ALASKA LAND MOBILE RADIO EXECUTIVE COUNCIL
(A Federal, State and Municipal Partnership)

MEMORANDUM FOR ALMR Executive Council **August 10, 2006**

FROM: DoD Executive Co-Chair

SUBJECT: August 10, 2006, ALMR Executive Council Meeting Agenda (2 Hours)

TO: See Distribution

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1. Call to Order. Colonel Clifton, Executive Co-Chairman, will call the meeting to order at 5900 East Tudor Road at 1:30 p.m. Roll will be taken. (5 Min)

2. Opening Statements and Other Announcements.

3. Approval of Previous Meeting Minutes. ALMR Executive Council Meeting minutes, dated 16 May 2006. (Atch 1) (5 Min)

4. ALMR Project Status.

a. ALMR Project Status: Implementation activities report. (Open) (15 Min) (Atch 2) Status of activities to be provided by:

DoD PM, Mr. Woodall – Status update
State PM, Dr. Jones – Status update and heavy airlift accomplishments video
AML PM, Mr. Erickson – Status update

b. Tri-Borough Project. Mr. Erickson will provide an update on current plans and activities regarding the Tri-Borough Focus Project. (Open) (5 Min)

5. Old Business.

a. Action Items Recommended as Closed (10 Min)

(1) No significant issues associated with Lt Gen Fraser's dual roles as the ALCOM Commander and President of the Federal Executive Association.

(2) The Joint Project Team met with each member of the Executive Council and provided a briefing on the ALMR Service Level Agreement and cost-share approach.

(3) A visitor counter was added to the ALMR User Council Website on 6 Jun 06.

(4) The Site Status Report was revised to show estimated completion dates, status changes since the last report, and a legend that defines report symbols. (Atch 3)

(5) ALMR Change Request Form updated and marked as V2.0.

(6) Analysis on the hold harmless/indemnity language in the Draft Cooperative Agreement (Atch 4)

b. Actions Items Still Open

(1) The Joint Project Office, in coordination with the ALMR User Council, will develop an ALMR training strategy and a training roadmap, to include communications exercises. The Executive Council requires a tool to ensure Team Alaska is prepared to operate ALMR on a day-to-day basis and is poised to conduct a full operational assessment during Alaska Shield/Northern Edge '07.

c. Service Level Agreement Update. (Atch 5) **(OPEN)** (User Council)

ALMR Executive Council approve the Service Level Agreement. Motion submitted by the User Council Chair and the Joint Program Team. (2 Min)

Presentation my User Council/Joint Project Team: Service Level Agreement Cost Levels (Mr Quickel via telecon) (Atch 6) (10 Min)

Motion: The ALMR Executive Council release the ALMR Service Level Agreement (SLA) for coordination with the partnership agencies that make up the ALMR Users Council and upon signature become Appendix D to the ALMR Communications System Cooperative Agreement.

d. Cooperative Agreement. This agreement will lay the framework for the operations and maintenance of the cooperatively shared infrastructure implemented under the original MoU/As. **(OPEN)** (Mr. Woodall) (15 Min)

An updated release has been prepared for review (Atch 7); the Cooperative Agreement, Service Level Agreement, Membership Agreement, and System Description have been synchronized and the indemnity language has been researched.

Motion: Move to approve the ALMR Communications System Cooperative Agreement, Rev 5, dated Aug 9, 2006, and all Appendices as a final draft for formal coordination by the participating agencies.

6. **Executive Council Focus Areas.**

a. ALMR User Council. (5 Min)

b. Transition/Cutover Status. (5 Min)

7. **New Business.**

a. Trooper Encryption Discussion. Ms. Handyside will lead the discussion and Major Matt Leveque will provide an AST perspective. (10 Min)

b. Site name change. It was determined the best location for the site in the Gerstle River area is Independent Ridge. The previous location selected was not available due to space and power, would have provided less coverage, and would have had a much longer development schedule. The new location will provide increased ALMR coverage. The shelter was installed in July. (Dr. Jones) (5 Min)

Motion. Approve changing name of Gerstle River site to Independent Ridge.

Action: Sign ALMR Change Request Form, CRID #CR600-02 TSSC

8. **Next Meeting.** Proposed for September 14, 2006, 1:30 p.m. at the Tudor Road facility.

9. **Adjourn Meeting.**

Kristine M. Clifton

KRISTINE M. CLIFTON, Colonel, USAF
Department of Defense, Executive Co-Chair
ALMR Executive Council

7 Atch:

1. Executive Council Meeting Minutes, 16 May 2006
2. ALMR Project Status Implementation Activities Report
3. ALMR Site Status Report
4. Analysis on Hold Harmless/indemnity language in Draft Cooperative Agreement
5. ALMR Service Level Agreement
6. User Council Briefing on Service Level Agreement Cost Levels
7. ALMR Communications System Cooperative Agreement (Final Draft), 9 Aug 06, and all applicable appendices

ALASKA LAND MOBILE RADIO EXECUTIVE COUNCIL
(A Federal, State and Municipal Partnership)

Memorandum for ALMR Executive Council **16 May 06**

FROM: DoD Co-Chair

SUBJECT: May 11, 2006 ALMR Executive Council Meeting Minutes

TO: See Distribution

Executive Council Members Present:

Commissioner Bill Tandeske	State of Alaska, Department of Public Safety
Colonel Kristine Clifton	Alaskan Command
Ms. Heather Handyside	Alaska Municipal League
Ms. Deborah Smith	US Attorney Office

ALMR Project Team Members Present:

Dr. Ken Jones	SoA Project Manager
Mr. Tim Woodall	DoD Project Manager
Mr. Jim Robinson	DoD Deputy Project Manager
Ms. Toni Dixon	DoD Project Team
Ms. Karen Felts	SoA Program Coordinator
Mr. Roger Hull	DoD Project Team
Ms. Melissa Marshall	DoD Project Team
Mr. Joe Quickel	DoD Project Team
Ms. Sharon White	SoA ETS Project Manager

1. **Call to order:** Col Clifton called the meeting to order at 1:40 p.m.

2. **Opening Statements and Other Announcements:** Colonel Clifton announced that Lt Gen Fraser, the Commander of Alaskan Command, is also the new President of the Federal Executive Association of Alaska. She stated she would research to see if it would be appropriate for him to sign future agreements on behalf of both the Federal DoD and Non-Federal DoD communities. **(OPEN)**

Colonel Clifton highlighted comments made by the Homeland Security Secretary, Michael Chertoff, at a recent Tactical Interoperable Communications Conference in

Washington DC. In paraphrasing his remarks, Colonel Clifton stated the biggest barrier to interoperability is not the technology. The biggest barriers center on leadership and processes to include developing real standard operating procedures, proper governance, agreements in training, and other procedures that will define how equipment, such as ALMR, can actually be used and shared on a day-to-day basis. Therefore, it's important that the current effort to develop a statewide ALMR Concept of Operations and Tactical Interoperability Communications Plans (TICP) is successful.

While discussing TICPs, Ms. Handyside noted that state funding for 2006 was drastically reduced for interoperable communications from the $15–18M range to the current $4M. Urban/metropolitan areas with a high threat level and identified as "at risk" received the majority of the Department of Homeland Security funding. Previously, this was done using a population-based formula. Alaska currently has representatives in Washington, DC researching other funding opportunities.

3. <u>Approval of Previous Meeting Minutes (March 14, 2006):</u> Ms. Smith noted the minutes on page 4, incorrectly stated "Ms. Smith is waiting for User Council nominees from FEMA". It should state "FAA." Ms. Handyside moved to accept the minutes with the noted change; Commissioner Tandeske seconded the motion. There were no objections from the other Executive Council members and the minutes were accepted unanimously with the recommended change.

4. <u>ALMR Project Status:</u>

a. **PMO DoD** – Mr. Woodall briefed that the DoD does not have any implementation contracts for CY 06. Work at Elmendorf AFB has been completed. Mr. Woodall continued that the Cooperative Agreement is pending and crucial to Operations. The format has been updated, appendices have been filled in, a Service Level Agreement was added as appendix, and a summary of changes from previous versions will be included. He also briefed that the Space and Naval Warfare Systems Center (SPAWAR) has been contracted to develop an ALMR CONOPS and TICPs) for the State of Alaska anywhere it intersects with the ALMR System. (NOTE: SPAWAR is the US Navy's research, development, test and evaluation, engineering and fleet support center for command, control and communication systems and ocean surveillance. They are also under contract with the Department of Homeland Security to develop TICPs and the TICP database.

The revised ALMR Monthly Report showing current statistics on system operation and user/traffic details fulfills a request made at the April meeting. Colonel Clifton asked the Joint Project Team to revise the Site Status Report and include estimated completion dates, status changes since the last report, and a legend that defines report symbols. **(OPEN)**

b. **PMO SoA** – Dr. Jones reported that for site construction on the Kenai, 8 out of 12 sites are ready for equipment. Dr. Jones advised that more outreach and training are needed. More specialized information is being requested from users, not only

regarding radio familiarity but also for fleetmap workarounds. The State Project Office is working to increase its support for training and outreach in the field.

The 2006 COPS Grant is due 13 - 15 June. When funding is available a build plan will be completed and submitted to the Executive Council for review. Dr. Jones noted the State of Alaska Telecommunications System (SATS) and ALMR coexist; building out ALMR also requires building out and upgrading the SATS system. The budget waiting for the Governor's signature includes funds to keep the microwave system viable.

Ms. Melissa Marshall briefed the North Zone cutover will occur over the next weekend.

c. **Tri-Borough Project** – Mr. Erickson briefed Anchorage voters did not support the bond for funding; however, the Municipality has funding to support half of the cost of the system and is pursing over funding avenues. He expects their infrastructure to be ready by the end of the year. The Kenai Borough spent its funds on equipment/upgrades for their Emergency Operations Center and is very excited about joining the ALMR network. The MatSu Borough has not spent its Tri-Borough funds as they are waiting for the results of the AST cutover.

5. <u>Executive Council Focus Areas:</u>

a. <u>Transition Activities</u>:

1) Indemnification/Hold Harmless. Dr. Jones discussed the DoJ COPS model in reference to the Valdez Beta Agreement. After some research, he determined that the DoJ document does not exist. A discussion ensued regarding hold harmless / indemnification statements. The discussion resulted in all of the Executive Council members, Mr Woodall and Dr. Jones taking action items to further research this area. **(OPEN)**

2) ALMR Cooperative Agreement: This agreement will lay the framework for the operations and maintenance of the cooperatively shared infrastructure implemented under the original MoU/As. The DoD Project Team recommended to table any motion regarding coordination of the draft agreement since it is still undergoing revisions. Colonel Clifton asked the Joint Project Team to release a coordination revision within the next 10 business days, to ensure all documents to include the Service Level Agreement use consistent language and definitions, to resolve the indemnity language within 30 days. **(OPEN)**

b. <u>User Council</u>: Mr. Joe Quickel briefed on behalf of the User Council. Ms. Bev Fronterhouse is a new Federal non-DoD member from the Bureau of Land Management. There are still vacancies for a Southeast Alaska representative and two Federal non-DoD seats. The User Council accepted the Service Level Agreement and forwarded it to the Executive Council for review. The next User

Council meeting is 7 June 2006. The website, currently operated by DMVA, is up and operational. Colonel Clifton asked that a counter be added to show the number of hits the site was receiving. **(OPEN)**

6. **New Business.**

a. Motion for approving the Service Level Agreement (SLA). The SLA defines the items the User Council has agreed should be shared costs. Vendor quotes have been requested for three levels of service. The User Council will submit a detailed cost share structure to the Executive Council for approval. A working group will be established to determine cost share levels. Colonel Clifton recommended the motion proposed in the agenda be tabled until the next meeting to give the Executive Council an opportunity to review the SLA, and to allow the Joint Project Team time to make the necessary administrative changes to the document. **(TABLED)** It was decided, however, that a related motion establishing a Cost Share Technical Working Group should move forward.

Colonel Clifton asked the Joint Project Team to arrange a session with each of the Executive Council members and provide a briefing on the ALMR Service Level Agreement. **(OPEN)**

b. Motion for adding Gilmore Creek. Dr. Jones explained that Gilmore Creek is on property owned by the National Oceanic and Atmospheric Administration (NOAA) and is funded with capital funds. This site supports NOAA weather satellites. Adding ALMR will provide service to the Lower Steese Highway. The State of Alaska will fund the effort.

Motion. Move to add Gilmore Creek as a new ALMR site.

For the Executive Council, the motion was made by Ms. Handyside and seconded by Commissioner Tandeske. **The motion was carried and approved.**

c. Motion for approval of Change Request process. Ms. Dixon explained the existing Change Request Form required modification. The new form is more comprehensive and includes provisions to manage revisions to technical documents. Colonel Clifton requested an explanation statement be added below Block 4, to renumber the form to Version 2.0, and to fix three administrative errors.

Motion: The ALMR Executive Council approves the revised ALMR Change Management Process, using the ALMR Change Request Form Version 2.0, that is inclusive of Executive Council, User Council, Joint Project Team, and Operations and Maintenance changes to documentation, as amended above.

For the Executive Council the motion was made by Commissioner Tandeske and seconded by Ms. Handyside. **The motion was carried and approved.**

d. Motion to establish a Cost Share Technical Support Committee.

Motion: The ALMR Executive Council establish a Cost Share Technical Support Committee to develop and coordinate a method of cost sharing and a cost share apportionment between the participating agencies, and present their collective recommendation to the ALMR Executive Council for final approval not later than 30 days after being officially formed and commissioned by the Executive Council.

For the Executive Council, the motion was made by Ms Handyside and seconded by Commissioner Tandeske. **The motion was carried and approved.**

7. <u>ALMR Security</u>. Colonel Clifton introduced Mr. Roger Hull, the ALMR Security Analyst on the DoD Project Team. Mr. Hull stated all DoD Information Technology (IT) systems must undergo a security certification and accreditation process designed to identify and document vulnerabilities, develop risk mitigation strategies, and develop processes and procedures to maximize the security of the system. Mr. Hull is working with the State Security Manager to develop security policies for Executive Council approval. Colonel Clifton asked that he also coordinate with security specialists supporting ALMR implementation for the municipalities. She stated that the ALMR partners may have different IT security policies. Mr. Hull will identify any policy conflicts and will work to resolve them at the lowest level. He also explained the need for strong security controls and that the ALMR Security Team is working to minimize any additional cost burdens to participating organizations. He stated verifying compliance and enforcement may be the biggest obstacles in the long run.

8. <u>Other Issues</u>. Ms. Smith inquired if the capability existed to exercise the ALMR system, and if so, could such an exercise take place at least six months prior to the Alaska Shield/Northern Edge 2007 (AS/NE '07) exercise. She stated appropriate steps should be taken to ensure the system supports the operational processes of the federal, state and local government agencies individually and collectively. Mr. Woodall informed the Executive Council that the task orders to develop the ALMR CONOP and TICPs, along with the task order to provide exercise support for agencies operating on ALMR, would provide the opportunity to exercise the ALMR system and validate that the system meets defined operational processes identified in the CONOP and procedures identified in the associated TICPS. He stated this could reasonably be completed prior to AS/NE '07 provided there is full community support for this endeavor. He also stated that both task orders include provisions to provide a level of training to the operational communities. Colonel Clifton reiterated the importance of training and requested the development of an ALMR training strategy and training roadmap, to include communications exercises. **(OPEN)**

9. **Summary of Meeting Action Items.**

a. Colonel Clifton will review existing ALMR governance documents to determine if there are any issues associated with Lt Gen Fraser's dual roles as the ALCOM Commander and President of the Federal Executives Association.

b. The Joint Project Office, in coordination with the ALMR User Council, will develop an ALMR training strategy and a training roadmap, to include communications exercises. The Executive Council requires a tool to ensure Team Alaska is prepared to operate ALMR on a day-to-day basis and is poised to conduct a full operational assessment during Alaska Shield/Northern Edge '07.

c. The Joint Project Office will revise the Site Status Report adding a timeline that shows estimated completion dates, status changes since the last report, and a legend that defines report symbols.

d. Revisions to the draft Cooperative Agreement to be completed by Joint Project Office staff and published for review no later than 25 May 2006.

e. Mr. Joe Quickel to arrange for a counter to be added to the User Council website.

f. Pertaining to the hold harmless/indemnity language in the Cooperative Agreement:
   (1) Mr. Woodall to review Seattle/King County agreement
   (2) Commissioner Tandeske to share applicable SEARCH info
   (3) Dr. Jones to investigate SEARCH information at his conference in Oregon.
   (4) Mr. Erickson to review State of Utah agreements
   (5) Colonel Clifton to ask the DoD JAG community for appropriate language.
   (6) Ms. Smith to review the Alaska Constitution and other legal precedents.

g. The Joint Project Office to arrange a session with each of the Executive Council members and provide a briefing on the ALMR Service Level Agreement.

h. The Joint Project Office staff to make approved changes to the Change Request Form and related documentation and save as V2_0.

10. **NEXT MEETING.** Aug 10, 2006, 1:30 p.m. at the Tudor Road facility.

Colonel Clifton motioned to adjourn the meeting; it was seconded by Ms. Handyside. Without further discussion, the Executive Council Meeting adjourned at 3:30 p.m.

Kristine M. Clifton

KRISTINE M. CLIFTON, Colonel, USAF
Department of Defense, Executive Co-Chair
ALMR Executive Council

Program Metric Report
as of 10 August 2006

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	Overall
Goverance	🔴
Implementation	🟡
Transition	🔴
Cutover	🟡
PMO Support	🟡

Green = On Target
Yellow = Minor Challenges
Red = Major Risk

Atch2

DoD Program Status Report
as of 10 August 2006

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DoD	Overall	Schedule	Budget	Resource
Goverance	🔴			
Cooperative Agreement (Dec-2003)		🔴	🟢	🟢
Membership Agreement		🔴	🟢	🟢
MoA - Site Sharing		🟡	🟢	🟢
MoA - BDA Ownership		🟡	🟢	🟢
MoA - CNE Contingency Plan		🟡	🟢	🟢
MoA - Information Security Plan		🟡	🟢	🟢
Implementation	🟡			
Site Implementation (0308)	🟡			
Cooper Mountain completed		🟢	🟢	🟢
Site Implementation (0345)	🟡			
Tahnetna Pass Equipment at Tudor Road		🟢	🟢	🟢
Gerstle River Equipment at Tudor Road		🟢	🟢	🟢
Honolulu Equipment at Tudor Road		🟢	🟢	🟢
Byers Creek		🟡	🟢	🟢
Radio Frequency equipment installed				
Tsina		🟡	🟢	🟢
Radio Frequency equipment installed				
Subscriber Update (0364)		🟢	🟢	🟢
In progress, on target				
Motorbridge Gateway SD/SA (DO257)		🟢	🟢	🟢
Approved to add Concept of Operations to contract				
In-Building SD/SA (0367)		🟢	🟢	🟢
Completed				
CSR for construction out for response				
Key Management Facilities (KMF)		🟢	🟢	🟢
Army testing procedures				

Green = On Target
Yellow = Minor Challenges
Red = Major Risk

DoD Program Status Report
as of 10 August 2006

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DoD	Overall	Schedule	Budget	Resource
Implementation (continued)	Yellow			
DIACAP Phase 1 Assessment		Green	Green	Green
Awarded, Kickoff 25 July 2006				
7.X Upgrade (0425)		Green	Green	Green
Awarded, Kickoff 27 July 2006				
TICP & CONOPS		Green	Green	Green
Awarded, Kickoff 02 August 2006				
7.X Training (0440)		Green	Green	Green
Awarded, Kickoff scheduled for 15 August 2006				
DIACAP Phase 2 & 3 Validation & Verification		Green	Green	Green
Awarded, Kickoff scheduled for 11 September 2006				
Transition	Red			
See SoA Section				
Cutover	Yellow			
Service Level Agreement (SLA)		Green	Green	Green
Customer Support Plan		Red	Green	Green
Standard Operating Procedures		Green	Green	Green
PMO Support	Yellow			
Schedule		Yellow	Green	Green
Reports		Green	Green	Green
Records Management (Documentation)		Green	Green	Green
System Security		Yellow	Green	Green

Green = On Target
Yellow = Minor Challenges
Red = Major Risk

DOD PROJECT TEAM REPORT

TO

ALMR EXECUTIVE COUNCIL
10 Aug 2006

DOD Project Implementation Activities:

Implementation CY05:

All DoD implementation tasks completed finalizing as built documentation

CY05 Punch List:

All DoD contract punch list items are completed, SOA punch list items are still pending, see detailed punch list report.

Implementation CY06:

Byers Creek is pending State providing connectivity and power.
Tsina is pending State completion of connectivity and power.
Transportable units North and South complete, Transporter North complete, Transporter South 60% complete

Transition:

All DoD agencies are 100% transitioned on to the ALMR infrastructure.

In-building SDA:

In building SDA and Critical Design Review (CDR) was completed for all DoD installation and critical infrastructure requirements. A Statement of Work has developed around the critical infrastructure identified in the SDA that required a technical solution to insure in building communications can be achieved for ALMR subscribers. It is currently in the contract bidding process and we expect to receive proposals by the end of August and have a contract awarded in September 06.

Motobridge SDA:

The system design and analysis and concept of operations development is still underway. A complete analysis of SOA State Trooper requirements to communicate with agencies outside of ALMR using disparate radios has been completed and a SDA and ROM provided to the State PM to obtain funding and implement the design to provide seamless interoperability with critical agencies that operate outside of the ALMR infrastructure. An SDA and ROM was provided to DoD in July, and a SOW is being developed and will

be submitted to contracting for contract award action to implement the designed gateway infrastructure to meet DoD stated requirements of operation with disparate radio systems. The complete SDA and Concept of Operation for the gateway, is expected to be completed by December 2006. The Gateway CONOP will be incorporated into the CONOP and TICP development underway under a separate contract.

SubscriberUpgrade:

DoD completed a subscriber upgrade of all of their subscriber assets. The upgrade insured all DoD subscriber assets from all vendors, operated at the Service Technology Release 6.5 and that all service requirement notifications (SRN)s were completed on the subscribers.

Currently Motorola has issued a new SRN related to the dynamic regrouping feature on their radios and DoD is implementing a plan to complete the SRN action to correct this fault. It is expected that the SRN will be completed on all DoD affected subscribers by December 2006.

7.1 System Upgrade:

Contract has been awarded to Motorola to perform the upgrade of the complete system to the Service Technology Release 7.1. The Motorola team is on site and has completed initial assessment of north and south zone controllers and is conducting a complete review of the required equipment list before bridging the order for this equipment. The DoD PM requested that the DoD console and voice recorder requirements be revalidated prior to equipment list and bridging actions are taken to ensure that these requirements are valid and up-to-date.

Before the order to bridge equipment for the State's assets can be implemented, a Memorandum of Agreement must be completed between the SOA and DOD to ensure cost reimbursement is provided by the State for the activities required to upgrade their responsible portion of the system.

Memorandum of Agreements:

The DoD PM team has in development over 20 separate MOAs that must be executed to ensure operations, tasks, and actions associated with funding, support and equipment operation is properly documented and agreed upon by the participating parties.

Operations Implementation:

Cooperative Agreement:

The ALMR Cooperative Agreement has undergone extensive review and edit to standardize descriptions between all associated documents, ensure the document is easy to understand and clearly defined. It is ready for agency final draft review, and a change

management process has been provided to ensure the change process is controlled and centralized thus ensuring we properly document all required changes, maintain a record of who, what, why and when changes were made. This record will be provided with the final signature copy as it is coordinated for signature.

Service Level Agreement:

DoD Project Team worked with the User Council to draft and coordinate the Service Level Agreement. All changes required by the User Council were facilitated by the DOD PM Team Documentation Specialist. Upon User Council approval of the SLA, the DoD project team assisted the User Council in determining a cost basis for the SLA defined service level. The final SLA and cost basis will be presented to the Executive Council for approval at the 10 Aug 2006 EC meeting. Next step is to determine the cost apportionment method and amount. This task will fall to the Cost Share working group appointed by the ALMR EC.

Change management processes and procedures were developed to ensure document version control, appropriate protection of information and a documentation standard is maintained for all documents related to ALMR.

Maintenance and System Management:

DoD is working with 3rd Contracting Elmendorf AFB to execute a maintenance and system management services contract that provides for maintenance and system management of the ALMR shared LMR components IAW the agreed upon SLA. DoD and SOA are coordinating a memorandum or agreement to cost share these contract services until a complete and agreed upon cost share agreement is executed.

Operations and Management Staff:

A person with operations background was added to the project team to develop a Strategic Plan for implementation of Operations Management activities and to define the Operations Management staff requirement and the associated roles and responsibilities associated for the defined staff requirement. The Strategic Plan is to be used to define the actions, tasks, procedures and processes that are required to be developed, improved, and implemented to assure ALMR operations meets the needs of the agencies using the system. The Operations Management staff roles, responsibilities and qualifications is required to clearly define the requirements so that a Statement of Work could be generated that will facilitate the hire of staff personnel that will perform the required tasks and will be properly qualified.

These deliverables have not been completed. This task has been picked up by the DoD PM team and a Statement of Work and Task Order for the Operations Management Staff has been defined and coordinated with the user Council, and has received their approval. Further, it has been coordinated with the Department of Administration ETS Director.

Security Certification and Accreditation:
Security certification and accreditation (C&A): Information Assurance and security policies and procedures for the general operation of the shared ALMR infrastructure have been developed and coordinated.

DOD has implemented two contracts to complete the Information Assurance Security Certification and accreditation of the ALMR system. This is a 3 phase process, with Phase I awarded to one contractor, and phase 2-3 to another. Both contractors are on board and collaborating their efforts. Expect to have certification and accreditation requirements and an authorization to operate by July 2007.

KMF OTAR Operation:

The SOP template is complete, US Army Alaska preparing test plan for OTAR. The test will evaluate the OTAR process for all of US Army subscriber assets on the ALMR system. The test is being designed to validate under a large scale the processes and procedures that have been developed for KMF operations. It will also evaluate the different subscriber brands, and identify and issues or unique procedures required. Such issues as battery wear when operating in the keyed mode, voice quality, system loading, voice priority under heavy data loading of the system, effectiveness of processes and procedures and the ability to ensure all radios have been properly keyed and are operational. A test report will be generated.

Emergency Response CONOP & TICP:

DoD has executed a contract to develop a statewide Concept of Operation (CONOP) for ALMR Incident Command (IC) operations and the development of Tactical Interoperable Communications Plans (TICP's) for all agencies using ALMR. The kick off for this contract action is conducted 2 August with the User Council. Prior to the official Kick Off, this effort was coordinated with State of Alaska DMVA, DPS and a Local Government representative to obtain buy in and executive level support for this first of a kind effort. The task is expected to be completed by December 2006. It is strongly recommended senior leadership ensure the TICP and CONOP are exercised and validated during exercises that their agencies engage in and during Ardent Sentry/Northern Edge 2007 exercise.

Ardent Shield/Northern Edge 2007 ALMR Support

DoD has contracted for ALMR operations support in preparation for and during the exercise to ensure ALMR meets the operational needs of the participating agencies. Training, gap analysis to determine where additional support is needed, exercise maintenance, system technician and systems management support, assessment of ALMR operations and after action reporting will be provided.

Interoperability Assessment:

HQs Alaskan Command J6, is requesting the Joint Interoperability Test Command and the Air Force Operational Test and Evaluation Center to conduct an interoperability assessment of the ALMR system, the CONOP, plans, processes and procedures associated with providing interoperable land mobile radio communications to the first responder agencies. This independent assessment will provide an unbiased look at ALMR and will assist operational communities in validating that ALMR is meeting emergency interoperable communications requirements among and between response agencies and appropriately supports National Incident Management System (NIMS) IC processes.

SoA Program Status Report
as of 10 August 2006

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SoA	Overall	Schedule	Budget	Resource
Goverance	🔴			
Funding transfer from SOA to DoD				
Implementation	🟡			
Site Implementation (CY05-5)				
Tahnetna Pass		🟡	🟢	🟢
Shelter sling loaded to site 7/21/2006				
Requires primary power & tower (Dec 2006)				
RF equipment at Tudor Road (Install Dec 2006)				
Gerstle River		🟡	🟢	🟢
Shelter sling loaded to site 7/21/2006				
Requires primary power (Dec 2006)				
RF equipment at Tudor Road (Install Dec 2006)				
Honolulu		🔴	🟢	🟢
Expected completion Spring 2007				
RF equipment at Tudor Road				
Byers Creek		🟡	🟢	🟢
Shelter sling loaded to site 7/20/2006				
Requires primary power (Dec 2006)				
RF equipment installed 8/2/2006				
Tsina		🟡	🟢	🟢
Shelter sling loaded to site 7/21/2006				
Requires primary power (Dec 2006)				
RF equipment installed 8/4/2006				

Green = On Target
Yellow = Minor Challenges
Red = Major Risk

SoA Program Status Report
as of 10 August 2006

SoA	Overall	Schedule	Budget	Resource
Implementation (continued)	🟡			
Site Implementation (Kenai 12)	🟡			
Anchor River - Complete 8/2/2006		🟢	🟢	🟢
Diamond Ridge - Scheduled Sep 2006		🟡	🟢	🟢
Cottonwood - Scheduled Sep 2006		🟡	🟢	🟢
Fire Station 12 - Dec 2007		🟡	🟢	🟢
Kasilof - Complete 8/2/2006		🟢	🟢	🟢
Kenai (Prism) - Scheduled Dec 2006		🟡	🟢	🟡
Nikiski - Scheduled Aug 2006		🟡	🟢	🟡
Ninilchik - Complete 8/2/2006		🟢	🟢	🟢
Pipeline - Scheduled Aug 2006		🟢	🟢	🟢
Seldovia - Complete 8/4/2006		🟢	🟢	🟢
Ski Hill - Complete 8/2/2006		🟢	🟢	🟢
Sterling - Complete 8/2/2006		🟢	🟢	🟢
Tudor Road Hot Spare - Scheduled Aug 2006		🟢	🟢	🟢
Site Implementation (Final 15)	🟢			
9 sites affecting the FCC waiver completion Dec 2006		🟢	🟢	🟢
6 sites scheduled for completion 2007		🟢	🟢	🟢

Green = On Target
Yellow = Minor Challenges
Red = Major Risk

SoA Program Status Report
as of 10 August 2006

SoA	Overall	Schedule	Budget	Resource
Transition				
Spectrum Conflicts	🔴			
10 channels are unavailable due to frequencey conflicts, impacting 8 operational sites:				
Alcantra		🔴	🟢	🟡
Atwood		🔴	🟢	🟢
Bailey Hill		🔴	🟢	🟢
Birch Hill		🔴	🔴	🟡
Cooper Mtn		🔴	🟢	🟢
Ester Dome		🔴	🔴	🟡
Hope		🔴	🟡	🟢
Quarry Hill		🔴	🟢	🟢
Agencies				
Alaska State Troopers	🟡			
Transition Plan		🟡	🟢	🟢
Subscribers		🟢	🟢	🟡
Consoles		🟡	🟢	🟡
Training		🟢	🟢	🟢
Coverage		🟡	🟢	🟢
Department of Transportation	🟡			
Transition Plan		🟡	🟢	🟢
Subscribers		🟢	🟢	🟢
Cutover				
See DoD Program Status Report				
PMO Support				
See DoD Program Status Report				

Green = On Target
Yellow = Minor Challenges
Red = Major Risk

A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP

Alaska Land Mobile Radio Communications System

Impact Statement

Fairbanks International Airport

July 2006

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Table of Contents

I. Introduction 3
II. Background and Status 3
III. Impacts on ALMR Operations 5
Figure 1: SAFECOM Interoperability Continuum 5
IV. Transition Cost Breakdown 7
V. Requested Action 7

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Impact Statement
for Fairbanks International Airport
Transition to Alaska Land Mobile Radio

Submitted: (July 21, 2006)
Responsible Executive: Dr. Ken Jones
Representing Office: SOA, DOA/ETS

I. Introduction

The Fairbanks International Airport, airport designation FAI, is owned by the State of Alaska. The Department of Transportation and Public Facilities has the responsibility for maintenance and operations. FAI is the hub for air access to interior Alaska, an international cargo service center and it is the diversionary airport for Ted Stevens Anchorage International Airport. Continued operations and security at FAI are essential to the State of Alaska.

Interoperable communications is critical to operations, safety and security at FAI. The airport fire and police work with the Alaska State Troopers (AST) on a daily basis and they need communications with other state agencies, local governments and federal government agencies during an emergency event.

The Department of Defense (DoD), the Fairbanks Police Department and the Alaska State Troopers (AST) in Fairbanks are now using the shared Alaska Land Mobile Radio (ALMR) two-way trunked radio communications system. The ALMR system provides interoperable, secure communications that is essential for effective public safety communications for FAI.

FAI is currently using a VHF conventional wide-band communication system for two-way radio on the airport grounds. The State of Alaska frequencies in use at the airport are in direct conflict with frequencies at two ALMR sites in the Fairbanks area. ALMR currently has two channels turned off. In addition, the FCC has mandated that wide-band channels will no longer be used after 2013.

The ALMR program office and the Department of Administration, Enterprise Technology Services (ETS) is working with FAI to transition to the ALMR system.

II. Background and Status

The ability to create a land mobile radio system that integrates local, state, and federal agencies was made possible by a unique spectrum sharing arrangement. This arrangement uses both state-owned and DoD-owned spectrum. The FCC granted a special waiver to accommodate this frequency sharing approach. As part of the waiver the State of Alaska is required to pay for the transition costs for any state agency that must be moved out of the shared spectrum space.

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Status of transition components:

A. Dispatch console
- FAI received a quote from Motorola to purchase a new Centracom Gold Elite dispatch console system that is compatible with ALMR. The price exceeded the budget, so no purchase was made.
- In 2005 ALMR offered to provide a Centracom Gold Elite console system with two operator positions and ETS offered the technical resources for installation.
- FAI accepted the offer and purchased one additional operator position to complete the console system.
- ETS was in the middle of installing 43 new ALMR communication sites, so they did not have the technical resources to install the console during the summer of 2005.
- In 2006 a decision to change the console layout was made because of the imminent new terminal construction, which required changing one of the console operator positions from a local position to a remote position. This required additional parts that are now on order with Motorola. Shipment date is expected by the end of July 2006. Installation can be scheduled when the parts are received.

B. Subscriber Equipment
- Portable, hand held radios – 17 required, 17 purchased
  - The portable radios were ordered with single key AES encryption. Since this order was placed it was determined the multi-key AES encryption option is required to have multiple encryption keys for secure communications for in-house operations, interoperability with AST and interoperability on mutual aid channels. Each of these will have separate encryption keys, driving the multi-key requirement. The portable radios are not in use at this time.
- Mobile, vehicle mount radios – 110 required, 54 purchased
  - One mobile radio has been installed. It was noted that the radios ordered can not be installed in the vehicles in such a manner that leaves the radios visible for operation. Remote control heads can be ordered that will allow for safe operation. ETS has ordered and received 3 remote control heads for testing. Installation has yet to be scheduled. Additional funds are needed for radio requirements
- Desk top radios – 6 required, 6 purchased

C. In-building coverage – Late in 2005, the DoD ALMR office funded and conducted a Site Analysis and System Design for in-building coverage of the ALMR system. It was determined that there are coverage deficiencies in two buildings at the Fairbanks area
- The FAI main terminal building requires a bi-directional amplifier system to provide full coverage on both the first and second floors. Radio communications in the terminal is an operational requirement.
- The FAI maintenance facility requires a bi-directional amplifier system to provide full coverage on the first floor. Radio operations in the maintenance facility are required.

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D. Training
- Dispatch console operator training is required
- Radio operator training is required

III. Impacts on ALMR Operations

FAI and ALMR have invested a great deal of time and money into transitioning FAI to operations on the ALMR system. However, without additional funds, FAI will not be able to transition to ALMR. Failure to fully transition the Fairbanks Airport will have the following impact on ALMR Operations and Users:

A. Interoperable Communications – The prime objective of ALMR is to provide a shared system that is used for day-to-day operations and for interoperable communications during an event. ALMR is a standards-based shared system that provides the highest level of interoperability as noted in figure 1.

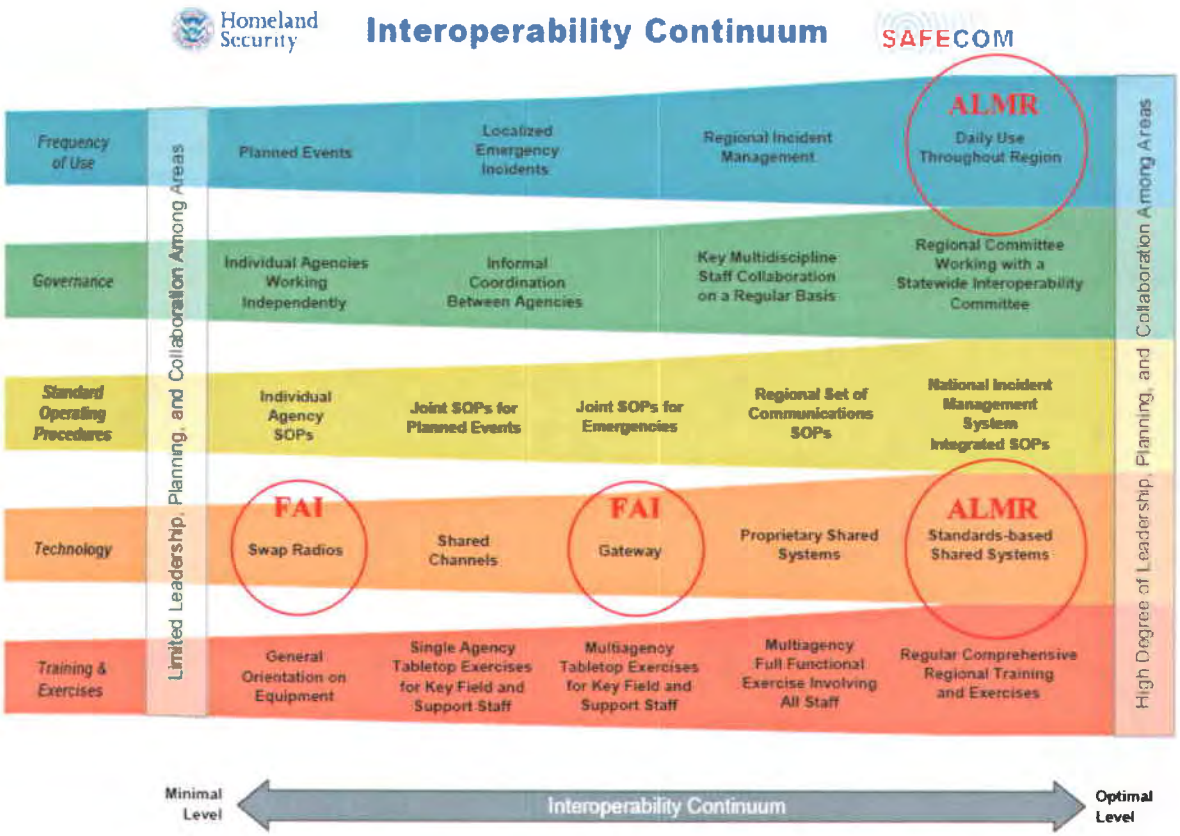

Figure 1: SAFECOM Interoperability Continuum

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The technology level of FAI pre-transition to ALMR requires radio swapping or to use a gateway console patch for interoperability. When forced to swap radios; the operator must learn to use the new radio and they may have to carry multiple radios. An advantage of the ALMR system is the operator's "frequency of use" (Figure 1) of the ALMR radios. During an event, when radio communications is so critical, the operator communicates with the same radio they use on a daily basis.

B. FAI operates on two wide-band conventional frequencies, one for airport operations and the other for airport fire and security. These two frequencies are in direct conflict with ALMR channels at Birch Hill on Fort Wainwright in Fairbanks, and at Ester Dome in Fairbanks.
   - Birch Hill is a 7 channel ALMR site that has one channel turned off to avoid disrupting FAI operations. This is a critical site for the US Army, which comprises the majority of the 1,000 plus subscriber units that use the Birch Hill site on a regular basis. During regular operations the Birch Hill site users experience approximately 15 minutes a month when the system has reach maximum capacity. During an emergency event, increased usage increases the amount of time the system is at maximum capacity, making it unavailable for critical communications (as noted during a recent training exercise at Elmendorf AFB when "busies" went from 15 minutes a month to 8 hours in two weeks).

   - Ester Dome is a 7 ALMR channel site that has one channel turned off to avoid disrupting FAI security and fire communications. To minimize the number of "busies" the system has been programmed to not allow Department of Defense and Department of Transportation users to operate on Ester Dome. Without access to Ester Dome, these users have a gap in coverage from Fairbanks to Nenana. This will be a critical situation during an emergency event. There are approximately 700 subscribers affected by this conflict.

C. The ALMR system is a joint project funded by the State of Alaska and the Department of Defense (DoD) partners. In 2005, DoD funded the purchase and installation of the ALMR radio equipment and a portion of the site preparation costs for the Ester Dome site, and in 2003 the DoD funded and installed the Birch Hill site. DoD is currently paying for ALMR equipment maintenance on Ester Dome and Birch Hill. This is a significant issue affecting DoD cost sharing for the ALMR system. As the system becomes operational the DoD funding for cost sharing is moving from the program office to wing and garrison commanders' budgets. Commanders are not willing to pay for service that cannot be used because of frequency conflicts at the Fairbanks Airport.

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IV. Transition Cost Breakdown

Centracom Gold Elite dispatch console			
	Required	Funded (by Agency)	Needed
Console system w/2 positions	185,244.00	185,244.00 (ALMR)	0
3 Position Expansion	38,297.80	38,297.80 (FAI)	0
Installation & Tech Training	7,500.00	0	7,500.00
Upgrade to 7.x	30,000.00	0	30,000.00
Dispatcher Training	5,700.00	0	5,700.00

Portable Hand Held Radios			
	Required	Funded	Needed
Radio & Accessories (17 each)	75,252.49	75,252.49 (FAI)	0
Operator Training	8,000.00	0	8,000.00
Multi - key upgrade (17 each)	12,750.00	0	12,750.00

Mobile Vehicle Mount Radios			
	Required	Funded	Needed
Radio & accessories (110 each)	325,049.08	145,801.62 (FAI)	179,247.46
Installation	27,500.00	0	27,500.00
Remote control head (50 each)	47,500.00	2,850.00 (ETS)	44,650.00

Desktop Station			
	Required	Funded	Needed
Radio & accessories (6 each)	17,073.78	17,073.78 (FAI)	0

Bi-Directional Amplifier System			
	Required	Funded	Needed
FAI - Terminal Building	157,405.44	0	157,405.44
FAI - Maintenance Facility	97,329.42	0	97,329.42

	Required	**Funded**	**Needed**
Total	**1,034,602.01**	**464,519.69**	**570,082.32**

V. Requested Action

Provide $570,082.32 in DHS Grant funds to resolve the frequency conflicts with the Fairbanks Airport.

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ALMR Radio Site Status
as of 04 August 2006

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	Funded Equipment	Usable Sites	Under Maintenance Contract		Frequency Status	Comments 08-04-06	Potential Users	Current Users as of 08-04-06
	DoD-Army	Yes	Yes	R	Frequency Conflict	Chnl 3 Conflict w/Dept. of Corrections *Hiland Mountain; Date TBD* *Chnl 2 Cook Inlet Pre-Trial: Resolved Date 07-24-06*	Wasilla, MSB, ARRC	AST, DOT
	SoA	Yes	?	G			AST, DOT, KPB	
- E	MoA					Reconciled MoA site; Date na	MoA	
	MoA					Reconciled MoA site; Date na	MoA	
	MoA					Reconciled MoA site; Date na	MoA	
	SoA					Reconciled MoA site; Date na		
	SoA	Yes	Yes	R	Frequency Conflict	Chnl 3, 4, 8 Conflict w/State Troopers Ch 3; Date 06-30-06		AST, DOT
	SoA	Yes	Yes	G			AST, CBJ	DOT
	DoD-Army	Yes	Yes	R	Frequency Conflict	Chnl 2 & 5 Conflict w/Dept. of Corrections; Date TBD Palmer Corrections	Palmer, MSB	AST, DOT
	SoA						AST, DOT, Customs	
	DoD-Army	Yes	Yes	R	Frequency Conflict	Chnl 5 Conflict w/Fairbanks Airport; Date TBD FAI	DoD, FNSB+AF78	AST, DOT, Fairbanks
	DoD-Army	Yes	Yes	G		MOD to add to contract 0399 is in process; Date TBD	EMS	AST, DOT
	MoA					Reconciled MoA site; Date na	MoA	
	SoA	Yes	Yes	G				AST, DOT
	DoD-Army					Shelter installed Date 07-20-06	AST, DOT, ARRC	
	DoD-Army	Yes	Yes	G			EMS	AST, DOT
	DoD-Army	Yes	Yes	G				AST, DOT
	DoD-Army	Yes	Yes	G			ARRC	AST, DOT
	DoD-AirForce	Yes	Yes	G				AST, DOT
	DoD-Army	Yes	Yes	R	Frequency Conflict	Chnl 4 Conflict w/State Troopers Ch 4 - Date TBD	AST, KPB	DOT
	SoA						AST, DOT, MSB	
	DoD-Army	Yes	Yes	G		Plan to move site to Ft Greely; Date TBD	AST/DNR Dispatch	AST, DOT
	SoA						AST, DOT, Homer	
	DoD-Army	Yes	Yes	G				AST, Valdez, DOT
	DoD-Army	Yes	Yes	G				AST, DOT
	DoD-Army	Yes	Yes	G				AST, DOT
Hz	MoA					Reconciled MoA site; Date na	MoA	
	DoD-Army	Yes	Yes	G				AST, DOT

Atch3

8/10/2006

ALMR Radio Site Status
as of 04 August 2006

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	Site	Funded Equipment	Usable Sites	Under Maintenance Contract		Frequency Status	Comments 08-04-06
29	**Ester Dome - Fairbanks**	**DoD-Army**	**Yes**	**Yes**	**R**	**Frequency Conflict**	**Four Chnls & State Agencies Conflict Ch 3 - DHSS; Date 06-30-06 Ch 4 - Fairbanks Airport; Date 2007 Ch 5 - AST Resolved 07-05-06**
30	Federal Building - Juneau	SoA					
31	Fire Station 12 - 700MHz - Anchorage	MoA					Reconciled MoA site; Date na
32	Fire Station 12 - VHF - Anchorage	SoA					Alternate plan to place equipment in temporary shelter at FS12 is being discussed; Date 2006
33	**Garner - Parks Hwy**	**DoD-Army**	**Yes**	**Yes**	**G**		
34	**Gerstle River - Alaska Hwy**	**DoD-Army**					**1) RF equipment removed from Ninilchik - deliver to Tudor road; Date 07-22-06 2) New site location is Independent Ridge; change to Executive Council; Date 08-10-06**
35	Gilmore Creek	SoA					Added by Executive Council 11 May 2006; Shelter Ordered; Date na
36	Girdwood - 700MHz - Girdwood	MoA					Reconciled MoA site; Date na
37	**Girdwood - VHF - Girdwood**	**DoD-Army**	**Yes**	**Yes**	**G**		
38	**Glennallen - Glennallen**	**DoD-Army**	**Yes**	**Yes**	**G**		
39	Gold Creek - Parks Hwy	SoA					
40	Grandview - Seward Hwy	SoA					
41	Haines - Haines	SoA					
42	**Harding Lake - Richardson Hwy**	**DoD-Army**	**Yes**	**Yes**	**G**	**Frequency**	**Chnl 3 Conflict w/Ester Fire Dept; Date TBD**
43	Heney Range - Cordova	SoA					
44	High Mtn - Ketchikan	SoA					
45	**Hill 3265 - Eielson**	**DoD-AirForce**	**Yes**	**Yes**	**G**		
46	**Honolulu - Parks Hwy**	**DoD-Army**					**RF equipment removed from Seldovia - deliver to Tudor road; Date 07-22-06**
47	Hope - 700MHz - Hope	MoA					Reconciled MoA site; Date na
48	**Hope - VHF - Hope**	**DoD-Army**	**Yes**	**Yes**	**R**	**Frequency**	**Chnl 5 Conflict w/Dept of Health; Date TBD**
49	Hunter - Seward Hwy	SoA					
50	**Hurricane - Parks Hwy**	**DoD-Army**	**Yes**	**Yes**	**G**		
51	**Kasilof - Kenai**	**SoA**	**Yes**	**?**	**G**		
52	Kenai Prism - Kenai	SoA					
53	Kincaid Park - 700MHz - Anchorage	MoA					Reconciled MoA site; Date na
54	Knik Fire Station 62 - 700MHz - Knik	MoA					Reconciled MoA site; Date na
55	Latimer Chugiak Fire Station - 700MHz - Ch	MoA					Reconciled MoA site; Date na
56	**Lena Pt - Juneau**	**SoA**	**Yes**	**Yes**	**G**		

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	Funded Equipment	Usable Sites	Under Maintenance Contract		Frequency Status	Comments 08-04-06	Potential Users	Current Users as of 08-04-06
	DoD-Army	Yes	Yes	G				AST, DOT
	SoA						AST, DOT	
	DoD-Army	Yes	Yes	G			AST	DOT
	SoA						AST, DOT, Craig	
	SoA						AST, DOT	
	DoD-Army	Yes	Yes	G			ARRC	AST, DOT
	SoA						AST, DOT, Nikiski	
	SoA	Yes	Yes	G			AST, DOT, Ninilchik	
	DoD-Army	Yes	Yes	G				AST, DOT
	SoA	Yes	Yes	G			FNSB	AST, DOT, Fairbanks
	SoA						AST, DOT, Petersburg	
	SoA						AST, DOT, Kodiak	
	SoA						AST, DOT, KPB	
	DoD-AirForce	Yes	Yes	G				DoD
	MoA					Reconciled MoA site; Date na	MoA	
	DoD-Army	Yes	Yes	G			ARRC	AST, DOT
	DoD-AirForce	Yes	Yes	R	Frequency Conflict	Chnl 4 Conflict w/Dept. of Corrections; Date 06-03-06 DoC	FNSB	AST, DoD, Fairbanks
	DoD-AirForce	Yes	Yes	G				AST, DOT
	MoA					Reconciled MoA site; Date na	MoA	
	DoD-Army	Yes	Yes	G				AST, DOT
	DoD-Army	Yes	Yes	G			ARRC	AST, DOT
	SoA	Yes	Yes	G	Frequency	SOA Resolved 5/01/06	CBJ	DOT
	DoD-Army	Yes	Yes	G				AST, DOT
	SoA	Yes	Yes	G			AST, DOT, KPB, Homer	
	DoD-Army	Yes	Yes	G			AST, Seward	DOT
0MH	MoA					Reconciled MoA site; Date na	MoA	
	DoD-Army	Yes	Yes	G			AST	DOT
	SoA	Yes	Yes	G			ARRC	AST, DOT, DOD
	SoA						AST, DOT, Sitka	
	SoA						AST, DOT, Skagway	
	SoA	Yes	?	G		Install; Date scheduled week of 07-24-06	AST, DOT, Soldotna	
	DoD-Army	Yes	Yes	G				AST, DOT
	SoA	Yes	Yes	G			AST, DOT, Sterling	
	DoD-Army	Yes	Yes	G			AST	DOT

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	Site	Funded Equipment	Usable Sites	Under Maintenance Contract		Frequency Status	Comments 08-04-06	
91	**Tahneta Pass - Glenn Hwy**	**DoD-Army**					**1) RF equipment removed from Sterling; Date deliver to Tudor road 07-22-06 2) Shelter; Installed 07-21-06**	A
92	**Ted Stevens AIAP - VHF - Anchorage**	**SoA**	**Yes**	**Yes**	**G**			A
93	**Tok - Alaska Hwy**	**DoD-Army**	**Yes**	**Yes**	**G**			A
94	**Tolsona - Glenn Hwy**	**DoD-Army**	**Yes**	**Yes**	**G**			
95	**Trims - Richardson Hwy**	**DoD-Army**	**Yes**	**Yes**	**G**			
96	**Tsina - Richardson Hwy**	**DoD-Army**					**Shelter; Date installed 07-21-06**	A
97	Tudor/4800 Bragaw - 700MHz - Anchorage	MoA					Reconciled MoA site; Date na	M
98	**Valdez - Valdez**	**DoD-Army**	**Yes**	**Yes**	**G**			
99	**Whittier - Whittier**	**DoD-Army**	**Yes**	**Yes**	**G**			W
100	**Willow Creek - Willow**	**SoA**	**Yes**	**Yes**	**G**			M
101	**Willow Mtn - Richardson Hwy**	**DoD-Army**	**Yes**	**Yes**	**G**			A
102	**Wolcott Mtn - Seward Hwy**	**DoD-Army**	**Yes**	**Yes**	**Y**	**Frequency Conflict**	**Chnl 2 Conflict w/Seward Dept. of Corrections; Date TBD**	A
103	Womens Bay - Kodiak	SoA						A
104	Wrangell - Wrangell	SoA						A
105	**Yanert - Parks Hwy**	**DoD-Army**	**Yes**	**Yes**	**G**			A
X	**St Paul Island - St. Paul Island**	**DoD**	**Yes**	**Warranty**	**Y**	**FCC License**	**No maintenance contract - manufacturer warranty; Date na**	
C1	**Birch Hill - Controller**	**DoD**	**Yes**	**Console**	**G**			
C2	**Tudor Road - Controller**	**SoA**	**Yes**	**Console**	**G**			
T1	**Transportable - South**	**DoD**	**Yes**	**Transportable**	**Y**	**No FCC Licenses**	**Licenses needed; Date TBD**	
T2	**Transportable - North**	**DoD**	**Yes**	**Transportable**	**Y**	**No FCC Licenses**	**Licenses needed; Date TBD**	

Yes	**57**			
Transportable	**2**	**53**	**G = No known or reported conflicts**	
Warranty	**1**	**4**	**Y = Possibile conflict with provided Frequency(ies)**	
Console	**2**	**8**	**R = Known conflict indicated by Bold Frequency(ies)**	
65	**62**	**65**	**Total**	

* Sites go "**Under Maintenance**" after ATP and 30-day burn-in

Bold Black indicates completed sites
Blue indicates Municipality of Anchorage sites
Bold Green indicates 2005 sites moved to 2006
Red indicates State of Alaska 2006 Priority 1 sites
Bold Red indicates sites State of Alaska to move back to original sites

Hold Harmless Comparison

Agreements from Utah, Michigan, Indiana and King County

DRAFT

Atch 4

Alaska Land Mobile Radio
Hold Harmless Comparison

Assignment:
At the ALMR Executive Council meeting on April 20, 2006, a concern over the liability of the Executive Council for failures or malfunctions of the ALMR System was raised. The Council charged Mr. Woodall, the DoD Project Manager, to review hold harmless and limitation of liability information as contained in the cooperative agreements for several established local and state land mobile radio systems. There was particular interest in the agreements for systems being used in King Couny, the State of Indiana and the State of Michigan. The white paper is to be presented at the next ALMR Executive Council meeting.

Research Process:
A sample consisting of a local government and three states with established systems were selected. They included King County (Seattle), and the states of Indiana, Michigan and Utah. Representative from each of these states was located via their websites or by known contacts. Each was requested to provide a copy of their agreement and to describe, how they are attempting to limit their liability.

Research Overview:
Agreements were received from all four governments. A summary of each appears below:

State of Utah
The State of Utah operates the Utah Communications Agency Network (UCAN) System, a network of 50 microwave and radio sites around the State. They are a state agency governed by an Executive Committee of state and local representatives. Their director, Steve Proctor, is nationally recognized for his work in preparing communications for the 2002 Salt Lake City Olympics.

We have reviewed the Utah Communications Agency Network Service Contract, the UCAN Bylaws and the act that created UCAN. There are no specific references to hold harmless. The only reference to limitation of liability was in the bylaws and related to limiting the liability of Executive Committee members for the financial obligations incurred in support of the system.

State of Michigan
The Michigan Public Safety Communications System (MPSCS) is managed by the Office of Michigan Public Safety Communications System within the Michigan Department of Information Technology. We reviewed the Executive Orders establishing the MPSCS and the Member Subscriber Agreement. There was no reference to hold harmless or limitation of liability. Discussions

with their staff did yield any additional relevant information, other than a belief that governmental immunity applied to the staff operating the system.

State of Indiana
The Integrated Public Safety Commission (IPSC) operates the State of Indiana's Project SAFE-T Radio System. It is made up of twelve (12) members appointed by the governor and members serving in specific positions in state and federal government. We reviewed their membership agreement and the State of Indiana Acts under which the IPSC was created. There was no mention of limitation of liability or hold harmless in any of the acts or in the memorandum of understanding between the commission and local government.

King County Washington
The governance and agreements of the King County Regional Communications Board most closely resemble those of the Alaska Land Mobile Radio System. The Regional Communications Board operates under an Interlocal Cooperation Agreement that very closely resembles our Cooperative Agreement. It consists of 5 regional representatives and one at-large representative. The Regional Communications Board has fairly broad powers to use tax proceeds to build and operate the system.

Article XII of the agreement deals with Hold Harmless and Indemnification, and reads as follows:

> 12.1 Each Party to this Agreement shall defend, indemnify and save the other Subregions, the Board and the At Large Member harmless for losses attributed to each Party's own comparative negligence.
>
> 12.2 All costs, judgments, or awards of damages arising from the sole or concurrent negligence of the Board shall be apportioned equally among the participant Subregions, to the extent of the Board's proportionate liability.

Article XIII goes on to address insurance requirements and reads as follows:

> 13.1 Without limiting the Subregion's indemnification, each Subregion shall maintain n force, at all times during the term of this agreement, a policy or policies of Commercial General Liability with limits of not less than $1,000,000with insurance carriers authorized to do business in the State of Washington...or is a member of a self-insured pool

Alaska Land Mobile Radio
Hold Harmless Comparison

The agreement was signed by the Subregion representatives and the attorneys from King County, the City of Seattle, the Eastside Cities and the Valley Communications Center. We confirmed that this agreement is still in place.

We also reviewed the King County Subscriber Agreement. There was no mention of limitation of liability or hold harmless in the Subscriber Agreement.

Research Summary:
Although they have Executive Boards or their equivalent in Utah, Michigan and Indiana, these systems are operated by these respective states, not a consortium of governmental entities as with ALMR. As a result, their liability falls under the laws of their respective state governments.

Conversely, King County is more of a consortium, like ALMR. They have addressed limitations of liability and insurance requirements. The required coverage of $1 million seems low in today's terms, but we confirmed that these levels of required coverage are still in the Interlocal Agreement.

Attachments:

State of Utah:
- Utah Communications Agency Network Service Contract
- Bylaws of the Utah Communications Agency Network
- Utah Code – Title 63C – Chapter 07 – Utah Communications Agency Network

State of Michigan:
- Michigan Public Safety Communications System Member Subscriber Agreement
- Executive Order 2001-1
- Executive Order 2005-2

State of Indiana:
- Article 26. Public Safety Communications
- Memorandum of Understanding Between the Integrated Public Safety Commission and Decatur County

King County:
- Emergency Radio Communications System Interlocal Cooperation Agreement
- King County Radio Communications Services Subscriber Agreement

Appendix D

ALMR
A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP

Alaska Land Mobile Radio Communications System

Service Level Agreement (DRAFT)

Version 6.0, 9 August 2006

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TABLE OF CONTENTS

TABLE OF CONTENTS i
DOCUMENT REVISION HISTORY ii
SUMMARY OF CHANGES iii
DEFINITIONS AND ACRONYMS 5
1.0. DEFINITION 7
1.1. OVERVIEW 7
1.2. INTRODUCTION 7
1.3. NOT IN SCOPE OF THE SLA 7
2.0. SYSTEM DESCRIPTION 8
2.1. SYSTEM EQUIPMENT 8
2.2. SUBSYSTEM EQUIPMENT 9
2.3. MOTOBRIDGE GATEWAY SYSTEM 10
2.4. SITE EQUIPMENT 11
2.5. TRANSPORTABLE/DEPLOYABLE SYSTEMS 12
2.6. COMMUNICATIONS TRANSPORT NETWORK 13
2.7. ADMINISTRATION/MANAGEMENT 13
3.0. SERVICE LEVEL REQUIREMENTS 15
3.1. SERVICE LEVELS 15
3.2. SEVERITY EVENTS DEFINED 26
3.3. QUALIFICATIONS FOR PERFORMANCE 31
3.4. EQUIPMENT 33
3.5. TRAINING 33
APPENDIX A MINIMUM SITE BANDWIDTH REQUIREMENTS 40
APPENDIX B OPERATIONS AND MAINTENANCE PROCESSES AND PROCEDURES 48
APPENDIX C ROLES AND RESPONSIBILITIES 74
APPENDIX D HARDWARE AND SOFTWARE TABLE 75

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Document Revision History

Name	Date	Reason for Changes	Version
ALMR PMO Motorola	1/10/06	Initial SLA draft	1.0
ALMR PMO	2/1/06	Updates to Sections 1 and 2 based on reviews	2.0
ALMR PMO	3/10/06	Updates to Sections 3 and 4 based on reviews	3.0
ALMR PMO	3/13/06	Updates to Sections 3 and 4 based on feedback	4.0
ALMR PMO	4/18/06	Updates to Sections 3 and 4 based on User Council feedback.	5.0
ALMR PMO	4/21/06	Minor corrections	5.0
ALMR PMO	4/27/06	1. Page 10 - Eliminated reference to PACAF standard. 2. Page 14 - Corrected uptime % from 999.99 to 99.99 3. Eliminated references to the following procedures that have not yet been developed. (They will be added as they are developed.) a. Page 38 - Approval Process, Backup Roles and Process b. Page 43 - Event Incident Notification, Frequency Conflict Resolution, Frequency Management Process c. Page 49 - Maintenance Procedures d. Page 50 - Required Maintenance Process, Site Profile Management e. Page 51 - Software Enhancements, Technical Staffing, Transmission Site Management	6.0
ALMR PMO	5/04/06	Added Security Labels	6.0
Shafer, Sherry	5/14/06	Reformatted document to comply with new administrative procedures and agreed upon terms of reference.	6.0
Shafer, Sherry	6/5/06	Added Summary of Changes and updated with comments from Mr. Quickel's May meeting with Col Clifton, and additional changes from Mr. Erickson.	6.0
Shafer, Sherry	6/12/06	Additional changes from Mr. Quickel after update.	6.0

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Summary of Changes

1. Document was reformatted in its entirety. All paragraphs were renumbered to conform with established documentation procedures.

2. Security label updated to meet established ALMR Information Security Policy requirements.

3. Definitions and acronyms moved to front of document and updated.

4. Deleted definition for "beneficial use" and inserted definition for "sustained O&M."

5. All references of "Users Council" changed to "User Council."

6. All references to "ALMR Communications System" were standardized to read the "System," as applicable.

7. All underlines at subject text were deleted.

8. Unnumbered sections were numbered.

9. All references to "General Manager" were changed to read "Operations Manager."

10. All redundant use of ALMR was deleted where no value was added, or changed to the System where applicable.

11. Acronyms were spelled out at first use and used hereafter, as applicable.

12. Abbreviations for measurements were spelled out.

13. Tables annotated as tables vice paragraphs.

14. Signature page added ahead of Appendices.

15. All "Notes" were bolded to stand out.

16. Appendices paragraphs were renumbered.

17. Appendix D, Tools and Equipment Requirements, was deleted and Appendix E, Hardware and Software Table, was changed to Appendix D and renamed Hardware and Software.

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Definitions and Acronyms

Alaska Public Safety Information Network (APSIN): Provides Public Safety information to multi-juridictional agencies across the State. The APSIN database includes the National Crime Information Center (NCIC) data to facilitate rapid identification of criminals.

ALMR: the Alaska Land Mobile Radio (ALMR) Communications System is a digital, trunked wide-area network (WAN), shared system between the Department of Defense (DoD), the Federal Executive Agency of Alaska (excluding DoD), the State of Alaska (SoA) and the Anchorage Municipal League (AML).

AST: Alaska State Troopers.

Beta Period: the period between the time this agreement is executed and the time sustained O&M of the System is declared by the Executive Council.

Codeplug: the software programmed in a radio provided to Users by the System Management Office that controls the radio's functions and communication capabilities.

DOA: Department of Administration, a State of Alaska department that maintains the System on behalf of its Users.

Emergency Alarm: a Project 25 feature that, when enabled, allows a User to transmit an emergency alarm.

Member: a public safety agency including, but not limited to, a general government agency (local, state or federal), its authorized employees and personnel (paid or volunteer), and its service provider, participating in and using the System under a Membership Agreement.

Membership Agreement: the agreement entered into between the State and the User. The Membership agreement sets forth the terms and conditions under which the System provides services to the User.

Radio: a Project 25 compliant control station, consolette, mobile or portable radio assigned to the System that has a unique identification number.

Talk group: a unique group of radio users that can communicate with each other.

System Management Office: the team of specialists responsible for management of operations of the System.

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Sustained Operations and Maintenance (O&M): declaration by the Executive Council that the System is ready and capable to support real-time, on-demand and secure public safety communications, and has received Authority to Operate through certification and accreditation under DITSCAP and other appropriate security programs.

User/Member: an agency, person, group, organization or other entity which has an existing written Membership Agreement with one of the Parties to the Cooperative Agreement. Terms are synonymous and interchangeable.

User Council: a 12-person committee representing the Parties (Federal Department of Defense – Alaska, Federal Executive Association of Alaska, State of Alaska, and the Alaska Municipal League) that determines operations and maintenance policies and standards for the System.

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1.0. Definition. The Alaska Land Mobile Radio (ALMR) Communications System is a digital trunked, wide-area network (WAN) shared system between the Department of Defense (DoD), the State of Alaska (SoA) and other federal and local government agencies. The fundamental objective of the ALMR Communications System is to provide reliable and secure interoperable communications for first responders especially during emergencies, critical situations and multiple agency exercises. Although ALMR is a land mobile radio system, it is supported by, and is an integral part of a larger enterprise system, hereafter referred to as the "System."

This Service Level Agreement (SLA) outlines the operations and maintenance (O&M) services required for the System infrastructure located at all remote sites, and at other System equipment as further defined at Appendix A. Execution of the services in support of this SLA will be by qualified personnel who have Original Equipment Manufacturer (OEM) technical training and equipment to deliver required System infrastructure O&M services. Transportation, tools, materials, technical support and other items necessary to conform to this SLA are required services. This SLA applies to the supporting organization, and any vendors or sub-contractors engaged to fulfill the requirements of this SLA.

The SLA will govern the maintenance of System equipment, as defined within, to the level of performance indicated, effective the date of final signature. Shared System costs are included within this document.

1.1. Overview.

The System includes the land mobile radio system, communications transport network, supporting sites and site support equipment. Specific details follow at Section 2.

1.2. Introduction.

The services detailed in this SLA are provided by the Technical Support Team to the User Council in support of network, infrastructure, assets, configuration, security and User management and support. Appendix B contains a list of the processes that make up the Technical Support Team approach to O&M of the System.

1.3. Not in Scope of the SLA.

The following components are not included in the scope of this SLA: subscriber units, mobile units and consolettes. As such, the maintenance effort and related costs for these components are the responsibility of the respective Users that own/operate them.

State of Alaska Telecommunications System (SATS) O&M costs and related SATS components are also not covered by this SLA. The value of the bandwidth provided by SATS, and used by the System, will be addressed from the perspective of cost and quality only.

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2.0. System Description.

The System is a Motorola ASTRO 25™ Digital Trunking WAN SmartZone solution that consists of the System infrastructure and multiple subsystems, as described below.

2.1. System Equipment.

The System is a multiple-zone design that is divided into two zones. All sites south of the Denali Highway are in Zone 1, while those sites north of the Denali Highway are in Zone 2. Each zone has a Master Site and a number of radio frequency (RF) sites. The Master Site for Zone 1 is located in Anchorage at Tudor Road. The Master Site for Zone 2 is located in Fairbanks on Fort Wainwright at Birch Hill.

2.1.1. Master Sites.

The Tudor Road Master Site for Zone 1 serves as a core network center for the entire SmartZone system. Data packets from the various System sites are routed through, and processed from, this network center. The User configuration server for the System is located at the Zone 1 Master Site. The Tudor Road site is interconnected to the Zone 2 Master Site at Birch Hill via multiple T1 circuits originating and terminating into Nortel WAN switches at each end.

The Birch Hill SmartZone Master Site as Zone 2 serves as a core network center for Zone 2. Data packets from the various System sites are routed through and processed from this network center.

Equipment associated with each Master Site includes a primary and redundant Zone Controller, the main Ethernet switch, core, gateway and exit routers, and zone database, system level and network security servers. Both Master Sites also include a console subsystem consisting of a Motorola Gold Elite Gateway (MGEG), an ambassador electronics bank (AEB), and a central electronics bank (CEB) with associated base interface modules (BIMs).

2.1.2. Radio Frequency (RF) Site Equipment.

The RF site equipment includes a quantity of Motorola Quantar IntelliSite Repeaters, redundant site controllers, redundant Ethernet switches and routers to interface the data packets to the SmartZone Master Sites. The RF equipment includes the associated multi-coupler, combiner, antenna system, Motorola System Control and Data (MOSCAD) fault alarm system and 48 VDC power supplies. For purposes of this SLA, this category also includes bi-directional amplifier systems (BDAs) that support wide-area connectivity (Whittier Tunnel) and the associated RF antenna systems consisting of transmit and receive antennas, coaxial cables, lightning arrestors, grounding kits and mounting brackets/other fasteners.

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2.2. Subsystem Equipment.

Subsystem equipment connects directly to the System or enhances the System functionality. These subsystems include dispatch consoles and CEBs, Key Management Facilities (KMFs), Network Management Terminals (NMTs), telephone interconnect systems, logging recorders, data servers and BDAs that apply to a specific building.

2.2.1. Console System.

Console systems are made up of remote or local dispatch console positions and the CEB. The console positions can be connected to a CEB located at the zone controller or a CEB at the agency location. It takes one T1 (24 Digital Signal 0s, i.e. DS0s) to connect a CEB to the AEB at the zone controller. It takes three DS0s per remote console position to connect to the CEB. An additional ten DS0s are required for console programming regardless of the CEB location.

2.2.1.1. Consoles can also operate using control stations to access the System. Consoles using this configuration do not connect to a CEB and do not have any remote connectivity requirements. Rather, the control stations provide a wireless connection to the system

2.2.1.2. Some agencies have chosen to install bulk encryption equipment to encrypt the links between the CEB and the console positions, and the CEB and AEB. This equipment does not increase the bandwidth requirement.

2.2.1.3. The BIM cards installed in the CEB allow conventional radio resources like base stations and air-to-ground radios to be used by the console dispatcher along with trunked talk groups. This capability provides System interoperability with conventional radio systems through a patch, or by communicating directly with non-System radios.

2.2.1.4. Tie trunks are connections between two BIM cards in different CEBs. These can be permanent or temporary patches that link different dispatch systems and their associated resources.

2.2.2. Key Management Facility (KMF).

The Motorola ASTRO 25™ system allows two-way radio transmissions to be encrypted and secure. The KMF is a solution for centralized key management and over-the-Aair-rekeying (OTAR). The KMF equipment includes a KMF application server, KMF database server and KMF client.

2.2.3. Network Management Terminals (NMT).

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NMTs are consoles that connect to the System. The NMT is used by User System Managers and technologists to manage their radio fleet, units and configurations. While NMTs can be utilized to manage and operate more than one agency's System operations, they are usually controlled by one Agency.

2.2.4. Telephone Interconnect.

The telephone interconnect subsystem provides a means to connect the System with the Public Switched Telephone Network (PSTN) allowing properly programmed System subscriber radios to initiate and receive half-duplex telephone calls. Telephone interconnectivity is not considered a critical service. The telephone interconnect system is located at the Zone 2 Master Site at Birch Hill.

2.2.5. Logging Recorder.

Voice logging recorders are directly associated with the console system at a particular dispatch location.

2.2.6. Data Server.

Includes all equipment associated with the integrated voice and data servers which can provide data over the internet protocol (IP) network.

2.2.7. Bi-Directional Amplifier (BDA).

BDAs extend coverage into, or within, a particular facility or tunnel by repeating transmissions to and from an available donor RF site. BDAs for infrastructure sites are addressed under the RF site equipment category.

2.3. Motobridge Gateway System.

The System team has installed a Motorola Motobridge gateway network that has connectivity to System talk groups, but it is separate from the System network. It is on a State of Alaska local area network (LAN) with connectivity through SATS.

The Motobridge system provides interoperability between various communications networks with a radio-over-IP system. Central management of the System is provided by dual-redundant management servers located in Fairbanks and Anchorage. Other components consist of dispatch positions with Work Station Gateway Units (WSGU) and computer consoles for linking conventional and trunked two-way radio systems together, and Radio Gateway Units (RGU) that physically tie the dissimilar radio resources to the network.

2.3.1. Operations Management Center (OMC) Server.

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The OMC Server is the main management server in the System and a central repository where all System Users and resources (i.e. administrators, dispatchers and radios) are registered, and where System-wide information (i.e. active patches and conferences, security parameters, etc.) is stored. The OMC Server runs on the Red Hat Linux operating system. A User-level interface to the OMC Server is provided by the Administrator Control Panel (ACP) Client PC. The primary OMC Server is located in Zone 1 at the Anchorage Emergency Operations Center (EOC) and the secondary OMC Server is located in Zone 2 at the Fairbanks EOC.

2.3.2. Administrator Control Panel (ACP).

The ACP Client PC allows an administrator, located anywhere in the System, to perform management activities for the System. The ACP Client PC runs on the Microsoft XP operating system. An ACP Client PC is located with each of the OMC servers.

2.3.3. Session Initiation Protocol (SIP) Proxy Server.

The SIP Proxy Server is a signaling server for establishing talk paths (calls) across the system. The SIP Proxy Server complies with international standards for multimedia call routing and telephony services in the Internet. The SIP Proxy Server interacts with the gateway units in the System, which implements the SIP User-agent portion of the standard. The SIP Proxy Server runs on the Red Hat Linux operating system.

2.3.4. Radio Gateway Unit (RGU) and WorkStation Gateway Unit (WSGU).

The gateway units are based on one hardware platform which can be configured to serve as either a RGU or a WSGU. The RGU connects radio equipment to the System. The WSGU interfaces with the Dispatch Console PC to provide the Motobridge dispatch position used by the public safety interoperability dispatcher.

2.3.5. The Dispatch Console PC .

The Dispatch Console PC enables a dispatcher to activate the WSGU, which allows control over a large number of connected remote radios, intercom connections, audio conferences and phone calls. The Dispatch Console PC runs on the Microsoft XP operating system.

2.4. Site Equipment.

A major component of the System is the remote equipment sites as identified at Appendix A. Without appropriate site and supporting equipment, the System will not function properly. The supporting site equipment includes communication equipment shelters, transmission towers, site/backup power and site physical area.

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2.4.1. Shelters.

This category includes all stand-alone shelters, both pre-fabricated and stick-built, used for housing System and associated communication equipment. For areas within existing buildings, this also includes required improvements to the rooms where the System and associated communications equipment is housed. Components in the shelters include racks, internal wiring, external ice bridges, foundations and leveling, exterior lighting, air conditioners, louvers, fans and door locks.

2.4.2. Towers.

This category includes all components of the tower including the foundation, frame and ladders, painting, guys (as applicable), beacons, foundations and anchors.

2.4.3. Site/Back-Up Power.

This category includes the distribution panel for external power, inverters, battery plants, battery chargers and generators. Also included are generator fuel tanks, generator enclosures and exhaust piping. All internal and external grounding must be in working order and maintained through the life of System usage. This category includes backup generators and uninterrupted power source (UPS) systems associated with the zone controllers.

2.4.4. Site Physical Area.

This category includes all activities for the right-of-way and the area surrounding the structure for which the System is responsible. This would include grading, plowing and graveling access roads, brushing, mowing and fencing around the area where the shelter and tower are located.

2.4.5. Equipment and Site Grounding.

All site equipment shall be bonded together to form a single common earth ground electrode system as outlined in the Motorola "R56 - Standards and Guidelines for Communication Systems." All internal and external grounding must be in working order and maintained through the life of System usage.

2.5. Transportable/Deployable Systems.

The System includes two transportable/deployable systems. The transportables are designed to function as stand-alone systems or to connect with and be an integral part of the System. Each transportable/deployable consists of multiple modules that can be transported via tractor-trailer, C-130/similar-sized cargo plane or Chinook/similar-sized helicopter. Transportable 1 encompasses all four modules, while Transportable 2 does

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not have Module 4 (the 4.5 Meter C-Band Satellite Earth Station Antenna Skid). Only the modules required for the mission will be transported for set up.

2.5.1. Module One – Communication Shelter.

The communications shelter module is approximately 9 feet wide by 16 feet long by 9 feet high. It contains a five-channel RF site, conventional UHF and VHF radios, marine band and air-to-ground radios, a Motobridge RGU, satellite control interface, an unlicensed 5.8 GHz microwave radio, a CEB and a 48 VDC battery plant for 8 hours run time.

2.5.2. Module Two – Dispatch Shelter.

The dispatch shelter is approximately 9 feet wide by 16 feet long by 9 feet high. It contains one Motorola Gold Elite console position and a Motobridge OMC, ACP, SIP server, WSGU and dispatch position.

2.5.3. Module Three – Tower/Power Skid.

The tower/power skid is approximately 9 feet wide by 20 feet long and contains a 35KW self-contained diesel generator and integral fuel tank for three continuous days of operation at half load. It also contains a 50-foot powered crank-up tower. It has permanently mounted antennas for the RF site and two conventional frequencies.

2.5.4. Module Four – C-Band Satellite Earth Station Antenna Skid.

A C-Band transportable earth station is provided with an Andrew 4.5 Meter Tri-Fold antenna mounted on a trailer/skid approximately 9 feet wide by 20 feet long.

2.6. Communications Transport Network.

All voice and data signals that are carried on the System are transported to the Master Site Zone 1 controller at Tudor Road through SATS. SATS is comprised of multiple methods of network connectivity to include microwave, commercially leased T1s and local fiber networks. In some locations, the connectivity links are encrypted utilizing bulk encryption equipment.

The System channel banks provide a connectivity gateway from the System central controllers to the remote RF sites. The channel banks provide individual Channel Service Units (CSU) to each remote site location and link them to the Master Site zone controller.

2.7. Administration/Management.

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The System will be comprised of a number of full-time, permanent employees to maintain System administration, management and service. Job descriptions and duties for administration personnel are outlined at Appendix C.

2.7.1. General Administration.

The Operations Manager will oversee all general administration activities as outlined at Appendix C3.

2.7.2. Support - User Council.

2.7.2.1. The Operations Manager (OM) will attend monthly meetings, or more often as requested, with the User Council and with designated representatives of System User groups to understand new communication needs and to communicate System information, conduct fleet map work sessions, and address questions, complaints, or clarifications about the System and other topics, as requested.

2.7.2.2. The OM will also prepare annually, with the collaboration of User personnel, a survey to determine the User satisfaction level with the coverage, features, functions, usability, management and service response for the System. The responses to the survey will be used to guide the User Council and the OM for improvements, changes, upgrades or additions needed for the System. If the User survey indicates that User satisfaction level is inadequate, in the judgment of User Council, the OM will initiate action to identify the areas of concern, develop a corrective action plan, and take necessary steps to resolve the unsatisfactory areas within their control.

2.7.3. Support - Technology Planning.

2.7.3.1. The OM will keep abreast of new technology developments, advancements, announcements, standards and operational best practices in LMR-related technology.

2.7.3.2. The OM will report and meet periodically with the appropriate User Council personnel to discuss and evaluate new technology for applicability to the System. The OM will be present during System equipment testing or product reviews at the designated User facility and facilitate the test plan (if requested), check off procedures and the sign off documents.

2.7.3.3. An important initial consideration in enhancing the management of an existing wireless network is the condition, design and operations of the current wireless equipment. The OM will work closely with Users to evaluate the current state of operations, equipment capabilities and recommend changes to User Council as necessary for improved management and operations of the System.

2.7.3.4. The OM working with the User Council, from time to time, will assess the goals and objectives of the System to identify the role radio communications plays in

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achieving the desired System operational objectives. Some of the activities that will be involved in the strategic technology planning process include but are not limited to:

2.7.3.4.1. Review currently available wireless technologies in the industry and evaluate their applicability to System functional, technical and agency requirements.

2.7.3.4.2. Evaluate changing technical and applicable User Council mission requirements to recommend how the System can be used more effectively.

2.7.3.4.3. Develop a plan in cooperation with the User Council for the necessary modification of hardware/software of the existing wireless System equipment.

2.7.4. Management Processes.

Management and operational processes and procedures required for the smooth operation of the System are outlined at Appendix C.

2.7.5. System Management Services.

The roles and responsibilities of the System Manager are defined in Section 3.3.1 of this SLA. A checklist of these roles and responsibilities will be developed and evaluated.

3.0. Service Level Requirements.

The System is utilized by first responders and other public safety entities. It is imperative that all components, including equipment and connectivity, are maintained at consistent operational levels, and available for day-to-day and emergency use.

3.1. Maintenance Levels.

Acceptable maintenance levels are defined by the criticality of the equipment. The following is a generic description of each level.

Tables 3.1 through 3.7 describe each major System component category, define the performance measure, and identify the three maintenance levels.

3.1.1. Level A. This is the highest level of maintenance. In general, this is the maintenance level that is currently being provided under the existing maintenance contract.

3.1.2. Level B. This is the mid-range level of maintenance that may be desirable based on cost and the criticality of the asset to which it applies.

3.1.3. Level C. This is the lowest acceptable level of maintenance. In most cases, this level will not be chosen unless the cost of Levels A and B are prohibitive.

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3.1.4. The last column of the tables indicates whether the costs will be shared by all Users or paid by the owners of the equipment. A further description and rationale for the cost sharing approach is provided in Section 4.0.

3.1.5. Concurrently, there will be only one service level for each System component. Service level definitions are identified in Table 3.8. This defines the response time for repair/restoration of the system component. The service level will be selected by the User Council based on cost and the desired level of service. This service level will be revisited bi-annually, and adjusted to meet the current operational and financial needs of the User.

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Table 3.1. System Equipment.

System Equipment	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
Master Site - Zone Controllers Master Site zone controllers are the brains of the System. Each Master Site has two redundant zone controllers, which minimizes site failures. If a Master Site does fail, the RF sites in the associated zone will go into site-trunking mode. The other zone will continue normal operations for the sites in that zone. Cross-zone, wide-area dispatch will be lost.	**% Customer Desired Uptime** **Severity Level Response**	**99.999%** **Refer to Table in Section 3.8**	**99.99%**	**99.9%**	**Shared by All Users**
Radio Frequency (RF) Site Equipment RF site equipment provides transmission and receiving capabilities for a particular coverage area that links subscriber equipment with the zone controller, and back to dispatch centers and other subscriber equipment. This category also includes infrastructure BDAs, such as the Whittier Tunnel, and RF antenna systems.	**% Customer Desired Uptime** **Severity Level Response**	**99.999%** **Refer to Table in Section 3.8**	**99.99%**	**99.9%**	**Shared by All Users**

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Table 3.2. Subsystem Equipment.

Subsystem Equipment	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
Console System The console system links dispatch consoles to the System. When the console system is not functioning, dispatchers cannot communicate to subscribers over the System. This can be mitigated by use of consolettes as a backup.	% Scheduled Uptime	99.999%	99.99%	99.9%	Paid by Console Owners
Key Management Facility (KMF) The KMF system distributes keys over the air to enabled and authorized subscriber equipment. Failure of the KMF system may result in incompatible keys among subscriber units, preventing communication. A backup mechanism is manually keying the radios. KMF costs include both operations and connectivity.	% Scheduled Uptime	99.99%	99.9%	99%	Paid By Owners
Network Management Terminals Network management terminals allow System Managers and Technicians to manage and control the System.	% Scheduled Uptime	99.99%	99.9%	99.9%	Those Connected to Zone Controllers Shared by All Users – All Others Paid by Owners

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Subsystem Equipment	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
Telephone Interconnect Telephone interconnect is an optional feature that blends LMR and the PSTN into a single capability. This capability can be replaced by cellular or land-line telephones where coverage exists.	**Not a Critical Service**	**N/A**	**N/A**	**N/A**	**Paid by Owners**
Logging Recorders Logging recorders are installed to keep track of/record conversations for response and liability purposes. They require the same level of availability as the System itself.	**% Scheduled Uptime**	**99.999%**	**99.99%**	**99.9%**	**Paid by Owners**
Data Servers Data servers are designed to provide supporting information. They are not currently deployed, but are planned for the DOT and the Alaska State Troopers. If not available, this information can be provided through dispatch.	**% Scheduled Uptime**	**99%**	**N/A**	**N/A**	**Paid by Owners**
Bi-Directional Amplifiers (BDAs) BDAs provide RF coverage in locations that have little to no coverage. Since BDA performance cannot be tracked unless the User is physically present at that location, responses will have to be on a break-fix basis.	**Preventive Maintenance Inspection**	**Annual**	**N/A**	**N/A**	**Building – Specific - Paid by Owners**

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Table 3.3. Motobridge Gateway System.

Motobridge Gateway System	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
OMC/ACP/SIP The OMC/ACP/SIP may need to support critical operations and will need a high level of availability. Initially, an annual Preventive Maintenance Inspection (PMI) will be conducted to fully evaluate the operational readiness of the equipment. As use of these components expands, they will move to a percentage uptime status.	**Migrate to % Uptime As Incentive Dictates**	**99.99%**	**99.9%**	**99%**	**Shared by All Users**
WSGU/Dispatch Console Motobridge WSGU/dispatch console resources will be used on an as-needed basis. Failures will be addressed on a break-fix basis for each particular location. An annual PMI will be conducted to fully evaluate the operational readiness of the equipment. Deviations identified during the PMI will be corrected within 90 days.	**Migrate to % Uptime As Incentive Dictates**	**99.99**	**99.99**	**99.9**	**Paid by Owners**
RGU/Radio Resources Motobridge RGU/radio resources will be used on an as-needed basis. Failures will be addressed on a break-fix basis for each particular location. An annual PMI will be conducted to fully evaluate the operational readiness of the equipment. Deviations identified during the PMI will be corrected within 90 days.	**Migrate to % Uptime As Incentive Dictates**	**Annual**	**N/A**	**N/A**	**Paid by Owners**

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Table 3.4. Site Equipment.

Site Equipment	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
Shelters Shelters will be maintained as outlined in the Motorola "R56-Standards and Guidelines for Communication Systems," and as amended and agreed upon by the User Council. This does not apply to third-party commercial providers, however it is expected that they would have a defined reasonable standard to which they adhere. An audit checklist will be completed during the annual PMI. Deviations identified during the PMI will be corrected within 90 days.	**Preventive Maintenance Inspection** **Winterization**	**Annual** **Annual or More Often, as Needed**	**N/A**	**N/A**	**Paid by Owners**
Towers Towers will be maintained as outlined in the Motorola "R56-Standards and Guidelines for Communication Systems," and as amended and agreed upon by the User Council. This does not apply to third-party commercial providers, however it is expected that they would have a defined reasonable standard to which they adhere. An audit checklist will be completed during the annual PMI. Deviations identified during the PMI will be corrected within 90 days.	**Preventive Maintenance Inspection** **Winterization**	**Annual** **Annual or More Often, as Needed**	**N/A**	**N/A**	**Paid by Owners**

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Site Equipment	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
Site/Back-Up Power Site/back-up power, including panels, chargers, batteries and generators, will be maintained as outlined in the Motorola "R56-Standards and Guidelines for Communication Systems," and as amended and agreed upon by the User Council. This does not apply to third-party commercial providers. However, it is expected that they would have a defined reasonable standard to which they adhere. An audit checklist will be completed during the annual PMI. Deviations identified during the PMI will be corrected within 90 days.	**Preventive Maintenance Inspection** **Winterization**	**Annual** **Annual or More Often, as Needed**	**N/A**	**N/A**	**Paid by Owners**
Site Physical Area The site physical area will be maintained as outlined in the Motorola "R56-Standards and Guidelines for Communication Systems" and as amended and agreed upon by the User Council. This does not apply to third-party commercial providers. However, it is expected that they would have a defined reasonable standard to which they adhere. An audit checklist will be completed during the annual PMI. Deviations identified during the PMI will be corrected within 90 days.	**Preventive Maintenance Inspection** **Winterization**	**Annual** **Annual or More Often, as Needed**	**N/A**	**N/A**	**Paid by Owners**

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Site Equipment	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
Equipment and Site Grounding Equipment and site grounding will be maintained as outlined in the Motorola "R56-Standards and Guidelines for Communication Systems," and as amended and agreed upon by the User Council. This does not apply to third-party commercial providers. However, it is expected that they would have a defined reasonable standard to which they adhere. An audit checklist will be completed during the annual PMI. Deviations identified during the PMI will be corrected within 90 days.	**Preventive Maintenance Inspection** **Winterization**	**Annual** **Annual or More Often, as Needed**	**N/A**	**N/A**	**Paid by Owners**

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Table 3.5. Transportable/Deployable Systems.

Transportable/Deployable System	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
Communication Shelter The components of the transportable/deployable systems will be kept in a ready state that can be prepared for deployment in 24 hours and setup on site within 4 hours of arrival. Specific procedures to achieve this state of readiness will be developed and implemented by the vendor.	**Prepared for Deployment** **Setup On Site**	**24 Hours** **4 Hours**	**N/A**	**N/A**	**Paid by Owners**
Dispatch Shelter The components of the transportable/deployable systems will be kept in a ready state that can be prepared for deployment in 24 hours and setup on site within 4 hours of arrival. Specific procedures to achieve this state of readiness will be developed and implemented by the vendor.	**Prepared for Deployment** **Setup On Site**	**24 Hours** **4 Hours**	**N/A**	**N/A**	**Paid by Owners**
Tower/Power Skid The components of the transportable/deployable systems will be kept in a ready state that can be prepared for deployment in 24 hours and setup on site within 4 hours of arrival. Specific procedures to achieve this state of readiness will be developed and implemented by the vendor.	**Prepared for Deployment** **Setup On Site**	**24 Hours** **4 Hours**	**N/A**	**N/A**	**Paid by Owners**

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Transportable/Deployable System	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
Meter C-Band Satellite Earth Station Antenna Skid The components of transportable/deployable systems will be kept in a ready state that can be prepared for deployment in 24 hours and setup on site within 4 hours of arrival. Specific procedures to achieve this state of readiness will be developed and implemented by the vendor.	**Prepared for Deployment** **Setup On Site**	**24 Hours** **4 Hours**	**N/A**	**N/A**	**Paid by Owners**

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Table 3.6. Communications Transport Network.

Communications Transport Network	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
SATS The communications transport network is required to have the same availability as the zone controllers and the RF equipment. Without SATS, System usage is impaired.	**% Customer Desired Uptime** **Severity Level Response**	**99.999%** **Refer to Table in Section 3.8**	**99.99%**	**99.9%**	**Infrastructure - Actual Usage – Shared** **Console Connectivity – Actual Usage – Paid by Owners**
Commercial Leased Circuits The communications transport network is required to have the same availability as the zone controllers and the RF equipment. Without the dedicated transport resources, System usage is impaired.	**% Customer Desired Uptime** **Severity Level Response**	**99.999%** **Refer to Table in Section 3.8**	**99.99%**	**99.9%**	**Infrastructure - Actual Usage – Shared** **Console Connectivity – Actual Usage – Paid by Owners**
User Provided The communications transport network is required to have the same availability as the zone controllers and the RF equipment. Without the User-provided transport, System usage is impaired.	**% Customer Desired Uptime** **Severity Level Response**	**99.999%** **Refer to Table in Section 3.8**	**99.99%**	**99.9%**	**Infrastructure - Actual Usage – Shared** **Console Connectivity – Actual Usage – Paid by Owners**

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Table 3.7. Operations/Management.

Operations/Management	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
General Administration The roles and responsibilities of the Operations Manager are defined in Section C3 of this SLA. A checklist of these roles and responsibilities will be developed and evaluated.	**Operations Manager Checklist**	**Annual**	**N/A**	**N/A**	**Shared by All Users**
Support - User Council The Operations Manager will meet monthly with the User Council to address service levels and User issues. A monthly report will be presented addressing System performance and outages.	**Attend Meeting and Prepare Report**	**Monthly**	**N/A**	**N/A**	**Shared by All Users**
Support - Technology Planning The Operations Manager is required to continually assess the System technology versus those in the marketplace and ensure that the System is kept technically current. A report on this assessment will be prepared and presented to the User Council semi-annually.	**Technology Assessment and Plan**	**Semi-Annual**	**N/A**	**N/A**	**Shared by All Users**

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Operations / Management	Measure	Maintenance Level A	Maintenance Level B	Maintenance Level C	Proposed Cost Share
Management Processes The management processes that fall under this SLA are itemized at Appendix B. A monthly checklist itemizing compliance with these processes will be prepared and submitted by the Operations Manager to the User Council.	**Management Process Checklist**	**Monthly**	**N/A**	**N/A**	**Shared by All Users**
System Management Services The roles and responsibilities of the System Manager are defined in Section C4 of this SLA. A checklist of these roles and responsibilities will be developed and evaluated.	**System Manager Checklist**	**Monthly**	**N/A**	**N/A**	**Shared by All Users**

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Table 3.8. Service Level Definitions.

SEVERITY LEVEL	REMOTE TELEPHONE TECHNICAL SUPPORT RESPONSE TIMES	ON-SITE TECHNICAL RESPONSE TIME*	ON-SITE TECHNICAL REPAIR TIME*	PROBLEM TYPES	METRIC
Severity 1**	Within 1 hour from receipt of notification**	Within 4 hours from receipt of notification**	Within 4 hours from technical response**	Mission Critical: Major System failure – 33 % of system down; 33 %of site channels down; failure of the Master Site Controller or loss of an entire repeater site. Site environment alarms (smoke, access, temp, AC Power)	99.999%
Severity 2**	Within 4 hours from receipt of notification***	Within 4 hours from receipt of notification***	Within 4 hours from technical response***	Significant system impairment – not to exceed 33% of the system down	99.99%
Severity 3***	Within next business day	Within 24 hours from receipt of notification***	Within 24 hours from technical response***	Intermittent System issues – Parts questions; upgrades information questions; preventive maintenance. This level is meant to represent a minor issue that does not preclude use of the system, subsystem, product, or critical features.	99.9%
Severity 4***	As Scheduled***	As Scheduled***	As Scheduled***	Scheduled Maintenance – Scheduled Upgrades	99%

** May not apply in cases of inclement weather and/or subject to availability of specialty transportation*
*** Applicable 24 hours/day, 365 days/year*
**** During standard business hours (8:00 a.m. – 5:00 p.m. local time, Monday through Friday)*

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3.2. Severity Events Defined.

3.2.1. Severity 1 Events:

3.2.1.1. Database server down

3.2.1. 2. User server down

3.2.1.3. UCS server down

3.2.1.4. Switches – all remote sites to site trunking

3.2.1.5. ZC1 – zone controller down

3.2.1.6. ZC/M – zone manager down

3.2.1.7. Interpose issues (OL System Only)

3.2.1.8. Port issues

3.2.1.9. CEB issues

3.2.1.10. Ambassador links and slots

3.2.1.11. Zone controller

3.2.1.12. MUX

3.2.1.13. Internet/router issues

3.2.1.14. Internet link issues

3.2.1.15. Sites Down – site unknown/not wide/failsoft; occurrence 5 minutes or greater; 3 occurrences in 30 minutes; or 5 occurrences in 60 minutes

3.2.1.16. Synch cards

3.2.1.17. Agents (SSC)

3.2.1.18. Trap forwarder (SSC)

3.2.1.19. 33 percent or greater of site channels down

3.2.1.20. 33 percent or greater down of any Severity 2 device

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3.2.1.21. Intermittent problems

NOTE: Severity 1 events that are 33% or greater are dispatched on a 24/7 basis. All other events will be treated as Severity 2.

3.2.2. Severity 2 Events:

3.2.2.1. Zone manager

3.2.2.2. New fault

3.2.2.3. If remote restoration is not possible, then the event is upgraded to a Severity 1

3.2.2.4. Intermittent problems

3.2.2.5. Single site channels down

3.2.2.6. Wireline - single site channels down

3.2.2.7. Rx/Tx/Base Stations – single site channels down

NOTE: Severity 2 events are dispatched on Same Business Day (SBD), Monday – Friday, 8:00 a.m. – 5:00 p.m.

3.3. Qualifications for Performance.

To properly support System O&M, Users and service providers are required to have properly qualified personnel. This includes System Managers and System Technologist/Technicians. These requirements are minimum thresholds and non-negotiable. Those individuals filling these roles must be compliant 100 percent of the time.

3.3.1. System Manager (SM).

SMs are full-time employees assigned to oversee management and O&M of User's systems and operations. The SMs will have responsibility for fulfillment of the responsibilities of the User to the overall System, and the System operations as defined through the SLA. The SMs will be engaged in business, administrative and technical tasks. To successfully perform this role, the SM will be supported by the System Technologists/Technicians, and the User and vendor maintenance team, as required.

3.3.1.1. SM Qualifications.

3.3.1.1.1. SMs will be able to effectively communicate via oral briefings and written documentation about current and future technology solutions to complex communications requirements. The SMs will be able to translate System communication needs to the

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appropriate representatives of the System equipment manufacturer including business staff, development engineers and technicians.

3.3.1.1.2. SMs must be available to be contacted/respond within twenty-four hours of service or information inquiries on project status and be able to discuss technical and business issues as they arise.

3.3.1.1.3. SMs will have a Bachelor Degree/equivalent experience in the telecommunications/LMR field to include specific application knowledge of Motorola ASTRO 25™ technology, Project 25, AES, OTAR, system fleet mapping, programming and configuration, and general wireless voice and data technologies. Additionally, overall application knowledge of LMR systems solutions to include trunking, Wide Area Voting, repeater, Simplex, and transportable radio communications systems is required. The SM will have computer skills in applicable databases, Microsoft Word, PowerPoint and radio programming software.

3.3.1.1.4. The SM must be trained by the System equipment manufacturers in the latest technologies that are deployed by the System.

3.3.2 System Technologist/Technician (ST).

3.3.2.1. STs are User or vendor employees who will provide maintenance activities in support of the System. STs will provide and support service work activity in the field with the User, or vendor end-User, and equipment fulfilling hands-on activity relating to maintenance tasks required to properly maintain the System. Additionally, the ST may assist User or vendor SMs in preparing reports, plans and communications.

3.3.2.2. To successfully perform their role, STs should be supported by the System equipment manufacturer's technical teams and the System maintenance support processes. Additionally, the ST will work directly with System fleet/net managers in regards to System and subscriber programming configurations and fleet maps.

3.3.2.3. The ST will be available and accessible within one hour (to provide four-hour response depending upon the issue severity level) to respond and address System technical issues.

3.3.2.1. ST Qualifications.

3.3.2.1.1. User or vendor STs must have a minimum of five years experience in the telecommunications/LMR field. An Associate/technical degree is preferred. Recent specific experience with Motorola ASTRO 25™ technology, Project 25, AES, OTAR, system fleet mapping, programming and configuration is required. Additionally, overall application knowledge of LMR systems solutions to include trunking, Wide Area Voting, repeater, Simplex, and transportable radio communications systems is required. The ST

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will have computer skills in applicable databases, Microsoft Word, PowerPoint and radio programming software.

3.3.2.1.2. STs must be trained by the manufacturers in the latest technologies that are deployed by the System. Additionally, the ST will have access to the latest tools and support provided by the manufacturer in performance of tasks and duties.

3.4. Equipment.

To properly support maintenance activities, Users and vendors that are providing STs must have the necessary test equipment to provide proper service. This equipment must be properly maintained, including equipment calibration on a regular basis. At a minimum, STs are to have the following test equipment. These requirements are minimum thresholds and non-negotiable.

3.4.1. Electrostatic Discharge Field Service Kit

3.4.2. Cable Continuity Test Set

3.4.3. 50 Ohm Load

3.4.4. Transmission Impairment Measuring Set

3.4.5. 11 Gig Frequency Counter

3.4.6. 6.x or above Compliant Communications Analyzer

3.4.7. Digital Multi-meter

3.4.8. Ground Resistance Tester

3.4.9. Dedicated Laptop without Wireless LAN

3.4.10. Appropriate Manuals

3.4.11. Telephone Butt Set

3.4.12. T1 Test Set

3.4.13. In-Line Watt Meter

3.4.14. XTS5000 or Equivalent Portables

3.4.15. RF Coax Test Cables

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3.4.16. LAN Cable

3.4.17. Appropriate Serial Interface Cables

3.5. Training.

The following courses are necessary to achieve System training goals. These requirements are minimum thresholds.

3.5.1. System Manager (SM):

3.5.1.1. ASTRO 25™ System IV & D – Bridging the Knowledge Gap

3.5.1.2. ASTRO 25™ System – Networking

3.5.1.3. ASTRO 25™ System IV & D – System Overview

3.5.1.4. ASTRO 25™ System IV & D – System Radio Network Management (Weeks 1 and 2)

3.5.1.5. ASTRO 25™ System – Over the Air Re-keying (OTAR), Key Management Facility (KMF) and Key Variable Loader (KVL)

3.5.2. System Technician (ST):

3.5.2.1. ASTRO 25™ System IV & D – Bridging the Knowledge Gap

3.5.2.2. ASTRO 25™ Systems – Networking

3.5.2.3. ASTRO 25™ System IV & D – System Overview

3.5.2.4. ASTRO 25™ System IV & D – System Radio Network Management (Weeks 1 and 2)

3.5.2.5. ASTRO 25™ System – Over the Air Re-keying (OTAR), Key Management Facility (KMF) and Key Variable Loader (KVL)

3.5.2.6. CentraCom Gold Elite Consoles

3.5.2.7. ASTRO 25™ System IV & D Technical System Workshop

3.5.2.8. ASTRO 25™ System IV & D Site Repeater Workshop

3.5.2.9. ASTRO 25™ System Radios – Quick Start

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3.5.3. Operator/Supervisor:

3.5.3.1. CentraCom Gold Elite - Console Operator

3.5.3.2. CentraCom Gold Elite – Admin and Alias Database Manager (ADM)

3.5.4. MotoBridge Operator:

3.5.4.1. MotoBridge Operator

3.5.5. Subscriber User:

3.5.5.1. ASTRO 25™ XTS5000 – Portable and Operator

3.5.5.2. Mobile Data Terminals (as they come on line)

4.0. Cost/Cost Share.

4.1. The cost of operating and maintaining the System will be handled in two ways. Those costs that benefit all Users equally, and that would not be incurred if the System did not exist, will be shared by all Users. Conversely, those costs that would be borne by the owners regardless of whether or not the System existed, or those costs that apply to features requested and used by specific User, will be borne by only those Users.

4.2. Using the same components and categories as in Section 3 to address service levels, the remainder of this section addresses the cost share status of each major System component.

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Table 4.1. System Equipment.

System Equipment	Cost Share
Master Site – Zone Controllers Master Site zone controllers are the brains of the System and cannot be separated in any way. Further, they are an inherent part of a trunked radio system and should be shared.	**Shared by All Users**
Radio Frequency (RF) Site Equipment Any User may be using any radio site to transmit or receive. RF equipment cannot be separated and should be shared. This also applies to infrastructure BDAs and antenna systems.	**Shared by All Users**

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Table 4.2. Subsystem Equipment.

Subsystem Equipment	Cost Share
Console System Consoles provide specific control for a particular User. Furthermore, the User specifies the programming in that console to fit their needs. Because of this level of control, O&M costs for consoles should be paid for by the owners.	**Paid by Console Owners**
Key Management Facility (KMF) Each KMF terminal is distinct and is controlled by the owner. As a result, the costs of operating/maintaining each KMF terminal should be paid by the owner.	**Paid by Owners**
Network Management Terminal (NMT) NMTs provide System Managers and System Technicians direct access to the zone controller. Since the zone controllers O&M costs are shared, NMT costs should also be shared. O&M costs for all other NMTs are paid by the owners of those terminals.	**Those Connected to Zone Controllers Shared by All User – All Others Paid by Owners**
Telephone Interconnect Telephone interconnect can be issued by any User with a compatible radio and knowledge of the access number.	**Paid by Owners**
Logging Recorder Logging recorders are dedicated to specific dispatch centers. Since console O&M costs are borne by the User, logging recorder costs should also.	**Paid by Owners**
Data Server Data servers are designed to provide supporting information. They are not currently deployed, but are planned for DOT and the Alaska State Troopers. Since these agencies need this data, the costs of operating/maintaining these servers should be paid by the owners of the servers.	**Paid by Owners**
Bi-Directional Amplifier (BDA) BDAs provide RF coverage in locations that have little/no coverage through normal propagation. Since BDAs, and specifically those that provide in-building coverage, expand coverage to meet specific User needs (i.e. Ted Stevens Airport), their O&M costs should be paid by the owner of the BDAs.	**Building – Specific – Paid by Owners**

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Table 4.3. Motobridge Gateway System.

Motobridge Gateway System	Cost Share
OMC/AC /SIP The OMC/ACP/SIP may need to support critical operations and will need a high level of availability. As a result, their O&M costs will be shared by all Users.	**Shared by All Users**
WSGU/Dispatch Console Motobridge WSGU/dispatch console provides the capability to connect systems on a planned or ad hoc basis into a local dispatch center. As such, O&M should be treated that same as dispatch consoles (i.e. paid by the owner).	**Paid by Owners**
RGU/Radio Resource Motobridge RGU/radio resources provide the capability to connect systems on a planned or ad hoc basis into a local dispatch center. As such, O&M costs should be treated that same as dispatch consoles (i.e. paid by the owner).	**Paid by Owners**

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Table 4.4. Site Equipment.

Site Equipment	Cost Share
Shelters Shelters would exist and need to be maintained regardless of whether the System exists or not. As a result, the cost of shelter maintenance will be paid by the shelter owners.	**Paid by Owners**
Towers Towers would exist and need to be maintained regardless of whether the System exists or not. As a result, the cost of tower maintenance will be paid by the tower owners.	**Paid by Owners**
Site/Back-Up Power Site/backup power would exist and need to be maintained regardless of whether the System exists or not. As a result, the cost of site/backup power maintenance will be paid by the site power owners.	**Paid by Owners**
Site Physical Area The site physical area would exist and need to be maintained regardless of whether the System exists or not. As a result, the cost of site area maintenance will be paid by the site owners.	**Paid by Owners**
Equipment and Site Grounding Equipment and site grounding would exist and need to be maintained regardless of whether the System exists or not. As a result, the cost of equipment and site grounding maintenance will be paid by the equipment owners.	**Paid by Owners**

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Table 4.5. Transportable/Deployable Systems.

Transportable/Deployable System	Cost Share
Communication Shelter The cost of keeping transportable/deployable systems in a ready state that can be deployed in 24 hours will be paid by the agency responsible for these units. Specific procedures to achieve this state of readiness will be developed and implemented by the User or vendor.	**Paid by Owners**
Dispatch Shelter The cost of keeping the transportable/deployable systems in a ready state that can be deployed in 24 hours will be paid by the agency responsible for these units. Specific procedures to achieve this state of readiness will be developed and implemented by the User or vendor.	**Paid by Owners**
Tower/Power Skid The cost of keeping the transportable/deployable systems in a ready state that can be deployed in 24 hours will be paid by the agency responsible for these units. Specific procedures to achieve this state of readiness will be developed and implemented by the User or vendor.	**Paid by Owners**
C-Band Satellite Earth Station Antenna Skid The cost of keeping the transportable/deployable systems in a ready state that can be deployed in 24 hours will be paid by the agency responsible for these units. Specific procedures to achieve this state of readiness will be developed and implemented by the User or vendor.	**Paid by Owners**

NOTE: The cost of deploying any component of the transportable/deployable system will be paid by the requesting agency.

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Table 4.6. Communications Transport Network.

Communications Transport Network	Cost Share
SATS The cost of the portion of SATS used by the shared infrastructure will be shared by all System Users. Those fair-market value costs of those portions of SATS used to benefit only a specific User (such as to connect a dispatch site) will be borne by that User.	**Infrastructure – Actual Usage – Shared** **Console Connectivity – Actual Usage – Paid by Owners**
Commercial Leased Circuits The cost of the portion of commercial leased circuits used by the shared infrastructure will be shared by all System Users. Those fair-market value costs of those portions of leased circuits used to benefit only a specific User (such as to connect a dispatch site) will be borne by that User.	**Infrastructure – Actual Usage – Shared** **Console Connectivity – Actual Usage – Paid by Owners**
User Provided The cost of the portion of User-provided circuits used by the shared infrastructure will be shared by all System Users. Those fair-market value costs of those portions of User-provided circuits used to benefit only a specific User (such as to connect a dispatch site) will be borne by that User.	**Infrastructure – Actual Usage – Shared** **Console Connectivity – Actual Usage – Paid by Owners**

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Table 4.7. Operations/Management.

Operations / Management	Cost Share
General Administration The Operations Manager's organization benefits the entire System and portions cannot be separated to a specific User or set of Users.	**Shared by All Users**
Support - User Council Costs of supporting the User Council benefit the entire System and portions cannot be separated and associated with a specific User or set of Users. These costs include meeting, travel and other reasonable expenses.	**Shared by All Users**
Support - Technology Planning The costs of continually assessing the System technology versus those in the marketplace, and ensuring that the System is kept technically current, cannot be separated or associated with a specific User or set of Users.	**Shared by All Users**
Management Processes The management processes that fall under this SLA, and itemized at Appendix B cannot be separated and associated with a specific User or set of Users.	**Shared by All Users**
System Management Services and Processes The cost of overall System performance monitoring and network management cannot be separated and associated with a specific User or set of Users.	**Shared by All Users**

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Appendix A

Minimum Site Bandwidth Requirements

Table A1. RF Site Bandwidth Requirements.

	Radio Communication Site	Connectivity to SATS/Master Site	Bandwidth (DS0) *
1	Alcantra – Wasilla	SoA M/W	8
2	Anchor River - Anchor Point	SoA M/W	6
3	Atwood Bldg – Anchorage	SoA M/W	16
4	Auke Lake – Juneau	SoA M/W and GCI leased	4
5	Bailey Hill – Palmer	SoA M/W	8
6	Beaver Creek – Alaska Highway	SoA M/W	8
7	Beckwitts Bluff - Mat-Su	SoA M/W	Not Operational
8	Birch Hill - Fort Wainwright	SoA M/W	10
9	Black Rapids - Richardson Highway	AT&T leased CKT	6
10	Blueberry Hill - Eagle River	MOA M/W	6
11	Byers Creek - Parks Highway	SoA M/W	6
12	Canyon Creek - Richardson Highway	SoA M/W	10
13	Cathedral Rapids - Alaska Highway	SoA M/W	6
14	Chulitna - Parks Highway	SoA M/W	6
15	Clear – Clear	AT&T leased CKT	6
16	Cooper Mountain - Seward Highway	SoA M/W	6
17	Delta - Delta Junction	SoA M/W	10
18	Diamond Ridge – Homer	SoA M/W	6
19	Divide - Richardson Highway	SoA M/W	6
20	Donnelly Dome - Fort Greely	DoD M/W	6
21	Dot Lake - Alaska Highway	SoA M/W	5
22	Ernestine Mountain - Richardson Highway	SoA M/W	6
23	Ester Dome - Fairbanks	SoA M/W	5
24	Federal Building - Juneau	ACS leased CKT	4
25	Fire Station 12 - VHF - Anchorage	MOA M/W	13
26	Garner - Parks Highway	SoA M/W	6
27	Gerstle River – Alaska Highway	SoA M/W	5
28	Girdwood – Girdwood	SoA M/W	6
29	Glennallen – Glennallen	SoA M/W	8
30	Gold Creek - Parks Highway	SoA M/W	6
31	Grandview/Tunnel - Seward Highway	ARRC CKT	6
32	Haines – Haines	GCI, AT&T and SoA M/W	Not Operational
33	Harding Lake - Richardson Highway	SoA M/W	6
34	Heney Range – Cordova	SoA M/W	5
35	High Mountain – Ketchikan	GCI and SoA M/W	4
36	Hill 3265 – Eielson	DoD M/W	6
37	Honolulu - Parks Highway	SoA M/W	8
38	Hope – Hope	SoA M/W	6

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	Radio Communication Site	Connectivity to SATS/Master Site	Bandwidth (DS0) *
39	Hunter - Seward Highway	ARRC CKT	6
40	Hurricane - Parks Highway	SoA M/W	8
41	Kasilof – Kenai	SoA M/W	6
42	Kenai – Kenai	SoA M/W	6
43	Lena Pt – Juneau	SoA M/W	3
44	Lion's Head - Glenn Highway (Sheep Mountain)	SoA M/W	8
45	Money Knob - Dalton Highway (Livengood)	SoA M/W	6
46	Moose Pass – Seward Hwy	SoA M/W	6
47	Mt Sunny Hay – Craig	GCI and SoA M/W	4
48	Mt Susitna – Anchorage	SoA M/W	Not Operational
49	Nenana - Parks Highway	SoA M/W	6
50	Nikiski – Nikiski	SoA M/W	6
51	Paxson - Richardson Highway	SoA M/W	6
52	Peger Road – Fairbanks	SoA M/W	7
53	Petersburg- Petersburg	GCI, AT&T and SoA M/W	Not Operational
54	Pillar Mountain – Kodiak	SoA M/W	6
55	Pipeline Hills - Sterling Highway	SoA M/W	6
56	Pole Hill – Eielson Air Force Base	DoD M/W	6
57	Portage – Portage	ARRC and ACS	6
58	Quarry Hill – Eielson Air Force Base	DoD M/W	8
59	R1North – Elmendorf Air Force Base	DoD M/W	Not Operational
60	Rabbit Creek – Anchorage	SoA M/W	6
61	Reindeer Hills – Parks Highway	SoA M/W	6
62	Saddle Mountain – Juneau	GCI and SoA M/W	4
63	Sawmill - Glenn Highway	SoA M/W	8
64	Seldovia – Seldovia	SoA M/W	6
65	Seward - Seward Highway	SoA M/W	6
66	Silvertip - Seward Highway	SoA M/W	6
67	Site Summit - Fort Richardson	DoD M/W	13
68	Sitka – Sitka	GCI, AT&T and SoA M/W	Not Operational
69	Skagway – Skagway	GCI, AT&T and SoA M/W	Not Operational
70	Ski Hill – Soldotna	SoA M/W	6
71	Sourdough - Richardson Highway	SoA M/W	8
72	Sterling – Kenai	SoA M/W	6
73	Summit Lake – Seward Highway	SoA M/W	6
74	Tahneta Pass – Glenn Highway	SoA M/W	8
75	Ted Stevens AIAP - VHF - Anchorage	SoA M/W	13
76	Tok - Alaska Highway	SoA M/W	5
77	Tolsona - Glen Highway	SoA M/W	8
78	Trims - Richardson Highway	SoA M/W	6
79	Tsina - Richardson Highway	SoA M/W	6
80	Valdez – Valdez	SoA M/W	13
81	Whittier – Whittier	AT&T leased CKT	6
82	Willow Creek – Willow	SoA M/W	6

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	Radio Communication Site	Connectivity to SATS/Master Site	Bandwidth (DS0) *
83	Willow Mountain - Richardson Highway	SoA M/W	6
84	Wolcott Mountain – Seward Highway	SoA M/W	6
85	Womans Bay – Kodiak	SoA M/W	6
86	Wrangell – Wrangell	GCI, AT&T and SoA M/W	6
87	Yanert - Parks Highway	SoA M/W	6
88	Birch Hill – Controller	SoA M/W	Not Applicable
89	Tudor Road – Controller	SoA M/W	Not Applicable

* Bandwidth reflects the actual and projected usage within ALMR.

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Table A2. Other Site Connectivity Requirements.

			Ancillary Equipment Bandwidth (DS0)						
	Site	Connectivity to SATS/Master Site	CEB DS0	Console DS0	NMT DS0	KMF DS0	Radio Patch DS0	Telephone Interconnect DS0	Motobridge
1	Anchorage EOC	MOA M/W							Y
2	Armory - Fort Richardson	SoA M/W		Y					
3	Birch Hill – Controller	SoA M/W							
4	Eielson Air Force Base	DoD M/W	24	Y	8	Y			
5	Elmendorf Air Force Base	DoD M/W	24	Y	8	Y			Y
6	Fairbanks EOC - Fairbanks	SoA M/W		Y					
7	Fairbanks PD - Fairbanks	SoA M/W	24	Y					
8	Fort Greely	DoD M/W		6	8	Y			
9	Fort Richardson	DoD M/W		Y	8	Y			Y
10	Fort Wainwright	SoA M/W	0	10	8	Y		Y	
11	MATCOM	SoA M/W							Y
12	Ted Stevens Anchorage International Airport - Anchorage	SoA M/W		Y					
13	Transportable 1		24	Y					Y
14	Transportable 2		24	Y					Y
15	Tudor Road								
16	Valdez PD – Valdez			Y					
17	USCG Tie Trunk						1		
19	DOT						1		

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Appendix B
Roles and Responsibilities

B1. Executive Council. The Executive Council will empower the User Council to define, modify and select the support services as defined within this document.

B2. User Council. The User Council will define, modify and select the support services as defined within this document.

B2.1. General Responsibilities. The User Council has the following general responsibilities under this agreement:

B2.1.1. Define the level of System maintenance and operations services required, and present this information to the Executive Council.

B2.1.2. The User Council will conduct business in a courteous and professional manner with the Technical Support Team.

B2.1.3. The User Council will provide all information required to open a support request.

B2.1.4. The User Council will log all information from the Technical Support Team required to establish contact information, document the nature of the problem and the Technical Support Team hardware/network environment, as applicable.

B3. Operations Manager. The Operations Manager is a cost-shared position and reports functionally to the User Council, yet has the authority to represent the User Council interests and make decisions on issues related to the day-to-day operation of the System, and any urgent or emergency System operational or repair decisions, as permitted by this and any and all other memoranda of understanding or agreement.

An urgent/emergency situation will be one where immediate decision authority is needed to allow the System as a whole, or any of the critical components, to continue supporting normal wide-area communications.

It is recognized that the Operations Manager may have to obtain authorizations from higher levels of the User Council or the Executive Council to make longer-term or non-emergency capital or repair expenditure decisions.

B3.1. Direct Responsibilities. The Operations Manager has direct responsibility for:

B3.1.1. All activities dealing with the operations support for portions of the shared System infrastructure that have been declared operational and transferred from the Joint Project Management Team implementation responsibility to an O&M responsibility, as approved by the ALMR Executive Council.

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B3.1.2. Coordinating with the User Council to manage the operation of System to comply with specified parameters, service levels and metrics defined in this SLA.

B3.1.3. Coordinating with the User Council to recommend policies, procedures, contracts, organizations and agreements that provide the service levels as defined in this SLA.

B3.1.4. Coordinating/cooperating with the User Council to sustain/improve the Customer Support Plan (CSP). Associated processes and procedures include: access to sites; call desk procedures; service call reporting; escalation processes and rules; metrics for measuring User satisfaction and other critical components associated with providing User support; and sustaining and restoring operations to meet the User needs, subject to approval of the Executive Council

B3.1.5. Coordinating with the User Council to devise metrics and gather data that demonstrate compliance with this SLA, subject to approval by the Executive Council

B3.1.6. Reporting results and providing feedback on operational support issues, metrics, and other critical operational issues to the User and Executive Councils on a regular basis, but monthly at a minimum.

B3.2. General Responsibilities. The Operations Manager has general responsibility for:

B3.2.1. Overall operations management of the System for day-to-day and emergency operations.

B3.2.2. Acting as the single point of contact between the User Council and the O&M agencies and organizations.

B3.2.3. Annual operations budget development for sustainment and operation of the system, operations management, and User Council administration.

B3.2.4. Development of emergency operation response plans.

B3.2.5. Quality control plans development and implementation.

B3.2.6. Security control plans implementation and auditing actions.

B3.2.7. Monthly operational and maintenance reports to the User Council to include, at a minimum, system availability calculations, issues and concerns that require Executive Council input, response or general awareness and operational budget status.

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B4. ALMR Wide Area System Manager (SM).

To ensure the delivery of all of System service requirements, the SM will manage overall agreement and service compliance. The SM is a cost-shared position.

B4.1. Direct Responsibilities. The SM has direct responsibility for:

B4.1.1. Interfacing with the User-designated representative(s) on System management issues.

B4.1.2. Directing daily and emergency System technology management, and administration functions to meet the operational needs of the User Council as stated in this SLA and any other applicable contract statements of work and memoranda of agreement and understanding.

B4.1.3. Technical management, operation and oversight of the shared System infrastructure hardware and software.

B4.1.4. Ensuring that the System technology performance meets the User's operational needs day to day, and during emergencies.

B4.2. Qualifications. The qualifications of the SM include the following:

B4.2.1. Bachelor Degree/equivalent experience in the telecommunications/LMR field including specific application knowledge of Motorola ASTRO 25™ technology, Project 25, AES encryption, OTAR, system fleet mapping, programming and configuration, and general wireless voice and data technologies.

B4.2.2. Application knowledge of LMR system solutions to include trunking, Wide Area Voting, repeaters, Simplex, and transportable radio communications systems is required.

B4.2.3. Required to have computer skills in applicable databases, Microsoft Word, Microsoft PowerPoint and system radio equipment programming software.

B4.2.4. Authorized and trained by the System equipment manufacturer (Motorola) in the latest technologies that are deployed by the System during the period of performance.

B4.2.5. Required to have access to the latest tools and support provided by the manufacturer to properly performance all tasks and duties.

B4.2.6. Provide access to the System, system databases and configurations by the System.

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B4.2.7. Communicate effectively via oral briefings and written documentation about current and future technology solutions to complex communications requirements.

B4.2.8. Required to translate System communication needs to the appropriate representatives of the System equipment manufacturer including business staff, development engineers and technicians

B4.2.9. Able to respond within twenty-four hours for service or information inquiries on project status or be able to discuss technical and business issues as they arise.

B4.3. General Responsibilities. The SM has general responsibility for:

B4.3.1. Primary Contact - The SM will serve as the single focal point for all agreement, service compliance and quality control issues related to administration of the System technology. The SM will interface with key personnel supporting the System to bring satisfactory resolution to any outstanding issues.

B4.3.2. Consolidated Reporting - The SM will be responsible for consolidating and presenting to Users all required reporting data on an agreed upon basis. This information includes repair service history, performance metrics, benchmarking data and inventory management.

B4.3.3. Long-term Planning - Working closely with the User Council, the SM will assist in developing a long-term wireless technology plan. The SM will provide on a scheduled basis (at least annually) a technology review and management presentation. This presentation will review current state of communications, considerations for planned upgrades or changes, and current or future technologies available for consideration.

B4.3.4. Transition Management - If new sites migrate to this SLA, it will be the responsibility of the SM to work with the Operations Manager staff and the User Council to ensure that consistent procedures are implemented for successful service transition. This responsibility includes developing customer support procedures, and ensuring that an effective communications plan has been presented to all resources impacted by the transition.

B4.3.5. Manage Inventory Database - The System Manager will manage an inventory database and will make changes to the database as additions and deletions are made. Annual audits and reports will be conducted with the agencies that own the equipment and software managed in the inventory.

B4.3.6. Manage Service Delivery - The System Manager is responsible for managing the quality of service delivery. This includes ensuring that all utilized service entities are properly trained, documented and capable of responding to System service requirements.

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B4.3.7. Track Service History - In addition to managing System inventory by site, the SM is also responsible for tracking service history. This information will be managed on an ongoing basis and submitted to System management where it will be used to recommend upgrades.

B4.3.8. New Equipment Acquisition - System Manager will assist Users in the ordering of radio equipment.

B4.3.9. Monitoring the System and its components normal operations.

B4.3.10. Participating in the diagnosis of System performance problems and the development of corrective action recommendations.

B4.3.11. Dispatching appropriate repair services in the event of an equipment malfunction.

B4.3.12. Notifying the Operations Manager, Network Manager or User point of contact (POC) of any System malfunctions that may affect the System/System regional area.

B4.3.13. Managing the System database elements including subscriber IDs, talk group IDs, and the various parameters that relate to their effective operation.

B4.3.14. Providing the Network Manager any updates to the Master ID Assignment Table so all User radio IDs can be tracked to an owner organization.

B4.3.15. Monitoring performance of the entire network for normal operations, particularly the performance of the common equipment.

B4.3.16. Being the identified point of contact with vendor/contractor for issues related to the common equipment. This includes being the individual responsible for forwarding information from/to vendor/contractor, from/to the Operations Manager and the User POC.

B4.3.17. Providing timely information to the Operations Manager and User POC on any System issue that arises, or repair/maintenance issues related to the common equipment.

B4.3.18. Providing monthly reports to the Operations Manager on the operation of the System, System availability calculations, financial status and any issues that need Operations Manager or higher review, input or decision.

B4.3.19. Working with the Operations Network Manager and User liaisons to develop the System budget for the operation and maintenance to support the System common equipment.

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B4.3.20. Conducting the monthly controller switch and the periodic database backups.

B4.3.21. Maintaining and disseminating an updated Master ID Assignment Table from data provided by the System User.

B4.3.22. The SM will be backed up by a designated alternate so that in his/her absence there will still be an identified person accountable for the Technical System Manager responsibilities.

B4.3.23. The SM shall meet at least quarterly with the User Council to review operations of the System and share ideas or issues that have arisen that may be of interest to the Users.

B4.3.24. The SM must be familiar with using the Advance Systems Key hardware.

B4.3.25. The SM will have the authorization to verbally approve emergency service repairs under existing contracts, under those conditions where the system is in jeopardy of failing or has failed.

B5. ALMR System Technologist (ST).

To properly support and provide maintenance of the System, the ST is required to have the proper skills and equipment knowledge, and must be OEM certified and authorized to perform maintenance and preventative maintenance actions on System equipment. The ST should be skilled in System support activity and operations, System equipment listed in this SLA, and in general, LMR and wireless technology. The ST is a cost-shared position.

B5.1. Qualifications. The qualifications of the ST include the following:

B5.1.1. OEM certified.

B5.1.2. A minimum of five years experience in telecommunications/LMR maintenance.

B5.1.3. An Associates or technical degree is preferred.

B5.1.4. Recent, specific experience is required with Motorola ASTRO 25™ technology, Project 25, AES, OTAR, Motobridge, console operator positions, Project 25 subscriber radios, system fleet mapping, and programming and configuration for the current installed ASTRO 25™ software technology release.

B5.1.5. Overall application knowledge of LMR systems solutions to include trunking, Wide Area Voting, repeaters, Simplex and transportable radio communications systems is required.

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B5.1.6. Computer skills in applicable databases and products.

B5.1.7. Authorized, trained and certified by the OEM in the latest technologies that are deployed by the System during the period of performance

B5.1.8. Have access to the latest tools and support provided by the OEM in performance of tasks/duties.

B5.1.9. Proof of the above qualifications must be provided ,and is required, to ensure that the System Technologist performing in support of this SLA remains proficient at the technology level at which the System is operating.

B5.1.10. The ST shall be trained, authorized and certified to maintain and perform preventative maintenance services commensurate with whatever System technology release level the System is employing throughout the life of this SLA. The ST has general responsibility to:

B5.1.10.1. Provide technical support and operational availability 24 hours/day, 365 days/year, as appropriate for Severity Level.

B5.1.10.2. Respond to requests for technical support in accordance with required response times and performance levels.

B5.1.10.3. Maintain and have access to selected test equipment for System simulations of current released manufacturing supported versions, as needed.

B5.1.10.4. Advise Users with procedure that will be used for System restoration or issue resolution.

B5.1.10.5. Coordinate issue resolution with the service technician in the field until close of the case number.

B5.1.10.6. Escalate support issues to vendor/contractor engineering and product groups, if necessary.

B5.1.10.7. Provide a single focal point for any systemic issue, and manage the issue to resolution.

B5.1.10.8. Escalate the case number to appropriate Party/Parties upon expiration of the applicable response time.

B5.1.10.9. Implement changes to the database and escalation procedures.

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B5.2. ST Equipment Requirements. The ST will have the following equipment with current calibrations:

B5.2.1. Electrostatic Discharge Field Service Kit

B5.2.2. Cable Continuity Test Set

B5.2.3. 50 Ohm Load

B5.2.4. Transmission Impairment Measuring Set

B5.2.5. 11 Gig Frequency Counter

B5.2.6. 6.x or above Compliant Communications Analyzer

B5.2.7. Digital Multi-meter

B5.2.8. Ground Resistance Tester

B5.2.8. Dedicated Laptop without Wireless LAN

B5.2.9. Appropriate Manuals

B5.2.10. Telephone Butt Set

B5.2.11. T1 Test Set

B5.2.12. In-Line Watt Meter

B5.2.13. XTS5000 or Equivalent Portables

B5.2.14. Radio Frequency Coax Test Cables

B5.2.15. LAN Cable

B5.2.16. Appropriate Serial Interface Cables

B6. ALMR Network Manager (NM). The NM reports to the SM. The NM is a cost-shared position.

B6.1. Direct Responsibilities. The NM has direct responsibility for:

B6.1.1. Technical management

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B6.1.2. Operation and oversight of the local area network (LAN) and wide area network (WAN)

B.1.3. Final technical responsible person to ensure that the telecommunication LAN and WAN networks meet System requirements

B6.2. General Responsibilities. The NM has general responsibility for:

B6.2.1. Monitoring the network and its components' normal operations.

B6.2.2. Participating in the diagnosis of network performance problems and the development of corrective action recommendations.

B6.2.3. Dispatching appropriate repair services in the event of network malfunction or outages.

B6.2.4. Notifying the SM of any network malfunctions that may affect the system or system regional area.

B6.2.5. Monitoring the performance of the entire network for normal operations, particularly the performance of the common equipment.

B6.2.6. Providing timely information to the SM on any network issue that arises or repair/maintenance issue related to the common equipment.

B6.2.7. Providing monthly reports to the SM on the operation of the network, network availability calculations, financial status and any issues that need SM or higher review, input or decision.

B6.2.8. Working with the Operations Manager, SM and User liaisons to develop the System budget for the O&M to support the System common network equipment.

B6.2.9. The NM will be backed up by a designated alternate so that in his/her absence, there will still be an identified person accountable for the NM responsibilities.

B6.2.11. The NM will have authorization to approve routine O&M invoices within the approved financial guidelines as provided by the Executive Council through the User Council.

B6.2.11. The NM will have the authorization to verbally approve emergency service repairs, with existing contracts, under those conditions where the network is in jeopardy of failing or has failed.

B7. ALMR Wide Area Maintenance Technical Support Team.

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Contract and or agency technicians who perform maintenance related activities for the shared System infrastructure. These are cost-shared positions.

B7.1. General Responsibilities. The Technical Support Team:

B7.1.1. Will conduct business in a courteous and professional manner with the User Council.

B7.1.2. Will use its own appropriate help desk to provide Level 1 support, including creating problem tickets and work orders and assigning responsibility to the appropriate Level 2 the Technical Support Team resource.

B7.1.3. Will use its own appropriate internal group to provide Level 2 server, network and infrastructure support services.

B7.1.4. Will obtain the Operations Manager's approval before ticket closure.

B7.1.5. Will attempt to resolve problems over the phone on first call.

B7.1.6. Must log all problem calls through the appropriate Technical Support Help Desk.

B7.1.7. Will provide all necessary and requested documentation, information and knowledge capital to the User Council prior to the start of support of a new device or functionality.

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Appendix C
Operations and Maintenance Processes and Procedures

These processes/procedures include specific tasks/activities with associated responsibilities identified for site owners, Users, System infrastructure operations, the Executive and User Councils.

The certification/training requirements of the staff performing the tasks/activities within these procedures/processes must be identified. These processes/procedures must be followed and sustained. Any changes, considered or required, must be managed by the included Change Management Process.

C1. Asset Management Process.

C1.1. The asset management process will be utilized to effectively track and manage System assets that are utilized for operations and support, including active and spare System equipment.

C1.2. Users and the System Management Team will track and manage installs, moves, additions and changes to System equipment. Updates will be made within 48 hours of a change in status or location of the asset.

C1.3. The System Management Team will utilize a database to provide a tracking mechanism for User System assets. System equipment items to be tracked include the following:

C1.3.1. User ownership

C1.3.2. Model/part number

C1.3.3. Serial number

C1.3.4. User asset number

C1.3.5. RF frequency (if applicable)

C1.3.6. Software and firmware version

C1.3.7. Equipment location

C1.3.8. Site/area assignment (for spares)

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C2. Call Management Process.

The Technical Support Team problem ticket system will be used by all support team levels (where approval and technical access has been granted) to record and track all problem reports, inquiries or other types of calls received for support. This provides the Technical Support Team with the ability to provide metrics with regard to this SLA.

C3. Change Management Process.

The Change Management Process will be used by all Technical Support Teams, where approval and technical access has been granted, to record and track all change requests or actions required for support. This provides the Technical Support Team with the ability to provide status with regard to System changes for this SLA.

C3.1. Add/Change/Delete Procedures.

Each agency authorized to have subscriber radios on the System will, at some point, need to begin operating on the System, make modifications to their subscriber database or modify the talk groups. The following procedure establishes the Add/Change/Delete process that will be required for all Users that operate on the System.

C3.2. Adding New Units for Existing Agencies.

If a User already operates radios on the System and needs to add a new serial number with a new alias, the following procedure will be adhered to:

C3.2.1. Using the Customer Programming Software (CPS), the User will read the radio and email the information or bring a copy of the codeplug into System Manager's (SM) office. Contact your communications service provider for a copy of the CPS to accomplish this step. If all of the radios are of the exact same model, Users do not need more than one codeplug. If there is more than one type of radio, Users will need a codeplug from each type.

C3.2.2. Along with the codeplug, you will need to fill out the Add/Change/Delete form at para C14. Provide the SM with a complete listing of serial numbers and aliases attributed to each serial number. An Excel spreadsheet may be attached to the form, but the form must be filled out for tracking purposes.

C3.2.3. The SM office will modify the codeplug and ship it back to the designated Communications Service Provider. Also, send the User a document with all of the assigned System ID numbers. This information is required to clone your radios.

C3.2.4. Use the codeplug to clone your radios using the provided information. This step will require the use of an Advance Systems Key (ASK). Please refer to the Membership Agreement under paras C3.7.2.1 – 3.7.2.5 for more information.

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C3.2.5. Once all of your radios are cloned, test each function of your radio. If there are any problems/questions, please contact the SM office.

C3.3. Reporting Lost or Stolen Radios.

As soon as it is known a radio on the System has been lost or stolen it must reported to the SM. Provide to the SM with the Serial Number/ID number of the missing radio. If the loss or theft of a particular radio is of an urgent nature it can be reported after normal business hours.

Using the Network Management Terminal, the identified radio will be disabled. When this radio is powered on by anyone, the radio will completely go dead and all functions will be inoperative. If the radio is found, please contact the SM office and they can reinitiate the radio. For the security of the overall System, it can not be over emphasized to maintain positive control of all of your System assets.

C3.4. Changing an Existing ALMR Radio.

The processes discussed above are changes to a radio. If you reprogram a spare or new radio, you are changing a radio. The Add/Change/Delete Form must be filled out. If you clone a radio, there is nothing that needs to be done in the Network Manager Terminal.

C3.5. When Change Forms are Required.

C3.5.1. If you are issued a spare radio and are required to change the alias/serial number/ID number of a radio.

C3.5.2. If you have had personnel change and require the changing of an alias/serial number/ID number of a radio.

C3.5.3. If you are making changes to some features.

C3.5.4. You have cloned a radio and have discovered multiple radios with the same information.

C3.6. Changing a Radio.

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Changing information in a radio requires that the radio itself be modified and similar information be changed in the Network Management System. If this procedure is not followed, it is likely the radio will become inoperative after the changes have been made to the radio. To ensure the database is current, the following procedure must be adhered to:

C3.6.1. Using the radio programming software, make the desired changes.

C3.6.2. Fill out the required areas on the Add/Change/Delete form and email/send the form to the System Manager's office.

C3.6.3. If the change is required immediately, follow-up with a phone call. Normally changes can be made within 24 hours of receiving the Add/Change/Delete form. You will be notified by the SM office when the change is complete.

NOTE: If you have access to your own Network Manager Terminal, you are authorized to make your own changes on radios within your fleet. The Add/Change/Delete form must still be filled out and sent into the System Manager's office.

C3.7. Deleting a Radio.

C3.7.1. If a radio is deemed to be lost or damaged beyond economical repair, the decision may be made to delete the radio from the inventory. To keep the inventory accurate, it will be necessary to fill out the Add/Change/Delete form so the radio and ID number can be deleted from the Network Management System.

C3.7.2. Fill out the Add/Change/Delete form with all pertinent information. Add the status or reason for this deletion in the information area.

C3.7.2.1. To program a codeplug on the System the User will require an ASK, or in the case of EF Johnson radios, authorization to utilize the System Key. The ASK/System Key, and the management of these devices, is established in the Membership Agreement signed by each User.

C3.7.2.2. During the initial set-up of the ASK, the SM established a range of ID numbers for each User. Permissions within the ASK were established at that time. Any change to subscriber serial numbers and aliases will require the submission of the Add/Change/Delete form.

C3.7.2.3. Each User will be required to purchase the ASK Dongle. The physical device is the property of the purchasing User. The software that is required to program the radio and the permissions to allow any User to use this software remains with the System. It is imperative that this device, once authorizations are established, be maintained as a secure device with limited access and kept in a secure location. The

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Operations Manager's office may inspect, at any time, any User's ASK control procedures. Likewise the System Key, if loaned to a User, will be used to program only the authorized radio(s) within the authorized talk groups. Once this programming is complete, the System Key will be deleted from all computers.

C3.7.2.4. The System Key will not be resident on any computer at any time, other than when actually programming an authorized radio. In special cases, and with the approval of the Executive Council, a System Key may be given to an User, providing that User has establish a written agreement with ALMR outlining that Users

procedures to keep the System Key secure.

C3.7.2.5. At no time will an ASK/System Key be left with any service shop, radio technician or other User. If any using User requires the technical resources of a service shop that is not employed by the authorized User, the User agrees to only allow this service shop the use of the ASK/System Key while they are actually programming the authorized radio(s). If the User is authorizing this service shop to program their radios, an agreement between the Operations Manager's office and this service shop or individual will be required to ensure the facility/service shop agrees to the same security procedures as the agency under agreement.

C3.8. Some Users have access to a System Management Terminal. With this terminal, they will be authorized to make some changes, such as adding/deleting of certain information for certain location/agencies. Even though they may have the ability to make these changes, this does not negate the requirement to inform the System Manager's office of any changes. Talk groups will not be added without the approval of the SM and may require additional coordination. Any addition of serial numbers may require modification of the ASK permissions. This process must followed, even though the User is making the requested changes themselves.

C3.9. The System does not manage or control the use of Encryption Keys. Agencies that have, or require the use of, a KMF for OTAR must establish their own internal procedures to ensure any asset changes, such as adding/deleting of radios, are kept current in the KMF database.

C3.10. Security and overall management of total System assets requires that all Users understand and follow these procedures.

C4. Configuration Management Process.

The Technical Support Team configuration management processes will be used by all support team levels, where approval and technical access has been granted, to record and track all change requests or actions required for the network, infrastructure, consoles, radio sites, connectivity bandwidth, construction, permitting, liabilities, etc.

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This provides the Technical Support Team with the ability to provide status with regard to System configurations for this SLA.

NOTE: Configuration management must comply with the national consensus standard as defined within the commercial standard ANSI/EIA-649.

C5. Customer Support Plan (CSP).

The System is a shared system between DoD, SoA, and other federal and local government agencies. The purpose of the CSP is to describe the services, processes and procedures to be delivered in support of the System, and additional areas of the System including microwave network transport and encryption equipment.

C6. Disaster Recovery Planning.

Natural Disasters include, but are not limited to, earthquakes, tsunamis, volcano eruptions, etc. During a disaster activity, usage of the System is expected to be high. The following are areas of expected increase for operations:

C6.1. Scheduling of personnel. During this time, the System Management Team will go on a higher level of total System monitoring, closely assessing the effected area for loading and service issues.

C6.2. Activate Network Monitoring Office/System Service Center (NMO/SSC) to Higher Monitoring. The NMO/SSC will be notified of the disaster. They will be staffed with appropriate personnel to assist in monitoring and resolving issues throughout the emergency.

C6.3. Other Support Personnel. Contract support personnel such as ProComm and North Slope will be activated to assist with issues, as necessary. Additionally, management and technical personnel from DoD/SoA DOA/Enterprise Technology Service (ETS)/SATS will be included in System management and restoration during the disaster.

C7. Help Desk.

C7.1. Call Taking, Tracking, and Dispatching.

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C7.1.1. The System infrastructure support process includes Help Desk Technical Support, call taking/tracking and Dispatch Operations. To provide support to the System, Dispatch Operations is available 7 days/week, 24 hours/day (including holidays) to provide a central point of contact for all System service requests. Users and System Management Team personnel can contact Dispatch Operations to request service, request information, or inquire on an open case via telephone at 1-800-323-9949.

C7.1.2. Dispatch Operations will dispatch appropriate factory trained and authorized service personnel and provide call management by tracking the progress of all System infrastructure service issues to completion. Dispatch Operations will utilize the Customer Support Plan for information in regard to the System infrastructure equipment that includes performance history, location and site access requirements, and the site contacts. Upon notification by a User or System Management Team personnel in the field or via remote network monitoring detected issues, Dispatch Operations will open a case to track service activities reported. Dispatch Operations will notify Users or System Management Team personnel by email or pager of the events occurring during the existence of the issue.

C7.1.3. To provide help desk call taking/tracking, and dispatching, Dispatch Operations will:

C7.1.3.1. Be continuously available 24 hrs/day, 365 days/year to receive phone calls from Users for service requests, information requests, or to report and update current cases.

C7.1.3.2. Remotely access the System via remote network capabilities to immediately respond to critical (Severity Level I and II) issues.

C7.1.3.3. Manage and report responses, on behalf of the System and User or vendor activities, performed for remote and on-site equipment restoral efforts.

C7.1.3.4. Create a case, as necessary, when service and information requests are received.

C7.1.3.5. Gather information to perform the following:

C7.1.3.5.1. Characterize the issue

C7.1.3.5.2. Determine a plan of action

C7.1.3.5.3. Assign and track the case to resolution.

C7.1.3.5.4. Dispatch an ST to the equipment site, as required

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C7.1.3.5.5. Ensure the required personnel have access to User information, as necessary.

C7.1.3.5.6. Maintain contact with the on-site ST(s) until System restoral occurs, and the case is closed.

C7.1.3.5.7. Verify with the System Management Team that restoration is complete, or System is functional.

C7.1.3.5.8. Escalate the case to the appropriate party upon expiration of a response time.

C7.1.3.5.9. Close the case upon receiving notification from the servicer, User or vendor, indicating the case is resolved.

C7.1.3.5.10. Notify User of case status, as required by the Customer Support Plan at the following case levels

C7.1.3.5.10.1. Open and closed; or

C7.1.3.5.10.2. Open, assigned to the servicer, arrival of the servicer on site, deferred or delayed, closed.

C7.1.3.5.10.3. Provide case activity reports, when requested.

C7.1.3.5.11. Continuously track and manage case activity from open to close through an automated case tracking process.

C7.2. Infrastructure Technical Help Desk Support.

The System infrastructure support process also provides Technical Help Desk Support services in situations where the User, System Management Team or on-site ST needs additional assistance or information to address an issue or affect System restoral.

C7.2.1. Technical Help Desk Support. Technical Help Desk Support services provide centralized remote telephone support for System infrastructure technical issues that require a high level of communications systems expertise or troubleshooting. The Technical Help Desk Support team is staffed with technologists who specialize in the diagnosis and resolution of System performance issues. This must include expertise in current System technologies such as ASTRO 25™.

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C7.2.2. Provided Services. Technical Help Desk Support provides for the following to be provided to the Users and System Management Team(s):

C7.2.2.1. Respond to requests for Technical Help Desk Support for System issues including restoration of failed systems and diagnosis of operation problems or issues.

C7.2.2.2. Advise caller of procedure for determining any additional requirements for issue characterization, restoration, including providing a known fix for issue resolution when available.

C7.2.2.3. Attempt remote access to System for remote diagnostics, when possible.

C7.2.2.4. Maintain communication with the servicer or User in the field until close of the case, as needed.

C7.2.2.5. Coordinate technical resolutions with agreed upon third-party vendors, as needed.

C7.2.2.6. Escalate and manage support issues, including systemic issues, to the appropriate vendor/contractor engineering and product groups, as required.

C7.2.2.7. Escalate the case to the appropriate party upon expiration of a response time.

C7.2.2.8. Provide configuration change support and work flow changes to systems that have dial in/remote access capability.

C7.2.2.9. Determine, in its sole discretion, when a case requires more than the Technical Help Desk Support services and notify the User of an alternate course of action.

C7.3. Issue Reporting Procedure Description.

The SmartZone System is comprised of thousands of Users operating on multiple sites that utilize different mediums of connectivity. The Issue Reporting Procedure is for all System Users, administrators and service providers. It is the intent of this procedure for all System participants to have a consistent process to enable them to call one number to report all System issues. Additionally, this will allow the System Management Team the ability to capture, track and report all issues. While this process is designed to deal primarily with System infrastructure, it will accept all calls dealing with possible communications service issues relating to the System.

C7.3.1. System infrastructure:

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C7.3.1.1. RF sites

C7.3.1.2. Network management systems and subsystems

C7.3.1.3. KMF/OTAR subsystems

C7.3.1.4. Bulk encryption

C7.3.1.5. Microwave backbone

C7.3.1.6. Telephone interconnect systems (T1 where the System is the data User)

C7.3.1.7. Bi-directional amplifiers (BDAs)

C7.3.1.8. MOSCAD systems

C7.3.1.9. Motobridge Gateway Units

C7.3.1.10. Transportable/deployable systems (not currently part of this CSP)

C7.3.1.10.1. If the User issue with the subscriber is related to the System, use the Issue Reporting Procedure.

C7.3.1.10.2. In many cases, a dispatch console will not be covered under the System Wrap-Around Warranty Service. Call if you feel it is a System problem. The on-call System Technician will evaluate your concern and coordinate a solution.

C7.3.1.10.3. Each User will be asked to provide a primary and an alternate contact name. The User will, if possible, route all System service calls through these contact individuals.

NOTE: Subscriber units such as mobiles and portables, consoles and logging recorders are not considered Infrastructure and are normally maintained by the User's selected radio service provider. This does not mean that this procedure cannot be used in an emergency.

C7.3.2. System On-Call Procedures for Normal and After Normal Business Hours.

C7.3.2.1. Call 1-800-323-9949

C7.3.2.1.1. Push Prompt #1

C7.3.2.1.2. Push Prompt #2

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C7.3.2.1.3. You have reached vendor/contractor System Support Center (SSC)

C7.3.2.2. The SSC will ask your Site ID:

C7.3.2.2.1. Use: SZ0142

C7.3.2.2.2. The SSC will ask other questions to better identify your location

C7.3.2.2.3. Answer what you can

C7.3.2.2.4. Convey your issue and contact information to the SSC

C7.3.2.2.5. The SSC will assign a case number

C7.3.2.2.6. Record this number

C7.3.2.3. SSC will page an on-call technician who will call you back

C7.3.2.4. The on-call technician will work through your issue, involving other agencies if necessary

C7.3.2.5. You will be called after the issue is resolved

C8. Inventory Property Books.

Inventory management involves the management of communication assets. Management of inventory records for fiduciary, financial, or audit purposes is the responsibility of each User for their respective asset inventory. The System Management Team will track and manage modifications to data records, as they are communicated. This includes providing information to each User and can include information such as warranty expiration events, changes in equipment location, or effective status (i.e. no longer functioning, unable to repair, lost/stolen/damaged, etc.)

C8.1. Spares.

Users currently own and utilize a complement of field spare boards and modules in support of the equipment sites. The vendor/contractor shall supplement the System field spares through an advanced replacement process to minimize equipment outages at System sites. System spares are maintained for the following locations:

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Table C8.1. Tudor Road Master Site System Spares.

1	HP Procurve, Model J4900A
1	HP Procurve, Model J4813A
1	MOSCAD Power Supply
1	CEB Board
1	CEB Board – BIM
1	CEB Board – Timer
1	CEB Board – AMI
1	CEB Board
1	CEB Board
1	Type 1 Transector
1	S2500 10Base-T
1	S2500 T1/E1 CSU/DSU MOD
1	Logitech Access Keyboard
1	HP DL360 G3 Hardware Kit
1	Head Set Jacks for CIE
1	Clipper Twin Foot Switch for CIE
1	Motorola Transportable, Model F2804A
1	Motorola Router Model ST2500A – S2500
1	Motorola Router Model ST2500B – S2500
1	Motorola Router ST4000B, Model ESPL-370
1	Motorola Router ST5500B, Model ESPL-360
1	Motorola PSC 9600, Model T6782
1	Motorola PSC 9600, Model T6784A
1	Transector Surge Suppression, Model MPS 32 T1
1	T1/E1 Interface
1	T1/E1 Interface
1	MOSCAD Motorola NFM XC RTU

Table C8.2. Ted Stevens Anchorage International Airport BDA.

1	BDA Crossband Coupler, Model 80-05-06
1	BDA Crossband Coupler, Model 80-05-07
1	BDA Power Supply Model 3-15503
1	BDA Preamp Model 3-11423
1	BDA Preamp Model 3-11792
1	BDA AC-DC Converter Model 3-5969
1	Wilmore AC-DC Converter Mdl 1654-48-120-60-U

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Table C8.3. Whittier BDA.

1	VHF Head End BDA 10/5W
1	LNA VHF 70-500MHz with Relay
1	Power Amp 10W 100-250MHz 1.5 MHz BW
1	24V 17A PSU 400W (XP)
1	¼ W O-30DB Switched Attenuator
1	Attn Switch Remote D Type 60DB
1	Control Monitor Board RS485 Protocol
1	VHF Inline BDA 10/5W
1	LNA VHF 70-500 MHz with Relay
1	Power Amp 10W 100-250MHz SMA Connection
1	24F 17A PSU 400W (XP BCC)
1	¼ W 0-30 Switched Attenuator
1	Attn Switched Remote D Type 30DB
1	Control Monitor Board RS485 Protocol

Table C8.4. Site Spares.

1	265W AC Power Supply
1	600W DC Power Supply 24 VDC
1	600W DC Power Supply 48/60 VDC
1	VHF Range 2 Receiver
1	VHF 125W Power Amp
1	Internal UHSO
1	Procurve Switch
1	NFM XC RTU
1	CSU/DSU Daughter Board
1	WAN Router
1	VHF Range 2 Exciter
1	Epic III Control Module
1	33.6 Modem
1	48 VDC Power Supply
1	CDRW Drive
1	Distribution Panel
1	PBA Plug-In Breaker 30 Amp
1	PBA Plug in Breaker 50 Amp
1	Power Supply
1	Wilmore Inverter

NOTE: All spares are currently owned by/reserved for the Department of Defense.

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C9. Metric Reporting Procedures/Processes.

The Operations Manager will report on System operations and issues. Issues requiring action shall be prioritized and addressed by the Operations Manager, as prioritized and directed by the User Council.

C9.1. The Operations Manager.

C9.1.1. The Operations Manager will provide to the User Council System performance reports that are based on past and current System data. Written status reports of ongoing projects or technical solutions shall be submitted to the User Council monthly, or as required.

C9.1.2. The data will be presented graphically in order to make it easily understandable. The focus will be on both performance and fault management.

C9.1.3. The Operations Manager will provide trend analysis of the report data to highlight trends and actions that the User Council should consider initiating for the System to improve availability, reliability and serviceability of the network. Reports can be configured to indicate certain pre-designated parameters as directed by the User Council to prevent unauthorized access to System information. The information should include, but be limited to:

C9.1.3.1. Baseline metrics to measure the "healthy" operation of the System (this is predicated on monitoring of the System to obtain the appropriate data)

C9.1.3.2. Equipment, site, site link or other failure trends

C9.1.3.3. Early identification of System performance degradation

C9.1.3.4. Service-level performance information

C9.1.4. The Operations Manager will also utilize this information to make recommendations to the User Council for improving network operations and improving cost-effective, proactive approaches to System maintenance and support.

C9.1.5. The Operations Manager will be available to attend applicable meetings with the User Council or other meetings relating to System operations and performance.

C10. Preventive Maintenance Inspection.

C10.1. Original Equipment Manufacturer (OEM).

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C10.1.1. On an annual basis, an OEM certified technician shall perform operational tests and alignments on the System infrastructure network equipment to optimize and ensure the equipment meets OEM specifications.

C10.1.2. The technician shall remove any oil, dust and/or foreign substances from the equipment, clean filters if applicable, and measure, record, align and adjust the following applicable equipment parameters to the frequency and modulation outlined in the rule and regulations of the FCC.

C10.1.3. A preventative maintenance schedule will be coordinated with the site owner, DoD/SoA DOA, and approved on a yearly basis. Modifications to the schedule must also be coordinated and approved within 90 days of the scheduled preventative maintenance audit and inspection being performed.

C10.1.4. The government (DoD/SoA DOA), at its pleasure, can provide a representative to audit/observe the preventative maintenance audit and inspection. Where special conveyance is required to get to the site to perform this activity, vendor/contractor shall provide the conveyance of DoD/SoA DOA on the same conveyance used by the vendor/contractor.

C10.1.5. Preventive maintenance activities will be documented and available for review, as required.

C11. System Security.

C11.1. Strategy.

C11.1.1. The security strategy for the System is predicated on protecting the radio network infrastructure. The ASTRO 25™ has built-in security countermeasures. However, security also involves physical site and connected networks security.

C11.1.2. The fundamental security strategy for protecting a large network such as the System consists of the following:

C11.1.2.1. Define radio network security policies

C11.1.2.1.1. Define what needs to be protected

C11.1.2.1.2. Set up policies for external network connectivity

C11.1.2.1.3. Define policies for User access controls and anti-virus

C11.1.2.1.4. Define policies for mobile data User access controls and anti-virus

C11.1.2.2. Fully utilize built-in security countermeasures

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C11.1.2.2.1. Anti-virus, intrusion detection, firewalls, access controls and operating system hardening

C11.1.2.3. Perform radio network security management

C11.1.2.3.1. Monitor network barriers and anti-virus 24 hours/day, 7 days/week

C11.1.2.3.2. Proactively maintain security devices up to date

C11.1.2.3.3. Pre-test and deploy security updates (periodic and urgent)

C11.1.2.3.4. Be ready with incident response plan and team 24 hours/day, 7 days/week

C11.1.2.3.5. Proactively update configurations as new threats emerge

C11.1.2.3.6. Enforce and maintain User access controls

C11.1.2.3.7. Conduct and test system backup and recovery procedures

C11.1.2.3.8. Conduct ongoing security assessments and User training

C12. Site Book Management.

Site Book management includes the management of the documentation within the books and the process of updating the books that are on the sites, in the operations offices and distributed to specific Users. The System Management and Operations Management Team will track and manage modifications to data records, as they are communicated. This includes providing information to each Site Book and operations team member, as needed.

C13. Standard Operating Procedures/Processes.

There will be operating procedures for obtaining helpdesk services, technical support, network monitoring services, infrastructure repair, advanced replacement services, system survey and analysis, software subscription releases, software upgrade design services, infrastructure software installation services, subscriber radio repair and reports.

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C14. User Management.

Add/Change/Delete Form

POC: _____ Email: _____

Serial Number/ID numbers:
1._____ (A)(C)(D) Alias_____ ID_____
2._____ (A)(C)(D) Alias_____ ID_____
3._____ (A)(C)(D) Alias_____ ID_____
4._____ (A)(C)(D) Alias_____ ID_____

For convenience, we will accept information on an Excel spreadsheet if it is attached to this form, just add the comment "See Attached" on line 1 above.

Is this is required by a certain date/time? _____.

Emailed codeplug to System Manager: YES / NO (circle one)

Information:_____
_____
_____
_____
_____
_____

Programming Service Shop:_____.

Advance System Key number(s):_____.

Date Shipped/Delivered:_____.

Software Version	Flash Code	System Technician	Date

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Appendix D
Hardware and Software

Manufacturer	Name	Type (Software, Hardware, Firmware, Operating System, etc.)	Version	Service Level

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ALMR
Service Level Agreement
Cost Levels

User Council Report

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Assignment

- The Assignment:
  - Assign sites to maintenance priority (see below)
  - Work with Motorola and the State to provide ROM pricing estimates that conform to the recommended service levels and priorities
- RF sites were broken into 3 categories (see accompanying spreadsheet):
  - Category 1 – A critical site within 30 miles of a military base, Anchorage, Fairbanks, Juneau, Palmer/Wasilla, Soldotna/Kenai, or any site so designated
  - Category 2 – Other drive-to sites – not critical
  - Category 3 – Helo sites (some helo sites were classified as Category 1)
- The Team Assigned
  - User Council, Dave Gross, Joe Quickel

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Attach

Current Level of ALMR Infrastructure Maintenance Support

Subsystem Name	Current Maintenance Level		
	On-Site Response	Monitoring	PMI
Master Site Zone Controllers	1 hr tech 4 hr site	24x7	Annual
RF Sites	1 hr tech 4 hr site	24x7 24x7	Annual Annual
Mgt Terminals used for Maintenance	1 hr tech 4 hr site	24x7	Annual
System Gateways	1 hr tech 4 hr site	24x7	Annual
Vendor Maintained Microwave	1 hr tech 4 hr site	24x7	Annual

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Required Level of ALMR Infrastructure Maintenance Support

Subsystem Name	Required Maintenance Level		
	On-Site Response	Monitoring	PMI
Master Site Zone Controllers	2 hours	After Hours	Annual
RF Sites Category 1 Sites	2 hours	After Hours	Annual
Category 2 Sites	8 hours	"	Annual
Category 3 Sites	24 hours	"	Annual
Mgt Terminals used for Maintenance	8 hours	None	Customer
System Gateways	8 hours	None	Customer
Vendor Maintained Microwave	2 hours	After Hours	Annual

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Cost Comparison Summary

Subsystem Name	Current Cost	% Cost Reduction	Recommended Level Cost
Master Site Zone Controllers	$ 25,000	2%	$ 24,500
RF Sites and BDA Systems	127,000	13%	110,490
Management Terminals	50	10%	45
System Gateways	1,000	10%	900
Vendor Maintained Microwave	2,500	10%	2,250
Monthly Equipment Maintenance Costs	**$ 155,550**	**11%**	**$ 138,185**

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Basis for Calculations

- Equipment maintenance is based on 57 operational sites. This number is scheduled to grow to 69 by 2007 and 90 by 2008, an overall increase of 58%. Site maintenance costs are assumed to increase proportionately. The breakdown of the 57 sites by category is:
  - Category 1 – 29
  - Category 2 – 19
  - Category 3 - 9
- RF site reductions were calculated as follows:
  - No cost reduction for Category 1 sites
  - 15% cost reduction for Category 2 sites
  - 20% reduction for Category 3 sites
  - Additional 5% reduction for all sites for after hours monitoring only

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Shared System Operations and Maintenance Costs

Cost Category	57 Sites	69 Sites	90 Sites
Equipment Maintenance (1)	$ 1,657,200	$ 2,006,084	$ 2,616,632
System Management (2)	820,500	820,500	820,500
Operations Management (3)	600,000	600,000	600,000
SATS Maintenance Share (4)	326,000	326,000	326,000
Total Cost Share Amount	$ 3,403,700	$ 3,752,584	$ 4,363,132

Notes:
(1) Site costs were increased proportionately based on the increase in the number of sites.

(2) Includes the System Manager and System Technicians. .

(3) Includes the Operations Manager, Business Manager and staff. Cost is ROM.

(4) Assumes 16.3% of $2 million annual SATS operations and maintenance costs is a ROM.

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Next Steps

- Accept/reject/modify the equipment maintenance costs for the recommended service levels
- Pass to the Executive Council for endorsement
- Obtain actual shared SATS costs
- Pass all cost information to the Cost Share Task Force

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Closing

Questions?

Thank you!

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ALMR

A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP

Alaska Land Mobile Radio Communications System

Cooperative Agreement (DRAFT)

Between the Department of Defense - Alaska, the Federal Executive Association of Alaska, the State of Alaska, and the Alaska Municipal League

Version 5.0, 9 August 2006

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TABLE OF CONTENTS

Table of Contents i
Revision History ii
Summary of Changes iii
Definitions and Acronyms 1
Article 1 - Recitals 4
Article 2 - General Provisions 6
Article 3 - Voluntary Termination 8
Article 4 - Limits to Financial Obligations 9
Article 5 - The System 10
Article 6 - Organizational Structure and Users 11
Article 7 - Project Management and Project Team 12
Article 8 - User Council 14
Article 9 - Funding and Expenditures 18
Article 10 - Budget Process 19
Article 11 - Cost Recovery and User Agreements 20
Article 12 - Obligations of the Parties 21
Article 13 - Security Certification and Accreditation 23
Article 14 - Dispute Resolution, Breach and Remedies 25
Article 15 - Site Access 26
Article 16 - Spectrum and Frequencies 27
Article 17 - Hold Harmless and Indemnification 28
Article 18 - Insurance Requirements 29
Article 19 - Minority and Women's Business Enterprise Participation; Nondiscrimination in Employment by Contractors, Subcontractors and Vendors; and Fair Employment Practices 30
Article 20 - Rights and Obligations Reserved 31
Article 21 - Impasse Resolution 32
Article 22 - General Terms 33
Appendix A - System Description A1
Appendix B - Organizational Structure B1
Appendix C - Membership Agreement C1
Appendix D - Service Level Agreement D1
Appendix E - Spectrum Sharing Memorandum of Agreement E1

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Document Revision History

Name	Date	Reason For Changes	Version
Fargnoli, Jack	4/11/03	Author	1.0
Woodall, Tim Quickel, Joe	7/03	Updated agreement to reflect actual system architecture and organization.	2.0 & 3.0
Woodall, Tim Quickel, Joe	12/03	Updated agreement to reflect actual system architecture and organization.	3.0
Dixon, Toni	3/31/06	Inserted Article 13 re: Security Certification and Accreditation, renumbered articles, minor format corrections.	4.0
Dixon, Toni	4/20/06	Inserted appendices A, B, and C.	4.0
Dixon, Toni	4/28/06	Corrected grammar, formatted and re-numbered attachments. Inserted additional appendices and renumbered sections.	4.0
Shafer, Sherry	05/01/06	Revised format and updated terminology, added Summary of Changes.	5.0
Shafer, Sherry	05/24/06	Added new Appendix E.	5.0
Shafer, Sherry	06/01/06	Revised per Col Clifton's edits from 31 May 06 meeting; incorporated Summary of Changes into the document.	5.0

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Summary of Changes

Table of Contents:

1. Article 2, "Definitions," was removed and inserted at front of document. Articles were renumbered.

2. Article 8, "Transition," was replaced with "Project Management and Project Team."

3. Article "Security Certification and Accreditation" was inserted at Article 13. Articles were renumbered.

4. Appendix C, System Description, was re-lettered as Appendix A and inserted.

5. Appendix B, Membership Agreement, was re-lettered as Appendix C and inserted.

6. Appendix A, Organizational Structure, was re-lettered as Appendix B and inserted.

7. Appendix D, Service Level Agreement, was added.

8. Appendix E, Spectrum Sharing Memorandum of Agreement, was added.

Revision History: Added.

Summary of Changes: Added.

Document Body:

9. Definitions were removed as Article 2 and inserted at the front of the document ahead of Article 1 and labeled as" Definitions and Acronyms." Acronyms are used throughout the document after being spelled out/defined the first use.

10. Articles 1 – 22: All paragraphs were re-numbered. Each paragraph within an Article will be considered a "Section" for ease of referral and, to the greatest extent possible, mirror the Alaska Constitution format. Each Article's Sections will begin with Section 1, and so on.

11. Articles 1 – 22: All references to "Alaska Land Mobile Radio" were changed to read "ALMR," as applicable.

12. Articles 1 – 22: All references to "User's Council," "Users Council," and "User Council" were standardized to read "User Council," as applicable.

13. Articles 1 – 22: All references to the "Cooperative Agreement/agreement" were standardized to read the/this "Agreement," as applicable.

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14. Articles 1 – 22: All references to the "party/parties" (the four co-chairs) were standardized to read the "Party/Parties," as applicable.

15. Articles 1 – 22: All references to the "ALMR Communications System/system" were standardized to read the "System," as applicable.

16. Articles 1 – 22: All underlines at subject text were deleted.

17. Articles 1 – 22: Unnumbered sections were numbered.

18. Articles 1 – 22: All references to the "General Manager" were changed to read "Operations Manager."

19. Articles 1 – 22: All possessive tense was eliminated where not necessary to convey meaning.

20. Articles 1 – 22: All redundant use of ALMR was deleted where no value was added.

21. Articles 1 – 22: All references to the "Joint Program Team" were changed to read "Joint Project Management Team."

22. Articles 1 – 22: All references to "General Manager/User Council (whichever has the current responsibility and authority)" were changed to read "Operations Manager/User Council, whoever has the current responsibility and authority."

23. Articles 1 – 22: All references to the "Joint Program Team or the General Manager/User Council (whichever has the current responsibility and authority)" were changed to read the "Joint Project Management Team/Operations Manager/User Council, whoever has the current responsibility and authority."

24. Articles 1 – 22: All references "and or" were changed to read "/" where terms were interchangeable.

25. Article 1: Paragraph subjects were inserted at paragraphs.

26. Article 1, Section 3: Corrected order of Parties to standardize with remainder of document.

27. Article 5: Changed title "Alaska Land Mobile Radio Communications System" to read "The System."

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28. Article 6: Changed title "Organizational Structure; Consortium" to read "Organizational Structure and Users."

29. Article 6, Section 3: Changed "Each member of the consortium, (i.e. each Party to the Agreement) to read "Each Party to the Agreement."

30. Article 6, Section 4: Changed "Each member of the consortium, (i.e. each Party to the Agreement) to read "Each Party to the Agreement."

31. Article 7: Changed title "Alaska Land Mobile Radio Communications System Program Management and Project Team" to read "Program Management and Project Team."

32. Article 7, Section 2: Paragraph reworded.

33. Article 7, Section 3: Changed "Each member of the consortium, (i.e. each Party to the Agreement) to read "Each Party to the Agreement."

34. Article 7, Section 4: Changed "Each member of the consortium, (i.e. each Party to the Agreement) to read "Each Party to the Agreement."

35. Article 7, Section 5: Deleted roles and responsibilities matrix and replaced with Organizational Structure at Appendix B.

36. Article 8: Changed title "Alaska Land Mobile Radio Communications System Users Council" to read "User Council."

37. Article 8, Section 2: Changed "major consortium partner" and "consortium member agencies" to read "Party" and "Parties to the Agreement," respectively.

38. Article 8, Section 4: Reworded.

39. Article 8, Section 6d: Reworded.

40. Article 8 and forward: Changed "beneficial use" to read "sustained O&M."

41. Article 9, Section 6: Reworded.

42. Article 11: Changed title "Cost Recovery, User Agreements" to read "Cost Recovery and User Agreements."

43. Article 12, Section 7: Restructured paragraph.

44. Article 12, Section 9: Restructured paragraph.

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45. Article 12, Section 11: Changed "Each Party make collect ..." to read "Each Party, as permitted by applicable law(s) may collect...."

46. Article 12, Section 13: Removed provision wording from main paragraph to indent.

47. Article 13. New Article "Security Certification and Accreditation" inserted.

48. Article 16: Changed title "Spectrum, Frequencies" to read "Spectrum and Frequencies."

49. Article 16, Section 3: Inserted date of referenced MoA.

50. Article 18, Sections 1: Changed "with limits of not less than $2,000,000" to read "with limits commensurate to their respective responsibilities."

51. Article 18, Section 1: Changed "Best's rating" to read "A.M Best Company rating."

52. Article 18, Section 2: Changed "a certification of self-insurance covering Party activities..." to read "a certification of self-insurance with limits commensurate to that Party's respective responsibilities and covering Party activities...."

53. Article 19, Section 2 and 3: Restructured and reworded paragraphs for flow and understandability.

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Definitions and Acronyms

Agreement: this cooperative agreement, as set out in this document.

Alaska Land Mobile Radio (ALMR) Communications System: the ALMR Communications System, as established in the Agreement and as described in Appendix A.

Alaska Municipal League: entities that make up the Alaska Municipal League that will operate on the shared ALMR system infrastructure.

A.M. Best Company: the leading provider of ratings, news and financial data for the insurance industry worldwide; recognized as the benchmark for assessing financial strength of insurance related organizations and credit quality of their obligations.

DITSCAP: the Department of Defense Information Technology Security Certification and Accreditation Process that helps Users and security officers ensure information systems operate at an acceptable level of risk. As defined in DoD Instruction 8500.40, "DoD Information Technology System Certification & Accreditation Process (DITSCAP)."

Executive Council: the ALMR Executive Council. Made up of the four Parties.

Department of Defense – Alaska: Alaskan Command, US Air Force and US Army component services operating under United States Pacific Command.

Federal Executive Association: federal government entities, agencies and organizations, other than the Department of Defense, that will operate on the shared ALMR system infrastructure.

Information Assurance: information operations that protect and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This includes providing for restoration of information systems by incorporating protection, detection, and reaction capabilities.

Key Management Facility: allows for secure re-keying of radios over the air.

Network Operating Charges: charges applied to users of the System through user agreements to recover operating, maintenance, capital replacement and depreciation costs of the System.

Operations Manager: the Operations Manager represents the User Council interests and makes decisions on issues related to the day-to-day operation of the system and any urgent or emergency system operational or repair decisions. In coordination with the User Council, the Operations Manager establishes policies, procedures, contracts,

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organizations, and agreements that provide the service levels as defined in the ALMR Service Level Agreement at Appendix D.

Party/Parties: one or more Parties who have signed the Agreement; (i.e., the Department of Defense - Alaska, the Federal Executive Association of Alaska, the State of Alaska and the Alaska Municipal League, respectively or collectively).

Service Level Agreement: the Service Level Agreement (SLA) outlines the operations and maintenance services as required by the User Council membership for the sustainment and operations of the ALMR infrastructure. The performance metrics contained in the SLA describes the maintenance standards for the ALMR system infrastructure. ALMR cost share services are also outlined in the SLA.

Subscriber Equipment: portable, mobile and console equipment that is intended to operate on the ALMR infrastructure for day-to-day intra-agency communications and/or inter-agency cross-jurisdictional interoperability purposes. Subscriber equipment can also include network management terminals, key management facility equipment, gateway and other assets which are determined not to be a burden cost share in applicable Memoranda of Agreement (MoAs).

Sustained Operations and Maintenance (O&M): Declaration by the Executive Council that the System is ready and capable to support real-time, on-demand and secure public safety communications.

System: the ALMR Communications System, as established in the Agreement and as described at Appendix A, and any and all System Design/System Analysis (SD/SA) and System Design/System Implementation (SD/SI) documents.

System Design: the technical design of the System as defined in Article 5, Section 4 of the Agreement.

User/Member: an agency, person, group, organization or other entity which has an existing written Membership Agreement with one of the Parties to the Agreement. Terms are synonymous and interchangeable.

User Council: the User Council is responsible for recommending all operational and maintenance decisions affecting the System. Under the direction and supervision of the Executive Council, the User Council has the responsibility for management oversight and operations of the System. The User Council oversees the development of System operations plans, procedures and policies under the direction and guidance of the Executive Council.

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Alaska Land Mobile Radio (ALMR) Communications System Cooperative Agreement

This cooperative agreement is entered into by the Department of Defense - Alaska, the Federal Executive Association of Alaska, the State of Alaska and the Alaska Municipal League in their collective role as members of the Alaska Land Mobile Radio Communications System Executive Council.

The Agreement is structured to allow the Parties signing the Agreement to fulfill their responsibilities under the Agreement through the exercise of their respective independent legal authorities and, if approved by the ALMR Executive Council, to combine or delegate those authorities to one or more of each other, where permitted under federal, state, or municipal laws, in order to achieve cost savings, administrative efficiencies, interoperability, and simplicity of operations.

Pursuant to the Memorandum of Agreement signed by the senior executive authorities representing each Party on April 4, 2001, and in consideration of the mutual promises, benefits and covenants contained herein, the Parties agree as follows:

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Article 1
Recitals

§ 1. Alaska-Wide Land Mobile Radio Executive Council. On September 19, 1997, the Department of Defense - Alaska, the Federal Executive Association of Alaska, the State of Alaska and the Alaska Municipal League joined together under the existing federal Alaska-Wide Land Mobile Radio Executive Council, for the purpose of providing a cost shared, land mobile radio communication service encompassing participating federal, state and municipal users in Alaska. The Federal Alaska-Wide Land Mobile Radio Executive Council was renamed the Alaska Land Mobile Radio Communications System Executive Council, hereafter referred to as the "Executive Council," and a new charter was executed providing for four equal co-chairs representing the Department of Defense – Alaska (DoD-AK), the Federal Executive Agency of Alaska (FEA) (excluding DoD), the State of Alaska (SOA), and the Alaska Municipal League (AML).

§ 2. Chartered Requirements. In a Memorandum of Understanding (MoU) signed on October 8, 1997, DoD-AK, FEA, SOA, and AML chartered the Executive Council with: 1) identifying the participating entities' disaster response and crisis management requirements and their associated communications requirements; 2) developing a combined migration strategy for implementing a single integrated statewide radio communications system to meet those requirements; and 3) developing a request for information to industry for possible solutions to meet those requirements.

§ 3. Implementation and Representation. In a MoU signed on April 4, 2001, DoD-AK, FEA, SOA, and AML provided approval for the Executive Council to move forward with implementation of a cooperative solution responsive to the signatories' mutual aid, disaster response and crisis management missions, as well as to their day-to-day operational requirements. Further, the participating entities agreed that the Executive Council will represent, within the boundaries of federal, state and municipal law(s), the participating entities in providing oversight and direction for the implementation and continued development of the mutually agreed system design of the cooperative solution.

§ 4. Cooperative Solution. The cooperative solution to be implemented, referred to in this Article, Section 3, will be known as the Alaska Land Mobile Radio Communications System, hereafter referred to as the "System."

§ 5. Consortium Approach. The Executive Council revised the governing charter document on April 10, 2003, to officially identify a consortium governance approach. Further, pursuant to the FCC fourth R&O, NPRN, WT Docket 96-86 release, August 2000, the Executive Council, acting as the State's Interoperability Executive Committee (SEIC), will administer interoperability channels through the development and administration of an interoperability plan for statewide use.

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§ 6. Frequency Sharing. In a Memorandum of Agreement (MoA) signed July 18, 2003, and July 25, 2003, between the Assistant Secretary of Defense for Networks and Information Integration, and the Commissioner of Public Safety State of Alaska (Appendix E), the provisions for shared use of federal government, state and local public safety allocated frequency resources used for operation on the System were enacted.

§ 7. Joint Powers. The authority of Alaska municipalities and the SOA to share joint powers with each other and with federal agencies is provided under Article 10, Section 13 of the Alaska Constitution, Agreements; Transfers of Powers, which states:

> "Agreements, including those for cooperative or joint administration of any functions or powers, may be made by any local government with any other local government, with the State, or with the United States, unless otherwise provided by law or charter. A city may transfer to the borough in which it is located any of its powers or functions unless prohibited by law or charter, and may in like manner revoke the transfer."

§ 8 Federal Cooperation. The authority of the SOA and its political subdivisions to cooperate with the federal government and its agencies on matters of common interest is provided under Article 12, Section 2 of the Alaska Constitution, Intergovernmental Relations, which states:

> "The State and its political subdivisions may cooperate with the United States and its territories, and with other states and their political subdivisions on matters of common interest. The respective legislative bodies may make appropriations for this purpose."

§ 9 Best Interest. In forming this Agreement, DoD-AK, FEA, SOA, and AML agree that it is in the public interest to develop and implement the System, and to establish its management and operations as provided in the Agreement.

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Article 2
General Provisions

§ 1. Purpose of Agreement. The purpose of this Agreement, hereafter referred to as "the Agreement," is to establish the System, and to set out the terms according to which the System will be governed, managed, operated and modified by the Parties signing the Agreement.

§ 2. Agreement Effective. The Agreement shall become effective when signed by the Parties to the Agreement. Two or more of the Parties may execute the Agreement.

§ 3. Parties to the Agreement. The parties to the Agreement are DoD-AK, FEA, SOA, and AML in their collective role as members of the Executive Council, hereafter referred to as the "Party/Parties."

§ 4. Additional Future Parties. Additional Parties may join the Agreement if approved by the Executive Council. If additional Parties agree to the terms and provisions of the Agreement, said Parties shall become members of the Executive Council, as provided herein, and as specified within the Charter that governs the Executive Council.

§ 5. Failure to Execute Agreement. If a Party to the Agreement fails to execute the Agreement, the Executive Council may replace the Party by designating a successor Party, redesigning the System to maximize System utility for the remaining participating Parties, or terminating the Agreement. Not all Parties identified in this Article, Section 3, are required to execute this agreement.

§ 6. Existing Laws. In signing the Agreement, the Parties agree to abide by and enforce the terms and provisions of the Agreement to the full extent of existing laws, regulations and policies.

§ 7. Compliance. Each Party to the Agreement will be responsible for ensuring its own compliance with the provisions of the Agreement, and all associated policies and procedures, as well as the compliance of all persons, groups, organizations or entities, which the Party authorizes to use the System.

§ 8. Amendments to Agreement. The Parties retain the right to define the terms of the Agreement. Any Party may request changes to the Agreement. The Agreement may be amended only by unanimous agreement of all of the Parties to the Agreement.

§ 9. Duration of Agreement. Unless terminated earlier as provided in the Agreement, the Agreement will terminate 10 years from the date it is signed.

§ 10. Renewal of Agreement. The Agreement may be renewed for an additional period of up to 10 years by unanimous agreement of the Parties to the Agreement.

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§ 11. Compliance With Laws. The Agreement does not obligate any Party to act contrary to applicable laws, regulations, policies or procedures.

§ 12. Counterparts. The Agreement can be executed in any number of counterparts, each of which shall be deemed an original, and all of which, taken together, shall constitute a single Agreement.

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Article 3
Voluntary Termination

§ 1. The Parties to the Agreement may terminate the Agreement at any time by a unanimous vote of the Parties. Prior to any such termination, the Parties shall give prior due consideration to preserving the continuity of each Party's mission support and operations during the transition period following termination.

§ 2. A Party to the Agreement retains the right to exit from the Agreement.

§ 3. A Party desiring to exit the Agreement will provide written notice to the other Parties one year prior to the effective date of the Party exiting the Agreement.

§ 4. A Party exiting the Agreement will continue to fulfill its responsibilities under the Agreement for a period of 30 days following the effective date of its exiting the Agreement.

§ 5. By, or before, the end of the period provided for in Article 2, Section 9, the Parties to the Agreement shall determine whether, and if so, the degree and manner in which a Party exiting the Agreement may relinquish or transfer to the remaining Parties for reallocation any equipment or assets under the exiting Party's control that may be necessary to maintain the System at the same level of service that any user of the System enjoyed prior to the Party exiting.

§ 6. Exiting the Agreement will not relieve a Party of obligations, if any, resulting from activities under the Agreement prior to the effective date of the Party exiting.

§ 7. Parties terminating or exiting the Agreement retain the right to terminate or exit with the spectrum assets that they brought to the Agreement.

§ 8. A Party exiting the Agreement shall agree to such additional terms and conditions as may be unanimously established by the Parties, including the exiting Party.

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Article 4
Limits to Financial Obligations

§ 1. The Parties' financial obligations to provide funds for the System's management, operations, maintenance, modifications and enhancements are limited to those included in the System annual budget as approved by the Executive Council.

§ 2. The Parties assume no obligation to provide financial support for the System beyond the term of the Agreement, as set out in Article 2, Section 9, except as specifically set forth by the Parties in written agreement(s) which is/are separate from the Agreement.

§ 3. No Party to the Agreement will be obligated to spend money or time for purposes encompassed by the terms of the Agreement without first reaching agreement in writing on the specific tasks and costs associated with those purposes.

§ 4. Nothing in the Agreement shall obligate any of the Parties to expend money in excess of appropriations authorized under federal, state or municipal law.

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Article 5
The System

§ 1. System Enactment: The System is established when any or all Parties to the Agreement have signed the Agreement.

§ 2. System Definition: The System consists of the respective physical assets, including spectrum, infrastructure, hardware, software and other equipment which are dedicated in whole or in part by the Parties solely for the purpose of their use and integration as a single statewide cost-shared interoperable wireless communications system as provided under the Agreement.

§ 3. System Description: A complete description of the System, including the assets provided by each Party, is contained at Appendix A.

§ 4. System Design: The System design includes, at a minimum:

§ 4. 1. System performance standards

§ 4.2. Master System implementation schedule

§ 4.3. Identification of repeater sites and their mobile and portable coverage area

§ 4.4. Identification of users and subscriber units to be home sited to each zone

§ 4. 5. Identification of the sizing, functioning and location of network controller equipment to be implemented

§ 4.6. Identification of microwave paths used to link repeater sites and communications centers to the network controller equipment to be implemented

§ 4.7. Identification of specific frequencies that will be licensed at each repeater site, or used in gateway services

§ 4.8. Identification of a talk group plan and roaming plan

§ 4.9. Identification of gateway equipment and gateway sites to be implemented

§ 4.10. Priorities established for access to the System

§ 4.11. Interoperability plan

§ 5. System Redefinition: The System may be redefined at any time by the Parties to the Agreement. Any such redefinition must be unanimously agreed to in writing by the Parties.

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Article 6
Organizational Structure and Users

§ 1. The System shall be managed as a consortium, under the authority and oversight of the Executive Council. The consortium consists of the Parties signing the Agreement. A chart depicting the ALMR Organizational Structure is contained at Appendix B.

§ 2. The ALMR Operations Manager, hereafter referred to as the "Operations Manager," conducts the day-to-day operational management of the System on behalf of the Parties to the Agreement. The Operations Manager ensures that service-level requirements and operating standards are met by monitoring the activities of the organization and/or contractor providing maintenance services.

§ 2.1. The Operations Manager will be organizationally positioned to be free of conflict-of-interest issues with the organization and/or contractor providing maintenance services.

§ 2.2. The Operations Manager will provide guidance and operational oversight of the System in cooperation and coordination with the ALMR User Council, hereafter referred to as "User Council," and under approval and authority vested in the Operations Manager by the Executive Council.

§ 3. Each Party to the Agreement is responsible for financial participation in the operation and maintenance of the common infrastructure that makes up the System. Namely, the portion of the System infrastructure which the Party legally owns, controls and for which it bears legal responsibility, including sites, facilities, equipment, licenses, spectrum assets and personnel may be cost shared across all participating agencies as set forth in specific MoAs, and other such legal and binding instruments.

§ 4. Each Party to the Agreement is responsible for the operation and maintenance of its own subscriber equipment operating on the System.

§ 5. Except as otherwise provided in the Agreement, each Party will be responsible for financing and paying the costs of its responsible cost share of the System, including operating and maintenance costs, as well as capital costs.

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Article 7
Project Management and Project Team

§ 1. Conduct of the System project management is carried out under the authority and supervision of the Executive Council, as set out in Article 1, Section 3, of the Agreement. The project management team established by the Executive Council to implement System is the ALMR Joint Project Management Team, hereafter referred to as the "Joint Project Management Team."

§ 2. The Joint Project Management Team will be organizationally structured with independent, yet collaborative, project teams. Each Party will provide a Project Manager to the Joint Project Management Team to execute that Party's responsibilities for shared infrastructure implementation and for collaboration and coordination of dependent activities with other Parties to the Agreement.

§ 3. The Executive Council will provide direction, guidance and approval to the Joint Project Management Team for the independent or collaborative capital improvements to the shared System infrastructure

§ 4. The Joint Project Management Team will focus on five primary areas of responsibility:

§ 4. 1. Governance. Governance focuses on agreements between Parties. Governance includes agreements required for the operation of the Executive Council, User Council, Joint Project Management Team and Operations and Maintenance (O&M) agencies. Governance includes those agreements, plans, policies and procedures approved by the Executive Council, which are needed to ensure adherence to federal, state and local regulations and policies related to shared operation of the System. Governance documents will include, at a minimum: spectrum sharing, cost sharing, site sharing agreements, and MoUs and MoAs generated from the inception of the project through its transition to O&M. Specifically, this includes the Executive Council Charter, the Agreement, any user agreements, the design and construction MoUs, site sharing agreements, spectrum sharing MoA, power and connectivity sharing agreements, land permits and land leases, and other applicable agreements as enacted and approved by the Parties.

§ 4.2. Implementation. Implementation consists of the design, site preparation, construction, installation, configuration and optimization of all communications equipment and facilities associated with the System as addressed at Appendix A, System Description. This activity ends when the site or equipment passes the acceptance test and moves under a maintenance contract.

§ 4. 3. Transition. This includes both site and user transition. All of the activities leading up to the System Cutover including user training, subscriber unit acquisition, fleet mapping, programming, installation and distribution are included in Transition.

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Also included are the acquisition, installation, programming and training for consoles, gateways and other equipment. The completion of punch lists and of the site documentation also falls within the Transition area. Finally, all activities that lead to the establishment of policies, practices, plans, service-level agreements, customer support plans and standard operating procedures fall under the category of Transition, including those surrounding formation of the User Council and the establishment of O&M organization(s). Transition activities prepare for Cutover and, other than documentation, do not generally carry forward to O&M. Transition completes all of the required activities needed to affect a smooth and orderly cutover of a site or the System to operational status

§ 4. 4. Cutover. Cutover tasks focus on cutover to the new System by users and acceptance actions of the O&M activity of the operational System. Examples of activities that occur during Cutover are the official declaration that a site/system is operational, the required O&M staffing is complete, necessary contracts are in place, and the help desk is established. Also included within this area is the decommissioning of the legacy infrastructure and subscriber equipment. Cutover is the finalization of all activities and tasks required to declare a site/system operational and is the final process of officially handing the site/system over to the O&M activity. At the completion of Cutover, the site/system is no longer part of the Joint Project Management Team responsibility. The System is fully and completely operational and the O&M organization assumes responsibility. Then cutover is complete.

§ 4. 5. Project Management Support. This includes all planning, scheduling, budgeting, contracting, and reporting activities in support of the System's Implementation, Transition, Cutover and Governance. Project Management Support provides for the Project Plan, Strategic Plan, Risk Management Plan, Resource Management Plan, Project Communication Plan, work breakdown structure, schedule, cost estimates, budget and spend plan, scope change, and other critical management deliverables that aid in management and control of the project. The project lifecycle elements and processes of initiating, planning, controlling, executing and closing the project are also an integral part of the Project Management Support function. Other activities include security planning and assessments, documentation management and support of such groups as the User Council, the Executive Council and other working groups.

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Article 8
User Council

§ 1. The User Council is established by the Agreement. The User Council is responsible for making all O&M decisions affecting the System, including those governing day-to-day operations, and for fulfilling other duties and tasks as set out in the Agreement. In all respects, the decisions, policy making and actions of the User Council are subject to the authority, oversight and approval of the Executive Council. Upon official designation by the Executive Council that the Joint Project Management Team has completed all their tasks and responsibilities for implementing the System and has committed the entire completed System to sustained O&M by the users, the User Council becomes operational, and the Joint Project Management Team is dissolved.

§ 2. The User Council may be established by motion and vote of the Executive Council prior to the total completion of all tasks and responsibilities for implementing the System. Prior to the entire System having been committed to sustained O&M solely by the users, the User Council will function with the dual purpose of administering the sustained O&M portions of the System and assisting and advising the Joint Project Management Team on transition, operations, maintenance and management of the operational portions of the System during the implementation phases of the System build out. Authority for operations and management decisions made by the User Council remains with the Executive Council. Under this provision, Sections 3 through 16 of this Article are not binding, and the User Council will function under guidance of the Executive Council and in collaboration with the Joint Project Management Team.

§ 3. The User Council shall adopt a written charter stating its purposes, goals, objectives, duties and responsibilities in managing, operating and maintaining the System. The User Council also shall adopt written operating procedures and written administrative procedures pursuant to said charter. Adoption of the User Council Charter, its operating procedures and its administrative procedures is subject to approval by the Executive Council.

§ 4. Membership of the User Council will consist of one representative with voice and voting privileges from each agency or organizational entity participating in/using the services of the System, plus one or more at-large members (voice but no vote) as determined by the Executive Council. The Executive Council will approve the appointment of members to the User Council.

§ 5. Provisions governing the appointment of members, terms and conditions of membership, selection of a chairperson, modification of the composition of membership, and the establishment of voting methods and procedures, shall be set out in User Council administrative procedures.

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§ 6. Voting methods and procedures of the User Council may include: a) provisions for different classes of voters, including non-voting members; b) weighting in the counting of votes, including weighting related to a member agency's proportionate share of System ownership or proportionate financial contribution to System O&M; c) the establishment of quorums and/or majority/super-majority voting thresholds for taking action; and d) other provisions/considerations as determined to be necessary by the Executive Council.

§ 7. The User Council shall be responsible for providing recommendations to the Executive Council regarding approval of System design and approval of all proposed modifications to System design, including performance standards, modifications to approved performance standards, extensions and expansions of the System, addition of users to the System, and addition of new Parties to the Agreement.

§ 8. The User Council shall be responsible for providing recommendations to the Executive Council regarding the adoption of System O&M standards, which at a minimum shall include: a) identification of minimum technical standards for the System equipment and subscriber units; b) identification of protocols for the modification of talk group assignments and their usage; c) identification of minimum periodic maintenance standards and schedules for System equipment; d) identification of problem reporting and resolution practices for System equipment; and e) identification of security standards, policies and procedures.

§ 9. The User Council shall be responsible for providing recommendations to the Executive Council regarding approval of the terms and conditions of access of any user of the System, and the approval of user agreements.

§ 10. The User Council shall be responsible for conducting the dispute resolution process set out in the Agreement, and for providing recommendations to the Executive Council regarding the final resolution of disputes.

§ 11. The User Council shall be responsible for investigating any allegation of breach of the Agreement, formulating proposed remedies in instances of alleged breach, and providing recommendations to the Executive Council regarding the final disposition of alleged instances of breach.

§ 12. The User Council shall receive and review quarterly progress reports and modifications to System implementation schedules from each Party and shall use such reports and schedules as one basis to determine whether Parties are meeting their obligations as set forth in the Agreement; upon completion of such review, the User Council may make recommendations as necessary to the Executive Council regarding actions or decisions needed from the Executive Council.

§ 13. Until sustained O&M has been attained, the User Council shall, in coordination with Project Managers and the Operations Manager, be responsible for assessing and

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recommending service-level requirements of the System, designating cost-shared components of the System, recommending possible methods of funding the System, and recommending a budget process for the System. These recommendations shall be contained in a Service Level Agreement (See Appendix D). After the System has attained sustained O&M, the User Council shall be responsible for monitoring funding, expenditures and cost recovery for the System operation and maintenance, as provided in this Article and Article 10. In coordination with the Operations Manager, the User Council is also responsible for developing a budget process for the System, as provided in Article 9.

§ 14. Subject to the approval of the Executive Council, and to the extent permitted under federal, state and local laws, the User Council may designate consenting Party/Parties to act as a User Council agent to procure and install System common network controller equipment. Such procurement and installation shall be: a) consistent with System design, as approved by the Executive Council; b) subject to User Council supervision and oversight; and, c) subject to the record-keeping, audit and reporting requirements as provided in the Agreement and as established by the User Council.

§ 15. Subject to the approval of the Executive Council, and to the extent permitted under federal, state and local laws, the User Council may designate consenting Party/Parties to act as a User Council agent to operate and maintain the System common network controller equipment or to negotiate, execute and oversee an O&M agreement with a private/public entity to operate and maintain System common network controller equipment in accordance with standards of operation and maintenance approved by the Executive Council. The Agreement shall contain adequate provisions for emergency repair or replacement of System common network controller equipment.

§ 16. Additional responsibilities of the User Council shall include the following.

§ 16.1. Organizational Structure. The User Council will recommend an organizational structure for the management and operations of the System, including the development of a committee structure for receiving advisory input on executive matters, management matters, operating matters, technical matters, user concerns, concerns of local disaster response groups and other matters as deemed necessary by the User Council. Ad hoc committees and subcommittees may be formed as deemed necessary by the User Council.

§ 16.2. Performance Monitoring. The User Council will monitor and evaluate the performance of the System, including the efficiency and effectiveness of its operation and management, as well as the performance of contracts and user agreements. The User Council will report to the Executive Council their assessment of the operational health of the System annually, or as requested by the Executive Council

§ 16.3. Financial Plan. The User Council will review and approve annually a financial plan developed and submitted by the Operations Manager to provide for the short- and

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long-term financial needs of the System, including its funding needs as well as its capital replacement and enhancement needs. The financial plan will be updated annually, as well as at other times deemed necessary by the User Council/Operations Manager. The financial plan will then be presented through the User Council to the Executive Council for approval.

§ 16.4. Auditing and Control. The User Council will review and approve the Operations Manager's auditing and control policies and procedures to provide accountability, compliance, monitoring and performance assessment.

§ 16.5. Risk Management. The User Council will review and approve risk management and security policies and procedures developed by the Operations Manager. The policies will provide for the security, protection and safety of the System, its personnel and its assets, as well as to insure against the impacts of claims and liabilities. The ALMR Operations and Security Risk Management Plan will be presented through the User Council to the Executive Council for review and final approval.

§ 16.6. Procurement. The User Council will review and approve procurement policies and a procurement plan developed by the Operations Manager. The policies will meet System procurement needs, and to the extent permitted under federal, state and local law, accommodate the different respective procurement authorities and constraints of the Parties. The User Council will present the policies and plans to the Executive Council for final approval.

§ 16.7. Reporting. The User Council will review and approve a reporting system developed by the Operations Manager to meet various System reporting requirements. The reporting system will encompass reporting requirements which arise from federal, state and local laws and regulations, from policies of the User Council, from contracts and agreements, and from policies and decisions of the Executive Council. Areas of reporting may include management, budgeting, administration, finance, communications, outreach, and other areas deemed necessary for the smooth and efficient operation of the System.

§ 17. All actions taken by the User Council under the provisions of this Article are subject to approval by the Executive Council.

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Article 9
Funding and Expenditures

§ 1. Not later than October 1, the first day of the first quarter of each federal fiscal year (October 1 – September 30), each Party will identify the amounts and sources of funding for the next five years to be used in financing its portion of the System. Amounts and sources of revenue received from the operation of each Party's portion of the System, for the current and upcoming year, will be reported, in writing, to the Executive Council.

§ 2. Not later than October 1, each Party to the Agreement will identify the annual operating, maintenance, capital replacement and depreciation costs of its portion of the System for the current and upcoming year, and report those costs in writing to the Executive Council.

§ 3. The costs, funding amounts and sources, and revenues for each category of service required, as defined in the Service Level Agreement, shall be reflected in the Executive Council's annual proposed budget, as stated in Sections 1 and 2 of this Article. These costs, amounts and sources, and revenues will be reported by either the Joint Project Management Team/User Council/Operations Manager, whoever has been given the authority and responsibility to produce the annual proposed budget.

§ 4. The Parties will make all reasonable efforts to establish a common format for presenting the information reported under this Article, Sections 1 and 2.

§ 5. The costs, funding amounts and sources, and revenues reported under this Article, Sections 1 through 3, shall be used by the Parties and by the Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, as a basis for developing an annual budget for the System. This information will also be used as a basis for developing fees or rates for user access to the System, provided that each Party shall retain authority to establish user access fees or rates for its portion of the System, as allowed by law.

§ 6. The Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, is responsible for monitoring all costs, funding amounts and sources, revenue, and expenditures pertaining to the System, and shall develop procedures for conducting said monitoring.

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Article 10
Budget Process

§ 1. The Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, will establish a budget process and each year develop a proposed budget for the next federal fiscal year to meet the operating, maintenance and capital replacement needs of the System.

§ 2. The Joint Project Management Team/User Council Chairperson/Operations Manager, whoever has the current responsibility and authority, shall draft the proposed budget for the following federal fiscal year and present it to the Executive Council no later than the beginning of the second quarter of each federal fiscal year (January). All proposed expenditures and activities of the System, as well as all agency and revenues of the System, shall be reflected in the proposed budget. The proposed budget shall reflect each Party's projected itemized cost share, as well as their total cost shared portion of the System.

§ 3. All users with current Membership Agreements, and all committees established by the Executive Council, will have the opportunity to review the proposed budget and provide inputs/comments prior to submittal to the Executive Council for review. The Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, will review all inputs/comments received from the aforementioned entities, and make such revisions to the proposed budget, as is deemed necessary or desirable.

§ 4. The Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, shall submit the proposed next year's budget to the Executive Council by end of the second quarter (March) of each federal fiscal year.

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Article 11
Cost Recovery and User Agreements

§ 1. The Parties to the Agreement and the users of the System will share the costs of operating, maintaining, modifying, replacing and enhancing the System.

§ 2. Operations and Maintenance costs of the System may be recovered through user fees/network operating charges applied to users of the System.

§ 3. A portion of the System capital replacement and depreciation costs, as allowed by applicable law(s), to be determined by the Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, and approved by the Executive Council, may be recovered through user fees/network operating charges applied to users of the System.

§ 4. Operating, maintenance, capital replacement and depreciation costs, as allowed by applicable law(s), which are recovered through user fees/network operating charges, will be set out in all user agreements, with annual revisions incorporated into those agreements.

§ 5. Each year the Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, will identify System annual operating, maintenance, capital replacement and depreciation costs, as allowed by applicable law(s), for the current and following operating year. Based on those costs, the Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, will update and revise as necessary, and following approval by the Executive Council, publish the System user fees/network operating charges for the following year of operations.

§ 6. All Users of the System will be required to enter into a written user agreement between the user and the Executive Council, or their designated Executive Agent. The User agreement will be signed by an authorized representative of the Party, through whose portion of the System the user is being granted access, and by a representative of the user organization who is authorized by law to sign binding agreements for that user organization. The user agreement will set out the terms, conditions and charges for usage of the System.

§ 7. The Parties will make all reasonable efforts to establish common terms and provisions and a common format for user agreements. However, a Party shall retain authority for setting the terms and conditions, fees, charges, and other provisions in user agreements pertaining to that Party's portions of the costs. Each Party will be responsible for enforcing its own user agreements.

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Article 12
Obligations of the Parties

§ 1. In consideration of all Parties' mutual promises to each other to implement, maintain and operate portions of the System on which all Parties and users of the System shall be dependent, each Party to the Agreement agrees to all terms and conditions set forth in the Agreement.

§ 2. The Parties represent, by signing the Agreement, that they have the necessary authority to enter into the Agreement.

§ 3. Parties to the Agreement retain full authority and control for their respective programs, operations, personnel, properties, equipment and assets.

§ 4. Each Party agrees that any agreements for use of frequencies used by the System shall be in accordance with prior policies and agreements established by the Federal Communications Commission, the National Telecommunications and Information Administration, the Department of Defense, the State of Alaska and the Executive Council.

§ 5. Each Party agrees to user access to the System at rates which do not exceed a Party's proportionate share of the costs of O&M of the System and which do not discriminate among users of the System receiving comparable levels of service. Such rates may include the recovery of reasonable overhead costs, as defined in the Agreement. All such rates shall be exclusive of replacement costs for mobile and portable radios, control stations, fixed infrastructure and communications center equipment unless users of the System consent in writing to inclusion thereof.

§ 6. Each Party agrees to provide access to microwave paths under the control of that Party to meet the approved System design or design modification, and to provide reasonable access for non-System purposes to public agencies or other Parties, for public safety use and for use by non-public safety agencies with emergency response duties. Rates for such access shall not exceed a proportionate share of the cost of O&M of each Party's portion of the System microwave equipment, including the collection of reserves, and shall not discriminate among public users.

§ 7. Any Party may transfer and assign a portion of, or all of, its responsibilities under the Agreement to another Party, or a successor, provided that such assignment and transfer of responsibilities shall occur only upon Executive Council approval.

§ 8. Each Party agrees to establish and maintain accounts and records, as deemed necessary by the Executive Council, to ensure proper accounting for all System expenditures and in compliance with the Agreement. Such records shall be in accordance with Generally Accepted Accounting Principles and may include personnel, property, financial and programmatic records.

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§ 9. All records, accounts and documents relating to matters covered by the Agreement shall be subject to inspection, review or audit by the Executive Council, and other authorities as required by federal, state or local law or regulation. Each Party shall provide to the Executive Council, and other authorities, rights-of-access to its facilities for said purposes at all reasonable times.

§ 10. The distribution of System funds or common equipment to any user shall be pursuant to a written agreement in which the user agrees to comply with the terms and conditions of the approved System design, schedule and plan. Said agreement shall adequately ensure application of all terms, conditions and remedies provided by the Agreement, and the law, to said user. Said agreement may also contain other reasonable terms and conditions necessary for the provision of service to the user.

§ 11. Each Party, as permitted by applicable law(s), regulations, and policies, may collect annual replacement reserves adequate to provide for the depreciation and replacement of the System and any subsequent successor equipment. Collection of such replacement reserves shall be pursuant to reserve recovery policies established by the User Council and approved by the Executive Council, and as allowed by applicable law(s).

§ 12. Each Party agrees to provide written notification to the Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, regarding modifications to System design which have been judged by the Party to be consistent with approved performance standards. Such notification shall be submitted to the Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, in a reasonable and timely manner, but in no case less than 90 days before the Party's modification has been implemented.

§ 13. The Parties agree that any agreement between a Party and a user, which provides the user with access to the System, shall contain the following provision:

> "Access to the Alaska Land Mobile Radio (ALMR) Communications System provided through this Membership Agreement, and any amendment(s) thereto, is conditioned upon the approval of the terms and conditions of access as outlined in ALMR Communications System Cooperative Agreement and approval by the Executive Council."

§ 14. Each Party shall adopt a reasonable and timely dispute resolution process for its users, which the Party may require to be exhausted prior to recourse to other administrative remedies, if any. Additionally, each Party shall require in agreements with users that users have access to, and are bound by, the dispute resolution process provided for in Article 14 of the Agreement.

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Article 13
Security Certification and Accreditation

§ 1. The Department of Defense (DoD), is a primary stakeholder. Therefore, the DoD portion of the System is subject to formal Information Technology (IT) security certification and accreditation under DoD Instruction 8500.40 "DoD Information Technology System Certification & Accreditation Process (DITSCAP)."

§ 2. Certification and accreditation by the DoD Designated Approval Authority (DAA) will be based on examination and risk assessment of those System components that fall within a boundary defined as those components owned, installed and managed by the DoD. However, because this subset of the System is neither physically nor logically isolated from the rest of the System, accreditation by the DAA is contingent upon compliance by the entire System, and all users, with the IT security standards established by DoD and included in the risk assessment performed as part of DITSCAP.

§ 3. An Authority to Operate (ATO) by the DAA certifies that the System complies with the most stringent security requirements of any user, a comprehensive risk assessment has been conducted, risk mitigation measures have been completed, and the DAA accepts the residual risks with regard to system vulnerabilities.

§ 4. It is incumbent upon all users to be aware of DITSCAP-related IT security policies, procedures and plans and ensure complete, consistent compliance as a condition of continued user participation in the System. In the absence of System-wide compliance, the level of residual risk accepted by the DAA may not be valid and the accreditation of the System could be subject to nullification.

§ 5. Users who fail to comply with IT security provisions will be subject to sanctions by the Executive Council. These sanctions, depending upon the severity of the compliance deficiency and the responsiveness of the user in addressing required corrective actions, may range from:

§ 5.1. An advisory that a non-compliance/System vulnerability exists, with a request for corrective action.

§ 5.2. A formal notification that one or more significant/repeated non-compliance issues exist, with a mandated compliance date and a request for a remediation plan.

§ 5.3. A formal notification that actions by one or more individuals have resulted in a non-compliance issue/System vulnerability, with a request that the user take the necessary corrective action.

§ 5.4. A temporary suspension of user access to the System, accompanied by a set of compliance-related remediation steps necessary to gain reinstatement of System access.

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§ 5.5. Possible long-term exclusion from access to the System, with a recommendation that the user seek other means for satisfying their public safety communications requirements. This action would be accompanied by an explanation for the action, with a set of conditions under which reinstatement of access to the System may be reconsidered by the Executive Council.

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Article 14
Dispute Resolution, Breach and Remedies

§ 1. Pursuant to Article 8, Sections 10 and 11, of the Agreement, the Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, will establish procedures for responding to complaints or allegations of breach, and for resolving disputes.

§ 2. Any complaints, allegations of breach, disputes, or controversies which cannot be resolved by the Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, shall be referred to the Executive Council for resolution.

§ 3. In the event any of the dispute resolution procedures provided for in the Agreement are ruled unlawful or made unlawful by statute, the other terms of the Agreement are declared separate and severable, and shall remain in full force and effect.

§ 4. Notwithstanding any other provision in this Article, except as provided in this Article, Section 3, the Parties agree that at any point in the dispute resolution process the Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, may adopt and impose an interim emergency remedy to ensure maintenance of essential communications services until the matter is resolved.

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Article 15
Site Access

§ 1. A Party to the Agreement will, to the extent permitted under federal, state or municipal law, provide timely access to sites, facilities and properties which it owns, manages or otherwise controls, for the purpose of allowing maintenance, enhancement or repairs to property/equipment for which other Parties are responsible under the terms of the Agreement.

§ 2. The Party which owns, manages or otherwise controls a site, facility or property to which access is provided under the Agreement is solely responsible for the maintenance of access roads/routes to the site, facility or property to be accessed.

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Article 16
Spectrum and Frequencies

§ 1. Spectrum assets brought to, or exited from, the System by the Parties to the Agreement will remain under their respective controlling agency for administration and control.

§ 2. The Parties agree that all frequencies used in the System shall be licensed exclusively in the name of a Party, or successor, and assigned to sites and used in accordance with the prior policies and agreements established by the Federal Communications Commission, the National Telecommunications and Information Administration, the Department of Defense, the State of Alaska, and the Executive Council.

§ 3. The Parties agree to abide by the MoA, signed July 18, 2003 and July 25, 2003, between the Assistant Secretary of Defense for Networks and Information Integration and the Commissioner of Public Safety State of Alaska (Appendix E) concerning the shared use of federal government and public safety allocated frequency resources on portable and mobile subscriber equipment operating on the System.

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Article 17
Hold Harmless and Indemnification

§ 1. No Party to the Agreement shall be liable for any claims, liabilities or damages of any kind, or for injury or damage to persons or property, caused by or resulting from actions taken individually or collectively by other Parties to the Agreement, including other Party employees, agents, contractors, representatives or invitees.

§ 2. Each Party to the Agreement is responsible for its own actions under the Agreement and hereby indemnifies the other Parties from liabilities associated with, or resulting from, its actions.

§ 3. All costs, judgments, or awards of damages arising from the sole/concurrent negligence of the Executive Council/Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, shall be apportioned equally among the Parties to the extent of the Executive Council's/Joint Project Management Team's/User Council's/Operations Manager's, whoever has the current responsibility and authority, proportionate liability

§ 4. All costs, judgments, or awards of damages arising from actions of users of the System, in their usage of the System, shall be apportioned among the users in proportion to their respective responsibility/ responsibilities for said actions.

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Article 18
Insurance Requirements

§ 1. Without limiting any Party indemnification, each Non-Federal Party to the Agreement shall maintain in force at all times during the term of the Agreement, policy/policies of commercial general liability insurance with limits commensurate to their respective responsibilities, with insurance carriers authorized to do business in Alaska which have the A. M. Best Company rating of no less than A.

§ 2. If a Party is self-insured, or is a member of a self-insured pool, a certification of self-insurance with limits commensurate to that Party's respective responsibilities and covering Party activities as reflected in the Agreement, shall be attached to the Agreement and incorporated by reference as part of the Agreement, and shall constitute compliance with this Article.

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Article 19
Minority and Women's Business Enterprise Participation; Nondiscrimination in Employment by Contractors, Subcontractors and Vendors; and Fair Employment Practices

§ 1. Subject to existing federal, state and local government laws and regulations, the Parties to the Agreement agree to comply fully with all applicable provisions of the laws of the State of Alaska pertaining to minority and women's business enterprises when hiring, retaining or employing contractors through the expenditure of funds for the System.

§ 2. Subject to existing federal, state and local government laws and regulations, the Parties to the Agreement agree to require any contractor, subcontractor, vendor or union to comply fully with all applicable provisions of the laws of the State of Alaska pertaining to discrimination and affirmative action in employment when hiring, retaining or employing any contractor, subcontractor, vendor or union through the expenditure of funds for the System. The Parties specifically agree that any such contract they enter into with any contractor, subcontractor, vendor or union, as defined in the laws of the State of Alaska, will include a binding promise from each entity to be involved that said entity agrees to be fully bound by the requirements of laws of the State of Alaska pertaining to discrimination and affirmative action in employment and will not discriminate in violation of those laws against any employee. The requirements of this paragraph shall not apply to any contract executed or negotiated prior to the effective date of the Agreement.

§ 3. Subject to existing federal, state and local government laws and regulations, the Parties to the Agreement agree to require employers, with whom they contract through the expenditure of funds for the System, to comply fully with all applicable provisions of the laws of the State of Alaska pertaining to fair employment practices. The Parties specifically agree that any such contract they enter into with any contractor, subcontractor, vendor or union, as defined in the laws of the State of Alaska, will include a binding promise from each entity to be involved that said entity agrees to be fully bound by the requirements of laws of the State of Alaska pertaining to fair employment practices and will not discriminate in violation of those laws against any employee. The requirements of this paragraph shall not apply to any contract executed or negotiated prior to the effective date of the Agreement.

§ 4. For purposes of this Article, Sections 1 through 3 of the Agreement, neither the term "contractor" nor the term "employer" shall include the Parties to the Agreement or any governmental agencies using the System.

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Article 20
Rights and Obligations Reserved

§ 1. The Agreement reserves to each Party, and shall not be construed in derogation, any rights, powers, privileges, authority, liabilities, obligations and duties set forth in/provided by any previous agreement executed by a Party relating in any way to the procurement, design, construction, development, expansion, implementation, ownership, administration, management, maintenance or operation of a radio communication system or any part or component thereof or property right therein.

§ 2. Each Party to the Agreement retains the right to operate autonomously in its day-to-day operations.

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Article 21
Impasse Resolution

§ 1. The Joint Project Management Team/User Council, whoever has the current responsibility and authority, shall be declared at impasse in the event that they are unable to approve a System design by unanimous agreement within 90 days of undertaking the first vote on that issue.

§ 2. The Joint Project Management Team/User Council, whoever has the current responsibility and authority, shall be declared at impasse in the event that they are unable to reach unanimous agreement on System O&M standards, cost shares or service level policies, processes and procedures within 90 days of undertaking the first vote on that issue.

§ 3. The Joint Project Management Team/User Council, whoever has the current responsibility and authority, shall be declared at impasse in the event that they are unable to reach unanimous agreement on a proposed System design modification within 180 days of submittal of such modification.

§ 4. The Joint Project Management Team/User Council, whoever has the current responsibility and authority, shall be declared at impasse if they are unable to reach unanimous agreement on administrative rules and procedures to govern the conduct of all complaints pursuant to Article 14 of the Agreement within 90 days of undertaking the first vote on that issue.

§ 5. In the event that the Joint Project Management Team/User Council, whoever has the current responsibility and authority, is at an impasse, resolution shall be treated in the same manner as a complaint and the process outlined in Article 14 of the Agreement shall apply.

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Article 22
General Terms

§ 1. The Parties to the Agreement agree that the Agreement is a complete expression of the terms herein, and any oral or written representations or understandings not incorporated herein are excluded.

§ 2. All of the Parties recognize that time is of the essence in the performance of the provisions of the Agreement.

§ 3. No term or provision hereof shall be deemed waived, and no breach excused, unless such waiver/consent shall be in writing and signed by the Party claimed to have waived/consented.

§ 4. Waiver of any default shall not be deemed a waiver of any other/subsequent default. Waiver of breach of any provision of the Agreement shall not be deemed to be a waiver of any other, or subsequent, breach and shall not be construed to be a modification of the terms of the Agreement unless stated to be such through written approval of all Parties to the Agreement.

§ 5. Nothing herein shall limit, waive or extinguish any right or remedy provided by the Agreement, or by law, which any Party may have in the event that the obligations, terms and conditions set forth in the Agreement are breached by any other Party.

§ 6. Unless otherwise specified in the Agreement, where a period of days is specified within which any notice is required to be provided/any action is required to be taken, the term shall refer to calendar days.

§ 7. Any notice to the Joint Project Management Team/User Council/Operations Manager, whoever has the current responsibility and authority, or to the Executive Council shall be in writing and shall be addressed to the Lead Project Manager or Chairperson of those respective bodies.

§ 8. If any of the provisions of the Agreement are held to be invalid, illegal or unenforceable, the remaining provisions shall remain in full force and effect.

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Signed:

_____	_____
Department of Defense - Alaskan Command	Federal Executive Association of Alaska
Date: _____	Date: _____
_____	_____
State of Alaska	Alaska Municipal League
Date: _____	Date: _____

Approved as to form:

_____	_____
Attorney for Department of Defense - Alaskan Command	Attorney for Federal Executive Association of Alaska
_____	_____
Attorney for State of Alaska	Attorney for Alaska Municipal League

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Appendix A
System Description

A1. Alaska Land Mobile Radio (ALMR) Communications System Description.

The Alaska Land Mobile Radio (ALMR) Communications System is a digital, trunked wide-area network (WAN), shared system between the Department of Defense (DoD), the Federal Executive Agency of Alaska (excluding DoD), the State of Alaska (SoA) and the Anchorage Municipal League (AML). The communications transport network, supporting sites and site support equipment, are components of the ALMR Communications System. The fundamental objective of the ALMR Communications System is to provide reliable and secure interoperable communications for first responders especially during emergencies, critical situations, and multiple agency exercises. Although ALMR is a land mobile radio system, it is supported by, and is an integral part of, a larger enterprise system. This ALMR Communications System is hereafter referred to as the "System."

A2. System Description.

The System is a Motorola ASTRO 25™ Digital Trunking WAN SmartZone solution that consists of the System infrastructure and multiple subsystems, as described below.

A2.1. System Equipment.

The System is a multiple-zone design that is divided into two zones. All sites south of the Denali Highway are in Zone 1, while those sites north of the Denali Highway are in Zone 2. Each zone has a Master Site and a number of radio frequency (RF) sites. The Master Site for Zone 1 is located in Anchorage at Tudor Road. The Master Site for Zone 2 is located in Fairbanks on Fort Wainwright at Birch Hill.

A2.1.1. Master Sites.

The Tudor Road Master Site as Zone 1 serves as a core network center for the entire SmartZone system. Data packets from the various System sites are routed through, and processed from, this network center. The user configuration server for the System is located at the Zone 1 Master Site. The Tudor Road site is interconnected to the Zone 2 Master Site, at Birch Hill via multiple T1 circuits originating and terminating into Nortel WAN switches at each end.

The Birch Hill SmartZone Master Site as Zone 2 serves as a core network center for Zone 2. Data packets from the various System sites are routed through and processed from this network center.

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Equipment associated with each Master Site includes a primary and redundant Zone Controller; the main Ethernet switch; core, gateway and exit routers; zone database; and system level and network security servers. Both Master Sites also include a console subsystem consisting of a Motorola Gold Elite Gateway (MGEG), an ambassador electronics bank (AEB), and a central electronics bank (CEB) with associated base interface modules (BIMs).

A2.1.2. Radio Frequency (RF) Site Equipment.

The RF site equipment includes a quantity of Motorola Quantar IntelliSite Repeaters, redundant site controllers, redundant Ethernet switches and routers to interface the data packets to the SmartZone Master Sites. The RF equipment includes the associated multi-coupler, combiner, antenna system, Motorola System Control and Data (MOSCAD) fault alarm system and 48 VDC power supplies. This category also includes bi-directional amplifier systems (BDAs) that support wide-area connectivity and the associated RF antenna systems consisting of transmit and receive antennas, coaxial cables, lightning arrestors, grounding kits and mounting brackets/other fasteners.

A2.2. Subsystem Equipment.

Subsystem equipment connects directly to the System equipment or enhances the System functionality. These subsystems include dispatch consoles and CEBs, Key Management Facilities (KMFs), Network Management Terminals (NMTs), telephone interconnect systems, logging recorders, data servers and BDAs.

A2.2.1. Console System.

Console systems are made up of remote or local dispatch console positions and the CEB. The console positions can be connected to a CEB located at the zone controller or a CEB at the agency location. It takes one T1 (24 Digital Signal 0s, i.e. DS0s) to connect a CEB to the AEB at the zone controller. It takes three DS0s per remote console position to connect to the CEB. An additional ten DS0s are required for console programming regardless of the CEB location.

Some agencies have chosen to install bulk encryption equipment to encrypt the links between the CEB and the console positions, and the CEB and AEB. This equipment does not increase the bandwidth requirement.

The BIM cards installed in the CEB allow conventional radio resources like base stations and air-to-ground radios to be used by the console dispatcher along with trunked talk groups. This capability provides System interoperability with conventional radio systems through a patch, or by communicating directly with non-System radio systems.

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Tie trunks are connections between two BIM cards in different CEBs. These can be permanent or temporary patches that link different dispatch systems and their associated resources.

A2.2.2. Key Management Facility (KMF).

The Motorola ASTRO 25™ system allows two-way radio transmissions to be encrypted and secure. The KMF is a solution for centralized key management and over-the-air-rekeying (OTAR). The KMF equipment includes a KMF application server, KMF database server and KMF client.

A2.2.3. Network Management Terminals (NMT).

NMTs are consoles that connect to the System. The NMT is used by user System Managers and technologists to manage their radio system fleet, units, and configurations. While NMTs can be utilized to manage and operate more than one agency's System operations, they are usually controlled by one Agency.

A2.2.4. Telephone Interconnect.

The telephone interconnect subsystem provides a means to connect the System with the Public Switched Telephone Network (PSTN) allowing properly programmed System subscriber radios to initiate and receive half-duplex telephone calls. Telephone interconnectivity is not considered a critical service. The telephone interconnect system is located at the Zone 2 Master Site at Birch Hill.

A2.2.5. Logging Recorder.

Voice logging recorders are directly associated with the console system at a particular dispatch location.

A2.2.6. Data Server.

Includes all equipment associated with the integrated voice and data servers which can provide data over the internet protocol (IP) network.

A2.2.7. Bi-Directional Amplifier (BDA).

BDAs extend coverage into, or within, a particular facility or tunnel by repeating transmissions to and from an available donor RF site. BDAs for infrastructure sites are addressed under the RF site equipment category.

A2.3. Motobridge Gateway System.

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The System team has installed a Motorola Motobridge gateway network that has connectivity to System talk groups, but it is separate from the System network. It is on a State of Alaska local area network (LAN) with connectivity through State of Alaska Telecommunications System (SATS).

The Motobridge system provides interoperability between various communications networks. Central management of the System is provided by dual-redundant management servers located in Fairbanks and Anchorage. Other components consist of dispatch positions with Work Station Gateway Units (WSGU) and computer consoles for linking conventional and trunked two-way radio systems together, and Radio Gateway Units (RGU) that physically tie the dissimilar radio resources to the network.

A2.3.1. Operations Management Center (OMC) Server.

The OMC Server is the main management server in the System and a central repository where all System users and resources (i.e., administrators, dispatchers, and radios) are registered, and where System-wide information (i.e., active patches and conferences, security parameters, etc.) is stored. The OMC Server runs on the Red Hat Linux operating system. A User-level interface to the OMC Server is provided by the Administrator Control Panel (ACP) Client PC. The primary OMC Server is located in Zone 1 at the Anchorage Emergency Operations Center (EOC) and the secondary OMC Server is located in Zone 2 at the Fairbanks EOC.

A2.3.2. Administrator Control Panel (ACP).

The ACP Client PC allows an administrator, located anywhere in the System, to perform management activities for the System. The ACP Client PC runs on the Microsoft XP operating system. An ACP Client PC is located with each of the OMC servers.

A2.3.3. Session Initiation Protocol (SIP) Proxy Server.

The SIP Proxy Server is a signaling server for establishing talk paths (calls) across the system. The SIP Proxy Server complies with international standards for multimedia call routing and telephony services in the Internet. The SIP Proxy Server interacts with the gateway units in the system, which implements the SIP agent portion of the standard. The SIP Proxy Server runs on the Red Hat Linux operating system.

A2.3.4. Gateway Units - Radio (RGU) and WorkStation (WSGU).

The gateway units are based on one hardware platform which can be configured to serve as either a RGU or a WSGU. The RGU connects radio equipment to the System. The WSGU interfaces with the Dispatch Console PC to provide the Motobridge dispatch position used by the public safety interoperability dispatcher.

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A2.3.5. The Dispatch Console PC .

The Dispatch Console PC enables a dispatcher to activate the WSGU, which allows control over a large number of connected remote radios, intercom connections, audio conferences and phone calls. The Dispatch Console PC runs on the Microsoft XP operating system.

A2.4. Site Equipment.

A major component of the System is the remote equipment sites. Without appropriate site and supporting equipment, the System will not function properly. The supporting site equipment includes shelters, towers, site/backup power, site physical area and equipment and site grounding.

A2.4.1. Shelters.

This category includes all stand-alone shelters, both pre-fabricated and stick-built used for housing System and associated communication equipment. For areas within existing buildings, this also includes required improvements to the rooms where the System and associated communications equipment is housed. Components in the shelters include racks, internal wiring, external ice bridges, foundations and leveling, exterior lighting, air conditioners, louvers, fans and door locks.

A2.4.2. Towers.

This category includes all components of the tower including the foundation, frame and ladders, painting, guys (as applicable), beacons, foundations and anchors.

A2.4.3. Site/Back-Up Power.

This category includes the distribution panel for external power, inverters, battery plants, battery chargers and generators. Also included are generator fuel tanks, generator enclosures and exhaust piping. This category includes backup generators and uninterrupted power source (UPS) systems associated with the zone controllers.

A2.4.4. Site Physical Area.
This category includes all activities for the right-of-way and the area surrounding the structure for which the System is responsible. This would include grading, plowing and graveling access roads, brushing, mowing and fencing around the area where the shelter and tower are located.

A2.4.5. Equipment and Site Grounding.

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All site equipment shall be bonded together to form a single common earth ground electrode system as outlined in the Motorola "R56 - Standards and Guidelines for Communication Systems." All internal and external grounding must be in working order and maintained through the life of System usage.

A2.5. Transportable/Deployable Systems.

The System includes two transportable/deployable systems. The transportable systems are designed to function as stand-alone systems or to connect with and be an integral part of the System. Each transportable/deployable system consists of multiple modules that can be transported via tractor-trailer, C-130/similar-sized cargo plane or Chinook/similar-sized helicopter. Transportable 1 encompasses all four modules, while Transportable 2 does not have Module 4 (the 4.5 Meter C-Band Satellite Earth Station Antenna Skid). Only the modules required for the mission will be transported for set up.

A2.5.1. Module One – Communication Shelter.

The communications shelter module is approximately 9 feet wide by 16 feet long by 9 feet high. It contains a five-channel RF site, conventional UHF, VHF radios, marine band and air-to-ground radios, a Motobridge RGU, satellite control interface, an unlicensed 5.8 GHz microwave radio, a CEB and a 48 VDC battery plant for 8 hours run time.

A2.5.2. Module Two – Dispatch Shelter.

The dispatch shelter is approximately 9 feet wide by 16 feet long by 9 feet high. It contains one Motorola Gold Elite console position and a Motobridge OMC, ACP, SIP server, WSGU and dispatch position.

A2.5.3. Module Three – Tower/Power Skid.

The tower/power skid is approximately 9 feet wide by 20 feet long and contains a 35KW self-contained diesel generator and integral fuel tank for three continuous days of operation at half load. It also contains a 50-foot powered crank-up tower. It has permanently mounted antennas for the RF site and two conventional frequencies.

A2.5.4. Module Four – C-Band Satellite Earth Station Antenna Skid.

A C-Band transportable earth station is provided with an Andrew 4.5 Meter Tri-Fold antenna mounted on a trailer/skid approximately 9 feet wide by 20 feet long.

A2.6. Communications Transport Network.

All voice and data signals that are carried on the System are transported to the Master Site Zone 1 controller at Tudor Road through SATS. SATS is comprised of multiple

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methods of network connectivity to include microwave, commercially leased T1s, and local fiber networks. In some locations, the connectivity links are encrypted utilizing bulk encryption equipment.

The System channel banks provide a connectivity gateway from the System central controllers to the remote RF sites. The channel banks provide individual Channel Service Units (CSUs) to each remote site location and link them to the prime site controller.

A2.7. Administration/Management.

To administer and manage the ALMR Communications System, a number of full time permanent employees are required to maintain system administration, management and service. These functions are typically cost shared between the ALMR cooperative partnership.

A2.7.1. General Administration.

To ensure the operational integrity of the System and to provide centralized administration and operational management of the System supporting all of the users, an Operations Manger (OM) and associated staff are cost shared between the Parties. The OM is the central point of contact for all users concerning the administration and operation of the shared System. Help desk, system manager, security manager and operating processes and procedures related to the shared infrastructure falls under the preview of the OM. The OM and staff also provide oversight and quality assurance and quality control over the maintenance providers. The quality of service and service levels at which the System operates are defined under a Service Level Agreement.

A2.7.2. Support - User Council.

The OM will attend monthly meetings with the User Council, or more often as requested, with designated representatives of System user groups to understand new communication needs and to communicate System information, conduct fleet map work sessions, and address questions, complaints, or clarifications about the System and other topics as requested.

The OM will also prepare annually, with the collaboration of user personnel, a survey to be used to determine the user satisfaction level with the coverage, features, functions, usability, management and service response for the System. The responses to the survey will be used to guide the User Council and the OM for improvements, changes, upgrades or additions needed for the System. If the user survey indicates that user satisfaction level is inadequate, in the judgment of User Council, the OM will initiate action to identify the areas of concern, develop a corrective action plan, and take necessary steps to resolve the unsatisfactory areas within their control.

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A2.7.3. Support - Technology Planning.

The OM will keep abreast of new technology developments, advancements, announcements, standards, and operational best practices in LMR/related technology. The OM will report and meet periodically with the appropriate User Council personnel to discuss and evaluate new technology for applicability to the System. The OM will be present during System/equipment testing or product reviews at the designated user facility and facilitate the test plan (if requested), check off procedures, and the sign off documents.

An important initial consideration in enhancing the management of an existing wireless network is the condition, design and operations of the current wireless equipment. The OM will work closely with users to evaluate the current state of operations, equipment capabilities and recommend changes to User Council as necessary for improved management and operations of the System.

The OM working with the User Council, from time to time, will assess the goals and objectives of the System to identify the role radio communications plays in achieving the desired System operational objectives. Some of the activities that will be involved in the strategic technology planning process include but are not limited to:

A2.7.3.1. Review currently available wireless technologies in the industry and evaluate their applicability to System functional, technical, and agency requirements.

A2.7.3.2. Evaluate changing technical and applicable User Council mission requirements to recommend how the System can be used more effectively.

A2.7.3.3. Develop a plan in cooperation with the User Council for the necessary modification of hardware/software of the existing wireless system equipment.

A2.7.4. Management Processes.

Management and operational processes and procedures required for the smooth operation of the System are developed by the User Council and administered by the OM and user community.

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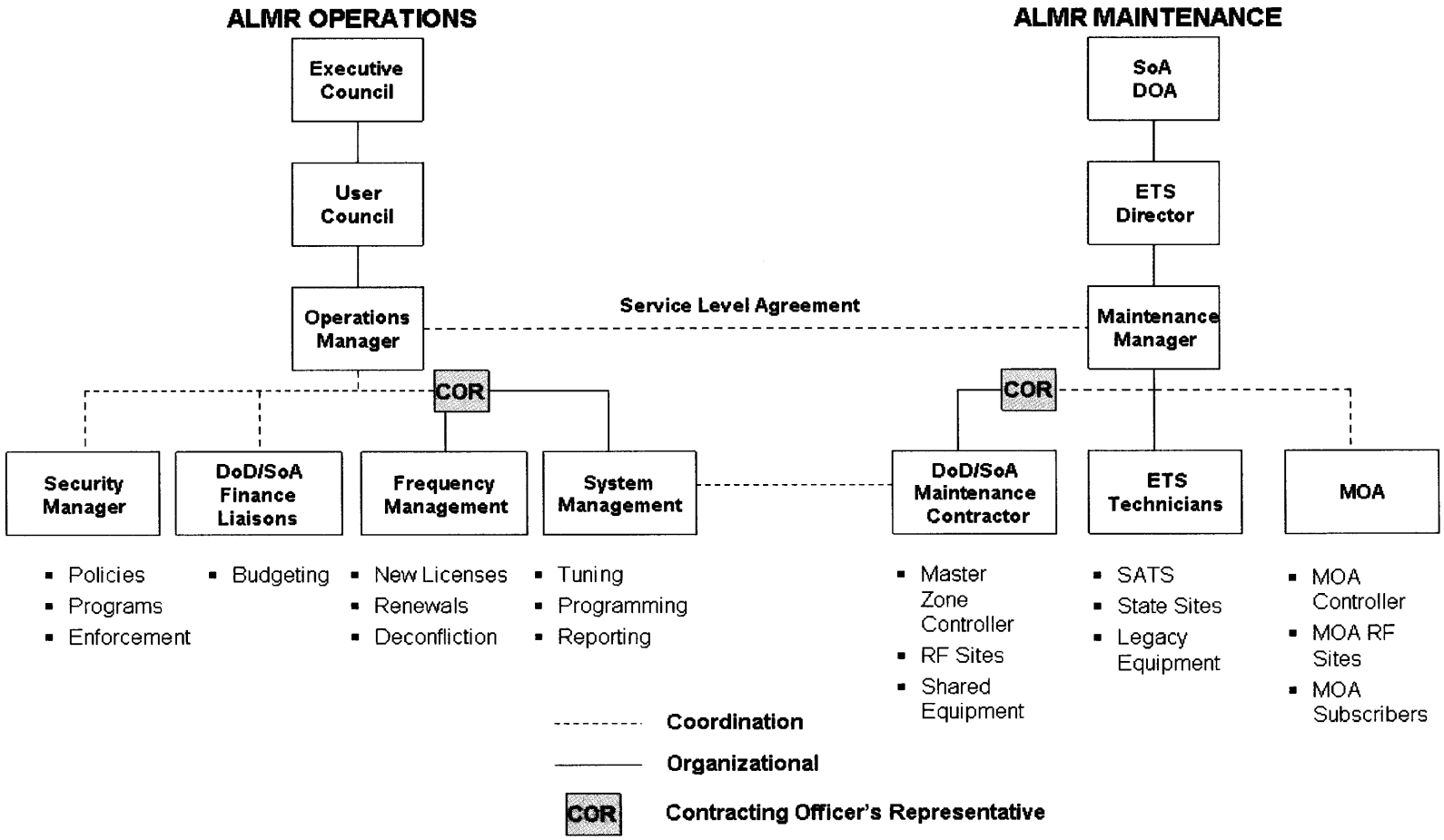
Appendix B
Organizational Structure

Alaska Land Mobile Radio (ALMR) Communications System Operations and Maintenance Organization Chart



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Appendix C

A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP

Alaska Land Mobile Radio Communications System

Membership Agreement (DRAFT)

Version 2.0, 9 August 2006

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TABLE OF CONTENTS

Table of Contents i
Document Revision History ii
Definitions and Acronyms iii
1.1. Agreement 7
2.1. Purpose 7
3.1 Communications Services 7
4.1. Membership Obligations 9
5.1. Security 14
6.1. Relationship Management – Dispute Resolution. 16
7.1. ALMR Executive Council 16
8.1. User Council 17
9.1. Duration, Cancellation & Termination of Membership 17
10.1. Termination Assistance 18
11.1. Miscellaneous 18
12.1. Notice 18
Schedule A 20

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Document Revision History

Name	Date	Reason For Changes	Version
Quickel, Joe	2003	Author	1.0
Dixon, Toni	04/11/2006	Reorganized document, added TOC, cover sheet and revision matrix	1.0
Dixon, Toni	04/20/2006	Updated formatting	1.0
Dixon, Toni	04/27/2006	Revision, mapped to Cooperative Agreement	1.0
Dixon, Toni	05/02/2006	Edit and update	2.0
Quickel, Joe	05/04/2006	Revise selected sections after review	2.0
Dixon, Toni	05/04/2006	Add security labels, convert to PDF format	2.0
Dixon, Toni	05/19/2006	General re-edit, reformat numbering, change titles to "Operations Manager" and "User"; standardize against other ALMR documentation.	2.0
Shafer, Sherry	05/23/2006	Updated security markings, reviewed and revised for verbage continuity with Cooperative Agreement and Service Level Agreement.	2.0
Shafer, Sherry	06/06/2006	Added Summary of Changes, re-reviewed document.	2.0

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Definitions and Acronyms

Abuse of User Privileges: repeated violation of System guidelines, procedures, protocols, or violation of the Membership Agreement may result in termination of the Membership Agreement subject to the review and direction of the Executive Council. A decision by the Executive Council is final and non-appealable.

Alaska Land Mobile Radio (ALMR) Communications System: a statewide public radio communications infrastructure/network available to public safety agencies and first responders that become users. Hereafter referred to as the "System."

Alaska Public Safety Information Network (APSIN): Provides Public Safety information to multi-juridictional agencies across the State. The APSIN database includes the National Crime Information Center (NCIC) data to facilitate rapid identification of criminals.

APCO Project 25: Association of Public Safety Communications Officials (APCO) Project 25 brings together representatives from many local, state and federal government agencies who evaluate basic technologies in advanced land mobile radio. The objective is to find solutions that best serve the needs of the public safety marketplace. In addition, the committee has encouraged the participation of numerous international public safety organizations, making this a truly worldwide recommended standard-setting initiative.

Specifically, APCO Project 25 is co-chaired by APCO International and the National Association of State Telecommunications Directors (NASTD). The steering committee, which makes the decisions, consists of APCO International and NASTD representatives, along with federal representatives from the National Telecommunications and Information Administration (NTIA), National Communications System (NCS), and the Department of Defense (DoD).

AST: Alaska State Troopers.

Beta Period: the period between the time this agreement is executed, and the time Sustained Operations and Maintenance (O&M) of the System is declared by the Executive Council.

Central Electronics Bank (CEB): the CEB is the brain of the system. It connects the operator positions to the radio system infrastructure.

Codeplug: a data set developed and loaded on to each radio.

Corrective Action: in order to protect the integrity, security, safety, and efficient operation of the System for all its Users, the User will take appropriate corrective action

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against any of its employees who violate System guidelines, procedures, or protocols including those set out in this Membership Agreement.

DOA: Department of Administration, a State of Alaska department that maintains ALMR on behalf of the Users.

Emergency Alarm: a Project 25 feature, when enabled, allows a user to transmit an emergency alarm to their dispatch center.

Membership Agreement: this agreement entered into between the Executive Council and the user. The Membership Agreement sets forth the terms and conditions under which the System provides services to the User.

Non-Proprietary Talk group: a talk group assigned to a multi-agency operation, such as a central dispatch. Cooperatively shared by participating users, a non-proprietary talk group is not member-exclusive.

Operations Management Office (OMO): the team of specialists responsible for management of operations of the System.

Partitioned System Management: the management of that portion of the System management function that is delegated by the Operations Manager to a User.

Proprietary Talk group: an exclusive talk group assigned to a single, specific User group.

Radio Programming Unit (RPU): User or vendor personnel responsible for programming and reprogramming, fleet mapping, and assigning talk groups within the System. The OMO provides the approved template for programming activities.

P25 Radio: a Project 25 compliant control station, consolette, mobile or portable radio assigned to the System that has a unique identification number.

Relationship Manager: the User will appoint one of its employees to represent the user in its relationship with the User Council and to assist in resolving disputes.

SDA: System Design Analysis

SDID: System Design and Implementation Documentation

State of Alaska: the primary maintainer and shared owner of the System, who maintains the System on behalf of the Users.

Super System Management: this responsibility resides from within the operations management of the system, on behalf of all System Users. and applies to the wide area

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system management requirements that include: assigning radio use priorities; assigning radio identification numbers; managing talk groups to ensure appropriate use of the System; set standards for the selection and supervision of System personnel; enforcing guidelines, procedures, and protocols governing the operation of radios on the System; generating and use statistical data and reports concerning User talk groups, call duration, call types, busy signals, and other data analyses and reports; and enforcing termination of the Membership Agreement when User conduct or action(s) cause Systemic and/or continuous System operation problems.

Sustained Operations and Maintenance (O&M): Declaration by the Executive Council that the System is ready and capable to support real-time, on-demand and secure public safety communications, and has received Authority to Operate through certification and accreditation under DITSCAP/DIACAP and other appropriate security programs.

Talk group: a unique group of radio Users that can communicate with each other.

Template: the software programmed in a radio provided to customers by the OMO that control the radio functions and communication capabilities.

User Council: a 12-person committee representing the Parties (Federal Department of Defense – Alaska, Federal Executive Association of Alaska, State of Alaska, and the Alaska Municipal League) that determines operations and maintenance policies and standards for the System.

User/Member: an agency, person, group, organization or other entity, which has an existing written Membership Agreement with one of the Parties to the Cooperative Agreement. Terms are synonymous and interchangeable.

User Technical Representative: the customer technical representative who is authorized to work with the System OMO on technical issues. These duties include, but are not limited to, authorizing template modifications, coordinating the addition of new radios to System, providing fleet mapping data to the RPUs for record keeping purposes, providing after-hour emergency telephone numbers, and attending User group meetings and Executive Council meetings necessary for the safe and efficient operation of the System.

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Alaska Land Mobile Radio (ALMR) Communications System Membership Agreement

1.1. Agreement.

1.1.1 This Membership Agreement is entered into by and between the _____ (User), whose address is _____, and the Alaska Land Mobile Radio (ALMR) Communications System Executive Council whose address is ALMR Joint Program Office, 5900 E. Tudor Road, Suite 212, Anchorage, AK 99507-1245.

2.1. Purpose.

2.1.1. The Alaska Land Mobile Radio (ALMR) Communications System, hereafter referred to as the "System," is a multi-site dedicated public safety wireless communications system providing all-weather mobile coverage to its Users. User benefits and services include, but are not limited to, a Project 25 compliant system, multiple system redundancies with backup power, a wide range of talk groups, auto-affiliation and de-affiliation, electronic identification on all transmissions and microwave system connectivity. Also provided are encryption availability, emergency alert availability, private calling availability, system security, radio interoperability, and system management.

2.1.2. During the Beta Period prior to Sustained Operations and Maintenance, every effort will be made to keep the System operational 24/7. However, both the User and the ALMR Communications System Executive Council, hereafter referred to as the "Executive Council," acknowledge that until Sustained Operations and Maintenance (O&M) is declared there may be situations where planned and unplanned system outages may occur due to infrastructure construction, system upgrades and other man-made events. The Executive Council will make every effort to avoid service disruptions during the Beta Period, and will make every effort to respond and restore interrupted service in a timely manner. However, acknowledging that service disruptions are likely, the Executive Council will not be liable for any resulting impact from such disruptions.

3.1. Communications Services.

3.1.1 Radio Programming and Support Services. The Operations Management Office (OMO) prepares the primary programming template for each radio. The OMO will correct any template programming error(s) attributable to the OMO. When a customer requests the OMO to act as its Radio Programming Unit (RPU), charges will apply for template development changes and emergency or planned activation of special event talk groups. Rates are listed at Schedule A of this document.

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3.1.2. Operations Management. The Operations Manager (OM), guided by the User Council, is responsible for operations and the services provided under this Membership Agreement.

3.1.3. Operations Management Office (OMO). OMO hours are 0800 to 1700, Alaska Time, Monday - Friday. The OMO, at the request of a User, provides radio checks for unresponsive radios, inhibits lost or stolen radios, and provides communications troubleshooting. The OMO accepts requests for service via telephone at 907-269-6703. The OMO maintains an activity log of all requests received from Users and, except for emergencies, responds to the requests in the order in which they are received. This function will be transferred from the OMO to the Help Desk when the Help Desk is operational.

3.1.4. Mobile Radio Coverage. The System provides mobile radio communication coverage to the User subject to the User compliance with recommended optimal performance standards for equipment, antenna installation and maintenance. If the User detects possible System network infrastructure malfunctions or radio communication coverage loss below that provided in the Membership Agreement, the User should first contact its service or maintenance provider for an evaluation of the problem. If the service provider determines the problem is not an equipment installation or maintenance problem, the User should promptly notify the Help Desk. The OMO will promptly investigate and take appropriate corrective action to alleviate the coverage loss or network infrastructure malfunction, and report the corrective action to the User.

3.1.5. Radio Coverage. Coverage is not guaranteed and will vary from location to location. ALMR provides coverage maps, but the User is responsible for conducting its own radio communications coverage testing, using their equipment and facilities, to determine the actual coverage.

3.1.6. Private Calling Availability. A User may choose to use the Private Calling feature. Private Calling permits properly programmed mobile and portable radios in a talk group to enter into one-on-one conversations. Only the initiating and target radio(s) are able to communicate with each other. The Private Call feature defeats the trunk call capability of the repeater source engaged in the Private Call and significantly reduces the loading capacity of a radio site serving all of the user members. Unless otherwise approved by the User Council, the Private Call feature will have the lowest priority on the System, and should only be used when other private call resources such as cellular or Public Switched Telephone instrument access is not available. Users should limit Private Call use for official public safety and/or public service communications. Users that abuse the Private Call feature may be required to limit revalidate their approval to use this feature on the shared network. In the event the Private Call abuses are not resolved with the User Council, the offenders may have this feature disabled.

3.1.7. System Electronic and Infrastructure Maintenance. Through contracts and Memoranda of Agreement and Memoranda of Understanding (MoUs/MoAs), ALMR

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provides complete monitoring, inspection, and maintenance programs for all System radio sites and System infrastructure in operation at those sites regardless of infrastructure ownership. ALMR staff and its certified vendors and partners provide high quality proactive System repair and maintenance, extending the life and performance of ALMR for the direct benefit of all Users.

3.1.8. System Redundancy. ALMR provides a system redundancy called fault tolerance. With fault tolerance, a single point failure will generally not result in negative system-wide performance. Many redundant and backup systems within ALMR virtually eliminate complete system failure. Several levels of survivability are available. In the case of a catastrophic event, the rest of the System will continue to function in a site-trunking radio communication manner.

3.1.9. System Performance Standards and Monitoring. ALMR monitors performance standards with automated diagnostics 24 hours-a-day. The ALMR staff will adhere to stringent quality standards of installation and maintenance through scheduled automated testing of all sites, monitoring of User satisfaction on a regular basis, and tracking of User problems and service requests. Additional quality standards include monitoring of scheduled and unscheduled System downtime, oversight of System traffic performance, drive testing of entire System, collection and analysis of empirical data, and planned System upgrades and enhancements.

3.1.10. System Upgrades. Upgrades are changes made to System infrastructure to assure compliance or to improve upon previously existing features and operations of the System. Upgrades are provided to all Users at no additional charge.

3.1.11. System Enhancements. Enhancements are modifications made to the original System services provided to the User that adds function or features to the System. Enhancements may necessitate an adjustment in User fees.

3.1.12. ALMR Security. Members must follow the ALMR Information Security Policy and must protect all program information in hardcopy and electronic form contained in, but not limited to, documents, records, emails, servers, radios, consoles and controllers. All documents, maps, records and emails produced by any ALMR organization shall contain a notice that this information is sensitive and for official use only. The requirements and specifics for this notice are addressed in the ALMR Information Security Policy.

4.1. Membership Obligations.

4.1.1. Activation and User Fees. The User will pay no activation fee per radio and no subscriber fee during the Beta Period. At Sustained O&M, the user may be charged for System network use and OMO services according to the fees established at Schedule A of this document.

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4.1.2. User Radio Equipment. A list of radio equipment that has been tested on the System is posted at the ALMR web site (www.ak-prepared.com/almr). This list will be updated periodically.

4.1.3. Radio Maintenance and Repair. The User is responsible for proper maintenance and repair of its radio subscriber equipment. This assures user radios are in optimal operating order and will not have an adverse impact on other Users of the System.

4.1.3.1. In the event that the OMO must take action to identify a piece of customer equipment that is adversely affecting the System, the cost incurred for such action by the OMO will be paid for by the organization to which the faulty equipment belongs. The cost shall be calculated using the rates shown at Schedule A of this agreement.

4.1.4. No Personal Business. No personal business may be conducted on the System by the User, its employees, or authorized agents, including volunteers and the User's service provider.

4.1.5. Compliance with Federal, State and Local Laws. The User will comply with all current and future federal, state and local laws, rules, and regulations, as they relate to consolidated public safety dispatching.

4.1.6. Compliance with System Guidelines, Procedures, and Protocols. The User will comply with all System guidelines, procedures and protocols governing the operation and use of the System, as well as those established by the User and Executive Councils.

4.1.6.1. The User will comply with all advisories and/or recommendations of the Executive Council, including but not limited to recommendations and advice on the collection of delinquent accounts and the termination of services due to such delinquencies. The Executive Council shall provide copies of these recommendations and advisories to the User upon adoption.

4.1.6.2. Access to the Alaska Land Mobile Radio (ALMR) Communications System provided through this Membership Agreement, and any amendment(s) thereto, is conditioned upon the approval of the terms and conditions of access as outlined in ALMR Communications System Cooperative Agreement and approval by the Executive Council.

4.1.7. ALMR Operations . The User will comply with all policies, processes, procedures and protocols approved and enacted by the User Council and/or Executive Council related to operations on the shared system infrastructure in order to assure the safe and efficient operation of ALMR for all members.

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4.1.8. Trained Personnel. The User will not permit any employee or other person, including volunteers, to use ALMR until said individual has received ALMR radio user training.

4.1.9 Codeplug. The OMO will create the initial codeplug for User radios.

4.1.10. Programming. Programming requires one radio template for each brand and model of SmartZone radio. The template will be provided by the OMO.

4.1.10.1. Should the user request a cancellation of service, all radios with ALMR template programming must be reprogrammed and erased of all talk groups and SmartZone System parameters at User expense.

4.1.10.2. ALMR is not responsible for limitations of radio features (i.e., scan) due to nonstandard template design.

4.1.11. Patches. All patches, permanent or temporary, to conventional radio channels must be approved by the Operations Manager before they become operational. This includes patches controlled by 911 public safety and public service Central Electronic Banks (CEBs), disparate desktop radios and mobile or portable radios or other gateway systems.

4.1.11.1. ALMR is not responsible for non-operational patches or talk groups used on the System. Various patches are funded and/or maintained by individual Users on the System, and are subject to the control of those Users. Talk groups assigned to public safety or public service agencies that are not on the System, or part of an existing patch, will be disabled to prevent potential radio user confusion. In the event of a patch failure caused by the funding agency's faulty base station or telephone company circuits, the OM reserves the right to disable the patch until it is fully operational.

4.1.11.2. ALMR is not responsible for patches or talk groups that are dropped from the System. Patches are funded by individual Users on the System.

4.1.12. Talk groups. Users may not change the talk group name, function, or alias without consulting the OM. Talk group changes can cause considerable disruption and potential safety issues for other System users. The User agrees to pay appropriate costs incurred (Schedule A) to correct any unauthorized changes to the System by the User.

4.1.12.1. During the initial System design and fleet mapping, the User will identify for the OM the prioritization of the User talk groups. Based on the established User priorities, operations management has the discretion to turn off talk groups during disasters or extreme emergencies to prevent talk group busies.

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4.1.12.2. If a customer requires additional radio coverage or talk group access beyond the existing ALMR radio sites, arrangements must be made with the Operations Manager before the radio coverage or talk group is implemented. Additional System channel capacity may be required.

4.1.13. Third Party. If a desktop radio or CEB ancillary equipment is installed by a third party vendor, it will be the responsibility of the vendor and/or customer's project manager to program this ancillary equipment. The OM must be notified in advance if the programming will affect the System.

4.1.14. Vehicle Repeaters. ALMR does not recommend the use of vehicle repeaters. Any use of vehicle repeaters must be coordinated and approved in advance of installation and operation on the System by the OM. ALMR is not responsible for the System performance of vehicular repeaters or portable non-trunking repeaters used to communicate with SmartZone portable, mobile or desktop radios on the System.

4.1.15. Shared Takeouts. For some customers, the decision to use the System centers around the ability to communicate directly on another agency's talk groups. It is the responsibility of the User (the requesting agency) to gain pre-approval to use another agency's System talk group(s). Approval to use of another agency's talk groups is required in writing with a copy provided to the OM. This is essential to avoid any conflict or misunderstanding between agencies, which could occur if one agency denies access to another agency that planned to use the talk group for mutual aid or interoperable communications.

4.1.15.1. In the event of an emergency during which a User requires access to another agency's talk group, the approval process may be expedited through the OMO. The approving agency grants approval via an email or fax sent to the OMO. This approval will apply to that incident only. For long-term access, customers are required to provide formal approval documentation to the OMO.

4.1.16. Central Electronic Bank (CEB). All CEB dispatch centers must have backup capabilities in the event of a local CEB, T-1 or Embassy failure. The backup radios will also be used during local and system-wide software and/or hardware upgrades and maintenance. A backup radio must be used for each dispatch position. This radio must be isolated electrically from the local CEB.

4.1.16.1. Customers with remote CEBs that link to the System are responsible for all future software, hardware and firmware upgrades. An upgrade may be an enhancement requested by an agency or vendor, or a required system enhancement, fix or upgrade required for continued System support.

4.1.16.2. Customers with remote CEBs or consoles linked to the Embassy Switch are responsible for any charges related to technical or engineering diagnostics, due to

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uncoordinated console patching, that prevents other dispatch centers from patching their assigned talk groups.

4.1.17. Antenna. The design guiding the installation of mobile antenna, specifically their location, is critical. Radio frequency (RF) isolation between the VHF voice and/or radio(s) and other RF radiating antennas must be properly designed to prevent RF desense between all wireless communications devices. The User must consult a communications and networking services engineer for RF isolation suggestions. All mobile, base and console installations must meet minimum manufacturer's specifications.

4.1.18. Software. All Customer Programming Software (CPS) templates are the property of ALMR. The templates may be copied for archival purposes and used only to allow for the restoring of codeplug data, in the event factory repair erases the original codeplug file. In the event this contract is cancelled, all archive files shall be destroyed and a letter sent to the Operations Manager certifying that all archive files have been destroyed.

4.1.19. Advanced System Key (ASK). ALMR requires the use of the ASK for all radios using the System. If the terminating user has an assigned ASK, it must be returned to the OMO.

4.1.20. Bi-Directional Amplifiers (BDA). All BDA installations must be approved by the Operations Manager before installation. In the event that radio frequency interference results from an approved BDA installation, the User shall be responsible for immediately ceasing operation and disconnecting and eliminating the interference to the satisfaction of the OM before resuming operations.

4.1.21. Interference. If Interference occurs after the initial installation of the equipment, ALMR may order corrective measures to be taken immediately to eliminate interference within five days from receipt of the notice. In the event operation of equipment or actions by the User renders the System equipment unusable, the User upon notification by the OM must immediately cease such operations or actions. The User will be responsible and will assume the cost of corrective measures needed to eliminate the interference or modify it to the satisfaction of the OM. The OM reserves the right to make RF channel changes on short notice that may be out of the band pass of the user BDAs. The OM reserves the right to make antenna pattern changes that may affect the signal level of user BDAs. The OM will make a good faith effort to provide letters of intent on channel and signal level changes.

4.1.22. Scan. The User will use the Scan feature at their own risk. ALMR is not responsible for the loss of radio traffic to a User radio using Scan to roam the network. The OM reserves the right to disable a User radio from one or more SmartZone sites should the User radios cause site busy signals. The User will be given a 24-hour notice before any radios are disabled.

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4.1.23. Training. The User is solely responsible for proper operation of, and adequate training of its personnel on, the ALMR System

4.1.23.1. Specialized training for partitioned System management operations will be the responsibility of the agency that will be assuming agency System management responsibilities. To the extent possible, ALMR will attempt to provide training at the user's location although it is understood, and agreed, that this may not always be possible. It is also understood that ALMR will provide training in the medium that is determined by the ALMR Training Specialists to be appropriate to the subject matter. These mediums include but are not limited to classroom instruction, video conferencing, audio conferencing, CDs and DVDs. User group feedback on the effectiveness of training, and the medium used, will be taken into account in the design of all ALMR training.

5.1. Security.

5.1.1. Information Security Policy. Computer information systems and networks are an integral part of operating the ALMR system. The organizations comprising the ALMR User Council and ALMR User agencies have made a substantial investment in human and financial resources to create this system. In order to protect this investment, the ALMR Information Security Policy helps mitigate operational and legal risks. Violations of this policy may result in sanctions or individual disciplinary action in accordance with ALMR User agency policies.

5.1.2. **Security Certification and Accreditation.** Because the Department of Defense is a primary System User agency, the System is subject to formal IT security certification and accreditation under DoD Instruction 8500.40, "DoD Information Technology Security Certification & Accreditation Process (DITSCAP)."

5.1.2.1. Security certification and accreditation by the DoD Designated Approval Authority (DAA) will be based on examination and risk assessment of those System components that fall within a boundary defined as those components owned, installed and managed by DoD. However, because this subset of the System is neither physically nor logically isolated from the rest of the System, accreditation by the DAA is contingent upon compliance by the entire System, and all Users with the IT security standards established by DoD and included in the risk assessment performed as part of DITSCAP.

5.1.2.2. An Authority to Operate (ATO) by the DAA certifies that the system complies with security requirements imposed by DoD directives, that a comprehensive risk assessment has been conducted, risk mitigation measures have been completed and the DAA accepts the residual risks with regard to System vulnerabilities.

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5.1.2.3. It is therefore incumbent upon all Users to be aware of these DITSCAP-related IT security policies, procedures and plans and to ensure complete, consistent compliance as a condition of continued participation in the System. Absent system-wide compliance, the level of residual risk accepted by the DAA may no longer be valid and the accreditation might be subject to nullification.

5.1.2.4. Users who fail to comply with IT security provisions will be subject to sanctions by the Executive Council. These sanctions, depending upon the severity of the compliance deficiency and the responsiveness of the user to a request for corrective action, may range from a request for corrective action to long-term exclusion from the System.

5.1.3. Talk group Security. Talk group security relates to portable radio units, mobile radio units and desktop radios programmed with the System talk groups. During routine operations, the User must have written authorization to lend, issue or assign any radios, on a permanent or temporary basis, to any outside organization. This written authorization must be obtained from the organization to which the talk group is assigned and provided to the Operations Manager. Authorization for access to shared main dispatch talk groups must be obtained from all jurisdictions. In the event of an emergency, multi-agency, cross-jurisdictional operational priorities must take precedence. The OMO will accommodate all reasonable requests for incident specific interoperability.

5.1.4. Radio Programming Security. Modifications to Radio Service Software (RSS) for Motorola radios cannot be made to the portable radio units, mobile radio units, desktop radios or CEB consoles without the written approval of the Operations Manager. These modifications include the System ID number, radio ID number, control channels, connect tones, call alert parameters, secure parameters, emergency options, radio-wide options, trunking wide options, preferred site tables, conventional channels or any present or future options in future RSS releases. The User will bear the responsibility, and cost, of the corrective measures needed to eliminate System problems due to any unauthorized radio software modifications. The cost will be calculated using the rates shown at Schedule A of this agreement.

5.1.4.1. Radio software is considered confidential information. The User must not disclose any radio software information to anyone without the permission of the Operations Manager. Talk group decimal/hexadecimal IDs and template information provided to the user for the template design process is considered confidential information. If the User makes an unauthorized disclosure of confidential information, the Executive Council may terminate this Membership Agreement by giving written notice of its intent to terminate within ten days.

5.1.5. Security. Members must follow the ALMR Information Security Policy and protect all program information in hardcopy **and electronic form including, but not limited to, documents, maps, records, emails, servers, radios, consoles**

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and controllers. All documents, records and emails produced by any ALMR organization shall contain a security label advising that this information is sensitive and for official use only. The ALMR Information Security Policy contains the requirements and specifics for security labeling.

6.1. Relationship Management – Dispute Resolution.

6.1.1. Relationship Manager. Each party to this Membership Agreement will designate a member of its senior management staff to be personally involved in the operational aspects of the relationship between the Executive Council and the User.

6.1.2. Dispute Resolution. If any issue of ALMR non-performance arises under this Membership Agreement, the parties agree to resolve the issue at the lowest possible management level of each party. In the event the issue remains unresolved, the parties agree to escalate the issue to the User Council immediately for its consideration. The User Council will consider the details of the nonperformance issue, assess whether there have been past issues of non-performance, determine how long the non-performance has been continuing, determine the seriousness of the non-performance and negotiate, in good faith, a mutually agreeable solution. In the event the User Council cannot agree on a solution, the non-performance issue will be directed to the Executive Council who will consult with and seek advice from the User Council on resolution of the non-performance issue. During the dispute resolution process the user will continue to pay membership fees. A decision by the Executive Council is final and unappealable.

7.1. ALMR Executive Council.

7.1.1. The Executive Council is a consortium governed body that provides the executive level oversight and direction for the implementation, operation and sustainment of the shared ALMR infrastructure among and between the parties that make up the ALMR Executive Council.

7.1.2. The Executive Council also acts as the State of Alaska Interoperability Executive Committee (SIEC) and provides the administrative oversight and management of radio spectrum assets supporting public safety mutual aid, task force and incident command response and interoperability needs. The SIEC administers and manages a statewide interoperability plan for all public safety spectrum. The SIEC fosters and ensures interoperability among federal, state and local public safety agencies engaged in day-to-day, mutual aid, and task force interoperability, as well as provides for standardized incident command communications protocols during intra-agency responses to natural and manmade disasters and homeland defense task force operations within the state. The SIEC facilitates the development of Concepts of Operation (CONOP) and tactical interoperable Communications plans (TICP) for ALMR on a statewide basis.

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7.1.2. The Executive Council membership is open to all federal, state and municipal governmental agencies. Four equal co-chairs shall administer the Executive Council. The co-chairs consist of DoD - Alaska, Federal Executive Association of Alaska (FEA) (excluding DoD), State of Alaska (SOA), and Anchorage Municipal League (AML) representatives. Representatives are appointed by their respective agencies and must be at an executive level empowered to provide a binding voice and vote for that agency.

7.1.3. The Executive Council is charged with reviewing and approving recommendations for policy, processes, procedures and protocols regarding the operation and security practices related to the shared system infrastructure. Further, the Executive Council reviews and approves recommendations related to future System enhancements, and reviewing and providing advisement on customer service complaints, non-performance issues and potential User termination because of abuse of User privileges. The Executive Council may seek advice from and consult with the User Council and other committees, working groups and advisory panels set up by the Executive Council to assist them in making policy and direction determinations.

8.1. User Council.

8.1.1. The Executive Council approves the appointment of members and their alternates to the User Council. In the absence of the member, an alternate will have voting authority. Agencies may request multiple appointments of alternates. Membership of the User Council will be composed of twelve members who represent the ALMR four foundational entities, DoD - Alaska, FEA, SOA, and AML.

8.1.2. The objectives of the User Council are to create and maintain a collaborative User-based management system to establish policy and operational procedures for operation on the System under the oversight of the Executive Council. The User Council defines the service level and quality of communications service required to sustain operations of the system for day-to-day and mutual aid, emergency and joint task force operations. These service levels are defined and agreed to by the users in a Service Level Agreement (SLA). The User Council is represented by an Operations Management staff for execution of operational and maintenance decisions affecting the System for day-to-day and emergency operations.

8.1.3. The User Council is responsible for conducting the dispute resolution process set out in this Membership Agreement, and for providing recommendations to the Executive Council regarding the final resolution of disputes.

9.1. Duration, Cancellation & Termination of Membership.

Membership in the System will remain in effect until cancelled/terminated by either party upon one year written notice to either party. Termination is subject to review and recommendation by the Executive Council. A Membership Agreement may be

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terminated by the Executive Council for violation(s) of the terms and conditions of the Membership Agreement upon 180 days written notice to the User. The decision of the Executive Council is non-appealable.

10.1. Termination Assistance.

If this Membership Agreement is cancelled/terminated for any reason, the Executive Council will provide all reasonable assistance requested by the User to allow for the orderly transfer of services to the User, or its designee, for up to an additional 180 days.

11.1. Miscellaneous.

11.1.1. Waiver. The failure of a Party to insist upon strict adherence to any term of this Membership Agreement will not be considered a waiver or deprive the Party of the right thereafter to insist upon the strict adherence to that term of the Agreement.

11.1.2. Modification. A written amendment signed by both the Party and the User is required in order to modify, amend, extend or augment this Membership Agreement.

11.1.3. Governing Law. This Agreement shall be governed by, and interpreted in accordance with, the laws of the State of Alaska and all applicable federal laws, polices, and procedures.

11.1.4. Headings. The headings given to the sections and paragraphs of this Membership Agreement are inserted only for convenience and are in no way to be construed as part of this Membership Agreement, or as a limitation of the scope of the particular sections or paragraphs to which the heading refers.

11.1.5. Independent Contractor Relationship. The relationship between the Executive Council and the User is that of an independent contractor and client. No agent, employee or servant of Executive Council shall be deemed to be an employee, agent, or servant of the User. The User will be solely and entirely responsible for its acts and the acts of its agents, employees, servants, subcontractors and volunteers during the performance of this Membership Agreement.

12.1. Notice.

All notices given under this Membership Agreement, except for emergency service requests, are to be made in writing. All notices will be sent as follows:

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For ALMR:

Alaska Land Mobile Radio Executive Council Attention: Joint Program Office 5900 East Tudor Road Anchorage, Alaska 99507-1245	Phone: 907-269-5299 Fax: 907-269-5562

Either may change their address and that change will be effective seven days after notice of the change is given. This Membership Agreement shall become effective as of the date of the last signature.

For the User:

Agency Name Attention: Address City, State, Zip	Phone: Fax:

Important:

Execution of this Membership Agreement by the User may only be made by a duly authorized representative of the local unit of government. Authorization to execute binding agreements is usually given by resolution adopted by the legislative body of the local unit of government and is typically given to such offices as the Borough Assembly, Mayor, etc.)

User Name

Representing the Executive Committee for the Alaska Land Mobile Radio Communications System

Name:	Name:
Title:	Title:
Signature	Signature
Date:	Date:

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Schedule A
Costs and Fees for Services Charged to Members

(This page will include those items determined to be appropriate by the Executive Council.)

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Appendix D

ALMR

A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP

Alaska Land Mobile Radio Communications System

Service Level Agreement (DRAFT)

NOTE: ATCH 5 OF EXECUTIVE COUNCIL AGENDA TO BE INSERTED HERE

Version 6.0, 9 August 2006

MEMORANDUM OF AGREEMENT

BETWEEN

ASSISTANT SECRETARY OF DEFENSE FOR NETWORKS AND INFORMATION INTEGRATION

AND

COMMISSIONER PUBLIC SAFETY, STATE OF ALASKA

SUBJECT: Memorandum of Agreement (MOA) concerning shared use of federal government allocated radio frequency resources on portable and mobile subscriber equipment operating on the Alaska Land Mobile Radio (ALMR) federal, state and local shared statewide wide-area trunked radio system.

1. Purpose. To establish the basic agreement between the above parties for the purpose of facilitating the shared use of federal DoD spectrum resources (by federal government entities, state government entities, and local government entities) within the State of Alaska exclusively associated with operation on the shared Alaska Land Mobile Radio infrastructure. This agreement will provide Federal, state and local government agencies interoperable communications capability.

2. References.

a. Manual of Regulations and Procedures for Federal Radio Frequency Management (NTIA Manual)
b. Code of Federal Regulations (CFR), Title 47, Telecommunications (FCC Rules and Regulations)
c. Department of Defense (DOD) Directive 4650.1, Management and Use of the Radio Frequency Spectrum
d. Memorandum of Understanding Between State of Alaska, Alaska Municipal League, Department of Defense Alaskan Command and Federal Executive Association of Alaska, April 4, 2001
e. Alaska Statues 44.41.010-020

3. Definitions.

a. "Government" as used in the references above means the Federal government.
b. "Non Government," as used in the reference above, means any user other than the Federal government and includes state and local government users.
c. "Substantial Benefit" as defined in this MOA means when 50% or more of an agency's subscribers are deriving benefit from the shared ALMR system, and intend to continue use of the system.

4. **Applicable Authorities, Rules and Regulations.** All actions pursuant to the entities entering into this MOA shall be in accordance with the rules and regulations of the National Telecommunications and Information Administration (NTIA) and the Federal Communications Commission (FCC), or as waived by these authorities for unique and exclusive use on the shared Alaska Land Mobile Radio infrastructure in the State of Alaska by authorized cooperative partners.

a. The DoD has requested through the NTIA and the State of Alaska has submitted to the FCC the following requests for waiver of specified rules associated with licenses and applications in the Land Mobile Radio & Wireless Radio Service for use exclusively within the State of Alaska on the cooperatively shared Alaska Land Mobile Radio system infrastructure:

b. Waiver of 47 CFR 2.102(c) and 90.173 (c) to permit non-federal use of federal spectrum in the 138-144 MHz band (specific spectrum identified in attachment 1, for day-to-day[1] subscriber portable and mobile[2] operations in a shared federal, state and local government wide area trunk radio system[3]. The reciprocal of which the partnering federal government entities have obtained authorization through the NTIA, pursuant to waivers associated with NTIA Manual of Regulations & Procedures for Federal Radio Frequency Management Section 7.12 and Section 8.3, Para 8.3.3.

1. NTIA Manual 7.12 A. provides that " A government radio station may use any frequency authorized to a non-government radio station under Part 90 of the Rules of the Federal Communications Commission where such utilization is necessary for intercommunication with non-government activities, provided a mutually-approved agreement has been concluded between the government agency concerned, the Federal Communications Commission, and the non-government licensee involved. FCC regulations provide that non-government stations licensed by the FCC may be authorized the use of frequencies assigned to government radio stations upon appropriate showing by the applicant that such assignment is necessary for intercommunications with Government stations or required for coordination with activities of the government.

2. CFR 2.102 (c) provides that "Non-Government"stations may be authorized to use Government frequencies in the bands above 25 MHz if the Commission finds, after consultation with the appropriate Government agency or agencies, that such use is necessary for coordination of Government and Non-Government activities provided however that:

[1] Through-out this MOA the term day-to-day refers to the daily activities carried out by a public safety agency where communications is routinely made for intra-agency and inter-agency coordination and support.
[2] Mobile station. A station in the mobile service intended to be used while in motion or during halts at unspecified points. This includes hand carried transmitters; 47CFR Part 90.7 Definitions.
[3] Trunk Radio System. A radio system employing technology that provides the ability to search two or more available channels and automatically assign the user an open channel. 47CFR Part 90.7 Definitions.

Non-Government operation on Government frequencies shall conform with the conditions agreed upon by the Commission and the National Telecommunications and Information Administration (NTIA) (the more important of which are contained in paragraphs (c) (2), (3), and (4) of CFR 2.102 (c).

3. CFR 90.173 (c) provides that "Frequencies allocated for Federal Government radio stations under Executive Order of the President may be authorized for the use of stations in these services (subparts B, C, and F of Part 90.173, in this case public safety radio services) upon appropriate showing by the applicant that such assignment is necessary for inter-communications with government stations or required for coordination with activities of the federal Government, and where the Commission finds, after consultation with the appropriate government agency or agencies, that such assignment is necessary."

c. Reason for waiver. The provision provided under the NTIA Manual Section 7.12, and the FCC rules, CFR 2.102 (c) and CFR 190.173 (c) provides the intent to facilitate inter-communications between Federal Government and Non-Federal Government entities and is conducive to conventional[4] radio technology communications, but does not address the procedure for use of radio frequency spectrum under a joint shared-use trunk radio[5] infrastructure. The FCC may authorize state and local government stations to use Fedral Government frequencies in bands above 25 MHz. Pursuant to Section 2.102 (c) of the Commission's Rules, the FCC must find, after consulting with the appropriate Federal Government agency that state and local use is necessary to coordinate with a Federal agency or agencies, or that state and local use is necessary to coordinate Federal Government and state and local activities[5]. After determining that the state and local use is necessary, the FCC must determine if this state and local operation on the Federal frequencies conforms to conditions agreed upon by the FCC and the NTIA.[6] Further, in accordance with Section 90.173 (C) of the Commissions Rules, the FCC may authorize the use of frequencies allocated to Federal Government Radio stations for use by private land mobile radio (PLMR) stations upon a showing by the applicant that such assignment is needed for inter-communication with Federal Government stations.[7] The FCC may authorize the use if frequencies allocated to Federal Government radio stations for PLMR stations when the station is authorized or required to coordinate with activities of the Federal Government, and where the FCC finds, after consulting with the appropriate Federal government agency or

[4] Conventional. See 47 CFR 90.7 Conventional Radio System, "A method of operation in which one or more radio frequency channels are assigned to mobile and base stations but are not employed as a trunk group."

[5] See Development of Operational, Technical and Spectrum requirements for Meeting Federal, State and Local Public Safety Agency Communications Requirements Through the Year 2010, *Notice of Proposed Rule Making*, WT Cocket No. 96-86, 11 FCC Rcd 12460, 12477 n.30 (1996) (*Public Safety First Notice*)

[5] See 47CFR 2.102 (c).

[6] The requirements and conditions for such authorization are set forth in 47CFR 2.102 (c) (1), 2.102 (c) (2), 2.102 (c) (3) and 2.102 (c) (4).

[7] These federal Government Frequencies are allocated under Executive Order of the President of the United States 47C.F.R. 90.173 (c)

agencies, that such assignment is necessary.[8] In all of these instances, the non-Federal government station (i.e., state and local government) is using the Federal Governmental frequencies to coordinate or communicate with a Federal Government agency. The nature of trunk technology[9] when employed as a joint Federal Government and state and local Government shared use infrastructure, does not permit discrete use of Federal Government spectrum by state and local Government entities for intra-agency communications, while simultaneously permitting discrete autonomous intra-agency use of state and local Government spectrum by Federal Government entities. For this reason, the DoD and the State of Alaska have sought a waiver to permit the use of non-Federal frequencies paired with Federal Governmental frequencies for all of its public safety communications regardless of whether the use involves coordinating or communication with a Federal entity or vice versa.

In essence:

1. State and local day-to-day intra-agency operation would occur on Federal radio frequency resources used for portable and mobile subscriber assets operating on this joint use trunk radio infrastructure in the land mobile radio service.

2. Federal day-to-day intra-agency operation would occur on non-Federal government radio frequency resources used for base repeater assets operating in this joint use trunk radio infrastructure in the land mobile radio service public safety pool.

3. Together the non-Federal Government and Federal frequency resources as paired would be used for day-to-day intra-agency communications as well as cross-jurisdictional inter-agency communications by both state and local and Federal entities operating on the shared joint use trunk radio infrastructure.

5. Requirements.

a. The Federal government has a requirement to establish interoperable interagency radio communications among federal, state and local government entities. Federal government entities' activities include functions such as fire, police, investigative services, EMS, medical, military support to civil authority services, protection services, emergency management services, and other types of activities performed in support of federal legislatively mandated missions. Further, the federal government will be sharing Project 25 trunked radio infrastructure with the State of Alaska, and will operate two-way trunk radio operations off of this shared infrastructure on a day-to-day basis for intra-agency communications.

b. The State of Alaska, and local government public safety entities have a requirement to establish interagency interoperable radio communications among federal, state and local government entities. State and local government entities' activities include functions such as law enforcement, fire/emergency medical services, emergency management, government services, hazardous materials control, corrections administration, forestry,

[8] See 47 CFR Part 90, Subpart H.
[9] See footnote 3 for definition of trunk radio technology.

fish and wildlife management, highway maintenance and safety services and public works. Further, the state and local governments will be sharing Project 25 trunked radio infrastructure with federal entities in a cooperative partnership and will operate two-way trunk radio operations off of this shared infrastructure on a day-to-day basis for intra-agency communications.

6. Scope.

a. This MOA governs the policies and conditions of the federal government radio frequency resources and management of those resources in support of the shared Project 25 trunked Alaska land mobile radio system. The U.S. Army Network Enterprise Technology Command is the federal government's executive agent and is responsible for obtaining all necessary authorizations for frequency assignments from the NTIA. The State of Alaska Department of Public Safety, under the direction of the ALMR Executive Council (The State Interoperability Executive Committee (SIEC)) as defined in the ALMR Executive Council Charter and the State of Alaska Interoperability Plan, approved by the FCC, is the State of Alaska's executive agent and is responsible for obtaining all necessary licenses from the FCC for radio frequency resources for exclusive use on the shared Alaska land mobile radio system infrastructure.

b. The NTIA Associate Administrator for the Office of Spectrum Management may appoint a federal government representative to serve on the State's Interoperability Executive Committee, or any committee associated with or having joint or mutual management and administration of the radio frequency resources used in the shared Alaska Land Mobile Radio system.

7. Agreements.

a. The Alaska Land Mobile radio system covered by this MOA shall be configured such that radio frequency spectrum resources used will be paired in a 50/50 fashion. To do this non-federal (FCC controlled) radio frequency resources in the 154.65-156.24 MHz band will be paired with, and equal in number to federal government (DoD) specified and authorized resources in the 138-144 MHz band to create 120 channel pairs (220 frequencies) channeling plan to be used and reused throughout the statewide, wide-area shared Project 25 trunked radio system infrastructure. The federal (DoD) spectrum resource will be employed in the "Mobile" class of station, while the non-federal (FCC) spectrum resource will be employed in the "Base" class of station. All entities operating on the shared statewide, wide-area Project 25 trunk radio infrastructure will have access to all spectrum resources employed in the system for daily intra-agency use as well as inter-agency/interoperability use during cross jurisdictional, mutual aid and task force incidents involving two or more participating federal, state and local public safety participating entities. All participating agencies on the Alaska Land Mobile Radio infrastructure will follow the State of Alaska Interoperability Plan for Incident Command communications protocols and operations.

b. The U.S. Army Spectrum Management Office (ASMO) shall coordinate, and submit to the NTIA for approval all requests for frequency assignments in the 138-144 MHz band required for implementation of the Alaska Land Mobile Radio system. The ASMO

will also coordinate, and submit to the NTIA all requests for waivers of rules and authorization for federal use of the M154.65-156.24 non-federal spectrum specified for use on the shared Alaska Land Mobile Radio system. The assignments authorized by the NTIA will be recorded in the Government Master File (GMF) and will carry Army serial numbers. The operating entity of record will be the Department of Defense Alaskan Command. The NTIA authorized frequencies for the Alaska Land Mobile Radio system will be renewed on a five-year basis from the date the resources were assigned.

c. The State of Alaska, State's Interoperability Executive Committee (SIEC), or its designated agent shall coordinate and submit to the FCC for approval all requests for frequency assignments in the M154.65-156.24 MHz band required for implementation of the Alaska Land Mobile Radio system. The SIEC or its agent will also coordinate, and submit to the FCC all requests for waivers of rules and authorization for non-federal use of the 138-144 MHz spectrum specified for use on the Alaska Land Mobile Radio system. The assignments authorized by the FCC will be recorded and assignments provided to the ASMO for record. The operating entity of record will be the State of Alaska. The FCC authorized frequencies for the Alaska Land Mobile Radio system will be renewed as required by applicable FCC rules and regulations.

d. Only federal, state and local government entities, or private entities that have a defined public safety mission and role will be authorized to operate using the shared spectrum resources on the Alaska Land Mobile Radio System. Requests to use the Alaska Land Mobile Radio system by federal, state and local government entities shall be granted subject to technical and/or operational compatibility.

e. The State of Alaska will strongly encourage all state and local entities to use the shared Alaska Land Mobile Radio infrastructure, wherever feasible, to satisfy their radio communications requirements. The NTIA Manual requires federal agencies with new land mobile radio requirements, and agencies operating non-trunked radio systems in areas where trunked systems are installed, should consider the advantages of obtaining service from the existing system where economically, technically and operationally feasible. Expansion of the shared trunk radio system beyond the 120 Channel pairs allocated and authorized for use on the Alaska Land Mobile Radio system is subject to approval by the NTIA Spectrum Planning Committee, and the FCC.

f. The Joint Frequency Office Alaska, in coordination with the Anchorage FCC Office, will serve as the Federal point of contact for resolving radio frequency interference problems among federal, state, and local entities for the Alaska Land Mobile Radio System. The FCC Anchorage office in coordination with the Joint Frequency management Office Alaska will serve as the State and Local point of contact for resolving radio frequency interference problems among federal, state and local entities.

g. The NTIA and/or DoD, through the Office of the Secretary of Defense (OASD/NI2), the principal party to this MOA, may revoke the authority for use of the 138-144 MHz frequencies being used on any part of the Alaska Land Mobile Radio System, if there is no longer substantial benefit to the Federal government, or if higher national security

priority requirements develop for the DoD or other federal government entities that require the use of this spectrum. Such revocation of spectrum resources associated with public safety will be allotted no less than 6 months notice and a period of no longer than 1 year from the time of notice will be given to cease operation on the designated spectrum resource(s). Such termination or revocation shall be in writing and shall be provided to the Commissioner, Department of Public Safety, State of Alaska.

h. The FCC and/or the State of Alaska through the Commissioner, Department of Public Safety, the principal party to this MOA, may revoke the authority for use of the 154.56-156.24 MHz public safety poll frequencies being used on any part of the Alaska Land Mobile Radio System, if there is no longer substantial benefit to State and local government, or if higher State government priority requirements develop for state government entities that require the use of this spectrum. Such revocation of spectrum resources associated with public safety will be allotted no less than 6 months notice and a period of no longer than 1 year from the time of notice will be given to cease operation on the designated spectrum resource(s). Such termination or revocation shall be in writing and shall be provided to the Assistant Secretary of Defense for Networks and Information Integration.

i. This MOA does not constitute a contract and its entry into by the parties is voluntary. It may not constitute the basis for an actionable claim by the parties against each other in a court of law or otherwise in order to enforce its terms. This MOA is meant to assist the parties in delineating the roles and authorities of the parties for the limited purposes set out therein; and it does it create any right inuring to the benefit of any third party, real or potential.

8. This MOA is effective when signed and dated by both parties.

For the Governor, State of Alaska:
Mr. William Tandeske
Commissioner, Department of Public Safety
State of Alaska

7-18-03
Date

BADRI A. YOUNES
Director, Spectrum Management
Office of the Assistant Secretary of Defense
for Networks and Information Integration

7/25/03
Date

Attachment:
Shared Frequency Plan

Comment Resolution Matrix

ORG/ REVIEWER	Page #	Para #	Line #	Class	Comments	A/R/P
ORG HQ ALCOM J64 MR. Tim Woodall DSN: 552-8223 Timothy.woodall@elmendor.af.mil					**Critical:** **Recommendation:** **Rationale:** **Sponsor Comment:**	
ORG HQ ALCOM J64 MR. Tim Woodall DSN: 552-8223 Timothy.woodall@elmendor.af.mil					**Substantive:** **Recommendation:** **Rationale:** **Sponsor Comment:**	
ORG HQ ALCOM J64 MR. Tim Woodall DSN: 552-8223 Timothy.woodall@elmendor.af.mil	D11	2.4	4	U	**Administrative: Missing punctuation** **Recommendation: Add comma after "site/backup power."** **Rationale: Clarify distinction of separate items within series of listed equipment.** **Sponsor Comment:**	

INSTRUCTIONS

ASSESSORS: PLEASE DO NOT USE PAGE BREAKS IN THE MATRIX

There are only three types of comments:
Critical, Substantive, or Admin.

- Any one **critical** comments equate to a **Non Concur.**
- Any **substantive** or **administrative** comment equates to a **Concur with comments**

1) Select New Microsoft Word document: Select Bookman Old Style/12 Pitch Font
2) Select File
   Select Page Setup
      Select Margins-Change all to 0.5". Select OK
      Select Paper Size-Change Orientation to Landscape. Select OK
3) Select Table
   Select Insert Table
      Change number of Columns to 7, and select number of rows desired, Select OK
   Note: You can add rows by placing the cursor under the last row and then selecting Table/Insert Table/Add # of rows desired
4) Select View
   Select Header and Footer
      Type Classification of comments matrix in Header and Footer -14 Pitch/**Bold**/Centered

5) Fill out the first row exactly as shown in example above using Bookman Old Style/12 Pitch Font.
   Note[1]: Include the organization and the name and DSN or commercial # of the specific person in the organization that made the comment.
   Note[2]**:** In the comment column place only one comment per row: **Critical, Substantive, or Admin** and provide comment, recommendation and rationale as shown in example.
   - **Note**[3]**:** Any one **critical** comment will equate to a **Non Concur**. Critical comments provided must be resolved in the next version of the document.
   - **Note** [4]**:** Any **substantive** or **administrative** comment equates to a **Concur with comments**, and administrative or substantive comments will be included for incorporation into the next version of the document.
   - **Note**[5]**:** The sponsor will respond to the comment with a narrative justification for rejecting or partially agreeing with the assessor's comment. Additionally, this section is used to cite where accepted comments are incorporated in the revised document.

6) The Class column stands for security classification. Place U/C/S for each comment submitted.

ALMR
A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP
Alaska Land Mobile Radio

ALMR Program Change Request Form (CR)

Change Request ID #_#CR600-02 TSSC

Change Request Current Status/Date 7/28/2006

Please read the attached instructions prior to completing this form.

Section I - To be Completed by Originator

1. Change Request Title: Change site name and location from Gerstle River to Independent Ridge

2. Originator Name: Dean Strid, Department of Administration, Division of Enterprise Technology Services	**3. Originator Contact Phone/Email:** dean_strid@admin.state.ak.us 907-269-5764	**4. Response Requested By:** August 15, 2006

5. Approving Authority (Check all that apply) ☒ **Executive Council** ☐ **User Council** ☐ **General Manager**

☐ **Air Force** ☐ **Alaska Municipal League** ☐ **Army** ☐ **Department of Homeland Security**

☐ **DMVA** ☐ **DOA** ☐ **DoD** ☐ **SOA** ☐ **Vendor**_____
(Provide Applicable Signature Block(s) on Page 2) (Specify)

6. Approving Authority Rationale: Name/Site changes require Executive Council approval.

Section II - Technology/Site/System Change

7. Request Description: It has been determined the best location for ALMR in the Gerstle River area is the existing State of Alaska microwave site at Independent Ridge, a solar powered site accessible by helicopter only. A new 10x24 shelter for radio equipment and site support is being installed at the location in July, 2006.

The Independent Ridge site is located along the Alaska Highway, between Delta and Dot Lake.

The coordinates are - 63 44 21N 144 50 50W

8. Rationale for Change: This change adds increased ALMR coverage to that area of the Alaska Highway. See the attached coverage map. The Original location selected at AT&T's Gerstle River site is not available (space and power).

9. Alternative Solutions: A new site on the roadway near Gerstle River would provide less coverage than Independent Ridge and have a much longer site development schedule.

10. What is Needed to Implement this Change? FCC license coordination for revised records.

11. Impact:

Scope: n/a
Schedule: The schedule is improved to have this site operational in 2006.
Cost: n/a
Quality: n/a
Security: n/a

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12. Back Out Plan: n/a	
13a. Evaluator Assigned: (To be assigned by CCB Chair)	**13b. Evaluator Recommendation and Comments:** (To be completed by CR Evaluator)
Section III - Documentation Change Only	
14. Document Title and Version:	**15. Other Documents Affected:**
16. Paragraph and Page Number Affected (Attach Pertinent Pages When Possible):	
17. Change Description (From/To):	
18. Rationale for Change:	
19. Impact: Scope: Schedule: Cost: Quality: Security:	
20a. Evaluator Assigned: (To be assigned by CCB Chair)	**20b. Evaluator Recommendation and Comments:** (To be completed by CR Evaluator)
Section IV - Approval Signature Blocks	
ALMR Project Manager (DOD) Approval: (Name/Date/Title/Signature)	**ALMR General Manager Approval:** (Name/Date/Title/Signature)
ALMR Project Manager (SOA) Approval : (Name/Date/Title/Signature)	**Air Force Approval:** (Name/Date/Title/Signature)
AML Approval: (Name/Date/Title/Signature)	**Army Approval:** (Name/Date/Title/Signature)
DHS Approval: (Name/Date/Title/Signature)	**DMVA Approval:** (Name/Date/Title/Signature)
DOA Approval: (Name/Date/Title/Signature)	**DoD Approval:** (Name/Date/Title/Signature)

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ALMR
A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP
Alaska Land Mobile Radio

ALMR Program Change Request Form (CR)

Change Request ID #_#CR600-02 TSSC

Change Request Current Status/Date 7/28/2006

SOA Approval: (Name/Date/Title/Signature)	**Vendor Approval:** (Name/Date/Title/Signature)

Chairman, User Council Approval

Chairman Approval: (Name/Date/Title/Signature)

Executive Council Approval: (All Signatures Required)

DoD Rep: (Name/Date/Title/Signature) Kristine M. Clifton 8/10/06 Alaskan Command/J6	**Federal Non-DoD Rep:** (Name/Date/Title/Signature) 8/10/06 U.S. Attorney
SOA Rep: (Name/Date/Title/Signature) 8/10/06 Commissioner for Public Safety	**MOA Rep:** (Name/Date/Title/Signature) 8/10/06 Alaska Municipal League

For internal Use Only

Section V - CR Assignment/Recommendation/Comments

20a. Modifier Assigned: (To be assigned by CCB Chair)	**20b. Modifier Recommendation and Comments:** (To be completed by CR Modifier)
21a. Verifier Assigned: (To be assigned by CCB Chair)	**21b. Verifier Recommendation and Comments:** (To be completed by CR Verifier)

For internal Use Only

Section VI - CR Status/Assignment/Recommendation

To Change Status - Check Appropriate Box and Complete Info Requested

Status	Date of Change to Status	User Name/Notes
☒ Submitted	7/10/2006	Dean Strid
☒ Tracked	7/28/2006	Toni Dixon
☐ Evaluated		
☐ Approved		
☐ Cancelled		
☐ Rejected		

ALMR information contained in this document is "Sensitive But Unclassified" and "For Official Use Only" in accordance with DoD Directives 5200.1 and 5400.7 and may be exempt from mandatory release to the public under the Freedom of Information Act (FOIA). This document is LAW ENFORCEMENT SENSITIVE and is a CONFIDENTIAL RECORD per Alaska Statute 40.25.120 (a) (6) E, F, & G.

ALMR

A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP

Alaska Land Mobile Radio

ALMR Program Change Request Form (CR)

Change Request ID #_#CR600-02 TSSC

Change Request Current Status/Date 7/28/2006

☐ Change Made		
☐ Verified		
☐ Re-Approved		
☐ Closed		

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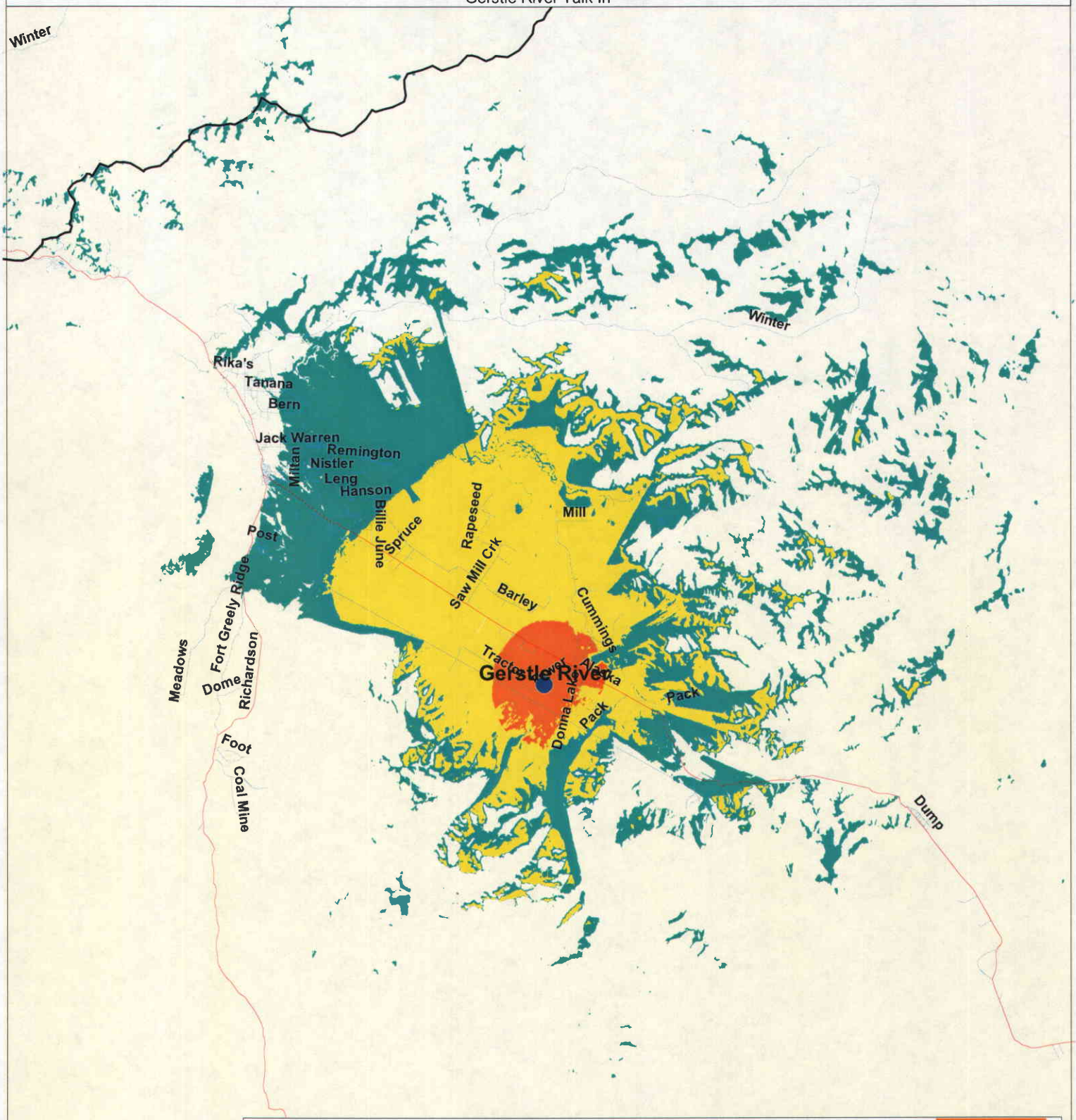
MOTOROLA

ALMR
Gerstle River Talk In



90% AREA GERSTLE RIVER INBOUND RELIABILITY XTS 5000 IN 20DB BUILDING

95% AREA GERSTLE RIVER INBOUND RELIABILITY XTS 5000 ON STREET

95% AREA GERSTLE RIVER INBOUND RELIABILITY XTL 5000

0 10.00 20.00 mi
1 inch = 10.00 miles @ 1/633600

WGS84 Coordinates: 63:48:0 N 145:0:24 W
Tx Antenna: 240 ft

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

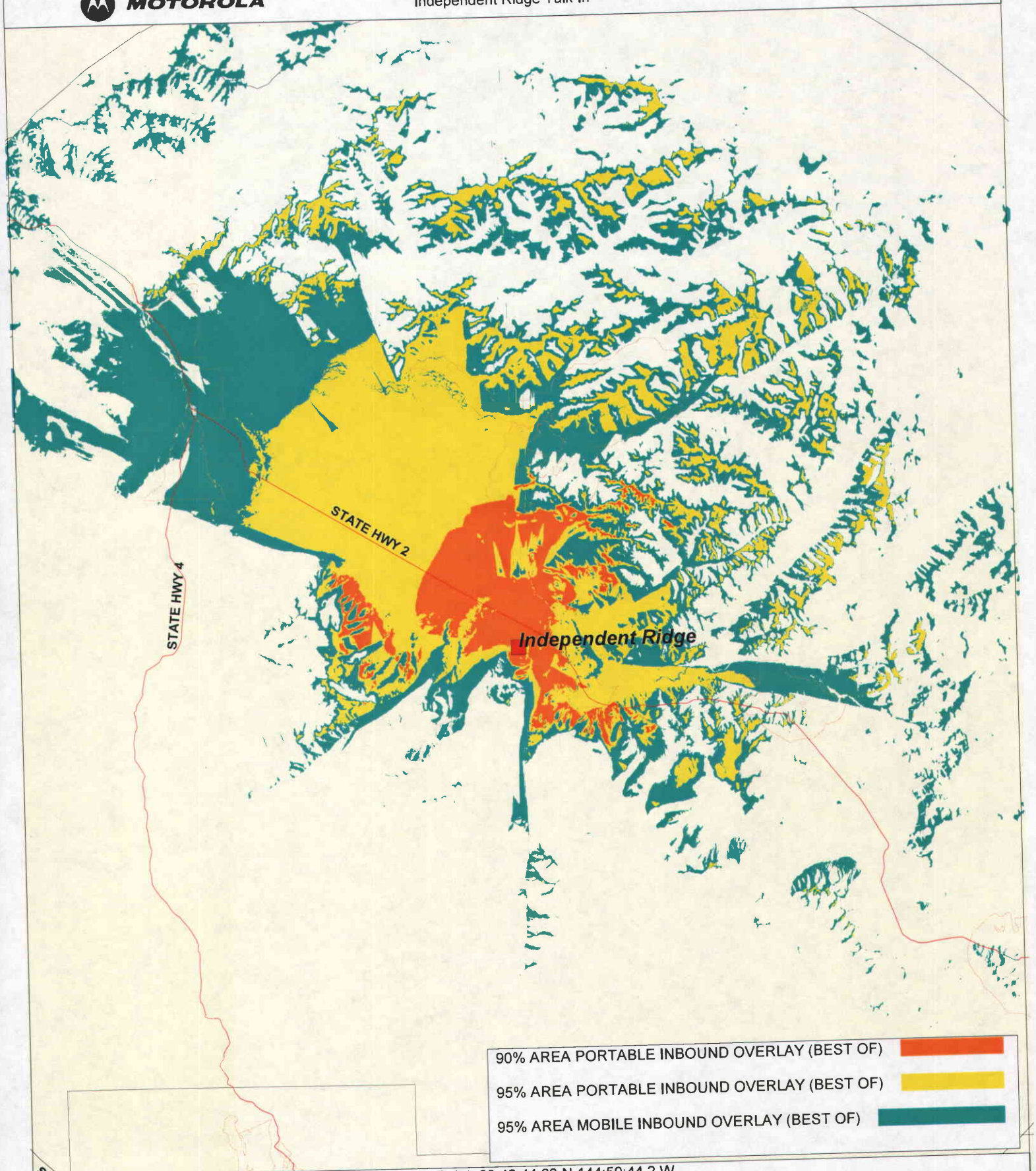
Wednesday, February 23 2005 2.10 Build 2132

Job Id : 1846723877.1.000.2.1

Portion(s) Of GIS Source Data Provided By ESRI, Inc.

MOTOROLA

ALMR
Independent Ridge Talk In



Center Point: 63:46:44.63 N 144:50:44.2 W

0 10.00 20.00 mi
1 inch = 10.00 miles @ 1/633600

Job Id : 1417832470.1.000.2.27

Monday, August 07 2006 2.50 Build 2584

Portion(s) Of GIS Source Data Provided By ESRI, Inc.