



Michigan's Public Safety Communications System (MPSCS)  
Michigan Department of Information Technology  
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## **MICHIGAN'S PUBLIC SAFETY COMMUNICATIONS SYSTEM (MPSCS) MEMBER SUBSCRIBER AGREEMENT**

This Michigan's Public Safety Communications System Member Subscriber Agreement is between \_\_\_\_\_, whose address is: \_\_\_\_\_ (**Member**), and the State of Michigan, Department of Technology, Management and Budget, Office of the Michigan's Public Safety Communications System (**DTMB-MPSCS**), whose address is: 7150 Harris Drive, P.O. Box 30631, Lansing, Michigan 48909-8131, for membership in the Michigan's Public Safety Communications System.

### **I. DEFINITIONS**

- A. Agreement**—means this MPSCS Member Subscriber Agreement between the DTMB-MPSCS, and the Member, setting forth the MPSCS services provided to the Member and the terms and conditions under which the services are provided and, includes its exhibits, attachments, and any renewals or amendments.
- B. Bricked**—means a Member radio no longer functionable on MPSCS due to severe physical damage, a serious misconfiguration, corrupted firmware, or a hardware problem.
- C. Data**—means any MPSCS Data Service offering.
- D. Department of Technology, Management and Budget (DTMB-MPSCS)**—means the Michigan Department of Technology, Management, and Budget, Office of the Michigan's Public Safety Communications System, which is the State of Michigan Department that manages and operates the MPSCS.
- E. Disable**—means to have a Member unit radio ID turned off on the MPSCS.
- F. Emergency Alert**—means the System feature, which allows eligible MPSCS Members to transmit emergency alerts.
- G. Exhibit A**—Names the Member Liaison Officer, billing contact for Member fee payment, and Member's primary dispatch center contact information.
- H. Good Standing**—means the Member is in compliance with the MPSCS Member Subscriber Agreement's member obligations.

- I. Lost or Stolen (LOS)**—means a Member radio reported lost or stolen.
- J. Member Liaison Officer**—means the contact person named by Member in Exhibit A to perform the duties set forth in Section III below.
- K. Michigan’s Public Safety Communications System (MPSCS or System)**—means the Michigan’s Public Safety Communications System, established under 1929 PA 152 for public safety communications; and includes all the real and personal property, towers, equipment shelters, equipment and other related facilities and fixtures necessary for the operation and maintenance of the System and its management within DTMB.
- L. MI Login**—means the State of Michigan single sign-on application that will be used to access the RMS portal. Each Member Liaison Officer is required to create its own MI Login to be used for accessing the RMS portal.
- M. MPSCS Member (Member)**—means a public safety agency or a governmental entity (federal, state, local or tribal), together with its officers, agents and employees, paid or volunteer; or a non-public safety and/or non-governmental entity providing direct support to public safety responses or is a critical infrastructure provider authorized to hold membership with MPSCS.
- N. MPSCS Motion 360 Radio Management System (RMS)**—means the State of Michigan application portal customer agencies will use to request programming activations, disabling, reenabling, bricking, or changes for mobiles, portables, and console radios, as well as, keep contact information updated.
- O. Network Communications Center (NCC)**—means the MPSCS operation and Communications center, which manages the technical operation of the System on a 24/7 basis.
- P. Radio Equipment (Radio)**—means the Member's voice and data communications equipment, including control stations, consolettes, base stations, mobile or portable radios, or any other data or radio frequency interface, which has a unique MPSCS identification number.
- Q. Radio Programming Unit (RPU)**—means the MPSCS unit responsible for assignment of identification numbers; Template programming and reprogramming; all necessary database maintenance; and assignment of Talkgroups.
- R. Re-enable**—means to have a LOS Member unit ID turned back on in the MPSCS.
- S. Service Provider**—means the entity under contract with the Member to service and maintain Member's Radios.

- T. State of Michigan**—means the owner of MPSCS.
- U. System Management**—means the MPSCS’s responsibilities in the administration of MPSCS operations and selection of the MPSCS services provided under this Agreement including, upgrades and enhancements.
- V. Talkgroup**—means a configurable, pre-programmed, voice pathway in the System by which properly programmed Radios can communicate with each other.
- 1. Non-Proprietary Talkgroup**—means a Talkgroup established by the MPSCS for the benefit and good of several Members. The MPSCS administration grants access to these talkgroups by proper request and with demonstrated need.
  - 2. Proprietary Talkgroup**—means a Talkgroup assigned exclusively to a MPSCS Member for use during their duties. This Talkgroup may be shared between MPSCS Members with the written approval of the agency that established the Talkgroup.
  - 3. Proprietary Radio System**—means a non-MPSCS radio system that may be programmed into a MPSCS Member's radio for the purpose of interoperability. The MPSCS does support programming of non-MPSCS proprietary radio systems.
- W. Template**—means the Radio software, which controls the Radio’s Talkgroup functions and communication capabilities.
- X. Template Design Unit (TDU)** —means the MPSCS unit responsible for development of Templates that will be programmed into a Member's radio. This includes defining a Member's communications plan; the establishment or reuse of Talkgroups; providing direction for concurrence of Talkgroups between agencies, and documenting Templates for construction by the RPU section.
- Y. Twenty-four/Seven (24/7)** —means 24 hours a day, 7 days a week.

## **II. MPSCS COMMUNICATIONS SERVICES**

- A. Template Design**—If requested by the Member via the RMS portal, TDU will work with and prepare a needs assessment for the Member, based on the Member's current and ongoing communication needs and priorities. Template programming by the RPU will commence once the Member approves the needs assessment. The RPU will prepare the primary Template for each Radio if requested by the Member. The RPU will correct any

Template programming error(s) attributable to the RPU. A Member may request one primary Template change per year at no charge. The initial Template will be programmed into the Radio by one of two options. Either by MPSCS personnel or a serial specific file will be provided by the RPU to the Member or the Member's Service Provider. These options will be paid by Member. Refer to the MPSCS Fee Structure.

- B. System Management**—includes MPSCS' responsibility for the following:
  - 1. Assignment of Talkgroups' use priorities;
  - 2. Management of Talkgroups to assure appropriate use of the System;
  - 3. Enforcement of MPSCS guidelines, procedures, and protocols;
  - 4. Generate and use statistical data and reports concerning Member's Talkgroups, call durations, call types, busy signals, and other data analyses and reports; and
  - 5. Grade of service.
- C. Training**—Member's employees and other personnel must receive MPSCS approved Radio user training and/or "train the trainer" training.
- D. NCC Services** —The NCC operates and manages the System on a 24/7 basis. The NCC provides Member with emergency or planned activation of special-event Talkgroups. The NCC, upon Member's request, provides radio checks for unresponsive Radios; inhibits lost or stolen Radios; and provides communications troubleshooting.
- E. MPSCS Mobile Radios Performance**—MPSCS provides tested mobile radio communication coverage to the Member, subject to the Member's compliance with MPSCS recommended optimal performance standards for equipment, antenna installation, and maintenance. If the Member detects possible MPSCS network infrastructure malfunctions or radio communication coverage loss below the tested coverage, the Member should first contact its Service Provider for an evaluation of the problem. If the Member's Service Provider determines the problem does not originate from the Member's Radios, equipment installation or maintenance, the Member should notify the NCC. The NCC will investigate and take appropriate corrective action to alleviate the coverage loss or network infrastructure malfunction and report the corrective action to the Member.
- F. MPSCS Portable Radio Coverage**—Portable radio coverage is not guaranteed and will vary from location to location. The Member is encouraged to conduct its own portable radio communications coverage test to determine the expected coverage level in Member's desired coverage areas.
- G. Emergency Alerts Availability**—If Member has a 24-hour dispatch center capable of receiving control data associated with all its Talkgroups, and Member can verify to MPSCS that it has the capacity to monitor and supervise the Emergency Alerts feature, Member may have the Emergency Alerts feature activated at no additional charge during a

template reprogram. See MPSCS Emergency Alert and Emergency Call Policy 1.1.3. When this feature is activated, the Member must keep their RCM logged in and respond to Emergency Alerts in a timely manner. Additionally, Member must obtain, at its own expense, a license to operate its Radio Control Manager (**RCM**) from its equipment vendor in order to have this feature activated. The NCC cannot serve as back-up for monitoring Emergency Alerts if the Member chooses this feature. If Member changes primary dispatching responsibilities to a PSAP or center that does not have RCM functionality, Member is responsible for contacting RPU to have Emergency Alert (EA) function removed from their radios.

- H. Private Calling Availability**—Private calling permits properly programmed Radios to engage in "one-on-one" conversations. Only the initiating and target Radios are able to communicate. Private calling can tie—up System resources. Member may choose to avail itself of Private Calling after a determination of the need and potential impact on the System.
- I. Performance Standards; Monitoring; Electronic and Infrastructure Maintenance** — The System utilizes automated performance standards and automated diagnostics, which are monitored 24/7 to ensure a timely reactive response to System component outages or other System deficiencies. MPSCS provides complete monitoring, inspection, and maintenance for all MPSCS tower sites and System infrastructure that meets or exceeds manufacturers' recommendations. The MPSCS also maintains a preventative maintenance system for all major components.
- J. MPSCS Emergency Management Plan**—The MPSCS maintains an Emergency Management Plan for the System. The Emergency Management Plan provides for an alternate source of electrical power for uninterrupted service, separate computer resources, and back-up equipment.
- K. MPSCS Infrastructure Upgrades and Enhancements**—"**Upgrades**" are changes made to the System's infrastructure to assure compliance, or to improve existing features and operations, of the MPSCS. "**Enhancements**" are modifications made to MPSCS services or systems that add functions or features not originally part of the MPSCS. Benefits of the Upgrades are currently provided to Members at no additional charge. However, for a Member to access the new features and or enhancements, it may be necessary for the Member to upgrade its Radios after the appropriate MPSCS system upgrade is completed.

### **III. MEMBER OBLIGATIONS**

- A. Fees**—Fees are governed by MPSCS's policy on fee structure. Changes to fees are at the sole discretion of State of MI, MPSCS, upon **twelve (12) months** prior written notice to MPSCS Members.

1. **Exhibit A** – Names the Member Liaison Officer, billing contact for Member fee payment, Member’s primary dispatch center contact information, and DTMB-MPSCS’s contact information for notices.

- B. Member's Radios**—Member may only use MPSCS-approved Radios, with authorized and validated serial numbers, Talkgroups and Radio ID's. A list of approved Radios is available from the TDU or the MPSCS website. Before programming any Templates, the Member must provide the RPU a list of the Member's Radios, each identified by: vendor/Service Provider, manufacturer, model number, serial number and flash or operating version.

**Non-Public Safety and/or Non-Governmental Users –**

Except for Michigan public utility companies, any non-public safety and/or non-governmental users providing direct support to public safety responses that are not eligible to hold authorizations in the Public Safety Pool pursuant to 47 CFR § 90.20, must meet the below requirements in order to be permitted to utilize the Michigan’s Public Safety Communications System (MPSCS):

1. Member must have established procedures controlling access to Radio’s and strictly prohibiting any use of Radio’s for any routine operations or not in support of a qualifying public safety event.
2. Any Radio’s must be securely stored when not in use.
3. Any volunteer having access to or utilizing Radio’s must be background checked through the State of Michigan ICHAT public facing portal.
  - a. The results of those background checks must be retained for inspection.
  - b. All volunteers having access to Radios must be background checked on an annual basis.
  - c. A roster of all current volunteers must be maintained.
  - d. If a volunteer is employed by a public safety agency (police, fire or EMS) verification of their employment will satisfy the background check requirement.
4. When assisting on public safety matters those activations must be documented including:
  - a. Time, date, location, name of agency assisting.
  - b. Name of volunteer(s) utilizing Radios
  - c. What Radios were used
  - d. What talkgroups were utilized
  - e. These records must be retained for a period of thirty-six months (36)
5. Member will be provided access to event zones F, G, H, I (law enforcement only), J, K, and L (must have AES encryption). For any talkgroups not owned by Member, the Member must have an MOU with the talkgroup owner.
6. The above records must be provided to MPSCS upon request for review.

- C. MPSCS Motion 360 Radio Management System**—application will be accessed using a MI Login. Member is required to keep its contact and radio asset information in the

application current and report any changes to DTMB-MPSCS within 24 hours. In addition, before Member's Service Provider may access the application, Member must have a Memorandum of Understanding (MOU) in place with its Service Provider to maintain confidentiality and protect any application information from unauthorized disclosure.

- D. MPSCS RMS Portal**—MPSCS is utilizing the RMS portal which is accessed using a MI Login. This portal replaces all email and phone requests for radio programming changes and/or additions to radios. Member's will only be allowed access to its own account and users unless a MOU is provided for additional access. Any Member that is provided access to an account that does not belong to them must report the matter immediately to DTMB-MPSCS so the error can be corrected.
- E. Radios' Maintenance and Repair**—Member is responsible for maintenance and repair of its Radios in accordance with manufacturer's specifications.
- F. Template Modifications**—The Member or the Member's Service Provider may make Template modifications if the modification does not adversely impact the operation and integrity of the System. Template modifications are not permitted for MPSCS radio zones: E, F, G, H, I, J, K and L. Template modifications must be made in strict compliance with RPU's standards and only upon **thirty (30) days** advance notice via the RMS portal to the RPU. MPSCS reserves the right to audit the Member's Templates at any time to confirm compliance with these requirements. Failure to comply with MPSCS Template modification standards is cause for termination of this Agreement. The MPSCS is not responsible for the installation or reprogramming of a modified Template into a Radio. An archive file will be provided to the Member for reprogramming of the Radio when possible. Some models of Radios cannot be programmed in the field due to programming security limitations and those Radios must be reprogrammed by the MPSCS. All costs associated with the MPSCS programming of Radios with modified Templates will be the responsibility of the Member.
- G. System Prohibited Use**—The Parties acknowledge that the Network is for public safety communication purposes consistent with FCC licensing requirements. Use of the Network by Member for anything other than Land Mobile Radio (**LMR**) voice and data traffic must be approved by DTMB-MPSCS. No commercial, personal or non-public safety related business may be conducted through the System by the Member, its authorized users or Service Provider.
- H. Compliance with Federal and State Laws**—Member must comply with all Federal and Michigan laws, rules, and regulations.
- I. System Management**—Member must comply with MPSCS' System Management requirements.

**J. Trained Personnel**—Member must not permit any personnel to use Radios until they have received approved MPSCS Radio user training.

**K. Member Liaison Officer**—Member must name its Member Liaison Officer. The Member Liaison Officer will be responsible for authorization of Template modifications, coordination of new Radios onto the System, and providing necessary data to the RPU for record keeping purposes. The Member Liaison Officer will also be the Member's representative for MPSCS billing purposes unless otherwise designated in **Exhibit A**.

Member Liaison Officer must report any changes within 24 hours when a user is deemed no longer authorized access to the MPSCS or the RMS portal by the Member so permissions can be updated immediately.

In addition, in order to protect the integrity of the MPSCS, the Member Liaison Officer will notify the NCC within 24 hours of knowledge of any of the following status changes to radios (see MPSCS website, Forms tab for the appropriate submittal documentation):

- Lost
- Stolen
- Bricked or otherwise compromised
- Re-enable

Member Liaison Officer will notify the MPSCS of any Radio ID's that are no longer in use and of any changes in ownership of Radios to update the point of contact by e-mailing [MPSCS-Bus@michigan.gov](mailto:MPSCS-Bus@michigan.gov).

**L. Compliance with MPSCS Guidelines, Procedures, and Protocols:**

1. Member must comply with all MPSCS guidelines, procedures, and protocols.
2. In order to protect the integrity, security, safety, and efficient operation of the System for all MPSCS Members, Member must take appropriate corrective action against any of its employees who violate MPSCS standards, guidelines, procedures and, protocols, or this Agreement.
3. Software, configurations and usage may be limited to ensure integrity of the network as required by MPSCS security and maintenance policies.
4. Violation of MPSCS standards, guidelines, procedures, protocols, or violation of this Agreement may result in termination of this Agreement.

#### **IV. DURATION, CANCELLATION & TERMINATION**

Membership in the MPSCS will remain in effect until canceled or terminated by MPSCS, upon **twelve (12) months** prior written notice to Member as long as the Member stays in good standing. The Agreement may be terminated by MPSCS for violations of the terms and conditions of this Agreement upon **thirty (30) days** written notice to the Member. Membership



in the MPSCS will remain in effect until canceled or terminated by Member, upon **ninety (90) days** prior written notice to MPSCS.

## **V. AUTHORITY TO CONTRACT**

Member represents that it has the requisite power to enter into this Agreement and that the person signing the Agreement has the authority to bind Member to its obligations in the Agreement.

## **VI. MISCELLANEOUS**

- A. Waiver**—The failure of a party to insist upon strict adherence to any term of this Agreement must not be considered a waiver or deprive the party of the right to later insist to the strict adherence to that term of the Agreement.
- B. Modification**—MPSCS general membership terms may be modified by the MPSCS upon **ninety (90) days** advance written notice to MPSCS Members. Terms in this Agreement that are specific to Member may be modified by a written amendment signed by both parties.
- C. Governing Law**—This Agreement is governed by, and must be construed in accordance with the laws of the State of Michigan.
- D. Headings**—The headings given to the sections and paragraphs of this Agreement are for convenience and are not to be construed as part of this Agreement or as a limitation of the scope of the particular sections or paragraphs to which the heading refers.
- E. Independent Contractor Relationship**—The relationship between the parties is that of an independent contractor and client. No agent, employee, or servant of the MPSCS may be deemed to be an employee, agent, or servant of the Member. The Member will be solely responsible for its acts and the acts of its agents, employees, servants, subcontractors, and volunteers during the performance of this Agreement.
- F. Effective Date**—This Agreement is effective as of the date of the last signature, and this Agreement once effective will supersede and replace any prior Member Services Agreement entered into between the parties.
- G. Counterparts**—This Agreement may be executed in any number of counterparts, each of which will be deemed an original, but all of which taken together will constitute one and the same instrument. The exchange of copies of this Agreement and of signature pages by facsimile or electronic transmission will constitute effective execution and delivery of this Agreement by the parties and may be used in lieu of the original Agreement for all purposes. Signatures of the parties transmitted by facsimile or

electronic transmission will be deemed to be their original signatures for any purpose whatsoever.

## **VII. NOTICES**

All notices given under this Agreement, except for emergency service requests, must be made in writing. All notices will be sent to the Member at the addresses provided in **Exhibit A** and all notices to DTMB-MPSCS will be sent to the applicable address below. An address change will be effective **seven (7) business days** after the notice of change is received.

### **MPSCS-RPU-TDU**

DTMB-MPSCS

Radio Programming Unit/Template Design

(517) 333-2720 Work

MPSCS-RPU@michigan.gov

PO Box 30631

Lansing, MI 48909-8131

7150 Harris Drive

Dimondale, MI 48821

### **MPSCS BILLING SUPPORT**

DTMB-MPSCS

Business Unit DTMB

(517) 284-4100 MPSCS Main Line

[MPSCS-BUS@michigan.gov](mailto:MPSCS-BUS@michigan.gov)

**SIGNATURE PAGES FOLLOW**

**MEMBER:**

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*(Name of Agency)*

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*(Signature of Contact)*

By: 

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*(Print/Type Name of Authorized Signer)*

Its: 

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*(Title of Contact)*

Date: 

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**STATE OF MICHIGAN**

**MICHIGAN DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET:**

Michigan's Public Safety Communications System

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By: Bradley A. Stoddard

Its: MPSCS Director

Date: \_\_\_\_\_

Please send signed Member Subscriber Agreement to:

Department of Technology, Management and Budget

Michigan's Public Safety Communications System

7150 Harris Drive

Dimondale, MI 48821

Attention: MPSCS Director

## Exhibit A

### Member Liaison Officer and Billing Contact for MPSCS's Invoice and Fee Payments *(Please print or type clearly)*

#### Member Liaison Officer (See Section III)

##### \*Required fields:

\*Name: \_\_\_\_\_

\*Title: \_\_\_\_\_

\*Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Cell: \_\_\_\_\_

\*Ofc Phone: \_\_\_\_\_

\*Email: \_\_\_\_\_

#### Primary Dispatch Center

Name: \_\_\_\_\_

24x7 Phone: \_\_\_\_\_

Email: \_\_\_\_\_

#### Member Invoice Contact (\*required if different name and address from Liaison):

\*Name: \_\_\_\_\_

\*Title: \_\_\_\_\_

\*Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Cell: \_\_\_\_\_

\*Ofc Phone: \_\_\_\_\_

\*Email: \_\_\_\_\_