



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



MEMORANDUM FOR ALMR Executive Council

September 1, 2011

FROM: DOD Executive Co-Chair

SUBJECT: September 1, 2011, ALMR Executive Council Meeting Agenda

TO: See Distribution

1. **Call to Order.** Colonel Hays, Executive Council Co-Chairman, will call the meeting to order at 1:30 p.m. The roll will be taken. (5 Min)
2. **Opening Statements and Other Announcements.** (5 Min)
3. **Approval of Previous Meeting Minutes.** Draft ALMR Executive Council minutes from the July meeting. (5 Min) (Atch 1)

Motion: Approve July 21, 2011, Executive Council meeting minutes, as written.

4. **Old Business.** (45 Min)

a. Alaska Federal Executive Association (AFEA) Funding. Mr. Woodall updated the Executive Council on the status of the funds transfer from the Federal Non-DOD agencies to the DOD.

He stated that a military attorney had weighed in on the matter and had stated that it is legal for the Federal Non-DOD agencies to transfer funds to the DOD to offset costs of the operations of the ALMR System and, in fact, was required by the Economy Act and the Anti-Deficiency Act.

Mr. Woodall also explained that the previously prepared inter-agency agreement format was reviewed and it met fiscal law requirements and the last step in the process was for Colonel Hays to appoint an Office of Primary Responsibility to accept the funds.

b. Army Site Equipment Divestiture. Mr. Woodall advised the Executive Council that the U.S. Army-Alaska (USARAK) had placed its equipment at 13 State of Alaska (SOA) sites in a break/fix status as of July 1. The equipment would remain in break/fix until December 31. At such time, the SOA would need to make a decision as to whether they were going to accept the equipment or USARAK would remove it.

c. Service Level Agreement (SLA). During discussion at the July Executive Council meeting Major Leveque advised the council that the OMO had discussed the affected portions of the SLA with the UC. A decision was made by the User Council that certain portions of the SLA should be suspended and replaced with language which coincides with the current contracts in place.

The Executive Council introduced and approved a motion stating that User Council should suspend the affected portions of the Service Level Definitions and provide alternate language with regard to the current maintenance contract in place. (Atch 2)

Motion: Accept the recommendation of the User Council to suspend portions of the Service Level Definitions regarding response times, as defined in the Tables 3.1, 3.2, 3.3 and 3-8 and provide alternate language with regard to the current maintenance contract in place.

c. Statewide Interoperable Executive Committee (SIEC). At the July meeting, Mr. Woodall recommended that the Executive Council add this item for discussion at the August meeting with regard to removing the associated language from the Executive Council Charter and recommended moving the issue forward to the State proposing that one be put in place.

Major Leveque advised the Executive Council that there are many different models out there and having a strawman recommendation from the Executive Council to reflect the organizational makeup of the SIEC would best benefit the State.

5. ALMR Status. (10 Min)

- a. DOD Status. (Mr. Tim Woodall)
- b. SOA Status. (Mr. Jim Kohler)

6. User Council Update. (Major Matt Leveque) (5 Min)

a. Federal Non-DOD Alternate position. Mr. Alvin Flowers has been nominated to replace Mr. Jim Caldwell on the User Council. (Atch3)

Motion: Accept the appointment of Mr. Alvin Flowers as the Alternate Federal Non-DOD All Others (TSA) representative to the ALMR User Council.

b. Mt Sunny Hay. In June, the Mt Sunny Hay site was activated at the request of the ALMR Operations Management Office (OMO) to support an exercise by the Alaska National Guard.

The Alaska State Troopers (AST) and the Department of Transportation and Public Services (DOT) were able to utilize the site at that time, as well. At the completion of the exercise, the site was turned back off.

Both AST and DOT were extremely pleased with the extended coverage it provided and the User Council believes the continued operation of the site would benefit, not only AST and DOT, but other Public Safety agencies in the area.

The User Council has sent a memorandum to the Director of Enterprise Technology Services (ETS) requesting permanent activation of the Mt Sunny Hay site (Atch 4).

Subsequently, SOA ETS has no maintenance funds to support the site and it will remain turned off.

7. Operations Management Office (OMO). (Mr. Del Smith) (5 Min)

July System metrics - provided in hard copy. (Atch 5)

8. New Business. (30 Min)

System Life Cycle and Upgrade. Based upon the current technology release (7.1.1) ALMR infrastructure is ten technology versions behind. Briefings were provided in July to the Department of Defense, the State of Alaska and local agencies, and the Executive Council.

An upgrade of the infrastructure is required to correct several critical issues. Recommend review and discussion of an Upgrade Cost Proposal (Atch 6) and discussion about the critical issues to be resolved.

9. Next Meeting. The next meeting is scheduled for September 15, 2011, 1:30 p.m. at the Department of Public Safety Training/Conference Room, 5700 E Tudor Road. (5 Min)

10. Adjourn Meeting.

//approved//

GEORGE W. HAYS, Colonel, USAF
Department of Defense Co-Chair
ALMR Executive Council

6 Attachments:

1. Draft July 21, 2011, Executive Council Meeting Minutes
2. SLA Suspension Addendum
3. TSA Appointment Letter
4. Memorandum regarding Mt Sunny Hay
5. OMO July Metrics
6. System Upgrade Proposal

Distribution:

ALCOM/J6, Colonel George Hays
SOA DPS, Commissioner Joseph Masters
AFEA, U.S. Attorney Karen Loeffler
AML, Chief Jeff Tucker
MOA, Mr. Kevin Spillers
SOA DOA Deputy Commissioner John Cramer
ALMR User Council, Major Matthew Leveque
ALMR OMO, Mr. Del Smith
ALCOM/J64, Mr. Timothy Woodall
SOA DOA, Mr. James Kohler
MOA, Mr. Trygve Erickson



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

MEMORANDUM FOR ALMR Executive Council

July 27, 2011

FROM: DOD Executive Co-Chair

SUBJECT: July 21, 2011, ALMR Executive Council Meeting Minutes

TO: See Distribution

Executive Council Members Present:

Commissioner Joe Masters	Commissioner, State of Alaska Department of Public Safety
US Attorney Karen Loeffler	Non-DOD Federal Agency Representative, Alaska Federal Executive Association
Chief Jeff Tucker	Alaska Municipal League
Mr. Kevin Spillers	Municipality of Anchorage Office of Emergency Management (via teleconference)

ALMR Support Team Members and Guests Present:

Major Matt Leveque	User Council Chairman
Mr. Del Smith	Operations Manager
Mr. Tim Woodall	Department of Defense ALMR Manager
Mr. Trygve Erickson	Municipality of Anchorage (via teleconference)
Ms. Sherry Shafer	Operations Management Office
Mr. Pat Shier	Director Enterprise Technology Services (ETS)
Mr. Forrest Booker	SOA ETS (via teleconference)
Ms. Sharon White	SOA ETS (via teleconference)
Mr. Dwayne Sakumoto	Motorola® Account Manager for Alaska State & Local Customers
Mr. Tim Strayer	Motorola® Service Manager for Alaska Federal Customers
Mr. Alan Jackson	Motorola® Account Manager for Alaska DOD Customers
Mr. Tim Brandt	Motorola® Lifecycle Planning Manager

Mr. Jim Nicholl

Motorola® Service Manager for Alaska State &
Local Customers

1. Call to Order. Mr. Tim Woodall explained to the Executive Council that Colonel George Hays, Department of Defense (DOD) Co-Chair, was out of town and unable to attend the meeting.

Colonel Hays had requested Mr. Woodall assist with running the meeting, and had provided his votes on those motions contained in the agenda.

Mr. Tim Woodall called the meeting to order on behalf of Colonel Hays at 1:36 p.m.

2. Opening Statements and Other Announcements. Mr. Woodall asked the other Executive Council members if they had any objections with changing the agenda and moving the Motorola® presentation. There were no objections.

A motion was offered to change the order of the agenda.

Motion: Move the presentation from Motorola® regarding ALMR Lifecycle Management ahead of any 'Old Business' items.

Motion: Commissioner Joe Masters
Second: U.S. Attorney Karen Loeffler

There were no objections. **The motion passed.**

3. Approval of Previous Meeting Minutes. Mr. Woodall asked the Executive Council members if they had had an opportunity to review the draft May meeting minutes, and if there were any requested changes. Hearing no requests for changes, Mr. Woodall requested the council present a motion to approve the minutes.

Motion: Approve the May 9, 2011, Executive Council meeting minutes, as written

Motion: U.S. Attorney Loeffler
Second: Commissioner Masters

There were no objections. **The motion passed.**

4. Old Business.

a. Alaska Federal Executive Association (AFEA) Funding. Mr. Woodall updated the Executive Council on the status of the funds transfer from the Federal Non-DOD agencies to the DOD.

He stated that a military attorney had weighed in on the matter and had stated that it is legal for the Federal Non-DOD agencies to transfer funds to the DOD to offset costs of the operations of the ALMR System and, in fact, was required by the Economy Act and the Anti-Deficiency Act.

Mr. Woodall also explained that the previously prepared inter-agency agreement format was reviewed and it met fiscal law requirements and the last step in the process was for Colonel Hays to appoint an Office of Primary Responsibility to accept the funds.

b. Army Site Equipment Divestiture. Mr. Woodall advised the Executive Council that the U.S. Army-Alaska (USARAK) had placed its equipment at 13 State of Alaska (SOA) sites in a break/fix status as of July 1. The equipment would remain in break/fix until December 31. At such time, the SOA would need to make a decision as to whether they were going to accept the equipment or USARAK would remove it.

c. FY2012 Cost Share Cooperative Agreement. The FY12 Cost Share Cooperative Agreement was signed and distributed to the Executive Council members. It was also posted to the ALMR web site. **(CLOSED)**

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d. USARAK FY2012 Funding Shortfalls. Mr. Woodall advised the Executive Council that USARAK had received the funds they had requested to cover the funding shortfall of \$550K for FY12. **(CLOSED)**

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5. ALMR Status.

a. Mr. Woodall stated that the DOD update issues had already been covered and he had nothing further to add.

b. Mr. Jim Kohler, SOA Program Manager, was out of state and unavailable to brief the Executive Council.

Mr. Pat Shier stated that ETS was exploring what certifications would be required for SOA technicians with regard to the equipment.

Del stated that he and the System Manager, Mr. Casey Borg, had also met with Mr. Andy Booker and Mr. Todd Richardson, both from ETS, to discuss this matter.

6. User Council Update.

a. SOA - All Others User Council (UC) position. Major Matt Leveque explained to the Executive Council that both the primary and alternate SOA All Others positions have been vacant for some time. Historically, the Department of Military and Veterans Affairs had filled the primary position and the Division of Forestry had filled the alternate position. Major Leveque advised the Executive Council that he had been in contact with Director John Madden. Major Leveque also stated that his alternate for SOA DPS,

Captain Barry Wilson, had moved to a new assignment so they were still looking from someone to fill his position.

b. UC Annual Training Conference. Major Leveque advised the Executive Council that in the past, the User Council had all met once annually in order to work on pertinent issues related directly to the council. For the previous two years, they had been able to used training funds from grants. Those funds were no longer available.

c. Annual Operations Management Office (OMO)/System Management Office (SMO) Budget document. Major Leveque noted that the UC had reviewed and approved the proposed FY13 budget during their June monthly meeting and agreed to forward it to the Executive Council for their consideration.

Mr. Del Smith explained the purpose of the budget and what each of the listed contracts covered. He also explained the additional funding request listed for the upgrade was presented for life cycle planning purposes and consideration

Mr. Woodall explained that the System Management Office was on the first year of a five-year contract for maintenance of all the sites. He also pointed out that the contract cost could be adjusted annually depending on the break/fix options put in place regarding the 41 sites containing USARAK equipment to be divested.

He also advised the Executive Council this was the last option year for the Operations Management Office contract and it would be open for rebid next year. He stated that the DOD and the SOA would need to begin talks soon on whether the OMO would continue or not continue.

Motion: Accept the FY13 OMO/SMO budget, as approved by the User Council, and forward as appropriate.

Motion: Commissioner Masters
Second: U.S. Attorney Loeffler

There were no objections. **The motion passed.**

d. Service Level Agreement (SLA). Major Leveque stated that as the Executive Council was aware, the fiscal issues created by the pending divestiture of USARAK equipment have created a need to adjust maintenance response times. The OMO had discussed the affected portions of the SLA with the UC and a decision was made that certain portions should be suspended and replaced with language which coincided with the current contracts in place.

Motion: Accept the recommendation of the User Council to suspend portions of the Service Level Definitions regarding response times, as defined in the Tables 3.1, 3.2, 3.3 and 3-8 and provide alternate language with regard to the current maintenance contract in place.

Motion: U.S. Attorney Loeffler
Second: Mr. Woodall (on behalf of Colonel Hays)

There were no objections. **The motion passed.**

7. Operations Management Office.

a. Mr. Del Smith presented the June System metrics to the Executive Council. He stated that there was no unusual activity for the month and the statistics were consistent with previous years at this time.

b. Annual Membership Agreement Renewals. Mr Smith advised the council that the annual renewals are a requirement of the Cooperative Agreement. He stated that in 2010 all agencies had executed new agreements when the Membership Agreement was updated, therefore, the OMO did not see any reason to have everyone re-sign for the period of July 1, 2011 to June 30, 2012. All agencies were asked to respond via email as to their intent to remain on the System. The only agency who had failed to respond was U.S. Army-Alaska, who has still not responded despite repeated explanations of the requirement.

8. New Business.

a. Mr. Tim Brandt, Motorola® Service Manager for Alaska State & Local Customers, gave a presentation regarding ALMR Lifecycle Management. As noted in the opening statements, this briefing was presented directly after approval of the May meeting minutes.

b. Chief Jeff Tucker had requested an update from the Department of Administration on their efforts with regards to ALMR funding. Chief Tucker stated that during the course of the other meeting agenda items, this had already been covered. He stated no further discussion was needed.

c. Chief Tucker asked to bring up an additional item which had come to his attention while reading the Executive Council Charter. He advised the council that the charter states the Executive Council is also appointed as the Statewide Interoperable Executive Committee (SIEC). He stated to his knowledge, the Executive Council has never held a meeting as the SIEC.

Mr. Woodall provided a brief history as to why the Executive Council was designated as the SIEC. He explained that the Federal Communications Commission required that an SIEC be established in order to approve the spectrum sharing agreement. Therefore, the Cooperative Agreement appointed the Executive Council as the SIEC.

Major Leveque pointed out that the Cooperative Agreement has no authority to establish an SIEC.

Chief Tucker stated that he would like to see a recommendation from the Executive Council to the Governor requesting that an SIEC be formed.

Mr. Woodall advised this subject had been a point of discussion at the Sep 27, 2010, Executive Council meeting. At that meeting, then Commissioner of Administration Annette Kreitzer commented that she fully understood the requirement and knew what needed to occur and would take the matter for action.

Mr. Smith stated that prior to Governor Frank Murkowski's administration there had been a Telecommunications Information Council at the State level that was appointed by statute. They wrote State telecommunications plans and initially that is where ALMR decisions were made by the State. It was an umbrella organization that looked at the State's general strategy on how they would proceed on issues.

U.S. Attorney Loeffler stated that it did not seem like a decision that the Executive Council would make but that perhaps they could make a recommendation to the State.

Mr. Woodall recommended that the council add this item to 'Old Business' on the agenda for the next meeting. They could then discuss removing it from the Charter and recommend moving it forward to the State that one be put in place.

Major Leveque stated that there are many different models out there and without having a strawman recommendation from the Executive Council to reflect the organizational makeup of the SIEC that will best benefit the State, this could go all sorts of directions.

9. Next Meeting. The next meeting is scheduled for August 18, 2011, at 1:30 p.m. U.S. Attorney Loeffler stated she would be unavailable on that date but she would send someone to sit in on her behalf.

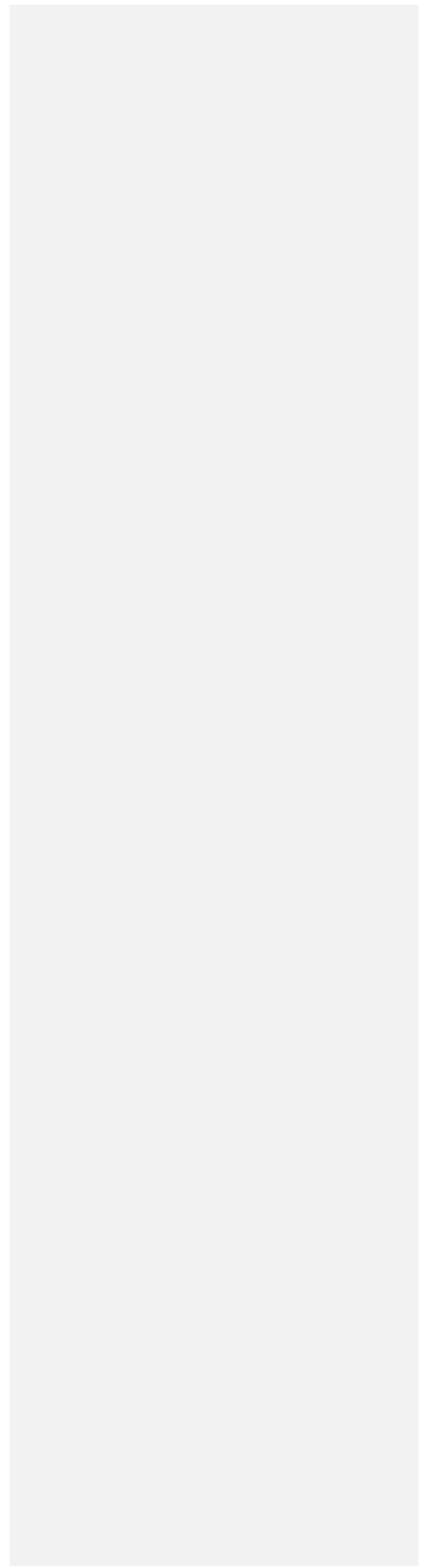
10. Adjourn Meeting. Commissioner Masters made the motion to adjourn and U.S. Attorney Loeffler seconded. There were no objections and the meeting was adjourned at 3:35 p.m.

GEORGE W. HAYS, Colonel, USAF
Department of Defense Executive Council Co-Chair
ALMR Executive Council

Distribution:

ALCOM/J6, Colonel George Hays
SOA DPS, Commissioner Joseph Masters
AFEA, U.S. Attorney Karen Loeffler
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ALMR User Council, Major Matthew Leveque
ALMR OMO, Mr. Del Smith
ALCOM/J64, Mr. Timothy Woodall
SOA DOA, Mr. James Kohler
MOA, Mr. Trygve Erickson

DRAFT



The following NOTE to be added to the cover page of the SLA

NOTE: For the period of July 1 - December 31, 2011, response times and service levels have changed regarding all State of Alaska (SOA)-owned radio frequency (RF) equipment, as well as U.S. Army-Alaska (USARAK) RF equipment at certain SOA sites. Associated changes are listed at Addendum A (attached at the end of the document).

Addendum A

The SOA has modified contractually-required response times regarding issues involving their ALMR RF equipment at all of their sites.

USARAK has placed their ALMR RF equipment at 13 SOA communications sites in a "break/fix" mode.

The sites include:

- Cooper Mountain
- Divide
- Ernestine Mountain
- Girdwood
- Hope
- Moose Pass
- Portage
- Seward
- Silvertip
- Summit Lake
- Valdez
- Whittier
- Wolcott Mountain

The following Service Level Agreement (SLA) provisions are suspended for all SOA sites, as well as the USARAK sites listed above:

- Table-3.1 System Equipment
- Table-3.2 Sub System Equipment
- Table-3.3 MotoBridge® Gateway System
- Table-3.8 Service Level Definitions

SOA sites will continue to be monitored 24/7/365. Initial response may be by SOA technicians and will be determined by the severity of the issue; response by System Management Office (SMO) contractors may be delayed up to 72 hours. Response to SOA MotoBridge® issues will be by SOA technicians.

USARAK sites will continue to be monitored 24/7/365. However, maintenance response to reported issues may be delayed for up to 72 hours. Decisions regarding repairs for the listed sites will be made on a case-by-case basis. Response to Department of Defense MotoBridge® issues will be by SMO contractors

The remaining sites are not affected by the changes at this time.

U.S. Department of Homeland Security

Ted Stevens Anchorage International Airport
4000 West 50th Avenue
Anchorage, Alaska 99502



**Transportation
Security
Administration**

**MEMORANDANDUM
THE TRANSPORTATION SECURITY ADMINISTRATION**

TO: ALMR Executive Council Non-DOD Representative

FROM: Jesse C. Sanchez

SUBJECT: Appointment of ALMR User Council Representative

1. ALMR User Council representatives are appointed to one-year terms and may be reappointed annually.
2. The following individuals are appointed as TSA representatives to the Alaska Land Mobile Radio User Council:

	Name	Title	Telephone	E-mail
ALTERNATE*	Alvin Flowers	TSM CCO	907-771-2919	Alvin.flowers@tsa.dhs.gov

*Each user Council member must have an alternate. It is recommended that between the Primary and Alternate both technical and administrative skill sets are represented.

3. This letter supersedes all previous letters of the same subject.

Jesse C. Sanchez
Federal Security Director
Anchorage, Alaska
907-771-2901
jesse.c.sanchez@tsa.dhs.gov

7/22/2011
Date: _____

August 5, 2011

Memorandum for State of Alaska Director of Enterprise Technology Services

From: Alaska Land Mobile Radio (ALMR) User Council

Subject: Mt Sunny Hay Site

Dear Director Shier,

1. In June, the State of Alaska (SOA) Enterprise Technology Services (ETS) allowed the Mt Sunny Hay site to be activated at the request of the ALMR Operations Management Office (OMO) to support an exercise by the Alaska National Guard.

The Alaska State Troopers (AST) and the Department of Transportation and Public Services (DOT) were able to utilize the site at that time, as well. At the completion of the exercise, the site was turned back off.

We were pleased with the extended coverage it provided and believe the continued operation of the site would benefit, not only AST and DOT, but other Public Safety agencies in the area.

2. The User Council officially requests SOA ETS to consider allowing activation of Mt Sunny Hay permanently for use by all ALMR agencies operating in the vicinity.

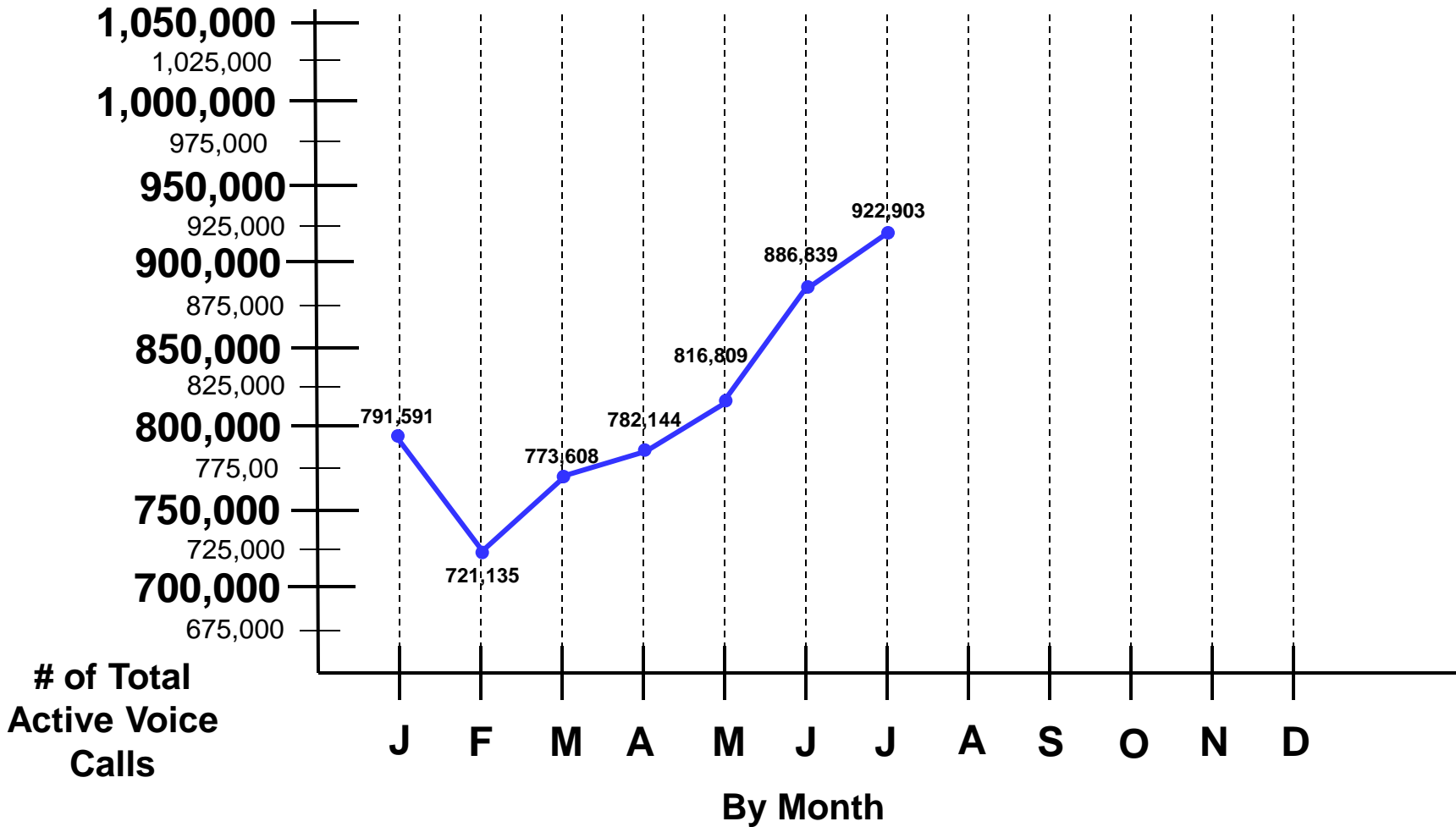
3. Thank you for your consideration and assistance with this request.

A handwritten signature in black ink, appearing to read "Matt Leveque", with a long horizontal flourish extending to the right.

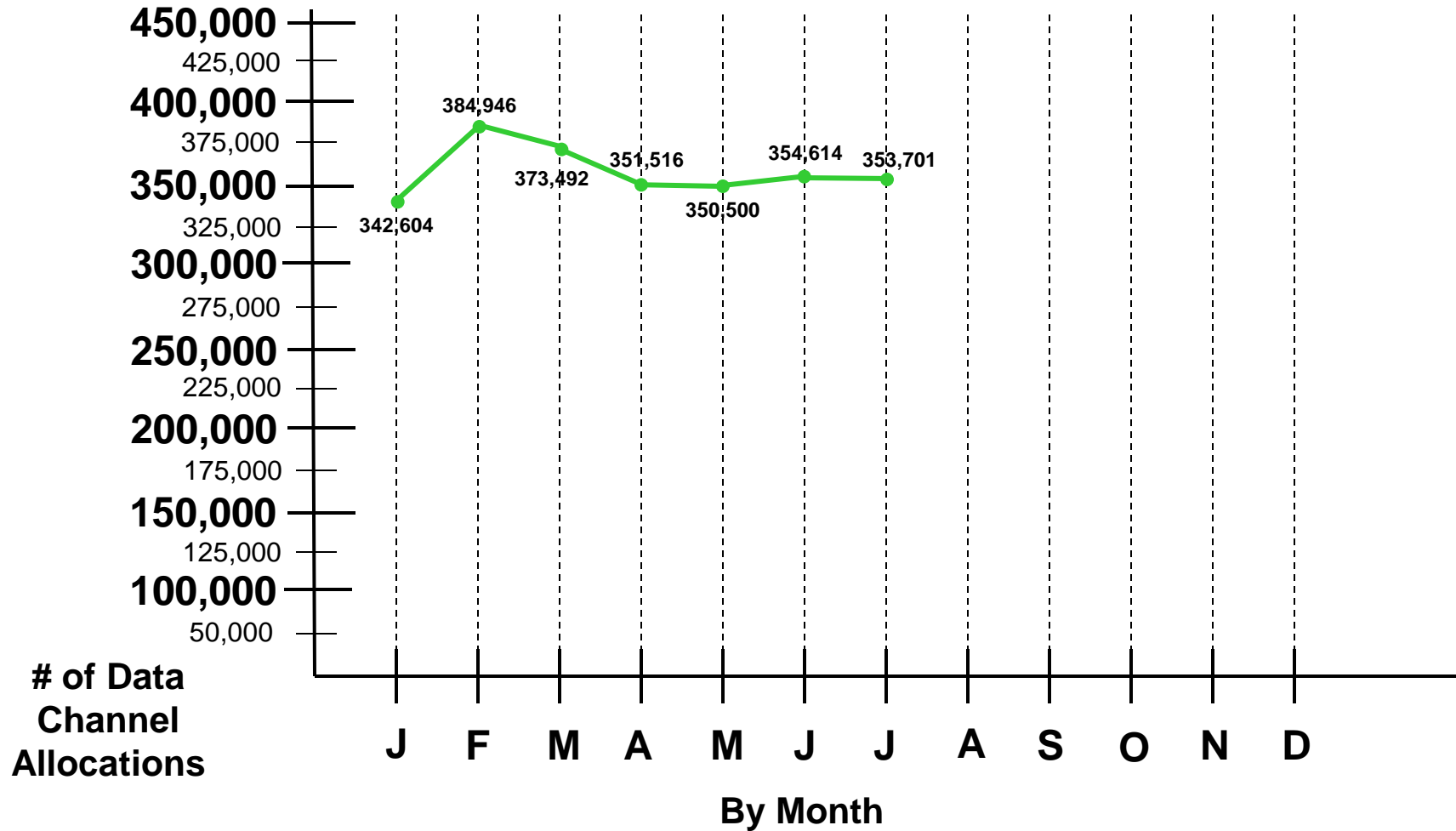
Matt Leveque
ALMR User Council Chairman

2011 System Performance

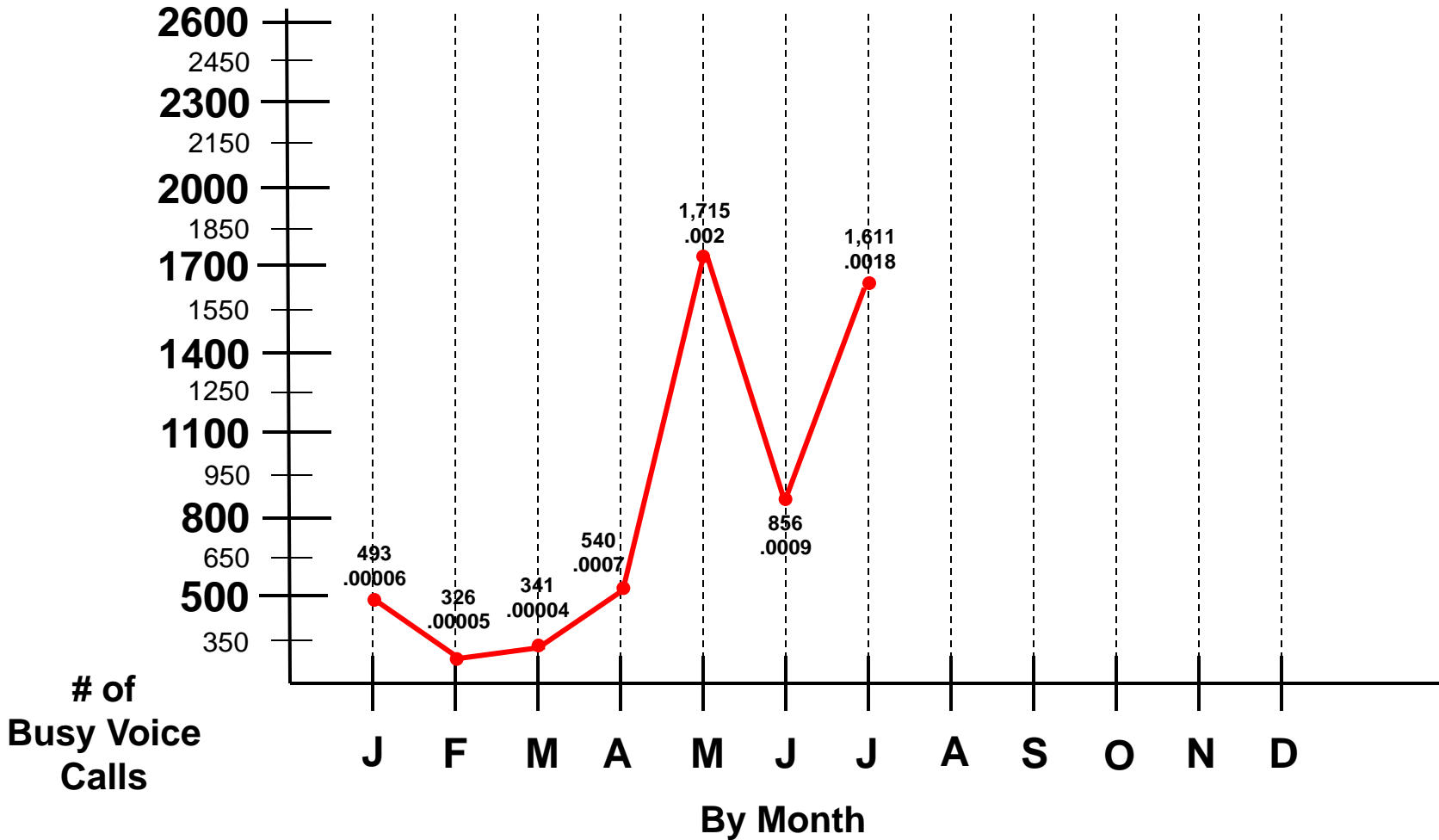
Active Voice Calls



2011 System Performance Data Channel Allocations



2011 System Performance Busy Voice Calls





MOTOROLA

Bering Straits Information Technologies for ALMR

ALMR System Upgrade

Proposal #FGM10PC3804

August 17, 2011

"This proposal includes data that shall not be disclosed by reseller except to (i) employees of reseller and reseller's subcontractors, if any, with a need to know for the purpose contemplated by the proposal and (ii) the Government end-user agency contemplated by the proposal. The proposal is provided to reseller on the condition that reseller will mark its proposal to the government in accordance with FAR 52.215-1(e) placing the legend 'Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal' on every page of its proposal that contains information from pages of Motorola's proposal that bear the same (or substantially similar) marking."

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Table of Contents

SECTION 1.	TECHNICAL SOLUTION.....	1-1
	1.1 Upgrade Summaries by Zone.....	1-1
SECTION 2.	IMPLEMENTATION STATEMENT OF WORK.....	2-4
	2.1 Let Motorola Resources Work for You	2-4
	2.2 Program Manager	2-5
	2.3 Systems Engineers	2-6
	2.4 Schedule	2-6
	2.5 Deliverable Services Summary	2-6
	2.6 Order Tracking	2-7
	2.7 Staging	2-7
	2.8 Equipment Shipping	2-9
	2.9 On-Site Equipment Installation Activities	2-9
	2.10 Standards of Work.....	2-9
	2.11 R56 Standards	2-10
	2.12 Installation Plan	2-11
	2.13 Field Activity Overview	2-11
	2.14 On-Site Equipment Inventory	2-12
	2.15 Subscriber Installation and Programming.....	2-12
	2.16 Fixed Network Equipment Installation	2-12
	2.17 Cutover Planning.....	2-12
	2.18 Optimization	2-13
	2.19 Functional Acceptance Test Plan	2-14
	2.20 System Acceptance.....	2-14
	2.21 System Documentation	2-15
	2.22 Training	2-15
	2.23 Responsibilities	2-16
	2.24 Assumptions.....	2-17
	2.25 SI Provisions	2-18
	2.26 Firm-Fixed Price	2-19
SECTION 3.	STANDARD COMMERCIAL WARRANTY	3-20
SECTION 4.	SYSTEM UPGRADE AGREEMENT II.....	4-21
	4.1 Overview:	4-21
	4.2 Included Features:.....	4-22
	4.3 Description of System Upgrade Agreement II:	4-23
	4.4 System Upgrade Agreement II Responsibilities	4-25

SECTION 5. SUMMARY PRICING.....	5-28
5.1 Purchase Options.....	5-28
5.2 Performance Billing Milestones	5-30
APPENDIX A. CONTRACTUAL PROVISIONS	31
APPENDIX B. ALMR UPGRADE COST	33





Section 1. Technical Solution

Bering Straits Information Technology (BSIT) in partnership with Motorola is pleased to present this proposal to Headquarters Alaskan Command (HQALCOM) Executive Agent (J6) (hereinafter referred to as the “Government”) and 673d Contracting Squadron. This document outlines a system software release upgrade for Alaska Land Mobile Radio (ALMR) system. The proposed upgrade will bring the ALMR system’s existing ASTRO 25 System Release 7.1.1 to the most current, 7.9 System Release. Included are upgrades for three zones: South Zone 1, North Zone 2 and Municipality of Anchorage (MOA) Zone 4.

As part of the proposed ALMR upgrade, BSIT will provide the most up-to-date master site platform, System Release 7.9 with more advanced feature capabilities, while maximizing reuse of existing RF, dispatch, and remote networking equipment. This upgrade also serves to address equipment and software end-of-life and obsolescence issues. As a result, certain ALMR equipment has been identified for replacement with the latest model servers and PC workstations to ensure compatibility with the proposed system release.

Not included in this proposal are other System Release 7.9 capabilities including Motorola Dynamic System Resilience (DSR) for backing up master site functionality and site link encryption.

1.1 Upgrade Summaries by Zone

This Statement of Work (SOW) includes combinations of hardware upgrades, software upgrades (replacements) and software refreshes, outlined as follows.

For Zones 1 and 2, which are similar in architecture, the following equipment replacements, software refreshes, and existing equipment reuse are detailed:

- ◆ Replace the master site zone core with the latest, state-of-the-art platforms for zone controllers; Network Management (NM) servers; Switching Routing Center (SRC) core network including interzone capability; Information Assurance (IA) equipment: Core Security Management Server, Authentication Server, Event Logging, Syslog, Zone Core Protection firewalls, Customer Network Interface (CNI) firewalls; Install/Backup Server and storage; and Integrated Voice & Data (IV&D) Packet Data Gateway (PDG). We will reuse the existing TRAK GPS.
- ◆ Replace Key Management Facility (KMF) server and client PC workstations with the latest hardware platforms.
- ◆ Refresh software for CENTRACOM console systems, including Ambassador Electronics Bank (AEB), Motorola Gold Elite Gateway (MGEG), Central Electronics Bank (CEB), and dispatch operator positions.
- ◆ Replace all workstations (NM clients, dispatch console PC workstations, IP logging playback) with latest PC model to include Microsoft Vista operating system.
- ◆ Refresh software for MCC 7500 dispatch consoles and IP logging system Archiving Interface Server (AIS).
- ◆ Provide new spares to support updated (replacement) equipment platforms.
- ◆ Refresh software for all base radios (QUANTAR and GTR repeaters).
- ◆ Refresh software for all site controllers (PSC 9600, GCP).
- ◆ Replace old-vintage LAN switches (approx. 15% for Zone 1, 42% for Zone 2) with the latest model. Refresh software for all other LAN switches that are reused.
- ◆ Replace old-vintage routers (approx. 75% for Zone 1, 90% for Zone 2) with the latest model. Refresh software for all other routers that are reused.
- ◆ Reuse existing antenna systems.
- ◆ Refresh software for all SDM 3000 Remote Terminal Units (RTUs).
- ◆ Refresh software for identified existing spares, as applicable.

For Zone 4 (MOA), the following equipment replacements, software refreshes, and existing equipment reuse are detailed:

- ◆ Replace the master site zone core with latest, state-of-the-art platforms for zone controllers; NM servers; Switching Routing Center (SRC) core network, including interzone capability; IA equipment: Core Security Management Server, Authentication Server, Event Logging, Syslog, Zone Core Protection firewalls, CNI firewalls; Install/Backup Server and storage. Reuse existing TRAK GPS.
- ◆ Replace all NM client workstations with latest PC model to include Microsoft Vista operating system.
- ◆ Provide new spares to support updated (replacement) equipment platforms.



- ◆ Refresh software for all base radios (GTR repeaters), site controllers (GCP), and comparators (GCM).
- ◆ Replace old-vintage LAN switches with latest model. Refresh software for all other LAN switches that are reused.
- ◆ Replace old-vintage routers with latest model. Refresh software for all other routers that are reused.
- ◆ Reuse existing antenna systems.
- ◆ Refresh software for all SDM 3000 RTUs.
- ◆ Refresh software for identified, existing spares as applicable.





Section 2. Implementation Statement of Work

This Statement of Work (SOW) details the Systems Integration (SI) services that Motorola will provide to implement, upgrade and integrate the system upgrade for ALMR System. This SOW is based on input from the Motorola Account Manager, Alan Jackson, and our understanding of the equipment and upgrade services required by the Government for ALMR.

2.1 Let Motorola Resources Work for You

Motorola is an undisputed leader in providing integrated wireless communications and information solutions, with 83 years of experience in meeting the mission critical requirements of our customers worldwide. In doing so, we offer:

- ◆ Expert program managers, engineers, process analysts, technicians, documentation specialists, trainers, and other professionals dedicated to meeting Government and ALMR requirements and getting the job done right.
- ◆ Industry leadership know-how in wireless communications technology and its practical application, kept current through ongoing research and development.
- ◆ State-of-the-art manufacturing and testing facilities to support cost-effectiveness and precision in the completion of the ALMR project.
- ◆ Uncompromising dedication to quality and customer satisfaction.

The Motorola SI team uses a proven multi-step approach in implementing communications systems for federal government customers through several well-established Motorola programs including Digital Six Sigma, Cost of Quality, and Cycle Time Reduction. Our approach begins with equipment ordering and continues

through system staging, installation, optimization, testing and finally ending with our training and documentation phases. Motorola will stay committed to BSIT and the Government through every stage of the system upgrade implementation.

2.2 Program Manager

An expert Motorola Program Manager (PM) will act as the single point of contact to coordinate a team of engineers, technologists, and specialty resources, working closely with the Government, BSIT, and ALMR Management to ensure that the proposed system is implemented with the highest degree of quality.

The PM will monitor all field activities to be conducted directly or indirectly by Motorola including subcontractor work, quality review of all installation, optimization, testing, and warranty activity, performing on-site inspections as professional judgment dictates.

The PM will monitor all activities to be conducted directly by Motorola personnel including the following:

- ◆ Developing and managing system milestones and schedules.
- ◆ Creating a project implementation plan with input from the Government, BSIT, and ALMR and maintaining the plan by comparing it to project milestones during the life of the project.
- ◆ Develop the ALMR system upgrade design and associated documentation which will be presented at the on-site design review with the Government, BSIT, and ALMR.
- ◆ Attending, coordinating, and assisting during Staging and in-plant system acceptance testing as well as on-site coverage acceptance testing.
- ◆ Supervising the installation and upgrade activities of the system upgrade.
- ◆ Assisting Motorola field technical personnel and coordinating with the Government, BSIT, and ALMR representatives during the optimization, checkout, and on-site testing of the system.
- ◆ Creating a detailed cutover plan with input from the Government and BSIT, and managing the migration from existing communications to the new system.
- ◆ Implementing and managing the process of migration planning, system startup, and transition to service after the 30-day burn-in is complete.
- ◆ Managing all maintenance issues during the 30-day burn-in period.



Following the successful completion of testing, the PM will coordinate the smooth transition from the system-implementation phase to the maintenance-support phase of the system making the necessary introductions and supplying the proper phone and contact information.

2.3 Systems Engineers

Motorola Systems Engineers are responsible for all phases of the design development and ensure that the most suitable architecture is chosen for the ALMR system upgrade. They then oversee any design modifications during implementation and on-site testing. A Motorola Systems Engineer dedicated specifically to federal customers will be assigned to work closely with the Government, BSIT, ALMR, and the Motorola PM. The Systems Engineer will maintain strict adherence to design specifications during the project implementation.

Motorola will provide the following Systems Engineering services for the ALMR System

- ◆ System architecture design and development.
- ◆ Implementation support.
- ◆ Engineering support during the functional acceptance testing.
- ◆ Final system documentation.

2.4 Schedule

Within 345 days of the receipt of an acceptable delivery order with approved frequencies, Motorola will stage, ship, install, upgrade, optimize and have the system operational.

2.5 Deliverable Services Summary

Motorola estimates the following completion schedule for the services to be provided to the Government for ALMR under the provisions of this SOW:

SI SOW TASK/DELIVERABLES	ESTIMATED COMPLETION IN DAYS AFTER RECEIPT OF ORDER (ARO)
Order Equipment	20



SI SOW TASK/DELIVERABLES	ESTIMATED COMPLETION IN DAYS AFTER RECEIPT OF ORDER (ARO)
Receive all Equipment at the Federal Systems Organization (FSO)	60
Start System Documentation	60
Stage, Integrate, Test System	105
Ship Equipment to Sites	115
Conduct On-Site Inventory	125
Conduct On-Site Installation	215
Perform On-Site Upgrades	260
Perform On-Site Optimization	270
Perform On-Site System Testing	285
Perform Cutover	315
Final Acceptance	315
Deliver Final Documentation	345

2.6 Order Tracking

The PM will monitor the equipment order, including the manufacturing and delivery functions, which are early indicators of project schedule adherence. The PM monitors available information during these stages and will take action as required to keep the project on schedule. The intricate processes involved in expediting equipment shipment include coordinating Motorola product groups and non-Motorola (drop-ship) suppliers, packing equipment after staging, and shipment consolidation. The coordination of these functions results in a complete system being assembled and inspected during the staging process, thus reducing installation time in the field.

2.7 Staging

Motorola realizes that the most efficient way to begin the system implementation process is to integrate all system components of the system upgrade as part of the manufacturing process, prior to the shipment to the ALMR sites. This process is called staging or preshipment integration and takes place at the Motorola Customer Center for Solutions Integration (CCSi) facility in Schaumburg, Illinois. This facility



provides the crucial first step in the assembly, integration, configuration, programming, testing, and documentation of all Motorola radio communications systems.

To provide the necessary sensitivity to the needs and security concerns of Motorola's Federal Government customers, the Federal Systems Organization (FSO) has private facilities where dedicated program managers, technicians, and engineering personnel of the CCSi ensure accurate order placement and inventory control to build and stage the system from approved site drawings exactly as it will be installed at its final destination.

Cables are customized to their specified lengths and major components are configured and programmed based on the specific ALMR engineering design and feature requirements. The FSO staff will work with the field PM and engineer, product groups, and quality assurance personnel to verify system operation and functionality.

At this point, the Motorola Program Manager and Systems Engineer, along with FSO staff, and any Government, BSIT, and ALMR personnel in attendance, perform in-plant acceptance test planning to ensure that the system functions per the design parameters before approval and shipment to the ALMR sites.



System staging allows a complete system to be assembled and inspected before it is shipped to the field and includes the following processes:

- ◆ Inventory management, including the complete accountability for all Motorola-manufactured and third-party equipment, using a barcode recording system.
- ◆ Development of the system installation manual including equipment layout drawings, interconnection documentation, and all programming information.
- ◆ Custom fabrication of cables and connectors based on equipment layout drawings.
- ◆ System assembly as it will appear at the customer's final location.
- ◆ Initial equipment programming and level setting.
- ◆ Complete system feature and functionality testing.



- ◆ Generation of a software inventory and version list of all software shipping with the system along with the documentation of key equipment jumper settings.
- ◆ Generation of a serial number list of all major hardware components in the system.

A limited number of Government, BSIT, and ALMR personnel are invited to witness and participate in the system test at the FSO facility during the staging process. (Government, BSIT, and ALMR will be responsible for their own transportation and travel costs.) In conjunction with the Motorola Program Manager and Systems Engineer, system staging personnel will provide Government, BSIT, and ALMR representatives with a briefing and will answer any questions about the system's operation and capabilities.

2.8 Equipment Shipping

After system staging, cabinets and racks remain assembled to facilitate rapid system installation in the field. System equipment is packed on a site-by-site basis and all rack-mounted equipment is crated before shipping. Every effort is made to ensure that all components, and cables arrive at the ALMR sites in the same condition they left the Schaumburg, IL staging facility. Care used in handling this type of sensitive communications equipment is typical of the overall attention to quality that Motorola places on all aspects of its service delivery.

2.9 On-Site Equipment Installation Activities

After the equipment is delivered, and within 30 days from notification by the contracting officer or designated representative, that site preparation has been completed, the PM will commence on-site equipment installation and upgrades. If site preparations are completed before the equipment is delivered, installation activities will commence as soon as possible, but no later than 30 days from delivery. The PM will monitor all integration activities including the installation, upgrade, interconnection, and testing of equipment as proposed in the system equipment list.

2.10 Standards of Work

All equipment provided, and the installation of system equipment will conform to the current versions of:

- ◆ *Uniform Building Code*

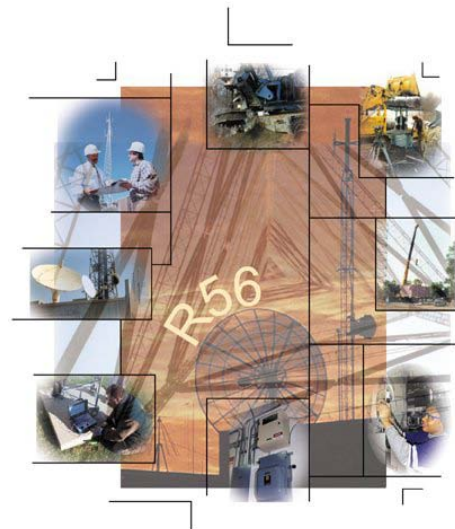


- ◆ Motorola manual, *Standards and Guidelines for Communication Sites (R56)*, which contains technical and experiential guidance for RF site design, fabrication, and installation
- ◆ The National Fire Protection Association’s *National Electric Code*
- ◆ Other applicable federal codes and ordinances

NOTE: The references cited above will be used for all equipment and services associated with this proposal. Motorola will not be responsible for upgrading any existing equipment, shelters or equipment rooms, systems, or subsystems to these standards unless specifically stated herein. All work related to the equipment and services proposed herein will conform to the documents noted above and shall be performed in a manner consistent with the highest quality workmanship and commercial practices.

2.11 R56 Standards

The Motorola manual, *Standards and Guidelines for Communication Sites (R56)* prescribes standards and guidelines that represent the best commercial practices for safe, high quality, and efficient site development and installation. Motorola takes pride in the fact that many other corporations use our *R56* standards and guidelines for their communications site development.



The *R56* manual is periodically updated to reflect the most current standards and guidelines for the development of RF sites and the installation of communications equipment, infrastructure, and facilities.

These published standards draw from numerous sources, including ANSI, FAA, IEEE, Mil Standards, NEMA, NFPA, TIA, EIA, OSHA and UL. The major subjects on which *R56* provides detailed information are as follows:

R56 STANDARDS AND GUIDELINES	
Safety	Site Acquisition
Site Design and Development	RF Site Building Design and Installation
External Grounding	Internal Grounding



R56 STANDARDS AND GUIDELINES	
Power Sources	Transient Voltage Surge Suppression
Minimizing Site Interference	Equipment Installation

2.12 Installation Plan

An Installation Plan plays an important part in the overall success of any communications system. To facilitate a smooth and expedient installation with minimal disruption to normal operations, the PM will develop an Installation Plan for the installation of Fixed Network Equipment (FNE) based on an understanding of Government and ALMR requirements. This Installation Plan will be discussed and reviewed with the Government, BSIT, and ALMR prior to equipment delivery and can be changed or modified upon the mutual agreement of the designated representatives from the Government, BSIT, and ALMR and the Motorola PM.

2.13 Field Activity Overview

The PM will oversee and supervise all field activities. This supervision entails maintaining contact with the subcontractor(s) and monitoring the quality of their work performed under assigned SOWs. This supervision also includes, but is not limited to, the quality review of all installation, optimization, testing, and punch list resolution. The PM will use Motorola quality goals as benchmarks to perform on-site supervision and inspections as professional judgment dictates.

Motorola will perform all work and tasks required to integrate and optimize the system including adherence to applicable manufacturers' recommendations during the installation of the system. The PM is responsible for all tasks assigned to subcontractors including those listed below:

- ◆ Ensuring that installations are performed in accordance with federal codes and ordinances.
- ◆ Ensuring the proper disposal of all debris generated from installation activities.
- ◆ Ensuring that all installations are performed in accordance with the Motorola *R56* standards and guidelines.
- ◆ Providing grounding from all new equipment installations to the single-point ground provided by ALMR to meet *R56* standards and guidelines at all sites.



2.14 On-Site Equipment Inventory

Before system installation, an on-site inventory is conducted. This inventory is accomplished by the PM in conjunction with the Government, BSIT, and ALMR personnel and is a milestone in the system installation plan. This inventory will initiate follow-up action by the PM to locate, repair, or replace any damaged or missing equipment, if necessary. The PM will address any discrepancies and facilitate resolutions in a manner that will minimize or preclude any delay in system implementation.

2.15 Subscriber Installation and Programming

Under this SOW, Motorola has no installation or programming responsibilities related to Console, mobile, or handheld subscriber units.

2.16 Fixed Network Equipment Installation

The System Description section of this proposal provides a listing of all major equipment and the sites at which this equipment will be installed.

2.17 Cutover Planning

Motorola is highly skilled and experienced in the formulation and execution of system cutover plans that minimize downtime. Motorola considers many factors in developing an optimal cutover process. Among them are the following:

- ◆ The setting of a priority of conditions and actions necessary to accomplish a smooth and successful transition from the existing system to the new system. Security, site preparation, coordination with customer personnel, frequency issues, and subscriber programming must all be carefully considered.
- ◆ The planning and coordination necessary to transition assets and users over a predetermined period.
- ◆ Consideration of the critical tasks of local users to ensure that their missions are not compromised during cutover.
- ◆ Sensitivity to interoperability issues with local emergency services and other agencies must be maintained and will be closely examined prior to cutover.



The Motorola PM will work closely with the Government, BSIT, and ALMR Management during the implementation process to fully understand normal operations so that a minimally disruptive cutover can be achieved. A final cutover plan will be created and agreed upon by Motorola, the Government, BSIT, and ALMR Management and will be incorporated into the Installation Plan.

2.18 Optimization

System optimization will occur when the Federal Systems Technologists (FSTs) of the Motorola Optimization Team (OT) perform the final adjustments of the equipment for optimal operation and functionality. The OT consists of highly-trained Motorola technical personnel who perform the installation, optimization, troubleshooting, and testing of any Motorola equipment or system. The OT works in conjunction with the Motorola PM and SE to provide the technical support necessary to tune and adjust the system equipment to its peak operational capability.

Upon the completion of equipment installation, an audit for conformance with the Motorola R56 quality standards and guidelines will be performed. Deficiencies will be documented and reported to the Motorola PM who will then take the necessary corrective action. After this audit, the Motorola OT will perform the following:

- ◆ Make final adjustments to applicable equipment as required.
- ◆ Document software and firmware versions of boards in all applicable equipment provided as part of this project.
- ◆ Verify that all software has been properly installed and configured on the equipment that requires configuration.
- ◆ Correct R56 deficiencies related to the current system installation. This does not include pre-existing conditions for which Motorola is not responsible.
- ◆ Configure Console Database Manager/Alias Database Manager (CDM/ADM).

Motorola's Federal Systems Technologists are uniquely qualified

- Motorola FSTs support only federal government projects and many of our Systems Technologists have multiple security clearances to aid in serving our varied customer clientele.
- The commercial FST organization has over 200 additional system technologists across the United States that can provide support when necessary.
- All FSTs receive formal and on-the-job training on an ongoing basis to ensure their ability to perform when and where needed in the field.



- ◆ Test system readiness prior to the Acceptance Test.
- ◆ Communicate with the Government, BSIT, and ALMR Management regarding technical issues as required.
- ◆ Red-line system manual “As-Built” documentation as required.

Following the fine-tuning and inspections completed during optimization, the Motorola PM, in conjunction with the Government, BSIT, and ALMR representatives, will perform a final system Installation Configuration Audit (ICA). This audit will compare the actual installation configuration to the red-lined drawings developed by the OT. Any variances will be documented and delivered in an electronic report no later than 30 days after the acceptance test. The Motorola FSO also receives a copy of the report to ensure that the final documentation retained by Motorola reflects the “As-Built” configuration.

Throughout the optimization process, the OT will note any abnormalities and recommend solutions to the Motorola PM. The OT will also document all system levels, programming, and configurations, which are provided in the final system documentation. Upon completion, a fully functional system will be available for use.

2.19 Functional Acceptance Test Plan

The detailed Functional Acceptance Test Plan (FATP) will be created as a joint effort and finalized with agreement between Motorola, the Government, and BSIT, after contract award and prior to system implementation. The Functional Acceptance Test is conducted at the completion of the optimization process. It is anticipated that an authorized representative of the Government, BSIT, and ALMR will be present during the testing period to confirm acceptance of each action item.

2.20 System Acceptance

The proposed system upgrade shall be considered accepted upon the successful execution and completion of all pre-approved test plans, or when the system is placed into beneficial use for its intended purpose, whichever occurs first.

NOTE: “Beneficial use” means use of the equipment or system, or any subsystem thereof, for its intended purpose. This excludes use for the express purposes of training or testing before system acceptance. The use of the equipment for its intended purpose shall be deemed to have occurred when ALMR commences to use and rely on the equipment for operational purposes.



2.21 System Documentation

Motorola recognizes that comprehensive supporting system documentation is important to the Government, BSIT, and ALMR. Accordingly, the Motorola Systems Integration process results in accurate and organized system documentation that is furnished in a manual that includes, but is not limited to, the following:

- ◆ System block diagrams
- ◆ Site floor plans
- ◆ Cabinet/Rack diagrams
- ◆ Description of system functionality
- ◆ Programming templates for products tested, as required
- ◆ Specific test results from preshipment integration and testing
- ◆ Point-to-point wiring charts
- ◆ Cabling charts
- ◆ Interconnection cable description and inventory
- ◆ Printout of equipment parameters (i.e., programming configuration)
- ◆ Unique product jumpering information
- ◆ Inventory with serial numbers and installation location references

Motorola will provide preliminary documentation for use in the field during the assembly, installation, optimization, and testing of the system. Throughout the various implementation phases, Motorola will make red-lined changes to this preliminary documentation as required. After system acceptance, the red-lined documentation will be sent back to the FSO where final, updated documentation will be prepared. The final “As-Installed” documentation will be sent to the Government for ALMR no later than 30 days after final system acceptance.

2.22 Training

Proper equipment training ensures that the purchased Motorola system continues to function at its optimum level. Although this SOW does not include any training to be provided by Motorola, the Government, BSIT, and ALMR members are invited to visit the Motorola Worldwide Learning Services website (www.motorola.com/government/techtraining) and review the available training courses. Contact the Motorola Account Manager, Alan Jackson, for assistance in



scheduling training to optimize the capabilities of the ALMR workforce and equipment.

2.23 Responsibilities

The following sections clearly define the Systems Integration responsibilities for Motorola, the Government, and BSIT, based upon Motorola's best understanding of system requirements and the services to be provided. These responsibilities are documented herein to avoid ambiguities and ensure that the Government, BSIT, and Motorola share a common understanding of all conditions and responsibilities.

2.23.1 BSIT\Motorola Responsibilities

1. Verify the integrity of microwave links, T1 circuits, fiber links, and phone lines provided by BSIT and ALMR entities.
2. Coordinate connectivity activities for ALMR as required.
3. Install system equipment as listed in the system equipment list.
4. Install, upgrade and test proposed system networking equipment as identified in the System Description and the equipment list.
5. Perform *R56* audits and configuration audits at all system infrastructure sites after installation is complete.
6. Set system levels, optimize, and perform in-field acceptance testing for the proposed System Upgrade.
7. Develop and coordinate cutover plan activities, as required.
8. Develop and provide system documentation.

2.23.2 Government Responsibilities

The Government will coordinate with ALMR entities and assume responsibility for the installation and performance of all other equipment and work necessary for completion of this project that is not provided by Motorola. The general responsibilities of BSIT include the following:

1. Provide all buildings, equipment shelters, and towers.
2. Provide site perimeter security fences.
3. Conduct any required environmental impact assessments.
4. Provide site access, site maps, and escorts, as required, in a timely manner.



5. Obtain and provide all zoning approvals, necessary permits, and lease agreements as required, at all sites and locations.
6. Provide adequate space for the system equipment.
7. Provide primary electrical power at all sites.
8. Furnish and install all necessary electrical work such as power, HVAC, AC and/or DC circuits and outlets, circuit breakers, and main service protectors.
9. Provide UPSs and backup generator, or other suitable sources of emergency power at all system equipment locations.
10. Furnish and install exterior and internal grounding systems at all system equipment shelters and buildings.
11. Furnish and install cable trays as required.
12. Furnish and install all connectivity by microwave links, T1 circuits, fiber links, and telephone lines as required.
13. Furnish and install all circuit termination equipment as required.
14. Assist in verifying the integrity of microwave links, T1 circuits, fiber links, and telephone lines provided by BSIT and ALMR.
15. Furnish and install a source of emergency power and an appropriately sized UPS unit for all console operator positions and Network Management clients to provide quality, reliable power to each console operator position.
16. Provide necessary furniture or desktop space for console operator and Network Management client equipment.
17. Provide system equipment warehousing at ALMR facilities as required.
18. Provide six, system-capable radios with keypads for the factory Staging acceptance test and the field acceptance test.
19. Ensure that a service phone is available at all sites.

Questions regarding these responsibilities can usually be answered by reviewing the Motorola *R56* manual.

2.24 Assumptions

BSIT and Motorola have made various assumptions in the development of the described SI services and the pricing of those services. If these assumptions are not correct, the services required to implement this system will need to be re-priced. The assumptions made are as follows:



- ◆ The Government and ALMR entities are responsible for site acquisition, site development, and site preparation; therefore, this proposal does not include modifications, upgrades, or repairs to any existing equipment, site civil work, tower construction, or building installations or renovations that may be required unless specifically noted herein. Motorola can provide a separate proposal for all or part of the services and equipment required for site acquisition, development, and preparation, if requested to do so.
- ◆ To meet the proposed schedule, all Government-furnished (GF) materials and the Government responsibilities identified in this proposal, including but not limited to, GF system connectivity lines and GF site preparation must be provided and ready for installation of the system within 90 days after receipt of an acceptable order with approved frequencies.
- ◆ Sites are readily accessible by road and specialized transportation or installation equipment is not required for this project. If desired, Motorola can provide a separate proposal for specialized transportation and installation equipment needed for site access due to inclement weather and/or adverse road conditions.
- ◆ Motorola or subcontract personnel will not need special security clearances. If security clearances are required, the price may need to be adjusted.
- ◆ Installation work will be performed during normal business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding holidays observed by Motorola.

2.25 SI Provisions

- ◆ ALMR representation will provide written notification to the Motorola Program Manager 30 days before scheduled installation stating that all site preparation requirements have been completed. Failure to complete site preparations and notify the Motorola PM may cause a delay in the installation schedule. Proper written notification is required before Motorola will send its installation or optimization teams to the field. Any delays caused by BSIT may require a modification to the contract to incorporate a revised installation schedule and/or a revised price.
- ◆ Motorola will not be responsible for installation delays caused by inclement weather, non-Motorola equipment delivery and vendors, or the Government.
- ◆ Motorola engineering designs and coverage predictions are based on known parameters, such as, the type, model, and capacity of the installed equipment, physical inspections, and the terrain of the desired coverage areas. Motorola will not be responsible for interference caused by RF transmissions that were unknown to Motorola before creating the system design.
- ◆ Any system testing, that ALMR entities desire, that is not specified when the acceptance test plan is formulated will be subject to negotiation.



- ◆ Should previous installation or construction work preclude Motorola from conforming to R56 standards and guidelines ALMR Management will be notified in writing.
- ◆ Based on the current understanding of requirements, the attached equipment list identifies the equipment required to implement the proposed system. If ALMR entities desire to supply substitute equipment, Motorola must approve said equipment as being compatible with the overall system design and integrity. The standard Motorola warranty covers only the equipment supplied by Motorola.

2.26 Firm-Fixed Price

Pricing for the Systems Integration services described in this SOW can be found in the Pricing section of this proposal. These services are based upon an uninterrupted daily work effort for activities conducted onsite without any delays due to site access difficulties or inclement weather. Questions regarding pricing issues or individual services should be directed to the BSIT Program Manager, Casey Borg

Please understand that this price incorporates all services described herein. For the price to remain valid, the scope of work *cannot* be divided into separate procurements. If multiple funding sources are utilized, these efforts need to be coordinated to accomplish the upgrade as one consolidated effort.





Section 3. Standard Commercial Warranty

Motorola provides a one-year standard commercial warranty to correct possible defects in materials and workmanship on new equipment (hardware and software). Warranty will be provided for one year on new equipment provided by Motorola as part of this project. The one year warranty period will commence upon Government acceptance of the upgraded system and is further defined in the Contractual Clarification section of this proposal.

The standard commercial warranty provides for repairs to be performed Monday--Friday, excluding holidays, 8:00 AM to 4:30 PM Alaska Local Time on a non-priority basis. Motorola understands that the ALMR system is currently supported by a priority maintenance program 24 hours per day, 7 day per week, under a separate contract. It is recommended that the new infrastructure equipment provided for this project is also maintained on a 24 hour per day, 7 day per week priority basis. Motorola, working with BSIT and ALMR can provide this support via a modification to the existing contract and/or a new contract.

Motorola services are warranted to be free from defects in material and workmanship for a period of 90 days from completion that the services performed.



Section 4. System Upgrade Agreement II

4.1 Overview:

Modern LMR systems are specialized Information Technology (IT) networks that are a hybrid composition of commercial off-the-shelf IT components, specialized Radio Frequency (RF) components and software designed to comply with standards-based specifications. To ensure the highest level of operation, allow for system expansion, provide maximum lifespan and protect the initial investment, regular update and replacement of individual software and hardware components is required.

Motorola is proposing the System Upgrade Agreement (SUA) II - Platinum which is a comprehensive approach to technology refreshment of the ASTRO 25 system aligned with the Motorola lifecycle roadmap. SUA II Platinum is a complete package of hardware, software and implementation services required to update the ASTRO 25 system once during a two year period to a level consistent the latest systems leaving the factory. Bundled in to the SUA II Platinum offering is Pre-Tested Software Subscription – Platinum.

Updates to OEM components within the radio network ensures availability of repair services support and may also provide increased capacity and processing speed. Regular updates enable system expansion (i.e. expansion of RF sites, dispatch positions, data sub-systems, network management positions, etc.). Professional implementation services guarantee live system upgrades are performed with minimal interruption to system operation with minimal reliance on owner resources.

SUA II Platinum ensures the ASTRO 25 system functions at the highest level of operation, allows for expansion and feature enhancement, and maximizes the lifespan of the investment. For owners that are committed to upgrading their system on a regular basis, the SUA II provides a consistent budgeting solution.

4.2 Included Features:

	SUA II Platinum	Description
Anti-virus Definition Update	✓	Anti-virus definitions and intrusion detection sensor updates for Motorola supplied equipment from applicable original equipment manufacturer. The Pre-Tested Software Subscription (PTSS) supports the current ASTRO 25 7.X System Release and 3 previous System Releases.
Minor Release (patch release)	✓	Minor releases may include commercial OS and application security updates, patches and service pack updates for Microsoft Windows and Server OS, Red Hat Linux, Sun Solaris and any Motorola software service packs that may be available
Information Assurance Remediation	✓	Recommendations for IA remediation may include, but is not limited to the following: provide security software updates; provide operating system security updates or patches; implement configuration changes; upgrade to a later ASTRO 25 System Release (upgrade expense not included), or recommending a compensating control
Major Release (system release)	✓	Major releases include commercial OS and application software updates as well as Motorola system release software to improve the system functionality and operation from previous releases as well as significant new feature enhancements that are available for purchase
Hardware Refresh	✓	Hardware refresh includes version updates and/or replacements of Motorola FRU and third-party networking and computing hardware
Implementation Services	✓	Implementation services includes all in-house and on-site resources to implement and test major release update
Regional Partner Invoicing	available	Regional partner invoicing provides ability to separate invoicing across multiple agencies
Major upgrades in 2yr period	1	SUA II Platinum configuration covers one major release upgrade every two years

- ◆ Anti-virus definitions and intrusion detection sensor updates for Motorola supplied equipment from applicable original equipment manufacturer.
- ◆ Minor releases may include commercial OS and application security updates, patches and service pack updates for Microsoft Windows and Server OS, Red Hat Linux, Sun Solaris and any Motorola software service packs that may be available.
- ◆ Recommendations for IA remediation may include, but is not limited to the following: provide security software updates; provide operating system security updates or patches; implement configuration changes; upgrade to a later ASTRO



25 System Release (upgrade expense not included), or recommending a compensating control.

- ◆ Major releases include commercial OS and application software updates as well as Motorola system release software to improve the system functionality and operation from previous releases as well as significant new feature enhancements that are available for purchase,
- ◆ Hardware refresh includes version updates and/or replacements of Motorola FRU and third-party networking and computing hardware,
- ◆ Implementation services includes all in-house and on-site resources to implement and test major release update,
- ◆ Regional partner invoicing provides ability to separate invoicing across multiple agencies,
- ◆ SUA II Platinum configuration covers one major release upgrade every two years,

4.3 Description of System Upgrade Agreement II:

The System Upgrade Agreement II (SUA II) is a maintenance support agreement intended to provide the system owner with a comprehensive service to upgrade their ASTRO 25 system once in a two-year period. The SUA II sets a regular annual payment structure that allows for predictable, long-term budget planning. Customers that take advantage of the SUA II will be provided with the hardware and software upgrade necessary to maintain their system at the highest level of support and availability. Labor and technical resources to implement an eligible system upgrade, such as Upgrade Operations (UO), Field Engineering, Program Management, Systems Technologist and local service shop, are included within the coverage of this agreement.

The SUA II is an annual contractual agreement quoted in 2-year coverage periods. During the coverage period, the SUA II provides the software, hardware and labor required to implement one system infrastructure upgrade in a two-year period. BSIT/ALMR will have, at their option, the choice of upgrading in either Year 1 or Year 2 of the coverage period. To be eligible for the SUA II, the ASTRO 25 system must be at system release 7.7 or later.

The SUA II will provide implementation labor and services necessary to upgrade the system to an eligible system release with an equivalent level of functionality. Labor and services necessary to implement system expansions and/or new features or functionality that are implemented concurrent with the system upgrade are not included.



The SUA II will provide hardware version updates and/or replacements necessary to upgrade the system to an eligible system release with an equivalent level of functionality. Hardware will be upgraded and/or replaced if required to maintain the existing feature & functionality of the then current system release. Updates to hardware versions and/or replacement hardware required to support new features or those not specifically required to maintain existing functionality are not included.

The SUA II does not cover all products as summarized below.

Hardware eligible for full product replacement if provided by Motorola:

- ◆ Servers
- ◆ PC Workstations
- ◆ Routers
- ◆ LAN Switches

Hardware components eligible for board-level replacement:

- ◆ GTR 8000 Base Stations
- ◆ GCP 8000 Site Controllers
- ◆ GCM 8000 Comparators
- ◆ MCC 7500 Console Operator Positions
- ◆ Quantar Base Stations
- ◆ Centracom Gold Elite Console Operator Interface Electronics
- ◆ Centracom Gold Elite Central Electronics Banks
- ◆ Ambassador Electronics Banks
- ◆ Motorola Gold Elite Gateways
- ◆ ASTROTAC Comparators
- ◆ PSC 9600 Site Controllers
- ◆ PBX Switches for Telephone Interconnect
- ◆ NFM/NFM XC/MOSCAD RTU

The SUA II does not cover the following:

- ◆ MCC5500 Dispatch Consoles
- ◆ MIP5000 Dispatch Consoles



- ◆ Plant/E911 Systems
- ◆ MOTOBRIDGE solutions
- ◆ ARC 4000 Systems
- ◆ Motorola Public Sector Applications Software (PSA)
- ◆ Custom SW, CAD, Records Management Software
- ◆ Data radio devices
- ◆ Mobile computing devices such as Laptops
- ◆ Non-Motorola two-way radio subscriber products
- ◆ Point-to-point products such as Microwave terminals and association multiplex equipment

The SUA II includes the Software Maintenance Agreement (SMA).

Subscriber software upgrades are not included in this proposal but are available as an option to the SUA II offering. However, subscriber software installation and reprogramming are excluded from the SUA II coverage. Either of these services can be quoted separately upon request.

Coverage Continuity. The SUA II requires continuous coverage beginning within (30) days after System Acceptance of the ALMR 7.9 Upgrade. Should the system owner delay purchase of an SUA II beyond (30) days from system warranty expiration or elect to discontinue the SUA II and later decide to reinstate coverage, additional payment(s) will be necessary to cover the period for which coverage was discontinued. The total of payments for lapses in coverage will not exceed 3 years in equivalent SUA II coverage.

The SUA II does not include hardware replacement for all products. Version updates may be available in some cases, but complete product replacement is not covered for all products.

The ASTRO 25 SUA II pricing is based on the system release and system configuration at the time of the initial SUA II contract start date. This configuration is to be reviewed annually on the contract renewal date. Any change in system configuration may require an ASTRO 25 SUA II price adjustment.

4.4 System Upgrade Agreement II Responsibilities

Motorola has the following responsibilities:

1. Perform the following software upgrade design:



- ◆ Review infrastructure system audit data as needed.
 - ◆ Identify additional system equipment needed to implement a system release, if applicable.
 - ◆ Complete a proposal defining the system release, equipment requirements, installation plan, and impact to system users.
 - ◆ Advise Customer of probable impact to system users during the actual field upgrade implementation.
2. Provide the technical resources to install one system release upgrade in a two year period.
 3. Provide hardware and software required to support one system release upgrade in a two year period.
 4. Provide program management support required to perform one system release upgrade in a two year period.
 5. Provide field installation labor required to perform one system release upgrade in a two year period.
 6. Provide upgrade operations engineering labor required to perform one system release upgrade in a two year period.
 7. Prepare a Customer Support Plan prior to system acceptance.

ALMR Management/entities has the following responsibilities:

1. Purchase any additional hardware and software needed to implement any optional system release features or system expansions.
2. Provide or purchase labor to implement optional system release features or system expansions.
3. Provide high-speed internet connectivity at the zone core site(s) for use by Motorola to perform remote upgrades and diagnostics during the upgrade period.
4. Properly store and make available hardware and software required to perform software upgrade services needed for installation of the system release.
5. Inform system users of software upgrade plans and scheduled system downtime. Perform appropriate system backups and make them readily available during the installation of the system release.
6. Assist Motorola in the preparation of a Customer Support Plan before system acceptance and provide all information necessary to complete the Customer Support Plan.



7. Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the ASTRO 25 System Upgrade Agreement II services to Customer





Section 5. Summary Pricing

5.1 Purchase Options

Bering Straits Information Technology (BSIT) is pleased to present this proposal to Headquarters Alaskan Command (HQALCOM) Executive Agent (J6) that outlines a system software release upgrade for Alaska Land Mobile Radio (ALMR) system. The proposed upgrade will bring the ALMR system's existing ASTRO 25 System Release 7.1.1 to the most current, 7.9 System Release. Included are upgrades for three zones: South Zone 1, North Zone 2 and Municipality of Anchorage (MOA) Zone 4.

BSIT is presenting two options to achieve this upgrade:

The first is titled “**Baseline Release 7.9 Upgrades Without System Upgrade Agreement (SUA II) Incentives**” This line item specifies the price for the upgrade if BSIT/ALMR chooses **not to** enter into a SUA II Platinum Lifecycle Management program.

The second is titled “**Baseline Release 7.9 Upgrades With System Upgrade Agreement (SUA II) Incentives**” This line item specifies the price for the upgrade if BSIT/ALMR chooses **to** enter into a SUA II Platinum Lifecycle Management program. This price reflects a one-time offer to waive Software Maintenance Agreement Continuity Payments that permits BSIT/ALMR to receive ASTRO 25 system release software for all products covered under the SMA.

Motorola is also proposing the System Upgrade Agreement II Platinum to provide for the Lifecycle Management services described in this proposal. This agreement requires continuous coverage beginning with annual payments beginning within (30) days after System Acceptance of the ALMR 7.9 Upgrade.

Please understand that these prices incorporate all services described herein. For the price to remain valid, the scope of work *cannot* be divided into separate procurements.

BASIC REQUIREMENT SYSTEM UPGRADE PRICING	
Upgrade Existing ALMR ASTRO 25 Network for Baseline Release 7.9	
Includes:	
Baseline upgrades for Zones 1, 2 & 4	
Baseline IA Enhancements	
Zone Core Consolidation	
Consolidated Configuration Management	
Unified Event Manager (UEM) Fault Management Application	
Spares for new Release 7.9 Hardware	
UNIX AV Upgrades	
Total Equipment:	\$7,691,103.20
Total Implementation Services:	\$3,080,928.96
GRAND TOTAL OF BASELINE RELEASE 7.9 UPGRADES WITHOUT SYSTEM UPGRADE AGREEMENT (SUA II) INCENTIVES:	\$10,772,032.16
LIFECYCLE MANAGEMENT AGREEMENT INCENTIVE SYSTEM UPGRADE PRICING	
Includes: All items above and reflects one-time offer to waive Software Maintenance Agreement Continuity Payments	
Total Equipment:	\$5,239,494.80
Total Implementation Services:	\$3,080,928.96
GRAND TOTAL OF BASELINE RELEASE 7.9 UPGRADES WITH SYSTEM UPGRADE AGREEMENT (SUA II) INCENTIVES:	\$8,320,423.76



SYSTEM UPGRADE AGREEMENT PLATINUM II (SUA II Platinum) PRICING	
Includes:	
One System Upgrade within a Two year period	
System Release Software	
Upgrade Hardware	
Upgrade Labor	
Pre Tested Software Subscription (PTSS) Platinum Services	
First Annual Payment due upon System Acceptance:	\$2,049,667.74
Second Annual Payment for SUA II Platinum:	\$2,000,919.78

5.2 Performance Billing Milestones

BSIT proposes to invoice in accordance with the following performance billing milestones. These milestone events should be reflected as separate line items in any resulting order.

- ◆ Equipment will be invoiced upon delivery. Partial billing is authorized.
- ◆ Systems Integration services will be invoiced upon (1) the completion of performance milestones, and (2) customer confirmation of the completion of the specified milestones. The proposed performance milestones are as follows:
 - Completion of CDR/Kick-Off Meeting \$770,232.24
 - Completion of Equipment Staging \$1,078,324.92
 - Completion of Equipment Installation \$924,279.12
 - Final Acceptance including All Documentation \$308,092.68





Appendix A. Contractual Provisions

This proposal is subject to the terms and conditions specified herein in lieu of any others, including any conflicting terms that may appear elsewhere in the proposal. Unless otherwise agreed by Motorola in advance and in writing, any contract(s) or order(s) resulting from this proposal must include only these terms and conditions. To facilitate acceptance, any such contract or order(s) should include a statement that incorporates this proposal by reference thereby indicating your acceptance of these terms and conditions.

The terms and conditions that shall apply, at the exclusion of all other terms, to orders for the proposed equipment and/or services are (i) those marked with an “X” below:

- Standard Terms - Equipment - US Federal Prime Contractors and Subcontractors (01/2011)
- Supplemental Terms for Services - US Federal Government, Prime Contractors, and Subcontractors (01/2011) for orders that include installation, maintenance, training or other services
- Limited Warranty - Motorola Communications Products (01/2011)
- Limited Warranty - Customer Care and Service Division - CCSD (0120118)
- Motorola Software License Agreement (01/2011) - applies to orders which include any Motorola-provided software or firmware

[Note: These terms and conditions are posted at www.motorola.com/fedgov/omterms. Alternatively, you may obtain a copy by contacting the Contracts Manager identified in the transmittal letter of this proposal. Motorola’s electronic funds transfer information is available from the same sources.]

and (ii) the following:

- (a) This proposal, including all stated assumptions, conditions and limitations, defines the scope of BSIT's proposed work. Pricing and target dates for BSIT's performance are subject to change, at BSIT's option, if (i) the scope of Motorola's work changes, (ii) any condition stated in this proposal is not met or any stated assumption proves invalid or (iii) the Government fail to fulfill, or delay fulfilling, any requirement stated as the Government's. In such event(s), BSIT may by written notice suspend performance in whole or in part and will, on request, provide a proposal for a change order modification.
- (b) This proposal supersedes in their entirety any and all previous quotes, proposals, and statements relating to the subject matter of this proposal.
- (c) Unless stated otherwise, the proposed prices are valid only if all proposed products and/or services are ordered.
- (d) Order(s) should reflect separate line items for equipment, integration services, and post-acceptance services as specified in the pricing section of the proposal.
- (e) Partial shipments and payments for partial shipments are authorized.
- (f) Motorola assumes no obligation or responsibility under any prime contract or task order provisions except as expressly stated in this proposal.
- (g) All software and firmware made available by Motorola to the Government will be subject to the terms and conditions of Motorola's applicable Software License Agreement(s) (SLA). Unless there is an applicable executed SLA in effect, then the appropriate SLA(s) (attached) will be incorporated by reference in each of the Government's orders and will be executed as required by Motorola.
- (h) Unless otherwise agreed in writing, all documentation or information provided by Motorola, regardless of any markings, is Motorola Proprietary Information and shall remain Motorola's exclusive property. You agree not to improperly disclose and to protect the confidentiality of such information.
- (i) The issuance of a contract or order(s) in response to this proposal will evidence your representation that you have no basis to believe that Motorola's performance would constitute an organizational conflict of interest or otherwise limit Motorola's ability to accept any future orders or contracts (or subcontracts) whatsoever. As a condition of acceptance of certain order(s), Motorola may require specific assurances from you and/or the Government regarding this issue.



Appendix B. ALMR Upgrade

ALMR UPGRADE COST BY AGENCY WITH SUA II

		SUA II Yr 1	SUA II Yr 2	Optional: SUA II Yr 3	Optional: SUA II Yr 4
Army	\$2,533,556.68	\$624,120.78	\$609,277.10	\$659,230.84	\$666,611.78
JBER	\$216,859.58	\$53,421.57	\$52,151.02	\$56,426.81	\$57,058.58
Eielson	\$229,536.16	\$56,544.34	\$55,199.53	\$59,725.25	\$60,393.95
SpaceCom(Clear)	\$30,925.10	\$7,618.14	\$7,436.96	\$8,046.70	\$8,136.80
Alcom/JTF-AK	\$86,015.54	\$21,189.22	\$20,685.27	\$22,381.22	\$22,631.81
SOA	\$3,492,668.70	\$860,390.12	\$839,927.16	\$908,791.56	\$918,966.65
ALMR Total	\$6,589,561.76	\$1,623,284.17	\$1,584,677.04	\$1,714,602.38	\$1,733,799.57
MOA	\$1,730,862.00	\$426,383.57	\$416,242.74	\$450,369.88	\$455,412.35
TOTAL	\$8,320,423.76	\$2,049,667.74	\$2,000,919.78	\$2,164,972.26	\$2,189,211.92

ALMR UPGRADE COST's BY AGENCY WITHOUT SUA II

Army	\$3,280,067.80
JBER	\$280,757.14
Eielson	\$297,168.87
SpaceCom(Clear)	\$40,037.16
Alcom/JTF-AK	\$111,359.97
SOA	\$4,521,781.66
ALMR Total	\$8,531,172.60
MOA	\$2,240,859.56
TOTAL	\$10,772,032.16

