



Alpena County, MI

1 MCC 7500 VPM Op Add

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Motorola Solutions, Inc.
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October 31, 2025

Kim Elkie, Dispatch Director
Alpena County Office of Emergency Management and E911 Services
720 W. Chisholm St., Suite #13
Alpena, MI 49707

Subject: Existing MCC7500 Dispatch Console Add-On

Dear Director Elkie:

Motorola Solutions, Inc. ("Motorola") is pleased to have the opportunity to provide Alpena County Central Dispatch with quality communications equipment and services. The Motorola project team has taken great care to prepare this proposal to address your needs and provide exceptional value.

Motorola's solution includes a combination of hardware and services. Specifically, this solution is for:

- Existing MCC 7500 Dispatch Console Add-On
- System Integration & Installation Services

Motorola's proposal is subject to the terms and conditions in the MiDEAL contract #190000001544. This proposal shall remain valid until December 26, 2025. Alpena County Central Dispatch may accept the proposal by signing and delivering to Motorola a Purchase Order (PO)/Notice to Proceed (NTP) that specifically references the aforementioned contract. Alternatively, Motorola will be pleased to address any concerns Alpena County Central Dispatch may have regarding the proposal. Any questions can be directed to Lindsay Schleicher, Account Executive at 313-550-6163.

We thank you for the opportunity to furnish Alpena County Central Dispatch with our communications solutions, and we hope to strengthen our relationship by implementing this project. Our goal is to provide you with the best products and services available in the communications industry.

Sincerely,



Rich Uslan
Area Sales Manager
MOTOROLA SOLUTIONS, INC.



Section 1

System Description - MCC 7500 Dispatch Console

Motorola offers Alpena County Dispatch Center a proposal to expand their dispatch center with the addition of one new MCC 7500 IP Dispatch Console. The MCC 7500 + VPM is Motorola’s second-generation IP architecture console subsystem and is supported by the same IP network and switching that manages the ASTRO 25 trunked network. The MCC 7500 console equipment connects directly to the trunking system’s IP transport network, eliminating the traditional circuit-based Central Electronics Bank. It uses IP-based packet protocols for passing call control data and call audio through the system. These are the same Operator positions in use today by Alpena County. Motorola will be installing the necessary licenses and PC into the purchased hardware for the 4th operator position.

1.1. Dispatch Console Configuration

The proposed console will interface seamlessly with Alpena County, MI's ASTRO® 25 system. The proposed solution offers Alpena County, MI One (1) additional dispatch position.

The MCC 7500 + VPM console sub-system is tightly integrated to the ASTRO 25 digital voice system. The new operator workstation, similar the existing five, will be linked with the MPSCS 7401 to Zone 4 Master Site for call audio, identification of calling radios including emergency alerts, and configuration of the display screens. This architecture provides dispatchers the same ease of operation on trunked channels as they currently have for their existing mobile and portable users.

Number of Operator Positions	Location Name
1-3	Existing Consoles at Dispatch
4th Op	New Op Add to existing Dispatch



1.1.1. Embracing Interoperability and Integration

When a situation requires coordination between multiple agencies, the proposed dispatcher can patch together Mutual Aid radios and required subscribers on the ASTRO 25 system (see the figure titled "Mutual Aid Components").

Incident conversations are seamless from the moment of the patch initiation and record like any talkgroup conversation within the Land Mobile Radio (LMR) network. The dispatcher can also participate in and monitor conversations for the duration of the incident, as necessary.

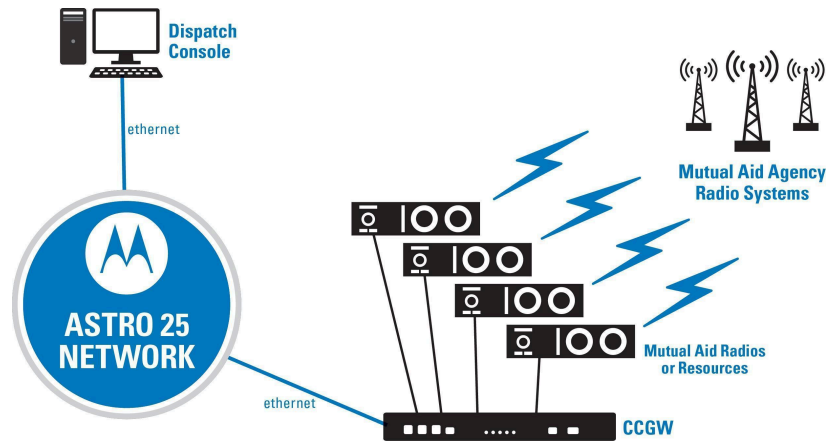


Figure: Mutual Aid Components - Mutual Aid agency radio systems connect to the ASTRO 25 network through a CCGW.

1.1.2. Integration with the ASTRO 25 Network

The proposed dispatch console seamlessly integrates into Alpena County, MI's ASTRO 25 system without interface boxes, digital voice gateways, or backroom electronics for an integrated, mission-critical network. This tight union between radio infrastructure and console equipment has several operational benefits to Alpena County, MI. The physical space to accommodate the proposed console is comparable to that required for a personal computer.

The console can access both trunked talkgroups and conventional radio channels over the same network. This architecture reduces overall transport costs and the need for duplicate fixed network equipment.

1.2. Protecting Consoles and Communications

The console enables end-to-end encryption from the dispatcher to the ASTRO 25 network, so that Alpena County, MI's communications will not be undermined by unencrypted transmissions.

Each dispatcher is able to fully participate in secure communications while being confident that sensitive, vital information is not heard by unauthorized individuals.

1.2.1. Secure Access to the Console

To use the dispatch position, a dispatcher must enter a valid radio system user account name and password. The dispatch position validates that information with the radio system's network manager and allows the dispatcher to access only the resources for which the user has access rights. This also applies to third-party applications that use the dispatch console's API.

1.2.2. Secure Communications at the Console

The console encrypts and decrypts radio voice messages. Thus, radio voice messages are encrypted from end-to-end between the radio user to the dispatch position. The dispatcher can choose whether to encrypt their transmissions on a particular trunked resource. Dispatchers can interface with agencies that have different encryption configurations without any manual intervention or delay.

1.2.3. MCC 7500 Console Operator Position

The 7500 dispatch position supports commercially available accessories, Motorola Solutions has provided very minimal accessories/peripherals as part of this proposal that are listed below. Motorola will provide the PC for this position as well.

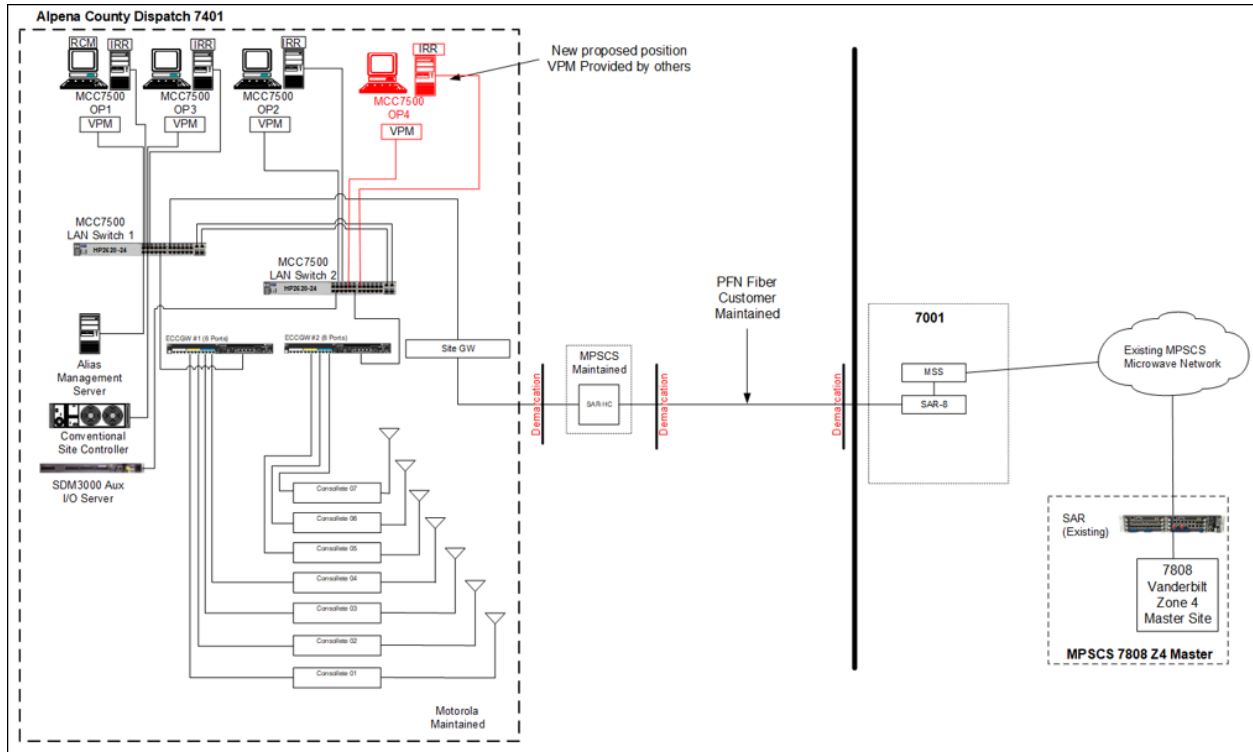
Peripherals Included:

- (1) Footswitch
- (1) Microphone

****NOTE:** Monitor, Speakers, Headsets, VPM Hardware and any additional accessories not mentioned above will be provided by Alpena County.



1.3. System Diagrams



Section 2

Statement of Work – Implementation

2.1. Overview

This Statement of Work (SOW) describes the deliverables to be furnished to Alpena County (Customer). The tasks described herein will be performed by Motorola Solutions, its subcontractors, and the Customer to implement the solution described in the System Description. It describes the actual work involved in installation, identifies the installation standards to be followed, and clarifies the responsibilities for Motorola Solutions, and the Customer during the project implementation. Specifically, this SOW provides:

- A description of the responsibilities for Motorola Solutions, and the Customer.
- The assumptions taken into consideration during the development of this project.

This SOW provides the most current understanding of the work required by all parties to ensure a successful project implementation. In particular, Motorola Solutions has made assumptions of the sites to be used for the new system. Should any of the sites change, a revision to the SOW and associated pricing will be required. It is understood that this SOW is a working document, and that it will be revised as needed to incorporate any changes associated with contract negotiations, and any other change orders that may occur during the execution of the project.

2.2. Responsibility Matrix

Motorola will use a phased approach for successfully implementing the proposed equipment.

These phases are broken down by:

- Project Initiation
- Installation
- Optimization And Testing



Tasks	Motorola Solutions	Alpena County
PROJECT INITIATION		
Contract Finalization and Team Creation		
Execute contract and distribute contract documents.	X	X
Assign a Project Manager as a single point of contact.	X	X
Assign resources.	X	X
Schedule project kickoff meeting.	X	X
Deliverable: Signed contract, defined project team, and scheduled project kickoff meeting.		
Project Administration		
Ensure that project team members attend all meetings relevant to their role on the project.	X	X
Record and distribute project status meeting minutes, if required.	X	
Maintain responsibility for third-party services contracted by Motorola Solutions.	X	
Complete assigned project tasks according to the project schedule.	X	X
Submit project milestone completion documents.	X	
Upon completion of tasks, approve project milestone completion documents within 7 to 10 business days.		X
Conduct all project work Monday thru Friday, 8:00 a.m. to 5:00 p.m. local time with the exception of Motorola Solutions' and the Customer's holidays.	X	
Deliverable: Completed and approved project milestones throughout the project.		
Project Kickoff		
Introduce team, review roles, and decision authority.	X	X
Present project scope and objectives.	X	
Review SOW responsibilities and project schedule.	X	X
Deliverable: Completed project kickoff and scheduled Design Review.		
Design Review		
Review the Customer's operational requirements.	X	X
Present the design and operational requirements for the solution.	X	



Tasks	Motorola Solutions	Alpena County
Present installation plan.	X	
Present preliminary cutover plan and methods to document final cutover process.	X	
Present configuration and details of dispatch required by system design.	X	
Validate that Customer sites can accommodate proposed equipment.		X
Provide all approvals required to add the proposed equipment at the proposed sites		X
Review safety, security, and access procedures.	X	
Present equipment layout plans and system design drawing.	X	
Provide information on existing system interfaces.		X
Assume liability and responsibility for providing all information necessary for complete installation.		X
Assume responsibility for issues outside of Motorola Solutions' control.		X
Review and update design documents, including System Description, Statement of Work, Project Schedule, and Acceptance Test Plan, based on Design Review agreements.	X	
Execute Change Order in accordance with all material changes to the Contract resulting from the Design Review, if necessary.	X	
Deliverable: Finalized design documentation based upon "frozen" design, along with any relevant Change Order documentation.		
INSTALLATION		
Equipment Order and Manufacturing		
Create equipment order and reconcile to contract.	X	
Procure Motorola Solutions equipment necessary for the dispatch site.	X	
Procure non-Motorola Solutions equipment necessary for the dispatch site.	X	
Deliverable: Equipment procured and ready for shipment.		
Equipment Shipment and Storage		
Provide a secure, temperature-controlled location for equipment.		X
Pack and ship equipment to the identified location.	X	
Receive and inventory equipment.	X	X
Deliverable: Solution equipment received and ready for installation		



Tasks	Motorola Solutions	Alpena County
General Installation		
Coordinate receipt of and inventory equipment with designated contact.	X	
Install equipment as outlined in the System Description, connecting audio, control, and radio transmission cables to connect equipment to the power panels or receptacles, and audio/control line connection points.	X	
Provide console furniture position for single op add.		X
Provide system interconnections that are not specifically outlined in the system design, including dedicated phone circuits, microwave links, or other types of connectivity.		X
Connect installed equipment to the customer provided ground system within 15 feet.	X	
Label Motorola-supplied equipment.	X	
Note any required changes to the installation for inclusion in the "as-built" system documentation.	X	
Deliverable: Equipment installed.		
Site Link Assessment		
Verify site link performance, prior to the interconnection of the solution equipment to the link equipment. Site links will be tested once. If the links do not pass, a change order will be processed to perform link audits a second time after the customer resolves the link issues and prior to cutover.	X	
Motorola Solutions will not perform any work on non-Motorola Solutions owned equipment.		X
Provide information on customer public Internet connection for evaluation purposes, if necessary.		X
Deliverable: Site Link Assessment completed and findings are presented to the Customer.		
Console Installation and Configuration		
Provide console furniture and make room for new console installation.		X
Identify circuits for connection to console and a demarcation point located within 25 feet of the console interface.		X
Connect console to circuit demarcation points.	X	
Provide console VPM for the new position.		X
Provide new PC and minimal console equipment peripherals (microphone and footswitch) for the new console.	X	



Tasks	Motorola Solutions	Alpena County
Install customer provided VPM and all associated console equipment peripherals at the new position as well as Motorola provided PC.	X	
Should the existing VPM or existing peripherals equipment provided from Alpena County not connect and/or work as expected, Alpena County will be responsible for providing any hardware not mentioned in this proposal.		X
Perform console programming and configuration.	X	
Deliverable: Console equipment installation completed.		
Solution Optimization		
Verify that all equipment is operating properly and that all electrical and signal levels are set accurately.	X	
Verify communication interfaces between devices for proper operation.	X	
Reconfigure and reoptimize 3rd party equipment that is not part of the Motorola Solutions scope of work.		X
Deliverable: Completion of System Optimization.		
Functional Acceptance Testing		
Verify the operational functionality and features of the solution supplied by Motorola Solutions, as contracted.	X	
Witness the functional testing.		X
Document any issues that may arise during the acceptance tests.	X	
Review and approve final acceptance test results.		X
Deliverable: Completion of functional testing and approval by Customer.		
Cutover		
Finalize Cutover Plan.	X	X
Conduct a cutover meeting with relevant personnel to address both how to mitigate technical and communication problem impacts to the users during cutover and during the general operation of the system.	X	
Notify the personnel affected by the cutover of the date and time planned for the cutover.		X
Provide ongoing communication with users regarding the project and schedule.	X	X
Resolve punch list items, documented during the Acceptance Testing phase, in order to meet all the criteria for final system acceptance.	X	
Assist Motorola Solutions with resolution of identified punch list items by providing support.		X
Deliverable: Migration to new system completed, and punch list items resolved.		



Tasks	Motorola Solutions	Alpena County
Transition to Warranty		
Motorola will only provide Warranty for new hardware equipment that was sold as part of this proposal.	X	
Modify existing Customer Support Plan adding this new Op position.	X	
Deliverable: Service information delivered and approved by Customer		
Finalize Documentation and System Acceptance		
Provide an electronic as-built system manual on CD or other Customer preferred electronic media. The documentation will include the following: ▪ Site Block Diagrams. ▪ Proposal content given to customer. ▪ Drawings will be delivered in Adobe PDF format.	X	
Receive and approve documentation.		X
Execute Final Project Acceptance.	X	X
Deliverable: All required documents are provided and approved. Final Project Acceptance.		

NOTE: Final Project Acceptance shall be deemed successful when the ATP tests pass. The Customer and Motorola Solutions mark the event by signing and dating the Final System Acceptance milestone certificate.

2.3. Assumptions

The following assumptions remain in need of review and verification as of the submission of this proposal. These assumptions affect the scope of responsibilities to ensure ancillary systems and facilities are fully prepared to support the solution contained in this proposal. Motorola will work with the customer to determine the validity of these assumptions and determine the increased scope for which Motorola and/or the customer is responsible. Should the customer prefer Motorola to assume responsibility for the increased scope, Motorola will prepare and submit to the customer a revised proposal or change order reflecting the revised scope, cost, and project implementation.

- The existing location will have sufficient space available for the console installation described.
- The existing location will have adequate electrical power in the proper phase and voltage, and site grounding to support the requirements of the solution described; Electrician services are not included.
- Any site/location upgrades or modifications are the responsibility of the Customer.



- Interfacing to 3rd party equipment or applications is not a part of this proposal.
- Approved local, State, or Federal permits as may be required for the installation and operation of the proposed equipment are the responsibility of the Customer.
- Any required system interconnections not specifically outlined here will be provided by the Customer. This may include dedicated phone circuits, microwave links, or other types of connectivity.
- Training is not included in this proposal.
- Motorola Solutions is not responsible for interference caused or received by the Motorola Solutions-provided equipment except for interference that is directly caused by the Motorola Solutions-provided transmitter(s) to the Motorola Solutions-provided receiver(s). Should the Customer's system experience interference, Motorola Solutions can be contracted to investigate the source and recommend solutions to mitigate the issue.
- No equipment spares are included in this proposal.
- Alpena County will be responsible for providing the VPM hardware and the speakers for this additional position. Motorola will be providing the other required peripherals mentioned in the proposal above.

2.4. Preliminary Project Schedule

Motorola's preliminary schedule indicates total project implementation to be approximately 8 months pending supply chain availability of the hardware provided at the time of purchase. This preliminary schedule is included for informational purposes only and assumes that all Alpena County responsibilities as defined above are completed, as required.

2.5. Change Order Process

Either Party may request changes within the general scope of this Agreement. If a requested change causes an increase or decrease in the cost, change in system configuration or adds time to the project's timeline required to perform this Agreement, the Parties will agree to an equitable adjustment of the Contract Price, Performance Schedule, or both, and will reflect the adjustment in a change order. Neither Party is obligated to perform requested changes unless both Parties execute a written change order.



Section 3

Maintenance/Warranty

3.1. Overview

Motorola Solutions can modify Alpena County's existing Customer Support Plan for the addition of the (1) MCC 7500. Motorola Solutions is providing installation Services Warranty as described in the State of Michigan MiDEAL contract #190000001544.



Section 4

Equipment List

Motorola Solutions intends on providing the latest models at time of system shipment. Therefore, model numbers are for informational purposes only and are subject to change.

QTY	NOMENCLATURE	DESCRIPTION	UNIT LIST (USD)	UNIT DISC (USD)	EXT DISC (USD)
1	B1948A	SOFTWARE LICENSES, MCC7500E DISPATCH POSITION	\$0.00	\$0.00	\$0.00
1	UA00658AA	ADD: SECURE OPERATION LICENSE	\$4,997.00	\$3,747.75	\$3,747.75
1	UA00659AA	ADD: ADP--AES--DES-OFB SOFTWARE ALGORITHMS	\$2,768.00	\$2,076.00	\$2,076.00
1	B1914A	MCC SERIES DESKTOP GOOSENECK MIC	\$280.00	\$210.00	\$210.00
1	TT4270B	Z2 MINI G9 WORKSTATION GEN14 PROCESSOR	\$2,857.00	\$2,571.30	\$2,571.30
1	DSTWIN6328A	PROVIDES ONE DUAL PEDAL FOOTSWITCH	\$613.00	\$551.70	\$551.70
MOTOROLA EQUIPMENT TOTAL				LIST PRICE (USD)	DISC PRICE (USD)
				\$11,515.00	\$9,156.75



Section 5

Training

Motorola Solutions has not included any additional training as part of this proposal.



Section 6

Pricing Summary

Final Pricing for Alpena County Central Dispatch	
- Addition of (1) Existing MCC 7500 Dispatch Console - System Integration & Installation Services	\$70,793
Total Solution List Pricing	\$70,793
Michigan State Contract #190000001544 Discount	(\$2,358)
Total Solution Pricing with State Contract	\$68,435

6.1. Payment Milestones

Except for a payment that is due on the Effective Date, 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. If Customer has purchased additional Professional or Subscription services, payment will be in accordance with the applicable addenda. Payment for the System purchase will be in accordance with the following milestones:

1. Complete of Contract Execution - 50%
2. Final Acceptance - 50%

Motorola shall make partial shipments of equipment and will request payment upon shipment of such equipment. In addition, Motorola shall invoice for installations completed on a site-by-site basis or when professional services are completed, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value. Unless otherwise specified, contract discounts are based upon all items proposed and overall system package. Overdue invoices will bear simple interest at the maximum allowable rate by state law.

Due to significant market and tariff volatility, as well as fluctuations in the cost of energy and raw materials including, but not limited to, steel, copper, finished wood, and concrete, Motorola Solutions reserves the right to equitably adjust the contract price, completion schedule, and/or contract requirements. Additionally, Motorola Solutions reserves the right to apply a fuel surcharge to quoted freight rates based on the prevailing diesel cost at the time of shipment.



Section 7

Contractual Documentation

Motorola Solution's pricing is subject to the terms and conditions in the MiDeal Contract #190000001544.

