



**Interoperable Emergency Dispatch Radio System  
Questions and Answers  
July 2, 2010**

**Below are the some of the questions that have been submitted by Member Users regarding the DuPage ESTB Interoperable Radio Project. Additional FAQ sections will be added as questions are submitted. The responses have been compiled by DuPage ETSB staff, contracted project managers and Motorola.**

**Process Questions**

1. Please provide information regarding the Fire Sub-Committee's recommendation on paging. What was recommended? When was it recommended? By whom?

Answer: There will be a work shop July 13 at 1:00pm in the auditorium at 421 County Farm. The basic proposal is in the User Binder under financial and fire paging. This solution was recommended by the RF Steering Committee Fire Subcommittee. Information specific to each solution will be provided to the User in follow up discussions.

2. Will there be additional opportunities for questions and answers beyond the July 13 meeting?

Answer: Yes, the DuPage ETSB and DuPage Mayors and Managers Conference will host a joint conference on July 29 to discuss the IGA. The meeting will be in the Village of Oak Brook Chambers. As soon as the IGA is available, it will be distributed to Members.

We have also identified other topics of interest to the Members based on questions submitted. There we will do focus groups for each of these areas as well as continue to post FAQ sheets on the website.

3. When and how will the IGA be distributed? Many towns will only have 2-3 Council meetings between July 13<sup>th</sup> and August 26<sup>th</sup>.

Answer: As soon as the IGA is ready it will be distributed. DuPage ETSB recognizes that September 9, 2010 may be a difficult time frame to complete all paperwork. We are considering attaching a Letter of Intent for Users to complete by the deadline and a separate data sheet



with final numbers for Subscriber Units etc so that the change order can be finalized.

**Governance/Operational Questions**

- 4. Please explain the relationship among the Master Contract between the State and Motorola, the contracts between municipal users and Motorola and the contract between ETSB and Motorola. How will these three documents work together?

Answer:

No.	Title	Party A	Party B	Type	Purpose
1	Master Contract #TCVS1500	State of Illinois	Motorola	Service Agreement	Establish Coverage, GOS, Equipment Pricing, etc. for State of Illinois STARCOM21 Radio System owned and operated by Motorola
2	Contract No 06-13210/CR	ETSB	Motorola	Service Agreement	Establish Coverage, GOS, Equipment Pricing, etc. for ETSB STARCOM21 Radio System owned and operated by Motorola
3	IGA Interoperable Emergency Dispatch Radio System	ETSB	Users	IGA	Join DuPage County Interoperability Radio System (STARCOM21)
4	STARCOM USER AGREEMENT Contract No 09-17125	Motorola	Users	Service Agreement	Provides airtime and maintenance for user radios

The Motorola Master Contract #TCVS1500 is the parent document for the STARCOM21 System. This guarantees a specific level of service for the State of Illinois. The STARCOM USER AGREEMENT Moto Contract No 09-17125 which will be the access agreement between the User and Motorola for use of the StARCOM21 system. This agreement is between Motorola and the User for monthly service.

The contract between Motorola and DuPage ETSB, Contract No 06-13210/CR, will outline the scope of work for installation of the consoles, consolette and loggers. It will facilitate the purchase of that equipment and the subscribers units. It will outline the maintenance for all items purchase under the scope of the contract. It will detail the service level as outlined in Tab 1, Section 1: System Overview and the acceptance testing as outlined in Section

This agreement also covers the build out the system to the design requested through the Radio Steering Committee. There is a cost to



increase to this level of service which will be borne by DuPage ETSB on behalf of the Users.

5. Can the users (municipalities and districts) have access to the Master Contract to better understand the roles and responsibilities of all participants?

Answer: An electronic version of this document has been obtained and will be posted on the radio website.

6. Who will be responsible for the management/coordination of the radio system, including items such as the establishment of talk groups? Is a separate governing body being considered, as was part of the DMMC IGA? If so, how will this group work in the context of the 3 contracts noted above?

Answer: The management and coordination of the radio system will be the responsibility of Motorola as they will own the infrastructure. Establishment of talkgroup will be determined by capacity, call load adjacent agencies, MABAS Divisions and PSAPs based on optimum efficiency for the system. A template will be provided to Users. It has been created by John Lozar based on the above information as coordinated by various staff members to the project.

The proposed IGA will cover some of these issues, but since ownership of an infrastructure is no longer part of the equation, the IGA details the equipment necessary to utilize the system and how it will be dispersed at the end of the agreement.

DuPage ETSB will be responsible for management of the talkgroups, programming and facilitation of the maintenance during the agreement. DuPage ETSB, as a single point of contact that will continue to maintain the regional logger can continue in the role after the agreement.

7. The proposed contract between Motorola and the municipalities does not reference the system specifications and performance measures. How will Motorola be held to the specs and performance measures as identified by the Steering Committee?

Answer: Those specs and performance measures will be part of the contract between Motorola and DuPage ETSB through Contract No 06-13210/CR. As with every Motorola project, there are milestones and acceptance that must be met for payment. Since it is anticipated that



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DuPage ETSB will make 5 equal yearly payments for this purchase, a significant dollar amount will still be forthcoming to Motorola which the system is in the testing and acceptance phase.

8. What role does the State Oversight Committee play?

Answer: The STARCOM system is owned and operated by Motorola, but policy is determined by the public safety users. The Oversight Committee was established by legislation to have a cross-functional team that governs the procedures regarding the STARCOM radio system.

9. Will the ETSB reimburse agencies for funds already spent on narrow band compliant fire paging equipment?

Answer: The finance section in the User binder demonstrates a preliminary projected 5 year financial plan. Based on this, since the funds already spent on narrow banding were not known DuPage ETSB is not able to provide this reimbursement.

10. The proposed distribution of consoles and consolettes assumes the creation of a South DuPage regional dispatch. How do the schedules for each project relate? What happens if one project proceeds in advance of the other? How will the municipalities not in the South DuPage dispatch be affected?

Answer: There will have to be some mapping of both projects to allow for this transition. How this is done will depend upon the local PSAPs decision on consolidation. As stated in the June 17 Regular Board meeting when the User binders were distributed, the DuPage ETSB is willing to spend \$233,000 to answer the consolidation question for local PSAPs. In return there is an expectation that the local PSAPs make an informed decision about consolidation for the next 5 years so the network reconfiguration and the Interoperable Emergency Dispatch Radio System project.

11. How will the talk groups be determined? Can an agency be their own talk group (PD and FD)?

Answer: The talk group template will be developed by DuPage ETSB staff, project managers and Motorola engineers based on grade of



service and talk group needs. It will be presented to Users for review and comment.

### **Technical Questions**

12. Does the proposed system address the concern of insufficient coverage in many areas as noted by the Steering Committee?

Answer: Coverage based on the 8 site build out appears to meet the requested standard of the Users. Initial testing of the APX portables within our geographic area demonstrated equal or better coverage than most Users were currently experiencing with only 4 sites operating. That being said, no system is perfect including conventional systems currently in operation. There will be gaps which are unavoidable. DuPage ETSB does not have the funding to consider BDAs for Users. Significant coverage areas will be addressed during testing. Special attention will be paid to the language in Contract No 06-13210/CR to ensure that Users receive the best overall coverage possible with the available dollars.

13. Does the proposed system address the concern of improved in-building coverage as noted by the Steering Committee?

Answer: Coverage based on the 8 site build out appears to meet the requested standard of the Users. Initial testing of the APX portables within our geographic area demonstrated equal or better coverage than most Users were currently experiencing with only 4 sites operating. That being said, no system is perfect including conventional systems currently in operation. There will be gaps which are unavoidable. DuPage ETSB does not have the funding to consider BDAs for Users. Significant coverage areas will be addressed during testing. Special attention will be paid to the language in Contract No 06-13210/CR to ensure that Users receive the best overall coverage possible with the available dollars.

14. Does the proposed system testing comply with the recommendation of the Steering Committee?

Answer: Coverage based on the 8 site build out appears to meet the requested standard of the Users. Initial testing of the APX portables within our geographic area demonstrated equal or better coverage than most Users were currently experiencing with only 4 sites operating. That being said, no system is perfect including



conventional systems currently in operation. There will be gaps which are unavoidable. DuPage ETSB does not have the funding to consider BDAs for Users. Significant coverage areas will be addressed during testing. Special attention will be paid to the language in Contract No 06-13210/CR to ensure that Users receive the best overall coverage possible with the available dollars.

15. What are the functional differences between the Consoles and the Consolettes?

Answer: The website contains a product brochure with additional information. Specifics to this question will be addressed at the July 13 workshop. The power point from this presentation will be posted on the website and attending Users will be asked to submit questions in writing. Those questions that can be answered during the workshop will be addressed. These written responses will accompany the power point on the website.

16. Is information available for agencies that are not joining a dispatch center, specifically technical requirements and equipment lists?

Answer: Every agency has to be dispatched by a PSAP in the system. For Agencies that choose to remain a local PSAP vs a consolidated center, the information is available and will be provided.

All PSAPs, as in the private system, will be responsible to have appropriate space, electrical, HVAC and grounding for the console equipment. This will be at the PSAP's expense. Do the large number of PSAPs and the cost of the project, DuPage ETSB is unable to provide this funding. The specs for the consoles has not changed from those provided for the private system. We will also post these on the Website. Agencies can speak with Motorola regarding these requirements as site specific information is available based on walk throughs for the private system.

17. If an agency opts out of the contract before five years, will they need to return equipment, i.e. radio consoles?

Answer: The IGA will cover termination. The IGA is currently under States Attorney review. As soon as it is ready it will be distributed to Users. The brief answer is yes, unless they wish to buy the equipment for their own use.



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