

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

November 5, 2024

**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. 1 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 \$216,768, from \$306,747 to \$523,515, and exercising the first option to extend the term by one year, for a new total contract period of January 1, 2023 through June 30, 2025.

(Presenter: Kelly Welty, 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) 2024-25 Budget and will be included in future recommended budgets.

**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 communications centers utilize telephony and radio systems.

Approval of Amendment No. 1 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, retroactively effective July 1, 2024 through June 30, 2025, for a new total contract period of January 1, 2023 through June 30, 2025.

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

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October 1, 2023, and the Agreement for NICE Gold Maintenance for remote and on-site radio 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.

On July 27, 2021 (Item No. 51), the Board approved Contract No. 21-580 with Motorola, in the amount of \$296,836, for the purchase of equipment, software licenses, and implementation services that updated the Department's dispatch centers' telephony and radio systems.

This item is being submitted to the Board for approval at the first available meeting upon receiving Motorola's updated quote for services which note the contract previously negotiated, and Board approved, terms and conditions.

**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 October 3, 2024; Purchasing (Jason Cloninger, Lead Buyer, 387-0321) on October 3, 2024; Finance (Erika Rodarte, Administrative Analyst, 387-4919) on October 18, 2024; and County Finance and Administration (Robert Saldana, Deputy Executive Officer, 387-5423) on October 18, 2024.

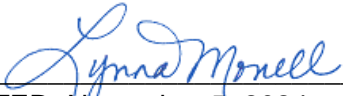
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Record of Action of the Board of Supervisors  
San Bernardino County

**APPROVED (CONSENT CALENDAR)**

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

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: November 5, 2024



cc: Sheriff/coroner - Welty w/agree  
Contractor - c/o Sheriff/Coroner w/agree  
File - w/agree  
MBA 11/6/2024