

**BROWARD COUNTY
REGIONAL COMMUNICATIONS AND TECHNOLOGY DIVISION
REGIONAL SUBSCRIBER MAINTENANCE AND SUPPORT**

SUBSCRIBER EQUIPMENT MAINTENANCE

Broward County Radio Administration must meet the following requirements, designed to drive key service behaviors and performance critical to your confidence in the County:

- Calibration of equipment – Test equipment used by field and bench service technicians must be calibrated on a regular basis in accordance with manufacturer recommendations. This requirement is audited on a regular basis.
- Information Security Policy – Service technicians have a robust policy to secure the information assets of its company, all other companies it does business with and all customers of Broward County. This policy must ensure that our service team’s technical resources are properly protected, that the integrity and privacy of confidential information is maintained, that information resources are available when they are needed and that users of these resources understand their responsibilities. All Radio personnel are CJIS vetted by the Broward Sheriffs Office and annually certify for CJIS Security and Privacy.
- Broward County personnel providing Subscriber Equipment Maintenance possess a combined 60 years’ experience with extensive training backgrounds and certifications that have been provided by Motorola and its partners. Broward County Radio Technicians are trained to specifically meet the needs of every customer’s radio subscriber needs, specifically: creating templates, building codeplugs, programming, installation services and support services. Each user agency in Broward County can rest assured their needs, operational goals, security protocols and responsiveness will be met by our team of professionals:

SUBSCRIBER RADIO PROGRAMMING OR REFLASHING OPTIONS

- Programming of a radio to update the radio’s firmware (firmware purchased separately)
- Reprogramming of existing radios operated by users on the Broward County system to operate on the new P25 Phase II system, including
- Updating radio firmware (flash) to support P25 Phase II operation and any other required feature sets
- Retuning radio with the updated codeplug and template for the new system
- Retuning radio to update codeplug and template to remove the legacy radio system talkgroups (second touch).

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**PORTABLE, MOBILE, CONTROL STATION AND CONSOLETTTE SUBSCRIBER
PREVENTATIVE MAINTENANCE:**

Subscriber Preventative Maintenance (PM) provides for an operational test to ensure the customer's equipment meets and continues to meet the manufacturer's specification. This service will be provided during standard business days at the Broward County Radio Administration Office or on-site for an additional day to day fee.

Preventive maintenance plan to restore the radio to the manufacturer's specifications at one-year recurring intervals.

Annual Preventative Maintenance will include the following:

- Physical inspection of the radio
- Replacement of any found defective parts (parts at an additional cost)
- Clean radio for dust and foreign substances, both internal and externally
- Align and tune radio with the spectrum analyzer testing the device for frequency, power, deviation and sensitivity and make necessary corrections based on Motorola standards
- Test transmit and receive
- Evaluate battery condition
- Check that the radio has the latest code and appropriate codeplug
- Upgrade radio to the most recent tested firmware
- Mobile radios will require that the antenna lines be checked, and connectors are properly secured

**PORTABLE, MOBILE, CONTROL STATION AND CONSOLETTTE SUBSCRIBER PICK UP AND
DELIVERY:**

Pick Up and Delivery is an option to our Subscriber Support Services, where Broward County Radio Administration provides pickup and delivery services for subscribers. This service reduces the time and expense for the agencies to ship, deliver and pick up subscriber devices.

PORTABLE, MOBILE, CONTROL STATION AND CONSOLETTTE REPAIR SERVICES:

Our Radio Repair Services provide all component level service for subscriber radio equipment. Services are performed at the Broward County Radio Administration Office. Our service includes repair or replacement of cracked housings, frames, covers, crushed components, shields, missing components, general circuit board repair, warp circuit boards, damage to LCD screens, water/chemical corrosion, and contaminants visible which cannot be cleaned up reliably.

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PORTABLE, MOBILE, CONTROL STATION AND CONSOLETTA REPAIR SERVICES: (Cont.)

If the equipment has an internal defect, or is not serviceable locally, then the equipment will require additional service and will be shipped to the Motorola Depot for repair. Confirmation will be required by the user agency to accept all Motorola Depot charges that may be incurred to include shipping and handling and Broward County's initial diagnosis charges.

SUBSCRIBER PROGRAMMING, INSTALL AND MAINTENANCE PRICING

DESCRIPTION	QTY	PRICE	
RADIO CPS PROGRAMMING or REFLASHING RADIO (EXCLUDES THE COST OF FLASH)			
MOBILE PER RADIO	EA	\$75.00	
PORTABLE PER RADIO	EA	\$75.00	
BUILDING TWO-WAY RADIO PROGRAMMING TEMPLATES			
CODE PLUG CREATION, PER FLASH CODE	1	\$700.00	
MODIFY EXISTING TWO-WAY RADIO PROGRAMMING TEMPLATES			
CODE PLUG MODIFICATION, PER FLASH CODE	P/H	\$95.00	
TWO-WAY RADIO PREVENTATIVE MAINTENANCE			
FULL DEVICE PM			
PORTABLE & MOBILE PER RADIO	EA	\$75.00	
FULL DEVICE PM AND PROGRAMMING			
PORTABLE PER RADIO	EA	\$95.00	
MOBILE PER RADIO	EA	\$125.00	
SUBSCRIBER PICK UP / DELIVERY / TRAVEL			
PICKUP / DROP OFF	N/A	\$65.00	
ONSITE FEE FOR SUBSCRIBER SERVICES AND REPAIR- (waived for annual PM projects)	N/A	\$100.00	
ALPHA NUMERIC PAGING			
PAGER PROGRAMMING	EA	\$20.00	
PAGER REPAIR	P/H	\$65.00	
RADIO REPAIRS			
PORTABLES / PER HOUR PER TECHNICIAN	P/H	\$75.00	\$175.00
MOBILES / PER HOUR PER TECHNICIAN	P/H	\$75.00	\$175.00
CONTROL STATIONS/CONSOLETTES/BASE STATIONS PER HOUR PER TECHNICIAN	P/H	\$75.00	\$175.00
ADMINISTRATIVE DIAGNOSTICS (waived if service repairs are performed by ORCAT Radio)	EA	\$75.00	\$175.00

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