

Allied Radio Matrix for Emergency Response (ARMER) Standards, Protocols, Procedures

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Procedure Title:	ARMER System Vendor Support Services Contract	
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1. Purpose or Objective:

To establish policy & procedures for the ARMER system vendor support services contract for the backbone infrastructure and the local subsystems connected to the backbone infrastructure.

2. Technical Background:

▪ Capabilities

The system vendor offers a number of support services. In the initial deployment of the system in the Metro Area, the vendor bid the full suite of services. The system managers reviewed the services and selected those they felt were outside the capabilities of the owning agencies' technical staff. These selected services were reviewed and approved by the Metropolitan Radio Board. Those services included:

- Two (2) dedicated field service technicians
- Network monitoring services
- Dispatch services
- On Site infrastructure response
- Technical support services
- System Software Subscription Agreement
- Subscriber Software Subscription Agreement

After gaining experience with the system and learning how the provided services performed, the system managers determined a number of the services were not required. These changes were presented to and approved by the Metropolitan Radio Board. The task of approving changes to the service contract now belongs to the Statewide Radio Board. The system managers annually review the service contract to ensure only the most appropriate services are retained. The current vendor support services contract includes the following:

- Dedicated system technologist

Technical support services
System Software Subscription Agreement (System SSA)
Subscriber Software Subscription Agreement (Subscriber SSA)

- **Constraints**

The system revision level needs to be kept current with the equipment being delivered from the factory. This insures the new equipment delivered for system changes and/or additions is compatible with the existing equipment.

With the system at its current level of implementation, it is desirable to keep the backbone infrastructure and any local agency integrated equipment up to date to allow for system additions.

The contract for vendor support services must include all connected system infrastructure, whether it is backbone or locally-owned infrastructure. If an agency connects infrastructure equipment (subsystem, sites, channels or consoles) to the system that agency's equipment will need to be included in the contract.

The system support service includes a System SSA for the infrastructure equipment. This SSA supplies the software for system upgrades. If equipment is required for system level upgrades, these costs will be quoted separately.

Future system maintenance funding may require the services provided to be reduced. In this case, the SRB may need to consider freezing the system and accepting no additional system upgrades. At that point any future system changes may be high priced upgrades or system change-outs and funding will need to be identified.

In the future, the system vendor may discontinue delivery and/or support of certain revision levels of the system. At that time a decision must be made as to whether to upgrade, change out the system or maintain the system internally with no vendor support. If a decision is made to maintain system support internally, any system changes could require finding used equipment from another system that is going out of service.

The software subscription service for subscriber radios is limited to radios manufactured by the system vendor. The vendor does not cover all subscriber radio models they manufactured; radio models that have been announced to be in the End Of Support period are not included in the software subscription service, such as the XTS3000 portables and the Spectra and Spectra Plus mobile radios.

3. Operational Context:

The vendor system support services contract is desired in order to:

- Keep the entire system at the same software revision level.
- Facilitate system software upgrades.
- Have access to onsite technical support for day to day and emergency system support.
- Have access to factory technical support for system problems

If the system is at a level of software no longer shipping from the factory it becomes difficult to expand or add new subsystems. A new addition may require upgrading the entire backbone before the addition can occur.

There is a cost to the system support. This cost will be the responsibility of the agency owning the equipment that is covered.

The system vendor includes pricing in the contract to support certain models of the subscriber radios in the Subscriber SSA. There is an additional charge per unit for this service. This cost will be the responsibility of the agency owning the equipment that is covered.

The system vendor offers remote network monitoring services, depot repair, as well as other additional services as options for interested agencies.

4. Standardized Policy

Mn/DOT will work with the system managers and the system vendor to establish the annual level of vendor support and determine the costs for the requested services for the succeeding year, which will be presented to the Statewide Radio Board annually in May. At that time, system managers will receive budgetary estimates for their share of the cost of the contract for the succeeding year.

Statewide Radio Board approval is required for the yearly continuation and service levels of the recommended vendor support contract. This approval will require that all backbone-connected equipment to be part of the vendor support services contract.

Subscriber radio equipment is not required to be included in the vendor support services contract, inclusion is at the discretion of the owning agency.

Agencies owning equipment included in the vendor support services contract are responsible for the costs associated with the equipment they own. This includes any local agency owned subsystems or sites, channels, consoles and included subscriber units. Regional Radio Boards will collect necessary data regarding subscriber units, such as owning agency, model and serial number and forward the information to Mn/DOT by October 1 of each year for inclusion in the support services contract.

All contracts to be part of the ARMER system executed after the enactment of this standard will include a provision for the payment to Mn/DOT for the contracting agencies' share of the Statewide Radio Board-approved vendor support services contract. Existing contracts, either with Regional Radio Boards or individual users, will be amended to include this provision.

5. Standardized Procedure:

- By the end of May, Mn/DOT will submit the estimate for the following calendar year for the coverage and costs of the vendor support contract to the Statewide Radio Board.
- The Operations and Technical Committee, Steering Committee and Finance Committee will review the support agreement coverage and estimated costs and make recommendation to the Board.
- The Statewide Radio Board will take action on the recommendation.
- If approved Mn/DOT will contract through the Department of Administration for the following year's system support contract.
- Mn/DOT will work with the system managers and Regional Radio Boards or RAC's to determine the equipment to be included in the vendor support contract.
- In December Mn/DOT will work with the system vendor to finalize the following year's costs. These costs will be forwarded out to the appropriate Regional Radio Board or RAC and/or the local agencies.
- When the yearly contract amendments have been completed with the vendor, Mn/DOT will invoice the appropriate Regional Radio Board or RAC and/or the local agencies for their share of the support contract.

6. Management

The Chair of the Statewide Radio Board, or the Chair's designee, is responsible to manage this standard.

Mn/DOT will administer/manage the vendor support services contract with the system vendor. Mn/DOT will coordinate with the Regional Radio Boards or RAC's and /or local agencies to determine equipment covered in the vendor support contract and to invoice the Regional Radio Boards or RAC's and/or local agencies for their share of the support contract for the equipment they own.

Local system managers/administrators are responsible to review the equipment lists provided by Mn/DOT and the system vendor for accuracy and to supply a list of any qualifying subscriber they desire to have include in the subscriber SSA. This list is to include model #, serial #, and shipping location for the subscriber software flash kits.