



FY18

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY18 PSAP GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA ISP's website (<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to the electronic mailbox for grant applications - psapgrants@vita.virginia.gov. Any supporting documentation must also be submitted along with the application when making your grant application submission.

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the e-mail address listed on the application received.

All funding requests must be submitted using the grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY18 PSAP Grant Application Cycle starts July 1, 2016 and concludes on September 30, 2016 at 5:00 pm.

ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.



FY18 PSAP GRANT APPLICATION

PROJECT TITLE

Upper Middle Peninsula Regional CAD Replacement Project

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: King and Queen County

CONTACT TITLE: Director

CONTACT FIRST NAME: Greg

CONTACT LAST NAME: Hunter

ADDRESS 1: 242 Allens Circle

ADDRESS 2: P.O. Box 177

CITY: King and Queen Courthouse

-ZIP CODE: 23085

CONTACT EMAIL: ghunter-@kingandqueenco.net

CONTACT PHONE NUMBER: 8047855975

CONTACT MOBILE NUMBER: 8045927920

CONTACT FAX NUMBER: 8047855999

REGIONAL COORDINATOR: Sam Keys

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

King and Queen County	
Essex County	

GRANT TYPE

Individual PSAP

Shared Services



TIER

Out of Service

Non-Vendor Supported*

Technically Outdated*

Strengthen

Not Applicable

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION: DAPRO IBR_Plus V. 5.2.1

YEARS of HARDWARE/SOFTWARE:

PRIORITY/PROJECT FOCUS CAD

FINANCIAL DATA

Amount Requested: \$ 127,000

Total Project Cost: \$ 217,000



PROJECT DESCRIPTION

Provide a detailed description of the project for which funding is being sought, including the impact on operational services and consequences of not receiving funding; the relationship to local strategic and capital improvement plans; and sustainability:

Essex and King and Queen County have initiated a regional partnership through an MOU to establish an interoperable public safety communications system. This communications network provides microwave backhaul in a ring configuration to support P25 radio, CAD, GIS Mapping, and E-911 telephone operations, allowing the localities to share equipment costs and provide shared services through a joint public safety network.

This project seeks to maximize funding opportunity to reduce/share costs and replace the CAD services for King and Queen and Essex County for fire/EMS/Law enforcement. The total project replacement is estimated at \$217,000. We are seeking grant funding for the CAD components only as outlined in the VITA guidance. Both localities utilize the DaPro IBR system, which was purchased by ID networks and has a defined end of life period of less than 3 years. Both localities will need to replace CAD, and integration in the radio system upgrade will provide integration and costs savings to enhance emergency response. By not receiving funding, the project may be delayed several years, the costs of integration with the communications system will increase as the vendors will be off site, and it will have an overall negative impact on the effectiveness of the new regional emergency response dispatch system. When combined with the MidPen RRCL project, the radio project, and the E-911 geo-diversification project, the localities can serve as a functional model of equipment cost sharing and efficiency for rural localities.



PROJECT GOAL

Describe how this project addresses locally identified need(s) and supports the Virginia 9-1-1 Comprehensive Plan:

CAD is an integral component of 911 response and dispatching, and outdated and non supported equipment must be replaced prior to end of life and non support situations. Essex and King and Queen are seeking to share costs, ensure reliability, and maximize geo-diversification. Short of personnel consolidation which is difficult in rural localities, all equipment and backhaul will allow flexible and redundant services. By sharing a common CAD system both dispatch centers could maintain regional situational awareness, effectively deploy resources, and share dispatch assets in emergencies

PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

We seek to replace the CAD which is nearing end of life, before it is no longer supported or maintained. We also seek to share and reduce overall costs to effectively use grant and local funding. We seek to ensure a reliable and redundant system that is not geographically isolated for operational use. We seek to ensure a compatible CAD system integrated with true communications and mapping solutions to improve dispatching efficiencies for first responders.



SHARED SERVICES (if applicable)

Describe the relationship of the project to the participating PSAPs:

This project is a core shared services project, allowing cost and information sharing among King and Queen and the Essex county dispatch centers. This project is the core computer aided dispatch component

Describe the intended collaborative efforts and resource sharing opportunities:

We intend to share operational strategies to maximize the ability of two geographically separate centers to support each other. This is difficult with disparate equipment, however both localities are coordinating radio communications, E911 phone systems, and CAD along with participation in the MidPen RRCL project to standardize and use common equipment and information. A copy of the interoperable radio system MOU is provided demonstrating an executed collaborative partnership. This MOU establishes an agreement to build a microwave network which is designed to support all public safety data and communications needs between Essex and King and Queen County.



**IMPLEMENTATION PLAN
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the planned completion date.

PROJECT PHASE	PLANNED COMPLETION DATE
INITIATION – Project concept is documented, local board or governing authority approval or endorsement is received, PSAP grant application is filed, local budgets are obtained, appropriated grant funds are approved, and budgetary estimates are obtained.	03 / 15 / 17
DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented.	05 / 01 / 17
ACQUISITION - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	07 / 30 / 17
IMPLEMENTATION - Purchased components are delivered and installed and training is performed	09 / 30 / 17
TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes “live”	10 / 31 / 17



BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. Briefly explain the reason for each requested budget item and provide the basis for its cost. In addition, if contingency cost has been added, please identify the amount.

We have quoted the ID networks system as they currently support and maintain our existing data, realizing a significant cost savings in data transfer and support of conversion issues. We expect to use grant funds to implement and deploy the CAD solution. Local or law enforcement grant funds would cover the implementation costs of record management systems and civil process systems

Server and 4 workstations \$80,000

Admin Station \$5,000

Export interfaces \$42,000 (EMS/Fire/EMD systems)

Total CAD \$127,000

EVALUATION

How will the project as identified in the project description be evaluated and measured for achievement and success:

Successful implementation and transfer of data, integration to the new communications system and efficiencies in personnel dispatching resources will be the determining factor of success



CONSOLIDATION (Primary or Secondary) - (complete only if applicable)

How would a consolidation take place and provide improved service:

[Click here to enter text](#)

How should it be organized and staffed:

[Click here to enter text](#)

What services should it perform:

[Click here to enter text](#)

How should policies be made and changed:

[Click here to enter text](#)



CONSOLIDATION (Primary or Secondary) - (complete only if applicable) – con't

How should it be funded:

[Click here to enter text](#)

What communication changes or improvements should be made in order to better support operations:

[Click here to enter text](#)

MEMORANDUM OF UNDERSTANDING ESTABLISHING A REGIONAL INTEROPERABLE PUBLIC SAFETY RADIO SYSTEM

This non-binding Memorandum of Understanding, dated December 1, 2015, between the County of King and Queen ("King and Queen") and the County of Essex ("Essex") is entered to establish the Upper Middle Peninsula Regional Radio System.

INTRODUCTION

In order to support the mission-critical communications needs of each localities individual and collective public safety and public service personnel, the parties to this agreement have or desire to improve certain radio facilities and communications capacity realizing the opportunity to pool these resources and needs will collectively benefit all parties, and agree that this opportunity can be best realized through joint action.

PURPOSE

The purpose of this agreement is to establish a Regional Interoperable Radio System ("the System") for telecommunication purposes for use by the County of King and Queen, the County of Essex, and the Town of Tappahannock, where such System will be used by the participating localities to communicate between their own locations and with each other.

The System will consist of components including radio and microwave radio devices, fiber-optic cable, conduit, electronic equipment and other necessary equipment for the transportation of voice and data signals, the installation and maintenance of radio and other system equipment, and the technical and administrative functions necessary to develop, operate, and maintain the system.

The system envisioned by this agreement is intended to be a flexible system serving the purpose of improving communications by using technological components that will, at any given time, best accomplish the purpose of improved communications. The parties to the agreement expect that over time the particular components of the System may change as needs and capacities of technology and the users change.

GOVERNANCE

1. Each locality subject to this agreement shall appoint representatives to a Policy Team which shall exercise those duties and responsibilities as set out below. The representative of the Policy Team for each county shall consist of the County Administrator, Sheriff, Emergency Services Chief, and one at large position appointed by the Board of Supervisors of each locality. Each locality shall have 4 votes on matters before the policy team. Non-voting members may be added as designated by the County Administrator of the member localities.

- a) The Policy Team shall be responsible for the oversight of policy and fiscal issues related to the system, subject however to authorizations of necessary funds by the governing bodies of the members.
 - b) To allow for timely implementation of standard operating procedures and system policies, to allow for the allocation of frequency and data bandwidths and to provide day to day management and oversight of the system, each member locality shall designate one member from their locality of the policy team, or other employee as appropriate, to act on behalf of the locality as a Locality Manager. The policy team will designate one of the identified locality managers as the system manager.
2. The member of the policy team may enter contractual services with professional experts and consultants as required to protect the interests of the members.
 3. In no event shall members be liable to each other for any indirect, incidental, special, or consequential damages including, without limitation, damages attributed to any malfunction of the system, regardless of the cause of action, arising out of or in connection with a party's performance.
 4. New members may be admitted to the system on such terms and conditions as agreed upon by the Board of Supervisors of the member localities.
 5. Necessary and periodic updates, software enhancements and emergency technologies will be funded regionally by the members' normal funding process. If the system manager or locality manager determine major system enhancements are required beyond necessary and periodic updates, Policy Team approval will be required subject to funding allocations from each member localities governing board.
 6. The member localities shall individually and collaboratively seek grants to enhance public safety communications network. Matching requirements for collective system grants will be paid by all member localities according to member allocation percentages. Individual localities may also seek independent grants (ex. subscriber equipment or accessories) of which match requirements will be the responsibility of the locality.
 7. Members will be individually responsible for maintaining adequate insurance on equipment and infrastructure owned by their respective jurisdictions.
 8. The policy team may designate committees, subcommittees, and user groups as necessary to develop and operate on the system. Actions of such committees, subcommittees, and user groups are subject to approval of the policy team.

TERMINATION OF MEMBERSHIP

Prior to entry of a separate executed written agreement by each Board of Supervisors to order a joint regional system, either locality may terminate this agreement at will. Thereafter, should any member desire to terminate its participation in the system, such member shall be responsible for all costs associated with its removal from the system and for all capital and operating costs associated with remaining members continuing to operate on the system without degradation through the end of the current fiscal year, subject to appropriations by the governing body of the withdrawing member. For purposes of this paragraph, a fiscal year ends June 30 of any year. Further, all system frequencies shall remain part of the system unless otherwise

authorized by the licensing authority. A member may withdraw from the system and its obligations under this MOU by providing at least one (1) year written notice to other members.

By signing this MOU, the parties hereto agree to improve homeland security and to improve the safety of the citizens within our localities by maintaining and improving our wide area P25 compliant radio communications infrastructure.

This MOU shall remain in effect for five year terms, automatically renewable and subject to appropriations by governing boards of member localities. This MOU shall be reviewed annually by locality managers and any amendments proposed shall be incorporated as amendments subject to unanimous approval by the policy team.

Agreed to by:



Thomas Swartzwelder, County Administrator
King and Queen County

12-3-15

Date



Reese Peck, County Administrator
Essex County

11/19/2015

Date

September 20, 2016

Greg Hunter
King and Queen Emergency Services
244 Allens Circle
King and Queen Court House, VA 23085



Hello Greg,

As a follow-up to your request for additional information about ID Networks Public Safety Products, it is my pleasure to be providing you with a budgetary estimate as requested. This estimate is intended to represent the complete software and services necessary to implement a full replacement of the DaProSystems solution that you currently operate.

While we know that not everyone will need new servers or database licenses because many of you already have newer ones, we have provided some estimated figures for a couple of different server solutions that may be necessary if your existing systems are more than 5 years old. Our estimate also includes a list of assumptions for your project that we hope will help to clarify additional points that should be considered as you work to develop a budget for the possible replacement of your existing solutions.

ID Networks is excited to announce that we will be offering a special promotional discount until August of 2017 to users of DaProSystems products. During this promotional timeframe, ID Networks will waive all of the project management, onsite installation and go-live services fees that would otherwise apply. We expect that this early adopter incentive will potentially save those agencies that take advantage of it tens of thousands of dollars, making the transition to ID Networks much more affordable yet.

We are also very proud to announce that, because several DaProSystems staff members have joined the team at ID Networks, we are offering a second incentive as well: free data conversions for anyone that purchases ID Networks before May of 2020. This way, even if your agency is unable to become one of the early adopters, we can and will assist with the transition by eliminating this cost that might otherwise be significant and prohibitive.

All of this means that your agencies stand to save \$96,000 in data conversion and professional services fees if you are able to take advantage of both of these offers by purchasing before August of 2017.

We thank you for your interest and look forward to the prospect of further discussions with you. If you have any questions, please feel free to call or e-mail me anytime.

Sincerely,

Matt Lewis

Project Manager
mlewis@idnetworks.com
Desk Phone: (888) 377-4427
Cell Phone: (540) 421-3546

CAD Summary					
1.	ID Dispatch Client & Server Software	Computer Aided Dispatch Software: CAD Server Software, Message Switch Software, 1 Full CAD Client, with State/NCIC interface, GIS Mapping, 9-1-1 Interface, Integrated texting, Fax Service, Rip-n-Run engine <i>(Customer supplied SQL Server Required)</i>	1	50,000	50,000
2.	Additional CAD Client	Additional Full CAD Position Client Licenses	3	10,000	30,000
3.	Read Only Client	Admin CAD workstation <i>(does not perform call entry)</i>	2	2,500	5,000
4.	Additional CAD Instance	Training/Test Environment for new builds and ongoing training <i>(includes pilot version rights)</i>	0	7,500	0
5.	ImageTrend Export	Calls for service export to ImageTrend	2	5,000	10,000
6.	Fire RMS Export	Calls for service export to Fire Records Management System <i>(per Fire Department interface)</i>	2	6,000	12,000
7.	Pre-Arrival Interface	Interface to Priority Dispatch, PowerPhone or APCO	2	10,000	20,000
8.	Data Conversion	Conversion of the existing DaPro System <i>(DaProSystems incentive – cost waived)</i>	2	10,000	N/A
9.	Training, Go Live Support, Installation	Onsite training conducted for entire dispatch staff, onsite assistance for the first 48 hours of go live, installation of software <i>(promotion – costs waived until August of 2017)</i>	12	1,000	N/A
10.	Project Management	Project Manager assistance and oversight to ensure implementation expectations are managed and met and agency specific features are configured as desired <i>(promotion – costs waived until August of 2017)</i>	10	1,000	N/A
CAD Subtotal					\$127,000

Mobile CAD Summary					
11.	Police Mobile Client	MDT application for receiving dispatches, Running VCIN, messaging <i>(requires cellular service)</i>	0	1,000	0
12.	Fire/EMS Mobile Client	MDT application for receiving dispatches, Running VCIN, messaging (requires cellular service)	0	750	0
13.	AVL Interface	Sending of AVL data to CAD for real time tracking purposes	0	100	0
14.	NetMotion VPN	50 clients, Server software, Installation, and first year's maintenance	0	19,000	0
15.	Training, Go Live Support, Installation	Onsite training conducted for entire staff, onsite assistance for the first 48 hours of go live, installation of software <i>(promotion – costs waived until August of 2017)</i>	0	1,000	N/A
16.	Project Management	Project Manager assistance and oversight to ensure implementation expectations are managed and met and agency specific features are configured as desired <i>(promotion – costs waived until August of 2017)</i>	0	1,000	N/A
Mobile Subtotal					\$0



Record Management System Summary					
17.	ID Records RMS Client/Server Software (up to 50 in house clients)	ID Records Management System Full System Includes: Alerts, Arrests, Calls for Service, Contact Manager, Field Contacts, Incident Reports, Personnel, Query Builder, Security & Welfare, Statistics, Traffic Citations, Warrants, TREDIS Import and IBR submission software <i>(Customer supplied SQL Server Required)</i>	2	25,000	50,000
18.	RMS FBR Client License	RMS Field Based Reporting Client License <i>(requires cellular connection)</i>	0	500	0
19.	Evidence System	Evidence and Property Management Software with bar code scanner, printer, signature pad, and labels	2	6,000	12,000
20.	LinX Export	Automated export of RMS Final Approved Reports	2	4,000	8,000
21.	CrimeReports.com Export	Automated export of RMS Final Approved Reports	0	4,000	0
22.	ImageNet (w kit)	Arrest Processing Software and image capture hardware	0	9,000	0
23.	Magistrate Barcode Interface	Ability to use documents from the magistrate to populate charges section of Incident Reports with bar codes <i>(Free to DaProSystems Customers)</i>	1	1,000	N/A
24.	2 Way Livescan Interface	Export of Arrestee information to Livescan – Import or Livescan Transaction information into Incident Report <i>(Free when used with ID Networks Livescan)</i>	2	3,500	N/A
25.	CFS Interface	Import of CFS records <i>(Free when used with ID Networks CAD)</i>	2	2,500	N/A
26.	RMS Conversion	Conversion of the existing DaProSystems RMS <i>(DaProSystems incentive – cost waived)</i>	2	10,000	N/A
27.	Training, Go Live Support, Installation	Onsite training conducted for train the trainer staff and onsite assistance for the first 24 hours of go live <i>(promotion – costs waived until August of 2017)</i>	12	1,000	N/A
28.	Project Management	Project Manager assistance and oversight to ensure implementation expectations are managed and met <i>(promotion – costs waived until August of 2017)</i>	10	1,000	N/A
				RMS Subtotal	\$70,000

JMS Application Suite					
29.	JMS System License	Server side software and licenses for a single agency implementation of JMS; unlimited client licenses	0	50,000	0
30.	Commissary Interface	Interface to most major Commissary Systems/Vendors	0	5,000	0
31.	Inmate Telephone System Interface	Interface to most major Inmate Telephone Systems/Vendors	0	7,500	0
32.	Medical Records Interface	Medical Screening export with booking information to 3 rd party Medical Records System	0	4,000	0
33.	Livescan Interface	Booking data export to Livescan system (no charge for ID Networks Livescan Interfaces)	0	3,500	N/A
34.	JMS Conversion	Conversion of the existing DaProSystems JMS (<i>DaProSystems incentive – cost waived</i>)	0	8,000	N/A
35.	Training, Go Live Support, Installation	Onsite training conducted for entire Civil staff, onsite assistance for the first day after go live, installation of software (<i>promotion – costs waived until August of 2017</i>)	0	1,000	N/A
36.	Project Management	Project Manager assistance and oversight to ensure implementation expectations are managed and met (<i>promotion – costs waived until August of 2017</i>)	0	1,000	N/A
JMS Subtotal					\$0

Civil Process Application					
37.	Civility Software Upgrade	Civil processing software upgrade for existing DaProSystems customers	2	10,000	20,000
38.	Civility Software	Civil processing software for DaProSystems customers that do not already have Civil	0	25,000	0
39.	Training, Go Live Support, Installation	Onsite training conducted for entire Civil staff, onsite assistance for the first day after go live, installation of software (<i>promotion – costs waived until August of 2017</i>)	6	1,000	N/A
40.	Project Management	Project Manager assistance and oversight to ensure implementation expectations are managed and met (<i>promotion – costs waived until August of 2017</i>)	6	1,000	N/A
Civil Subtotal					\$20,000



Experient 9-1-1 System					
41.	9-1-1 High Availability System	Experient 9-1-1 Server Software, 2 Client licenses; Stratus Server;	0	75,000	0
42.	Additional 9-1-1 Position	Additional Client license, phone equipment, and configuration	0	15,000	0
43.	Admin Phone Interface	Interface to make 9-1-1 phone system interface to admin phone system. <i>(Requires inspection of existing admin system)</i>	0	12,000	0
44.	Training, Go Live Support, Installation	Onsite training conducted for entire staff, onsite assistance for the first day after go live, installation of software on CAD PC's	0	1,000	0
45.	Project Management	Project Manager assistance and oversight to ensure implementation expectations are managed and met	0	1,000	0
9-1-1 Subtotal					\$0

Optional Hardware					
46.	Dell VTRX Server	3 High performance Blades for Multiple Systems Implementation, Application, large SAN, VMware; capacity for 12 VM machines	0	50,000	0
47.	Single System Server	Dell R710 with VMware for 3 Server Implementation	0	16,000	0
48.	Backup Servers & Software	Dell R710 & SAN with VEEAM backup software for Snapshot backups to disk every hour	0	22,000	0
49.	3 rd Party Software Licenses	Microsoft Windows Server, CALs and SQL Licenses	0	13,000	0
50.	CAD Workstations	Windows 10, i7 workstation with 8Gb RAM, 512Gb SSD, Quad Video output with four 24" monitors	0	2,500	0
51.	Hardware Implementation Services	Hardware installation, Operating System loading, and physical installation with documentation services	0	1,000	0
Optional Hardware Subtotal					\$0

Budgetary Estimate Summary (if purchased prior to August 2017)	
Computer Aided Dispatch software and services	\$127,000
Mobile CAD software and services	\$0
Records Management System software and services	\$70,000
Jail Management System software and services	\$0
Civil Process Application software and services	\$20,000
Experient 9-1-1 System	\$0
Optional Server Hardware	\$0
Initial Purchase Price:	\$217,000
Notes:	
<ul style="list-style-type: none"> Promotional or Incentive Rates apply if purchased before August of 2017 Your estimated cost savings for these applicable incentives is \$96,000 	

Estimated Annual Maintenance and Support for Applicable Software Items			
Option Description	%	Software	Price
24/7 Maintenance & Support Due 365 Days after "Go Live" (Pre-Paid Annually) Includes all software updates	18%	217,000	\$39,060
8 x 5 Maintenance & Support (with \$250/incident after hours support option) Standard hours Mon-Fri 8:00am-5:30pm EST Due 365 Days after "Go Live" (Pre-Paid Annually) Includes all software updates	15%	217,000	\$32,550
8 x 5 Maintenance & Support (no after hours support) Standard hours Mon-Fri 8:00am-5:30pm EST Due 365 Days after "Go Live" (Pre-Paid Annually) Includes all software updates	12%	217,000	\$26,040
Recommended Annual Maintenance			\$39,060
Notes:			
<ul style="list-style-type: none"> Maintenance will be billed separately if "Go Live" dates are different for each product Fixed maintenance costs rates can be contracted for in 1 year increments for upwards to 5 years Promotional or Incentive Rate does lock in lower annual maintenance rates as well 			



Project Assumptions – Customer	
Hardware	It is the responsibility of the agency to provide all hardware required to operate the software proposed by ID Networks. Hardware includes: Servers, PC workstations, Laptops, Networks, and any required Firewalls. Please contact ID Networks for our hardware specification requirements.
Database/Server Software	The customer must supply all SQL licenses and must use the standard or enterprise version of Microsoft SQL. ID Networks supports all versions of Microsoft SQL 2008 and later but does not support SQL Express editions.
Network Protocol	ID Networks solutions require the use of TCP/IP.
Interfaces	Pricing for custom interfaces does not include any work from other 3 rd party software providers as required by the customer.
Legacy Database Conversions	DaProSystem customers must provide ID Networks with copies of all databases for technical evaluation, including ongoing support as ID Networks attempts to convert the existing systems, if applicable. This includes incremental reviews of the conversion efforts.
Wiring	All premise wiring for electrical and computer network connections are the responsibility of the customer prior to the installation of the system.
Additional IT Services	All additional IT services shall be the responsibility of the customer and shall be performed by qualified IT professional, either an employee or outside contractor.
Backups	All backups are the responsibility of the customer. ID Networks will assist with the configuration and scheduling of SQL backups, but it is the customer's responsibility to ensure that any backups that are put to any additional media such as tape and that are to be taken offsite are handled and monitored by the customer.

Project Assumptions – Implementation	
Timeframe	This project will begin upon the receipt of a purchase order or signed contract. The expected implementation time is estimated at 2-4 months.
Agency Personnel	The customer shall provide a daytime project liaison for the duration of the project, one that would coordinate all IDN activities that require cooperative efforts, to include system administration for security and configuration.
Delivery & Installation	Delivery will be scheduled after the receipt of your written purchase order and down payment. The customer is responsible for facility preparation including electrical service, furniture, equipment mounting, networking, etc. The scheduling of our installation is subject to the customer facility preparation being completed.
Training	IDN will conduct onsite training as part of this project. It is expected that the customer will coordinate the scheduling of personnel in order to attend all appropriate sessions. It is assumed that the customer will supply the necessary facilities for such training.
Remote Access & Support	We expect the customer to provide high speed internet access to enable remote support. ID Networks will provide a 24/7 support system in order to service the system, as applicable. Access to this system may be controlled through security measures provided by ID Networks and will be auditable by the customer any time they wish. Screen recordings of every remote support session will be gathered and catalogued for 90 days. ID Networks will also supply the customer with access to our helpdesk system so that they may track any or all open tickets for their agency at any time.
Mapping	ID Networks expects to use existing GIS data and for this information to be available in ESRI Shape file format.

Terms & Conditions of Sale

Warranty & Maintenance	Our Service contract will begin 365 Days after “Go Live”. This maintenance will include all software updates for as long as the customer is good standing maintenance with ID Networks as well as all telephone and remote support.
Special Items & Software Interfaces	Special items or software interfaces which may need IDN development, or the development or cooperation of a third party, will require separate planning with the customer and any third parties. ID Networks cannot be responsible for the delays of the customer or third parties and likewise, payments by the customer to ID Networks shall not be held up due to non-ID Networks delays.
Price Guarantees	All pricing contained herein is subject to change within 90 days, unless letter of intent is on file or otherwise approved in writing by ID Networks.
Contract Agreement	A contract will be drafted and approved by both parties in advance of any work being done. Attachments will be this proposal and a service/maintenance agreement, at a minimum.