

AUG 18 2008

ORDINANCE NO. 2674

*Stacy J. Dwyer*  
City Clerk

AN ORDINANCE TO AUTHORIZE A INTERNET TECHNOLOGY SOFTWARE LICENSE AGREEMENT AND MAINTENANCE AGREEMENTS BETWEEN ID NETWORKS, INC., OF ASHTABULA, OHIO, AN OHIO CORPORATION, (AS THE PARTY OF THE FIRST PART) AND THE CITIES OF COLUMBIA, ILLINOIS AND WATERLOO, ILLINOIS AND THE COUNTY OF MONROE, ILLINOIS, (AS THE PARTIES OF THE SECOND PART) FOR ID NETWORKS, INC. TO PROVIDE INTERNET TECHNOLOGY SOFTWARE, SOFTWARE SERVICES, SOFTWARE TRAINING, EQUIPMENT AND MAINTENANCE FOR THE COORDINANDED AND JOINT USE AND OPERATION OF THE CITY OF WATERLOO, ILLINOIS AND THE CITY OF COLUMBIA, ILLINOIS POLICE DEPARTMENTS AND THE MONROE COUNTY ILLINOIS SHERIFF'S DEPARTMENT

WHEREAS, the County of Monroe in the State of Illinois, is a body both politic and corporate of the State of Illinois governed by a three (3) member Board of Commissioners, (the "County" or "Monroe County"); the City of Columbia in the Counties of Monroe and St. Clair in the State of Illinois, is a body both corporate and politic created and existing under and by virtue of the laws of the State of Illinois governed by a City Council comprised of a mayor and eight (8) aldermen, (the "City of Columbia" or "Columbia"); the City of Waterloo in the County of Monroe in the State of Illinois, is a body both corporate and politic created and existing under and by virtue of the laws of the State of Illinois governed by a City Council comprised of a mayor and eight (8) aldermen, (the "City of Waterloo" or "Waterloo");

WHEREAS, the parties aforesaid are units of local government as defined in the 1970 Constitution of the State of Illinois;

WHEREAS, Section 10 (Intergovernmental Cooperation) of Article VII (Local Government) of the 1970 Constitution of the State of Illinois allows and provides that units of local government (like the parties aforesaid) may contract and otherwise associate among themselves to obtain or share services and to exercise, combine, or transfer any power or function, in any manner not prohibited by law or by ordinance and may use their credit, revenues, and other resources to pay costs and to service debt related to intergovernmental activities;

WHEREAS, the Illinois Intergovernmental Cooperation Act empowers public agencies (including units of local government such as the parties aforesaid) to exercise powers jointly and to contract with each other, subject to authorization by their governing bodies, (5 ILCS 220/3);

WHEREAS, the City Council of the City of Columbia has found and determined and does hereby declare that it is in the City's welfare and best interest and in the health, safety and welfare of the City's citizens to jointly with Waterloo and Monroe County to make and enter into a license agreement and maintenance agreements with ID Networks, Inc. for providing of internet technology software, software services,

software training, equipment and maintenance for: (i) integrated justice information sharing, (ii) mobile messaging and field reporting and (iii) records management for the joint use and sharing with and among the Police Departments of the Cities of Waterloo and Columbia, and the Monroe County Sheriff's Department as is made and provided for in said license agreement and maintenance agreements to be made and entered into by said units of local government with the said ID Networks, Inc., as is authorized by this ordinance and provide for in said License Agreement and Maintenance Agreements that are authorized and approved by this ordinance.

NOW, THEREFORE, BE IT ORDAINED, by the City Council of the City of Columbia, Illinois, as follows:

**Section 1.** The recitals stated above in the preamble of this Ordinance are hereby incorporated into Section 1 of this Ordinance as findings of the City Council of the City of Columbia, Illinois.

**Section 2.** The form of the Software License Agreement with Statement of Work and Maintenance Agreements attachments referred to above are attached hereto and are hereby approved as to form; and, the Mayor is hereby authorized and directed to execute the license agreement for and on behalf of the City, in as many counterparts as the Mayor shall decide, and the City Clerk is hereby authorized and directed to attest the same and affix thereto the corporate seal of the City.

**Section 3.** The City Attorney is directed to obtain the City's fully executed, duplicate original copy of the License Agreement with attachments (including Statement of Work and Maintenance Agreements) after it is signed by all of the parties to the agreement and to file the same in the office of the City Clerk (and to record the same in the office of the Monroe County, Illinois Recorder should the City Attorney deem it necessary and appropriate to do so).

**Section 4.** This Ordinance shall be in full force and effect from and after its passage by the City Council and approval by the Mayor, as provided by law.

Alderman Hejna moved the adoption of the above and foregoing Ordinance; the motion was seconded by Alderman Ebersohl, and the roll call vote was as follows:

YEAS: Aldermen Ebersohl, Agne, Niemietz, Unnerstall, Row, Hejna,

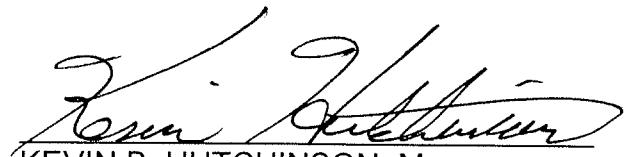
Oberkfell, Stumpf and Mayor Hutchinson.

NAYS: None.

ABSENT: None.

ABSTENTIONS: None.

PASSED by the City Council and APPROVED by the Mayor this 18<sup>th</sup> day of August, 2008.



KEVIN B. HUTCHINSON, Mayor

ATTEST:



WESLEY J. HOEFFKEN, City Clerk

(SEAL)

## AGREEMENT WITH ID NETWORKS, INC.

This Agreement dated the Effective Date, is entered into by and between the Monroe County Municipalities: Monroe County Sheriff, Columbia Police Department and Waterloo Police Department (hereinafter identified as the Customer) with their principal places of business at:

- Monroe County Sheriff, 225 East Third Street, Waterloo, IL 62298
- Columbia Police Department, 1020 North Main Street, Columbia, IL 62236
- Waterloo Police Department, 301 South Main Street, Waterloo, IL 62298

and ID Networks Inc., 7720 Jefferson Road, Ashtabula, Ohio 44004 (hereinafter referred to as the Vendor). This Agreement is made between the parties for the purpose of the Vendor supplying and installing a Records Management Software System (RMS) and a Mobile Messaging and Field Reporting System (Mobile) at each Customer location (per ID Networks proposals to the Customers dated December 8, 2007). The Vendor will also be supplying and installing a centralized Integrated Justice Information Sharing System (IJIS or IJIS Software System) at the Monroe County Sheriff's Department, for access and use by all three customers named above, as well as the Monroe County 911 Dispatch Center (per ID Networks proposal dated April 5, 2007). The Vendor will provide IJIS interface software at all four locations, in order that each customer's information can be automatically forwarded to the IJIS Sharing system. Only copies of approved customer data will be forwarded to the shared IJIS system, with each customer retaining control of their own information.

NOW WHEREFORE, the parties hereto mutually agree as follows:

1. **SCOPE OF SERVICE.** The Vendor shall provide equipment and services as described herein. There may be some equipment supplied as needed, but primarily ID Networks will be providing the RMS, Mobile, IJIS and Software Systems, including services to include onsite training, installation, and project management. The Vendor shall provide maintenance for the RMS, Mobile, and IJIS Software Systems, in accordance with the cost set forth in the ID Networks Proposals and the terms of this Agreement.
2. **CONTRACT DOCUMENTS.** The Contract Documents consist of this Agreement and the following documents:
  - Attachment A – Statement of Work dated December 1, 2007
  - Attachment B – Monroe County Sheriff Maintenance Agreement
  - Attachment C – Columbia PD Maintenance Agreement
  - Attachment D – Waterloo Maintenance Agreement

The intention of this Contract Document is to include all labor, materials, software and other items as necessary for the proper execution and completion of the Work and the terms and conditions for the performance of the work.

3. COMPENSATION. The Customer will compensate the Vendor in the following amount:

- A. \$336,580 for all equipment, goods, and installation services rendered under this Agreement. This amount includes all shipping and insurance. The total compensation is derived from the Total of Proposals dated December 8, 2007 and April 5, 2007. The Maintenance Agreements shall take effect approximately six months after installation and fees for such will be payable, as shown in Attachments B, C, and D (total maintenance is \$35,060).
- B. In accordance with the intergovernmental agreement among all three customers, each of the 3 parties will be responsible for an equal 1/3 share of the cost (\$112,193.33 for equipment, goods and installation services and \$11,686.67 for maintenance) and none of the parties shall be liable for payments due under this contract from any other party, with no joint and severally liability.

4. PROJECT IMPLEMENTATION & ACCEPTANCE, PAYMENTS.

- A. Vendor will submit invoices to the Customer, in accordance with the Implementation Task List Summary shown in the table below. Each task list is structured to support the delivery, installation, integration, training, support, and service necessary to successfully implement the system solutions being provided.
- B. Each of the tasks below is supported by mutually agreed upon activities to support each task required. Payments provided by the Customer to the Vendor shall follow the guidelines indicated below as Payment Terms. Several invoices are expected to be issued by ID Networks to the Customer (see payment terms per task list below).
  - a. Any 3<sup>rd</sup> party participation and payments required for the project (such as networking, servers, databases, and other equipment) are the responsibility of the Customer, with no joint and severally liability. Payments to ID Networks shall not be held up or modified due to Customer delays or 3<sup>rd</sup> party delays.
  - b. Three payment schedules are shown below for each of the major product deliverables. The payments for each of the deliverables shall remain independent of each other.

Payment Cycle for RMS					
T A S K	Project Implementation Summary Task List	Task Summary Price	Task Start Time	Estimated Duration of Task	Payment Terms For Each Task Below
1	Initial Down payment – 50% Software implementation will be planned in cooperation with the customer – 7-9 months	\$ 71,147.50	Immediate	1 month	Down payment – 50%
2	Installation & Training – 30%	42,688.50	2-3 months	3-4 months	30% Installation / Training
3	Balance Due – Final Payment – 20%	28,459.00	4 months	2-4 months	20% Final Payment – GO LIVE in an expected 4 months, with additional items over a 9 months

<b>TOTAL PROJECT PRICING</b>	<b>\$ 142,295</b>			<b>Yearly Maintenance - \$15,747</b>
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Payment Cycle for Mobile					
T A S K	Project Implementation Summary Task List	Task Summary Price	Task Start Time	Estimated Duration of Task	Payment Terms For Each Task Below
1	Initial Down payment – 50%  Software implementation will be planned in cooperation with the customer – 6-9 months	\$ 67,965.00	Immediate	30 days	Down payment – 50%
2	Installation & Training – 30%	40,779.00	1-3 months	1-2 months	30% Installation / Training
3	Balance Due – Final Payment – 20%	27,186.00	3-4 months	1-3 months	20% Final Payment – GO LIVE in an expected 3-4 months, with additional applications over a 9 month period
<b>TOTAL PROJECT PRICING</b>		<b>\$ 135,930</b>			<b>Yearly Maintenance - \$11,814</b>

Payment Cycle for IJIS					
T A S K	Project Implementation Summary Task List	Task Summary Price	Task Start Time	Estimated Duration of Task	Payment Terms For Each Task Below
1	Initial Down payment – 50%  Software implementation will be planned in cooperation with the customer – 6 months	\$ 29,177.50	Immediate	30 days	Down payment – 50%
2	Installation & Training – 30%	17,506.50	2-3 months	1 month	30% Installation
3	Balance Due – Final Payment – 20%	11,671	3 months	3-6 months	20% Final Payment – GO LIVE in an expected 3-4 months, with additional applications over a 9 month period
<b>TOTAL PROJECT PRICING</b>		<b>\$ 58,355</b>			<b>Yearly Maintenance - \$7499</b>

C. ID Networks warrants that the software being provided within this agreement will successfully interface with the Illinois LEADS system and NCIC queries. In the event that ID Networks software fails to interface with LEADS/NCIC, then the compensation payable within this agreement attributable to the LEADS/NCIC systems will not be due and payable

and any payments theretofore made to ID Networks that are attributable to the same shall be refunded to the customer.

- D. Any 3<sup>rd</sup> party payments required for the project, but outside the bounds of this agreement, are the responsibility of the Customer. Any payments to ID Networks shall not be held up or modified due to Customer delays or 3<sup>rd</sup> party delays. Any implementation delays by the customer for any reason, including related delays by 3<sup>rd</sup> parties acting on behalf of the customer, shall extend the timeframe available to ID Networks for its performance.
- E. The completion date of this agreement shall be seven months beyond the date of delivery of a mutually executed agreement to ID Networks. In the event that ID Networks does not complete the implementation of the planned activities within the specified period of nine months, ID Networks shall incur a penalty of \$100 per day as liquidating damages, thereafter that completion of full performance of the contract is delayed.
- F. Task List Acceptance provided by the Customer to the Vendor shall follow the guidelines indicated within the proposal, and shall supersede all acceptance definitions and conditions explained elsewhere. The Vendor will provide project updates to the Customer as requested monthly.
- G. Payment may be withheld on account if any defective work by Vendor, as determined by Customer, is not remedied.
- H. The making of final payment shall constitute a waiver of all claims by the Customer except those arising from (1) unsettled liens, (2) faulty or defective Work appearing after Substantial Completion, (3) failure of the Work to comply with the requirements of the Contract Documents or (4) terms of any special guarantees required by the Contract Documents. The acceptance of final payment shall constitute a waiver of all claims by the Vendor except those previously made in writing and still unsettled.

5. **PERSONNEL**. Vendor warrants and represents that all personnel employed to provide services hereunder are completely trained and fully qualified to provide such service, including sub-contractors assigned to all or part of a Task List.

- A. Points of Contact for On-going issues are:
  - Bonnie Blenman – Administrative Issues – [bblenman@idnetworks.com](mailto:bblenman@idnetworks.com)
  - Thomas West – Project Manager – [twest@idnetworks.com](mailto:twest@idnetworks.com)
  - Albert Ray – Project Manager – [aray@idnetworks.com](mailto:aray@idnetworks.com)
  - Doug Blenman, Jr. – Product Manager – [dblennman@idnetworks.com](mailto:dblennman@idnetworks.com)
  - Technical Support Dept. – Technical Issues – to be determined for your account

6. **COMPLIANCE WITH LAWS**.

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- A. In providing all services pursuant to this contract the Vendor shall abide by all ordinances, laws, and legal regulations pertaining to the provisions of such services, including those now in effect and hereafter adopted. Any violation of said statutes, ordinances, rules or regulations shall constitute a material breach of the Agreement, and shall entitle the Customer to terminate this Agreement immediately upon delivery of written notice of termination to the Vendor.
- B. Contractor shall comply with all federal, state, county and municipal laws and ordinances, including the following:
  - a. Provide a drug free workplace pursuant to the Illinois Drug Free Workplace Act (30 ILCS 580/1, et seq.);
  - b. Comply with the Illinois Public Works Employment Discrimination Act (775 ILCS 10/1 et seq.);
  - c. Comply with Article 2 of the Illinois Human Rights Act (775 ILCS 5/2-101, et seq.), and the Rules and Regulations of the Illinois Department of Human Rights, including establishment and maintenance of a sexual harassment policy as required by Section 2-105 of that Article and Act;
  - d. Comply with the Americans with Disabilities Act;
  - e. Comply with the Illinois Prevailing Wage Act (820 ILCS 130/1 et seq.); and
  - f. Comply with the provisions of the EQUAL EMPLOYMENT OPPORTUNITY CLAUSE required by the Illinois Department of Human Rights as a material term of all public contracts, which states as follows:

**Title 44, Part 750, Section 750, APPENDIX A, Illinois Administrative Code, Equal Employment Opportunity Clause**

**EQUAL EMPLOYMENT OPPORTUNITY**

In the event of contractor's non-compliance with the provisions of this Equal Employment Opportunity Clause, the Illinois Human Rights Act or the Rules and Regulations of the Illinois Department of Human Rights ("Department"), contractor may be declared ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be cancelled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation. During the performance of this contract, the contractor agrees as follows:

- 1) That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental handicap

unrelated to ability, or an unfavorable discharge from military service; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.

- 2) That, if it hires additional employees in order to perform this contract or any portion thereof, it will determine the availability (in accordance with the Department's Rules) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.
- 3) That, in all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental handicap unrelated to ability, or an unfavorable discharge from military service.
- 4) That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the contractor's obligations under the Illinois Human Rights Act and the Department's Rules. If any such labor organization or representative fails or refuses to cooperate with the contractor in its efforts to comply with such Act and Rules, the contractor will promptly so notify the Department and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligations thereunder.
- 5) That it will submit reports as required by the Department's Rules, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and the Department's Rules.
- 6) That it will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and the Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and the Department's Rules.
- 7) That it will include verbatim or by reference the provisions of this clause in every subcontract it awards under which any portion of the contract obligations are undertaken or assumed, so that such provisions will be binding upon such subcontractor. In the same manner as with other provisions of this contract, the contractor will be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the contractor will not utilize any subcontractor declared by the Illinois Human Rights Commission to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

With respect to the two types of subcontracts referred to under paragraph 7 of the Equal Employment Opportunity Clause above, following is an excerpt of Section 750.30 of the Department of Human Right's Rules and Regulations for Public Contracts:

**Title 44, Part 750, Section 750.30, Illinois Administrative Code, Sub contracts**

C. Each public contractor and subcontractor shall in turn include the Equal Employment Opportunity Clause set forth in Appendix A of this Part in each of its subcontracts under which any portion of the contract obligations are undertaken or assumed, said inclusion to be either verbatim or by reference so that the provisions of the clause will be binding upon such subcontractors.

7. **GOVERNING LAW.** The law of the State of Illinois shall apply to any litigation between the parties with regard to this Agreement and control the interpretation of this Agreement. The venue for any legal action, under this Agreement, shall be the Monroe County, Illinois Circuit Court.
8. **ASSIGNMENT.** Vendor will not assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the Customer.
9. **MATTERS TO BE DISREGARDED.** The titles of several sections, subsections, and paragraphs set forth in this Agreement are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of the provisions of this Agreement.
10. **RECORDS.** Vendor agrees to promptly notify the Customer in writing of the receipt of any written or verbal requests for inspection and copying of any documents relating in any manner whatsoever to the services provided by the Vendor as well as any actual or proposed response made to these requests. All such information is confidential and Vendor agrees not to disclose such information to any person or entity without the express written consent of the Customer. The restrictions herein shall not extend to discussions or disclosures to Vendor's employees or contractors, as may be required to perform the services covered by this Agreement, in which case Vendor shall insure that any such employees or contractors are aware of the confidentiality requirements under the Agreement and are properly trained to protect such confidentiality. Breach of this section shall be treated as a material breach of this Agreement.
11. **SERVICES NOT PROVIDED FOR.** No claim for services furnished by the Vendor, not specifically provided in the Agreement, will be expected by the Customer, nor shall the Vendor do any work or furnish any material not covered by the Agreement, unless this is approved in writing by the Customer. Such approval shall be considered to be a modification of the Agreement, and shall reference this Agreement specifically in its content, including a designation of any payments and obligations.
12. **SUBCONTRACTS.** The Vendor shall provide all services hereunder by and through its own employees or contractors designated herein; Vendor may not provide any services hereunder by means of subcontracts with individuals not qualified by the Vendor. Vendor hereby designates the following subcontractors:
  - No sub-contractors at this time, but we may utilize law enforcement personnel for consulting, training and specialized support as needed.

13. **SEVERABILITY.** The provisions of this Agreement are severable. If any paragraph, section, subdivision, sentence, clause or phrase of this Agreement is for any reason held to be contrary to law, or contrary to any rule or regulation having the force and effect of law, by a court of competent jurisdiction, such decision shall not affect the remaining portions of the Agreement. However, upon the occurrence of such event, either party may terminate that portion of the Agreement forthwith upon the delivery of written notice of termination to the other party. Upon termination of a portion of the agreement due to invalidity a compensating adjustment shall be made in the payments due from the customer or a reimbursement of payments made by the customer to the vendor shall be made, if applicable.

14. **WAIVER OF BREACH OR DEFAULT.** Waiver of any default shall not be deemed to be a waiver of any subsequent default. Waiver of breach of any provisions of this Agreement shall not be construed to be modification of the terms of this Agreement unless stated to be such in writing, signed by an authorized representative of the Customer.

15. **DEFAULT AND REMEDY.** In the event of a default in the performance of this agreement by any party hereto, any party injured by the default and which is not in default in the performance of this agreement shall have every remedy provided by law or equity under the law of the State of Illinois to remedy said default, including but not limited to an action for specific performance and/or injunctive relief, an action for money damages, and a right to rescind this agreement. Said remedies shall be cumulative and not exclusive of one another.

16. **NOTICES.** All Notices required or permitted under this Agreement shall be transmitted in writing, only by personal delivery or by certified, registered or first class United States Mail (or equivalent) to the following:

Customer: Monroe County Municipalities:  
Monroe County Sheriff - Sheriff Dan Kelley  
Columbia Police Department - Chief Joe Edwards  
Waterloo Police Department - Chief Jim Trantham  
(See addresses above for mailing address)

Vendor: ID Networks, Inc.  
Bonnie Blenman, Contracts Administrator  
7720 Jefferson Road, PO Box 2986  
Ashtabula, Ohio 44005

Notices transmitted by first class United States Mail shall be deemed received on the second business day after it was deposited in a United States Mail receptacle. Business day shall not include Saturdays, Sundays or any other day declared as a legal holiday in the State of Illinois by Illinois Law, as now or hereafter amended.

17. **SUBSTITUTIONS.** The Vendor shall not substitute equipment or goods without the express written permission of the Customer.

18. **WARRANTIES.** The Vendor guarantees the equipment and goods at the time of delivery to be subject to the Manufacturers Maintenance Agreement and assigns all Manufacturers Warranties to the Customer. Vendor warrants and represents that at time of delivery it has good title to the aforementioned equipment free of all liens and encumbrances of whatsoever kind and description, and that there exists no lien or property interest in such equipment other than the Vendor's interest therein. The Vendor warranties its work and products as provided in the ID Networks Proposal and will perform all work in a professional, workmanlike manner.

19. **ATTORNEY FEES:** If the Vendor defaults in its performance under this agreement and it thereby becomes necessary for another party or other parties to the agreement to employ the services of an attorney to enforce or terminate the agreement, if the vendor is found to be in default, with or without litigation, the vendor shall be responsible for payment of the other party or parties reasonable attorney fees and costs incurred in enforcing or terminating the agreement and the same may be included in any judgment entered by a court of competent jurisdiction in proceedings instituted to enforce or terminate the agreement.

20. **RISK OF LOSS.** Risk of loss shall pass from the Vendor to the Customer for all goods purchased by the Customer upon physical acceptance of the goods by the Customer, following the installation of the software system and the customer acceptance and use of the product. The Vendor assumes full responsibilities and holds the Customer, its officers, employees, and agents, safe, harmless, and free from and against any and all loss, cost, liability and expense (including reasonable attorneys fees and court costs) paid or incurred by Customer (including reasonable attorney fees and costs incurred by the customer in enforcing this indemnity agreement) arising from any claim or cause of action resulting from any act or omission of Vendor, its employees, agent, and sub-contractors, their agents, and employees, and all other persons performing any of the work under the Agreement.

21. **ENTIRE AGREEMENT.** It is understood and agreed that the entire Agreement of the parties is contained herein (including the attachment A through D, which are attached hereto and by reference made part hereof) and that this Agreement supersedes all oral Agreements and negotiations between the parties relating to the subject matter hereof as well as any previous Agreements presently in effect between the parties relating to the subject matter hereof. Any modifications, alterations, amendments, deletions or waivers of the provisions of this Agreement shall be valid only when expressed in writing and duly signed by the parties.

22. **INSURANCE.** The Vendor shall not commence work under this Agreement until it has obtained all insurance required hereunder and such insurance has been approved by the Customer. Certificates of such insurance shall be filed with the Customer prior to commencing work. Additionally, Vendor will provide the Customer with a letter from the insurance carrier that the Customer will be notified within ninety (90) days of the pending cancellation of any policy relating to this Agreement.

Each insurance company shall be subject to approval by the Customer, and the respective policies shall name the Customer as an additional named insured. Approval of the insurance by the Customer shall not relieve or decrease the liability of the Vendor hereunder. Such insurance is primary and in no event will be considered contributory to any insurance purchased by the Customer. Such insurance will not be

canceled, reduced, or materially changed without providing the Customer ninety (90) days advance written notice, via certified mail.

Contractor will provide certificates of insurance evidencing the following types and limits of insurance.

- a. Comprehensive General Liability: \$1,000,000 limit for bodily injury, personal injury, or death to each person; \$1,000,000 limit for property damage per occurrence; and \$1,000,000 for all other types of liability. The aggregate shall be a minimum of \$2,000,000. A copy of the policy may be required.
- b. Automobile Liability: \$1,000,000 limit per accident for each person and \$1,000,000 for each occurrence. Said insurance is to be extended to cover owned, non-owned and hired vehicles.
- c. Insurance Rating: All insurance policies required by this contract shall be underwritten by insurance companies with a minimum A.M. Best rating of A: VII.
- d. The Vendor shall maintain all insurance required under subsections a through c of this Section during the entire term of this Agreement and any extensions.

23. **Year 2000 COMPATIBILITY**. All software purchased under this agreement is compatible with the Customer software that is year 2000 or more recent vintage.

24. **EFFECTIVE DATE**. This agreement shall be in full force and effect on the date that all parties to the agreement have signed the agreement (as indicated below) and the date of the last of the parties to sign shall be the "Effective date "of the agreement.

IN WITNESS WHEREOF, the parties have hereunto set their hands as of the dates written below:

CUSTOMERS:

MONROE COUNTY, ILLINOIS

By: \_\_\_\_\_  
DALE HAUDRICH, Chairman, Monroe  
County board of Commissioners

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
DENNIS KNOBLOCH, County Clerk

CITY OF COLUMBIA., ILLINOIS

By: \_\_\_\_\_  
KEVIN B. HUTCHINSON, Mayor

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
WESLEY J. HOEFFKEN, City Clerk

CITY OF WATERLOO, ILLINOIS

By: \_\_\_\_\_  
TOM SMITH, Mayor

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
BARBARA PACE, City Clerk

VENDOR:

ID NETWORKS, INC.

By: \_\_\_\_\_  
DOUGLAS G. BLENMAN SR., President

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
BONNIE M. BLENMAN, Secretary

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**ATTACHMENT "A"**

**TO**

**ID NETWORKS, INC. LICENSE AGREEMENT**

**WITH**

**THE COUNTY OF MONROE, STATE OF ILLINOIS AND  
THE CITIES OF COLUMBIA AND WATERLOO IN SAID  
MONROE COUNTY, ILLINOIS**

# Monroe County (IL) Muni Project

## Statement of Work

December 1, 2007



### Project Title

This project shall be known as the Monroe Project for:

- Municipal Agencies – RMS, Mobile, and IJIS Software Systems

### Introduction

This Monroe County (IL) Municipalities software project is clearly intended to provide an integrated system for public safety and law enforcement, including the integration of existing information from the Monroe County 911 Center, the Monroe County Sheriff's Office, the Columbia Police Department, and the Waterloo Police Department. The primary objective of this project is to address the continuing collection of emergency and non-emergency call data through the process of criminal and non-criminal follow up needed, as a result of the request for assistance either through the County 911 CAD center or directly through each of the agencies.

Systems to be provided by ID Networks will support this process from the initial call to the subsequent paperwork needed to complete the documentation needed for an online system. The objective is to eliminate the duplication of effort and data entry, as possible using the packaged software solutions currently provided by ID Networks. This project assumes that ID Networks is the owner of all software being provided by ID Networks and that each customer is being provided a perpetual "Use Only" license for such software.

### Primary Objectives

#### APPLICATION OVERVIEWS

1. Multi-User ID Networks Security System
  - IDN's security system provides a centralized method of secured access to all ID Networks applications within an agency. Security access is assigned either by user or groups of users. Audit trails for many items exist within the system as well to maintain histories of record deletions.
2. CAD – Computer Aided Dispatching (*part of another contract agreement with 911 center*)
  - CAD is a real-time system architecture that provides dispatchers with integrated call processing, future 911 data streaming, direct integration with field officer reporting, and an enhanced application for highly productive dispatcher operations.
3. Mobile – Mobile CAD via Wi-Fi and Cellular Technologies
  - (*part of another contract agreement with 911 center*)
  - Mobile CAD is a highly efficient multi-function desktop application that provides for direct integration with CAD, Messaging, Database searches, and intra-agency chat.
4. RMS – Law Enforcement Records Management
  - RMS consists of over 20 law enforcement applications for field officers, detectives, records personnel, supervisors, and administrative staff.
5. Mobile RMS – Mobile Field Reporting for Law Enforcement Officers – Via Wi-Fi and Cellular

# Monroe County (IL) Muni Project

## Statement of Work

December 1, 2007



### Technologies

- Mobile RMS provides field officers with laptop access to all of the primary applications needed such as incident reports, crash reports, citations, field contacts, and report approval.
- 6. IJIS Sharing – Centralized web-based sharing system that will archive copies of all approved reports and documents, for cooperative use by authorized agencies sharing the data.
- All primary applications being provided will have the option to be shared and loaded into the IJIS archive, including booking data from livescans, mugshots from livescans, and electronic fingerprints for arrestees from livescans.

## Scope of Work

The overall project will encompass the integration of multiple vertical market public safety and law enforcement software systems from an experienced provider, ID Networks, on behalf of the Monroe County Law Enforcement Agencies. As mentioned above, the applications will service the citizens of Monroe County, Illinois for emergency, non-emergency, criminal, and non-criminal 911 center calls and dispatching, including the County Sheriff, the City of Columbia, and the City of Waterloo.

ID Networks is providing end-to-end solutions for the applications already mentioned above. They shall be fully integrated in order to provide the maximum level of efficiency and indexing, as applicable. The systems shall be implemented after a complete analysis of requirements is reviewed and mutually agreed upon by both parties. A continuing list of tasks and schedules for reviews, technical efforts, conversions, software installations, training events, system configurations, customized programming, field installations, parallel processing, and final implementations will be developed and maintained in order to affect the final implementation of all systems named.

The overall implementation is estimated at 9 months, to include many onsite visitations and implementation efforts as needed. It is expected that the overall success will be directly related to the mutual efforts of both parties involved. Proper system setup for each of the applications involved will be paramount to the success of each application.

Implementation of each of the systems will be directed by an ID Networks project manager and cooperatively scheduled and planned with an appropriate Monroe County project coordinator. This relationship is imperative to the success of the overall project.

The diverse nature of the implementation will deal with off the shelf software, numerous specialized conversions, various interfaces, diverse setup and configuration, dynamic training requirements, and persistent project reviews.

Additional integration of this project with other existing ID Networks applications within Monroe County will be part of the end to end solution. Specifically, integration with new ID Networks applications for Mobile, RMS, Mugshot Imaging, and Livescan fingerprinting will take place.

The end result of the overall ID Networks implementation will tightly integrate most primary application data, photos, and documents from all of the applications. The Monroe County efficiency of daily

# Monroe County (IL) Muni Project

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workflow will increase dramatically. The accessibility to centralized records will create a database mechanism for all authorized employees. And the overall elimination of repetitive manual processes should be eliminated with the new implementation.

Additional benefits associated with the implementation will ultimately improve remote access and updates for field officers and emergency personnel via wireless technologies.

## Deliverables

### SOFTWARE DELIVERABLES - SUMMARY

The ID Networks computer software packages required in this project are as follows:

1. ID Networks Security System
2. CAD – Computer Aided Dispatching (separate contract)
3. Mobile – Mobile CAD via Wi-Fi and Cellular Technologies, as available for use
4. RMS – Law Enforcement Records Management
5. Mobile RMS – Mobile Field Reporting for Law Enforcement Officers, either synchronized or online, depending on available cellular /online coverage
6. IJIS agency sharing system for Monroe County agencies

All systems will be integrated with all traditional master indices such as names, addresses, vehicles, property, and locations. Online access to all records shall be secured via a centralized security system at each agency (with the exception of livescan), for both Local Network users and Wireless Network users. All communications shall be secured and comply with local and Illinois state networking security policies. User access privileges will be assigned by a centralized Security Administrator at each agency, authorized by an appropriate Agency administrative authority.

### SERVICES DELIVERABLES – SUMMARY

The ID Networks list of services is as follows:

1. Project Management
2. Account Management
3. Field Service & Installation
4. Remote Service & Support
5. Field Training
6. Remote Training & Orientation
7. Design Work
8. Optional Programming
9. Optional Report Design
10. Data Conversions
11. Mapping Integration

## DATA CONVERSIONS

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It is expected that ID Networks shall convert Monroe County Agency data bases, as shown below:

Columbia PD	Expeditor RMS	
Waterloo PD	Expeditor RMS	
Monroe County Sheriff	PIPS RMS	

The final responsibility for data conversion auditing and signoff will be with Monroe County agencies personnel. ID Networks will provide conversion programs to convert primary data that exists in current applicable systems. Should data in current systems be non-compliant with NCIC or other standards/rules, then data will be converted as possible and also attached to appropriate records as a supplemental record, known as "converted record". The responsibility for review of these computer-generated supplemental - review records will also be the responsibility of agency personnel. Code tables play an instrumental role in the conversion and ongoing use of the systems. To that end, Monroe County Agency personnel will be expected to work with ID Networks to create and approve the appropriate code table values and purify the codes prior to conversion for validation and translation of the data, including the mutual creation of the conversion rules specific to the customer's data.

### MASTER INDICES

Master Indices shall play a key role in the improvements of data integration and workflow efficiencies within each agency. The master indices being provided by ID Networks will correlate and aggregate information in the following areas:

Names	Vehicles
Addresses	Property
Locations	

Master Indices are created in a variety of ways, including the input of information into applications such as Computer Aided Dispatch, Incident Reporting, Crashes, Citations, arrests, and other means. The integration of photos from the mug shot system and booking records from the jail will also be linked, as possible within the IJIS Sharing System.

### Contractor Resource Requirements

Contractor resources will provide the following services during the project:

1. Project Management
2. Account Management
3. Field Service & Installation
4. Remote Service & Support
5. Field Training
6. Remote Training & Orientation
7. Design Work
8. Optional Programming
9. Optional Report Design

# Monroe County (IL) Muni Project

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10. Data Conversions
11. Mapping Integration

Actual ID Networks personnel being assigned to this project will probably be as follows:

1. Tom West, Project Manager – [twest@idnetworks.com](mailto:twest@idnetworks.com)
2. Albert Ray, Project Manager – [aray@idnetworks.com](mailto:aray@idnetworks.com)
3. Chris Dottavio, Customer Support Manager – [cdottavio@idnetworks.com](mailto:cdottavio@idnetworks.com)
4. Melanie Welton, Account Manager for CAD – [mwelton@idnetworks.com](mailto:mwelton@idnetworks.com)
5. David Moore, Senior Customer Support – [dmoore@idnetworks.com](mailto:dmoore@idnetworks.com)
6. Doug Blenman, Jr. – Product Manager – [dblenman@idnetworks.com](mailto:dblenman@idnetworks.com)
7. RMS Support Staff – [RMSsupport@idnetworks.com](mailto:RMSsupport@idnetworks.com)
8. 1-2 Various development personnel – for special applications, interfaces, and custom applications

## Performance Standards & Quality Assurance

Performance standards address plans, people, products, and services.

1. Our plans will remain as a cooperative work, continually being updated for the good of the project. Plans will be published on a regular basis in written form, by our project manager. Our training plans will be documented and tailored to the workgroups of people being trained.
2. Our people assigned to the project are all skilled and experienced at what they do. As a result, we are confident that their performance will be a pleasant experience for your users. Our developers, managers, support staff, and service personnel all have the experience it takes to succeed at this project.
3. Our products are all advanced in their design, but designed by industry professionals. They are designed with compliance in mind, with state and federal requirements as well.
4. Our service and support people pay attention to details, respond quickly, and deal with thousands of issues per year for our customer base. Often times, their assistance involves items that have little to do with the operation of our products. But we assist our customers with those borderline conditions as well. In some cases, we are the customer's IT staff and in other cases, we work with very experienced IT professionals. We are ready to adapt to your needs in any given situation or multi-vendor environment.

## Reporting & Communications

1. It is assumed that project reviews will be conducted at least monthly for most applications. However, the frequency of reviews will vary based upon need and special situations required by both parties. During critical periods of planning, education, or implementation, it is very likely that weekly meetings and/or sessions will occur.
2. Methods of communications will be primarily phone conferences, sponsored by ID Networks.

# Monroe County (IL) Muni Project

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Email, of course, will be a necessary evil on a regular basis. Additional methods of voice and data based reviews will also be required as projects progress and application overviews are required for educational or training purposes. Onsite visits are planned for the deployments of all applications as well.

### Risks and Constraints

1. Most risks associated with the project are driven by the unknown variables of the implementation.
2. Considering that a majority of the implantation deals with off the shelf software, then risks are minimal, assuming that Monroe County adapts its processes to the workflow recommendations of the ID Networks software and its implied procedures based on the standards promoted by ID Networks software.

### Customer Resource Requirements

#### CUSTOMER PERSONNEL RESOURCES REQUIRED

It is expected that the Customer would assign a project consultant to this project, in order to mutually plan and coordinate all project activities with ID Networks. Additional Customer personnel may be required for meetings and/or specific reviews of documentation and data as the project moves forward. And to be certain, the specific assignments needed to achieve the migration of knowledge about the system (overviews) and the training needed (both remote and onsite) will require the continuing participation of Customer personnel, with respect to each of the applicable departmental groups assigned to the implementation and subsequent use of the systems being delivered:

- Customer systems administrator for setup and configuration
- Security administrator for the establishment and maintenance of each agency's users
- User groups will need to engage in educational sessions
- Customer system testing of data entry, queries, and reports
- Customer internal workflow process discussions to determine changes in procedures
- Customer project management will need to participate in tracking the implementation activities, in cooperation with ID Networks staff

### Other Customer Requirements

System hardware, system networking, MS-SQL server data bases, MS-SQL Server Administration, MS-SQL data backups, PC Workstations, and Mobile laptops shall be provided by the customer. The customer shall also provide and maintain:

# Monroe County (IL) Muni Project

## Statement of Work

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1. Facility NEC electrical compliance for all equipment and devices
2. Network management with 100 Mbit compliance
3. Internet connectivity for remote access by both users and ID Networks remote support personnel (VPN and PC Anywhere preferred)
4. Anti-virus software protection for the network servers, workstations, and laptops
5. Additional backups as required for real-time audit logs and regular daily backups for all ID Networks data bases and related setups / configurations.

Considering that it is implied that ID Networks will cooperatively provide technical support for the desktop PC's, it is expected that most systems be locked down with security software in order to guarantee consistent configurations and operations. ID Networks recommends fortress security software for this process in order to lockdown the desktops for all systems.

### Location of Work and Travel

All work shall be completed in two locations:

1. All remote work for ID Networks shall commence and continue throughout the project at ID Networks corporate location: 7720 Jefferson Road, Ashtabula, Ohio 44004 and other ID Networks locations in various states within the U.S.
2. All onsite work for ID Networks shall be performed within Monroe County, Illinois.
3. All work for Monroe County personnel shall be performed within Monroe County in most cases. The invitation exists for Monroe County personnel to visit ID Networks in Ohio, if desired.

### Language of Work

1. The English language shall be the requirement and standard for the application, its deployment, its usage, and its support.
2. The software applications shall be off the shelf, unless otherwise noted, and comply with reporting standards of the United States, specifically the FBI, CJIS Security policies, and other U.S. representative national standards.

# Monroe County (IL) Muni Project

## Statement of Work

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### Security Requirements

1. Security within our applications is a given.
2. We have embedded security and encryption as needed or as required for our networking, messaging, and data transfers.
3. Our communications between our facilities and your facility, for remote support and education is a secured environment, using our own tools and the services of professional services firms for such communications.
4. Security at our premises in Ohio is also highly secured, recognizing that we occasionally store work copies of customer data at our facility, within our secured networks and servers.

### Intellectual Property Rights / Copyright

1. All application software being delivered as part of this agreement, both off-the-shelf and any customized software shall be considered as a "Use License" agreement, whereby ID Networks (the Vendor) shall retain full ownership rights with regard to the software deliverables. Source code for such software shall remain the ownership and property of ID Networks and shall remain in the possession of ID Networks only, unless otherwise agreed upon in writing within this project or separate written agreement.
2. The user of the ID Networks software shall be entitled to the permanent use of the described ID Networks software, as part of this agreement. However, any enhancements to the ID Networks software shall only be available to the user of the ID Networks software, if the user has agreed to an ID Networks written software support and maintenance agreement and the user of the software is current with the payments for such support and maintenance.

### Non-Disclosure and Confidentiality

1. Monroe County and ID Networks will need to execute a mutual non-disclosure agreement. The primary purpose of these documents was to protect the proprietary nature of Monroe County data being reviewed for conversions and any proprietary materials that might be revealed during the mutual review of the projects.
2. It is assumed that these MNDA documents shall continue throughout the project and continue into the time limits agreed upon within the MNDA documents signed by both parties.
3. As part of the MNDA agreement, confidentiality is protected for all related materials engaged with the process of the mutual disclosures throughout the duration of the agreements.

**Monroe County (IL) Muni Project  
Statement of Work**

December 1, 2007



**Commencement, Duration, and Award**

1. Our work at ID Networks will commence upon the completion of an executed contract with ID Networks. Our administrative staff will standby to assist in that process in order to expedite even the most obvious of clerical tasks to keep the process moving.
2. Once the award and contracts are signed, we will schedule short-term project kickoff sessions, in line with our committed plans. Official plans should be finalized within the first 30 days, with action groups in motion within 45-90 days for various activities.
3. We fully expect that this project will be fully installed in 7-9 months from the date of our receipt of mutual contract written approvals.

Prepared by:

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ID Networks, Inc.  
[dgbsr@idnetworks.com](mailto:dgbsr@idnetworks.com)

Tel: 800.982.0751, 440.992.0062  
Fax: 440.992.1109

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**ATTACHMENT "B"**

**TO**

**ID NETWORKS, INC. LICENSE AGREEMENT**

**WITH**

**THE COUNTY OF MONROE, STATE OF ILLINOIS AND  
THE CITIES OF COLUMBIA AND WATERLOO IN SAID  
MONROE COUNTY, ILLINOIS**

## SOFTWARE MAINTENANCE AGREEMENT

This Software Maintenance Agreement, between ID Networks, Inc., 7720 Jefferson Road, Ashtabula, Ohio 44004 (otherwise known as "IDN") and

The Monroe County Sheriff, 225 East Third Street, Waterloo, IL 62298 (also known as "Customer")

is an agreement for services, dated September 1<sup>st</sup>, 2008. This agreement serves to explain the nature and content of maintenance services being provided by IDN to the Customer. Both parties, with written acceptance, agree to all the items contained herein:

### PRIMARY AGREEMENT INFORMATION

Effective Date:	September 1, 2008
Software Maintenance Agreement #:	MCSO 081 <i>This is a Base Agreement, upon which future addendum may be added, with mutual written approvals.</i>
Permanent License Agreements to support the software included herein:	Embedded Licenses during software installation
Term of this Agreement:	5 years from the Date of Installation and Training, with Customer Fees Prepaid Annually at the beginning of each year
Renewal Periods:	Automatic renewal annually, with 90 days prior cancellation notice by either party required
Standard Payment Method:	Prepayment annually, unless otherwise stated herein
Approved Server Operating System Platforms:	Microsoft Windows 2000 or higher
Approved PC Workstation System Platforms:	Microsoft Windows XP PRO Workstation <i>Any changes in platform, may void this agreement and the IDN License agreement.</i> <ul style="list-style-type: none"><li>- MS Windows Major Version Upgrades should be rebuilt with a clean system, rather than upgraded</li><li>- Windows Terminal Server are NOT approved for IDN applications at this time.</li></ul>
<i>(Each module on the Software Schedule is subject to separate IDN approval)</i>	

## SOFTWARE COVERAGE

Software Module Coverage	Fees	Coverage
Plan 1, Basic Coverage, proposed in the ID Networks Customer Proposal dated December 1, 2007: <ul style="list-style-type: none"> <li>• 8 hours/day, 5 days per week</li> <li>• Monday through Friday, EST</li> <li>• Domestic holidays and published IDN exceptions are excluded from coverage</li> <li>• 2 hours or less IDN phone response to first service call</li> </ul>	\$11,686	12 Months from the date of Installation
Total Maintenance Fees (for this base maintenance agreement)	\$11,686	

Software Item(s)	Type of Coverage
RMS MOBILE IJIS	Plan 1 Basic Coverage – Above Plan 1 Basic Coverage – Above Plan 1 Basic Coverage – Above

## TERMS AND CONDITIONS

- Calculation:
  - RMS \$5,249
  - Mobile and Field Reporting \$3,938
  - IJIS \$2,499
  - Total Annual Maintenance Fee \$11,686
- Pre-paid Annually with Signed Maintenance Agreement on File
- Invoices will be issued by IDN to the customer:
  - After Installation and Training is complete
  - After any new addendum are signed by the Customer, which require billing
  - 30 days prior to any automatic renewals within this agreement
- Customer Payment to be processed "upon receipt of the invoice", unless otherwise negotiated in advance and so noted on the invoice from IDN.

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**SOFTWARE MAINTENANCE SERVICES  
PROVIDED BY ID NETWORKS (IDN)**

**1. Helpdesk, Email, and Phone Support**

- Our staff is available to answer software questions and provide technical support for the IDN products being delivered. The hours of support are 8:30am to 5:00pm, Monday through Friday, Eastern Standard Time, holidays and published exceptions not included.
- For the most effective mode of service to be achieved, we recommend that your agency appoint one person to act as prime account liaison. All software releases will be addressed and coordinated with the designated account liaison.
- Any non-IDN product issue requests will be documented and then referred back to the customer
- Unless IDN specifically contracts for a universal help desk solution, it is the responsibility of each customer to screen customer issues while requesting support to IDN.
- Support issues may be submitted via specific email addresses for your account, such as [support@idnetworks.com](mailto:support@idnetworks.com) , or via our help desk support desk at <http://www.idnetworks.com/Support/default.html> or via phone requests to our support department.
- Typically, the most effective way to engage IDN support personnel is via the website helpdesk link <http://www.idnetworks.com/Support/default.html> .
- All authorized service customers will be issued help desk login information, in order to directly submit concerns and issues to our support department.

**2. Program "Bug" Fixes**

- Normal program "bug" fixes or patches to our software will be published via our web site ([www.idnetworks.com](http://www.idnetworks.com)), E-mail broadcast, fax, and/or mail.
- Software patches will be available for download from our web site, as they become available and tested by our staff or pilot sites.
- Software patches are distributed on a regular basis, typically by electronically downloading the updates to your central server, whereby all users within your networks can receive those updates in an automated fashion. Software updates and enhancements are usually distributed every 4 months, on a planned basis. The process of distribution for these enhancements is the same electronic process stated above.
- Documentation, in varying forms, will exist with the patches in order for the customer to understand the need for such patches.
- IDN will recommend or insist on the implementation of software patches due to the critical nature of their purpose. Should the customer elect to delay or not

install such patches, then IDN shall assume no responsibility for the resulting effect.

### 3. New Software Releases

- ID Networks distributes its latest versions of software once they are tested, documented, and prepared for release. IDN is constantly enhancing our software modules based on user requests and design improvements. When a significant amount of enhancements have been added to the product, they are labeled as a new version and released to all current Full Service accounts.
- IDN reserves the right to review, modify, accept, or reject all user or committee suggestions relating to IDN software development activities, software products, product interfaces, imports, exports, queries, or reporting.
- The software is typically installed remotely or shipped in a CD format by UPS, at the discretion of IDN. These software releases usually include Release Notes that alert the account liaison to important aspects of the new software. We also give recommendations to perform a successful installation and configuration. Our software support staff is also available to assist with the installations, should you have problems.
- IDN Compliance with Industry, Local, State, and Federal standards is a function of the Customer's initial software acquisition and licensing and shall apply to any then current standards known to be in effect and completely documented, prior to the first request for quotation for the customer's software acquisition and corresponding license, inside the scope of this maintenance agreement.
- Although this maintenance agreement will provide its "best efforts" to maintain ongoing compliance at no charge to the customer, IDN reserves the right to review all customer requests for ongoing compliance, for any reason, and in response to the customer's request for compliance, provide the customer with a compliance review and then provide the customer with a possible quotation for additional services and/or programming, outside the bounds of this agreement.

### 4. Training Materials

- New software releases may include an online, internet based overview of the new software being distributed. In addition, IDN may elect to schedule a remote online session with the customer(s) to explain and view the new software being released.
- When a significant number of software products have been released and the customer requests additional classroom training, IDN may hold classes at its offices, nearby facilities, or online internet classes. Class size is not limited in most instances. All training costs are covered under the Agreement. However,

the customer is responsible for any travel costs or internet/phone-line based charges applicable for the session.

- Software training for new customers is covered under the individual purchase agreements and is usually conducted onsite and remotely via the internet and may be tailored to the customer requirements at a per diem rate.
- If additional onsite training is desired for whatever reason (perhaps a large personnel turnover), a separate quote can be issued to cover the costs of onsite training by one of our certified instructors.

## 5. E-mail and Website Customer Service News

- IDN publishes customer service news for its customers throughout the year, typically in the form of an E-mail broadcast and website access for viewing and printing by the customer.
- It is required that each customer coordinator and other interested customer parties maintain a valid email address in order to receive IDN email notifications, since notices will not be sent out via other means, unless otherwise negotiated.
- Any number of approved customer employees may receive the confidential customer news from IDN by simply notifying IDN of their name, job position, and E-mail address for each individual.
- News focuses on new product features, potential issues or concerns, and system administrator considerations.
- Newsletters also link to our web site for various reasons.
- The customer should maintain an E-mail provider which allows for at least 1-2 MB of file attachments for your inbound E-mail.
- Online copies of technical documentation, manuals, & newsletters are available for download by customers.
- FTP site directories are provided for customers to interact with our technical staff.
- E-mail contact is also available via the site.

## 6. E-mail Broadcast Services

- IDN highly recommends that at least one, but preferably several persons at our customer sites maintain professional E-mail accounts for communications with IDN throughout the year.
- IDN maintains a database of all customers, their computer liaisons, other points of contact, and informational personnel.
- E-mail broadcasts are made to appropriate individuals in cases where there is technical or other product information which we believe to be relevant for publishing.
- IDN news is sometimes a notice of software problems or software patches, but may also include thoughtful planning information for your facility.

- At our discretion, IDN may also elect to fax broadcast these E-mails in order to inform persons sooner of a situation worth noting.
- During periods of new software development, you may receive these broadcasts as a notice of upcoming functions and features, in which case IDN always welcomes your timely feedback via E-mail or fax.
- The Customer may choose to be removed from the email broadcasts, but in doing so, that individual will no longer receive relevant IDN only information critical to the customer account. It is not recommended that customers un-subscribe to our email notifications, since it will be impossible for that account to remain current with the many notifications the IDN broadcasts for the benefit of all customers.
- In some cases, IDN may choose to call the customer directly or follow up the initial broadcast, to insure that the information has been received by the account. However, IDN will not broadcast any notifications in any other form, other than email.

## 7. Remote Support via Modem or Internet Access

- Whenever the customer has a software or database problem that the Customer Liaison or the Customer IT Administrators cannot resolve, we encourage an approved customer liaison to call our support lines for assistance.
- Our normal hours of support are 8:30am to 5:00pm, Monday through Friday, EST
- Some situations require our technicians to dial into your system in order to properly diagnose, detect and resolve issues. Via remote support, they can often replace software that has been corrupted for whatever reason and rebuild files if needed. To do this, we require that a phone line or internet access is available for the remote support services required. Internet access is the preferred method.
- Customer supplied passwords must be provided to authorized IDN service personnel, including appropriate security levels, in order for IDN to diagnose, troubleshoot, and repair IDN programs, system conditions, or database content.
- IDN proprietary service authorized passwords will be used by IDN service personnel to troubleshoot, diagnose, install, repair or replace programs, operating controls, and certain databases as necessary.
- In some cases, it is expected that IDN have 24/7 unrestricted access to the customer system, in order to provide timely service after hours and/or to administer servers, data bases, PC workstations, mobile computers, or other appropriate items.
- Remote Service by IDN cannot be provided without remote computer access and appropriate administrative passwords provided by the customer.

## LIST OF ASSUMPTIONS AND CONDITIONS

- This is the entire software maintenance agreement, allowing for future addendum.
- There is an automatic renewal of the agreement each year. Unless IDN is notified in writing, subsequent billings will be issued one month prior to their due date.
- To be eligible for services, IDN must have a signed or embedded (authorized during customer installation) Permanent License Agreement on file for each Software Application and the customer must remain current with payments.
- Software virus protection on all servers, network appliances, and PC equipment is the responsibility of the customer.
- Dial Up phone access or high-speed Internet Access (preferred) is the responsibility of the customer and is mandatory for this agreement.
- After hours access by IDN personnel to the customer's network is sometimes required and will require a customer procedure and secured passwords to allow IDN access.
- Any required hardware fees, operating system fees or database license fees, in order for the customer to install or use IDN software, are not included within this maintenance agreement and are assumed to be the responsibility of the customer, unless otherwise noted with other agreements.
- PC Anywhere Software or equivalent solution is the method by which IDN will access and remote control your systems for support. This software is the responsibility of the customer.
- Any other method of access other than PC Anywhere will require the approval of IDN.

## ID NETWORKS SUPPORT CONTACT INFORMATION

• Customer Service	(440) 992-0062	<a href="mailto:support@idnetworks.com">support@idnetworks.com</a>
• Sales Department	(440) 992-0062	<a href="mailto:sales@idnetworks.com">sales@idnetworks.com</a>
• Administration	(440) 992-0062	<a href="mailto:admin@idnetworks.com">admin@idnetworks.com</a>
• Website Support	<a href="http://www.idnetworks.com/Support/default.html">http://www.idnetworks.com/Support/default.html</a>	
• Online Meetings	PC Access	<a href="http://www.idnetworks.com/">http://www.idnetworks.com/</a>
• Online Meetings	Phone Access	Specific to each meeting Toll-Free (US),

## CHANGES IN TERMS, CONDITIONS AND FEES

- ID Networks will not increase maintenance fees throughout the duration of the 5-year maintenance agreement
- The Maintenance Agreement cannot be cancelled by either party except due to default by the other party

## TAXES AND DUTIES

- There shall be added to maintenance fees and other charges under this agreement amounts equal to any tariff, duties and/or sales or use tax, or any tax in lieu thereof (including any interest or penalties) imposed by any government or governmental agency with respect to the services rendered by ID Networks under this agreement and which ID Networks now or in the future may be required to collect or remit.

## SOFTWARE AND DATABASE COVERAGES

- The Software covered is that Software designated in the Permanent License Agreement (embedded or external document) and as updated with improvement or modifications furnished to the Customer under ID Networks maintenance service. During the term of this Agreement, ID Networks will supply the Customer with any improvements or modifications to the Software which are not charged for as options or upgrades.
- During the term of this Agreement, ID Networks will correct or replace its software and/or provide services necessary to remedy or avoid any programming error which is attributed to ID Networks and which significantly affects the intended use of the software. Such correction, replacement or services will be accomplished in a reasonable period, after the Customer has identified and notified ID Networks, in writing, of any such error in accordance with ID Networks reporting procedures in place at the time. IDN will make its BEST EFFORTS only toward the resolution of specific situations relating to programming errors.
- Customer agrees to provide ID Networks with database dumps or copies, as requested, and with sufficient support and test time on Customer's computer system or on IDN computers (after file transfer of customer data back to IDN) to duplicate the problem, certify that the problem is indeed with ID Networks' Software, and to certify that the problem has indeed been fixed or a suitable work-around devised.
- Customer shall inform ID Networks in writing of any modifications made by Customer to the Software or associated databases. ID Networks shall not be responsible for maintaining Customer modified portions of the Software or for maintaining portions of the Software or databases affected by Customer modified portion of the Software or databases.
- Corrections for difficulties or defects traceable to Customer errors or system changes (server, operating system, databases, client PC / mobile software, networking, or other infrastructure) may be billed at ID Networks' standard time and material rates. Any corrections or alterations to or new versions of the Software that ID Networks may deliver to Customer under this Agreement shall be limited to one copy of such Software and documentation delivered to the Customer. The customer may duplicate IDN

software (2 copies) or documentation (reasonable # copies) for internal use only. A customer log must be kept of these duplications for IDN review, as requested.

- ID Networks licensed software or documentation (electronic or otherwise) provided to the customer shall not be disclosed or given, in any form, to any IDN competitor, industry consultant, or third party for any reason, without advanced written permission from ID Networks. Any violation of this item shall provide IDN with the option to cancel services or seek damages relating to such disclosure.
- Server equipment administration and configuration, operating system support, data base administration, and networking configuration issues and support are NOT included within this agreement, unless otherwise specified. It is the responsibility of the customer to provide immediate and qualified technical assistance to work with IDN personnel, should IDN request such assistance. In cases whereby IDN is also the network service company under separate agreement or as a specific line item within this agreement, then IDN shall assume such responsibilities.
- Copies of any customer database information (data, photos, fingerprints) will be kept in strict confidence and used solely for the purpose of testing software, testing databases, benchmarking programs, determining performance, creating file conversions, troubleshooting customer problems, technical research / development, or other customer service related activities.

#### ADDITIONAL ONSITE LABOR AND TRAVEL EXPENSES

- This agreement does not provide for any onsite field service, onsite support services, or travel for such.
- If the customer requests onsite assistance, then the customer shall reimburse ID Networks for any labor and out of pocket expenses including travel to and from the customer site, lodging, meals, telephone, and other related expense.
- All onsite labor and travel expenses will be mutually agreed upon in advance.

#### PROPRIETARY RIGHTS AND OWNERSHIP

- The customer is issued a perpetual "use" license for the executable IDN software only, without the distribution or access to the IDN source program code.
- IDN shall remain the sole owner of all IDN software, including programming source code, executable programs, and subsequent program materials, proprietary design, and user documentation.
- Any changes, additions, and enhancements in the form of new or partial programs or documentation that may be provided under this Agreement shall remain the proprietary property and ownership of ID Networks.

## TERMINATION

- In the event of termination of the Perpetual Use License Agreement, through default by the Customer, all prorated maintenance fees or charges payable for the current year of this Agreement shall, without notice or demand by ID Networks, immediately become due and payable and ID Network's obligations under this Software Maintenance Agreement shall immediately end. Customer maintenance fees shall be prorated for the service period during which the termination takes place. Unused portions of the customer's prepaid fees will be returned to the customer.
- ID Networks may terminate this Agreement in the event of any default by the Customer for this agreement or any default of the customer license agreement.
- Default by the Customer also includes the Customer's failure to pay the maintenance fee within 30 days notice that the same is delinquent by thirty days or more.
- In the event of termination of this maintenance agreement by either party for the IDN software license agreement, then all IDN application materials, technical materials, and programs shall remain the ownership of IDN, with the customer granted continuing "use" of the software and documentation.
- Should this maintenance agreement be cancelled by either party, then all future maintenance services provided by IDN will be billable to the customer, within the bounds of current IDN time and material rates.

## NOTICES

- All Notices required or permitted under this Agreement shall be transmitted in writing, only by personal delivery or by certified, registered or first class United States Mail to the following:

Customer: Monroe County Municipalities:  
Monroe County Sheriff - Sheriff Dan Kelley  
Columbia Police Department - Chief Joe Edwards  
Waterloo Police Department - Chief Jim Trantham  
(See addresses above for mailing address)

Vendor: ID Networks, Inc.  
Bonnie Blenman, Contracts Administrator  
7720 Jefferson Road, PO Box 2986  
Ashtabula, Ohio 44005

Notices transmitted by first class United States Mail shall be deemed received on the second business day after it was deposited in a United States Mail receptacle. Business day shall not include Saturdays, Sundays or any other day declared as a legal holiday in the State of Illinois by Illinois Law, as now or hereafter amended.

## GENERAL

- This Agreement shall be binding when accepted by ID Networks at 7720 Jefferson Road, Ashtabula, Ohio and will be governed by the laws of the State of Illinois.
- It is expected that IDN shall not provide written acceptance of this agreement until the customer provides written acceptance to IDN.
- The terms and conditions stated herein supercede all prior agreements between parties relating to the subject matter of this Agreement. This Agreement may only be changed or modified in writing, via an addendum referencing this Agreement by name and number.

## SPECIAL CONDITIONS

None applicable at this time.

**ACCEPTANCE BY CUSTOMER**

Customer hereby understands that the contents of this software maintenance agreement shall constitute the entire maintenance agreement between Customer and ID Networks, Inc. Customer also agrees to this content and terms and conditions. Signatures shown below are authorized to act on behalf of the customer.

Approved and Accepted by Monroe County, Illinois:

By: \_\_\_\_\_

DALE HAUDRICH, Chairman, Monroe, County  
Illinois Board of Commissioners

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_

DENNIS KNOBLOCH, Monroe County, Illinois  
County Clerk

(SEAL)

Witness:

Date: \_\_\_\_\_

**ACCEPTANCE BY ID NETWORKS, INC. (IDN)**

IDN hereby understands that the contents of this software maintenance agreement shall constitute the entire agreement between IDN and the customer. IDN agrees this content and terms and conditions. Signatures shown below are authorized to act on behalf of IDN.

Approved and Accepted by IDN:

Date: \_\_\_\_\_

By: \_\_\_\_\_

DOUGLAS G. BLENMAN, President

ATTEST:

By: \_\_\_\_\_

BONNIE M. BLENMAN, Secretary

Software Maintenance Agreement



Witness (If applicable):

Date:

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File: C:\Documents and Settings\jnagy\Desktop\Monroe County FINAL DOCS - 09-01-08\IL - Monroe County SO Maintenance  
Agreement - 09-01-08.doc

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**ATTACHMENT "C"**

**TO**

**ID NETWORKS, INC. LICENSE AGREEMENT**

**WITH**

**THE COUNTY OF MONROE, STATE OF ILLINOIS AND  
THE CITIES OF COLUMBIA AND WATERLOO IN SAID  
MONROE COUNTY, ILLINOIS**

## SOFTWARE MAINTENANCE AGREEMENT

This Software Maintenance Agreement, between ID Networks, Inc., 7720 Jefferson Road, Ashtabula, Ohio 44004 (otherwise known as "IDN") and

The Columbia Police Department, 1020 North Main Street, Columbia, IL 62236 (also known as "Customer")

is an agreement for services, dated September 1<sup>st</sup>, 2008. This agreement serves to explain the nature and content of maintenance services being provided by IDN to the Customer. Both parties, with written acceptance, agree to all the items contained herein:

### PRIMARY AGREEMENT INFORMATION

Effective Date:	September 1, 2008
Software Maintenance Agreement #:	CPD 081  <i>This is a Base Agreement, upon which future addendum may be added, with mutual written approvals.</i>
Permanent License Agreements to support the software included herein:	Embedded Licenses during software installation
Term of this Agreement:	5 years from the Date of Installation and Training, with Customer Fees Prepaid Annually at the beginning of each year
Renewal Periods:	Automatic renewal annually, with 90 days prior cancellation notice by either party required
Standard Payment Method:	Prepayment annually, unless otherwise stated herein
Approved Server Operating System Platforms:	Microsoft Windows 2000 or higher
Approved PC Workstation System Platforms:	Microsoft Windows XP PRO Workstation <i>Any changes in platform, may void this agreement and the IDN License agreement.</i> <ul style="list-style-type: none"><li>- <i>MS Windows Major Version Upgrades should be rebuilt with a clean system, rather than upgraded</i></li><li>- <i>Windows Terminal Server are NOT approved for IDN applications at this time.</i></li></ul>
<i>(Each module on the Software Schedule is subject to separate IDN approval)</i>	

## SOFTWARE COVERAGE

Software Module Coverage	Fees	Coverage
<p>Plan 1, Basic Coverage, proposed in the ID Networks Customer Proposal dated December 1, 2007:</p> <ul style="list-style-type: none"> <li>• 8 hours/day, 5 days per week</li> <li>• Monday through Friday, EST</li> <li>• Domestic holidays and published IDN exceptions are excluded from coverage</li> <li>• 2 hours or less IDN phone response to first service call</li> </ul>	\$11,686	12 Months from the date of Installation
Total Maintenance Fees (for this base maintenance agreement)	\$11,686	

Software Item(s)	Type of Coverage
RMS MOBILE IJIS	Plan 1 Basic Coverage – Above Plan 1 Basic Coverage – Above Plan 1 Basic Coverage – Above

## TERMS AND CONDITIONS

- Calculation:
 

- RMS	\$5,249
- Mobile and Field Reporting	\$3,938
<u>- IJIS</u>	<u>\$2,499</u>
- Total Annual Maintenance Fee	\$11,686
- Pre-paid Annually with Signed Maintenance Agreement on File
- Invoices will be issued by IDN to the customer:
  - After Installation and Training is complete
  - After any new addendum are signed by the Customer, which require billing
  - 30 days prior to any automatic renewals within this agreement
- Customer Payment to be processed "upon receipt of the invoice", unless otherwise negotiated in advance and so noted on the invoice from IDN.

---

## SOFTWARE MAINTENANCE SERVICES PROVIDED BY ID NETWORKS (IDN)

### 1. Helpdesk, Email, and Phone Support

- Our staff is available to answer software questions and provide technical support for the IDN products being delivered. The hours of support are 8:30am to 5:00pm, Monday through Friday, Eastern Standard Time, holidays and published exceptions not included.
- For the most effective mode of service to be achieved, we recommend that your agency appoint one person to act as prime account liaison. All software releases will be addressed and coordinated with the designated account liaison.
- Any non-IDN product issue requests will be documented and then referred back to the customer
- Unless IDN specifically contracts for a universal help desk solution, it is the responsibility of each customer to screen customer issues while requesting support to IDN.
- Support issues may be submitted via specific email addresses for your account, such as [support@idnetworks.com](mailto:support@idnetworks.com) , or via our help desk support desk at <http://www.idnetworks.com/Support/default.html> or via phone requests to our support department.
- Typically, the most effective way to engage IDN support personnel is via the website helpdesk link <http://www.idnetworks.com/Support/default.html> .
- All authorized service customers will be issued help desk login information, in order to directly submit concerns and issues to our support department.

### 2. Program "Bug" Fixes

- Normal program "bug" fixes or patches to our software will be published via our web site ([www.idnetworks.com](http://www.idnetworks.com)), E-mail broadcast, fax, and/or mail.
- Software patches will be available for download from our web site, as they become available and tested by our staff or pilot sites.
- Software patches are distributed on a regular basis, typically by electronically downloading the updates to your central server, whereby all users within your networks can receive those updates in an automated fashion. Software updates and enhancements are usually distributed every 4 months, on a planned basis. The process of distribution for these enhancements is the same electronic process stated above.
- Documentation, in varying forms, will exist with the patches in order for the customer to understand the need for such patches.
- IDN will recommend or insist on the implementation of software patches due to the critical nature of their purpose. Should the customer elect to delay or not

install such patches, then IDN shall assume no responsibility for the resulting effect.

### 3. New Software Releases

- ID Networks distributes its latest versions of software once they are tested, documented, and prepared for release. IDN is constantly enhancing our software modules based on user requests and design improvements. When a significant amount of enhancements have been added to the product, they are labeled as a new version and released to all current Full Service accounts.
- IDN reserves the right to review, modify, accept, or reject all user or committee suggestions relating to IDN software development activities, software products, product interfaces, imports, exports, queries, or reporting.
- The software is typically installed remotely or shipped in a CD format by UPS, at the discretion of IDN. These software releases usually include Release Notes that alert the account liaison to important aspects of the new software. We also give recommendations to perform a successful installation and configuration. Our software support staff is also available to assist with the installations, should you have problems.
- IDN Compliance with Industry, Local, State, and Federal standards is a function of the Customer's initial software acquisition and licensing and shall apply to any then current standards known to be in effect and completely documented, prior to the first request for quotation for the customer's software acquisition and corresponding license, inside the scope of this maintenance agreement.
- Although this maintenance agreement will provide its "best efforts" to maintain ongoing compliance at no charge to the customer, IDN reserves the right to review all customer requests for ongoing compliance, for any reason, and in response to the customer's request for compliance, provide the customer with a compliance review and then provide the customer with a possible quotation for additional services and/or programming, outside the bounds of this agreement.

### 4. Training Materials

- New software releases may include an online, internet based overview of the new software being distributed. In addition, IDN may elect to schedule a remote online session with the customer(s) to explain and view the new software being released.
- When a significant number of software products have been released and the customer requests additional classroom training, IDN may hold classes at its offices, nearby facilities, or online internet classes. Class size is not limited in most instances. All training costs are covered under the Agreement. However,

the customer is responsible for any travel costs or internet/phone-line based charges applicable for the session.

- Software training for new customers is covered under the individual purchase agreements and is usually conducted onsite and remotely via the internet and may be tailored to the customer requirements at a per diem rate.
- If additional onsite training is desired for whatever reason (perhaps a large personnel turnover), a separate quote can be issued to cover the costs of onsite training by one of our certified instructors.

## 5. E-mail and Website Customer Service News

- IDN publishes customer service news for its customers throughout the year, typically in the form of an E-mail broadcast and website access for viewing and printing by the customer.
- It is required that each customer coordinator and other interested customer parties maintain a valid email address in order to receive IDN email notifications, since notices will not be sent out via other means, unless otherwise negotiated.
- Any number of approved customer employees may receive the confidential customer news from IDN by simply notifying IDN of their name, job position, and E-mail address for each individual.
- News focuses on new product features, potential issues or concerns, and system administrator considerations.
- Newsletters also link to our web site for various reasons.
- The customer should maintain an E-mail provider which allows for at least 1-2 MB of file attachments for your inbound E-mail.
- Online copies of technical documentation, manuals, & newsletters are available for download by customers.
- FTP site directories are provided for customers to interact with our technical staff.
- E-mail contact is also available via the site.

## 6. E-mail Broadcast Services

- IDN highly recommends that at least one, but preferably several persons at our customer sites maintain professional E-mail accounts for communications with IDN throughout the year.
- IDN maintains a database of all customers, their computer liaisons, other points of contact, and informational personnel.
- E-mail broadcasts are made to appropriate individuals in cases where there is technical or other product information which we believe to be relevant for publishing.
- IDN news is sometimes a notice of software problems or software patches, but may also include thoughtful planning information for your facility.

- At our discretion, IDN may also elect to fax broadcast these E-mails in order to inform persons sooner of a situation worth noting.
- During periods of new software development, you may receive these broadcasts as a notice of upcoming functions and features, in which case IDN always welcomes your timely feedback via E-mail or fax.
- The Customer may choose to be removed from the email broadcasts, but in doing so, that individual will no longer receive relevant IDN only information critical to the customer account. It is not recommended that customers un-subscribe to our email notifications, since it will be impossible for that account to remain current with the many notifications the IDN broadcasts for the benefit of all customers.
- In some cases, IDN may choose to call the customer directly or follow up the initial broadcast, to insure that the information has been received by the account. However, IDN will not broadcast any notifications in any other form, other than email.

## 7. Remote Support via Modem or Internet Access

- Whenever the customer has a software or database problem that the Customer Liaison or the Customer IT Administrators cannot resolve, we encourage an approved customer liaison to call our support lines for assistance.
- Our normal hours of support are 8:30am to 5:00pm, Monday through Friday, EST
- Some situations require our technicians to dial into your system in order to properly diagnose, detect and resolve issues. Via remote support, they can often replace software that has been corrupted for whatever reason and rebuild files if needed. To do this, we require that a phone line or internet access is available for the remote support services required. Internet access is the preferred method.
- Customer supplied passwords must be provided to authorized IDN service personnel, including appropriate security levels, in order for IDN to diagnose, troubleshoot, and repair IDN programs, system conditions, or database content.
- IDN proprietary service authorized passwords will be used by IDN service personnel to troubleshoot, diagnose, install, repair or replace programs, operating controls, and certain databases as necessary.
- In some cases, it is expected that IDN have 24/7 unrestricted access to the customer system, in order to provide timely service after hours and/or to administer servers, data bases, PC workstations, mobile computers, or other appropriate items.
- Remote Service by IDN cannot be provided without remote computer access and appropriate administrative passwords provided by the customer.

## LIST OF ASSUMPTIONS AND CONDITIONS

- This is the entire software maintenance agreement, allowing for future addendum.
- There is an automatic renewal of the agreement each year. Unless IDN is notified in writing, subsequent billings will be issued one month prior to their due date.
- To be eligible for services, IDN must have a signed or embedded (authorized during customer installation) Permanent License Agreement on file for each Software Application and the customer must remain current with payments.
- Software virus protection on all servers, network appliances, and PC equipment is the responsibility of the customer.
- Dial Up phone access or high-speed Internet Access (preferred) is the responsibility of the customer and is mandatory for this agreement.
- After hours access by IDN personnel to the customer's network is sometimes required and will require a customer procedure and secured passwords to allow IDN access.
- Any required hardware fees, operating system fees or database license fees, in order for the customer to install or use IDN software, are not included within this maintenance agreement and are assumed to be the responsibility of the customer, unless otherwise noted with other agreements.
- PC Anywhere Software or equivalent solution is the method by which IDN will access and remote control your systems for support. This software is the responsibility of the customer.
- Any other method of access other than PC Anywhere will require the approval of IDN.

## ID NETWORKS SUPPORT CONTACT INFORMATION

• Customer Service	(440) 992-0062	<a href="mailto:support@idnetworks.com">support@idnetworks.com</a>
• Sales Department	(440) 992-0062	<a href="mailto:sales@idnetworks.com">sales@idnetworks.com</a>
• Administration	(440) 992-0062	<a href="mailto:admin@idnetworks.com">admin@idnetworks.com</a>
• Website Support	<a href="http://www.idnetworks.com/Support/default.html">http://www.idnetworks.com/Support/default.html</a>	
• Online Meetings	PC Access	<a href="http://www.idnetworks.com/">http://www.idnetworks.com/</a>
• Online Meetings	Phone Access	Specific to each meeting Toll-Free (US),

## CHANGES IN TERMS, CONDITIONS AND FEES

- ID Networks will not increase maintenance fees throughout the duration of the 5-year maintenance agreement
- The Maintenance Agreement cannot be cancelled by either party except due to default by the other party

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## TAXES AND DUTIES

- There shall be added to maintenance fees and other charges under this agreement amounts equal to any tariff, duties and/or sales or use tax, or any tax in lieu thereof (including any interest or penalties) imposed by any government or governmental agency with respect to the services rendered by ID Networks under this agreement and which ID Networks now or in the future may be required to collect or remit.

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## SOFTWARE AND DATABASE COVERAGES

- The Software covered is that Software designated in the Permanent License Agreement (embedded or external document) and as updated with improvement or modifications furnished to the Customer under ID Networks maintenance service. During the term of this Agreement, ID Networks will supply the Customer with any improvements or modifications to the Software which are not charged for as options or upgrades.
- During the term of this Agreement, ID Networks will correct or replace its software and/or provide services necessary to remedy or avoid any programming error which is attributed to ID Networks and which significantly affects the intended use of the software. Such correction, replacement or services will be accomplished in a reasonable period, after the Customer has identified and notified ID Networks, in writing, of any such error in accordance with ID Networks reporting procedures in place at the time. IDN will make its BEST EFFORTS only toward the resolution of specific situations relating to programming errors.
- Customer agrees to provide ID Networks with database dumps or copies, as requested, and with sufficient support and test time on Customer's computer system or on IDN computers (after file transfer of customer data back to IDN) to duplicate the problem, certify that the problem is indeed with ID Networks' Software, and to certify that the problem has indeed been fixed or a suitable work-around devised.
- Customer shall inform ID Networks in writing of any modifications made by Customer to the Software or associated databases. ID Networks shall not be responsible for maintaining Customer modified portions of the Software or for maintaining portions of the Software or databases affected by Customer modified portion of the Software or databases.
- Corrections for difficulties or defects traceable to Customer errors or system changes (server, operating system, databases, client PC / mobile software, networking, or other infrastructure) may be billed at ID Networks' standard time and material rates. Any corrections or alterations to or new versions of the Software that ID Networks may deliver to Customer under this Agreement shall be limited to one copy of such Software and documentation delivered to the Customer. The customer may duplicate IDN

software (2 copies) or documentation (reasonable # copies) for internal use only. A customer log must be kept of these duplications for IDN review, as requested.

- ID Networks licensed software or documentation (electronic or otherwise) provided to the customer shall not be disclosed or given, in any form, to any IDN competitor, industry consultant, or third party for any reason, without advanced written permission from ID Networks. Any violation of this item shall provide IDN with the option to cancel services or seek damages relating to such disclosure.
- Server equipment administration and configuration, operating system support, data base administration, and networking configuration issues and support are NOT included within this agreement, unless otherwise specified. It is the responsibility of the customer to provide immediate and qualified technical assistance to work with IDN personnel, should IDN request such assistance. In cases whereby IDN is also the network service company under separate agreement or as a specific line item within this agreement, then IDN shall assume such responsibilities.
- Copies of any customer database information (data, photos, fingerprints) will be kept in strict confidence and used solely for the purpose of testing software, testing databases, benchmarking programs, determining performance, creating file conversions, troubleshooting customer problems, technical research / development, or other customer service related activities.

#### ADDITIONAL ONSITE LABOR AND TRAVEL EXPENSES

- This agreement does not provide for any onsite field service, onsite support services, or travel for such.
- If the customer requests onsite assistance, then the customer shall reimburse ID Networks for any labor and out of pocket expenses including travel to and from the customer site, lodging, meals, telephone, and other related expense.
- All onsite labor and travel expenses will be mutually agreed upon in advance.

#### PROPRIETARY RIGHTS AND OWNERSHIP

- The customer is issued a perpetual "use" license for the executable IDN software only, without the distribution or access to the IDN source program code.
- IDN shall remain the sole owner of all IDN software, including programming source code, executable programs, and subsequent program materials, proprietary design, and user documentation.
- Any changes, additions, and enhancements in the form of new or partial programs or documentation that may be provided under this Agreement shall remain the proprietary property and ownership of ID Networks.

## TERMINATION

- In the event of termination of the Perpetual Use License Agreement, through default by the Customer, all prorated maintenance fees or charges payable for the current year of this Agreement shall, without notice or demand by ID Networks, immediately become due and payable and ID Network's obligations under this Software Maintenance Agreement shall immediately end. Customer maintenance fees shall be prorated for the service period during which the termination takes place. Unused portions of the customer's prepaid fees will be returned to the customer.
- ID Networks may terminate this Agreement in the event of any default by the Customer for this agreement or any default of the customer license agreement.
- Default by the Customer also includes the Customer's failure to pay the maintenance fee within 30 days notice that the same is delinquent by thirty days or more.
- In the event of termination of this maintenance agreement by either party for the IDN software license agreement, then all IDN application materials, technical materials, and programs shall remain the ownership of IDN, with the customer granted continuing "use" of the software and documentation.
- Should this maintenance agreement be cancelled by either party, then all future maintenance services provided by IDN will be billable to the customer, within the bounds of current IDN time and material rates.

## NOTICES

- All Notices required or permitted under this Agreement shall be transmitted in writing, only by personal delivery or by certified, registered or first class United States Mail to the following:

Customer: Monroe County Municipalities:  
Monroe County Sheriff - Sheriff Dan Kelley  
Columbia Police Department - Chief Joe Edwards  
Waterloo Police Department - Chief Jim Trantham  
(See addresses above for mailing address)

Vendor: ID Networks, Inc.  
Bonnie Blenman, Contracts Administrator  
7720 Jefferson Road, PO Box 2986  
Ashtabula, Ohio 44005

Notices transmitted by first class United States Mail shall be deemed received on the second business day after it was deposited in a United States Mail receptacle. Business day shall not include Saturdays, Sundays or any other day declared as a legal holiday in the State of Illinois by Illinois Law, as now or hereafter amended.

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## GENERAL

- This Agreement shall be binding when accepted by ID Networks at 7720 Jefferson Road, Ashtabula, Ohio and will be governed by the laws of the State of Illinois.
- It is expected that IDN shall not provide written acceptance of this agreement until the customer provides written acceptance to IDN.
- The terms and conditions stated herein supercede all prior agreements between parties relating to the subject matter of this Agreement. This Agreement may only be changed or modified in writing, via an addendum referencing this Agreement by name and number.

---

## SPECIAL CONDITIONS

None applicable at this time.

**ACCEPTANCE BY CUSTOMER**

Customer hereby understands that the contents of this software maintenance agreement shall constitute the entire maintenance agreement between Customer and ID Networks, Inc. Customer also agrees to this content and terms and conditions. Signatures shown below are authorized to act on behalf of the customer.

Approved by CITY OF COLUMBIA, ILLINOIS

By: \_\_\_\_\_  
KEVIN B. HUTCHINSON, Mayor

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
WESLEY J. HOEFFKEN, City Clerk

(SEAL)

Witness:

\_\_\_\_\_  
Date: \_\_\_\_\_

**ACCEPTANCE BY ID NETWORKS, INC. (IDN)**

IDN hereby understands that the contents of this software maintenance agreement shall constitute the entire agreement between IDN and the customer. IDN agrees this content and terms and conditions. Signatures shown below are authorized to act on behalf of IDN.

Approved and Accepted by IDN:

By: \_\_\_\_\_  
DOUGLAS G. BLENMAN, President

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
BONNIE M. BLENMAN, Secretary

Software Maintenance Agreement



Witness:

Date: \_\_\_\_\_

File: C:\Documents and Settings\jnagy\Desktop\Monroe County FINAL DOCS - 09-01-08\IL - Columbia PD Maintenance  
Agreement - 09-01-08.doc

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**ATTACHMENT "D"**

**TO**

**ID NETWORKS, INC. LICENSE AGREEMENT**

**WITH**

**THE COUNTY OF MONROE, STATE OF ILLINOIS AND  
THE CITIES OF COLUMBIA AND WATERLOO IN SAID  
MONROE COUNTY, ILLINOIS**

## SOFTWARE MAINTENANCE AGREEMENT

This Software Maintenance Agreement, between ID Networks, Inc., 7720 Jefferson Road, Ashtabula, Ohio 44004 (otherwise known as "IDN") and

The Waterloo Police Department, 301 South Main Street, Waterloo, IL 62298 (also known as "Customer")

is an agreement for services, dated September 1<sup>st</sup>, 2008. This agreement serves to explain the nature and content of maintenance services being provided by IDN to the Customer. Both parties, with written acceptance, agree to all the items contained herein:

### PRIMARY AGREEMENT INFORMATION

Effective Date:	September 1, 2008
Software Maintenance Agreement #:	WPD 081
Permanent License Agreements to support the software included herein:	<i>This is a Base Agreement, upon which future addendum may be added, with mutual written approvals.</i>
Term of this Agreement:	5 years from the Date of Installation and Training, with Customer Fees Prepaid Annually at the beginning of each year
Renewal Periods:	Automatic renewal annually, with 90 days prior cancellation notice by either party required
Standard Payment Method:	Prepayment annually, unless otherwise stated herein
Approved Server Operating System Platforms:	Microsoft Windows 2000 or higher
Approved PC Workstation System Platforms:	Microsoft Windows XP PRO Workstation <i>Any changes in platform, may void this agreement and the IDN License agreement.</i>
<i>(Each module on the Software Schedule is subject to separate IDN approval)</i>	<ul style="list-style-type: none"><li>- MS Windows Major Version Upgrades should be rebuilt with a clean system, rather than upgraded</li><li>- Windows Terminal Server are NOT approved for IDN applications at this time.</li></ul>

## SOFTWARE COVERAGE

Software Module Coverage	Fees	Coverage
Plan 1, Basic Coverage, proposed in the ID Networks Customer Proposal dated December 1, 2007: <ul style="list-style-type: none"> <li>• 8 hours/day, 5 days per week</li> <li>• Monday through Friday, EST</li> <li>• Domestic holidays and published IDN exceptions are excluded from coverage</li> <li>• 2 hours or less IDN phone response to first service call</li> </ul>	\$11,686	12 Months from the date of Installation
Total Maintenance Fees (for this base maintenance agreement)	\$11,686	

Software Item(s)	Type of Coverage
RMS MOBILE IJIS	Plan 1 Basic Coverage – Above Plan 1 Basic Coverage – Above Plan 1 Basic Coverage – Above

## TERMS AND CONDITIONS

- Calculation:
 

- RMS	\$5,249
- Mobile and Field Reporting	\$3,938
- <u>IJIS</u>	<u>\$2,499</u>
- Total Annual Maintenance Fee	\$11,686
- Pre-paid Annually with Signed Maintenance Agreement on File
- Invoices will be issued by IDN to the customer:
  - After Installation and Training is complete
  - After any new addendum are signed by the Customer, which require billing
  - 30 days prior to any automatic renewals within this agreement
- Customer Payment to be processed "upon receipt of the invoice", unless otherwise negotiated in advance and so noted on the invoice from IDN.

## SOFTWARE MAINTENANCE SERVICES PROVIDED BY ID NETWORKS (IDN)

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- Our staff is available to answer software questions and provide technical support for the IDN products being delivered. The hours of support are 8:30am to 5:00pm, Monday through Friday, Eastern Standard Time, holidays and published exceptions not included.
- For the most effective mode of service to be achieved, we recommend that your agency appoint one person to act as prime account liaison. All software releases will be addressed and coordinated with the designated account liaison.
- Any non-IDN product issue requests will be documented and then referred back to the customer
- Unless IDN specifically contracts for a universal help desk solution, it is the responsibility of each customer to screen customer issues while requesting support to IDN.
- Support issues may be submitted via specific email addresses for your account, such as [support@idnetworks.com](mailto:support@idnetworks.com) , or via our help desk support desk at <http://www.idnetworks.com/Support/default.html> or via phone requests to our support department.
- Typically, the most effective way to engage IDN support personnel is via the website helpdesk link <http://www.idnetworks.com/Support/default.html> .
- All authorized service customers will be issued help desk login information, in order to directly submit concerns and issues to our support department.

### 2. Program "Bug" Fixes

- Normal program "bug" fixes or patches to our software will be published via our web site ([www.idnetworks.com](http://www.idnetworks.com)), E-mail broadcast, fax, and/or mail.
- Software patches will be available for download from our web site, as they become available and tested by our staff or pilot sites.
- Software patches are distributed on a regular basis, typically by electronically downloading the updates to your central server, whereby all users within your networks can received those updates in an automated fashion. Software updates and enhancements are usually distributed every 4 months, on a planned basis. The process of distribution for these enhancements is the same electronic process stated above.
- Documentation, in varying forms, will exist with the patches in order for the customer to understand the need for such patches.
- IDN will recommend or insist on the implementation of software patches due to the critical nature of their purpose. Should the customer elect to delay or not

install such patches, then IDN shall assume no responsibility for the resulting effect.

### 3. New Software Releases

- ID Networks distributes its latest versions of software once they are tested, documented, and prepared for release. IDN is constantly enhancing our software modules based on user requests and design improvements. When a significant amount of enhancements have been added to the product, they are labeled as a new version and released to all current Full Service accounts.
- IDN reserves the right to review, modify, accept, or reject all user or committee suggestions relating to IDN software development activities, software products, product interfaces, imports, exports, queries, or reporting.
- The software is typically installed remotely or shipped in a CD format by UPS, at the discretion of IDN. These software releases usually include Release Notes that alert the account liaison to important aspects of the new software. We also give recommendations to perform a successful installation and configuration. Our software support staff is also available to assist with the installations, should you have problems.
- IDN Compliance with Industry, Local, State, and Federal standards is a function of the Customer's initial software acquisition and licensing and shall apply to any then current standards known to be in effect and completely documented, prior to the first request for quotation for the customer's software acquisition and corresponding license, inside the scope of this maintenance agreement.
- Although this maintenance agreement will provide its "best efforts" to maintain ongoing compliance at no charge to the customer, IDN reserves the right to review all customer requests for ongoing compliance, for any reason, and in response to the customer's request for compliance, provide the customer with a compliance review and then provide the customer with a possible quotation for additional services and/or programming, outside the bounds of this agreement.

### 4. Training Materials

- New software releases may include an online, internet based overview of the new software being distributed. In addition, IDN may elect to schedule a remote online session with the customer(s) to explain and view the new software being released.
- When a significant number of software products have been released and the customer requests additional classroom training, IDN may hold classes at its offices, nearby facilities, or online internet classes. Class size is not limited in most instances. All training costs are covered under the Agreement. However,

the customer is responsible for any travel costs or internet/phone-line based charges applicable for the session.

- Software training for new customers is covered under the individual purchase agreements and is usually conducted onsite and remotely via the internet and may be tailored to the customer requirements at a per diem rate.
- If additional onsite training is desired for whatever reason (perhaps a large personnel turnover), a separate quote can be issued to cover the costs of onsite training by one of our certified instructors.

## 5. E-mail and Website Customer Service News

- IDN publishes customer service news for its customers throughout the year, typically in the form of an E-mail broadcast and website access for viewing and printing by the customer.
- It is required that each customer coordinator and other interested customer parties maintain a valid email address in order to receive IDN email notifications, since notices will not be sent out via other means, unless otherwise negotiated.
- Any number of approved customer employees may receive the confidential customer news from IDN by simply notifying IDN of their name, job position, and E-mail address for each individual.
- News focuses on new product features, potential issues or concerns, and system administrator considerations.
- Newsletters also link to our web site for various reasons.
- The customer should maintain an E-mail provider which allows for at least 1-2 MB of file attachments for your inbound E-mail.
- Online copies of technical documentation, manuals, & newsletters are available for download by customers.
- FTP site directories are provided for customers to interact with our technical staff.
- E-mail contact is also available via the site.

## 6. E-mail Broadcast Services

- IDN highly recommends that at least one, but preferably several persons at our customer sites maintain professional E-mail accounts for communications with IDN throughout the year.
- IDN maintains a database of all customers, their computer liaisons, other points of contact, and informational personnel.
- E-mail broadcasts are made to appropriate individuals in cases where there is technical or other product information which we believe to be relevant for publishing.
- IDN news is sometimes a notice of software problems or software patches, but may also include thoughtful planning information for your facility.

- At our discretion, IDN may also elect to fax broadcast these E-mails in order to inform persons sooner of a situation worth noting.
- During periods of new software development, you may receive these broadcasts as a notice of upcoming functions and features, in which case IDN always welcomes your timely feedback via E-mail or fax.
- The Customer may choose to be removed from the email broadcasts, but in doing so, that individual will no longer receive relevant IDN only information critical to the customer account. It is not recommended that customers un-subscribe to our email notifications, since it will be impossible for that account to remain current with the many notifications the IDN broadcasts for the benefit of all customers.
- In some cases, IDN may choose to call the customer directly or follow up the initial broadcast, to insure that the information has been received by the account. However, IDN will not broadcast any notifications in any other form, other than email.

## 7. Remote Support via Modem or Internet Access

- Whenever the customer has a software or database problem that the Customer Liaison or the Customer IT Administrators cannot resolve, we encourage an approved customer liaison to call our support lines for assistance.
- Our normal hours of support are 8:30am to 5:00pm, Monday through Friday, EST
- Some situations require our technicians to dial into your system in order to properly diagnose, detect and resolve issues. Via remote support, they can often replace software that has been corrupted for whatever reason and rebuild files if needed. To do this, we require that a phone line or internet access is available for the remote support services required. Internet access is the preferred method.
- Customer supplied passwords must be provided to authorized IDN service personnel, including appropriate security levels, in order for IDN to diagnose, troubleshoot, and repair IDN programs, system conditions, or database content.
- IDN proprietary service authorized passwords will be used by IDN service personnel to troubleshoot, diagnose, install, repair or replace programs, operating controls, and certain databases as necessary.
- In some cases, it is expected that IDN have 24/7 unrestricted access to the customer system, in order to provide timely service after hours and/or to administer servers, data bases, PC workstations, mobile computers, or other appropriate items.
- Remote Service by IDN cannot be provided without remote computer access and appropriate administrative passwords provided by the customer.

## LIST OF ASSUMPTIONS AND CONDITIONS

- This is the entire software maintenance agreement, allowing for future addendum.
- There is an automatic renewal of the agreement each year. Unless IDN is notified in writing, subsequent billings will be issued one month prior to their due date.
- To be eligible for services, IDN must have a signed or embedded (authorized during customer installation) Permanent License Agreement on file for each Software Application and the customer must remain current with payments.
- Software virus protection on all servers, network appliances, and PC equipment is the responsibility of the customer.
- Dial Up phone access or high-speed Internet Access (preferred) is the responsibility of the customer and is mandatory for this agreement.
- After hours access by IDN personnel to the customer's network is sometimes required and will require a customer procedure and secured passwords to allow IDN access.
- Any required hardware fees, operating system fees or database license fees, in order for the customer to install or use IDN software, are not included within this maintenance agreement and are assumed to be the responsibility of the customer, unless otherwise noted with other agreements.
- PC Anywhere Software or equivalent solution is the method by which IDN will access and remote control your systems for support. This software is the responsibility of the customer.
- Any other method of access other than PC Anywhere will require the approval of IDN.

## ID NETWORKS SUPPORT CONTACT INFORMATION

• Customer Service	(440) 992-0062	<a href="mailto:support@idnetworks.com">support@idnetworks.com</a>
• Sales Department	(440) 992-0062	<a href="mailto:sales@idnetworks.com">sales@idnetworks.com</a>
• Administration	(440) 992-0062	<a href="mailto:admin@idnetworks.com">admin@idnetworks.com</a>
• Website Support	<a href="http://www.idnetworks.com/Support/default.html">http://www.idnetworks.com/Support/default.html</a>	
• Online Meetings	PC Access	<a href="http://www.idnetworks.com/">http://www.idnetworks.com/</a>
• Online Meetings	Phone Access	Specific to each meeting Toll-Free (US),

## CHANGES IN TERMS, CONDITIONS AND FEES

- ID Networks will not increase maintenance fees throughout the duration of the 5-year maintenance agreement
- The Maintenance Agreement cannot be cancelled by either party except due to default by the other party

## TAXES AND DUTIES

- There shall be added to maintenance fees and other charges under this agreement amounts equal to any tariff, duties and/or sales or use tax, or any tax in lieu thereof (including any interest or penalties) imposed by any government or governmental agency with respect to the services rendered by ID Networks under this agreement and which ID Networks now or in the future may be required to collect or remit.

## SOFTWARE AND DATABASE COVERAGES

- The Software covered is that Software designated in the Permanent License Agreement (embedded or external document) and as updated with improvement or modifications furnished to the Customer under ID Networks maintenance service. During the term of this Agreement, ID Networks will supply the Customer with any improvements or modifications to the Software which are not charged for as options or upgrades.
- During the term of this Agreement, ID Networks will correct or replace its software and/or provide services necessary to remedy or avoid any programming error which is attributed to ID Networks and which significantly affects the intended use of the software. Such correction, replacement or services will be accomplished in a reasonable period, after the Customer has identified and notified ID Networks, in writing, of any such error in accordance with ID Networks reporting procedures in place at the time. IDN will make its BEST EFFORTS only toward the resolution of specific situations relating to programming errors.
- Customer agrees to provide ID Networks with database dumps or copies, as requested, and with sufficient support and test time on Customer's computer system or on IDN computers (after file transfer of customer data back to IDN) to duplicate the problem, certify that the problem is indeed with ID Networks' Software, and to certify that the problem has indeed been fixed or a suitable work-around devised.
- Customer shall inform ID Networks in writing of any modifications made by Customer to the Software or associated databases. ID Networks shall not be responsible for maintaining Customer modified portions of the Software or for maintaining portions of the Software or databases affected by Customer modified portion of the Software or databases.
- Corrections for difficulties or defects traceable to Customer errors or system changes (server, operating system, databases, client PC / mobile software, networking, or other infrastructure) may be billed at ID Networks' standard time and material rates. Any corrections or alterations to or new versions of the Software that ID Networks may deliver to Customer under this Agreement shall be limited to one copy of such Software and documentation delivered to the Customer. The customer may duplicate IDN

software (2 copies) or documentation (reasonable # copies) for internal use only. A customer log must be kept of these duplications for IDN review, as requested.

- ID Networks licensed software or documentation (electronic or otherwise) provided to the customer shall not be disclosed or given, in any form, to any IDN competitor, industry consultant, or third party for any reason, without advanced written permission from ID Networks. Any violation of this item shall provide IDN with the option to cancel services or seek damages relating to such disclosure.
- Server equipment administration and configuration, operating system support, data base administration, and networking configuration issues and support are NOT included within this agreement, unless otherwise specified. It is the responsibility of the customer to provide immediate and qualified technical assistance to work with IDN personnel, should IDN request such assistance. In cases whereby IDN is also the network service company under separate agreement or as a specific line item within this agreement, then IDN shall assume such responsibilities.
- Copies of any customer database information (data, photos, fingerprints) will be kept in strict confidence and used solely for the purpose of testing software, testing databases, benchmarking programs, determining performance, creating file conversions, troubleshooting customer problems, technical research / development, or other customer service related activities.

#### ADDITIONAL ONSITE LABOR AND TRAVEL EXPENSES

- This agreement does not provide for any onsite field service, onsite support services, or travel for such.
- If the customer requests onsite assistance, then the customer shall reimburse ID Networks for any labor and out of pocket expenses including travel to and from the customer site, lodging, meals, telephone, and other related expense.
- All onsite labor and travel expenses will be mutually agreed upon in advance.

#### PROPRIETARY RIGHTS AND OWNERSHIP

- The customer is issued a perpetual "use" license for the executable IDN software only, without the distribution or access to the IDN source program code.
- IDN shall remain the sole owner of all IDN software, including programming source code, executable programs, and subsequent program materials, proprietary design, and user documentation.
- Any changes, additions, and enhancements in the form of new or partial programs or documentation that may be provided under this Agreement shall remain the proprietary property and ownership of ID Networks.

## TERMINATION

- In the event of termination of the Perpetual Use License Agreement, through default by the Customer, all prorated maintenance fees or charges payable for the current year of this Agreement shall, without notice or demand by ID Networks, immediately become due and payable and ID Network's obligations under this Software Maintenance Agreement shall immediately end. Customer maintenance fees shall be prorated for the service period during which the termination takes place. Unused portions of the customer's prepaid fees will be returned to the customer.
- ID Networks may terminate this Agreement in the event of any default by the Customer for this agreement or any default of the customer license agreement.
- Default by the Customer also includes the Customer's failure to pay the maintenance fee within 30 days notice that the same is delinquent by thirty days or more.
- In the event of termination of this maintenance agreement by either party for the IDN software license agreement, then all IDN application materials, technical materials, and programs shall remain the ownership of IDN, with the customer granted continuing "use" of the software and documentation.
- Should this maintenance agreement be cancelled by either party, then all future maintenance services provided by IDN will be billable to the customer, within the bounds of current IDN time and material rates.

## NOTICES

- All Notices required or permitted under this Agreement shall be transmitted in writing, only by personal delivery or by certified, registered or first class United States Mail to the following:

Customer: Monroe County Municipalities:  
Monroe County Sheriff - Sheriff Dan Kelley  
Columbia Police Department - Chief Joe Edwards  
Waterloo Police Department - Chief Jim Trantham  
(See addresses above for mailing address)

Vendor: ID Networks, Inc.  
Bonnie Blenman, Contracts Administrator  
7720 Jefferson Road, PO Box 2986  
Ashtabula, Ohio 44005

Notices transmitted by first class United States Mail shall be deemed received on the second business day after it was deposited in a United States Mail receptacle. Business day shall not include Saturdays, Sundays or any other day declared as a legal holiday in the State of Illinois by Illinois Law, as now or hereafter amended.

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## GENERAL

- This Agreement shall be binding when accepted by ID Networks at 7720 Jefferson Road, Ashtabula, Ohio and will be governed by the laws of the State of Illinois.
- It is expected that IDN shall not provide written acceptance of this agreement until the customer provides written acceptance to IDN.
- The terms and conditions stated herein supercede all prior agreements between parties relating to the subject matter of this Agreement. This Agreement may only be changed or modified in writing, via an addendum referencing this Agreement by name and number.

## SPECIAL CONDITIONS

None applicable at this time.

**ACCEPTANCE BY CUSTOMER**

Customer hereby understands that the contents of this software maintenance agreement shall constitute the entire maintenance agreement between Customer and ID Networks, Inc. Customer also agrees to this content and terms and conditions. Signatures shown below are authorized to act on behalf of the customer.

Approved and Accepted by CITY OF WATERLOO,  
ILLINOIS

By: \_\_\_\_\_  
TOM SMITH, Mayor

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
BARBARA PACE, City Clerk

(SEAL)

Witness:

\_\_\_\_\_  
Date: \_\_\_\_\_

**ACCEPTANCE BY ID NETWORKS, INC. (IDN)**

IDN hereby understands that the contents of this software maintenance agreement shall constitute the entire agreement between IDN and the customer. IDN agrees this content and terms and conditions. Signatures shown below are authorized to act on behalf of IDN.

Approved and Accepted by IDN:

Date: \_\_\_\_\_

By: \_\_\_\_\_  
DOUGLAS G. BLENMAN SR., President

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
BONNIE M. BLENMAN, Secretary

Software Maintenance Agreement



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Witness (If applicable):

Date:

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File: C:\Documents and Settings\jnagy\Desktop\Monroe County FINAL DOCS - 09-01-08\Monroe County FINAL DOCS - 09-01-08\IL - Waterloo PD Maintenance Agreement - 09-01-08.doc

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**ATTACHMENT "A"**

**TO**

**ID NETWORKS, INC. LICENSE AGREEMENT**

**WITH**

**THE COUNTY OF MONROE, STATE OF ILLINOIS AND  
THE CITIES OF COLUMBIA AND WATERLOO IN SAID  
MONROE COUNTY, ILLINOIS**

# Monroe County (IL) Muni Project

## Statement of Work

December 1, 2007



### Project Title

This project shall be known as the Monroe Project for:

- Municipal Agencies – RMS, Mobile, and IJIS Software Systems

### Introduction

This Monroe County (IL) Municipalities software project is clearly intended to provide an integrated system for public safety and law enforcement, including the integration of existing information from the Monroe County 911 Center, the Monroe County Sheriff's Office, the Columbia Police Department, and the Waterloo Police Department. The primary objective of this project is to address the continuing collection of emergency and non-emergency call data through the process of criminal and non-criminal follow up needed, as a result of the request for assistance either through the County 911 CAD center or directly through each of the agencies.

Systems to be provided by ID Networks will support this process from the initial call to the subsequent paperwork needed to complete the documentation needed for an online system. The objective is to eliminate the duplication of effort and data entry, as possible using the packaged software solutions currently provided by ID Networks. This project assumes that ID Networks is the owner of all software being provided by ID Networks and that each customer is being provided a perpetual "Use Only" license for such software.

### Primary Objectives

#### APPLICATION OVERVIEWS

1. Multi-User ID Networks Security System
  - IDN's security system provides a centralized method of secured access to all ID Networks applications within an agency. Security access is assigned either by user or groups of users. Audit trails for many items exist within the system as well to maintain histories of record deletions.
2. CAD – Computer Aided Dispatching (*part of another contract agreement with 911 center*)
  - CAD is a real-time system architecture that provides dispatchers with integrated call processing, future 911 data streaming, direct integration with field officer reporting, and an enhanced application for highly productive dispatcher operations.
3. Mobile – Mobile CAD via Wi-Fi and Cellular Technologies
  - (*part of another contract agreement with 911 center*)
  - Mobile CAD is a highly efficient multi-function desktop application that provides for direct integration with CAD, Messaging, Database searches, and intra-agency chat.
4. RMS – Law Enforcement Records Management
  - RMS consists of over 20 law enforcement applications for field officers, detectives, records personnel, supervisors, and administrative staff.
5. Mobile RMS – Mobile Field Reporting for Law Enforcement Officers – Via Wi-Fi and Cellular

# Monroe County (IL) Muni Project

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### Technologies

- Mobile RMS provides field officers with laptop access to all of the primary applications needed such as incident reports, crash reports, citations, field contacts, and report approval.
- 6. IJIS Sharing – Centralized web-based sharing system that will archive copies of all approved reports and documents, for cooperative use by authorized agencies sharing the data.
  - All primary applications being provided will have the option to be shared and loaded into the IJIS archive, including booking data from livescans, mugshots from livescans, and electronic fingerprints for arrestees from livescans.

### Scope of Work

The overall project will encompass the integration of multiple vertical market public safety and law enforcement software systems from an experienced provider, ID Networks, on behalf of the Monroe County Law Enforcement Agencies. As mentioned above, the applications will service the citizens of Monroe County, Illinois for emergency, non-emergency, criminal, and non-criminal 911 center calls and dispatching, including the County Sheriff, the City of Columbia, and the City of Waterloo.

ID Networks is providing end-to-end solutions for the applications already mentioned above. They shall be fully integrated in order to provide the maximum level of efficiency and indexing, as applicable. The systems shall be implemented after a complete analysis of requirements is reviewed and mutually agreed upon by both parties. A continuing list of tasks and schedules for reviews, technical efforts, conversions, software installations, training events, system configurations, customized programming, field installations, parallel processing, and final implementations will be developed and maintained in order to affect the final implementation of all systems named.

The overall implementation is estimated at 9 months, to include many onsite visitations and implementation efforts as needed. It is expected that the overall success will be directly related to the mutual efforts of both parties involved. Proper system setup for each of the applications involved will be paramount to the success of each application.

Implementation of each of the systems will be directed by an ID Networks project manager and cooperatively scheduled and planned with an appropriate Monroe County project coordinator. This relationship is imperative to the success of the overall project.

The diverse nature of the implementation will deal with off the shelf software, numerous specialized conversions, various interfaces, diverse setup and configuration, dynamic training requirements, and persistent project reviews.

Additional integration of this project with other existing ID Networks applications within Monroe County will be part of the end to end solution. Specifically, integration with new ID Networks applications for Mobile, RMS, Mugshot Imaging, and Livescan fingerprinting will take place.

The end result of the overall ID Networks implementation will tightly integrate most primary application data, photos, and documents from all of the applications. The Monroe County efficiency of daily

# Monroe County (IL) Muni Project

## Statement of Work

December 1, 2007



workflow will increase dramatically. The accessibility to centralized records will create a database mechanism for all authorized employees. And the overall elimination of repetitive manual processes should be eliminated with the new implementation.

Additional benefits associated with the implementation will ultimately improve remote access and updates for field officers and emergency personnel via wireless technologies.

### Deliverables

#### SOFTWARE DELIVERABLES - SUMMARY

The ID Networks computer software packages required in this project are as follows:

1. ID Networks Security System
2. CAD – Computer Aided Dispatching (separate contract)
3. Mobile – Mobile CAD via Wi-Fi and Cellular Technologies, as available for use
4. RMS – Law Enforcement Records Management
5. Mobile RMS – Mobile Field Reporting for Law Enforcement Officers, either synchronized or online, depending on available cellular /online coverage
6. IJIS agency sharing system for Monroe County agencies

All systems will be integrated with all traditional master indices such as names, addresses, vehicles, property, and locations. Online access to all records shall be secured via a centralized security system at each agency (with the exception of livescan), for both Local Network users and Wireless Network users. All communications shall be secured and comply with local and Illinois state networking security policies. User access privileges will be assigned by a centralized Security Administrator at each agency, authorized by an appropriate Agency administrative authority.

#### SERVICES DELIVERABLES – SUMMARY

The ID Networks list of services is as follows:

1. Project Management
2. Account Management
3. Field Service & Installation
4. Remote Service & Support
5. Field Training
6. Remote Training & Orientation
7. Design Work
8. Optional Programming
9. Optional Report Design
10. Data Conversions
11. Mapping Integration

#### DATA CONVERSIONS

# Monroe County (IL) Muni Project

## Statement of Work

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It is expected that ID Networks shall convert Monroe County Agency data bases, as shown below:

Columbia PD	Expeditor RMS	
Waterloo PD	Expeditor RMS	
Monroe County Sheriff	PIPS RMS	

The final responsibility for data conversion auditing and signoff will be with Monroe County agencies personnel. ID Networks will provide conversion programs to convert primary data that exists in current applicable systems. Should data in current systems be non-compliant with NCIC or other standards/rules, then data will be converted as possible and also attached to appropriate records as a supplemental record, known as "converted record". The responsibility for review of these computer-generated supplemental - review records will also be the responsibility of agency personnel. Code tables play an instrumental role in the conversion and ongoing use of the systems. To that end, Monroe County Agency personnel will be expected to work with ID Networks to create and approve the appropriate code table values and purify the codes prior to conversion for validation and translation of the data, including the mutual creation of the conversion rules specific to the customer's data.

### MASTER INDICES

Master Indices shall play a key role in the improvements of data integration and workflow efficiencies within each agency. The master indices being provided by ID Networks will correlate and aggregate information in the following areas:

Names	Vehicles
Addresses	Property
Locations	

Master Indices are created in a variety of ways, including the input of information into applications such as Computer Aided Dispatch, Incident Reporting, Crashes, Citations, arrests, and other means. The integration of photos from the mug shot system and booking records from the jail will also be linked, as possible within the IJIS Sharing System.

### Contractor Resource Requirements

Contractor resources will provide the following services during the project:

1. Project Management
2. Account Management
3. Field Service & Installation
4. Remote Service & Support
5. Field Training
6. Remote Training & Orientation
7. Design Work
8. Optional Programming
9. Optional Report Design

# Monroe County (IL) Muni Project

## Statement of Work

December 1, 2007



10. Data Conversions
11. Mapping Integration

Actual ID Networks personnel being assigned to this project will probably be as follows:

1. Tom West, Project Manager – [twest@idnetworks.com](mailto:twest@idnetworks.com)
2. Albert Ray, Project Manager – [aray@idnetworks.com](mailto:aray@idnetworks.com)
3. Chris Dottavio, Customer Support Manager – [cdottavio@idnetworks.com](mailto:cdottavio@idnetworks.com)
4. Melanie Welton, Account Manager for CAD – [mwelton@idnetworks.com](mailto:mwelton@idnetworks.com)
5. David Moore, Senior Customer Support – [dmoore@idnetworks.com](mailto:dmoore@idnetworks.com)
6. Doug Blenman, Jr. – Product Manager – [dblenman@idnetworks.com](mailto:dblenman@idnetworks.com)
7. RMS Support Staff – [RMSsupport@idnetworks.com](mailto:RMSsupport@idnetworks.com)
8. 1-2 Various development personnel – for special applications, interfaces, and custom applications

## Performance Standards & Quality Assurance

Performance standards address plans, people, products, and services.

1. Our plans will remain as a cooperative work, continually being updated for the good of the project. Plans will be published on a regular basis in written form, by our project manager. Our training plans will be documented and tailored to the workgroups of people being trained.
2. Our people assigned to the project are all skilled and experienced at what they do. As a result, we are confident that their performance will be a pleasant experience for your users. Our developers, managers, support staff, and service personnel all have the experience it takes to succeed at this project.
3. Our products are all advanced in their design, but designed by industry professionals. They are designed with compliance in mind, with state and federal requirements as well.
4. Our service and support people pay attention to details, respond quickly, and deal with thousands of issues per year for our customer base. Often times, their assistance involves items that have little to do with the operation of our products. But we assist our customers with those borderline conditions as well. In some cases, we are the customer's IT staff and in other cases, we work with very experienced IT professionals. We are ready to adapt to your needs in any given situation or multi-vendor environment.

## Reporting & Communications

1. It is assumed that project reviews will be conducted at least monthly for most applications. However, the frequency of reviews will vary based upon need and special situations required by both parties. During critical periods of planning, education, or implementation, it is very likely that weekly meetings and/or sessions will occur.
2. Methods of communications will be primarily phone conferences, sponsored by ID Networks.

# Monroe County (IL) Muni Project

## Statement of Work

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Email, of course, will be a necessary evil on a regular basis. Additional methods of voice and data based reviews will also be required as projects progress and application overviews are required for educational or training purposes. Onsite visits are planned for the deployments of all applications as well.

### Risks and Constraints

1. Most risks associated with the project are driven by the unknown variables of the implementation.
2. Considering that a majority of the implantation deals with off the shelf software, then risks are minimal, assuming that Monroe County adapts it's processes to the workflow recommendations of the ID Networks software and its implied procedures based on the standards promoted by ID Networks software.

### Customer Resource Requirements

#### CUSTOMER PERSONNEL RESOURCES REQUIRED

It is expected that the Customer would assign a project consultant to this project, in order to mutually plan and coordinate all project activities with ID Networks. Additional Customer personnel may be required for meetings and/or specific reviews of documentation and data as the project moves forward. And to be certain, the specific assignments needed to achieve the migration of knowledge about the system (overviews) and the training needed (both remote and onsite) will require the continuing participation of Customer personnel, with respect to each of the applicable departmental groups assigned to the implementation and subsequent use of the systems being delivered:

- Customer systems administrator for setup and configuration
- Security administrator for the establishment and maintenance of each agency's users
- User groups will need to engage in educational sessions
- Customer system testing of data entry, queries, and reports
- Customer internal workflow process discussions to determine changes in procedures
- Customer project management will need to participate in tracking the implementation activities, in cooperation with ID Networks staff

### Other Customer Requirements

System hardware, system networking, MS-SQL server data bases, MS-SQL Server Administration, MS-SQL data backups, PC Workstations, and Mobile laptops shall be provided by the customer. The customer shall also provide and maintain:

# Monroe County (IL) Muni Project

## Statement of Work

December 1, 2007



1. Facility NEC electrical compliance for all equipment and devices
2. Network management with 100 Mbit compliance
3. Internet connectivity for remote access by both users and ID Networks remote support personnel (VPN and PC Anywhere preferred)
4. Anti-virus software protection for the network servers, workstations, and laptops
5. Additional backups as required for real-time audit logs and regular daily backups for all ID Networks data bases and related setups / configurations.

Considering that it is implied that ID Networks will cooperatively provide technical support for the desktop PC's, it is expected that most systems be locked down with security software in order to guarantee consistent configurations and operations. ID Networks recommends fortress security software for this process in order to lockdown the desktops for all systems.

### Location of Work and Travel

All work shall be completed in two locations:

1. All remote work for ID Networks shall commence and continue throughout the project at ID Networks corporate location: 7720 Jefferson Road, Ashtabula, Ohio 44004 and other ID Networks locations in various states within the U.S.
2. All onsite work for ID Networks shall be performed within Monroe County, Illinois.
3. All work for Monroe County personnel shall be performed within Monroe County in most cases. The invitation exists for Monroe County personnel to visit ID Networks in Ohio, if desired.

### Language of Work

1. The English language shall be the requirement and standard for the application, its deployment, its usage, and its support.
2. The software applications shall be off the shelf, unless otherwise noted, and comply with reporting standards of the United States, specifically the FBI, CJIS Security policies, and other U.S. representative national standards.

# Monroe County (IL) Muni Project

## Statement of Work

December 1, 2007



### Security Requirements

1. Security within our applications is a given.
2. We have embedded security and encryption as needed or as required for our networking, messaging, and data transfers.
3. Our communications between our facilities and your facility, for remote support and education is a secured environment, using our own tools and the services of professional services firms for such communications.
4. Security at our premises in Ohio is also highly secured, recognizing that we occasionally store work copies of customer data at our facility, within our secured networks and servers.

### Intellectual Property Rights / Copyright

1. All application software being delivered as part of this agreement, both off-the-shelf and any customized software shall be considered as a "Use License" agreement, whereby ID Networks (the Vendor) shall retain full ownership rights with regard to the software deliverables. Source code for such software shall remain the ownership and property of ID Networks and shall remain in the possession of ID Networks only, unless otherwise agreed upon in writing within this project or separate written agreement.
2. The user of the ID Networks software shall be entitled to the permanent use of the described ID Networks software, as part of this agreement. However, any enhancements to the ID Networks software shall only be available to the user of the ID Networks software, if the user has agreed to an ID Networks written software support and maintenance agreement and the user of the software is current with the payments for such support and maintenance.

### Non-Disclosure and Confidentiality

1. Monroe County and ID Networks will need to execute a mutual non-disclosure agreement. The primary purpose of these documents was to protect the proprietary nature of Monroe County data being reviewed for conversions and any proprietary materials that might be revealed during the mutual review of the projects.
2. It is assumed that these MNDA documents shall continue throughout the project and continue into the time limits agreed upon within the MNDA documents signed by both parties.
3. As part of the MNDA agreement, confidentiality is protected for all related materials engaged with the process of the mutual disclosures throughout the duration of the agreements.

# Monroe County (IL) Muni Project

## Statement of Work

December 1, 2007



### Commencement, Duration, and Award

1. Our work at ID Networks will commence upon the completion of an executed contract with ID Networks. Our administrative staff will standby to assist in that process in order to expedite even the most obvious of clerical tasks to keep the process moving.
2. Once the award and contracts are signed, we will schedule short-term project kickoff sessions, in line with our committed plans. Official plans should be finalized within the first 30 days, with action groups in motion within 45-90 days for various activities.
3. We fully expect that this project will be fully installed in 7-9 months from the date of our receipt of mutual contract written approvals.

Prepared by:

Douglas Blenman, Sr.  
ID Networks, Inc.  
[dgbsr@idnetworks.com](mailto:dgbsr@idnetworks.com)

Tel: 800.982.0751, 440.992.0062  
Fax: 440.992.1109

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**ATTACHMENT "B"**

**TO**

**ID NETWORKS, INC. LICENSE AGREEMENT**

**WITH**

**THE COUNTY OF MONROE, STATE OF ILLINOIS AND**

**THE CITIES OF COLUMBIA AND WATERLOO IN SAID**

**MONROE COUNTY, ILLINOIS**

## SOFTWARE MAINTENANCE AGREEMENT

This Software Maintenance Agreement, between ID Networks, Inc., 7720 Jefferson Road, Ashtabula, Ohio 44004 (otherwise known as "IDN") and

The Monroe County Sheriff, 225 East Third Street, Waterloo, IL 62298 (also known as "Customer")

is an agreement for services, dated September 1<sup>st</sup>, 2008. This agreement serves to explain the nature and content of maintenance services being provided by IDN to the Customer. Both parties, with written acceptance, agree to all the items contained herein:

### PRIMARY AGREEMENT INFORMATION

Effective Date: September 1, 2008

Software Maintenance  
Agreement #: MCSO 081

*This is a Base Agreement, upon which future addendum may be added, with mutual written approvals.*

Permanent License  
Agreements to support the  
software included herein:

Embedded Licenses during software installation

Term of this Agreement:

5 years from the Date of Installation and Training,  
with Customer Fees Prepaid Annually at the  
beginning of each year

Renewal Periods:

Automatic renewal annually, with 90 days prior  
cancellation notice by either party required

Standard Payment Method:

Prepayment annually, unless otherwise stated herein

Approved Server Operating  
System Platforms:

Microsoft Windows 2000 or higher

Approved PC Workstation  
System Platforms:

Microsoft Windows XP PRO Workstation

*Any changes in platform, may void this agreement and the IDN  
License agreement.*

- MS Windows Major Version Upgrades should be rebuilt  
with a clean system, rather than upgraded
- Windows Terminal Server are NOT approved for IDN  
applications at this time.

*(Each module on the Software  
Schedule is subject to separate  
IDN approval)*

## SOFTWARE COVERAGE

Software Module Coverage	Fees	Coverage
Plan 1, Basic Coverage, proposed in the ID Networks Customer Proposal dated December 1, 2007:	\$11,686	12 Months from the date of Installation
<ul style="list-style-type: none"> <li>• 8 hours/day, 5 days per week</li> <li>• Monday through Friday, EST</li> <li>• Domestic holidays and published IDN exceptions are excluded from coverage</li> <li>• 2 hours or less IDN phone response to first service call</li> </ul>		
Total Maintenance Fees (for this base maintenance agreement)		\$11,686

Software Item(s)	Type of Coverage
RMS	Plan 1 Basic Coverage – Above
MOBILE	Plan 1 Basic Coverage – Above
IJIS	Plan 1 Basic Coverage – Above

## TERMS AND CONDITIONS

- Calculation:
  - RMS \$5,249
  - Mobile and Field Reporting \$3,938
  - IJIS \$2,499
  - Total Annual Maintenance Fee \$11,686
- Pre-paid Annually with Signed Maintenance Agreement on File
- Invoices will be issued by IDN to the customer:
  - After Installation and Training is complete
  - After any new addendum are signed by the Customer, which require billing
  - 30 days prior to any automatic renewals within this agreement
- Customer Payment to be processed "upon receipt of the invoice", unless otherwise negotiated in advance and so noted on the invoice from IDN.

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## SOFTWARE MAINTENANCE SERVICES PROVIDED BY ID NETWORKS (IDN)

### 1. Helpdesk, Email, and Phone Support

- Our staff is available to answer software questions and provide technical support for the IDN products being delivered. The hours of support are 8:30am to 5:00pm, Monday through Friday, Eastern Standard Time, holidays and published exceptions not included.
- For the most effective mode of service to be achieved, we recommend that your agency appoint one person to act as prime account liaison. All software releases will be addressed and coordinated with the designated account liaison.
- Any non-IDN product issue requests will be documented and then referred back to the customer
- Unless IDN specifically contracts for a universal help desk solution, it is the responsibility of each customer to screen customer issues while requesting support to IDN.
- Support issues may be submitted via specific email addresses for your account, such as [support@idnetworks.com](mailto:support@idnetworks.com) , or via our help desk support desk at <http://www.idnetworks.com/Support/default.html> or via phone requests to our support department.
- Typically, the most effective way to engage IDN support personnel is via the website helpdesk link <http://www.idnetworks.com/Support/default.html> .
- All authorized service customers will be issued help desk login information, in order to directly submit concerns and issues to our support department.

### 2. Program "Bug" Fixes

- Normal program "bug" fixes or patches to our software will be published via our web site ([www.idnetworks.com](http://www.idnetworks.com)), E-mail broadcast, fax, and/or mail.
- Software patches will be available for download from our web site, as they become available and tested by our staff or pilot sites.
- Software patches are distributed on a regular basis, typically by electronically downloading the updates to your central server, whereby all users within your networks can receive those updates in an automated fashion. Software updates and enhancements are usually distributed every 4 months, on a planned basis. The process of distribution for these enhancements is the same electronic process stated above.
- Documentation, in varying forms, will exist with the patches in order for the customer to understand the need for such patches.
- IDN will recommend or insist on the implementation of software patches due to the critical nature of their purpose. Should the customer elect to delay or not

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install such patches, then IDN shall assume no responsibility for the resulting effect.

### 3. New Software Releases

- ID Networks distributes its latest versions of software once they are tested, documented, and prepared for release. IDN is constantly enhancing our software modules based on user requests and design improvements. When a significant amount of enhancements have been added to the product, they are labeled as a new version and released to all current Full Service accounts.
- IDN reserves the right to review, modify, accept, or reject all user or committee suggestions relating to IDN software development activities, software products, product interfaces, imports, exports, queries, or reporting.
- The software is typically installed remotely or shipped in a CD format by UPS, at the discretion of IDN. These software releases usually include Release Notes that alert the account liaison to important aspects of the new software. We also give recommendations to perform a successful installation and configuration. Our software support staff is also available to assist with the installations, should you have problems.
- IDN Compliance with Industry, Local, State, and Federal standards is a function of the Customer's initial software acquisition and licensing and shall apply to any then current standards known to be in effect and completely documented, prior to the first request for quotation for the customer's software acquisition and corresponding license, inside the scope of this maintenance agreement.
- Although this maintenance agreement will provide its "best efforts" to maintain ongoing compliance at no charge to the customer, IDN reserves the right to review all customer requests for ongoing compliance, for any reason, and in response to the customer's request for compliance, provide the customer with a compliance review and then provide the customer with a possible quotation for additional services and/or programming, outside the bounds of this agreement.

### 4. Training Materials

- New software releases may include an online, internet based overview of the new software being distributed. In addition, IDN may elect to schedule a remote online session with the customer(s) to explain and view the new software being released.
- When a significant number of software products have been released and the customer requests additional classroom training, IDN may hold classes at its offices, nearby facilities, or online internet classes. Class size is not limited in most instances. All training costs are covered under the Agreement. However,

- the customer is responsible for any travel costs or internet/phone-line based charges applicable for the session.
- Software training for new customers is covered under the individual purchase agreements and is usually conducted onsite and remotely via the internet and may be tailored to the customer requirements at a per diem rate.
- If additional onsite training is desired for whatever reason (perhaps a large personnel turnover), a separate quote can be issued to cover the costs of onsite training by one of our certified instructors.

## 5. E-mail and Website Customer Service News

- IDN publishes customer service news for its customers throughout the year, typically in the form of an E-mail broadcast and website access for viewing and printing by the customer.
- It is required that each customer coordinator and other interested customer parties maintain a valid email address in order to receive IDN email notifications, since notices will not be sent out via other means, unless otherwise negotiated.
- Any number of approved customer employees may receive the confidential customer news from IDN by simply notifying IDN of their name, job position, and E-mail address for each individual.
- News focuses on new product features, potential issues or concerns, and system administrator considerations.
- Newsletters also link to our web site for various reasons.
- The customer should maintain an E-mail provider which allows for at least 1-2 MB of file attachments for your inbound E-mail.
- Online copies of technical documentation, manuals, & newsletters are available for download by customers.
- FTP site directories are provided for customers to interact with our technical staff.
- E-mail contact is also available via the site.

## 6. E-mail Broadcast Services

- IDN highly recommends that at least one, but preferably several persons at our customer sites maintain professional E-mail accounts for communications with IDN throughout the year.
- IDN maintains a database of all customers, their computer liaisons, other points of contact, and informational personnel.
- E-mail broadcasts are made to appropriate individuals in cases where there is technical or other product information which we believe to be relevant for publishing.
- IDN news is sometimes a notice of software problems or software patches, but may also include thoughtful planning information for your facility.

- At our discretion, IDN may also elect to fax broadcast these E-mails in order to inform persons sooner of a situation worth noting.
- During periods of new software development, you may receive these broadcasts as a notice of upcoming functions and features, in which case IDN always welcomes your timely feedback via E-mail or fax.
- The Customer may choose to be removed from the email broadcasts, but in doing so, that individual will no longer receive relevant IDN only information critical to the customer account. It is not recommended that customers un-subscribe to our email notifications, since it will be impossible for that account to remain current with the many notifications the IDN broadcasts for the benefit of all customers.
- In some cases, IDN may choose to call the customer directly or follow up the initial broadcast, to insure that the information has been received by the account. However, IDN will not broadcast any notifications in any other form, other than email.

## 7. Remote Support via Modem or Internet Access

- Whenever the customer has a software or database problem that the Customer Liaison or the Customer IT Administrators cannot resolve, we encourage an approved customer liaison to call our support lines for assistance.
- Our normal hours of support are 8:30am to 5:00pm, Monday through Friday, EST
- Some situations require our technicians to dial into your system in order to properly diagnose, detect and resolve issues. Via remote support, they can often replace software that has been corrupted for whatever reason and rebuild files if needed. To do this, we require that a phone line or internet access is available for the remote support services required. Internet access is the preferred method.
- Customer supplied passwords must be provided to authorized IDN service personnel, including appropriate security levels, in order for IDN to diagnose, troubleshoot, and repair IDN programs, system conditions, or database content.
- IDN proprietary service authorized passwords will be used by IDN service personnel to troubleshoot, diagnose, install, repair or replace programs, operating controls, and certain databases as necessary.
- In some cases, it is expected that IDN have 24/7 unrestricted access to the customer system, in order to provide timely service after hours and/or to administer servers, data bases, PC workstations, mobile computers, or other appropriate items.
- Remote Service by IDN cannot be provided without remote computer access and appropriate administrative passwords provided by the customer.

## LIST OF ASSUMPTIONS AND CONDITIONS

- This is the entire software maintenance agreement, allowing for future addendum.
- There is an automatic renewal of the agreement each year. Unless IDN is notified in writing, subsequent billings will be issued one month prior to their due date.
- To be eligible for services, IDN must have a signed or embedded (authorized during customer installation) Permanent License Agreement on file for each Software Application and the customer must remain current with payments.
- Software virus protection on all servers, network appliances, and PC equipment is the responsibility of the customer.
- Dial Up phone access or high-speed Internet Access (preferred) is the responsibility of the customer and is mandatory for this agreement.
- After hours access by IDN personnel to the customer's network is sometimes required and will require a customer procedure and secured passwords to allow IDN access.
- Any required hardware fees, operating system fees or database license fees, in order for the customer to install or use IDN software, are not included within this maintenance agreement and are assumed to be the responsibility of the customer, unless otherwise noted with other agreements.
- PC Anywhere Software or equivalent solution is the method by which IDN will access and remote control your systems for support. This software is the responsibility of the customer.
- Any other method of access other than PC Anywhere will require the approval of IDN.

## ID NETWORKS SUPPORT CONTACT INFORMATION

• Customer Service	(440) 992-0062	<a href="mailto:support@idnetworks.com">support@idnetworks.com</a>
• Sales Department	(440) 992-0062	<a href="mailto:sales@idnetworks.com">sales@idnetworks.com</a>
• Administration	(440) 992-0062	<a href="mailto:admin@idnetworks.com">admin@idnetworks.com</a>
• Website Support	<a href="http://www.idnetworks.com/Support/default.html">http://www.idnetworks.com/Support/default.html</a>	
• Online Meetings	PC Access	<a href="http://www.idnetworks.com/">http://www.idnetworks.com/</a>
• Online Meetings	Phone Access	Specific to each meeting Toll-Free (US),

## CHANGES IN TERMS, CONDITIONS AND FEES

- ID Networks will not increase maintenance fees throughout the duration of the 5-year maintenance agreement
- The Maintenance Agreement cannot be cancelled by either party except due to default by the other party

## TAXES AND DUTIES

- There shall be added to maintenance fees and other charges under this agreement amounts equal to any tariff, duties and/or sales or use tax, or any tax in lieu thereof (including any interest or penalties) imposed by any government or governmental agency with respect to the services rendered by ID Networks under this agreement and which ID Networks now or in the future may be required to collect or remit.

## SOFTWARE AND DATABASE COVERAGES

- The Software covered is that Software designated in the Permanent License Agreement (embedded or external document) and as updated with improvement or modifications furnished to the Customer under ID Networks maintenance service. During the term of this Agreement, ID Networks will supply the Customer with any improvements or modifications to the Software which are not charged for as options or upgrades.
- During the term of this Agreement, ID Networks will correct or replace its software and/or provide services necessary to remedy or avoid any programming error which is attributed to ID Networks and which significantly affects the intended use of the software. Such correction, replacement or services will be accomplished in a reasonable period, after the Customer has identified and notified ID Networks, in writing, of any such error in accordance with ID Networks reporting procedures in place at the time. IDN will make its **BEST EFFORTS** only toward the resolution of specific situations relating to programming errors.
- Customer agrees to provide ID Networks with database dumps or copies, as requested, and with sufficient support and test time on Customer's computer system or on IDN computers (after file transfer of customer data back to IDN) to duplicate the problem, certify that the problem is indeed with ID Networks' Software, and to certify that the problem has indeed been fixed or a suitable work-around devised.
- Customer shall inform ID Networks in writing of any modifications made by Customer to the Software or associated databases. ID Networks shall not be responsible for maintaining Customer modified portions of the Software or for maintaining portions of the Software or databases affected by Customer modified portion of the Software or databases.
- Corrections for difficulties or defects traceable to Customer errors or system changes (server, operating system, databases, client PC / mobile software, networking, or other infrastructure) may be billed at ID Networks' standard time and material rates. Any corrections or alterations to or new versions of the Software that ID Networks may deliver to Customer under this Agreement shall be limited to one copy of such Software and documentation delivered to the Customer. The customer may duplicate IDN

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software (2 copies) or documentation (reasonable # copies) for internal use only. A customer log must be kept of these duplications for IDN review, as requested.

- ID Networks licensed software or documentation (electronic or otherwise) provided to the customer shall not be disclosed or given, in any form, to any IDN competitor, industry consultant, or third party for any reason, without advanced written permission from ID Networks. Any violation of this item shall provide IDN with the option to cancel services or seek damages relating to such disclosure.
- Server equipment administration and configuration, operating system support, data base administration, and networking configuration issues and support are NOT included within this agreement, unless otherwise specified. It is the responsibility of the customer to provide immediate and qualified technical assistance to work with IDN personnel, should IDN request such assistance. In cases whereby IDN is also the network service company under separate agreement or as a specific line item within this agreement, then IDN shall assume such responsibilities.
- Copies of any customer database information (data, photos, fingerprints) will be kept in strict confidence and used solely for the purpose of testing software, testing databases, benchmarking programs, determining performance, creating file conversions, troubleshooting customer problems, technical research / development, or other customer service related activities.

#### ADDITIONAL ONSITE LABOR AND TRAVEL EXPENSES

- This agreement does not provide for any onsite field service, onsite support services, or travel for such.
- If the customer requests onsite assistance, then the customer shall reimburse ID Networks for any labor and out of pocket expenses including travel to and from the customer site, lodging, meals, telephone, and other related expense.
- All onsite labor and travel expenses will be mutually agreed upon in advance.

#### PROPRIETARY RIGHTS AND OWNERSHIP

- The customer is issued a perpetual "use" license for the executable IDN software only, without the distribution or access to the IDN source program code.
- IDN shall remain the sole owner of all IDN software, including programming source code, executable programs, and subsequent program materials, proprietary design, and user documentation.
- Any changes, additions, and enhancements in the form of new or partial programs or documentation that may be provided under this Agreement shall remain the proprietary property and ownership of ID Networks.

## TERMINATION

- In the event of termination of the Perpetual Use License Agreement, through default by the Customer, all prorated maintenance fees or charges payable for the current year of this Agreement shall, without notice or demand by ID Networks, immediately become due and payable and ID Network's obligations under this Software Maintenance Agreement shall immediately end. Customer maintenance fees shall be prorated for the service period during which the termination takes place. Unused portions of the customer's prepaid fees will be returned to the customer.
- ID Networks may terminate this Agreement in the event of any default by the Customer for this agreement or any default of the customer license agreement.
- Default by the Customer also includes the Customer's failure to pay the maintenance fee within 30 days notice that the same is delinquent by thirty days or more.
- In the event of termination of this maintenance agreement by either party for the IDN software license agreement, then all IDN application materials, technical materials, and programs shall remain the ownership of IDN, with the customer granted continuing "use" of the software and documentation.
- Should this maintenance agreement be cancelled by either party, then all future maintenance services provided by IDN will be billable to the customer, within the bounds of current IDN time and material rates.

## NOTICES

- All Notices required or permitted under this Agreement shall be transmitted in writing, only by personal delivery or by certified, registered or first class United States Mail to the following:

Customer: Monroe County Municipalities:  
Monroe County Sheriff - Sheriff Dan Kelley  
Columbia Police Department - Chief Joe Edwards  
Waterloo Police Department - Chief Jim Trantham  
(See addresses above for mailing address)

Vendor: ID Networks, Inc.  
Bonnie Blenman, Contracts Administrator  
7720 Jefferson Road, PO Box 2986  
Ashtabula, Ohio 44005

Notices transmitted by first class United States Mail shall be deemed received on the second business day after it was deposited in a United States Mail receptacle. Business day shall not include Saturdays, Sundays or any other day declared as a legal holiday in the State of Illinois by Illinois Law, as now or hereafter amended.

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## GENERAL

- This Agreement shall be binding when accepted by ID Networks at 7720 Jefferson Road, Ashtabula, Ohio and will be governed by the laws of the State of Illinois.
- It is expected that IDN shall not provide written acceptance of this agreement until the customer provides written acceptance to IDN.
- The terms and conditions stated herein supercede all prior agreements between parties relating to the subject matter of this Agreement. This Agreement may only be changed or modified in writing, via an addendum referencing this Agreement by name and number.

## SPECIAL CONDITIONS

None applicable at this time.

**ACCEPTANCE BY CUSTOMER**

Customer hereby understands that the contents of this software maintenance agreement shall constitute the entire maintenance agreement between Customer and ID Networks, Inc. Customer also agrees to this content and terms and conditions. Signatures shown below are authorized to act on behalf of the customer.

Approved and Accepted by Monroe County, Illinois:

By: \_\_\_\_\_  
DALE HAUDRICH, Chairman, Monroe, County  
Illinois Board of Commissioners

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
DENNIS KNOBLOCH, Monroe County, Illinois  
County Clerk

(SEAL)

Witness:

Date: \_\_\_\_\_

**ACCEPTANCE BY ID NETWORKS, INC. (IDN)**

IDN hereby understands that the contents of this software maintenance agreement shall constitute the entire agreement between IDN and the customer. IDN agrees this content and terms and conditions. Signatures shown below are authorized to act on behalf of IDN.

Approved and Accepted by IDN:

Date: \_\_\_\_\_

By: \_\_\_\_\_  
DOUGLAS G. BLENMAN, President

\_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
BONNIE M. BLENMAN, Secretary

Software Maintenance Agreement



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Witness (If applicable):

Date:

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File: C:\Documents and Settings\jnagy\Desktop\Monroe County FINAL DOCS - 09-01-08\IL - Monroe County SO Maintenance Agreement - 09-01-08.doc

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**ATTACHMENT "C"**

**TO**

**ID NETWORKS, INC. LICENSE AGREEMENT**

**WITH**

**THE COUNTY OF MONROE, STATE OF ILLINOIS AND  
THE CITIES OF COLUMBIA AND WATERLOO IN SAID  
MONROE COUNTY, ILLINOIS**

## SOFTWARE MAINTENANCE AGREEMENT

This Software Maintenance Agreement, between ID Networks, Inc., 7720 Jefferson Road, Ashtabula, Ohio 44004 (otherwise known as "IDN") and

The Columbia Police Department, 1020 North Main Street, Columbia, IL 62236  
(also known as "Customer")

is an agreement for services, dated September 1<sup>st</sup>, 2008. This agreement serves to explain the nature and content of maintenance services being provided by IDN to the Customer. Both parties, with written acceptance, agree to all the items contained herein:

### PRIMARY AGREEMENT INFORMATION

Effective Date: September 1, 2008

Software Maintenance  
Agreement #: CPD 081

*This is a Base Agreement, upon which future addendum may be added, with mutual written approvals.*

Permanent License  
Agreements to support the  
software included herein: Embedded Licenses during software installation

Term of this Agreement: 5 years from the Date of Installation and Training,  
with Customer Fees Prepaid Annually at the  
beginning of each year

Renewal Periods: Automatic renewal annually, with 90 days prior  
cancellation notice by either party required

Standard Payment Method: Prepayment annually, unless otherwise stated herein

Approved Server Operating  
System Platforms: Microsoft Windows 2000 or higher

Approved PC Workstation  
System Platforms: Microsoft Windows XP PRO Workstation  
*Any changes in platform, may void this agreement and the IDN  
License agreement.*

*(Each module on the Software  
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IDN approval)*

- MS Windows Major Version Upgrades should be rebuilt  
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- Windows Terminal Server are NOT approved for IDN  
applications at this time.

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Software Module Coverage	Fees	Coverage
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Software Item(s)	Type of Coverage
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- Calculation:
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- Support issues may be submitted via specific email addresses for your account, such as [support@idnetworks.com](mailto:support@idnetworks.com) , or via our help desk support desk at <http://www.idnetworks.com/Support/default.html> or via phone requests to our support department.
- Typically, the most effective way to engage IDN support personnel is via the website helpdesk link <http://www.idnetworks.com/Support/default.html> .
- All authorized service customers will be issued help desk login information, in order to directly submit concerns and issues to our support department.

**2. Program "Bug" Fixes**

- Normal program "bug" fixes or patches to our software will be published via our web site ([www.idnetworks.com](http://www.idnetworks.com)), E-mail broadcast, fax, and/or mail.
- Software patches will be available for download from our web site, as they become available and tested by our staff or pilot sites.
- Software patches are distributed on a regular basis, typically by electronically downloading the updates to your central server, whereby all users within your networks can receive those updates in an automated fashion. Software updates and enhancements are usually distributed every 4 months, on a planned basis. The process of distribution for these enhancements is the same electronic process stated above.
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## 5. E-mail and Website Customer Service News

- IDN publishes customer service news for its customers throughout the year, typically in the form of an E-mail broadcast and website access for viewing and printing by the customer.
- It is required that each customer coordinator and other interested customer parties maintain a valid email address in order to receive IDN email notifications, since notices will not be sent out via other means, unless otherwise negotiated.
- Any number of approved customer employees may receive the confidential customer news from IDN by simply notifying IDN of their name, job position, and E-mail address for each individual.
- News focuses on new product features, potential issues or concerns, and system administrator considerations.
- Newsletters also link to our web site for various reasons.
- The customer should maintain an E-mail provider which allows for at least 1-2 MB of file attachments for your inbound E-mail.
- Online copies of technical documentation, manuals, & newsletters are available for download by customers.
- FTP site directories are provided for customers to interact with our technical staff.
- E-mail contact is also available via the site.

## 6. E-mail Broadcast Services

- IDN highly recommends that at least one, but preferably several persons at our customer sites maintain professional E-mail accounts for communications with IDN throughout the year.
- IDN maintains a database of all customers, their computer liaisons, other points of contact, and informational personnel.
- E-mail broadcasts are made to appropriate individuals in cases where there is technical or other product information which we believe to be relevant for publishing.
- IDN news is sometimes a notice of software problems or software patches, but may also include thoughtful planning information for your facility.

- At our discretion, IDN may also elect to fax broadcast these E-mails in order to inform persons sooner of a situation worth noting.
- During periods of new software development, you may receive these broadcasts as a notice of upcoming functions and features, in which case IDN always welcomes your timely feedback via E-mail or fax.
- The Customer may choose to be removed from the email broadcasts, but in doing so, that individual will no longer receive relevant IDN only information critical to the customer account. It is not recommended that customers un-subscribe to our email notifications, since it will be impossible for that account to remain current with the many notifications the IDN broadcasts for the benefit of all customers.
- In some cases, IDN may choose to call the customer directly or follow up the initial broadcast, to insure that the information has been received by the account. However, IDN will not broadcast any notifications in any other form, other than email.

## 7. Remote Support via Modem or Internet Access

- Whenever the customer has a software or database problem that the Customer Liaison or the Customer IT Administrators cannot resolve, we encourage an approved customer liaison to call our support lines for assistance.
- Our normal hours of support are 8:30am to 5:00pm, Monday through Friday, EST
- Some situations require our technicians to dial into your system in order to properly diagnose, detect and resolve issues. Via remote support, they can often replace software that has been corrupted for whatever reason and rebuild files if needed. To do this, we require that a phone line or internet access is available for the remote support services required. Internet access is the preferred method.
- Customer supplied passwords must be provided to authorized IDN service personnel, including appropriate security levels, in order for IDN to diagnose, troubleshoot, and repair IDN programs, system conditions, or database content.
- IDN proprietary service authorized passwords will be used by IDN service personnel to troubleshoot, diagnose, install, repair or replace programs, operating controls, and certain databases as necessary.
- In some cases, it is expected that IDN have 24/7 unrestricted access to the customer system, in order to provide timely service after hours and/or to administer servers, data bases, PC workstations, mobile computers, or other appropriate items.
- Remote Service by IDN cannot be provided without remote computer access and appropriate administrative passwords provided by the customer.

## LIST OF ASSUMPTIONS AND CONDITIONS

- This is the entire software maintenance agreement, allowing for future addendum.
- There is an automatic renewal of the agreement each year. Unless IDN is notified in writing, subsequent billings will be issued one month prior to their due date.
- To be eligible for services, IDN must have a signed or embedded (authorized during customer installation) Permanent License Agreement on file for each Software Application and the customer must remain current with payments.
- Software virus protection on all servers, network appliances, and PC equipment is the responsibility of the customer.
- Dial Up phone access or high-speed Internet Access (preferred) is the responsibility of the customer and is mandatory for this agreement.
- After hours access by IDN personnel to the customer's network is sometimes required and will require a customer procedure and secured passwords to allow IDN access.
- Any required hardware fees, operating system fees or database license fees, in order for the customer to install or use IDN software, are not included within this maintenance agreement and are assumed to be the responsibility of the customer, unless otherwise noted with other agreements.
- PC Anywhere Software or equivalent solution is the method by which IDN will access and remote control your systems for support. This software is the responsibility of the customer.
- Any other method of access other than PC Anywhere will require the approval of IDN.

## ID NETWORKS SUPPORT CONTACT INFORMATION

• Customer Service	(440) 992-0062	<a href="mailto:support@idnetworks.com">support@idnetworks.com</a>
• Sales Department	(440) 992-0062	<a href="mailto:sales@idnetworks.com">sales@idnetworks.com</a>
• Administration	(440) 992-0062	<a href="mailto:admin@idnetworks.com">admin@idnetworks.com</a>
• Website Support	<a href="http://www.idnetworks.com/Support/default.html">http://www.idnetworks.com/Support/default.html</a>	
• Online Meetings	PC Access	<a href="http://www.idnetworks.com/">http://www.idnetworks.com/</a>
• Online Meetings	Phone Access	Specific to each meeting Toll-Free (US),

## CHANGES IN TERMS, CONDITIONS AND FEES

- ID Networks will not increase maintenance fees throughout the duration of the 5-year maintenance agreement
- The Maintenance Agreement cannot be cancelled by either party except due to default by the other party

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## TAXES AND DUTIES

- There shall be added to maintenance fees and other charges under this agreement amounts equal to any tariff, duties and/or sales or use tax, or any tax in lieu thereof (including any interest or penalties) imposed by any government or governmental agency with respect to the services rendered by ID Networks under this agreement and which ID Networks now or in the future may be required to collect or remit.

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## SOFTWARE AND DATABASE COVERAGES

- The Software covered is that Software designated in the Permanent License Agreement (embedded or external document) and as updated with improvement or modifications furnished to the Customer under ID Networks maintenance service. During the term of this Agreement, ID Networks will supply the Customer with any improvements or modifications to the Software which are not charged for as options or upgrades.
- During the term of this Agreement, ID Networks will correct or replace its software and/or provide services necessary to remedy or avoid any programming error which is attributed to ID Networks and which significantly affects the intended use of the software. Such correction, replacement or services will be accomplished in a reasonable period, after the Customer has identified and notified ID Networks, in writing, of any such error in accordance with ID Networks reporting procedures in place at the time. IDN will make its BEST EFFORTS only toward the resolution of specific situations relating to programming errors.
- Customer agrees to provide ID Networks with database dumps or copies, as requested, and with sufficient support and test time on Customer's computer system or on IDN computers (after file transfer of customer data back to IDN) to duplicate the problem, certify that the problem is indeed with ID Networks' Software, and to certify that the problem has indeed been fixed or a suitable work-around devised.
- Customer shall inform ID Networks in writing of any modifications made by Customer to the Software or associated databases. ID Networks shall not be responsible for maintaining Customer modified portions of the Software or for maintaining portions of the Software or databases affected by Customer modified portion of the Software or databases.
- Corrections for difficulties or defects traceable to Customer errors or system changes (server, operating system, databases, client PC / mobile software, networking, or other infrastructure) may be billed at ID Networks' standard time and material rates. Any corrections or alterations to or new versions of the Software that ID Networks may deliver to Customer under this Agreement shall be limited to one copy of such Software and documentation delivered to the Customer. The customer may duplicate IDN

software (2 copies) or documentation (reasonable # copies) for internal use only. A customer log must be kept of these duplications for IDN review, as requested.

- ID Networks licensed software or documentation (electronic or otherwise) provided to the customer shall not be disclosed or given, in any form, to any IDN competitor, industry consultant, or third party for any reason, without advanced written permission from ID Networks. Any violation of this item shall provide IDN with the option to cancel services or seek damages relating to such disclosure.
- Server equipment administration and configuration, operating system support, data base administration, and networking configuration issues and support are NOT included within this agreement, unless otherwise specified. It is the responsibility of the customer to provide immediate and qualified technical assistance to work with IDN personnel, should IDN request such assistance. In cases whereby IDN is also the network service company under separate agreement or as a specific line item within this agreement, then IDN shall assume such responsibilities.
- Copies of any customer database information (data, photos, fingerprints) will be kept in strict confidence and used solely for the purpose of testing software, testing databases, benchmarking programs, determining performance, creating file conversions, troubleshooting customer problems, technical research / development, or other customer service related activities.

#### ADDITIONAL ONSITE LABOR AND TRAVEL EXPENSES

- This agreement does not provide for any onsite field service, onsite support services, or travel for such.
- If the customer requests onsite assistance, then the customer shall reimburse ID Networks for any labor and out of pocket expenses including travel to and from the customer site, lodging, meals, telephone, and other related expense.
- All onsite labor and travel expenses will be mutually agreed upon in advance.

#### PROPRIETARY RIGHTS AND OWNERSHIP

- The customer is issued a perpetual "use" license for the executable IDN software only, without the distribution or access to the IDN source program code.
- IDN shall remain the sole owner of all IDN software, including programming source code, executable programs, and subsequent program materials, proprietary design, and user documentation.
- Any changes, additions, and enhancements in the form of new or partial programs or documentation that may be provided under this Agreement shall remain the proprietary property and ownership of ID Networks.

## TERMINATION

- In the event of termination of the Perpetual Use License Agreement, through default by the Customer, all prorated maintenance fees or charges payable for the current year of this Agreement shall, without notice or demand by ID Networks, immediately become due and payable and ID Network's obligations under this Software Maintenance Agreement shall immediately end. Customer maintenance fees shall be prorated for the service period during which the termination takes place. Unused portions of the customer's prepaid fees will be returned to the customer.
- ID Networks may terminate this Agreement in the event of any default by the Customer for this agreement or any default of the customer license agreement.
- Default by the Customer also includes the Customer's failure to pay the maintenance fee within 30 days notice that the same is delinquent by thirty days or more.
- In the event of termination of this maintenance agreement by either party for the IDN software license agreement, then all IDN application materials, technical materials, and programs shall remain the ownership of IDN, with the customer granted continuing "use" of the software and documentation.
- Should this maintenance agreement be cancelled by either party, then all future maintenance services provided by IDN will be billable to the customer, within the bounds of current IDN time and material rates.

## NOTICES

- All Notices required or permitted under this Agreement shall be transmitted in writing, only by personal delivery or by certified, registered or first class United States Mail to the following:

Customer: Monroe County Municipalities:  
Monroe County Sheriff - Sheriff Dan Kelley  
Columbia Police Department - Chief Joe Edwards  
Waterloo Police Department - Chief Jim Trantham  
(See addresses above for mailing address)

Vendor: ID Networks, Inc.  
Bonnie Blenman, Contracts Administrator  
7720 Jefferson Road, PO Box 2986  
Ashtabula, Ohio 44005

Notices transmitted by first class United States Mail shall be deemed received on the second business day after it was deposited in a United States Mail receptacle. Business day shall not include Saturdays, Sundays or any other day declared as a legal holiday in the State of Illinois by Illinois Law, as now or hereafter amended.

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## GENERAL

- This Agreement shall be binding when accepted by ID Networks at 7720 Jefferson Road, Ashtabula, Ohio and will be governed by the laws of the State of Illinois.
- It is expected that IDN shall not provide written acceptance of this agreement until the customer provides written acceptance to IDN.
- The terms and conditions stated herein supercede all prior agreements between parties relating to the subject matter of this Agreement. This Agreement may only be changed or modified in writing, via an addendum referencing this Agreement by name and number.

## SPECIAL CONDITIONS

None applicable at this time.

**ACCEPTANCE BY CUSTOMER**

Customer hereby understands that the contents of this software maintenance agreement shall constitute the entire maintenance agreement between Customer and ID Networks, Inc. Customer also agrees to this content and terms and conditions. Signatures shown below are authorized to act on behalf of the customer.

Approved by CITY OF COLUMBIA, ILLINOIS

By: \_\_\_\_\_  
KEVIN B. HUTCHINSON, Mayor

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
WESLEY J. HOEFFKEN, City Clerk

(SEAL)

Witness:

\_\_\_\_\_  
Date: \_\_\_\_\_

**ACCEPTANCE BY ID NETWORKS, INC. (IDN)**

IDN hereby understands that the contents of this software maintenance agreement shall constitute the entire agreement between IDN and the customer. IDN agrees this content and terms and conditions. Signatures shown below are authorized to act on behalf of IDN.

Approved and Accepted by IDN:

By: \_\_\_\_\_  
DOUGLAS G. BLENMAN, SR. President

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
BONNIE M. BLENMAN, Secretary

Software Maintenance Agreement



Witness:

\_\_\_\_\_  
Date: \_\_\_\_\_

File: C:\Documents and Settings\jnagy\Desktop\Monroe County FINAL DOCS - 09-01-08\IL - Columbia PD Maintenance  
Agreement - 09-01-08.doc

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**ATTACHMENT "D"**

**TO**

**ID NETWORKS, INC. LICENSE AGREEMENT**

**WITH**

**THE COUNTY OF MONROE, STATE OF ILLINOIS AND  
THE CITIES OF COLUMBIA AND WATERLOO IN SAID  
MONROE COUNTY, ILLINOIS**

## SOFTWARE MAINTENANCE AGREEMENT

This Software Maintenance Agreement, between ID Networks, Inc., 7720 Jefferson Road, Ashtabula, Ohio 44004 (otherwise known as "IDN") and

The Waterloo Police Department, 301 South Main Street, Waterloo, IL 62298 (also known as "Customer")

is an agreement for services, dated September 1<sup>st</sup>, 2008. This agreement serves to explain the nature and content of maintenance services being provided by IDN to the Customer. Both parties, with written acceptance, agree to all the items contained herein:

### PRIMARY AGREEMENT INFORMATION

Effective Date:	September 1, 2008
Software Maintenance Agreement #:	WPD 081
Permanent License Agreements to support the software included herein:	<i>This is a Base Agreement, upon which future addendum may be added, with mutual written approvals.</i>
Term of this Agreement:	5 years from the Date of Installation and Training, with Customer Fees Prepaid Annually at the beginning of each year
Renewal Periods:	Automatic renewal annually, with 90 days prior cancellation notice by either party required
Standard Payment Method:	Prepayment annually, unless otherwise stated herein
Approved Server Operating System Platforms:	Microsoft Windows 2000 or higher
Approved PC Workstation System Platforms:	Microsoft Windows XP PRO Workstation <i>Any changes in platform, may void this agreement and the IDN License agreement.</i>
<i>(Each module on the Software Schedule is subject to separate IDN approval)</i>	<ul style="list-style-type: none"><li>- <i>MS Windows Major Version Upgrades should be rebuilt with a clean system, rather than upgraded</i></li><li>- <i>Windows Terminal Server are NOT approved for IDN applications at this time.</i></li></ul>

## SOFTWARE COVERAGE

Software Module Coverage	Fees	Coverage
<p>Plan 1, Basic Coverage, proposed in the ID Networks Customer Proposal dated December 1, 2007:</p> <ul style="list-style-type: none"> <li>• 8 hours/day, 5 days per week</li> <li>• Monday through Friday, EST</li> <li>• Domestic holidays and published IDN exceptions are excluded from coverage</li> <li>• 2 hours or less IDN phone response to first service call</li> </ul>	\$11,686	12 Months from the date of Installation
Total Maintenance Fees (for this base maintenance agreement)	\$11,686	

Software Item(s)	Type of Coverage
RMS	Plan 1 Basic Coverage – Above
MOBILE	Plan 1 Basic Coverage – Above
IJIS	Plan 1 Basic Coverage – Above

## TERMS AND CONDITIONS

- Calculation:
 

- RMS	\$5,249
- Mobile and Field Reporting	\$3,938
- <u>IJIS</u>	<u>\$2,499</u>
- Total Annual Maintenance Fee	\$11,686
- Pre-paid Annually with Signed Maintenance Agreement on File
- Invoices will be issued by IDN to the customer:
  - After Installation and Training is complete
  - After any new addendum are signed by the Customer, which require billing
  - 30 days prior to any automatic renewals within this agreement
- Customer Payment to be processed "upon receipt of the invoice", unless otherwise negotiated in advance and so noted on the invoice from IDN.

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## SOFTWARE MAINTENANCE SERVICES PROVIDED BY ID NETWORKS (IDN)

### 1. Helpdesk, Email, and Phone Support

- Our staff is available to answer software questions and provide technical support for the IDN products being delivered. The hours of support are 8:30am to 5:00pm, Monday through Friday, Eastern Standard Time, holidays and published exceptions not included.
- For the most effective mode of service to be achieved, we recommend that your agency appoint one person to act as prime account liaison. All software releases will be addressed and coordinated with the designated account liaison.
- Any non-IDN product issue requests will be documented and then referred back to the customer
- Unless IDN specifically contracts for a universal help desk solution, it is the responsibility of each customer to screen customer issues while requesting support to IDN.
- Support issues may be submitted via specific email addresses for your account, such as [support@idnetworks.com](mailto:support@idnetworks.com) , or via our help desk support desk at <http://www.idnetworks.com/Support/default.html> or via phone requests to our support department.
- Typically, the most effective way to engage IDN support personnel is via the website helpdesk link <http://www.idnetworks.com/Support/default.html> .
- All authorized service customers will be issued help desk login information, in order to directly submit concerns and issues to our support department.

### 2. Program "Bug" Fixes

- Normal program "bug" fixes or patches to our software will be published via our web site ([www.idnetworks.com](http://www.idnetworks.com)), E-mail broadcast, fax, and/or mail.
- Software patches will be available for download from our web site, as they become available and tested by our staff or pilot sites.
- Software patches are distributed on a regular basis, typically by electronically downloading the updates to your central server, whereby all users within your networks can receive those updates in an automated fashion. Software updates and enhancements are usually distributed every 4 months, on a planned basis. The process of distribution for these enhancements is the same electronic process stated above.
- Documentation, in varying forms, will exist with the patches in order for the customer to understand the need for such patches.
- IDN will recommend or insist on the implementation of software patches due to the critical nature of their purpose. Should the customer elect to delay or not

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install such patches, then IDN shall assume no responsibility for the resulting effect.

### 3. New Software Releases

- ID Networks distributes its latest versions of software once they are tested, documented, and prepared for release. IDN is constantly enhancing our software modules based on user requests and design improvements. When a significant amount of enhancements have been added to the product, they are labeled as a new version and released to all current Full Service accounts.
- IDN reserves the right to review, modify, accept, or reject all user or committee suggestions relating to IDN software development activities, software products, product interfaces, imports, exports, queries, or reporting.
- The software is typically installed remotely or shipped in a CD format by UPS, at the discretion of IDN. These software releases usually include Release Notes that alert the account liaison to important aspects of the new software. We also give recommendations to perform a successful installation and configuration. Our software support staff is also available to assist with the installations, should you have problems.
- IDN Compliance with Industry, Local, State, and Federal standards is a function of the Customer's initial software acquisition and licensing and shall apply to any then current standards known to be in effect and completely documented, prior to the first request for quotation for the customer's software acquisition and corresponding license, inside the scope of this maintenance agreement.
- Although this maintenance agreement will provide its "best efforts" to maintain ongoing compliance at no charge to the customer, IDN reserves the right to review all customer requests for ongoing compliance, for any reason, and in response to the customer's request for compliance, provide the customer with a compliance review and then provide the customer with a possible quotation for additional services and/or programming, outside the bounds of this agreement.

### 4. Training Materials

- New software releases may include an online, internet based overview of the new software being distributed. In addition, IDN may elect to schedule a remote online session with the customer(s) to explain and view the new software being released.
- When a significant number of software products have been released and the customer requests additional classroom training, IDN may hold classes at its offices, nearby facilities, or online internet classes. Class size is not limited in most instances. All training costs are covered under the Agreement. However,

the customer is responsible for any travel costs or internet/phone-line based charges applicable for the session.

- Software training for new customers is covered under the individual purchase agreements and is usually conducted onsite and remotely via the internet and may be tailored to the customer requirements at a per diem rate.
- If additional onsite training is desired for whatever reason (perhaps a large personnel turnover), a separate quote can be issued to cover the costs of onsite training by one of our certified instructors.

## 5. E-mail and Website Customer Service News

- IDN publishes customer service news for its customers throughout the year, typically in the form of an E-mail broadcast and website access for viewing and printing by the customer.
- It is required that each customer coordinator and other interested customer parties maintain a valid email address in order to receive IDN email notifications, since notices will not be sent out via other means, unless otherwise negotiated.
- Any number of approved customer employees may receive the confidential customer news from IDN by simply notifying IDN of their name, job position, and E-mail address for each individual.
- News focuses on new product features, potential issues or concerns, and system administrator considerations.
- Newsletters also link to our web site for various reasons.
- The customer should maintain an E-mail provider which allows for at least 1-2 MB of file attachments for your inbound E-mail.
- Online copies of technical documentation, manuals, & newsletters are available for download by customers.
- FTP site directories are provided for customers to interact with our technical staff.
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- Some situations require our technicians to dial into your system in order to properly diagnose, detect and resolve issues. Via remote support, they can often replace software that has been corrupted for whatever reason and rebuild files if needed. To do this, we require that a phone line or internet access is available for the remote support services required. Internet access is the preferred method.
- Customer supplied passwords must be provided to authorized IDN service personnel, including appropriate security levels, in order for IDN to diagnose, troubleshoot, and repair IDN programs, system conditions, or database content.
- IDN proprietary service authorized passwords will be used by IDN service personnel to troubleshoot, diagnose, install, repair or replace programs, operating controls, and certain databases as necessary.
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• Administration	(440) 992-0062	<a href="mailto:admin@idnetworks.com">admin@idnetworks.com</a>
• Website Support	<a href="http://www.idnetworks.com/Support/default.html">http://www.idnetworks.com/Support/default.html</a>	
• Online Meetings	PC Access	<a href="http://www.idnetworks.com/">http://www.idnetworks.com/</a>
• Online Meetings	Phone Access	Specific to each meeting Toll-Free (US),

## CHANGES IN TERMS, CONDITIONS AND FEES

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- During the term of this Agreement, ID Networks will correct or replace its software and/or provide services necessary to remedy or avoid any programming error which is attributed to ID Networks and which significantly affects the intended use of the software. Such correction, replacement or services will be accomplished in a reasonable period, after the Customer has identified and notified ID Networks, in writing, of any such error in accordance with ID Networks reporting procedures in place at the time. IDN will make its BEST EFFORTS only toward the resolution of specific situations relating to programming errors.
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- Customer shall inform ID Networks in writing of any modifications made by Customer to the Software or associated databases. ID Networks shall not be responsible for maintaining Customer modified portions of the Software or for maintaining portions of the Software or databases affected by Customer modified portion of the Software or databases.
- Corrections for difficulties or defects traceable to Customer errors or system changes (server, operating system, databases, client PC / mobile software, networking, or other infrastructure) may be billed at ID Networks' standard time and material rates. Any corrections or alterations to or new versions of the Software that ID Networks may deliver to Customer under this Agreement shall be limited to one copy of such Software and documentation delivered to the Customer. The customer may duplicate IDN

software (2 copies) or documentation (reasonable # copies) for internal use only. A customer log must be kept of these duplications for IDN review, as requested.

- ID Networks licensed software or documentation (electronic or otherwise) provided to the customer shall not be disclosed or given, in any form, to any IDN competitor, industry consultant, or third party for any reason, without advanced written permission from ID Networks. Any violation of this item shall provide IDN with the option to cancel services or seek damages relating to such disclosure.
- Server equipment administration and configuration, operating system support, data base administration, and networking configuration issues and support are NOT included within this agreement, unless otherwise specified. It is the responsibility of the customer to provide immediate and qualified technical assistance to work with IDN personnel, should IDN request such assistance. In cases whereby IDN is also the network service company under separate agreement or as a specific line item within this agreement, then IDN shall assume such responsibilities.
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- This agreement does not provide for any onsite field service, onsite support services, or travel for such.
- If the customer requests onsite assistance, then the customer shall reimburse ID Networks for any labor and out of pocket expenses including travel to and from the customer site, lodging, meals, telephone, and other related expense.
- All onsite labor and travel expenses will be mutually agreed upon in advance.

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- The customer is issued a perpetual "use" license for the executable IDN software only, without the distribution or access to the IDN source program code.
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- Any changes, additions, and enhancements in the form of new or partial programs or documentation that may be provided under this Agreement shall remain the proprietary property and ownership of ID Networks.

## TERMINATION

- In the event of termination of the Perpetual Use License Agreement, through default by the Customer, all prorated maintenance fees or charges payable for the current year of this Agreement shall, without notice or demand by ID Networks, immediately become due and payable and ID Network's obligations under this Software Maintenance Agreement shall immediately end. Customer maintenance fees shall be prorated for the service period during which the termination takes place. Unused portions of the customer's prepaid fees will be returned to the customer.
- ID Networks may terminate this Agreement in the event of any default by the Customer for this agreement or any default of the customer license agreement.
- Default by the Customer also includes the Customer's failure to pay the maintenance fee within 30 days notice that the same is delinquent by thirty days or more.
- In the event of termination of this maintenance agreement by either party for the IDN software license agreement, then all IDN application materials, technical materials, and programs shall remain the ownership of IDN, with the customer granted continuing "use" of the software and documentation.
- Should this maintenance agreement be cancelled by either party, then all future maintenance services provided by IDN will be billable to the customer, within the bounds of current IDN time and material rates.

## NOTICES

- All Notices required or permitted under this Agreement shall be transmitted in writing, only by personal delivery or by certified, registered or first class United States Mail to the following:

Customer: Monroe County Municipalities:  
Monroe County Sheriff - Sheriff Dan Kelley  
Columbia Police Department - Chief Joe Edwards  
Waterloo Police Department - Chief Jim Trantham  
(See addresses above for mailing address)

Vendor: ID Networks, Inc.  
Bonnie Blenman, Contracts Administrator  
7720 Jefferson Road, PO Box 2986  
Ashtabula, Ohio 44005

Notices transmitted by first class United States Mail shall be deemed received on the second business day after it was deposited in a United States Mail receptacle. Business day shall not include Saturdays, Sundays or any other day declared as a legal holiday in the State of Illinois by Illinois Law, as now or hereafter amended.

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## GENERAL

- This Agreement shall be binding when accepted by ID Networks at 7720 Jefferson Road, Ashtabula, Ohio and will be governed by the laws of the State of Illinois.
- It is expected that IDN shall not provide written acceptance of this agreement until the customer provides written acceptance to IDN.
- The terms and conditions stated herein supercede all prior agreements between parties relating to the subject matter of this Agreement. This Agreement may only be changed or modified in writing, via an addendum referencing this Agreement by name and number.

## SPECIAL CONDITIONS

None applicable at this time.

**ACCEPTANCE BY CUSTOMER**

Customer hereby understands that the contents of this software maintenance agreement shall constitute the entire maintenance agreement between Customer and ID Networks, Inc. Customer also agrees to this content and terms and conditions. Signatures shown below are authorized to act on behalf of the customer.

Approved and Accepted by CITY OF WATERLOO,  
ILLINOIS

By: \_\_\_\_\_  
TOM SMITH, Mayor

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
BARBARA PACE, City Clerk

(SEAL)

Witness:

\_\_\_\_\_  
Date: \_\_\_\_\_

**ACCEPTANCE BY ID NETWORKS, INC. (IDN)**

IDN hereby understands that the contents of this software maintenance agreement shall constitute the entire agreement between IDN and the customer. IDN agrees this content and terms and conditions. Signatures shown below are authorized to act on behalf of IDN.

Approved and Accepted by IDN:

Date: \_\_\_\_\_

By: \_\_\_\_\_  
DOUGLAS G. BLENMAN SR., President

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
BONNIE M. BLENMAN, Secretary

Software Maintenance Agreement



Witness (If applicable):

Date:

File: C:\Documents and Settings\jnagy\Desktop\Monroe County FINAL DOCS - 09-01-08\Monroe County FINAL DOCS - 09-01-08\IL - Waterloo PD Maintenance Agreement - 09-01-08.doc