MEMORANDUM OF AGREEMENT BETWEEN THE
AIR FORCE RESCUE COORDINATION CENTER
TYNDALL AFB, FLORIDA
AND
HEADQUARTERS CIVIL AIR PATROL – USAF
MAXWELL AFB, AL
AND
HEADQUARTERS CIVIL AIR PATROL
MAXWELL AFB, AL

1. PURPOSE: The purpose of this agreement is to outline the responsibilities and actions required to support the Search and Rescue Incident Management System (SIMS) servers and software of the Air Force Rescue Coordination Center (AFRCC) located at the National Technology Center (NTC), Richmond VA.

2. AUTHORITY: AFI 10-2701, paragraph 3.3

3. GENERAL:

   a. Scope: This Memorandum of Understanding (MOU) provides guidance and documents the agreement on aspects for general support of the AFRCC by the NTC. Actions and agreements herein apply only to the participating parties and are not intended to supercede existing agreements.

      1) The AFRCC will:

         (a) Provide guidance and requirements for support from the NTC in regards to:

            (i) Hosting (2) two servers which contain the AFRCC's SIMS software, related GIS software and databases.

            (ii) Maintaining operational capabilities with support from the AFRCC and the vendor.

      2) The NTC will:

         (a) Provide periodic updates as to the health and status of the system and any requirements needed to keep the system performing at 100%.

         (b) Provide hardware/software support updates and requirements for funding to the AFRCC in a timely manner for action and support.

      3) All other administrative support is the responsibility of the AFRCC.

4. RESPONSIBILITIES:

   a. FINANCIAL MANAGEMENT:

1) AFRCC will bear all financial responsibility associated with maintaining and updating the servers and software suites at the NTC. AFRCC will purchase the necessary supplies and equipment and provide them to the NTC.

b. LOGISTICS SUPPORT:

1) The AFRCC will:

(a) Provide logistics support (funding and movement of equipment) that may be required for maintenance, updates and any other requirements for operation of the SIMS system.

2) The NTC will:

(a) Provide AFRCC with logistics requirements (updates for any funding or movement) in a timely manner to allow the AFRCC to budget, plan and respond to any events or requirements.

c. OPERATIONAL SUPPORT:

1) The AFRCC will:

(a) Provide any operational requirements (visit information, software purchases, equipment purchases, etc) agreed upon by the NTC and the AFRCC for operation of the SIMS system.

(b) Provide an Entry Access List (EAL) to the NTC for access requirements and will update the NTC when a change to the EAL is required.

(c) When possible, give one week advance notification before coming to the NTC and, if needed, accomplish visit request and accompany vendor to the NTC.

(d) Notify the NTC as soon as possible when a loss of service is observed.

(e) Coordinate with the NTC Staff during normal duty hours at DSN: 695-2500; commercial (804) 279-2500 or Toll-Free (866) 600-2071. See Annex A (U//FOUO) provided under separate cover for additional contact information.

The NTC will:

(a) Provide daily operational support in the form of monitoring the system, performing Periodic Maintenance Inspections (PMIs) as required by NTC policy, reporting any requirements and supporting any updates or upgrades to the system.

(b) Providing access to both AFRCC and vendor personnel for the purpose of system maintenance, updates and upgrades as needed.

(c) Provide a notice of loss of service within 30 minutes, if known. The NTC will also notify the AFRCC should any Authorized Service Interruptions (ASI) be required

for servicing the systems or for any scheduled network outage. This notice should be provided at least 24 hours in advance, but as soon as possible in all cases. The NTC will work as quickly as possible to restore service and keep AFRCC up to date on progress.

2) MISSION SUPPORT:

(a) MANPOWER:

(1) Manpower in support of the servers on site (at the NTC) will be provided by the NTC.

(2) Manpower in support of any additional logistics requirements will be provided by the AFRCC.

3) AGREEMENTS AND ADMINISTRATION:

(a) This MOU will become effective when signed by all parties, and shall remain in effect in perpetuity unless formally terminated.

(b) This MOU will be reviewed every three years or as required.

(c) This MOU may be canceled at any time by mutual consent of the parties concerned. Any intent to cancel must be provided in writing giving a minimum of six (6) months prior notice to allow alternate support to be established.

(d) AFRCC recognizes that the NTC in "good faith" shall provide assistance with the required hardware/software updates but neither the NTC nor CAP will bear responsibility or be held liable for any direct or indirect damage that may occur to the SIMS servers or AFRCC Software as a possible consequence of said updates.

Charles A. Tomko

CHARLES A. TOMKO
Lieutenant Colonel, USAF
Commander, AFRCC

01 SEP 2010
DATE

William R. Ward

WILLIAM R. WARD
Colonel, USAF
HQ CAP-USAF

20 AUG 10
DATE

DON ROWLAND
Executive Director
HQ Civil Air Patrol

8/19/10
DATE