

ETS CONTRACT AWARD	STATE OF ALASKA Enterprise Technology Services (Contracting Authority) X 333 Willoughby Avenue / 5th Floor 5900 E. Tudor Road P.O. Box 110206 Anchorage, AK 99507 Juneau, Alaska 99811-0206		CONTRACT AWARD NUMBER 99-332-J
ORDERING DEPARTMENT: Department of Administration Enterprise Technology Services 333 Willoughby Avenue, 5th Floor Juneau, Alaska 99811-0206	COMMODITY CODE	DATE OF CONTRACT 01 April 2008	
	NUMBER & PERIOD OF RENEWAL OPTIONS Current Term and Three (3) Annual Renewal Options	SR NO. 08JNU325	
	DATE INITIAL CONTRACT BEGINS 01 April 2008	DATE INITIAL CONTRACT ENDS 30 June 2008	
CONTRACTOR: Bering Straits Information Technology, LLC ADDRESS: 4600 Debarr Road #200. Anchorage, AK. 99508 AK Business License # 721702 CONTACT NAME: Richard Foster TELEPHONE NUMBER: 907-334-8307	GS VENDOR CODE: ISSUED IN ACCORDANCE WITH BID #: DODFA5000-06-D-0009 DATED: 14 September 2006 PRICE ADJ. REQ. PRIOR TO EACH: N/A CPI/PPI BASE INDEX POINTS & MO/YR: N/A REVIEW DATE: N/A RENEWALS EXPIRE (MO/YR): June 2011 ESTIMATED VALUE OF INITIAL TERM: \$183,066.35 REBID: N/A		
SEND INVOICE IN DUPLICATE TO: ☐ Ordering Department OR ☒ As Specified in Description			
NOTE: This order constitutes a binding commitment between the State and the contractor listed hereon. Unauthorized modification without the expressed prior approval of the contracting authority will result in a financial obligation on the contractor and/or unauthorized State personnel making the change.			
DESCRIPTION			
ALMR SITE MAINTENANCE SERVICES PER DOD CONTRACT FA5000-06-D-0009 ALMR Site maintenance service to be performed from 01 April 2008 through 30 June 2008 with three (3) annual renewal options for the periods of 01 July 2008 through 30 June 2009, 01 July 2009 through 30 June 2010 and 01 July 2010 through 30 June 2011 as identified in the document titled "Proposal to the State of Alaska from Bering Straits Information Technology, LLC for A.L.M.R. Site Maintenance Services" dated 26 September 2007. Compensation per Appendix A will be paid upon receipt and approval of monthly invoices submitted to: Department of Administration, Division of Administrative Services / ETS P.O. Box 110208 Juneau, AK 99811-0208 Attn: Accounts Payable Payment will be net 30 pending approval of the project manager for services provided in the billing period. Financial Coding 02302567-02000115			
CONTRACTING AUTHORITY NAME	TITLE	SIGNATURE	
Staci Augustus	Procurement Specialist IV		
TELEPHONE NUMBER: (907) 465-5656		PAGE 1 OF 1	
IMPORTANT: 1. Contract award number and ordering department name must appear on all invoices and documents relating to this order. 2. The State is registered for tax free transactions under Chapter 32, IRS Code, Registration No. 92-601185. Items are for the exclusive use of the State and not for resale.			
DISTRIBUTION: ORIGINAL TO CONTRACTOR ONE COPY TO JUNEAU ITG AND ONE COPY TO ANCHORAGE ITG ONE COPY TO CA/PO FILE ONE COPY TO REQUESTING AGENCY			



Online Business Licensing

State of Alaska > Commerce > > Professional Licensing > Business License Search

LicNum: 721702

Business Name: BERING STRAITS INFORMATION TECHNOLOGY, LLC

Address: 4600 DEBARR ROAD #200 ANCHORAGE AK 99508

Status: ACTIVE

Original Issue: 07/14/2004

Current Issue: 12/04/2007

Expiration: 12/31/2008

Business Type: CORPORATION

Tobacco Endorsements: 0

Line Of Business: Professional, Scientific and Technical Services

Primary Activity: 541512

Secondary Activity:

Owners: BERING STRAITS INFORMATION TECHNOLOGY, LLC

Contact BERING STRAITS INFORMATION TECHNOLOGY, LLC by e-mail.

View Your License using our Search Program

[Webmaster](#)

[Email Business and Professional Licensing](#)

[Email Corporations](#)

Appendix A - Compensation Schedule CA 99-332-J

Year One		Year Two		Year Three		Year Four	
Monthly	Annual	Monthly	Annual	Monthly	Annual	Monthly	Annual
\$ 196.35	\$ 2,356.20	\$ 206.17	2,474.01	\$ 216.48	\$ 2,597.71	\$ 227.30	\$ 2,727.60
\$ 4,929.54	\$ 59,154.48	\$ 5,176.02	62,112.20	\$ 5,434.82	\$ 65,217.81	\$ 5,706.56	\$ 68,478.70
\$ 2,434.74	\$ 29,216.88	\$ 2,556.48	30,677.72	\$ 2,684.30	\$ 32,211.61	\$ 2,818.52	\$ 33,822.19
\$ 664.13	\$ 7,969.50	\$ 697.33	8,367.98	\$ 732.20	\$ 8,786.37	\$ 768.81	\$ 9,225.69
\$ 2,607.99	\$ 31,295.88	\$ 2,738.39	32,860.67	\$ 2,875.31	\$ 34,503.71	\$ 3,019.07	\$ 36,228.89
\$ 3,197.04	\$ 38,364.48	\$ 3,356.89	40,282.70	\$ 3,524.74	\$ 42,296.84	\$ 3,700.97	\$ 44,411.68
\$ 4,082.93	\$ 48,995.10	\$ 4,287.07	51,444.86	\$ 4,501.43	\$ 54,017.10	\$ 4,726.50	\$ 56,717.95
\$ 1,935.78	\$ 23,229.36	\$ 2,032.57	24,390.83	\$ 2,134.20	\$ 25,610.37	\$ 2,240.91	\$ 26,890.89
\$ 4,082.93	\$ 48,995.10	\$ 4,287.07	51,444.86	\$ 4,501.43	\$ 54,017.10	\$ 4,726.50	\$ 56,717.95
\$ 92.40	\$ 1,108.80	\$ 97.02	1,164.24	\$ 101.87	\$ 1,222.45	\$ 106.96	\$ 1,283.57
\$ 2,390.85	\$ 28,690.20	\$ 2,510.39	30,124.71	\$ 2,635.91	\$ 31,630.95	\$ 2,767.71	\$ 33,212.49
\$ 26,614.67	\$ 319,375.98	\$ 27,945.40	335,344.78	\$ 29,342.67	\$ 352,112.02	\$ 30,809.80	\$ 369,717.60
Monthly	Annually	Monthly	Annually	Monthly	Annually	Monthly	Annually

\$ 1,155.00	\$ 13,860.00	\$ 1,212.75	14,553.00	\$ 1,273.39	\$ 15,280.65	\$ 1,337.06	\$ 16,044.68
\$ 3,097.71	\$ 37,172.52	\$ 3,252.60	39,031.15	\$ 3,415.23	\$ 40,982.70	\$ 3,585.99	\$ 43,031.84
\$ 2,607.99	\$ 31,295.88	\$ 2,738.39	32,860.67	\$ 2,875.31	\$ 34,503.71	\$ 3,019.07	\$ 36,228.89
\$ 2,607.99	\$ 31,295.88	\$ 2,738.39	32,860.67	\$ 2,875.31	\$ 34,503.71	\$ 3,019.07	\$ 36,228.89
\$ 4,929.54	\$ 59,154.48	\$ 5,176.02	62,112.20	\$ 5,434.82	\$ 65,217.81	\$ 5,706.56	\$ 68,478.70
\$ 1,935.78	\$ 23,229.36	\$ 2,032.57	24,390.83	\$ 2,134.20	\$ 25,610.37	\$ 2,240.91	\$ 26,890.89
\$ 2,607.99	\$ 31,295.88	\$ 2,738.39	32,860.67	\$ 2,875.31	\$ 34,503.71	\$ 3,019.07	\$ 36,228.89
\$ 2,607.99	\$ 31,295.88	\$ 2,738.39	32,860.67	\$ 2,875.31	\$ 34,503.71	\$ 3,019.07	\$ 36,228.89
\$ 2,607.99	\$ 31,295.88	\$ 2,738.39	32,860.67	\$ 2,875.31	\$ 34,503.71	\$ 3,019.07	\$ 36,228.89
\$ 3,097.71	\$ 37,172.52	\$ 3,252.60	39,031.15	\$ 3,415.23	\$ 40,982.70	\$ 3,585.99	\$ 43,031.84
\$ 1,935.78	\$ 23,229.36	\$ 2,032.57	24,390.83	\$ 2,134.20	\$ 25,610.37	\$ 2,240.91	\$ 26,890.89
\$ 2,607.99	\$ 31,295.88	\$ 2,738.39	32,860.67	\$ 2,875.31	\$ 34,503.71	\$ 3,019.07	\$ 36,228.89
\$ 2,607.99	\$ 31,295.88	\$ 2,738.39	32,860.67	\$ 2,875.31	\$ 34,503.71	\$ 3,019.07	\$ 36,228.89
\$ 34,407.45	\$ 412,889.40	\$ 36,127.82	433,533.85	\$ 37,934.21	\$ 455,210.57	\$ 39,830.92	\$ 477,971.07
Monthly	Annually	Monthly	Annually	Monthly	Annually	Monthly	Annually

J

date of Award

\$ 61,022.12

0 June 08) Initial

\$ 183,066.35

FY08

7/1/08 through

\$ 64,073.22

Annual \$ 768,878.63

FY09

7/1/09 through

\$ 67,276.88

Annual \$ 807,322.59

FY10

7/01/10

\$ 70,640.72

Annual \$ 847,688.67

FY11

\$ 2,606,956.24

options

01 April 08 - 30 June 11



Bering Straits Information Technology, LLC

A Subsidiary of the Bering Straits Native Corporation

26 September 2007

Mr. Jim Koehler
State of Alaska ALMR Program Manager
5900 East Tudor Road
Anchorage, Alaska 99507
Via email to: jim.kohler@alaska.gov

RE: Proposal for Managed ALMR Site Maintenance Services

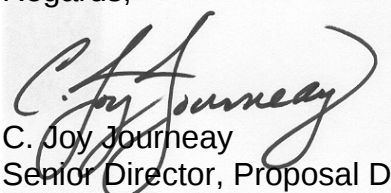
Dear Mr. Koehler:

Bering Straits Information Technology (BSIT), in conjunction with Motorola, is presenting the following proposal to provide on-going site maintenance support for the eleven (11) State of Alaska Land Mobile Radio System sites which the Department of Defense (DoD) recently dropped from their support contract. The DoD funding for these sites ceased on 30 June 2007.

As the Enhanced System Support (ESS) warranty on the Kenai sites will expire on 1 April 2008, we have also included pricing for managed maintenance of these Kenai sites from the end of the warranty through the end of the initial base year: 1 April 2008 through 30 June 2008.

If more information is desired on any aspect of this proposal, we can promptly provide details. You may contact our President, Richard H. Foster, at (907) 334-8307, by fax (907) 563-2742, or via email rfoster@beringstraits.com.

Regards,



C. Joy Journey
Senior Director, Proposal Development
907 334-8306 direct 907 563-2732 offices

907 563-2742 fax



PROPOSAL TO THE STATE OF ALASKA FROM BERING STRAITS INFORMATION TECHNOLOGY, LLC FOR A.L.M.R. SITE MAINTENANCE SERVICES

SYSTEM AND INFRASTRUCTURE

The ALMR System is a digital trunked wide-area network (WAN) shared system between the State of Alaska (SOA), the Department of Defense (DoD), and other federal and local government agencies. The fundamental objective of the ALMR Communications System is to provide reliable and secure interoperable communications for agency autonomous day-to-day operations and for First Responders especially during emergencies, critical situations and multiple agency exercises. Although ALMR is a land mobile radio system, it is supported by, and is an integral part of, a larger enterprise system.

GENERAL REQUIREMENTS

BSIT proposes to provide maintenance services for system hardware and software. Services shall include 24/7 system monitoring, Original Equipment Manufacture (OEM) approved and certified technical support, and OEM approved and certified on-site field service in Alaska at ALMR equipment locations listed in pricing section of this proposal. All **BSIT**-provided day-to-day maintenance resources and personnel, shall be located in the State of Alaska. **BSIT** shall also provide surge capacity for emergency response to meet requirements contained in this SOW. These surge resources and personnel may be obtained from inside or outside the State of Alaska.

SERVICE DELIVERY

BSIT shall provide comprehensive OEM authorized/certified infrastructure maintenance services (IMS) in accordance with LMR and industry standards for the equipment and software defined in Part 10 at a the level and quality to ensure that ALMR System components are fully operational at levels described in Part 10.

This includes support as described for these sites/systems:

- Managed System Maintenance Services (field radio site stations, antennas, and trunking systems)
- Central Master and Zone Controllers
- Key Management Facility Server/Client (tracks encryption data, frequency keys, signal loads)
- Network Management Client / System (infrastructure user data, input displays, reports)
- Interoperability Gateways (T1 lines, router connections North Zone and South Zone)
- Signal Transport (bandwidth signal transport between infrastructure/system components)
- Console Systems (DISPATCH and SYSTEM)

1. ON-SITE INFRASTRUCTURE EQUIPMENT RESPOND AND RESTORE

On-Site Infrastructure Respond and Restore service provides for on-site technician response. To properly support IMS of the ALMR system **BSIT** shall be available to respond in a priority manner 24 hours per day, 365 days per year to ALMR system users, issues, and equipment sites in Alaska. **BSIT** will respond and actively perform system restore activity in accordance with the ALMR Issue Severity Level Matrix in Tables A & B.

1.1 BSIT Responsibilities

- **BSIT** shall provide Technical Support service (Part 4 of this Section) in addition to this On-Site Infrastructure Respond and Restore service. **BSIT** will first respond in accordance with Part 4 of this Section and Table B herein. If, in the performance of Technical Support responsibilities, **BSIT** determines that an on-site technician is necessary, dispatch shall occur promptly after such determination is made and on-site response shall occur.
- Perform diagnostics on the Component/Field Replaceable Unit (FRU) /assembly.
- Restore the System by replacing defective Component/FRU/assembly.
- FRU and assembly shall be provided.
- Provide materials, tools, documentation, physical planning manuals, diagnostic and test equipment necessary to perform the maintenance service.



1.2 SOA Responsibilities

- Establish and maintain a suitable environment for the Equipment and provide the **BSIT** full, free, and safe access to the Equipment so that the BSIT may provide Maintenance services.
- Supply FRU or assembly as needed in order for **BSIT** to Restore the System as set forth above.
- Maintain and store any and all Software needed to Respond and Restore the System.
- Cooperate with the **BSIT** and provide reasonable or necessary access and information.

TABLE A. Response & Restore Availability: Issue Severity Level Matrix

SEVERITY LEVEL	REMOTE TELEPHONE TECHNICAL SUPPORT RESPONSE TIMES	ON SITE TECHNICAL RESPONSE TIME*	PROBLEM TYPES
Severity 1**	See TABLE B***	See TABLE B***	Mission Critical - Major system failure – 33 percent of system down – 33 percent of site channels down– Failure of the Master Site Controller or loss of an entire repeater site. Site environment Alarms (smoke, access, tem, AC Power)
Severity 2**	See TABLE B***	See TABLE B***	Significant system impairment not to exceed 33% of the system down
Severity 3***	Within next business day	Within 24 hours from receipt of notification***	Intermittent system issues –Parts questions-Upgrades Information questions-Preventive Maintenance- This level is meant to represent a minor issue that does not preclude use of the system, sub-system, product, or critical features.
Severity 4***	As Scheduled	As Scheduled***	Scheduled Maintenance Scheduled Upgrades

* May not apply in cases of inclement weather and/or subject to availability of specialty transportation

** Applicable 24 hours per day, 365 days a year

*** During standard business hours (8:00 a.m. – 5:00 p.m. local time, Monday through Friday)

TABLE B. ALMR Response Matrix

Subsystem Name	RF Site Category	Severity Level 1		Severity Level 2	
		Remote Telephone Technical Support Response Time	On Site Technical Response Time	Remote Telephone Technical Support Response Time	On Site Technical Response Time
Master Site Zone Controllers		1 hour	2 hours	2 hours	2 hours
RF Sites	1	1 hour	2 hours	2 hours	2 hours
	2	2 hours	8 hours	4 hours	8 hours
	3	4 hours	24 hours	8 hours	24 hours
Management Terminals Used for Maintenance		2 hour	8 hours	4 hours	8 hours
System Gateways		2 hours	8 hours	4 hours	8 hours
Vendor Maintained Microwave		1 hour	2 hours	2 hours	2 hours

Category 1 – A critical site within 30 miles of a military base, Anchorage, Fairbanks, Juneau, Palmer/Wasilla, Soldotna/Kenai, or any site so designated

Category 2 – Other drive-to sites – not critical

Category 3 – Helicopter accessed sites (Access transportation to be scheduled by **BSIT**)

2. INFRASTRUCTURE REPAIR WITH ADVANCE REPLACEMENT

BSIT shall provide Infrastructure Repair for all OEM and non-OEM ALMR Infrastructure. Equipment is serviced down to the component level at the **BSIT** Infrastructure Depot Operations (IDO). At **BSIT**'s discretion and expense, Infrastructure may be sent to the OEM or third party for repair. If Equipment is no longer supported by the OEM, **BSIT** may replace Equipment with a comparable/compatible or like Equipment, when possible.

When available, **BSIT** shall provide **BSIT** with Advanced FRU(s) in exchange for ALMR malfunctioning FRU(s). Malfunctioning FRU(s) shall be evaluated and repaired by **BSIT**'s IDO and returned to IDO FRU inventory upon completion of repair. When Advanced Replacement is not an option, such as when the Government requires the exact serial number for Equipment to be returned, FRU may be available on a loaner basis.



2.1 BSIT Responsibilities

- 2.1.1 Maintain and provide access to an inventory of FRU, subject to availability, that can be shipped from IDO to ALMR or Servicer upon request. The FRU will be of the same kit and version, and will contain similar boards and chips, as the Government's malfunctioning FRU(s).
- 2.1.2 Program FRU which will be exchanged with the ALMR malfunctioning unit to original operating parameters based on ALMR templates. If an ALMR template is not provided by **BSIT** or is not reasonably usable, a standard default template may be used.
- 2.1.3 Properly package and ship FRU from IDO's FRU inventory to ALMR-specified address.
- 2.1.4 Receive Equipment from **BSIT** and document its arrival, repair and return. Provide return authorization numbers when requested.
- 2.1.5 Perform the following services on OEM Infrastructure Equipment:
 - 2.1.5.1 Perform an operational check on the Infrastructure Equipment to determine the nature of the problem.
 - 2.1.5.2 Replace malfunctioning Components with new or reconditioned assemblies.
 - 2.1.5.3 Verify that OEM Equipment is returned to manufacturer specifications, as applicable.
 - 2.1.5.4 Perform a Box Unit Test on all serviced Infrastructure Equipment.
 - 2.1.5.5 Perform a System Test on select Infrastructure Equipment.
- 2.1.6 Provide the following service on non-OEM Infrastructure:
 - 2.1.6.1 Perform pre-diagnostic and repair services to confirm Infrastructure Equipment malfunction and eliminate sending Infrastructure Equipment with no trouble found (NTF) to third party for repair, when applicable.
 - 2.1.6.2 Ship Infrastructure Equipment to the OEM or third party for repair service.
 - 2.1.6.3 Coordinate and track Infrastructure Equipment sent to the OEM or third party for service.
 - 2.1.6.4 Perform a post-test to confirm malfunction Infrastructure Equipment has been repaired and functions properly in a System configuration, when applicable.
- 2.1.7 Reprogram and optimize Infrastructure Equipment to original operating parameters based on ALMR templates. If an ALMR template is not provided or is not reasonably usable, a standard default template will be used. If IDO determines that the malfunctioning Equipment is due to a Software defect, IDO reserves the right to reload Infrastructure Equipment with a similar Software version. Enhancement Release(s), if needed, shall be provided by the Government either through a Software Subscription Agreement, or other means.
- 2.1.8 Properly package and return ship (**BSIT** will pay return shipping charges) Equipment to the ALMR specified address or if the ALMR FRU was exchanged with an IDO FRU, return ALMR FRU(s) to IDO's FRU inventory upon completion of repair.

2.2 SOA Responsibilities

- 2.2.1 Contact the **BSIT** System Support Center (SSC) and request an advanced FRU exchange or a return authorization number (for all other repairs) prior to shipping malfunctioning Infrastructure Equipment or non-OEM Infrastructure. The initial call to the SSC may be from **BSIT**.
- 2.2.2 Provide model description, model number, serial number, type of System and Firmware version, symptom of problem and address of site location for FRU or Equipment.
- 2.2.3 Indicate if the Equipment or non-OEM Infrastructure being sent in for service was subjected to physical damage or lightning damage. Follow **BSIT** instructions regarding inclusion or removal of Firmware and Software applications from Equipment being sent in for service.
- 2.2.4 Upon receipt of the FRU from IDO's FRU inventory, properly package the ALMR malfunctioning Infrastructure Equipment and ship the malfunctioning Infrastructure Equipment to IDO within five (5) days for evaluation and repair. **SOA** shall comply with **BSIT**'s instructions for return of equipment back to IDO in order to ensure proper tracking of the return. For Equipment and/or third party Infrastructure repairs that are not exchanged in advance, properly package Equipment and ship the malfunctioning FRU (freight prepaid by **SOA**) to **BSIT**. Clearly print the return authorization number on the outside of the packaging. **SOA** is responsible for properly packaging ALMR FRU or IDO FRU to ensure that the shipped Equipment arrives un-damaged and still in repairable condition.
- 2.2.5 Maintain templates of Software/applications and Firmware for reloading of Infrastructure Equipment.

3. SYSTEM SURVEY AND ANALYSIS

BSIT shall provide System Survey and Analysis to include at least one annual operational test and alignment on ALMR Infrastructure Equipment to ensure the Infrastructure Equipment meets original manufacturer's specifications. The System Survey and Analysis shall be performed during standard business days.

A Preventive Maintenance schedule will be coordinated with the site owner in accordance with the ALMR Customer Support Plan (CSP). Modifications to the schedule shall be coordinated with **BSIT** operations staff and the SOA site owner, and approved by **SOA** at least 90 days before the scheduled preventive maintenance audit and inspection being performed. **SOA** may provide a representative to audit/observe the preventive maintenance audit and inspection. Where special conveyance is required to get to the site to perform this activity, **BSIT** shall request the conveyance through **SOA**. Preventive maintenance activities will be documented and available for review as required.



The System Survey and Analysis services for most ALMR equipment sites shall be performed during normal business hours per the schedule established in advance and agreed to by **SOA** and **BSIT**. For high density and other more critical locations, system survey and analysis shall be performed after normal business hours as agreed to by **SOA** and **BSIT**. For the period of this subcontract these sites include:

SZ142101	Atwood 800	30 May 2007	Off Peak
SZ142102	Atwood VHF	29 May 2007	Off Peak
SZ142203	Quarry Hill	20 Jun 2007	Off Peak
SZ142129	R1 North	08 Apr 2007	Off Peak

3.1 BSIT Responsibilities

- 3.1.1 Notify **SOA** of any possible System downtime needed to perform this service.
- 3.1.2 Physically inspect the infrastructure Equipment in the system (equipment cabinets, general circuitry, fault indicators, cables, and connections).
- 3.1.3 Remove any dust, and/or foreign substances from the Equipment.
- 3.1.4 Clean filters, if applicable.
- 3.1.5 Measure, record, align, and adjust the Equipment parameters in accordance with the manufacturer's service manuals and the Rules and Regulations of the Federal Communications Commission (FCC), where applicable.
- 3.1.6 Leave the site clean and in order (at least equal to how it was found), and remove all generated waste.

3.2 SOA Responsibilities

- 3.2.1 Provide preferred schedule for System Survey and Analysis to **BSIT**.
- 3.2.2 Authorize and acknowledge any System downtime.
- 3.2.3 Provide access, as required.

4. TECHNICAL SUPPORT SERVICE

BSIT shall provide Technical Support Services via a centralized remote telephone support to ALMR technical staff for technical issues that require a high level of communications systems expertise or troubleshooting on the Equipment. The Technologists supplied shall specialize in the diagnosis and resolution of system performance issues.

4.1 SOA Responsibilities

BSIT shall perform according to the **SOA** ALMR Customer Support Plan (CSP) but will provide the following basic services:

- 4.1.1 Provide continuous Technical Support Operation availability for all Severity One issues.
- 4.1.2 Advise **SOA** with procedure for determining additional requirements for issue characterization, restoration, or known fix for resolution.
- 4.1.3 Attempt remote access to System for remote diagnostics, if possible.
- 4.1.4 Coordinate with **SOA** in the field until close of the Case/Issue.
- 4.1.5 Coordinate technical resolutions with all applicable parties, as required.
- 4.1.6 Escalate support in accordance with terms of the CSP.
- 4.1.7 Provide a focal point for any Systemic issue and manage the Systemic issue to resolution.
- 4.1.8 Escalate the Case/Issue to the appropriate party upon expiration of a Response time.

5. NETWORK MONITORING SERVICES

BSIT shall provide Network Monitoring Services by electronically monitoring specific elements of the System for Events as outlined in the CSP. When an Event is detected, it is forwarded to the **BSIT** System Support Center (SSC) using system specific monitoring tools. The SCC is staffed with trained technologists, who acknowledge the Event, run available diagnostic routines, and initiate an appropriate response. Network Monitoring Services provided will be applicable to the most current operating ALMR system.

5.1 BSIT Responsibilities

- 5.1.1 Recommend and coordinate installation of any needed connectivity or monitoring equipment.
- 5.1.2 Provide dedicated 56K frame relay necessary for monitoring SmartZone, SmartZone/OmniLink, and Private Data system types.
- 5.1.3 Verify connections and Event monitoring before System Acceptance or Start Date.
- 5.1.4 Continuously monitor the System.
- 5.1.5 Access the System to perform remote diagnostics.
- 5.1.6 Create a case file when action is required.
- 5.1.7 Disable and enable System devices as needed.
- 5.1.8 Verify response to event (trouble ticket) as needed.
- 5.1.9 Provide activity reports to **SOA** on Case file history per the CSP.
- 5.1.10 Provide Performance Reports for SmartZone, SmartZone/OmniLink, and Private Data System types.



5.2 SOA Responsibilities

- 5.2.1 Allow **BSIT** continuous remote access to obtain System performance data.
- 5.2.2 Purchase and implement any connectivity and monitoring equipment as required (under a separate contract action).
- 5.2.3 Notify the System Support Center when ALMR or **BSIT** perform any activity that affects the System. Activity that impacts the System may include, but is not limited to, installing software or hardware upgrades, performing upgrades to the network, or taking down part of the system to perform maintenance.
- 5.2.4 Allow **BSIT** access to Infrastructure Equipment.
- 5.2.5 Provide dedicated dial-up phone lines for telephone service for SmartZONE and E911 system types.

6. REPLACEMENT BOARDS AND MODULES

ALMR entities currently own and utilize a complement of field spare boards and modules in support of the equipment sites. **BSIT** shall only use spares with the approval of the owner of said spares.

7. TEST EQUIPMENT

BSIT shall have sufficient and appropriate test equipment to provide swift and effective adjustment and repair of the ALMR equipment. Test equipment must meet all requirements of the FCC and OEM's recommendations, and shall be available for inspection by **SOA**, if requested.

8. TRANSPORTATION AND SHIPPING

BSIT shall provide per diem, lodging, and transportation, regardless of the mode, for their personnel and equipment to infrastructure sites and general operating area locations in Alaska. **BSIT** is also responsible for shipping costs to transport ALMR equipment, loaner equipment, test equipment, and other items required for delivery of managed maintenance services in the SOW.

9. CONTRACT SERVICE TECHNICIAN QUALIFICATIONS AND REQUIREMENTS

9.1 CST Skills and General Knowledge

To properly support and provide maintenance of the ALMR system **BSIT's** CST's are required to have the proper skills and equipment knowledge, and must be OEM certified and authorized to perform maintenance and preventive maintenance actions on the equipment listed in Attachments II through IV. The CST's should be skilled in ALMR support activity and operations, system equipment listed in this SOW, and in general LMR and wireless technology.

9.2 CST Technical Qualifications

The CST's shall have a minimum of five (5) years experience in the Telecommunications/Land Mobile Radio maintenance field. An associates or technical degree is preferred. Recent specific experience with Motorola ASTRO25 Technology, Project 25, AES, OTAR, MotoBridge, Console Operator positions, Project 25 subscriber radios, system fleet-mapping, programming & configuration for the ASTRO25 6.5 software technology release is required. Additionally, overall application knowledge of LMR systems solutions to include Trunking, Wide Area Voting, Repeater, Simplex, and transportable radio communications systems is required. The CST's shall have computer skills in applicable databases and products. The CST shall be authorized, trained and certified by the OEMs in the latest technologies that are deployed by ALMR during the period of performance. The CST shall have access to the latest tools and support provided by the OEM in performance of his/her tasks and duties. Upon request by **SOA**, the **BSIT** shall provide proof of the above qualifications and shall ensure that the CSTs performing in support of this Agreement remain proficient at the latest technology level in which the system is operating. The CST's shall be trained, authorized, and certified to maintain and perform preventive maintenance services commensurate with the latest technology release level ALMR is employing.

9.3 CST Resource Equipment

BSIT is responsible to provide properly supported and equipped CST's. CSTs shall be equipped with appropriate authorized and certified test equipment, service aids, software, manuals and other necessary service items. Laptops and other devices that interface with the ALMR system that have the potential to introduce viruses, or otherwise endanger the security of the network, shall comply with all security accreditation, certification and information assurance processes and procedures established or placed into operation by the ALMR owner agencies/User's Council and/or ALMR Executive Council. In support of the CST's, **BSIT** will provide access to system documentation, Information Assurance policies, procedures and processes that pertain to **BSIT** access to the system enterprise infrastructure and network, equipment manuals, fleet maps, programming templates, and code plugs as requested to fulfill the tasks.



ATTACHMENT I: The ALMR System

ALMR Network Enterprise – System Equipment

System Equipment	Measure	Maintenance Level
Master Site - Zone Controllers Master site zone controllers are the "brains" of the ALMR Network Enterprise. Each Master site has two redundant zone controllers, which minimizes site failures. If a Master site does fail the RF sites in the associated zone will go into site trunking mode. The other zone will continue normal operations for the sites in that zone. Cross-zone wide-area dispatch will be lost.	% Customer Desired Uptime Severity Level Response	99.999% Refer to Response Severity Table
Radio Frequency (RF) Site Equipment RF equipment provides transmission and receiving capabilities for a particular coverage area that link subscriber equipment with the zone controller and back to dispatch centers and other subscriber equipment. This category also includes infrastructure Bi-Directional Amplifiers and RF antenna systems (excluded from contractor maintenance, as indicated in Attachment III).	% Customer Desired Uptime Severity Level Response	99.999% Refer to Response Severity Table

ALMR Network Enterprise – Subsystem Equipment

Subsystem Equipment	Measure	Maintenance Level
Console System The Console System links dispatch consoles to the ALMR Enterprise Network. When the console system is not functioning, dispatchers cannot communicate to subscribers over the ALMR Enterprise Network. This can be mitigated by use of consolettes as a backup.	% Scheduled Uptime	99.999%
Key Management Facility (KMF) The KMF system distributes keys over the air to enabled and authorized subscriber equipment. Failure of this system may result in incompatible keys among subscriber units, preventing communication. A backup mechanism is manually keying the radios. KMF costs include both the operations and connectivity (transport).	% Scheduled Uptime	99.99%
Network Management Terminals Network management terminals allow the system managers and technicians to manage and control the ALMR Enterprise Network System.	% Scheduled Uptime	99.99%

ALMR Network Enterprise – Motobridge Gateway System

Motobridge Gateway System	Measure	Maintenance Level
OMC / ACP / SIP The OMC / ACP / SIP may need to support critical operations and will need a high level of availability. Initially, an annual PMI will be conducted to fully evaluate the operational readiness of the equipment. As use of these components expands, they will move to a % uptime status.	Migrate to % Uptime As Incentive Dictates	99.99%
WSGU / Dispatch Console These Motobridge resources will be used on an as-needed basis. Motobridge failures will be addressed on a break-fix basis for each particular location. An annual PMI will be conducted to fully evaluate the operational readiness of the equipment. Deviations identified during the PMI will be corrected within 90 days.	Migrate to % Uptime As Incentive Dictates	99.99%
RGU / Radio Resources Motobridge resources will be used on an as-needed basis. Motobridge failures will be addressed on a break-fix basis for each particular location. An annual PMI will be conducted to fully evaluate the operational readiness of the equipment. Deviations identified during the PMI will be corrected within 90 days.	Migrate to % Uptime As Incentive Dictates	Annual PMI

ALMR Network Enterprise – Communications Transport Network

Communications Transport Network	Measure	Maintenance Level
DoD Provided The communications transport network is required to have the same availability as the zone controllers and the RF equipment. Without the user provided transport, ALMR usage is impaired.	% Customer Desired Uptime Severity Level Response	99.999% Refer to Response Severity Table



ATTACHMENT II: SOA System Sites and Infrastructure Equipment

DoD ALMR Field Site Stations, Antennas, and Trunking Systems

- Category Site 1 A critical site within 30 miles of a military base, Anchorage, Fairbanks, Juneau, Palmer/Wasilla, Soldotna/Kenai, or any site so designated.
- Category Site 2 Other drive-to sites – not critical.
- Category Site 3 Helicopter only accessible sites

Cat.	SITE
Radio Sites	
1	Anchor River
1	Anchorage EOC Motobridge
1	Atwood
1	Auke Lake
1	Blueberry Hill
2	Cathedral Rapids
1	Cottonwood
1	Diamond Ridge
1	Fire Station 12
1	Kasilof
1	Kenai (PRISM)
1	Lena Point
1	Nikiski
1	Ninilchik
1	Peger Road
1	Pipeline
1	Saddle Mountain
1	Seldovia
1	Ski Hill
1	Sterling
1	TSAIA (Airport)
1	Tudor Road Spare
1	Tudor Road Motobridge
2	Willow Creek



ATTACHMENT III: Field Site Stations, Antennas, and Trunking Systems

ASTRO 25 System Equipment	Sub System Name	Coverage and Exclusions for Infrastructure Repair Notes/ Exceptions
Antenna Systems	B	Excludes all Equipment such as bi-directional amplifiers, multicouplers, combiners, tower top pre-amplifiers, antennas, cables, towers, tower lighting, and transmission lines.
Base Station(s) and Repeater(s)	B	Includes: Quantar, Quantro, STR3000, GTR8000
Central Electronics Bank(s)	A	Includes Logging Recorder Interface and Network Hub, MGEs
Channel Bank(s)	E	Includes Premisys and Telco . Excludes Siemens.
Computer(s)	A, B, C, D, E	Includes computers used in the communications system, including GMC, MGEs, UTMs, zone controller, Fullvision server, ZDS, SSS, UCS, CSMC, DCD, GGSN, IOS. Includes keyboards, mice and trackballs.
Console(s)	D	Includes CEBs, consoles (Centracom II, Centracom Gold Classic, Centracom Gold Elite) as part of complete communication system - Includes headset jacks, dual footswitches, and gooseneck microphones. Includes Centracom I, MCC7500, MGEs, includes Logging Recorder Interface and Network Hub.
Controller(s)- Trunking	A	SmartZone Prime Site
Dictaphones and Recording Equipment		Excludes all types and models.
Embassy Switch	A	Includes AEB, AIMI, ZAMBI
Management Terminals	C	Includes computers (Pentium I, II, III, IV) directly interface with or control the communications System.
Interconnect Servers	A	Includes Avaya
Microwave Equipment	E	
Monitors(s)	A, B, C, D	Includes all monitors connected to computers that directly interface with or control the communications System. Includes flat panel displays and touch screen monitors.
MOSCAD	A, C	NFM (Network Fault Management), as part of Communication System. Includes System Control and Data Acquisition (SCADA) and fire alarming systems (GMC).
Network Fault Management	C	Includes Full Vision and MOSCAD.
Printer(s)	A, B, C, D	Includes printers that directly interface with the communications System.
Receivers	C	Includes Quantar STR3000 and GTR8000 receivers.
Site Frequency Standard(s)	A	Includes Rubidium, GPS and Netclocks systems sold with the Subcontractor System.
UPS Systems /Generators	A, B, C, D, E	Excluded from service agreements, but may be repaired on an above contract, Time and Material basis. All UPS systems must be shipped to IDO for repair. Excludes all batteries. Generators are excluded.
Master Site	A	Zone Servers/System Servers, network transport, MGE
Motobridge Equipment	D	Includes Remote Gateway Units (RGU) and Workstation Gateway Units (WGU), SIP Servers, OMC Servers.
Network Transport Equipment	E	IP based network transport used to support SmartZone communications and LAN/WAN Network.
DACS	A	Includes area DACS and GUI Interface (CMT).



ATTACHMENT IV: Deliverables

Deliverables as outlined below to be provided by **BSIT** to the **SOA ALMR Program Manager** in writing and digitally in documents that can be opened and read by MSOffice programs (i.e., Word, Excel)

Deliverable	Schedule	Description
1. ON-SITE INFRASTRUCTURE EQUIPMENT RESPOND AND RESTORE		
Issue Identification	Upon Occurrence	Identify Issue Level and notify SOA Program Manager Assign Case Number(s) and provide to the SOA PM
Necessary Response	See Table B	Determine appropriate response method Respond in accordance with Table B: ALMR Response Matrix Perform diagnostics on the Component/FRU/assembly Assess cause of Issue Determine a course of action for restoration
Assessment	As Soon as Possible	Communicate verbally the cause of the issue and proposed plan of action to PM
Initial Issue Report	Within 24 hours of Assessment	Provide SOA PM with written Issue Report to include: 1. Case Number 2. Site Location and/or ID and Site Owner 3. Channels Affected (for RF sites) 4. Issue Description 5. Cause 6. Plan of Action 7. Current Status 8. Timeline Estimate for Issue Resolution Process & Completion
Restoration Action	On-Going during life of the Issue	Perform system restoration in accordance with the developed Plan of Action Restore the system to full operation Remain engaged in Issue Resolution until complete resolution of the issue Do not close the issue until complete resolution is confirmed and accepted by SOA
Issue Report Updates	Daily	Provide PM with updated Issue Reports for each open Severity 1 or Severity 2 Level Issue
Issue Report Updates	Weekly	Provide PM with updated Issue Reports for each open Severity 3 Level Issue
2. INFRASTRUCTURE REPAIR WITH ADVANCE REPLACEMENT		
Program FRU	As Needed	For exchange with ALMR malfunctioning units
Package and Ship FRU	As Needed	FRUs to arrive undamaged, timely, and at the proper destination
Service on OEM and Non-OEM Infrastructure	As Needed	Provide services on OEM Infrastructure Equipment as outlined in Section C-2.1.5 and 2.1.6 of this Subcontract Agreement.
3. SYSTEM SURVEY AND ANALYSIS		
Preventive Maintenance Schedule (PMS) (Operations Testing and Alignment Plan/Schedule)	Within 10 business days of subcontract award. Review Semi-Annually thereafter	In coordination with the SOA PM, develop a Preventive Maintenance Schedule. The PMS may be modified if recommended and accepted in writing by the SOA PM at least 90 days prior to the scheduled preventive maintenance at the specific site(s) affected by the modification.
System Survey and Analysis	Annually	At least once per year conduct activities outlined in Section C-3.1
Preventive Maintenance Logs: By Chronology and Site	Weekly, by Wednesday, 17:00 Alaska Time	Documentation of all maintenance activities conducted to include two logs: • Chronological log of all BSIT preventive maintenance activity • Site log to record all activity in relation to the infrastructure at each site
4. TECHNICAL SUPPORT SERVICE		
Technical Support Services	Continuously	Provide 24/7 centralized remote telephone support to SOA ALMR technical staff



BSIT

ALMR Site Maintenance Services Proposal to the STATE OF ALASKA

Deliverable	Schedule	Description
Technical Support Staff	At All Times	Provide staff skilled in the diagnosis & resolution of system performance issues
Remote Access Capability	As Needed, 24/7	Attempt remote access to ALMR System for remote diagnostics if possible
Support Escalation	As Needed	Escalate support in accordance with the terms of the Customer Support Plan
Issue Resolution	As Needed	Manage System Issues and provide a focal point of contact until Issue Resolution
5. NETWORK MONITORING SERVICES		
Electronic Monitoring	As Required	Electronic Monitoring of specific System elements for Events as outlined in the Customer Support Plan. Provide services as outlined in C-5 of this Agreement.
6. REPLACEMENT BOARDS AND MODULES		
Spares Usage	As Required	ALMR spares used only with the approval of the owner of said spares
7. TEST EQUIPMENT		
Test Equipment	At All Times	Appropriate and sufficient test equipment on site to provide swift and effective adjustment and repair of ALMR infrastructure and equipment. Test equipment meets all requirements of FCC and OEM
8. TRANSPORTATION AND SHIPPING		
Transportation	As Required	CSTs provided transportation, per diem, and lodging as needed
Shipping	As Required	Shipping provided to transport equipment, loaner equipment, test equipment and other items necessary to provide adequate services as required under this Subcontract Agreement
9. CONTRACT SERVICE TECHNICIANS		
Technicians	At All Times	CSTs properly skilled, OEM certified, and authorized to perform as required
Resource Equipment	At All Times	CSTs equipped with appropriate authorized and tested equipment and other necessary service items as required
GENERAL		
ALMR System Operation	On-Going	Maintain system to perform at levels meeting or exceed operational levels as outlined in Attachment I: The ALMR System
System Status, Inventory, and Activity Logs	Monthly, by 10 th of month	Provide SOA PM with a monthly update to the Maintenance Log to include 1. System Status Report, including operational statistics (uptime, utilization, fault management) 2. Chronological Preventive Maintenance Log 3. Site-Specific Preventive Maintenance Log 4. Infrastructure Equipment removed for OEM or third-party repair 5. Repair and Advance Replacement Report capturing IDO activities
Dispatch/Escalation Processing Plan	One Time; Annual Review	Cooperate with PM to develop a written Dispatch and Escalation Processing Plan for all Events and Issues. Review and update the Plan annually.
Comprehensive Communications Plan	One Time; annual Review	Cooperate with PM to develop a written Comprehensive Communications Plan for all Events and Issues. Review and update the Plan annually.
Inventory Support	Updates completed within 10 days of removal or receipt	Maintain listing of the fixed, deployable and spare equipment maintained by BSIT that includes boards, card cages, by location, revision level, serial number, name of department, address, equipment model, date in service, and repair history

Worsham, Dan M (DOA)

From: Augustus, Staci A (DOA)
Sent: Friday, March 28, 2008 10:59 AM
To: Worsham, Dan M (DOA)
Subject: DOD approval to use contract

Dan,
Last week DOA and the Department of Defense participated in a teleconference to discuss the State using the DOD SAT sites maintenance contract. In attendance:

- DOA:
 - Vern Jones
 - Staci Augustus
 - Jim Kohler
 - Dave Blaisdell
 - Anand Dubey
- DOD
 - Jim Robertson
 - Del Smith
 - Michelle Cameron

We agreed that the State could use the DOD contract. As such, please draft the contract document referencing the use of the DOD contract for SAT site maintenance. Thanks

Staci Augustus
Procurement Specialist
Department of Administration
Division of Administrative Services

907-465-5656 fax-907-465-2194

4/2/2008

