

September 6, 2019

Kristina Maricic
Delray Beach, City of
300 W. Atlantic Ave
Delray Beach, FL 33444

Subject: Sole Source Justification Letter

Dear Kristina:

Over the past nineteen years, Motorola has maintained the City of Delray Beach's Public Safety Radio System and subscribers. The local Motorola service team you presently have maintains customers throughout Martin, Palm Beach, Broward, Monroe and Dade Counties. The close cooperation between the system users and Motorola has resulted in a public safety radio system that now provides outstanding capabilities to the City of Delray Beach. The system has proven to be very reliable in times of critical needs. Motorola takes great pride in delivering this level of reliability to its customers..

The radio system and subscribers were manufactured, installed and has been continuously maintained by Motorola Solutions Inc. since the original purchase. Most of the installed equipment contains proprietary and other protected design aspects, which are known only to Motorola. The proprietary nature of your system is also related to the software that drives the system. There are software updates that are just as critical to your system's performance and are a part of your maintenance contract.

Since Motorola installed the entire radio system, our familiarity with the network and the associated equipment enables us to provide the highest standard of responsiveness and reliability. Because of strict licensing controls, some communication encryption technology used in the system requires special handling and repair measures, which can only be carried out the local Motorola FSO (Field Service Organization).

Should you have any questions or if I can be of further assistance, feel free to contact me at 954-520-8868, or you can email me at Cindee@MotorolaSolutions.com.

Sincerely,

Cindee Markes

Cindee Markes
Customer Support Manager
Motorola Solutions, Inc.