



ICAO

International Civil Aviation Organization
North American, Central American and Caribbean Office

INFORMATION PAPER

MEVA/TMG/28 — WP/09
22/05/14

**Twenty-eighth MEVA Technical Management Group (MEVA/TMG/28)
Miami, United States, 26 to 30 May 2014**

**Agenda Item 6 MEVA III Implementation: Presentation of MEVA III Service Provider
Staff and Organization**

MEVA III SERVICE PROVIDER/COMSOFT STAFF AND ORGANIZATION

(Presented by Comsoft: Markus Siefert / Victor Pabon)

EXECUTIVE SUMMARY

COMSOFT has a very close cooperation with NewCom International Inc. to provide the necessary local presence and provide a gapless service network with premium operational field services in the American, Caribbean and Latin/Central America region.

References:

- Tender ST-22501390
- Project Management Plan

1. Introduction

1.1 With reference to COMSOFT's response on ICAO's Tender (Sealed Tender ST-22501390), COMSOFT is providing local services in the MEVA region through NewCom International Inc. The local services amongst others consisting of:

- Site Survey Conduction
- Network Installation
- Local Field Service (Maintenance, ...)
- Housing of Network Management System (NMS) and Back-Up Master Station
- Repair Services

1.2 COMSOFT is in responsibility of providing network design and high-level services, as well as general related matters. Jointly COMSOFT and NewCom International are providing training services. The training will be held by experienced VSAT staff, who is certified by the manufacturer of the VSAT technology – ND SatCom.

- **Presentation of Local Facilities Miami Teleport**

The presentation of local facilities at Miami teleport will show secure and fully redundant infrastructure to ensure continuity of services under the most adverse conditions.

- **Presentation of Service Provider Staff and Organization**

This topic will cover the presentation of the Project Management Plan including explanations on work structure and responsibilities of parties involved and their respective roles.

- **Presentation of Key Personal**

Responsibility	Key Personnel
Project Management (PM)	Victor Pabon
Deputy Project Management (Deputy PM)	Markus Siefert
Safety Manager (SE)	Lutz Krane
Quality Management (QM)	Dominik Koch
Quality Engineering (QE)	Markus Tenbeck
Configuration Management (CM)	Dr. Wolfgang Wunderlich
Commercial and Financial Manager (CFM)	Dominik Koch
<i>Working Groups:</i>	
Software Development (SW)	Frank Kulasik
Hardware Procurement/Assembly	Andreas Gutekunst
Installation/Integration	Bobsmei Narciso Bontilao
Installation/Maintenance	James Abdo
Installation/Maintenance	Raul Acosta
Installation/Maintenance	John Ibanez
Training Coordination	Christina Randisi

1.3 COMSOFT has investigated the Corrective Maintenance options for all MEVA III Network sites under the aspects of SLA requirements, staff and spare availability and travel times. The result is summarized in the table below stating the expected average time for corrective maintenance activities.

- **Presentation of in-country Organizations**

Site	Country	Name of local partner	Address	Minimum air/land travel time to reach the site	Typical on-site response time, i.e. from opening of a TT to begin of on site activity	Suggested SLA repair time <u>without</u> spares	Maximum Service Restoration Time <u>excluding</u> travel time	Potential delay of repair time due to customs
Atlanta	GA, USA	NewCom International ex Miami	NA	2 hrs.	<12 hrs.	15 hrs including spares	4 hrs	0
Bogotá	Colombia	Vision Satelital	Calle 17 No. 7 – 02 Casa 10, Mosquera, Bogota, Colombia, Telefonos: 321-4681806 / 321-4852431	1 hr.	< 4 hrs.	6 hrs	4 hrs	72 hrs
Caracas	Venezuela	Telecom. Corporativas TELECORP, C.A	Av. Principal, Calle Jalisco, Edif. La Colonia, Piso 2, Las Mercedes, Caracas Cel: +58 (412) 326 25 23 Ofc. +58 (212) 720 0200 Ext. 21	1 hr.	< 4 hrs.	6 hrs	4 hrs	72 hrs
COCESNA (Tegucigalpa)	Honduras	Hondusat	Colonia Loma Linda Norte Tel +5042235-3018 Cell +5049990-3333 Calle entebbe 252 Tegucigalpa, Honduras	1 hr.	< 4 hrs.	6 hrs	4 hrs	72 hrs
Freeport	Bahamas	NewCom International ex Miami	NA	1 hr.	24 hrs.	28 hrs	4 hrs	72 hrs
Georgetown	Cayman Islands	NewCom International ex Miami	NA	1.5 hrs.	24 hrs.	28 hrs	4 hrs	72 hrs
Havana	Cuba	NewCom International ex Miami	NA	1 hr.	24 hrs.	28 hrs	4 hrs	72 hrs
Kingston	Jamaica	NewCom International ex Miami	NA	1.75 hrs.	24 hrs.	28 hrs	4 hrs	72 hrs
Merida	Mexico	Elara	Tlacoquemecatl 21-3er Piso del Valle, Ciudad de Mexico, Distrito Federal, 03100 Tel 52 (55) 3690 0400, 01 800 681 0243	2 hrs.	<10 hrs.	15 hrs	4 hrs	72 hrs
Miami	FL, USA	NewCom International	15590 NW 15th Ave, Miami, FL 33169, Phone:(305) 627-6000	30 min.	<4 hrs.	6 hrs including spares	4 hrs	0
Nassau	Bahamas	NewCom International ex Miami	NA	1 hr.	24 hrs.	28 hrs	4 hrs	72 hrs.
Oranjestad	Aruba	NewCom International ex Miami	NA	3 hrs.	24 hrs.	30 hrs	4 hrs	72 hrs.
Panama City	Panama	F1 Computers	Calle Decima Santiago de Veraguas Teléfono: (507) 66776437 / Ofic: 933-0775	2 hrs.	24 hrs.	6 hrs	4 hrs	72 hrs.
Philipsburg	St Maarten	NewCom International ex Miami	NA	3 hrs.	24 hrs.	28 hrs	4 hrs	72 hrs.
Port-au-Prince	Haiti	NewCom International ex Miami	NA	2.25 hrs.	24 hrs.	28 hrs	4 hrs	72 hrs.
San Juan	Puerto Rico	VSAT Caribbean	100 Gran Bulevar Paseos, Suite 112-114, San Juan, Puerto Rico 00926 Tel. 787-512-6467	1 hr.	<4 hrs.	6 hrs	4 hrs	72 hrs.
Santo Domingo	Dominican Republic	NewCom International ex Miami	NA	2.25 hrs.	24 hrs.	30 hrs	4 hrs	72 hrs.
Willemstad	Curaçao	NewCom International ex Miami	NA	3.hrs	24 hrs.	30 hrs	4 hrs	72 hrs.

2. Suggested Actions

2.1 The Meeting is invited to:

- review the Comsoft supporting structure for the service to MEVA III; and
- comment any local site requirements for the installation.