Energy**CAP**.

Quote

Prepared For:

County of Woodbury, IA ("Licensee")
620 Douglas Street
Sioux City, IA 51101

Quote #34115
January 13, 2017
EXPIRES IN 90 DAYS

Item	Description	Price
Database Hosting Services	**Database Hosting.** Licensee's EnergyCAP Enterprise database will be hosted in ECI's commercial co-location facility. Additional details provided below under Description of Deliverables.	$2,400.^{00} per year
	Total:	$2,400.^{00}

Annual Maintenance: Licensee's annual EnergyCAP Maintenance Agreement (ECMA) fee will be increased by $2,400.^{00} to reflect the purchase of the above-noted item. Current ECMA renewal date is January 1, 2018.

Description of Deliverables

Database Hosting Services:

Equipment is located in Pittsburgh, PA in a commercial co-location facility that has secure access, redundant high speed Internet access and redundant power supply. Details on the datacenter can be found at http://www.expedient.com/products/pittsburgh-data-center-acm.php.

The co-location facility is a SSAE 16 certified unit. All access to facility is by appointment only, greeted and escorted by guards and other personnel. Each room is locked using biometric and keytag/pinpad access panels. All sections are monitored with CCTVs (including parking areas), and server racks are also individually locked and can only be opened by hosting staff.

System availability over 5+ years has exceeded 99% during normal business hours. Guaranteed system availability is 98% during customary Eastern Time Zone office hours. Licensee shall be entitled to a credit of $500 on the next invoice if system availability falls below 98% for the prior quarter.

ECI can store scanned copies of utility bills or other electronic files for use with EnergyCAP. An annual fee of $0.05 per file applies to all hosted documents.

Database Maintenance
Each Licensee's EnergyCAP database(s) will be backed up nightly to on-site and off-site locations. Because EnergyCAP is not an originator of data but a consumer, daily backups have typically been acceptable for most clients. Other arrangements can be made upon request and are subject to additional fees.

Additional operational procedures are as follows:

- The local and offsite backup software uses 448-bit Blowfish encryption for stored data.
- Symantec Endpoint Protection is installed on all Windows servers.
- Firewall and network device logs are collected to a central SysLog server. At this time, the logs are not actively mined for security anomalies as a first line of detection.
- Data-level backups occur nightly at this time, although varied backups schedules can be accommodated as needed and are subject to additional fees.
- Total hardware failure at collocation would cause an outage anywhere between four and 12 hours for 100% production.
- Having recently moved to new facilities and revising our network and security plans, the DR (database recovery) plan is still in process. Both system level images and file level backups are held offsite at a second office location, which is currently used as a business continuity location.
- All data is located on NAS in a RAID configuration. This data is then backed up offsite (to main ECI office).In general hardware failure, services should be able to fail over to secondary units with an hour.

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- The majority of services at collocation have a redundant secondary unit, with shared storage. If the hardware of a virtual server fails, items are restarted on secondary units. Database servers also have a secondary unit, which in the case of hardware failure the secondary unit is given the database backup dumps and becomes the primary unit.
- SLA with the hosting location makes sure ECI is notified of all incidents within 24 hours.

Server Security

ECI's Information Technology Department, led by the Chief Information Officer, is responsible for maintaining the company's servers and the applications and operating systems on the servers:

- All applications and operating systems are patched with the latest official releases from the manufactures.
- All systems are located behind Cisco firewall equipment, with limited incoming and outgoing connections.
- Anti-virus software is installed on all servers and ECI-managed systems. The anti-virus applications are monitored by a local network server and audited daily for failure notifications.
- Anti-virus updates are pushed out daily as needed, with weekly manufacturer updates for all connected clients.
- All servers are accessed through remote connections.
- No screen savers are active; however, RDP screens lock after 10 minutes of idle time, and SSH connections to Linux servers terminate after 15 minutes of idle time.
- No automated system timeouts are currently built into the installed EnergyCAP client; however, the licensee can define the timeout period in EnergyCAP's web client.

Data Ownership & Confidentiality

Ownership of proprietary EnergyCAP SQL database schema resides with ECI. Database schema includes database design elements, to include: table and field design; indexes and triggers; stored procedures, scripts and views.
ECI shall treat Licensee databases as confidential information and shall not release, divulge, or provide access to data by any third parties without the prior consent of Licensee:

- The EnergyCAP application does not store or process any personal information aside from Username.
- EnergyCAP utilizes secure Web and FTP traffic as needed for implementation and other client projects.
- EnergyCAP does not encrypt database files. Communication between the installed workstation or Web application can use SSL encryption (128-bit) for all data transfer on a site-to-site basis.

Terms and Conditions

1. To order, please deliver a purchase order or payment referencing this Quote form to EnergyCAP, Inc. (ECI), or sign and complete the information below and return this form to verify acceptance of the offer outlined herein.
2. This quote and product pricing are the proprietary property of ECI, are provided to the recipient at recipient's request and may not be divulged to any third parties.
3. Invoicing Schedule is as follows (terms net 30 days, 1%/month late fee may be applied):

   Database Hosting
   Upon Acceptance..100%
   Annually upon ECMA renewal.. 100%

Acceptance

I signify that I am an authorized representative of the organization named above. My signature below confirms the organization's intent to purchase the products and services ("Products") described herein and authorizes ECI to deliver and invoice for the Products.

Signature: _Kenny Schmit_

Name: _Kenny Schmit_

Title: _Building Services Director_

Date: _1-26-2017_

P.O. #: _____

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