Law Records (LRMS)
 6. Customer Service Request System (CSR)
 0. All Other Applications

Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola

Solutions technical support team member. A unique tracking number will be provided to your agency for future reference.

Generally customers calling the toll-free 800 number will access Public Service Applications technical support directly. For heavy call times or after hours the caller will be directed to Motorola Solutions System Support Call Center Operations. Once the logging process is complete customers are transferred directly to a Technical Support Analyst during Technical Support Operation Hours (6:00 a.m. to 6:00 p.m. Mountain Time, Monday to Friday). After support operation hours (6:00 p.m. to 6:00 a.m. Mountain Time, Weekends and Motorola Solutions Holidays) customers will be contacted within the contractually specified period of time by a Technical Support Analyst.

Motorola Call Flow



Technical Staff Call Flow

Technical Support



Call Flow After-Hours



How to Obtain Technical Support for Products

Action / Response

Step 1. Call the System Support Center 1-800-323-9949
 Step 2. Select option 2 (Technical Support)
 Step 3. Select option 6 (Public Safety Applications)
 Step 4. Select product specific option
 Step 5. Provide Site Identification Number (See Exhibit A-Description of Covered Products for Site Identification Numbers)

Step 6. Provide Your Information	Caller Name Contact Phone Number Description of problem Severity of system problem determined at time of call Time available for call back Email address
----------------------------------	---

Step 7. Case Number Generated	Caller will receive a Case number for tracking the service request.
Check Status	The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number.
Case Assignment	The Customer Support Representative will determine a course of action and assign the Case to the appropriate group.
Standard Response Time	RESPONSE See Section III for Severity Level definitions Severity 1: 1 hour Severity 2: 3 business hours Severity 3: 2 business days Severity 4: 7 business days Severity 5: Determined by Motorola Product Mgr

Step 8. Notification of CASE All Activity	Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure. To request case notifications, please contact your Support Manager.
Notification of CASE Open/Close Activity	Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure. To request case notifications, please contact your Support Manager.

Option 2 - Submit a ticket via eCase Management from Motorola Solutions On-Line

Motorola Solutions On-Line eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

Setting Up a Motorola Solutions On-Line Account

To set up a Motorola Solutions On-Line account, please visit <https://businessonline.motorola.com> and follow the directions on the link for "Sign Up Now."

A User ID and Password are not required for setting up your account. After accessing the link above, indicate in the "Additional Information" field you are a **Public Service** customer seeking access to **eCase Management**. Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions On-Line account set up. In approximately 4-5 business days an additional email will be sent which includes details about your On-Line account.

Accessing the Technical Case Management web site

Once you have set up your agency's Motorola Solutions On-Line Account, to access the site simply log onto Motorola Solutions at businessonline.motorola.com with your user ID and password, click on the **Contact Us** → **Open Case**, and select **System Support Issue** from the Issue Type drop-down.

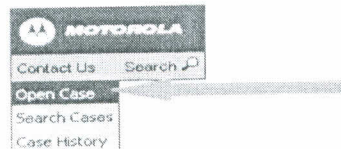
Primary Features of On-Line Technical Case Management

Motorola Solutions customers have three main functions available through Motorola Solutions On-Line to manage their cases:

- A. *Open new cases*
- B. *Search for existing cases and view details of the existing case*
- C. *Update existing cases by adding notes*

A. Open a New Case

1. Log into Motorola Solutions On-Line
2. Click on the "Contact Us" → Open Case
3. Then select the Reason Code = System Support Issue (and the page will automatically reload)



Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees

To permanently change your email address or phone number, you must go to the [Motorola Membership Site](#)

Contact Name: Motorola Online WebIE
Contact Phone: 800-814-0601
Contact Email: cgcmh10@hotmail.com

Reason: Website Issue

Title: Credit Issue
 Order Issue
 Pre-Sale Inquiry
 Product Issue
 Service Issue
System Support Issue
 Training Issue
 Website Issue

Description:

4. Fill in the Case Title (description of request) and choose the applicable Site (which are listed alphabetically)
5. Choose case type **Technical Support**, Severity Level and **Public Safety Applications System**
6. Fill in a detailed description of your issue
7. Click "Create Case"

Screen Shot from Steps 4-6

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees

To permanently change your email address or phone number, you must go to the [Motorola Membership Site](#)

Contact Name: Motorola Online WebIE
Contact Phone: 800-814-0601
Contact Email: cgcmh10@hotmail.com

Reason: Website Issue

Title: Credit Issue
 Order Issue
 Pre-Sale Inquiry
 Product Issue
 Service Issue
System Support Issue
 Training Issue
 Website Issue

System Support: **Site:**

Case Type: **Severity:**

System:

Description:

Create Case

Email Confirmation

1. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long)
2. The confirmation screen includes "expand all" and "collapse all" buttons for case notes

B. Search for a Case

1. Log into Motorola Solutions On-Line
2. Click on the "Contact Us" → Search Case
3. Select the "System Support Issue" type (the webpage will automatically reload)

The screenshot shows the Motorola Solutions On-Line interface. At the top, there is a navigation menu with "Contact Us" and "Search" options. Below this, there are three buttons: "Open Case", "Search Cases", and "Add Note". An arrow points to the "Search Cases" button. Below the navigation menu, there is a section titled "Go Directly to Case" with a search bar and a "Go" button. Below that, there is a section titled "Enter Search Criteria" with a search bar and a "Type" dropdown menu. An arrow points to the "Type" dropdown menu.

C. Add Notes to an Existing Case

1. You can also add notes after submitting your case, by clicking on the "Add Notes" button

The screenshot shows the "Details for Case # 20000216" page. At the top, there is a navigation menu with "Add Note", "Open Case", and "Search Cases" options. Below this, there is a section titled "Details for Case # 20000216" with a "Case Number" label and a "Time" label. Below this, there is a section titled "Case Conditions" with a "Case Number" label and a "Case Status" label. Below this, there is a section titled "System Site" with a "System Site Name" label and a "Case Type" label. Below this, there is a section titled "Activity Summary" with a table of activities. An arrow points to the "Add Notes" button. Below the "Add Notes" button, there is a section titled "Expand/Collapse Buttons" with a downward arrow.

Activity	Over-Time	Activity Summary
Create	00:00:00	Case created by user
Update	00:00:00	Case updated by user

Motorola Solutions On-Line Support

1. Motorola Solutions does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.
3. When updating case notes, please provide your contact information, which includes your phone number, pager number, etc.

For questions on Motorola Solutions On-Line eCase Management or administrative support, please contact the Motorola Solutions Online Helpdesk at molhelp1@motorolasolutions.com or call 800-814-0601. Requirements for effective usage:

Browser: Internet Explorer 5.0 or greater
Valid MOL user ID and Password

Option 3 - Submit a ticket via Email Case Management

An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Solutions Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating cases.

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below. Instructions are also located under "Resources" at: <https://motoronline.mot.com>

1. Address your email to PSACASE@motorolasolutions.com
2. Type **PSA Service Request** and a brief description of the system issue in the Subject line of the e-mail message. This will become the case title
3. Type **Site ID** = followed by the site identification number of the system location
4. Type **Product Type**= followed by the product family type. Choose from the following list:
 - CAD (OR FRIENDS OF CAD, such as AWW, ATM, AVL and UDT)
 - CSR (CUSTOMER SERVICE REQUEST)
 - INFOTRAK, LRMS
 - JAIL MANAGEMENT (OFFENDERTRAK)
 - MOBILE APPLICATIONS (PMDC, AIRMOBILE, TXMESSENGER)
 - NETRMS
5. Type **Contact First Name** = followed by your first name or the name of the person you would like support personnel to contact
6. Type **Contact Last Name** = followed by your last name or the name of the person you would like support personnel to contact.
7. Type **Phone Number** = followed by the area code and phone number where the contact person may be reached
8. Type **Severity Level** = followed by either severity level 3 or 4. All severity level one or two cases must be opened via the toll-free PSA customer support number
9. Type **Problem Description** = followed by a comprehensive description of the problem
10. Send the message to us. You will receive an email with your case number for future reference.

If an email response is not received, or if you need to open a severity level one or two case, please contact the PSA customer support at 1 800-323-9949 for further assistance.

SAMPLE Email Ticket Formatting:

To:	psacase@motorola.com
Cc:	
Subject:	PSA Service Request: NetRMS Reports Not Functional
<p>Site ID number: PSA12345_(NetRMS) <i>(Clearly site identification number)</i> Product type: NetRMS <i>(Specific product such as LRMS, NetRMS, Premier MDC, etc.)</i> Contact first name: John Contact last name: Doe Phone number: 303-123-4567 Severity level: Level 3 <i>(Email ticketing is available for severity levels three and four only)</i> Problem description: NetRMS does not allow for the creation of manual-case reports which is affecting the generation of daily reports <i>(Include a comprehensive description of the problem)</i></p>	

III. Severity Levels and Case Management

Motorola Solutions services and response times are based on the severity levels of the error a customer is experiencing as defined below. This method of response allows Motorola Solutions to prioritize its resources for availability on our customer's more severe service needs. Severity level response time defines the actions that will be taken by Motorola Solutions Support team. Due to the urgency involved in some service cases, Motorola Solutions will make every reasonable effort to provide a temporary or work around solution. When a permanent solution is developed and certified through testing, it will be incorporated in to the applicable Supplemental and or Standard Release.

SEVERITY LEVEL	DEFINITION	RESPONSE TIME	TARGET RESOLUTION TIME
1	Total System Failure - occurs when the System is not functioning and there is no workaround, such as a Central Server is down.	Telephone conference within one (1) hour of initial voice notification	Resolve within twenty-four (24) hours of initial notification
2	Critical Failure - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable workaround. Note that this may not be applicable to intermittent problems.	Telephone conference within three (3) Standard Business Hours of initial voice notification	Resolve within seven (7) Standard Business Days of initial notification
3	Non-Critical Failure - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround.	Telephone or email conference within two (2) Standard Business Days of initial notification	Resolve within 180 days in a Motorola-determined Patch or Release.
4	Inconvenience - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow.	Telephone or email conference within seven (7) Standard Business Days of initial notification	At Motorola's discretion, may be in a future Release.
5	Customer request for an enhancement to System functionality is the responsibility of Motorola's Product Management	Determined by Motorola's Product Management	If accepted by Motorola's Product Management, a release date will be provided with a fee schedule, when appropriate.

Incoming cases are automatically assigned an initial Severity Level of 3, unless otherwise indicated or determined at the time the case is logged. When escalation is required, Motorola Solutions adheres to strict policy dictated by the level of problem severity.

Severity Level One Escalation

Once an issue is escalated to Engineering, the following table is used as an Engineering resolution guideline for standard product problems.

Escalation Policy- Severity Level 1		
CRITICAL	ACTION	RESPONSIBILITY
0 Hours	Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level.	Support Analyst
2 Hours	If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration.	Support Analyst Customer Support Manager
4 Hours	If a resolution is not identified within this timeframe, Customer Support Manager escalates to the Director of Customer Support and Director of System Integration to assign additional resources. Email notification to Vice President of System Integration and Vice President Customer Support.	Customer Support Manager Director of Customer Support Director of Systems Integration
8 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and account team.	Customer Support Manager Director of Customer Support Director of Systems Integration VP of System Integration VP of Customer Support
12 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and account team, Senior Vice President's of Operations, System Integration, Customer Support and Engineering.	Senior Management Support Operations Systems Integration Engineering

All **Severity Level 1** problems will be transferred or dispatched immediately to the assigned Motorola Solutions technical support representative, to include notification to Motorola Solutions management 24x7. All other severity level problems logged after business hours will be dispatched the next business morning.

3.1 **Reporting a Problem.** Customer will assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Motorola Solutions call incoming center. Motorola Solutions will notify the Customer if Motorola Solutions makes any changes in Severity Level (up or down) of any Customer-reported problem.

3.2 Motorola Solutions will use best efforts to provide Customer with a resolution for Severity 1 and Severity 2 issues within a reasonable time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Motorola Solutions diagnostics indicate that a Residual Error is present in the Software. Should Customer report an error that Motorola Solutions cannot reproduce, Motorola Solutions may enable a detail error capture/logging process to monitor the System. If Motorola Solutions is unable to correct the reported Residual Error within a reasonable time, Motorola Solutions will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola Solutions, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola Solutions will verify: (a) the Software operates in conformity to the

System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.

3.3 **Error Correction Status Report** Motorola Solutions will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.

IV. Key Responsibilities

4.1 Motorola Solutions Responsibilities

- 4.1.2 **Customer Notifications.** Motorola Solutions will provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) hardware and firmware updates, as released and if applicable.
- 4.1.4 **Remote Installation.** At Customer's request, Motorola Solutions will provide remote installation advice or assistance for Updates for a fee.
- 4.1.5 **Software Release Compatibility.** At Customer's request, Motorola Solutions will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Motorola Solutions Software Supplemental or Standard Releases
- 4.1.6 **On-Site Correction.** Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Motorola Solutions facilities. Motorola Solutions will decide whether on-site correction of any Residual Error is required and will take appropriate action.

4.1.15 Support on Motorola Solutions Software

Motorola Solutions will provide any required software fixes in the form of either a "patch" or in a Supplemental (maintenance) Release.

4.1.16 Maintenance Contract Administration

Motorola Solutions Maintenance Contracts Administration Department manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola Solutions system.

Approximately four months prior to the expiration of the warranty period, the Contracts Administration team will contact the customer to discuss the options available for their specific site. The terms of the agreement can be customized to your agency's budgetary requirements and cycle. Motorola Solutions offers various levels of support to meet an agency's requirements, for example:

- Telephone, dial in support for software fixes
- Varying hours of coverage
- Third party vendor services
- On-site services
- Users Conference
- Professional Services

4.1.17 Reports

Service history reports and notifications are available from the Motorola Solutions call tracking system. If you are interested in obtaining access to service history reports and ticketing notifications, inquire with your Technical Support Representative.

4.2 Customer Responsibilities

- 4.2.1 Initial logging of issue
- 4.2.2 Assist in assessing severity level
- 4.2.3 Contact Motorola Solutions to escalate service requests
- 4.2.4 Parts replacement (if applicable)
- 4.2.5 Dial in connectivity and telephone access to Motorola Solutions personnel
- 4.2.6 Anti-virus software. Customer is responsible for running any installed anti-virus software.
- 4.2.7 Operating System ("OS") Upgrades. Unless otherwise stated herein, Customer is responsible for any OS upgrades to its System. Before installing any OS upgrade, Customer will contact Motorola Solutions to verify that a given OS upgrade is appropriate.
- 4.2.8 Trouble Report Form To better assist us in gathering details for analyzing and repairing your system errors, Motorola Solutions has created the Trouble Report Form (page 17). Completion of this form by the customer is voluntary.

The Trouble Report form helps Motorola Solutions Technical Support reduce errors by increasing the understanding of the problem description definition. It may also improve repair time by understanding the probability of repeat errors. Additionally, should escalation to Motorola Solutions Engineering team be required, information gathered on this form will aid by potentially avoiding the wait associated with error reoccurrence.

Information customers provide on the Trouble Report form will assist Motorola Solutions Support team expedite the troubleshooting process. Your assistance in providing the information is appreciated. Once you complete the form, please e-mail or fax this form to the Technical Support Representative assigned to work on the issue reported.

Trouble Report Form

Agency Name:	<input type="text"/>	Motorola Solutions Case Number:	<input type="text"/>
Contact Name:	<input type="text"/>	E-mail Address:	<input type="text"/>
Contact Phone:	<input type="text"/>	Contact Fax:	<input type="text"/>
Severity Level:	<input type="text"/>	CAD Correction#:	<input type="text"/>
Subject:	<input type="text"/>		
Product/Version:	<input type="text"/>		

Problem Description: Please ensure that the description provided is as detailed as possible. By including accurate details, Motorola Solutions opportunity to resolve the issue promptly and successfully increases. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola Solutions probability of locating a root cause and achieving a timely resolution.

Steps to Duplicate: Motorola Solutions understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help

Step One:	<input type="text"/>
Step Two:	<input type="text"/>
Step Three:	<input type="text"/>
Step Four:	<input type="text"/>
Step Five:	<input type="text"/>
Step Six:	<input type="text"/>
Step Seven:	<input type="text"/>

Additional Steps:

Expected Results:

Actual Results:

Configuration Checked:

V. Customer Call Flow

To Be Provided By Customer

VI. Contact Information

Motorola Solutions Contacts

CONTACT	PHONE NUMBER
Motorola Solutions System Support Center	(800) 393-9949
Doug Walkinshaw Director, Customer Support Doug.Walkinshaw@motorolasolutions.com	(850) 225-6242
Gayle Leary Technical Support – Public Service Gayle.Leary@motorolasolutions.com	(850) 803-1820
Shelley Rhoads Customer Support Business Manager srhoads@motorolasolutions.com	(951) 934-3285

Customer Contacts (to be provided by Customer)

<u>Customer Agency Name</u> Address: City, State and Zip:
<u>Billing Contact Name:</u> Phone No: Fax No: Email:
<u>Backup System Administrator Name:</u> Phone No: Fax No: Email:
<u>Service Escalations Contact Name:</u> Title: Phone No: Email:

Exhibit C

SUPPORT PLAN OPTIONS AND PRICING WORKSHEET

Maintenance and Support Agreement #	710	Term Length	12 Months
Term Start Date	November 1, 2013	Term End Date	October 31, 2014

CUSTOMER AGENCY City of Chattanooga Address 101 East 11 th Street City, State, Zip Chattanooga, TN 37401 Contact Name Jana Lowery Contact Title Telephone Number (423) 643-6314 Fax Number Email Address lowery_jana@mail.chattanooga.gov	BILLING AGENCY City of Chattanooga Address 101 East 11 th Street City, State, Zip Chattanooga, TN 37401 Contact Name Jana Lowery Contact Title Telephone Number (423) 643-6314 Fax Number Email Address lowery_jana@mail.chattanooga.gov
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For support and updates on products below, please contact Motorola Solutions Public Service Application's Customer Support: (800) 323-9949 Option 2, Option 6, then select the corresponding product prompts as follows:

- 6 CSR PRODUCTS**
- | | | | |
|--|---|------------------------------------|---|
| <input type="checkbox"/> PremierOne CSR™ | <input type="checkbox"/> Infor Radio Asset Management | <input type="checkbox"/> Cityworks | <input type="checkbox"/> Custom Interfaces |
| <input checked="" type="checkbox"/> CSR | <input type="checkbox"/> Other | | <input type="checkbox"/> Administrative Hearings (AHMS) |

MOTOROLA SOLUTIONS SERVICES	TERM FEES
<input checked="" type="checkbox"/> STANDARD SUPPORT SERVICES	\$ 35,892.00
1 Customer Support Plan	\$ Included
2 Case Management 24X7	\$ Included
3 Technical Support Monday through Friday 8:00 a.m. to 5:00 p.m. Customer local time	\$ Included
4 Third-party Vendor Coordination	\$ Included
5 On-site Support (when applicable)	\$ Included
6	\$ Included
7 SW Releases: Standard & Supplemental	\$ Included
8 Access to Users Group Site	\$ Included
<input type="checkbox"/> SUPPLEMENTAL SERVICE OPTIONS <i>Service Descriptions Available Upon Request</i>	
1 24x7 Technical Support Svcs	\$ N/A
2 Time and Materials	\$ N/A
3 Professional Services Training	\$ N/A
4 Professional Services Upgrades	\$ N/A
5 Preventive Maintenance	\$ N/A
6 Users Conference Advance Purchase	\$ N/A
7 On-site Support (Dedicated Resource)	\$ N/A
8 GeoFile Services	\$ N/A
MOTOROLA SOLUTIONS TOTAL FEES \$ 35,892.00	

USERS CONFERENCE ATTENDANCE ADVANCE PURCHASE DETAILS			
<input type="checkbox"/> Users Conference Attendance (\$2,650 per Attendee)	Year	2014	Number Attendees
<ul style="list-style-type: none"> • Registration fee • Hotel accommodations (booked by Motorola Solutions) • Daily meal allowance (determined by Motorola Solutions guidelines) 	<ul style="list-style-type: none"> • Roundtrip travel for event (booked by Motorola Solutions) • Rental car (booked by Motorola Solutions) 		0
TERM GRAND TOTAL* \$			35,892.00
<small>*Excludes taxes if applicable</small>			

Prepared by: Christine Lay, (909) 598-2964, christinelay@motorolasolutions.com



City of Chattanooga

Mayor Andy Berke

October 21, 2013

Mr. Lee Norris, Administrator
Public Works Department
Development Resource Center
1250 Market Street – Suite 2100
Chattanooga, TN 37402

**Subject: 513368 – Blanket Contract Renewal: Various Valves - Waste Resources
Division - Public Works Department**

Dear Mr. Norris:

Council approval is recommended to renew the blanket contract for Various Valves for the Waste Resources Division of the Public Works Department. This blanket contract with Piping Supply Company started in January 2012 and to date has provided \$70,132 of valves for Waste Resources. Annual usage of this blanket contract is expected to remain approximately \$50,000 per year.

I recommend renewing this blanket contract with Piping Supply Company for a one (1) year term through January 2015. There are options for two (2) additional one (1) year contract renewals beyond 2015.

Respectfully yours,

David Carmody
Purchasing Agent

DC/gh



City of Chattanooga

Mayor Andy Berke

October 21, 2013

Mr. Lee Norris, Administrator
Public Works Department
Development Resource Center
1250 Market Street – Suite 2100
Chattanooga, TN 37402

Subject: 83143/302970 – Odor Control Filter Media - Waste Resources Division -
Public Works Department

Dear Mr. Norris:

Council approval is recommended to issue a blanket contract for the Supply and Installation of Odor Control Filter Media at Various Pump Stations and Combined Sewer Overflows for the Waste Resources Division of the Public Works Department. Odor Control Filter Media is used to absorb odors associated with the sewer system. The contract term will be for twelve (12) months with the option to renew for four (4) additional twelve (12) month periods. The estimated expenditure for this contract is \$130,000 annually.

The invitation to bid was sent to eight (8) vendors as well as formally advertised. Two (2) responses were received as shown below and on the attachment. Copies of the bids are retained on file and available for review in the Purchasing Office upon request.

Bidders

Prominent Systems Inc.
Carbon Activated Corp

I recommend awarding this contract to Prominent Systems Inc. based on the unit price bid. Prominent Systems Inc. offers the lowest and best bid which meets the specifications of the City of Chattanooga

Respectfully yours,

David Carmody
Purchasing Agent

DC/gh

Bid Tabulation -

RFQ # 302970

Odor Control Filter Media

Item #	Item	Carbon Activated Corp. Unit Price	Prominent Systems Inc. Unit Price
1	Carter Street CSO Carbon Change	\$41,616.00	\$35,373.60
2	Carter Street Pre-filter/Final Filter Change	\$256.00	\$192.00
3	Citico Pump Station Carbon Change	\$14,137.20	\$13,314.40
4	Citico Pump Station Pre-filter/Final Filter Change	\$960.00	\$720.00
5	Citico CSO Carbon Change	\$41,280.00	\$36,564.00
6	19th Street CSO Carbon Change	\$41,280.00	\$36,564.00
7	Ross's Landing CSO Carbon Change	\$15,735.20	\$15,381.60
8	Ross's Landing CSO Pre-filter/Final Filter Change	\$768.00	\$576.00
9	MBWWTP Influent Relief Pump Station Carbon Change	\$41,080.00	\$36,564.00
10	Central Avenue CSO Carbon Change	\$41,080.00	\$36,564.00
11	Williams Street CSO Carbon Change	\$39,900.00	\$36,564.00
12	ML King CSO Carbon Change	\$39,900.00	\$36,564.00
13	MBWWTP Headworks Carbon Change	\$40,980.00	\$36,564.00
14	Dupont Pump Station Carbon Change	\$40,066.40	\$4,964.00
15	Dupont Pump Station Pre-filter/Final Filter Change	\$516.00	\$222.00
16	Highland Park Pump Station Carbon Change	\$4,339.00	No Bid
17	Highland Park Pump Station Pre-filter Change	\$450.00	No Bid
18	South Chickamauga Creek Pump Station Wetwell Carbon Change	\$7,630.00	\$8,267.20
19	South Chickamauga Creek Pump Station Wetwell Pre-filter Change	\$258.00	\$192.00
20	South Chickamauga Creek Pump Station Wetwell Final Filter Change	\$1,120.00	\$400.00
21	Carter Street Laboratory Testing (bi-annually)	\$96.00	\$400.00
22	Citico Pump Station Wetwell Testing (quarterly)	\$192.00	\$800.00
23	Citico Pump CSO Laboratory Testing	\$96.00	\$400.00
24	19th Street CSO Laboratory Testing (bi-annually)	\$96.00	\$400.00
25	Ross's Landing CSO Laboratory Testing (bi-annually)	\$96.00	\$400.00
26	MBWWTP Influent Relief Pump Station Laboratory Testing (bi-annually)	\$96.00	\$400.00
27	Central Avenue CSO Laboratory Testing (bi-annually)	\$96.00	\$400.00
28	Williams St CSO Laboratory Testing (bi-annually)	\$96.00	\$400.00
29	MLK CSO Laboratory Testing (bi-annually)	\$96.00	\$400.00
30	MBWWTP Headworks Laboratory Testing (bi-annually)	\$96.00	\$400.00
31	MBWWTP Primary System Laboratory Testing (bi-annually)	\$96.00	\$400.00
32	Dupont Pump Station Laboratory Testing (bi-annually)	\$96.00	\$400.00
33	Warner Park CSO Laboratory Testing (bi-annually)	\$96.00	\$400.00
34	Highland Park Pump Station Laboratory Testing (bi-annually)	\$96.00	No Bid
35	MBWWTP Centrifuge System Carbon Change	\$20,960.00	\$19,058.00
36	Warner Park CSO Carbon Change	\$35,000.00	\$31,470.00
37	Tub Scrubber Carbon Change	\$995.00	\$1,022.00

Odor Control Filter Media – Requisition 83143

Carbon Activated Corp.
3774 Hoover Rd.
Blasdell, NY 14219

Cabot Norit Activated Carbon
P.O. Box 790
Marshall, TX 75671

Prominent Systems Inc.
13095 E. Temple Ave.
Industry, CA 91746

Lanier Contracting Co. Inc.
3690 Lawrenceville-Suwanee Rd.
Suwanee, GA 30024

Calgon Carbon Corporation
400 Calgon Carbon Dr.
Pittsburgh, PA 15205

Bio Triad Environmental LLC
273 Center Rd.
Stroudsburg, PA 18360

Hinsilblon Ltd.
12381 S. Cleveland Ave., Ste 201
Fort Myers, FL 33907

General Carbon Corp.
33 Paterson St.
Paterson, NJ 07501



City of Chattanooga

Mayor Andy Berke

October 4, 2013

Mr. Lee Norris, Administrator
Public Works Department
Development Resource Center
1250 Market Street, Suite 2100
Chattanooga TN 37402

Subject: R37036 – Extension of Blanket Contract 506501 for Crane Rental - Public Works Department

Dear Mr. Norris;

Council approval is recommended for the extension of blanket contract 506501 with Hertz Corporation for Crane Rental, as needed by the Public Works Department. The estimated annual expenditure under this contract is \$26,000.00.

The award of the blanket contract was originally approved by City Council on November 16, 2010. The invitation to bid was sent to five (5) vendors, as well as formally advertised. Two (2) bids were received. Copies of the bids are available in the Purchasing Office for review upon request.

I recommend extending this blanket contract with Hertz Corporation, as being in the best interests of the City of Chattanooga.

Respectfully yours,

A handwritten signature in blue ink, appearing to read "DC", is written over the typed name "David Carmody".

David Carmody
Purchasing Agent

DC/wt



City of Chattanooga

Mayor Andy Berke

October 23, 2013

Mr. Lee Norris, Administrator
Public Works Department
Development Resource Center
1250 Market Street – Suite 2100
Chattanooga, TN 37402

Subject: 519305 – Blanket Contract Renewal: CCTV/Sonar Inspection and Survey Services - Waste Resources Division - Public Works Department

Dear Mr. Norris:

Council approval is recommended to renew the blanket contract for CCTV/Sonar Inspection and Survey Services for the Waste Resources Division of the Public Works Department. This blanket contract with Amtec Surveying Inc. started in January 2013 and to date has provided \$67,505 of inspection and survey services for Waste Resources. Annual usage of this blanket contract is expected to vary up to \$350,000 per year.

I recommend renewing this blanket contract with Amtec Surveying Inc. for a one (1) year term through January 2015. There are options for three (3) additional one (1) year contract renewals beyond 2015.

Respectfully yours,

A handwritten signature in blue ink, appearing to read "DC/gh", written over a circular stamp or seal.

David Carmody
Purchasing Agent

DC/gh