

<b>MARCS IT Policy</b> Voice Radio Service Subscriber Process, Terms and Conditions	<b>No: MPP-16</b>
	<b>Effective: 01/17/2005</b> <b>Revised: 12/22/2020</b>
	<b>Issued By:</b> OIT MARCS <b>Published By:</b> MARCS Program Office

### 1.0 Purpose

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

### 2.0 Scope

To define responsibilities of the agency and MARCS to ensure maximum interoperability and performance of the system. These responsibilities can include equipment purchase, training, talkgroup template development, programming, and other responsibilities as necessary.

### 3.0 Background

MARCS provides a 700/800 MHz P25 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 how relatively few radio channels are shared among many users. This is accomplished using control equipment that manages functions like channel selection and site access, freeing the user to focus on performing their duties.

### 4.0 Subscriber Responsibilities

#### 4.1 MARCS Voice Use Agreement

To begin the subscription process to the Voice Radio Service, the potential subscribing agency shall sign the MARCS Service Subscription accepting the MARCS Terms and Conditions incorporated in this Policy.

<https://das.ohio.gov/Divisions/Information-Technology/MARCS-Services#3322443-subscriber-process>). 45 CFR 95.507 does not require agreement stipulation for costs specifically addressed under a State-Wide Cost Allocation Plan. This exempts state agencies from this requirement.

#### 4.2 Subscriber Eligibility

Eligible subscribers to MARCS are local, state, and federal governments, as well as some private and non-profit organizations that provide public safety services. Technical service providers may also qualify as subscribers.

#### 4.3 Subscriber Equipment Purchase

Subscribers should work with their preferred vendor to ensure the desired radio equipment meets their requirements and is approved for use on the MARCS system. A list of MARCS-compatible radios can be found at <https://das.ohio.gov/Divisions/Information-Technology/MARCS-Services#333338-mpp-311-minimum-requirements-for-p25-compliance-on-marcs>.

4.3.1 If technical questions arise or a review is needed prior to formal purchase, please contact the MARCS Program Office at 614-995-0060 or by e-mail at [DAS-MARCS.Admin@das.ohio.gov](mailto:DAS-MARCS.Admin@das.ohio.gov).

#### 4.4 Talkgroup Template Development

4.4.1 **All MARCS customer talkgroup templates will include Statewide Interoperability talkgroups.** These talkgroups are detailed in the latest version of MARCS Policy MPP 15.

4.4.2 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, service delivery and available system capacity. **To maintain overall system performance, the usage of a county-wide template for common services (Fire, Law Enforcement, EMS and others) is HIGHLY recommended.** Statewide roaming, when necessary, shall be conducted either on a dedicated “travel” talkgroup or on an existing talk group such as “XSO” which has statewide roaming capabilities.

4.4.3 The default MARCS site access profile for talkgroups shall be the smallest roaming footprint possible, unless there is an **operational** reason the talkgroup needs to roam farther. Permissions for these talkgroups will normally be assigned as follows:

#### Local/District Strategic Roaming (Default)

- Dispatch Talkgroups and High-Use Talkgroups
- Local Interoperability Talkgroups
- Secondary Talkgroups
- Non-Emergency Talkgroups

**NOTE 1:** In the case of a simulcast system the above talkgroup types shall be restricted to only that simulcast configuration.

**NOTE 2:** If a site outside of the District/County Strategic Roaming footprint provides significant coverage to the agencies home county, it may be included under the Strategic Roaming profile for that county/agency.

#### Statewide

- Regional Interoperability Talkgroups
- Task Force Talkgroups
- Specific Talkgroups may be designated as “Travel Talkgroups” and may have statewide roaming. Travel Talkgroups will not be talkgroups that routinely have a large volume of radio traffic associated with them.

4.4.4 Agencies with a statewide response mandate shall implement and enforce policies to utilize alternate talk groups for nonemergency purposes when traveling outside the primary area of a given dispatch talkgroup. Failure to enforce this paragraph may result in overall system degradation and further action by MARCS to limit talkgroup roaming.

4.4.5 It is possible and expected that an agency’s radio will contain a variety of these profiles, which will allow certain talkgroups to function only on the local level, while others will function on the regional or even statewide level.

4.4.6 MARCS encourages agencies to share agency-specific talkgroups for day-to-day local operations to foster interoperability and safety. If an emergency calls for interoperation with air assets or units who come from many different counties/regions, the Statewide Interoperability Talk Groups should be employed to the maximum extent possible per MPP-15 and the Statewide Interoperability Executive Committee’s Ohio Aviation Communication Standard Operating Procedures to ensure effective communications with airborne assets. This document is available at <https://siec.ohio.gov/SOPs-Plans>.

#### 4.5 Equipment Programming

- 4.5.1 Preferred Vendor – MARCS Programmers will work with the subscriber's preferred vendor to develop subscriber specific code plugs that can be programmed into the purchased radio by the vendor.
- 4.5.2 MARCS Office - Subscriber equipment purchased from a preferred vendor may be programmed by MARCS with subscriber specific templates by mutual agreement of the subscriber and MARCS. This option should only be used when necessary due to emergency situations.

#### 4.6 Administration & Maintenance

- 4.6.1 The subscriber shall be solely responsible for field subscriber equipment (i.e., portables, mobiles, control stations and in-band repeaters), including but not limited to maintaining, troubleshooting, repairing, upgrading, replacing, and servicing all hardware.
- 4.6.2 The subscriber is responsible for all programming, programming software, licensing, software maintenance, troubleshooting, and upgrades/enhancements.
- 4.6.3 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 and in-band repeaters.
- 4.6.4 The subscriber is responsible for changing all agency specific configurations in the subscriber equipment.
- 4.6.5 The subscriber is responsible for all security and auditing of all configurations.
- 4.6.6 The subscriber is responsible for restoring all configurations for field subscriber software or hardware.
- 4.6.7 The subscriber is responsible for backing up agency specific configurations for any field subscriber software and hardware.

- 4.6.8 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.
- 4.6.9 Initiating acknowledgement 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.
- 4.6.10 The subscriber is responsible for ensuring their e-mail contact information is up to date to enable the provider to alert them of maintenance and outages. Contact information updates may be sent to [das.marcsnoc@das.ohio.gov](mailto:das.marcsnoc@das.ohio.gov).

## **5.0 Provider (MARCS) Responsibilities**

### **5.1 System Administration & Maintenance**

- 5.1.1 The provider shall provide P25 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 modules.

- 5.1.4 The provider shall be responsible for backups, modifications, restorations of any global configurations pertaining to the MARCS 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) or via the XHELPDESK talkgroup.
- 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. Subscriber is responsible for ensuring up to date contact information per 4.7.10.
- 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 24 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 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](mailto: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 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 to accommodate the additional radio activations or system usage. 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 Procedures**

MARCS maintains a 24/7 Network Operations Center (NOC) to monitor the voice and data systems as well as network circuits and connectivity, commercial power, backup power systems, and environmental variables at all sites with existing agreements for these services.

When a problem is detected via existing monitoring capabilities or a customer report from the field to the MARCS helpdesk, Tier 1 technicians begin immediate diagnosis, isolation and troubleshooting of the issue. If necessary, the problem is escalated to higher level support staff, vendor support, or a combined effort to resolve the issue and restore services as quickly as possible.

When engaging vendor support every effort is made to repair and restore service within the established service contracts or service level agreements (SLA's), as well as escalate accordingly when needed.

## **8.0 Terms and Conditions**

### **8.1 Cost and Billing**

The Provider will provide the services 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 arrears. Payment will be made via ISTV for state agencies.

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

Funds 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 arrangement, the agreement will terminate as of the date that the funding expires. After that, there will be no further obligation.

Subscription shall commence sixty days after an ID has been issued and continue until a device is deactivated. Devices may be added to the subscription; any lost or stolen device should be reported to be inhibited. All subscription services are billed in arrears and are due and payable on receipt. MARCS must be notified of any discrepancy or dispute within 90 days. After that span of time the undisputed invoice is deemed payable

Make all checks payable to Treasurer, State of Ohio. Send the payment along with a copy of the invoice to the following address:

Department of Administrative Services  
L-3686  
Columbus, OH 43260-3686

An online payment system has also been setup for making credit card payments. Have your invoice number available when making payment at the following link:

[epay.das.ohio.gov/Payment](http://epay.das.ohio.gov/Payment)

## 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.



Contact information updates may be sent to [DAS-MARCS.ADMIN@das.ohio.gov](mailto:DAS-MARCS.ADMIN@das.ohio.gov).

## **10.0 Effective Date**

Approved by MARCS Steering Committee on December 22, 2020

### 11.0 Revision History

<b>DATE</b>	<b>Reason of Change</b>
12/22/2020	Major Revision of entire policy