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# 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 | <b>Database Hosting.</b> 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 |
| <b>Total:</b>             |   | <b>\$2,400.00</b>   |

**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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