



# Memorandum

**TO:** HONORABLE MAYOR AND  
CITY COUNCIL

**FROM:** Jim McBride

**SUBJECT:** MOTOROLA RADIO EXCHANGE/  
AMENDED PURCHASE ORDERS

**DATE:** November 22, 2004

Approved

*Kay Wimer*

Date

*11/29/04*

## RECOMMENDATION

Adoption of a resolution authorizing the Director of General Services to execute a Memorandum of Agreement with Motorola C & E, Inc. regarding the exchange of 888 Motorola portable radios.

## BACKGROUND

On June 3, 2003 General Services received approval from Council (Item 2.4) for the sole source purchase of Motorola XTS3000 portable radios for the Police Department. As funding sources became available, requests for additional radios were approved by Council on August 26, 2003 - Item 9.1 and December 9, 2003 - Item 2.1.

The Motorola XTS3000 portable radios offered the Police Department enhanced functions to allow public safety officers the ability to directly access our neighbor agency police channels that are in the 450-520 MHz band. The radios also provide direct interoperability with the police departments of Campbell, Los Gatos, Los Altos, Milpitas, Sunnyvale and Palo Alto. In addition, the Motorola XTS3000 has software upgrades that would allow use on the Police Department's new digital radio channel, which utilizes enhanced speech security. The older model radio previously used by the Department did not allow for these function enhancements.

Since June 2003 General Services has purchased a total 888 XTS3000 radios for the Police Department, using Federal grant funding and the City's Capital Replacement Fund.

## ANALYSIS

The shipments were received between December 2003 and January 2004. In the course of checking the equipment at the City's Radio Maintenance Facility, it was found that a significant number of the XTS3000's had a transmitted noise problem when the radio "push-to-talk" button (PTT) was depressed.

Motorola agreed to take back all of the radios and exchange them with a new shipment of the XTS3000's, at no cost to the City of San Jose. The replacement shipments arrived between January and February 2004.

In May 2004 a meeting was held at the San Jose Police Department Dispatch Center with representatives from Purchasing, Police, the Police Radio Shop and Motorola in attendance. The purpose of this meeting was to evaluate the functionality issues with the XTS3000 and discuss possible solutions. Motorola accepted full responsibility for the improperly functioning XTS3000 radios and offered to exchange, rather than repair, the radios with the new and more advanced XTS5000 model at no charge to the City of San Jose. The City has returned to Motorola all 888 XTS3000 radios and associated antennas. Under the terms of the Memorandum, Motorola is required to provide the following items at no additional charge to the City:

- 888 new XTS5000 hand-held radio units supplied with a broadband antenna in the 450-512 MHz frequency range. The following options are included: analog operation, conventional software, extended warranty, color label kit and ID display.
- The latest copy of CPS programming software for the XTS5000 radio in accordance with San Jose's software site license agreement with Motorola.
- Field training class for up to 12 people on the XTS5000 hand-held radio.
- Six sets of instructional material and maintenance manuals.
- Replacement radio programming.
- A three-year warranty period that commences on August 3, 2004 for all of the XTS5000 radios regardless of the actual delivery dates.

### **PUBLIC OUTREACH**

Not applicable.

### **COORDINATION**

This memorandum has been coordinated with the Information Technology Department/Radio Communications Division, the Police Department, the City Attorney's Office and the City Manager's Budget Office.

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**COST IMPLICATIONS**

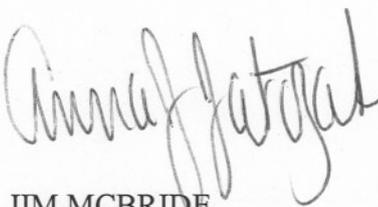
This item is consistent with the Council approved Budget Strategy. General Principal #2, "We must focus on protecting vital core City services."

**BUDGET REFERENCE**

The Motorola equipment exchange was done at no additional charge to the City.

**CEQA**

Not a project.

for 

JIM MCBRIDE

Interim Director of General Services

DEC - 3 11 2004

RECEIVED