

Technical Introduction review

MAG at present continues to conduct humanitarian demining and risk education operations in North East Syria, deploying out of two centralised hubs and covering a geographical area of around an estimated 50-70,000km². PTT is implemented under MAG Duty of Care and Minimal Security Standards to ensure individual staff retain a safety communication net to which they can then communicate in real-time and instantly if required to request support.

Due to the geographical location of operational deployments and the current sanctions in the country pertaining to imports, MAG was previously limited to a choice of service providers that could support our needs. Since the implementation of PTT in the program, and over the previous timeframe an abundance of experienced service providers has become available to the sector, which with key sector expertise, distribution and servicing networks should be able to support current program communication needs including other possible locations globally within MAG under one singular framework.

In the demanding operational landscape of North East Syria, effective communication is paramount for MAG to coordinate their teams and maintain connectivity with base locations. The region's challenging environment presents numerous obstacles, such as rugged terrain, limited infrastructure, and potential security risks, making it essential to have a reliable and resilient communication solution in place. This is where Iridium Push-to-Talk (PTT) emerges as a critical tool to fulfil the unique organizational needs in this context.

By leveraging the unparalleled global coverage of the Iridium satellite network, Iridium PTT ensures that communication remains constant and uninterrupted, regardless of distance or geographical barriers. Unlike traditional terrestrial networks that are often unreliable or inaccessible in North East Syria, Iridium PTT offers a lifeline that transcends these limitations. Its satellite-based communication platform guarantees connectivity in even the most remote and isolated areas, providing MAG with a vital means to establish and maintain seamless communication channels.

The real-time, instant communication capabilities of Iridium PTT enable MAG to enhance operational efficiency and effectiveness in North East Syria. Teams dispersed across different locations can stay connected, sharing vital information, coordinating actions, and collaborating on tasks promptly. This instantaneous communication streamlines decision-making processes, allowing for faster response times, improved situational awareness, and enhanced overall operational agility.

Moreover, the robustness of the Iridium satellite network ensures that communication remains resilient even in challenging circumstances. Unpredictable weather conditions, power outages, or disruptions to local infrastructure pose a minimal impact on Iridium PTT's ability to facilitate communication, guaranteeing reliable connectivity for critical operations. This resilience is particularly crucial in an environment like North East Syria, where unpredictable events and emergencies require operational teams and individuals to maintain constant contact with their base locations.

Furthermore, security is a paramount concern in North East Syria, and Iridium PTT offers a secure and encrypted communication channel. This ensures that sensitive information remains confidential and protected from unauthorized access, safeguarding the integrity of MAG demining operations and mitigating the risks associated with potential interception or data breaches.

MAG is currently seeking comprehensive assistance in the procurement, service support, and technical support related to the Iridium Push-to-Talk (PTT) in North East Syria. MAG intends to make a full purchase of the Iridium PTT solution and requires a reliable and professional service provider to offer ongoing support throughout the entire process. We are looking for a partner who can provide not only the necessary equipment but also assist us with the setup, implementation, and maintenance of the PTT

system. In addition, we seek your expertise in offering technical support to address any potential issues or challenges that may arise during use.

The need for a fair market price for monthly subscription and talk group costs is crucial for several reasons. Firstly, fair pricing ensures that MAG receives a reasonable value for the services they are subscribing to. It also allows organizations to allocate their budget efficiently and make informed decisions about their communication expenses.

Furthermore, pricing needs to be transparent and competitive, it prevents monopolistic practices. Additionally, fair pricing will help us establish trust and long-term relationships between MAG and the chosen service provider. It also supports the equitable distribution of resources and enables organizations, particularly those with limited budgets, to access the necessary communication tools without undue financial burden.

In summary, the need for Iridium PTT in North East Syria arises from the region's unique challenges, such as rugged terrain, limited infrastructure, and security risks. By leveraging the global coverage of the Iridium satellite network, Iridium PTT provides MAG with a reliable, resilient, and secure communication solution. It enables coordination between teams and base locations, enhances operational efficiency, and ensures constant connectivity, ultimately contributing to the security and safety of MAG operating in this complex humanitarian environment.

Proposed Methodology Statement for Implementing Iridium PTT Radios in Northeast Syria under a Dedicated and reliable service provider

Introduction:

The purpose of this methodology statement is to outline the approach for implementing Iridium Push-to-Talk (PTT) radios in North East Syria. This implementation aims to establish reliable communication channels for Mines Advisory Group (MAG) operating in the region. The methodology covers key aspects such as planning, deployment, training, and ongoing support to ensure the successful adoption and utilization of the Iridium PTT radios.

1.1 Needs Assessment:

Conduct a comprehensive needs assessment to understand the communication requirements of stakeholders in North East Syria. This assessment should involve engaging with operations, security, and program-level logistics to identify their specific needs, operational challenges, and geographical coverage requirements.

1.2 Planning and System Design:

Based on the needs assessment, develop a detailed implementation plan and system design. This includes determining the number of Iridium PTT radios required, selecting appropriate models and accessories, and identifying optimal deployment locations for radio base stations including required talk group coverage implemented through KM²

1.3 Procurement and Logistics:

Procure the necessary Iridium PTT radios, accessories, and infrastructure components based on the system design. Ensure the availability of spare parts, batteries, and other essential supplies. Develop a logistics plan to deliver the equipment to the operational locations efficiently and securely.

1.4 Deployment and Installation:

Deploy the Iridium PTT radios and establish the radio base stations in strategic locations across North East Syria. Install antennas, repeaters, and any other required equipment following best practices and

manufacturer guidelines. Ensure proper integration with existing communication infrastructure, if applicable.

1.5 Training and Capacity Building:

Conduct comprehensive training programs for end-users, including relevant stakeholders, on the operation, maintenance, and troubleshooting of the Iridium PTT radios. Provide training materials, user manuals, and practical exercises to facilitate effective utilization of the radios. Offer technical support to address any queries or challenges during the training and post-training period.

1.6 Testing and Quality Assurance:

Perform thorough testing and quality assurance checks to verify the functionality and reliability of the deployed Iridium PTT radios. This includes assessing coverage range, voice clarity, and data transmission capabilities. Address any identified issues promptly to ensure the system operates as intended.

1.7 Operational Support and Maintenance:

Establish a dedicated support mechanism to address technical issues, assist, and conduct regular maintenance for the Iridium PTT radios. This includes a helpdesk or support centre, implementing remote monitoring capabilities, and deploying field technicians to resolve on-site issues when required. Develop a maintenance schedule to ensure optimal performance and longevity of the equipment.

1.8 Monitoring and Evaluation:

Implement a monitoring and evaluation framework to assess the effectiveness and impact of the Iridium PTT radio system. Collect feedback from end-users and stakeholders to identify areas for improvement and make necessary adjustments. Continuously monitor system performance and usage statistics to measure the success of the implementation.

1.9 Documentation and Reporting:

Maintain accurate and up-to-date documentation throughout the implementation process. Document key activities, challenges faced, solutions implemented, and lessons learned. Generate regular progress reports and share them with relevant stakeholders, funding agencies, and project partners.

2.0 Security and Privacy:

Implement appropriate security measures to protect the confidentiality, integrity, and privacy of the communication facilitated by the Iridium PTT radios. Follow best practices in data encryption, access control, and vulnerability management to mitigate potential risks and ensure compliance with relevant data protection regulations.

2.1 Stakeholder Engagement:

Engage with relevant stakeholders, throughout the implementation process. Foster open communication channels, address concerns, and involve stakeholders in decision-making to promote ownership and sustainability of the Iridium PTT radio system.

By following this methodology statement, the implementation of Iridium PTT radios in North East Syria can be executed systematically, ensuring effective communication capabilities and supporting the operational needs of various stakeholders in the region.