

## Service Level Descriptions

### **Service Level 1 – Operational Monthly testing**

- Complete operational monthly testing at various activation locations in Linn and Benton County.
- Prepare a report to the Linn County Emergency Management Agency of siren status, including sirens not functioning and or those that need to be repaired within 48 hours.
- Vendor must show appropriate training from Whelen and also have proper credentials showing of training for CentrAlert operations and repair.
- Vendor shall provide training to EMA staff, dispatchers or others as needed for the CentrAlert system.
- Maintain the CentrAlert activation system operations at various locations in Linn and Benton County.
- Perform monthly operational test of the entire system to ensure system is functioning correctly.
- Documentation of service performed with recommendations for any areas requiring additional service.
- Removal and replacement of defective parts as needed and based on testing.
- Recommend system or operational systems software or radio upgrades for any part of the alerting system, including radios or repeaters.
- Send service report to appropriate Linn County Emergency Management Agency contact.

**Recommended Service Interval: Monthly testing (1<sup>st</sup> Wednesday of each month at 0845)**

### **Service Level 2 – Inspection and Replacement of 33% of the entire systems batteries and hardware**

- Complete inspection of 100% of sirens within the Linn County System.
- Complete an annual maintenance plan for system or software upgrades.
- Perform silent testing of system to ensure siren is operational after repairs are performed
- Inspection of radios, mounting system, batteries, solar panels and other systems to ensure system is operational within manufacturer specifications.
- Following the approved 3 year maintenance plan, replace equipment, batteries and other systems as required on 33% of all sirens annually to ensure 100% of all sirens are upgraded within 3 years.
- Removal and replacement and proper disposal of defective parts as needed.
- Provide all necessary equipment or tools to perform work according to the 3 year maintenance, upgrade and repair plan.
- Disposal of any used parts and fluids in accordance with current State and Federal rules or regulations.
- Send service report to appropriate Linn County Emergency Management Agency department contact.
- Conforms to acceptable International Electrical Testing Association workmanship standards
- Visual and mechanical inspection in accordance with manufacturers specifications

- Inspect and clean unit all units within 12 months as part of the yearly plan.
- Verify siren operation and ensure radio communication to central alert system.
- Ensure feedback systems are operational, if so equipped.
- Documentation of service performed with recommendations for any areas requiring additional services upon completion but not later than 60 days.

**Recommended Service Interval:**

**Upgrade and replace batteries in 33% of sirens annually to ensure 100% upgrades in three (3) years.**

**Complete 100% routine inspections of all sirens to ensure integrity of unit components.**

**Service Level 3 – Repairs, repair parts, storage and equipment**

- Vendor is responsible in coordination with Linn EMA for maintaining spare parts inventory records, establish minimum reorder levels systems following acceptable approval procedures established by Linn County EMA.
- Vendor must maintain a suitable repair shop and equipment needed for siren maintenance.
- Vendor shall certify that they have the appropriate equipment to perform proper maintenance procedures and system checks as needed. If they do not have this equipment, the vendor must certify that they have a contract with a provider for such equipment. This includes the ability to have or use a digger/derrick truck to remove and replace poles or siren heads.
- Vendor must allow regular inspection of repair shop or facilities, if requested to ensure vendor has appropriate facilities for safe and efficient working conditions.
- Respond and repair siren or systems deemed to be an emergency as defined by Linn EMA within 72 hours. ( appropriate upcharge fees are allowable)
- Respond to and repair non-emergency repairs within 5 days when polling data following a silent test or actual activation indicates siren did not rotate or emit alert tones. Also applies if these performance issues were identified by a reliable observer as determined by Linn County EMA.
- Response for siren repairs required within (15) days when polling data following a silent test or actual activation indicates siren rotated and emitted alert tones (at least one amplifier operating) but other polling data indicates siren performance was below requirements. Also applies if these performance issues were identified by a reliable observer as determined by Linn County EMA.
- Repair any Centralert control station within 48 hours if any of the functional control stations are found to be inoperative or fail to transmit system activation signals.