

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

May 20, 2025

FROM

SHANNON D. DICUS, Sheriff/Coroner/Public Administrator

SUBJECT

Amendment to Service Agreement with Motorola Solutions, Inc. for NICE Gold Maintenance

RECOMMENDATION(S)

Approve **Amendment No. 2 to Agreement No. 23-1222** with Motorola Solutions, Inc., for NICE Gold maintenance for remote and on-site radio, telephony, and Inform maintenance services, increasing the total contract amount by \$225,439, from \$523,515 to \$748,954, and exercising the second option to extend the term by one year, for a new total contract period of January 1, 2023 through June 30, 2026.

(Presenter: Carolina Mendoza, Chief Deputy Director, 387-3760)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Operate in a Fiscally-Responsible and Business-Like Manner.

Provide for the Safety, Health and Social Service Needs of County Residents.

FINANCIAL IMPACT

Approval of this item will not result in the use of additional Discretionary General Funding (Net County Cost). Sufficient appropriation has been included in the Sheriff/Coroner/Public Administrator's (Department) 2025-26 Recommended Budget.

BACKGROUND INFORMATION

The Department operates two communication centers that provide dispatch services for law enforcement agencies and personnel within the unincorporated areas and contract cities of the County. Those services also include receiving and processing emergency 9-1-1 calls and other routine calls for service, dispatching appropriate personnel in response to those calls, and coordination or assistance with public safety communications during emergency situations. To provide these services, the communication centers utilize telephony and radio systems.

Approval of Amendment No. 2 to Agreement No. 23-1222 (Agreement) with Motorola Solutions, Inc. (Motorola) will provide NICE Gold maintenance services for the Department's communication centers' telephony and radio systems for an additional one-year period, effective July 1, 2025 through June 30, 2026, for a new total contract period of January 1, 2023 through June 30, 2026.

On November 14, 2023 (Item No. 79), the Board of Supervisors (Board) approved Agreement No. 23-1221 with Motorola for contract administration services for NICE equipment and service integration upgrades, in the amount of \$627,349, retroactively effective April 1, 2023 through October 1, 2023, and the Agreement for NICE Gold Maintenance for remote and on-site radio

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telephony, and Inform maintenance services in the amount of \$306,747, retroactively effective January 1, 2023 through June 30, 2024, with the option to extend the Agreement by two one-year periods.

Subsequently, on November 5, 2024 (Item No. 46), the Board approved Amendment No. 1 to Agreement No. 23-1222 with Motorola for NICE Gold Maintenance for remote and on-site radio telephony and Inform maintenance services in the amount of \$216,768, increasing the total contract amount from \$306,747 to \$523,515, retroactively effective July 1, 2024 through June 30, 2025, with the option to extend the Agreement by an additional one-year period.

PROCUREMENT

Motorola is the designer and manufacturer of the Department's telephony and radio system and holds proprietary rights to system upgrades, including integration of equipment or software from other manufacturers such as NICE, and maintenance support services.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Grace B. Parsons, Deputy County Counsel, 387-5455) on April 22, 2025; Purchasing (Jason Cloninger, Lead Buyer, 387-0321) on April 22, 2025; Finance (Erika Rodarte, Administrative Analyst, 387-4919) on May 1, 2025; and County Finance and Administration (Valerie Clay, Deputy Executive Officer, 387-5423) on May 5, 2025.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Curt Hagman
Ayes: Col. Paul Cook (Ret.), Dawn Rowe, Curt Hagman, Joe Baca, Jr.
Absent: Jesse Armendarez

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: May 20, 2025



cc: Sheriff - Mendoza w/agree
Contractor - c/o Sheriff w/agree
File - w/agree
MBA 05/27/2025