

**RADIO SERVICES AGREEMENT BETWEEN  
THE SCHOOL BOARD OF DUVAL COUNTY, FLORIDA AND  
THE CITY OF JACKSONVILLE**

This Agreement is entered into effective July 1, 2012, by and between the **SCHOOL BOARD OF DUVAL COUNTY, FLORIDA**, a body politic and corporate ("School Board") on behalf of the Duval County School Police ("School Police"), and **THE CITY OF JACKSONVILLE**, a municipal corporation in Duval County (the "City").

**Recitals**

**WHEREAS**, the School Police require the use of daily communication operations to effectively and efficiently communicate with its law enforcement personnel and maintain the security of such personnel; and

**WHEREAS**, the City's Information Technology Division permits other local government agencies to access its P25 Radio System ("P25 System") for daily radio communications operations; and

**WHEREAS**, pursuant to Rule 6A-1.012, F.A.C., the School Board requirement for requesting competitive solicitations for commodities or contractual services from three or more sources is hereby waived as authorized by Section 1010.04(4)(a), F.S., for the purchase of information technology by district school boards; and

**WHEREAS**, this Agreement has been awarded to the City by the School Board pursuant to School Board policy 7.70 II. (D). (3) and Rule 6A-1.102(14), F.A.C., which authorizes and allows the School Board to enter into this Agreement for the provision of information technology services via direct negotiation with the supplier.

**NOW, THEREFORE**, in consideration of the covenants set forth in this Agreement, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows.

**Terms of Agreement**

1. **Incorporation of Recitals.** The parties acknowledge and agree that the recitals set forth above are true and correct and are incorporated herein by this reference.

2. **Obligations of the City.** The City shall: (i) provide the School Board with daily, continuous access to the P25 System for all compatible radio units managed by the School Police ("Units"); and (ii) provide reasonable service, support and installation for all Units according to service standards established in writing by the Parties from time to time. The current service standards are set forth on Exhibit A attached hereto.

3. **Activation Processes.** Commencing April 1, 2013, the School Board will advise the City in writing (by email or otherwise) anytime it wishes to activate or deactivate a Unit. The City shall promptly fulfill such request.

The School Board shall report to the City, within fifteen (15) days after the end of each calendar month, the number of Units it deems to have been active on the P25 System for the past calendar month. A Unit will be deemed active if it is capable of accessing the P25 System (not whether it in fact uses the P25 System). The School Board's monthly report will be compared to and reconciled against reports generated by the City showing which Units are were in fact active on the P25 System during that month. For billing purposes, a Unit will be considered an "Active Unit" if (i) the Unit is shown as active on the P25 Network at any time during the calendar month, (ii) the School Board requested the City to activate the Unit previous to or during that month, and (iii) for previously active Units, the City did not receive a deactivation request prior to the commencement of that month.

#### 4. Monthly Fees.

(a) Prior to October 1, 2013. The School Board agrees to pay the City a fixed monthly fee for the services set forth in this Agreement, as follows:

- \$37.34 per Active Unit from July 1, 2012 to September 30, 2013. [The parties stipulate that (i) the number of Active Units each month from July 2012 through December 2012 was 156; (ii) the number of Active Units in January 2013 was 281; (iii) the number of Active Units in February and March 2013 was 406; (iv) the service provided by the City from July 1, 2012 to March 31, 2013 was satisfactorily and timely completed; and (v) the City will promptly invoice the School Board for service provided by the City from July 1, 2012 to March 31, 2013, and the School Board will pay such invoice as provided in Section 5 below.]

(b) Commencing October 1, 2013. The fixed monthly fee for services shall be adjusted on October 1, 2013, and on each anniversary thereafter if this Agreement is renewed, based on the cost allocation formula described in this subsection. The costs fall within four major categories:

- P25 System Debt – The City recently upgraded its legacy radio system (“FCRS”) to a state of the art Motorola P25 (digital) system. The City financed \$21 million in capital to fund the upgrade. The estimated debt payback year is 2017 (which could vary +/- one year depending on interest rate fluctuations). The fixed monthly fees will include the costs of repaying that debt.
- JEA Buyout – The City’s legacy system (FCRS) was originally owned by JEA. The City paid \$8.5M to JEA to take over the system in 2011/2012. This debt was financed with the last payment due October 28, 2020. (The final payment date could vary +/- one year depending on interest rate fluctuations).
- P25 System Expenses – These costs include radio tower equipment maintenance, radio tower leases, monitoring and related staff expenses.
- City Radio Shop Expenses - These costs include the costs of the Radio Bay operations, staff and vehicle installations, and upgrade/ repair of handheld devices.
- JEA Tower Expenses – The City pays approximately \$261,000 per year to JEA for maintenance and use of the 40+ JEA towers where the P25 System equipment is placed. This cost will be included in the cost formula

The City will allocate these costs to all users of P25 System on an equitable and nondiscriminatory basis according to the number of Active Units that are pledged for the upcoming year. Some users may incur additional charges based on special needs or requirements, and those charges will be separately identified. The City will not include any profit allowance in its cost formula. Rates will vary from year to year as the expenses and number of anticipated Active Units will change. Any annual operating deficit or surplus will be accounted for in the rates for the following year.

For School Board planning purposes, the City will provide the School Board with a rough estimate of the upcoming rates by March 15 of each year. Final rates, which will take effect on October 1 of each year, shall be provided by May 30 of that year.

5. Invoicing and Payment. Prior to receiving payment by the School Board, the City shall submit an invoice to the Chief, Duval County School Police, specifying the number of Active Units during the payment period and the payment requested. The Chief, Duval County School Police, shall certify that the required services have been satisfactorily and timely completed. After confirmation of satisfactory completion of the deliverables, the invoice shall be submitted by the District for payment. Payment shall be made by the School Board in accordance with the Florida Prompt Payment Act.

Units that were active on the P25 System for a partial month will be billed as if they were active for the entire month (i.e., the service fees will not be prorated).

6. **Minimum Payment.** The School Board may increase or decrease the number of Active Units as it deems appropriate. However, subject to the provisions in Sections 5 and 7 below, the School Board hereby agrees that the average monthly payment for services hereunder shall in no event fall below \$5,000 commencing April 1, 2013 and ending September 30, 2013. This average monthly payment is required to ensure that the P25 System remains adequately funded as an ongoing concern. The rates provided in Section 4 of this Agreement are conditioned on the School Board's agreement to the minimum payment.

7. **Maximum Indebtedness.** The School Board's maximum indebtedness under this Agreement shall be the sum of: (i) \$75,763 for services thru March 31, 2013, plus (ii) \$90,960 for services from April 1, 2013 to September 30, 2013, plus (iii) \$250,000 for services from October 1, 2013 to September 30, 2014. This Agreement may be amended to cover fees and expenses incurred after September 30, 2014.

8. **Term; Events of Default; Termination.**

(a) **Term.** The term of this Agreement shall commence on the effective date and shall expire on September 30, 2014, unless sooner terminated as provided herein (the "Term"). This Agreement may be renewed for three additional one year terms, with the written consent of the parties. Any subsequent renewals shall set forth any revisions to the monthly service fee.

(b) **Events of Default.** The occurrence of any one or more of the following events prior to the expiration of the Term shall constitute an "Event of Default" hereunder: (i) Failure to pay any sum of money becoming due under this Agreement, which such default continues for fifteen (15) days after written notice thereof; or (ii) Failure to perform or observe any material term, covenant or condition of this Agreement, which such default continues for thirty (30) days after written notice thereof.

(c) **Termination Upon Event of Default.** Upon the occurrence of an Event of Default, the non-defaulting party, at its sole and absolute election, may terminate this Agreement and exercise all rights and remedies it may have at law or in equity.

(d) **Termination for Non-Appropriation of Funds.** Notwithstanding anything in this Agreement to the contrary, all obligations of the Board herein are conditioned upon: (1) the prior receipt by the School Board of, and authorization to expend, such funds from the applicable federal, state or local sources; and (2) the appropriation of such funds by the Board. In the event any of the foregoing prerequisite events do not occur, then this Agreement shall automatically terminate, and thereafter, both parties shall have no further rights, obligations or liabilities under this Agreement. The School Board hereby represents that it has adequate funding and approvals to fulfill its obligations under this Agreement through June 30, 2013.

9. **Notice.** All notices to be made pursuant to this Agreement shall be delivered by hand delivery, with proof delivery, or certified mail, return receipt requested, to the following addresses (or such other address as may be designated in writing pursuant to this Section 9):

To the School Board: Chief Rick Townsend  
Duval County Public Schools  
1701 Prudential Drive  
Jacksonville, Florida 32207

Copy to: Karen Chastain

Chief Legal Officer  
Duval County Public Schools  
1701 Prudential Drive  
Jacksonville, Florida 32207

To the City:

Tom Ossi  
Contracts and License Manager  
City of Jacksonville  
Information Technologies Division  
214 N. Hogan Street, 9<sup>th</sup> Floor  
Jacksonville, FL 32202

10. **Assignment.** This Agreement and the rights and obligations herein may not be assigned, in whole or part, by either party without the prior written approval of both parties.

11. **Venue; Applicable Law.** The parties acknowledge, consent and agree that all legal actions or proceedings arising out of or related to this Agreement shall be initiated in a state or federal court in Duval County, Florida having competent jurisdiction. This Agreement shall be governed by, construed and enforced in accordance with the laws of the State of Florida.

12. **Severability.** Except as expressly provided to the contrary herein, each section, part, term or provision of this Agreement shall be considered severable, and, if for any reason, any section, part, term or provision herein is determined to be invalid, contrary to or in conflict with any existing or future law, rule or regulation by a court or governmental agency having competent jurisdiction, such determination shall not impair the operation of or have any other affect on the remaining sections, parts, terms or provisions of this Agreement, which shall continue to be given full force and effect and bind the parties, and such invalid sections, parts, terms or provisions shall not be deemed to be a part of this Agreement.

13. **Waiver.** No waiver of any term of or obligation pursuant to this Agreement may occur or be enforced unless it is signed by both parties. The failure or delay by either party in asserting any of its rights or remedies as to any default hereunder shall not constitute a waiver of such default or any other default or of related rights or remedies.

14. **Independent Contractor.** The parties acknowledge and agree that the Institute shall be acting in the capacity of an independent contractor and not as an agent, employee, partner, joint venturer, representative or associate of the School Board.

15. **Headings.** The headings and titles to sections herein are for convenience of reference and shall not be deemed to limit or alter any provision hereof.

16. **Counterparts.** This Agreement may be executed by facsimile and counterpart signatures, the facsimile and counterparts which when taken together shall be deemed to constitute one and the same instrument.

17. **NO WARRANTIES.** THE CITY HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE SERVICES PROVIDED UNDER THIS AGREEMENT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

18. **LIMITATIONS OF LIABILITY.** NOTWITHSTANDING ANY PROVISION HEREIN TO THE CONTRARY:

(A) THE PARTIES ACKNOWLEDGE THAT THE P25 SYSTEM, LIKE ANY RADIO NETWORK, IS SUBJECT TO PERIODIC INTERRUPTIONS, CAPACITY CONSTRAINTS AND COVERAGE LIMLATIONS;

(B) THE CITY'S TOTAL LIABILITY FOR BREACH OF CONTRACT, NEGLIGENCE OR ANY OTHER CLAIM ARISING IN CONNECTION WITH THIS AGREEMENT SHALL NOT EXCEED THE AMOUNT OF SERVICE FEES DUE THE CITY FOR THE MONTH(S) IN WHICH THE CLAIM AROSE;

(C) IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER FOR ANY SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES; AND

(D) NO PROVISION IN THIS AGREEMENT SHALL BE CONSTRUED AS A WAIVER OF A PARTY'S SOVEREIGN IMMUNITY BEYOND THE LIMITED WAIVER IN SECTION 768.28, FLORIDA STATUTES.

19. **System User Meetings.** The City shall meet with the School Board at least bi-annually regarding P25 Radio System costs, changes or upgrades and shall provide the School Board with notice of the same. The City will not make any significant changes or upgrades to the P25 Radio System without obtaining input from the School Board and other P25 Radio System users on any such changes or upgrades.

20. **Entire Agreement.** This Agreement constitutes the entire understanding and agreement between the parties with respect to the subject matter hereof and supersedes all prior negotiations, representations, agreements and understandings, oral or written, between them with respect to such subject matter.

IN WITNESS WHEREOF, the parties have duly executed this Agreement as of the date first above written.

**[Signature Page Follows]**

**ATTEST:**

**THE SCHOOL BOARD OF DUVAL COUNTY, FLORIDA**

By: \_\_\_\_\_  
Nikolai P. Vitti, Ed.D., Superintendent  
Ex-Officio Secretary to the Board

By: \_\_\_\_\_  
Fred E. Lee, Jr. Chairman

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by Board on \_\_\_\_\_

Form Approved:

By: \_\_\_\_\_  
Office of Legal Services

Date: \_\_\_\_\_

**THE CITY OF JACKSONVILLE**

**ATTEST:**

**SIGNED:**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Form Approved:

By: \_\_\_\_\_  
Office of General Counsel

Date: \_\_\_\_\_

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\_\_\_\_\_ AND  
THE CITY OF JACKSONVILLE**

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**Recitals**

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**WHEREAS**, the City's Information Technology Division permits other local government agencies to access its P25 Radio System ("P25 System") for daily radio communications operations;

**NOW, THEREFORE**, in consideration of the covenants set forth in this Agreement, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows.

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1. **Incorporation of Recitals**. The parties acknowledge and agree that the recitals set forth above are true and correct and are incorporated herein by this reference.

2. **Obligations of the City**. The City shall: (i) provide \_\_\_\_\_ with daily, continuous access to the P25 System for all compatible radio units managed by \_\_\_\_\_ ("Units"); and (ii) provide reasonable service, support and installation for all Units according to service standards established in writing by the Parties from time to time. The current service standards are set forth on Exhibit A attached hereto.

3. **Activation Processes**. Commencing \_\_\_\_\_, 20\_\_\_\_, \_\_\_\_\_ will advise the City in writing (by email or otherwise) anytime it wishes to activate or deactivate a Unit. The City shall promptly fulfill such request.

\_\_\_\_\_ shall report to the City, within fifteen (15) days after the end of each calendar month, the number of Units it deems to have been active on the P25 System for the past calendar month. A Unit will be deemed active if it is capable of accessing the P25 System (not whether it in fact uses the P25 System). \_\_\_\_\_'s monthly report will be compared to and reconciled against reports generated by the City showing which Units are were in fact active on the P25 System during that month. For billing purposes, a Unit will be considered an "Active Unit" if (i) the Unit is shown as active on the P25 Network at any time during the calendar month, (ii) \_\_\_\_\_ requested the City to activate the Unit previous to or during that month, and (iii) for previously active Units, the City did not receive a deactivation request prior to the commencement of that month.

4. **Monthly Fees**.

(a) Prior to \_\_\_\_\_, 20\_\_\_\_. \_\_\_\_\_ agrees to pay the City a fixed monthly fee for the services set forth in this Agreement, as follows:

•

(b) Commencing October 1, 20\_\_\_\_. The fixed monthly fee for services shall be adjusted on October 1, 20\_\_\_\_, and on each anniversary thereafter if this Agreement is renewed, based on the cost allocation formula described in this subsection. The costs fall within four major categories:

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Units that were active on the P25 System for a partial month will be billed as if they were active for the entire month (i.e., the service fees will not be prorated).

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7. **Maximum Indebtedness.** \_\_\_\_\_'s maximum indebtedness under this Agreement shall be the:\_\_\_\_\_.



**8. Term; Events of Default; Termination.**

(a) Term. The term of this Agreement shall commence on the effective date and shall expire on September 30, 20\_\_, unless sooner terminated as provided herein (the "Term"). This Agreement may be renewed for three additional one year terms, with the written consent of the parties. Any subsequent renewals shall set forth any revisions to the monthly service fee.

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(c) Termination Upon Event of Default. Upon the occurrence of an Event of Default, the non-defaulting party, at its sole and absolute election, may terminate this Agreement and exercise all rights and remedies it may have at law or in equity.

(d) Termination for Non-Appropriation of Funds. Notwithstanding anything in this Agreement to the contrary, all obligations of \_\_\_\_\_ herein are conditioned upon: (1) the prior receipt by \_\_\_\_\_ of, and authorization to expend, such funds from the applicable federal, state or local sources; and (2) the appropriation of such funds by \_\_\_\_\_. In the event any of the foregoing prerequisite events do not occur, then this Agreement shall automatically terminate, and thereafter, both parties shall have no further rights, obligations or liabilities under this Agreement. \_\_\_\_\_ hereby represents that it has adequate funding and approvals to fulfill its obligations under this Agreement through \_\_\_\_\_, 20\_\_.

9. Notice. All notices to be made pursuant to this Agreement shall be delivered by hand delivery, with proof delivery, or certified mail, return receipt requested, to the following addresses (or such other address as may be designated in writing pursuant to this Section 9):

To \_\_\_\_\_:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Jacksonville, Florida 322\_\_

Copy to: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Jacksonville, Florida 322\_\_

To the City: Tom Ossi  
Contracts and License Manager  
City of Jacksonville  
Information Technologies Division  
214 N. Hogan Street, 9<sup>th</sup> Floor  
Jacksonville, FL 32202

10. Assignment. This Agreement and the rights and obligations herein may not be assigned, in whole or part, by either party without the prior written approval of both parties.

11. **Venue; Applicable Law.** The parties acknowledge, consent and agree that all legal actions or proceedings arising out of or related to this Agreement shall be initiated in a state or federal court in Duval County, Florida having competent jurisdiction. This Agreement shall be governed by, construed and enforced in accordance with the laws of the State of Florida.

12. **Severability.** Except as expressly provided to the contrary herein, each section, part, term or provision of this Agreement shall be considered severable, and, if for any reason, any section, part, term or provision herein is determined to be invalid, contrary to or in conflict with any existing or future law, rule or regulation by a court or governmental agency having competent jurisdiction, such determination shall not impair the operation of or have any other affect on the remaining sections, parts, terms or provisions of this Agreement, which shall continue to be given full force and effect and bind the parties, and such invalid sections, parts, terms or provisions shall not be deemed to be a part of this Agreement.

13. **Waiver.** No waiver of any term of or obligation pursuant to this Agreement may occur or be enforced unless it is signed by both parties. The failure or delay by either party in asserting any of its rights or remedies as to any default hereunder shall not constitute a waiver of such default or any other default or of related rights or remedies.

14. **Independent Contractor.** The parties acknowledge and agree that \_\_\_\_\_ shall be acting in the capacity of an independent contractor and not as an agent, employee, partner, joint venturer, representative or associate of \_\_\_\_\_.

15. **Headings.** The headings and titles to sections herein are for convenience of reference and shall not be deemed to limit or alter any provision hereof.

16. **Counterparts.** This Agreement may be executed by facsimile and counterpart signatures, the facsimile and counterparts which when taken together shall be deemed to constitute one and the same instrument.

17. **NO WARRANTIES.** THE CITY HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE SERVICES PROVIDED UNDER THIS AGREEMENT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

18. **LIMITATIONS OF LIABILITY.** NOTWITHSTANDING ANY PROVISION HEREIN TO THE CONTRARY:

(A) THE PARTIES ACKNOWLEDGE THAT THE P25 SYSTEM, LIKE ANY RADIO NETWORK, IS SUBJECT TO PERIODIC INTERRUPTIONS, CAPACITY CONSTRAINTS AND COVERAGE LIMITATIONS;

(B) THE CITY'S TOTAL LIABILITY FOR BREACH OF CONTRACT, NEGLIGENCE OR ANY OTHER CLAIM ARISING IN CONNECTION WITH THIS AGREEMENT SHALL NOT EXCEED THE AMOUNT OF SERVICE FEES DUE THE CITY FOR THE MONTH(S) IN WHICH THE CLAIM AROSE;

(C) IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER FOR ANY SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES; AND

(D) NO PROVISION IN THIS AGREEMENT SHALL BE CONSTRUED AS A WAIVER OF A PARTY'S SOVEREIGN IMMUNITY BEYOND THE LIMITED WAIVER IN SECTION 768.28, FLORIDA STATUTES.

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not make any significant changes or upgrades to the P25 Radio System without obtaining input from \_\_\_\_\_ and other P25 Radio System users on any such changes or upgrades.

20. **Entire Agreement.** This Agreement constitutes the entire understanding and agreement between the parties with respect to the subject matter hereof and supersedes all prior negotiations, representations, agreements and understandings, oral or written, between them with respect to such subject matter.

IN WITNESS WHEREOF, the parties have duly executed this Agreement as of the date first above written.

**[Signature Page Follows]**

**ATTEST:**

\_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Form Approved:

Approved by \_\_\_\_\_ on \_\_\_\_\_

By: \_\_\_\_\_

Date: \_\_\_\_\_

**THE CITY OF JACKSONVILLE**

**ATTEST:**

**SIGNED:**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Form Approved:

By: \_\_\_\_\_  
Office of General Counsel

Date: \_\_\_\_\_

## Exhibit A

# COJ'S Radio Services and Support

### ***Description***

COJ's Radio Services and Support provides consolidated 2-way radio communications for portable and mobile radio coverage throughout Duval County and the five (5) neighboring counties through the use of P25 technology. P25 is a suite of standards for digital radio communications for use by federal, state and local public safety agencies to enable them to communicate with other agencies and mutual aid response teams in emergencies. The Radio system consists of a multi channel – multi-site simulcast trunked radio network supporting approximately 10,000 radio subscriber units. The Radio communication network also includes a multi-tower site radio location triangulation system.

COJ's Radio Services & Support consists of two core cost areas:

#### **Radio Shop Services & Support Costs**

Provide consolidated radio services and support across all participating agencies for communication towers, radios, microwave, and public safety communication systems. Radio equipment and infrastructure services include:

- Equipment installation
- Replenishment of accessories including chargers, batteries, earpieces and clips
- Radio subscriber programming and changes
- Equipment swaps including mobile radios
- Electronic repair
- Radio system design & consulting
- Custom vehicle installation
- Coordination with vendors regarding warranty & non-warranty repairs
- Special Events communication support
- Police car camera and radio installations

#### **P25 Radio System Maintenance & Support Costs**

Be the leading agency for the State of Florida Interoperability Communication Committee for Region 3. This project is a statewide effort to provide a seamless communications network for all State, local and municipal agencies. It includes the strategic vision to build infrastructure capacity to accommodate counties and municipalities that can leverage the existing systems. The communication system is a very high frequency, based on P25 technology and digital network with a backhaul consisting of a microwave and fiber. Provide support of the following items:

- P25 radio network
- Infrastructure repairs
- Tower and tower sites
- Software upgrades
- Server Hardware refresh
- Consoles attached to the COJ's P25 radio network (24x7 support and repair)

## ***How to Obtain Services***

Contact 904-255-1818 or email [ITDServiceDesk@coj.net](mailto:ITDServiceDesk@coj.net)

## ***Coverage Hours***

Drive Up Bay Hours 8:00 AM – 5:00 PM

Business Support Hours: 24 x 7

ITD has employees on call providing services within one hour response on Holidays, Weekends and After-Hours.

## **FAQ**

How do you track your work orders? All radio service request tickets are tracked in ITD's CA System.

How do you manage your assets? All radio equipment assets are managed by COJ's asset management system called Maximo.

What type of radios do you repair? Portable Radios - hand held and Mobile Radios – in vehicles.

Where do you repair the radios? We ensure radios that are broken are repaired in house and when required are sent out for repair.

Do you have spare radios for your customers? The City Radio Shop has inventory for P25 radio replacements for customers provided a replacement is on hand. Some of our customers JFRD, JSO, School Board and JEA have their own replacement radios stored at the radio shop and are given a replacement radio when a broken unit is being repaired.

Do you provide training on radios? Customers are given one-on-one training for those who require it.

Do the P25 Radios have warranty and if so how long and what does it cover? Yes, the warranties on radios are two years from date of purchase and cover everything except physical damage by the customer.