

RFID Site Survey

Part Number: SSV-RFID-DAY

This service provides RFID site survey and installation design for an individual site, while giving customers an achievable design plan for RFID deployment. An experienced Motorola Advanced Services consultant will visit the customer site, interview operations staff, analyze current processes for materials movement and visibility requirements, examine the physical facility layout, and identify ideal RFID read zone locations.

Motorola Responsibilities

1. **Motorola Advanced Services Consultant.** Motorola will designate an Advanced Services consultant for this service who will help ensure site readiness, and coordinate logistics and scheduling of the on-site visit.
2. **Overall Scope.** Once on site, a Motorola Advanced Services consultant will:
 - a. Review the site layout and materials movement patterns.
 - b. Interview site staff, as needed, to determine the proper locations of RFID read points.
 - c. Determine placement details of RFID readers and antennas to provide high read performance at each RFID read point.
 - d. Identify point(s) of connectivity into the existing network infrastructure.
 - e. Evaluate Radio Frequency (RF) interference for each potential RFID read point location.
 - f. Produce a report detailing installation requirements, including:
 - i. A site diagram that indicates recommended RFID read point locations.
 - ii. Recommended RFID hardware interconnection to the existing network infrastructure.
 - iii. Complete Bill of Materials with recommended installation services needed to successfully implement RFID tag reading at recommended RFID read point locations.
 - iv. Recommendations for placement of bollards or guards to protect the RFID hardware.
 - v. Recommended activities for installation/commissioning recommended hardware.

Customer Responsibilities

1. **Facility Diagrams.** Customer must provide detailed facility diagrams (.dwg format preferred).
2. **Physical Site Layout.** Customer must provide an AutoCAD 2004 .dwg file format (preferred) providing detailed facility diagrams for the area being surveyed. Alternately, customer can provide this data in a JPEG (.jpg) electronic image format. If the required file format is unavailable, an Adobe PDF file or Microsoft Visio file showing the same information may be submitted; however, these formats require conversion and may result in additional days of service at customer's expense. Details of the necessary data will be defined as part of the requirements gathering process.
3. **Contacts.** Customer must provide reasonable access to necessary resources, as requested by Motorola, to answer technical questions related to the RFID Site Survey project. Customer's partners, consultants or any third parties involved in the project shall likewise provide access to their resources, and shall not restrict access by Motorola to customer resources.
4. **Reasonable Access to Resources.** Customer must provide reasonable access to necessary resources, as requested by the Motorola Advanced Services consultant, including access to the applicable facilities, network equipment and systems.
5. **Reasonable Access to Information.** Upon request, customer must provide reasonable access to information, network infrastructure, power and network connections necessary while the Motorola Advanced Services consultant is on site, as needed to facilitate the RFID Site Survey.

Customer Responsibilities (*continued*)

6. **Access to Telephone and Internet.** Customer must provide access to telephone and Internet connectivity to Motorola during the site survey. This access will be used solely for contacting Motorola technical resources during the project should it be necessary to expedite troubleshooting of unexpected problems.
7. **Physical Access On Site.** Customer must provide reasonable access to the installation site as needed to conduct the RFID Site Survey. Customer must provide any escort, security personnel or labor resources necessary to enable access to required work areas on site. Designated personnel must be available during the project's entirety. Customer is responsible for any cost associated with use of these resources.
8. **Read Point Optimization.** To optimize the results of this survey, the Motorola Advanced Services consultant may suggest changes to the location of some moveable equipment in the customer's facility. Customer must work with the Motorola Advanced Services consultant to make reasonable changes to determine the best potential read locations.

Limitations and Restrictions

1. This service covers all Motorola fixed and mobile RFID readers and antennas.
2. Motorola's RFID Site Survey service is limited to up to a single site of up to 250,000 square feet per day. The order quantity is calculated in number of days, and the number of days ordered for this service must be sufficient to cover the total area/number of sites involved. For example, if the area to be surveyed is 450,000 square feet, customer must order a quantity of two (2) days for this service. If there is an additional site that is 150,000 square feet, an additional order quantity of one (1) day is required.
3. One site survey and installation design will be produced for each individual site — not each increment of 250,000 square feet.
4. This service does not include repair of any equipment. On-site repair services for Motorola RFID equipment are available under a separate hardware service agreement.
5. The cost of this service does not include equipment, software or infrastructure accessories.
6. Site surveys involve modeling the interior and exterior of customer's physical facilities. Customer must provide requested CAD file in a .dwg file format. The Motorola Advanced Services consultant will make the compatibility determination. If customer is unable to provide the proper format, file conversion or manual creation of the facility model will be required at an additional cost. The cost will be charged to the customer based on the number of additional days necessary to complete the modeling.
7. This service does not include:
 - a. Configuration of Motorola RFID equipment installed by any third parties.
 - b. Commissioning of the RFID infrastructure installed and configured by any third parties, to validate site RFID coverage.
 - c. Installation and configuration of Motorola RFID infrastructure (such as readers and antennas).
8. This service does not include pulling electrical or data cable, or installing electrical infrastructure in support of RFID equipment installation.
9. Travel and other service-related expenses for on-site work at customer facilities are not included in the daily on-site survey charge. Motorola will bill customer travel and service-related expenses separately.
10. This service may require at least two (2) weeks advance notice from the acceptance by Motorola of a purchase order for planning the on-site work.

Availability

RFID Site Survey is offered in all geographies in which Motorola RFID systems are sold. However, in some locations, Motorola may require a 90-day period to properly equip on-site resources prior to an initial visit. To check availability in a particular country or for further details, please contact an Enterprise Mobility Services representative by visiting: www.motorola.com/enterprisemobility/contactus.