



Ohio Office of Information Technology

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	MARCS IT Policy Voice Radio Service Subscriber Process	No: MPP-16.0
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		Issued By: OIT MARCS Published By: MARCS Program Office

1.0 Purpose

The purpose of this policy is to document the processes involved in becoming MARCS/IP voice radio service subscribers. These processes will be adhered to by all new and existing MARCS' subscribers.

2.0 Scope

2.1 Subscriber Responsibilities

- MARCS Voice Use Agreement
- Subscriber Equipment Purchase
- Talkgroup Template Development
- Equipment Programming
- End User Training
- Administration & Maintenance

2.2 Provider (MARCS) Responsibilities

- System Administration & Maintenance

3.0 Background

MARCS provides an 800 MHz digital trunked radio system. This system allows highly dependable voice radio communication between dispatch facilities, control station radios, mobile units, and handheld portable units. A "trunked radio system" refers to the means by which relatively few radio channels are shared among a large number of users. This is accomplished using control equipment that manages functions like channel selection and access, freeing the user to focus on performing their duties.

4.0 Subscriber Responsibilities

4.1 MARCS Voice Use Agreement – In order to begin the subscription process to the Voice Radio Service, the potential subscribing agency shall sign the MARCS/IP Service Subscription Agreement Signature Page agreeing to the MARCS/IP Terms and Conditions as posted on the MARCS website (<http://www.das.ohio.gov/marcs>).

4.2 Subscriber Equipment Purchase

Equipment Purchases – Subscribers must purchase equipment successfully tested for optimum performance by MARCS technicians on the MARCS/IP network and in compliance with MARCS Policy MPP 31.0.

4.2.1.1.1 Equipment order to be reviewed by MARCS Program Office, 4200 Surface Road, Columbus, Ohio 43228 prior to formal commitment. Email DAS-MARCS.Admin@das.ohio.gov.

Purchases may also be made through the subscriber's preferred Authorized Vendor.

4.2.1.1.2 Equipment order to be reviewed by the MARCS Program Office, 4200 Surface Road, Columbus, Ohio 43228 prior to formal commitment. Email DAS-MARCS.Admin@das.ohio.gov.

4.3 Talkgroup Template Development

4.3.1 All MARCS/P customer talkgroup templates will include Statewide Interoperability talkgroups. These talkgroups are detailed in MARCS Policy MPP.15 effective 10/15/05.

4.3.2 The MARCS office will work with each subscriber to design unique talkgroups to be used by the subscriber for normal internal traffic. The number of talkgroups allowed is determined by agency scope, size and service delivery (four to eight unique talkgroups per agency will be the default).

4.3.3 MARCS firmly advocates and aggressively pursues multi-agency sharing of agency specific talkgroups. MARCS encourages agencies to share agency-specific talkgroups, in order to promote user-friendly end-user applications. These become especially important and beneficial in emergency situations, when stress levels are high and first responders do not have time to “get out the book” and search for little or never used “special” talkgroups. To this end, MARCS encourages users to discuss inter-agency sharing of agency specific talkgroups and the routine use of same!

4.4 Equipment Programming

4.4.1 Authorized Vendor - Subscriber equipment purchased from an authorized vendor¹ can be programmed with subscriber specific templates at vendor's facility and delivered to subscriber upon completion.

4.4.2 MARCS Office - Subscriber equipment purchased from an authorized vendor may be programmed by MARCS with subscriber specific templates at the request of the subscriber. Programmed equipment will then be delivered to subscriber upon completion.

4.5 End User Training – MARCS will work with each subscribing agency to arrange Vendor and/or Train-the-Trainer provided training.

4.6 Administration & Maintenance

4.6.1 The subscriber shall adhere to MPP-18.0 “MARCS Subscriber Equipment Accountability Policy”. Said policy will document process to activate subscriber equipment.

4.6.2 The subscriber shall be solely responsible for field subscriber equipment (i.e., portables, mobiles, control stations, VRM, and in-band repeaters), including but

¹ An authorized vendor is defined as a vendor carrying equipment that meets minimum requirements for P25 compliance as outlined in MARCS Policy document MPP 31.0.

- not limited to maintaining troubleshooting, repairing, upgrading, replacing, and servicing all hardware.
- 4.6.3 The subscriber is responsible for all RSS and/or CPS software licensing, software maintenance, troubleshooting, and upgrades/enhancements.
 - 4.6.4 The subscriber is responsible for complying with any software licensing requirements by manufacturers for software installed in the field subscriber equipment including but not limited to portable radios, mobile radios, control stations, VRM, and in-band repeaters.
 - 4.6.5 The subscriber is responsible for changing all agency specific configurations in the subscriber equipment.
 - 4.6.6 The subscriber is responsible for all security and auditing of all configurations.
 - 4.6.7 The subscriber is responsible for restoring all configurations for field subscriber software or hardware.
 - 4.6.8 The subscriber is responsible for backing up agency specific configurations for any field subscriber software and hardware.
 - 4.6.9 The subscriber may make a written request via electronic mail for an alternate time for scheduled maintenance. The provider must receive the request at least 48 hours in advance of the scheduled maintenance time. While the provider will make every reasonable effort to accommodate the subscriber's request, the provider reserves the right to perform maintenance whenever the providers deem it necessary. If no written request to reschedule maintenance is received from the subscriber, maintenance will proceed as planned.
 - 4.6.10 If the subscriber enters into an agreement with another party for services related to the scope of this agreement, the provider will not be identified within that agreement. The subscriber does not represent the provider and cannot make commitments on the provider's behalf. For services related to the scope of this agreement, the provider will advise the subscriber concerning the creation of agreements for services provided to the subscriber's customers.
 - 4.6.11 Initiating agreement negotiations regarding applications or projects newly proposed or under development is the responsibility of the subscriber. Negotiations should begin during the requirements gathering phase of the development cycle to ensure that the provider can allocate sufficient resources to meet the subscriber's service level requirements from the beginning of the production life of the application. Initial service requirements should be documented before exiting the final phase of development.

5.0 MARCS Responsibilities

5.1 System Administration & Maintenance

- 5.1.1 The provider shall provide Trunked Voice Radio System maintenance and administration services including, but not limited to software or configuration updates when they are received from the vendor, security vulnerability information when received from the vendor, a centralized tracking mechanism for addressing software issues associated with the vendor, ensuring the necessary network throughput is available.
- 5.1.2 The provider shall perform preventive system maintenance and administration per vendor's recommendations.
- 5.1.3 The provider shall be responsible for ensuring the necessary network throughput is available for only the prescribed or authorized product and affiliated modules.
- 5.1.4 The provider shall be responsible for backups, modifications, restorations of any global configurations pertaining to the MARCS/IP system applications.
- 5.1.5 The provider shall be responsible for establishing a process to develop templates, administer and maintain a template server, and change management control.
- 5.1.6 The provider shall provide 24/7 Help desk support. Call 1-866-OHMARCS (646-2727).
- 5.1.7 The provider shall provide 24/7 on call Technical Staff Support.

- 5.1.8 The provider will notify the subscriber in both emergency and non-emergency situations which may require one or more of the subscriber's applications or functions be disabled for any period of time.
- 5.1.9 The provider will notify the subscriber's designated contact of scheduled system maintenance outages at least one week in advance and will provide an additional reminder at least 48 hours in advance. Maintenance tasks will be scheduled during non-peak periods as defined by the subscriber. The provider will also notify the subscriber's help desk or system administrators at least 24 hours before and again 1 hour before starting maintenance.
- 5.1.10 The provider will notify the subscriber's designated contact and help desk (if available) concerning emergency outages as far in advance as possible.
- 5.1.11 The provider and the subscriber will jointly make decisions regarding application and other capacity planning requirements by meeting as needed. The provider and the subscriber will meet as needed to review compliance with the agreement and to discuss any outstanding issues related to service delivery. The provider will be responsible for scheduling the meetings.

6.0 Requests for Additional Service

A subscriber's request for new/additional service and/or hardware and/or software should be sent from the subscriber's designee mailbox to the provider's Administrative mailbox (DAS-MARCS.Admin@das.ohio.gov) using provider's radio information form.

- 6.1 Approval of additional activation shall include but not be limited to the outcome of grade of service (GOS) studies which shall be performed by MARCS. The GOS is a way of assuring the additional devices will not adversely affect current communications on the MARCS/IP system. If it is determined by MARCS that the addition of channels and/or frequencies is necessary, MARCS, at its discretion but upon providing written notification to the subscriber, shall install at Subscriber's expense any additional equipment that MARCS deems necessary in order to accommodate the additional radio activations. Subscriber shall be responsible for all equipment and installation costs associated with the system infrastructure upgrade. Upon installation of the equipment on the system infrastructure, the equipment becomes the permanent property of MARCS and MARCS shall be responsible for maintenance of the equipment.

7.0 Requests for System Support

7.1 Help Desk and Problem Escalation Procedures

The severity of the problem and the effect it has on the ability to support the subscriber are determined based on many influencing factors.

Problem severity is noted as level 1, 2 or 3 with 1 being the most severe and 3 being the least severe. The subscriber will designate these levels. The subscriber will have responsibility for determining the severity of the problem based on the following guidelines:

Level 1 Critical application or function is inoperable.

Level 2 Some aspects of a critical application or function are hindered or inoperable.

Level 3 Non-critical application or function is hindered or inoperable.

The subscriber will report the problem to the provider after assuring that every reasonable effort has been made to determine that the problem resides with the provider. Once the severity of the problem has been determined, a formal process of notification and response is required. The provider and subscriber will each follow their respective escalation procedures.

A list of the subscriber’s staff authorized to contact the provider for support will be retained by the subscriber’s designee and furnished to the provider as needed. The list may be provided via electronic mail.

7.2 Escalation Procedures

Timeframe	Event that Triggers Escalation	Escalation Response
Immediately on Receipt of Notification of MARCS Maintenance Requirement	<ul style="list-style-type: none"> No response from technician on duty 	<ul style="list-style-type: none"> Provider’s Help Desk Staff calls the first person in the escalation directory. If that person cannot be reached, the next person in the directory is called until a technician is reached.
2 Hours from open action request	<ul style="list-style-type: none"> Technician has not arrived at the site Non-conformance with MARCS Standards of Maintenance Performance requirements stated in agreement 	<ul style="list-style-type: none"> Provider calls the subscriber to inform them the technician has not arrived; advises the subscriber of the estimated time of arrival. If original technician cannot reach the site on time, another technician will be dispatched. Provider Help Desk Staff will notify the subscriber of change in status.
4 Hours After Receipt of Action request	<ul style="list-style-type: none"> Restoration has not been completed and resolution is still unknown Non-conformance with MARCS Standards of Maintenance Performance stated in agreement 	<ul style="list-style-type: none"> Provider calls the subscriber to inform them the repair has not been completed. Provider advises subscriber of the estimated time of restoral and any conditions that affect restoral. If restoral cannot be accomplished, Provider will notify the subscriber, and outline emergency procedures to be implemented. The Provider will work with the subscriber to identify operational work-arounds needed to continue system operations.
6 Hours After Receipt of Action request	<ul style="list-style-type: none"> No restoral accomplished 	<ul style="list-style-type: none"> Provider Help Desk Staff notifies Subscriber. Provider Help Desk Staff notifies appropriate project engineering staff personnel and the Program Administrator.
8 hours after receipt of action request	<ul style="list-style-type: none"> No restoral accomplished 	<ul style="list-style-type: none"> Provider Help Desk Staff requests specialized assistance from product service depot.

7.3 Problem Resolution Turnaround Time

7.3.1 The Provider cannot guarantee a recovery window for problem resolution, due to the unlimited variation of problems and the complexities associated with them.

7.3.2 The Provider will ensure that problem events impacting production systems receive:

- 7.3.2.1 Immediate dispatch of technical support
- 7.3.2.2 Continuous troubleshooting efforts until problem resolution
- 7.3.2.3 Follow up postmortem - discovery and suggested prevention measures

- 7.3.3 System failure response will be made within two hours of notification. This response will be provided 24 hours a day, seven days a week. Telephonic response may be made through modem connection to reprogram, reload or upload appropriate patches or corrections. Modem connections will be requested and approved in compliance with the MARCS dial in policy.

8.0 Terms and Conditions

8.1 Cost and Billing

The Provider will provide the services within the scope of this agreement at currently published rates. The rates are subject to change pursuant to specific Subscriber requirements and any applicable rate adjustment by the Provider. If the subscriber requires special accommodation in the delivery of a service, additional charges may be incurred.

Rates are reviewed annually but may be subject to change more frequently. Rates are developed in accordance with the rules and regulations of the federal Statewide Cost Allocation Plan (SWCAP). They are subject to approval by the Director of the Office of Information Technology and by the Office of Budget and Management.

Unless otherwise indicated, the Provider bills for each service quarterly in advance. Payment will be made via ISTV for state agencies.

This agreement is subject to Section 126.07 of the Ohio Revised Code.

The funds for this agreement are contingent on the availability of lawful appropriations by the Ohio General Assembly. If the Ohio General Assembly fails at any time to continue funding for any payments due under the agreement, the agreement will terminate as of the date that the funding expires. After that, there will be no further obligation.

8.2 Primary Contacts

A primary contact list for the Provider (listed by service) and the subscriber (listed by application function, project, or program) will be established by both parties. Additional contact information will be needed for notification of application or system outages. Keeping the subscriber's contact information current, accurate, and complete is the responsibility of the subscriber.

The Provider and the subscriber will each maintain documentation during the life of the agreement to evaluate the effectiveness of the agreement. An evaluation team of personnel from the Provider and the subscriber will review the documentation at the time of the agreement renewal to determine whether the Provider has:

- Provided the level of service specified in the agreement.
- Supplied cost effective service compared to private industry costs for similar services.
- Operated the hardware/software efficiently and appropriately.
- Acquired hardware/software that was not planned for previously.

9.0 Effective Date

Approved by MARCS Steering Committee on March 30, 2012

10.0 Updates

The following updates were made to the revised, March 30, 2012 original policy document:

- 06/25/14 The term “customer” was replaced with “subscriber” throughout the document.
- Section 4.1 - MARCS Voice Use Agreement, now refers to Signature Page and Terms & Conditions process taking affect as of July 1, 2014.
- Section 4.2 – Equipment purchases removed “Motorola only” to those approved in MPP 31.0
- Section 4.4– Equipment Programming: The word “Motorola” was dropped “Motorola Authorized Vendor and a foot note was added to explain that an authorized vendor is defined as avendor carrying equipment that meets minimum requirements for P25 compliance as outlined in MARCS Policy document MPP 31.0.
- Section 8.3 – Evaluation: This section was dropped completely. It spoke to the process of having the provider and subscriber meet 90 days before the expiration of the agreement to review the agreement and make a decision regarding the feasibility of negotiating another agreement for the same or longer time period.
- Current agreements are based on terms and conditions that define the “Term” of the agreement as commencing on the date of the last signature and running through the last day of the current biennium. Agreements are automatically renewed unless written notification not to renew is received by MARCS at least thirty days prior to the end of the biennium.
- Sections 9.0 – Updates, and 10.0 – Effective Date were added to the document.