



City of Austin

Recommendation for Action

File #: 25-2349, **Agenda Item #:** 25.

11/20/2025

Posting Language

Authorize negotiation and execution of a contract for a customer support plan including critical maintenance and technical support for the Greater Austin Travis County Regional Radio System for Austin Technology Services with Motorola Solutions Inc. d/b/a Motorola, for an initial term of two years with up to two 2-year extension options in an amount not to exceed \$30,600,000. Funding: \$4,618,151 is available in the Fiscal Year 2025-2026 Operating Budget of Austin Technology Services.

Lead Department

Austin Financial Services.

Client Department(s)

Austin Technology Services.

Fiscal Note

Funding in the amount of \$4,618,151 is available in the Fiscal Year 2025-2026 Operating Budget of Austin Technology Services.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Procurement Language:

Sole Source.

MBE/WBE:

Sole source contracts are exempt from the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program); therefore, no subcontracting goals were established.

For More Information:

Direct questions regarding this Recommendation for Council Action to Austin Financial Services - Central Procurement at FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Additional Backup Information:

This contract will provide a customer support plan, including critical maintenance and technical support for the Greater Austin-Travis County Regional Radio System (GATRRS) by Motorola. Continued services include operating a call center for the creation and tracking of trouble tickets, remote monitoring of all radio system sites and components, dispatching technicians to perform necessary repairs, system availability commitment, service assurance, and the replacement or repair of defective parts.

As managing partner for GATRRS, the City works in coordination with other system partners to finalize the scope and to fund the maintenance agreement annually. The current contract expires on October 31, 2026, and a new agreement is needed. The City and GATRRS partners have engaged in extensive negotiations with Motorola to refine the scope of work and reduce costs.

The original Communications System Agreement that established GATRRS was competitively bid, and a contract was awarded to Motorola. Since that time, as decided by the City and its system partners, Motorola continues to provide ongoing maintenance and support through their customer support plan.

The GATRRS core infrastructure is proprietary to Motorola. Many enhanced features of the system are either specific to Motorola or are fully integrated, certified, and supported by Motorola within the customer support plan. All maintenance and support are performed by Motorola factory-certified technicians, who ensure the equipment and software are maintained and updated to meet factory specifications.

The GATRRS is a shared regional system supported by four founding partners: the City of Austin, Travis County, the Austin Independent School District, and the University of Texas at Austin. It provides radio communication for over 17,000 radios for police, fire, emergency medical services, and other public service workers in Austin and Travis County.

Contract Details:		
Contract Term	Length of Term	Contract Authorization
Initial Term	2 years	\$10,200,000
Optional Extension 1	2 years	\$10,200,000
Optional Extension 2	2 years	\$10,200,000
Total	6 years	\$30,600,000

Note: Contract Authorization amounts are based on the City's estimated annual usage.