



Alaska Land Mobile Radio Communications System

Operations Management Office Quality Plan

Version 3

NOTE: For State FY2010 optional services, which were not funded, have been grayed out and are not provided at this time.

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Document Revision History

Name	Date	Reason for Changes	Version
Shafer, Sherry	11/13/2008	Approved by the User Council – Final.	2
Shafer, Sherry	12/14/2009	Annual review and update. Approved by the User Council – Final.	3



Definitions and Acronyms

Alaska Land Mobile Radio (ALMR) Communications System: the ALMR Communications System, which uses but is separate from the State of Alaska Telecommunications System (SATS), as established in the Cooperative Agreement. The ALMR System is a digital, trunked, wide-area network (WAN), shared system between the Department of Defense (DOD), the Federal Executive Association (FEA) of Alaska (excluding DOD), the State of Alaska (SOA), the Alaska Municipal League, and the Municipality of Anchorage.

Alaska Municipal League: a voluntary non-profit organization in Alaska that represents member local governments.

Communications Unit Leader (COML): the individual that assigns frequencies or talk groups to the various user groups during an incident.

Department of Defense – Alaska: Alaskan Command, US Air Force and US Army component services operating under United States Pacific Command.

Executive Council: the ALMR Executive Council which is made up of members and associate members from the State of Alaska representing state agencies, the Alaska Municipal League, the Federal Executive Association of Alaska, the Department of Defense – Alaska, and the Municipality of Anchorage.

Federal Executive Association (FEA): federal government entities, agencies and organizations, other than the Department of Defense, that will operate on the shared ALMR system infrastructure.

Local Governments: those Alaska political subdivisions defined as municipalities in AS 29.71.800(13).

Municipality of Anchorage (MOA): The MOA covers 1,951 square miles with a population of approximately 278,000. The MOA stretches from Portage, at the southern border, to the Knik River at the northern border, and encompasses the communities of Girdwood, Indian, Anchorage, Eagle River, Chugiak/Birchwood, and the native village of Eklutna.

National Incident Management System (NIMS): a unified approach to incident management, standard command, and management structures with emphasis on preparedness, mutual aid, and resource management.

Operations Management Office (OMO): Operations Management Office develops recommendations for policy, procedures, and guidelines; identify technologies and standards; and coordinates intergovernmental resources to facilitate communications



interoperability with emphasis on improving public safety and emergency response communications.

P25 Radio: a Project 25 compliant control station, consolette, mobile or portable radio assigned to the System that has a unique identification number.

State of Alaska (SOA): the primary maintainer of the SATS (the states' microwave system), and shared owner of the System.

User/Member: an agency, person, group, organization or other entity which has an existing written Membership Agreement with one of the Parties to the Agreement. The terms user and member are synonymous and interchangeable.

User Council (UC): the User Council is responsible for recommending all operational and maintenance decisions affecting the System. Under the direction and supervision of the Executive Council, the User Council has the responsibility for management oversight and operation of the System. The User Council oversees the development of System operations plans, procedures and policies under the direction and guidance of the Executive Council.



1.0 General Information

1.1 Purpose

This plan describes the general qualifications, duties, tasks and responsibilities of the Operations Management Office (OMO), otherwise known as the Contractor. Success criteria will be measured against relevant indicators defined by the customer, otherwise known as the Department of Defense (DOD) and the State of Alaska (SOA), and identified and defined in Performance-based Work Statement (PWS).

1.2 Scope

In accordance with the PWS, the contractor shall provide operations management personnel with comprehensive emergency communications and public safety preparedness experience, knowledge of the National Incident Command System, knowledge of tactical communications interoperability plans (TICPs) development and training, public affairs, and program communications, and communications specialists (proficient in trunked, Project 25 radio, microwave, and C-/KU-band satellite communications).

It is appropriate to evaluate success in terms of:

- Reliability
- Products/services
- Training
- Security
- Inspections

2.0 Contractor Provided Services and Deliverables

The Contractor shall execute the following tasks and provide the following deliverables as identified in DOD Contract FA5000-09-C-0006 and SOA Contract 99-391-J. There are two categories of tasks: baseline and optional. Optional tasks are specifically identified, if there are any, at the end of each task category. All tasks not marked as optional are considered baseline tasks.

2.1 Governance Management

The Contractor shall facilitate the review and update of all governance agreements with the Stakeholders, the User Council and the Executive Council.

2.1.1 Maintain, review, and update the Cooperative Agreement for stakeholders/member agencies.



2.1.2 Maintain, review, and update the Service Level Agreement for stakeholders/member agencies.

2.1.3 Maintain all Membership Agreements and a current List of POCs for all stakeholders/member agencies on the System.

2.1.4 Maintain all Talk Group Sharing Agreements for all stakeholders/member agencies on the System.

2.1.5 Write, edit, coordinate, and distribute all policies, procedures, plans and protocols at the direction of the User Council and the Executive Council.

2.1.6 Review and comment on all DOD-Contracted System Design/System Analysis documents and pass any comments to the project organization.

2.2 Executive Council Support for Stakeholders/Member Agencies

The Contractor shall provide reports, minutes, and meeting support required by the Executive Council (EC) and its members for all scheduled and special meetings.

2.2.1 Schedule the EC meetings, reserve conference rooms, and set up telephone conference bridges, as necessary.

2.2.2 Prepare the meeting agenda and applicable attachments and send them to the Executive Council Co-Chair and other supporting staff, as required/directed.

2.2.3 Prepare the minutes of the meeting and send to contributing members for verification of content within 7 business days.

2.2.4 Make appropriate edits and revisions to meeting minutes and provide them to the presiding Co-Chair within 15 business days of completion of the meeting.

2.2.5 Maintain all EC records, to include all correspondence, minutes, policies, and written or recorded actions.

2.2.6 Develop and provide briefings, liaison actions, records management, and Charter Review/Updates at the direction of EC members; provide User Council defined and approved system metrics at all meetings.

2.2.7 Develop prepare reports, white papers, or other special projects, as directed by EC.

2.3 User Council Support for Stakeholders/Member Agencies



The Contractor shall provide reports, minutes, and meeting support required by the User Council (UC) and its members for all scheduled and special meetings and working groups.

2.3.1 Schedule monthly UC meetings, reserve conference rooms, and set up telephone conference bridges.

2.3.2 Prepare the meeting agenda and attachments, update the Issues & Risk Log, prepare the outstanding action items and list and send to the UC one week prior to the meeting. Post the agenda, all attachments, and associated meeting reports/documents, and presentations to the ALMR website.

2.3.3 Scribe the meeting minutes and prepare a draft which is sent to contributing members for verification of content within 7 business days. Minutes are published final within 15 business days of the meeting, mailed to primary and alternate council members, and posted to the ALMR website at www.alaskalandmobileradio.org.

2.3.4 Provide direct support for auditing and controlling policies and procedures, short- and long-term financial needs and budget development.

2.3.5 Provide monthly status updates on System performance at scheduled monthly meetings.

2.3.6 Other support provided to the UC includes, but is not limited to, briefings, annual meetings, user agency liaison actions, and support for annual member elections, records management, and charter review/update.

2.3.7 Develop, administer, and maintain an ALMR website at www.alaskalandmobileradio.org at the direction of the UC.

2.3.8 OPTIONAL – Distribute meeting reminders normally one or two days prior to the meeting.

2.3.9 OPTIONAL - Develop and distribute special reports, white papers, or other projects as directed by the UC.

2.3.10 OPTIONAL - Develop, publish, and distribute quarterly newsletters.

2.3.11 OPTIONAL - Develop and administer Annual Member Satisfaction Surveys; provide the report to the UC.

2.3.12 OPTIONAL - Provide technical support for agencies requesting grant funding for ALMR.

2.4 Problem Escalation for Stakeholders/Member Agencies

The Contractor shall monitor and report on violations of procedures and will facilitate their resolution and recommend mitigating actions.

2.4.1 Assess repeated violations of System guidelines, procedures, protocols, or the Membership Agreement; provide report to UC and or EC, as required.

2.4.2 Determine and review all facts pertaining to breaches of Cooperative, Service Level, or Membership Agreements and make a determination of mitigation/termination actions, provide recommendation to UC and or EC. Continue to track and report, as required, until resolution; submit a final report to UC and or EC, as directed.

2.4.3 OPTIONAL - Provide Follow up, as directed, and associated reporting until resolution.

2.4.4 OPTIONAL - Provide conflict resolution and impasse resolution among System users; provide a report detailing issues and resolution/mitigation actions to UC.

2.4.5 OPTIONAL - Prepare briefings, talking papers, and other correspondence to present issues for review or mitigation actions and decision.

2.5 Budget Process and Audit Coordination for Stakeholder/Member Agencies

The Contractor shall develop, administer, monitor and report against an annual budget.

2.5.1 Prepare and submit for UC approval an annual budget proposal.

2.5.2 Develop and administer auditing controls for ensuring stakeholders are receiving appropriate services for their contribution.

2.5.3 Conduct expenditure tracking and reporting.

2.5.4 Develop and maintain an overall report on System replacement costs – Operations & Maintenance or capital investment to the UC annually.

2.5.5 OPTIONAL - Provide other budget and cost reports, as required, by the UC and/or EC.

2.6 Perform Third Party Quality Assurance/Quality Control of Systems Management Office and general System oversight on behalf of the Stakeholders/Member Agencies

Provide oversight of the duties and responsibilities of the System Management Office (SMO) to ensure the availability of the System 24 hours a day/7 days a week, and act as the single point of contact between the UC and the SMO. The OMO also monitors, audits, and reports on SMO and infrastructure owner compliance with System Service Level Agreement ensuring appropriate quality assurance and quality control for all member agencies.

2.7 Provide Overall System Infrastructure Maintenance Oversight

2.7.1 Perform quality assurance evaluations for periodic maintenance inspections performed by contract for 100% of sites to ensure they are being maintained in accordance with the Service Level Agreement; report discrepancies to the UC and the EC.

2.7.2 Conduct Inspections of All ALMR infrastructure to determine compliance by owner/stakeholder/member agency with the Service Level Agreement for infrastructure that supports the shared use of the ALMR system. 25 percent of the total infrastructure sites will be inspected annually and 100 percent will be inspected within a four year period.

2.7.3 OPTIONAL - Monitor all trouble tickets monthly by category to ensure there are no negative trends; develop and report trends to UC monthly.

2.7.4 OPTIONAL - Provide Oversight of SMO Help Desk support services, develop and report performance metrics at least once quarterly. During times of issue, provide status reports and metrics as directed by the UC.

2.7.5 OPTIONAL - Provide Annual Customer Satisfaction Survey to address quality of support provided.

2.8 Provide Oversight of Asset Management Services

Provide oversight of inventory of all equipment and spares, develop metric and report trends at least once quarterly.

2.9 System Network Management and Technical Support

The Contractor shall provide the management and reporting services required to support the management of the System network.

2.9.1 Develop, update and maintain standard operating procedures (see www.alaskalandmobileradio.org).

2.9.2 Monitor all System parameters, site status, and other data as directed by the UC, develop system performance metrics at the direction of the UC and report trends positive or negative at least once monthly.

2.9.3 Monitor and manage distribution of flash updates and technical advisories regarding System subscribers.

2.9.4 Provide oversight of System management services, develop metrics at the direction of the UC and report trends at least once monthly to the UC.

2.9.5 Track and provide periodic reports and updates as required on status of Conflicted Sites.

2.9.6 Provide oversight of Information Assurance management services, develop metrics and report trends related to system log in audit reports and negative trends associated with security compliance of the applicable controls by stakeholders, member agencies.

2.9.7 OPTIONAL - Conduct and provide periodic reports to the UC on emerging technology evaluations.

2.9.8 OPTIONAL - Track and provide reports and updates as required on issues/resolution of interference and coverage Issues.

2.9.10 OPTIONAL - Develop, administer, coordinate and provide current and potential member needs assessments.

2.9.11 OPTIONAL - Provide new equipment procurement assistance and temporary loaner equipment administration.

2.10 Common Training Services/Deliverables for Stakeholders/Member Agencies

The Contractor shall provide the materials, management and planning services to support technical and operational training for stakeholder/member agencies.

2.10.1 Develop, maintain and distribute subscriber and system operations guides.

2.10.2 Document, Administer and Maintain a Training Library of all training materials provided by member/stakeholders for cooperative use.



2.10.3 OPTIONAL - Provide System familiarization to stakeholder/member agencies.

2.10.4 OPTIONAL - Perform scheduling services for training classes as required or requested.

2.10.5 OPTIONAL - Arrange, conduct, support and administer Annual User Council Meeting training conference.

2.10.6 OPTIONAL - Develop and provide briefings at local, regional, state or national conferences.

2.10.7 OPTIONAL - Provide training necessary to solve problems that arise with operating on the system to include: operational differences between communication technologies and integration of trunked systems with legacy systems.

2.11 Records and Document Management for Stakeholders/Member Agencies

The Contractor shall manage and maintain the records and documentation for the ALMR System.

2.11.1 Maintain all System documentation (site books, agreements, Memorandums of Understanding, Organizational Structure, System Description, Concepts of Operation, standard operating procedures, TICPs etc.).

2.11.2 Prepare all documentation previously described.

2.11.3 Provide Office of Record services for all ALMR documentation.

2.11.4 Post to the ALMR web site and to the Project Server.

2.11.5 OPTIONAL - Prepare and update briefings on ALMR for presentation to Congressional delegations, the State Legislature, and the Municipality of Anchorage.

2.11.6 OPTIONAL - Manage DHS CASM Updates for ALMR stakeholders.

2.12 Security Requirement for Stakeholders/Member Agencies

The Contractor shall maintain and periodically evaluate ALMR security standards and procedures.

2.12.1 Maintain written standards and procedures to verify implementation of, and compliance with, the ALMR security policy directives and DIACAP standards and procedures necessary to ensure implementation of, and compliance with, the ALMR Security policy and DIACAP.

2.12.2 Conduct periodic audits of security measures to ensure continuous compliance (Log In audits, System backup tape storage audits, building penetration attempts).

2.13 Technical Assistance During Emergency Response Conditions

The Contractor shall provide reporting and coordination of training and outreach during emergency responses.

2.13.1 Manage requests for assistance during emergencies and assist with reprogramming of loaner subscriber units for special events.

2.13.2 Provide reporting as required by stakeholders during contingencies, exercise and emergency response conditions (SITREP, COMSPOT etc.).

2.13.3 Develop, provide, present briefings, papers, assessments, courses of action, and other deliverables, as required to support emergency operations.

3.13.4 OPTIONAL Provide outreach education and training for stakeholder/member agencies during exercises or real world events, document and report training.

2.14 Emergency Operations Support During Emergency Response Conditions

The Contractor shall provide operational and Communications Leader (COML) support during emergency responses.

2.14.1 Provide 24/7 emergency operations support to stakeholders during exercises or real world emergencies.

3.14.2 Obtain and maintain accreditation and perform ALMR COML duties in accordance with Department of Homeland Security guidelines in support of incident command.

2.15 Non-Shared Services

The Contractor shall provide the following non-shared services as requested by and as paid for by the requesting agency or agencies.

2.15.1 OPTIONAL - Maintain and update exercise-based ALMR Tactical Interoperable Communications Plans (TICPs) for the DOD and the State.

2.15.2 OPTIONAL - Prepare and distribute special reports, white papers, or other projects, as required, by centric requirements of Stakeholder/member agencies.

2.15.3 OPTIONAL - Provide ALMR training as required for new or existing member agencies. Training will be tailored to requesting agency's requirements. Cost will include travel per diem, development of training materials, reproduction, distribution, scheduling and administration of training.

3.0 Performance Requirements and Standards

3.1 Monthly Performance Reports

3.1.1 Monthly Status Reporting

Prepare reports, in hard copy and soft copy, to the customer not later than the 10th of each month. The performance standard shall be 98 percent on time delivery.

3.1.2 Deliverables for Task Authorizations

Deliverables for task authorizations are provided, when required. The performance standard shall be 98 percent on time delivery.

3.1.3 Product Quality

All reports and documents shall be of professional quality. The performance standard shall be 100 percent of the time.

4.0 Performance Evaluation

4.1 User Council Evaluation

Performance will be evaluated on an annual basis by the UC, as the representative body for the System. Results of the evaluation will be provided to the customer.

The OMO will outline any corrective actions to be taken to correct any annotated deficiencies.

4.2 DOD Customer Evaluation



A government performance plan has been developed and specifies methods of inspection and acceptance of services. The DOD customer (Alaskan Command) will provide the Contract Functional Commander and quality assurance functions.

5.0 Conclusion

The UC shall be responsible for the formal approval of the Quality Plan, and any revisions hereafter.