

TOWN OF WATERFORD
GENERAL FUND
2024 - 2025 PROPOSED BUDGET

DEPT/AGENCY: 10147 INFORMATION TECHNOLOGY

LINE ITEM	DESCRIPTION	2022/2023 ACTUAL EXPENDED	2023/2024 RTM APPROP.	2023/2024 ADDITIONAL/ TRANSFERS	ACTUAL EXPEND & ENCUMB AS OF 1/1/24	2024/2025 DEPT/ AGENCY REQUEST	2024/2025 BD OF SELECTMEN APPROVED (2/1/24)	2024/2025 BD OF FINANCE APPROVED (3/11/24)	BOF Approved \$ Increase	BOF Approved % Increase
PERSONNEL COSTS										
51110	ADMINISTRATION	117,533	113,700		56,416	119,460	119,460	119,460	5,760	5.07%
51210	CLERICAL/TECHNICAL	109,901	107,054		56,189	125,634	125,634	125,634	18,580	17.36%
51810	OVERTIME	224	5,000		75	2,500	2,500	2,500	(2,500)	-50.00%
51910	FRINGE BENEFITS	-	-		-	0	0	-	-	0.00%
51920	F.I.C.A	15,258	17,263		8,096	18,941	18,941	18,941	1,678	9.72%
	SUBTOTAL	242,916	243,017	-	120,776	266,535	266,535	266,535	23,518	9.68%
SERVICES										
52010	ADVERTISING	201	-		-	0	0	-	-	
52020	POSTAGE	-	-		-	0	0	-	-	
52030	PROFESSIONAL FEES	230	-		-	0	0	-	-	
52043	IT-SERVICE CONTRACT & REPAIRS	703,168	875,066		525,728	922,905	922,905	922,905	47,839	5.47%
52050	DUES, CONF. & EDUCATION	2,425	-		-	195	195	195	195	
52070	REIMBURSEABLE EXPENSE	12	500		-	500	500	500	-	0.00%
52080	TELEPHONE	1,165	1,815		616	1,815	1,815	1,815	-	0.00%
	SUBTOTAL	707,000	877,381	-	526,344	925,415	925,415	925,415	48,034	5.47%
MATERIALS & SUPPLIES										
53010	OFFICE SUPPLIES	-	-		0	0	0	-	-	0.00%
	SUBTOTAL	-	-	0	0	0	0	-	-	0.00%
EQUIPMENT										
54010	OFFICE FURNITURE	665	-		0			-	-	0.00%
54130	COMPUTER SYSTEM	98,118	44,783		35,129	39,473	39,473	39,473	(5,310)	-11.86%
	SUBTOTAL	98,783	44,783	0	35,129	39,473	39,473	39,473	(5,310)	-11.86%
	DEPARTMENT TOTAL	1,048,900	1,165,181	0	682,249	1,231,423	1,231,423	1,231,423	66,242	5.69%

TOWN OF WATERFORD

FY2025 BUDGET REQUEST

IT DEPARTMENT 10147



BUDGET FUNCTION

The Information Technology department is responsible for providing end user support, security access controls, and software/equipment maintenance for town and public safety IT systems. These functions include maintaining user access across multiple systems such as email, file shares, application access, web access, phone assignments, or voicemail access. We are responsible for analyzing and continually addressing cyber security concerns by restricting access to resources inbound and outbound to the organization, monitoring cybersecurity logs, maintaining multiple data backups, staying informed on current IT threats, and notifying end users of ongoing threats such as phishing scams.

The department has three positions, an IT Manager, an IT Support Engineer, and a PC Technician. We are responsible for some of the following equipment.

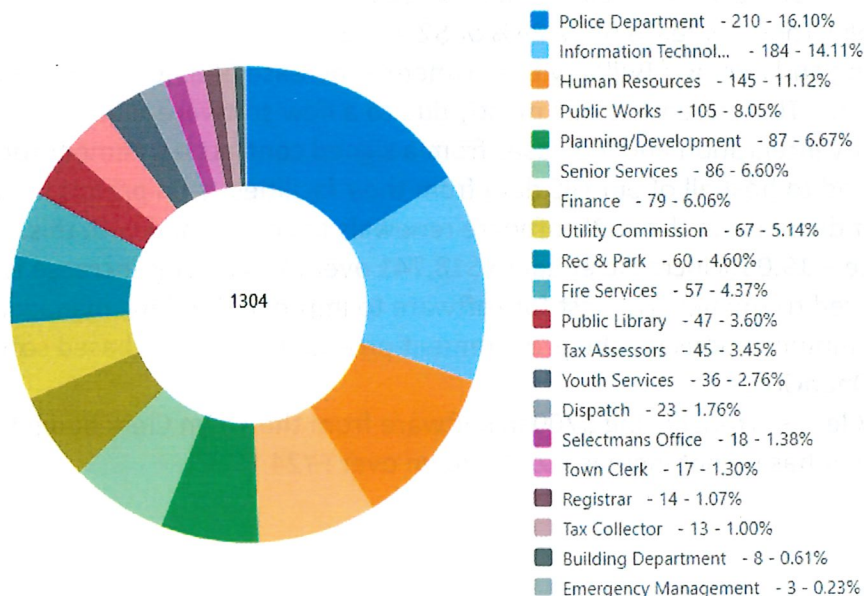
Approximately 180 Desktops, 60 Laptops, and 50 mobile devices such as iPads/iPhones

Approximately 40 Network Switches and 15 Routers

75 Virtual Servers, Approximately 20 physical servers, and 135 individual Databases

More than 175 Cisco IP desk or wall phones.

During FY23 we received 1304 support tickets into our help desk ticketing system. Not every request or issue generated a ticket.



**TOWN OF WATERFORD
FY2025 BUDGET REQUEST
IT DEPARTMENT 10147**



BUDGET SUMMARY

The Town of Waterford Information Technology departments requested budget for fiscal year 2024-2025 is enclosed. The total budget request is increased by \$66,242 for an overall increase of 5.69% over last year. What is not represented by these numbers is the estimated return of \$88,000 to the general fund from charges to New London for their portion of the Harris Radio Maintenance Contract.

The departments goals for the upcoming fiscal year is to continue focusing on strengthening and maintaining the IT infrastructure and systems from constant cyber security threats, providing quick resolution to end user IT service requests, and working with departments to strengthen their use of current IT resources toward improving productivity.

PERSONNEL COSTS

- FY25 budget reflects an increase of \$23,518 over the FY24 budget due to approved salary increases and associated payroll taxes.

SERVICES

- Service Contracts & Repairs - includes an increase of \$47,839 or 5.47% over FY24.
 - Library - Nearly flat compared to FY24 with the slightest decrease
 - Tax Assessor – 2.14% increase equal to \$624
 - Tax Collector – decrease of 22.24% or \$2,710.31.
 - Planning and Zoning / Building Department – increase of 33.64% equal to \$10,194. This increase is due mostly due to a new software request for a Municipity integration and increases from a signed contract agreement for Tighe and Bond to host all of our GIS data from their facilities vs on premise. There is a slight decrease in the ESRI software renewals to correspond with this.
 - Finance – 19.09% increase equal to \$18,741 over FY24. This increase is mainly attributed to the new request for software to improve the flow, management, and communications for the procurement process using cloud based software from OpenGov.
 - Town Clerk – Transferring \$700 in software from the Town Clerk budget to the IT budget has no net increase to the town over FY24

TOWN OF WATERFORD

FY2025 BUDGET REQUEST

IT DEPARTMENT 10147



SERVICES CONTINUED

- Police – decrease of 19.52% or \$33,861. The biggest savings here is the change in the public safety software used from Central Square to NexGen. The FY25 cost for Central Square would have been approximately \$120,000 vs the \$33,164 for the NexGen product which over 95% of the Public safety departments in CT use. This savings is significantly more than any increases, such as the large increase associated with storing police body and in-car camera for the legally required amount of time by the State of CT.
- Emergency Management – decrease of 1.32% or \$3,277.
- Fire Services – decrease of 10.4% or \$4,520. This decrease is mainly from the renegotiation of the fire houses Breezeline internet services.
- Public Works – decrease of 5.67% or \$2,241.55.
- IT Department – increase of 26.13% equal to \$53,107. This increase is primarily because of a bulge that will happen every 3 years from the renewal of the Pure Storage service and support subscription. The 3 year renewal ensures, through an offering from Pure, that we will get new storage controller processor blades every 3 years always keeping our storage system current. Additional in FY25 is the improvements of our cyber security endpoint protection software for servers and workstations as what we are currently using expires early FY25.
- Recreation & Parks – increase of 51% equal to \$3,980. This increase is mainly due to a pricing correction for their RecDesk product which is billed on usage levels. Estimates we had received for FY24 budgets were off and had we received proper estimates from the vendor R&P would be nearly flat.
- Senior services - Nearly flat compared to FY24 with the slightest decrease
- First Selectman - Increase of 40% or \$7,166 over FY24. This is related to the web hosting fee from the CivicPlus website that in FY24 the amount budgeted was lower than the service cost due to an expected credit. The FY25 budget increase is not unexpected.
- Youth Services – Zero percent change from FY24.
- Dues, Conf, & Education – This will allow the IT staff to attend a conference in FY25 put on by the State of Connecticut.
- Reimbursable Expense – provides for mileage reimbursement for three IT staff to travel between town buildings when it is not possible to use town vehicles. We have been relying on using town vehicles whenever possible to keep this number low.
- Telephone – includes cellular phones for three it staff and remains flat.

EQUIPMENT

- Computer Equipment Hardware – includes a decrease of \$5,310 or 11.86%.

**TOWN OF WATERFORD
PERSONNEL WORKSHEET - 47 INFORMATION TECHNOLOGY
2024-2025 FISCAL YEAR**

LINE 51920

DATE OF HIRE	EMPLOYEE	HOURS WORKED/ WEEK	HOURLY RATE FY25	SALARY 2023/2024	SALARY 2024/2025	LONGEVITY FY25	TOTAL EMPLOYEE SALARY	PAYROLL TAXES (F.I.C.A)
51110 - ADMINISTRATION								
10/4/2021	IT MANAGER		N/A	115,006.32	118,334.79	1,124.75	119,459.54	9,138.65
	TOTALS			115,006.32	118,334.79	1,124.75	119,459.54	9,138.65
51210 - CLERICAL/TECHNICAL								
10/4/2021	IT SUPPORT ENGINEER	40	\$ 35.2200	68,547.20	73,539.36	350.00	73,889.36	5,652.54
2/13/2023	PC TECHNICIAN	40	\$ 24.7821	48,131.20	51,744.96	0.00	51,744.96	3,958.49
	TOTALS			116,678.40	125,284.32	350.00	125,634.32	9,611.03
51810 - OVERTIME								
				5,000.00	2,500.00	0.00	2,500.00	191.25
51910 - FRINGE/FICA								
							0.00	0.00
TOTALS - INFORMATION TECHNOLOGY								
				236,684.72	246,119.11	1,474.75	247,593.86	18,940.93
BUDGET TOTAL W/F.I.C.A								
							266,534.79	

TOWN OF WATERFORD
ADVERTISING/POSTAGE - INFORMATION TECHNOLOGY DEPARTMENT
2024-2025 FISCAL YEAR

LINE ITEM	ACCOUNT NAME	2022-2023 ACTUAL	2023-2024 BUDGET	2023-2024 TO DATE (11/30/23)	2024-2025 PROPOSED BUDGET	\$ INCREASE	% INCREASE
52010	ADVERTISING	201	0	0	0	0	0.00%

ACCOUNT JUSTIFICATION

Bid Advertisements

5-year Expenditure History				
FY19	FY20	FY21	FY22	FY23
\$ -	\$ -	\$ -	\$ -	\$ 201.00

LINE ITEM	ACCOUNT NAME	2021-2022 ACTUAL	2023-2024 BUDGET	2023-2024 TO DATE (11/30/23)	2024-2025 PROPOSED BUDGET	\$ INCREASE	% INCREASE
52020	POSTAGE	0	0	0	0	0	0.00%

5-year Expenditure History				
FY19	FY20	FY21	FY22	FY23
\$ -	\$ -	\$ -	\$ -	\$ -

TOWN OF WATERFORD
PROFESSIONAL FEES - INFORMATION TECHNOLOGY DEPARTMENT
2024-2025 FISCAL YEAR

LINE ITEM	ACCOUNT NAME	2022-2023 ACTUAL	2023-2024 BUDGET	2023-2024 TO DATE (11/30/23)	2024-2025 PROPOSED BUDGET	\$ INCREASE	% INCREASE
52030	PROFESSIONAL FEES	230	0	-	0	0	0.00%

5-year Expenditure History				
FY19	FY20	FY21	FY22	FY23
\$ -	\$ -	\$ -	\$ -	\$ 230.29

TOWN OF WATERFORD
SERVICE CONTRACTS & REPAIRS - INFORMATION TECHNOLOGY DEPARTMENT
2024-2025 FISCAL YEAR

LINE ITEM	ACCOUNT NAME	2022-2023 ACTUAL	2023-2024 BUDGET	2023-2024 TO DATE (11/30/23)	2024-2025 PROPOSED BUDGET	\$ INCREASE	% INCREASE
52043	SERVICE CONTRACTS & REPAIRS	703,168	875,066	505,627	922,905	47,839	5.47%

ACCOUNT JUSTIFICATION
Detailed Listing Attached

5-year Expenditure History				
FY19	FY20	FY21	FY22	FY23
\$ 232,204.70	\$ 718,914.19	\$ 748,459.31	\$ 717,281.48	703,167.78

TOWN OF WATERFORD
DUES, CONFERENCE & EDUCATION - INFORMATION TECHNOLOGY DEPARTMENT
2024-2025 FISCAL YEAR

LINE ITEM	ACCOUNT NAME	2022-2023 ACTUAL	2023-2024 BUDGET	2023-2024 TO DATE (11/30/23)	2024-2025 PROPOSED BUDGET	\$ INCREASE	% INCREASE
52050	DUES, CONF & EDUCATION	2,425	-	0	195	195	100.00%

ACCOUNT JUSTIFICATION

State of CT CEN Members Conference for 3 individuals. Registration is \$65 each

5-year Expenditure History				
FY19	FY20	FY21	FY22	FY23
\$ -	\$ -	\$ -	\$ -	\$ 2,425.00

TOWN OF WATERFORD
REIMBURSABLE TOWN EXPENSES & TELEPHONE - INFORMATION TECHNOLOGY DEPARTMENT
2024-2025 FISCAL YEAR

LINE ITEM	ACCOUNT NAME	2022-2023 ACTUAL	2023-2024 BUDGET	2023-2024 TO DATE (11/30/23)	2024-2025 PROPOSED BUDGET	\$ INCREASE	% INCREASE
52070	REIMB TOWN EXPENSES	12	500	0	500	0	0.00%

ACCOUNT JUSTIFICATION

Travel Reimbursement for Manager, Engineer and Technician for driving between town buildings using personal vehicles

5-year Expenditure History				
FY19	FY20	FY21	FY22	FY23
\$ -	\$ -	\$ -	\$ -	\$ 11.63

LINE ITEM	ACCOUNT NAME	2022-2023 ACTUAL	2023-2024 BUDGET	2023-2024 TO DATE (11/30/23)	2024-2025 PROPOSED BUDGET	\$ INCREASE	% INCREASE
52080	TELEPHONE	1,165	1,815	616	1,815	0	0.00%

ACCOUNT JUSTIFICATION

Cellular telephones and service for three IT department staff.

5-year Expenditure History				
FY19	FY20	FY21	FY22	FY23
\$ -	\$ -	\$ -	\$ -	\$ 1,164.61

TOWN OF WATERFORD
OFFICE SUPPLIES - INFORMATION TECHNOLOGY DEPARTMENT
2024-2025 FISCAL YEAR

LINE ITEM	ACCOUNT NAME	2022-2023 ACTUAL	2023-2024 BUDGET	2023-2024 TO DATE (11/30/23)	2024-2025 PROPOSED BUDGET	\$ INCREASE	% INCREASE
53010	OFFICE SUPPLIES	0	0	0	-	-	0.00%

ACCOUNT JUSTIFICATION

General office supplies not supplied by the finance department.

5-year Expenditure History				
FY19	FY20	FY21	FY22	FY23
\$ -	\$ -	\$ -	\$ -	\$ -

TOWN OF WATERFORD
OFFICE & COMPUTER SYSTEM EQUIPMENT - INFORMATION TECHNOLOGY DEPARTMENT
2024-2025 FISCAL YEAR

LINE ITEM	ACCOUNT NAME	2022-2023 ACTUAL	2023-2024 BUDGET	2023-2024 TO DATE (11/30/23)	2024-2025 PROPOSED BUDGET	\$ INCREASE	% INCREASE
54010	OFFICE FURNITURE	645	-	0	-	-	0.00%

ACCOUNT JUSTIFICATION

5-year Expenditure History				
FY19	FY20	FY21	FY22	FY23
\$ -	\$ -	\$ -	\$ -	\$ 645.00

LINE ITEM	ACCOUNT NAME	2022-2023 ACTUAL	2023-2024 BUDGET	2023-2024 TO DATE (11/30/23)	2024-2025 PROPOSED BUDGET	\$ INCREASE	% INCREASE
54130	COMPUTER SYSTEM EQUIPMENT	98,118	44,783	16,395	39,473	(5,310)	-11.86%

ACCOUNT JUSTIFICATION
Detailed Listing Attached

5-year Expenditure History				
FY19	FY20	FY21	FY22	FY23
\$ 17,702.81	\$ 34,459.99	\$ 97,193.02	\$ 23,950.76	\$ 98,118.44

TOWN OF WATERFORD
COMPUTER EQUIPMENT & SOFTWARE - IT - 10147-54130
2024-2025 FISCAL YEAR

EQUIPMENT	2020-2021 ADOPTED	2021-2022 ADOPTED	2022-2023 ADOPTED	2023-2024 ADOPTED	2024-2025 PROPOSED	NOTES
LABEL PRINTER(S)/SUPPLIES					840	3 DYMO LABEL PRINTERS FOR THE TAX ASSESSORS OFFICE
LIBRARY CHECKOUT EQUIPMENT					737	SELF CHECK EQUIPMENT, TOUCH SCREEN, RECEIPT PRINTER, SCANNER
CISCO IP PHONES					2,890	10 CISCO PHONES
						ENVIRONMENTAL MONITOR EQUIPMENT/SENSORS (AVTECH ROOM ALERT) FOR 4 CRITICAL DATA ROOMS.
						ASSORTED PATCH CABLES.
DATA ROOM/CLOSET EQUIPMENT					5,557	RACK MOUNT METERED PDU(S) FOR CRITICAL DATA ROOMS
RFID CARDS			500		789	RFID CARDS PRINTABLE AND CLAMSHELL
SOFTWARE/MISCELLANEOUS EQUIP	21,000	24,000	24,000	24,000	24,000	MID YEAR PURCHASES/BROKEN ITEMS
ID CARD PRINTER/SUPPLIES				2,983	100	RIBBON CONSUMABLE FOR THE ID PRINTER (150 DUAL SIDED PRINTS)
CISCO SWITCH REPLACEMENT			3,968	3,860	4,560	REPLACE THREE SMALL NETWORK SWITCHES PROVIDING CONNECTIVITY TO THE ADULT, CHILDRENS, AND OPAC MACHINES FOR THE PUBLIC USE.
LAPTOPS COMPUTERS			7,998	1,640	0	
TABLETS (IPADS)				2,400	0	
EATON UPS BATTERY REPLACEMENT				9,900	0	
DESKTOPS COMPUTERS			6,340	0	0	
COMPUTERS			7,282	0	0	
SAS TAPE DRIVE AUTOLOADER FOR PD (DUAL DRIVE)			29,298	0	0	
KVM equipment for PD/EOC/MUNI			5,472	0	0	
CISCO SWITCH PD MULTIGIGABYTE STACKING			10,722	0	0	
CISCO 10GB UPGRADE CONNECTIVITY			4,329	0	0	
PRINTER REPAIR OR REPLACEMENT	1,000		0	0	0	
SERVERS AND SERVER SUPPORT	18,000	21,000	0	0	0	
WINDOWS LICENSING UPGRADE FOR SERVERS	1,860	1,860	0	0	0	
PRINTERS (6)		2,000	0	0	0	
TAPE DRIVES	2,000	2000	0	0	0	
PHONE ROUTER AT THE COMMUNITY CENTER		4900	0	0	0	
	43,860	55,760	99,909	44,783	39,473	

**TOWN OF WATERFORD
SOFTWARE LIST
PROJECT SOFTWARE FY25**

5.0% percent escalators included for four more fiscal years

DEPT	PROJECT NAME	BUDGET FISCAL YEAR 2022-2023	BUDGET FISCAL YEAR 2024	REQUESTING BUDGET FISCAL YEAR 2024-2025	ESTIMATED FISCAL YEAR 2025-2026	ESTIMATED FISCAL YEAR 2026-2027	ESTIMATED FISCAL YEAR 2027-2028	ESTIMATED FISCAL YEAR 2028-2029	ESTIMATED FIVE YEAR TOTAL
Library	SIRSI - Sirsi Dynix Licensing and Support	7,170.86	7,529.40	7,602.00	7,982.10	8,381.21	8,800.27	9,240.28	42,005.85
Library	ENVISIONWARE - Self Check Licensing and Support	576.95	605.80	650.00	682.50	716.63	752.46	790.08	3,591.66
Library	Web domain renewal for waterfordpubliclibrary.com		200.00	60.00	63.00	66.15	69.46	72.93	331.54
Assessor	Vision CIMA (Licensing and Support, Cloud DB & Web hosting)	14,889.00	16,726.00	18,933.00	19,879.65	20,873.63	21,917.31	23,013.18	104,616.78
Assessor	QDS CIMA management system	9,410.10	11,809.99	10,227.00	10,738.35	11,275.27	11,839.03	12,430.98	56,510.63
Tax Office	QDS Licensing and Support	10,338.11	14,897.31	12,187.00	12,796.35	13,436.17	14,107.98	14,813.37	67,340.87
P&Z/Building/PW	GIS - ESRI ArcGIS Licensing and Support	11,324.63	10,395.00	9,875.00	10,368.75	10,887.19	11,431.55	12,003.12	54,565.61
P&Z/Building	General Code - MUNICIPALITY Licensing and Support	9,200.99	9,313.00	10,386.52	10,905.85	11,451.14	12,023.70	12,624.88	57,392.08
(NEW) P&Z/Building	ICC - MUNICIPALITY ICC Code Integration/Subscription			3,140.00	2,874.00	2,960.00	3,108.00	3,263.40	
P&Z/Building	Blue Beam Revu Complete Licensing and Support		400.00	400.00	420.00	441.00	463.05	486.20	2,210.25
(NEW) P&Z/Building	Tighe Bond GIS Web Hosting and Database Hosting			6,500.00	6,825.00	7,166.25	7,524.56	7,900.79	35,916.60
Finance/HR	ADP cloud payroll processing, HR employee database, and time and attendance tracking software suite	8,173.00	34,370.00	35,000.00	36,750.00	38,587.50	40,516.88	42,542.72	193,397.09
Finance	Tyler Technologies MUNIS ERP Licensing and Support	39,547.72	33,583.70	35,000.00	36,750.00	38,587.50	40,516.88	42,542.72	193,397.09
Finance	AssetWorks Licensing and Support	3,200.00	1,940.40	2,134.44	2,241.16	2,353.22	2,470.88	2,594.43	11,794.13
(NEW) Finance	OpenGov Cloud based Purchasing Software			16,500.00	17,325.00	18,191.25	19,100.81	20,055.85	91,172.92
Finance	ClearGov Cloud based Budget Book		9,550.00	9,550.00	7,750.00	8,137.50	8,544.38	8,971.59	42,953.47
HR	UKG (Kronos) Time and Attendance Licensing and Support	16,228.68		0.00	0.00	0.00	0.00	0.00	0.00
(NEW) Clerk	Municode Hosting (Civic Plus)			700.00	735.00	771.75	810.34	850.85	3,867.94
PD	BEI PD Camera System SLA	3,641.05	4,000.00	0.00	0.00	0.00	0.00	0.00	0.00
PD	EATON UPS SLA (PD)	4,505.22	4,895.92	4,900.00	5,145.00	5,402.25	5,672.36	5,955.98	27,075.59
PD	BEI iRecord Licensing and Support	3,399.00	2,345.00	2,465.00	2,588.25	2,717.66	2,853.55	2,996.22	
PD	Selex LPR Licensing and Support	5,430.00	5,430.00	5,430.00	5,701.50	5,986.58	6,285.90	6,600.20	30,004.18
PD	Livestream - Idemia Licensing and Support	2,810.00	2,200.00	2,448.00	2,570.40	2,698.92	2,833.87	2,975.56	13,526.75
(NEW) PD/EOC	NexGen Public Safety Software - CAD/RMS/MOBILE w/ Absolute Netmotion			33,164.00	34,822.20	36,563.31	38,391.48	40,311.05	183,252.03

TOWN OF WATERFORD
SOFTWARE LIST
PROJECT SOFTWARE FY25

5.0% percent escalators included for four more fiscal years

DEPT	PROJECT NAME	BUDGET FISCAL YEAR 2022-2023	BUDGET FISCAL YEAR 2024	REQUESTING BUDGET FISCAL YEAR 2024-2025	ESTIMATED FISCAL YEAR 2025-2026	ESTIMATED FISCAL YEAR 2026-2027	ESTIMATED FISCAL YEAR 2027-2028	ESTIMATED FISCAL YEAR 2028-2029	ESTIMATED FIVE YEAR TOTAL
PD/EOC	Central Square - CAD/RMS/MOBILE software	83,421.00	102,181.62	0.00	0.00	0.00	0.00	0.00	0.00
PD	Motorola Watchguard Licensing, Cloud Storage, and Support	9,310.00	13,260.00	54,170.00	54,170.00	54,170.00	54,170.00	60,000.00	276,680.00
PD	MDC in car computer lease - new this year (Martin Business Bank)	30,200.00	30,175.51	30,175.00	30,175.51	0.00	0.00	0.00	60,350.51
PD	Geotime (penlink)	951.72	924.00	1,305.00	1,370.25	1,438.76	1,510.70	1,586.24	7,210.95
PD	ABSOLUTE -NetMotion Licensing and Support	3,948.49	4,500.00	0.00	0.00	0.00	0.00	0.00	0.00
PD	PIN (L.F. Designs LLC) Licensing and Support	1,966.50	1,966.50	0.00	0.00	0.00	0.00	0.00	0.00
PD	LEFTA - L Licensing and Support	6,715.00	7,123.87	8,563.00	8,991.15	9,440.71	9,912.74	10,408.38	47,315.98
PD	POSS (VCS) Licensing and Support	4,146.78	4,352.12	4,600.00	4,830.00	5,071.50	5,325.08	5,591.33	25,417.90
PD	BERLA-Vehicle iVe Licensing and Support	2,884.00	3,250.00	3,250.00	3,412.50	3,583.13	3,762.28	3,950.40	17,958.30
PD	Crown Castle - fiber maintenance contract - EOC in Crossroads	1,639.43	1,675.00	1,904.00	1,675.00	1,675.00	1,675.00	1,675.00	8,604.00
PD	Magnet Forensics - Axiom - Licensing and Support	0.00	4,254.00	4,200.00	4,410.00	4,630.50	4,862.03	5,105.13	23,207.65
PD	PowerDMS Licensing and Support	4,634.76	5,370.43	5,719.51	6,005.49	6,305.76	6,621.05	6,952.10	31,603.90
PD	Cellbrite UFED Licensing and Support	0.00	4,300.00	6,450.00	6,772.50	7,111.13	7,466.68	7,840.02	35,640.32
PD	GIS - Esri ArcGIS Licensing and Support	400.00	400.00	0.00	0.00	0.00	0.00	0.00	0.00
(NEW) PD	Lexia/Nexis/TransUnion Licensing and Support		2,730.00	2,730.00	2,866.50	3,009.83	3,160.32	3,318.33	15,084.97
(NEW) PD	Crimedex Licensing and Support		632.00	632.00	663.60	696.78	731.62	768.20	3,492.20
(NEW) PD	IACP Net Licensing and Support		871.00	871.00	914.55	960.28	1,008.29	1,058.71	4,812.82
(NEW) PD	New England Computer Forensics Arrest History Licensing and Support		410.00	410.00	430.50	452.03	474.63	498.36	2,265.51
(NEW) PD	domain renewal waterfordpolice.org/website hosting		60.00	60.00	63.00	66.15	69.46	72.93	331.54
EOC	Everbridge - Emergency notification	7,292.26	7,292.26	7,292.26	7,292.26	7,292.26	7,292.26	7,292.26	36,461.30
EOC	HARRIS Town Radio SLA	211,625.86	222,228.00	222,232.00	233,343.60	245,010.78	257,261.32	270,124.38	1,227,972.08
EOC	EATON UPS SLA (DISPATCH)	5,138.74	3,875.36	3,972.00	4,170.60	4,379.13	4,598.09	4,827.99	21,947.81
EOC	Crown Castle - fiber maintenance - EOC to radio towers		9,600.00	10,080.00	10,584.00	11,113.20	11,668.86	12,252.30	55,698.36
EOC	EATON UPS(s) SLA (TOWERS)		7,182.00	0.00	0.00	0.00	0.00	0.00	0.00
EOC	Crown Castle - fiber maintenance - EOC to millstone		1,675.00	0.00	0.00	0.00	0.00	0.00	0.00
(NEW) EOC	APCO IntelliComm software maintenance			5,000.00	5,250.00	5,512.50	5,788.13	6,077.53	27,428.16
FIRE	CNET access contract - PSDN/CEN interlink	1,500.00	1,476.00	1,476.00	1,476.00	1,476.00	1,476.00	1,476.00	7,380.00
FIRE	S Firehouse Internet Connectivity - Cogemo/Breezeline	10,387.80	11,025.00	7,500.00	7,875.00	8,268.75	8,682.19	9,116.30	41,442.23
FIRE	Aladice Scheduling Licensing and Support	2,595.60	5,600.00	3,075.00	3,136.50	3,199.23	3,259.19	3,327.15	16,297.07

TOWN OF WATERFORD
SOFTWARE LIST
PROJECT SOFTWARE FY25

5.0% percent escalators included for four more fiscal years

DEPT	PROJECT NAME	BUDGET FISCAL YEAR 2022-2023	BUDGET FISCAL YEAR 2024	REQUESTING BUDGET FISCAL YEAR 2024-2025	ESTIMATED FISCAL YEAR 2025-2026	ESTIMATED FISCAL YEAR 2026-2027	ESTIMATED FISCAL YEAR 2027-2028	ESTIMATED FISCAL YEAR 2028-2029	ESTIMATED FIVE YEAR TOTAL
FIRE	ESO Fire RMS Licensing and Support		11,765.00	9,095.00	9,549.75	10,027.24	10,528.60	11,055.03	50,255.62
(NEW) FIRE	ESO Personnel MGMT Module			3,390.00	3,559.50	3,737.48	3,924.35	4,120.57	18,731.89
FIRE	FireHouse RMS Licensing and Support	5,475.00		0.00	0.00	0.00	0.00	0.00	0.00
FIRE	Streetswise - Hanger 14 - I Licensing and Support	10,067.22	9,132.00	9,268.00	9,731.40	10,217.97	10,728.87	11,265.31	51,211.55
FIRE	MERAKI MDM (COVERED TILL FY27) Licensing and Support			0.00	0.00	2,000.00	0.00	0.00	2,000.00
FIRE	My Sidewalk - Craig1300 - I Licensing and Support	927.00	900.00	900.00	945.00	992.25	1,041.86	1,093.96	4,973.07
FIRE	PowerDMS I Licensing and Support	6,010.86	6,167.99	6,742.00	7,079.10	7,433.06	7,804.71	8,194.94	37,253.81
FIRE	Prodigy Licensing and Support		1,750.00	1,850.00	1,942.50	2,039.63	2,141.61	2,248.69	10,222.42
PW	SynTech Systems (Fuel Master Maintenance)	3,090.00	3,701.25	3,525.00	3,701.25	3,886.31	4,080.63	4,284.66	19,477.85
PW	GIS - ESRI ArcGIS Licensing and Support	927.00	660.00	0.00	0.00	0.00	0.00	0.00	0.00
PW	Valsoft / Advanced Weighing Systems (AWS) - Licensing and Support	3,605.00	4,725.00	4,725.00	4,961.25	5,209.31	5,469.78	5,743.27	26,108.61
PW	Snip On tools diagnostic Licensing and Support	1,499.00	1,600.00	1,600.00	1,680.00	1,764.00	1,852.20	1,944.81	8,841.01
PW	Navistar ONCOMMAND Service Information (OCSI) Licensing and Support	600.00	630.00	0.00	0.00	0.00	0.00	0.00	0.00
PW	Navistar ONCOMMAND Service Subscription Licensing and Support	1,650.00	1,732.50	1,650.00	1,732.50	1,819.13	1,910.08	2,005.59	9,117.29
PW	Navistar Engine Diagnostics (NED) Licensing and Support		567.00	540.00	567.00	595.35	625.12	656.37	2,983.84
PW	Navistar Diamond Logic Builder (DLB) Licensing and Support		700.00	700.00	735.00	771.75	810.34	850.85	3,867.94
PW	NavKali Licensing and Support		540.00	540.00					540.00
PW	Helm - Ford IDS Licensing and Support	850.00	850.00	850.00	892.50	937.13	983.98	1,033.18	4,696.79
PW	Cummins Insite Licensing and Support	850.00	850.00	850.00	892.50	937.13	983.98	1,033.18	4,696.79
PW	Cummins Quickserve Licensing and Support	850.00	850.00	850.00	892.50	937.13	983.98	1,033.18	4,696.79
PW	Noregon - Allison DOC Fleets Licensing and Support	618.00	350.00	350.00	367.50	385.88	405.17	425.43	1,933.97
PW	RTA Fleet Licensing and Support	2,266.00		0.00	0.00	0.00	0.00	0.00	0.00
PW/Finance	Fleetto Licensing and Support	19,499.00	19,845.00	19,379.20	20,348.16	21,365.57	22,433.85	23,555.54	107,082.31
PW	VHB - SumSIS - Pavement tracking Licensing and Support	4,000.00	4,200.00	4,000.00	4,200.00	4,410.00	4,630.50	4,862.03	22,102.53
IT	Milestone VMS - Software Maintenance	1,284.60	1,378.83	4,400.00	8,800.00	9,240.00	9,702.00	10,187.10	42,329.10
IT	Meraki AP Licensing and Support - (3 YR)	0.00	15,120.00	0.00	0.00	18,000.00	0.00	0.00	18,000.00
IT	GEN connectivity (low & public) - State of CT	2,976.00	2,976.00	2,952.00	3,099.60	3,254.58	3,417.31	3,588.17	16,311.66
IT	S2 Access Control System - Utility Communications	546.00	573.30	602.00	632.10	663.71	696.89	731.73	3,326.43
IT	Fortigate for Public Network - Licensing and Support	362.05	337.00	332.00	348.60	366.03	384.33	403.55	1,834.51

TOWN OF WATERFORD
SOFTWARE LIST
PROJECT SOFTWARE FY25

5.0% percent escalators included for four more fiscal years

DEPT	PROJECT NAME	BUDGET FISCAL YEAR 2022-2023	BUDGET FISCAL YEAR 2024	REQUESTING BUDGET FISCAL YEAR 2024-2025	ESTIMATED FISCAL YEAR 2025-2026	ESTIMATED FISCAL YEAR 2026-2027	ESTIMATED FISCAL YEAR 2027-2028	ESTIMATED FISCAL YEAR 2028-2029	ESTIMATED FIVE YEAR TOTAL
IT	Fortigate for Town Network - Licensing and Support	3,578.90	3,541.00	4,024.00	4,225.20	4,436.46	4,658.28	4,891.20	22,235.14
IT	2FA Cisco Duo Licensing and Support	1,493.00	2,489.76	4,563.00	4,791.15	5,030.71	5,282.24	5,546.36	25,213.46
IT	Cisco Smartnet - Cisco/TCI - Hardware SLA	20,000.00	14,000.00	14,121.64	14,827.72	15,569.11	16,347.56	17,164.94	78,030.98
IT	ePlus Managed Services Phone System Support SLA	21,548.78	21,327.39	21,328.00	22,394.40	23,514.12	24,689.83	25,924.32	117,850.66
IT	Zoom Licensing and Support	4,532.00	2,000.00	2,000.00	2,100.00	2,205.00	2,315.25	2,431.01	11,051.26
IT	iBoss Content Filter - Licensing and Support	2,413.79	1,695.00	1,695.00	1,779.75	1,868.74	1,962.17	2,060.28	9,365.94
IT	GlobalSign wildcard ssl cert - Advanced Office Systems	582.98	746.55	731.00	767.55	805.93	846.22	888.54	4,039.24
IT	VMware Vsphere Licensing and Support	8,021.64	7,800.17	8,190.18	8,599.69	9,029.67	9,481.16	9,955.21	45,255.91
IT	Cohesity Backup Subscription w/ fortranx AWS archive		13,732.77	17,000.00	17,850.00	18,742.50	19,679.63	20,663.61	93,935.73
IT	AWS Cloud Data Archive Licensing and Support		2,000.00	0.00	0.00	0.00	0.00	0.00	0.00
IT	Veeam Backup - Licensing and Support	2,488.07		0.00	0.00	0.00	0.00	0.00	0.00
IT	Pure Storage SAN - Licensing and Support	19,022.04	20,000.00	55,265.00	0.00	0.00	58,028.25	0.00	113,293.25
IT	Cybersecurity eMail Filtering / Archival (Barracuda Essentials)	5,000.00	6,175.00	7,052.00	7,404.60	7,774.83	8,163.57	8,571.75	38,966.75
IT (NEW)	Cybersecurity Endpoint Visibility and Segmentation (Illumio)			14,309.50	10,562.48	11,090.60	11,645.13	12,227.39	59,835.09
IT	Cybersecurity End Point Protection (Cylance till FY25/CrowdStrike)	0.00		14,022.00	14,723.10	15,459.26	16,232.22	17,043.83	77,480.40
IT	PDQ Inventory/Deploy - PDQ Licensing and Support	900.00	1,500.00	1,500.00	1,575.00	1,653.75	1,736.44	1,823.26	8,286.45
IT	MERAKI MDM for town mobile devices (50) - ePlus	3,850.00		265.00	1,498.67	1,573.60	1,652.28	1,734.89	6,724.43
IT	File Sharing /Transfer Product (Box)	3,638.00	4,000.00	4,000.00	4,200.00	4,410.00	4,630.50	4,862.03	22,107.53
IT	Consolidated/Logically Advanced MS Exchange Support	4,000.00	4,000.00	0.00	0.00	0.00	0.00	0.00	0.00
IT	FreshService Help Desk Ticketing/Tracking system	4,104.00	3,662.82	4,596.48	4,826.30	5,067.62	5,321.00	5,587.05	25,398.45
IT	Microsoft PowerBI Pro Licensing and Support	250.00	250.00	122.00	128.10	134.51	141.23	148.29	674.13
IT	Crown Castle Fiber Maint - EOC to MUNI network connectivity		1,500.00	1,575.00	1,653.75	1,736.44	1,823.26	1,914.42	8,702.87
IT	Infrastructure Support (VMWARE/STORAGE/SERVERS) TCI		10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	50,000.00
IT	Adobe Acrobat Pro/Standard for Teams Subscription		9,341.50	8,380.00	8,799.00	9,238.95	9,700.90	10,185.94	46,304.79
IT (NEW)	ABUSEIPDB basic subscription			228.00	239.40	251.37	263.94	277.14	1,259.84
SENIOR SERVICES	Ree Desk	4,150.00	3,500.00	3,500.00	3,675.00	3,858.75	4,051.69	4,254.27	19,339.71
SENIOR SERVICES	Xavrus - MySeniorCenter Lite - case management	809.75	830.00	790.00	829.50	870.98	914.52	960.25	4,365.25
REC & PARK	Ree Desk Licensing and Support	4,150.00	3,800.00	7,300.00	7,665.00	8,048.25	8,450.66	8,873.20	40,337.11
REC & PARK	Adobe Express		100.00	100.00	105.00	110.25	115.76	121.55	552.56

TOWN OF WATERFORD
SOFTWARE LIST
PROJECT SOFTWARE FY25

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DEPT	PROJECT NAME	BUDGET FISCAL YEAR 2022-2023	BUDGET FISCAL YEAR 2023- 2024	REQUESTING BUDGET FISCAL YEAR 2024-2025	ESTIMATED FISCAL YEAR 2025-2026	ESTIMATED FISCAL YEAR 2026-2027	ESTIMATED FISCAL YEAR 2027-2028	ESTIMATED FISCAL YEAR 2028-2029	ESTIMATED FIVE YEAR TOTAL
REC & PARK (NEW)	Beach Gatehouse Internet Connectivity (Cellular TMOBILE)			480.00	504.00	529.20	555.66	583.44	2,652.30
FS	Civic Plus Town Website Virtual Town Hall Licensing and Support	7,500.00	10,500.00	17,666.00	18,549.30	19,476.77	20,450.60	21,473.13	97,615.80
FS	Civic Plus Town Website platform upgrade Licensing and Support	45,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
YOUTH	Rec Desk Licensing and Support		3,500.00	3,500.00	3,675.00	3,858.75	4,051.69	4,254.27	19,339.71
YOUTH/SENIOR SERVICES/EOC	Charity Tracker Licensing and Support		2,592.00	2,592.00	2,721.60	2,857.68	3,000.56	3,150.59	14,322.44
	TOTALS	773,608.93	875,066.02	922,904.73	903,120.53	932,709.81	1,012,642.89	1,004,444.71	4,746,856.59



**COMMUNITY
DEVELOPMENT
SOLUTIONS**
Kennedy General Code LLC

781 Elmgrove Road, Rochester, New York 14624
(800) 836-8834 • (585) 328-1810
FAX (585) 328-8189

MUNICIPITY™ CHANGE ORDER #WA4895_092723 – ADDITIONAL PRODUCTS

This Change Order is subject to ICC Community Development Solutions' Terms and Conditions, which are available at <http://cms.generalcode.com/terms-conditions> and are incorporated herein by reference, and the client authorizes ICC Community Development Solutions to proceed with the project.

Client Name: Town of Waterford
Address: 15 Rope Ferry Road
Waterford, CT 06385-2886

Contact Person: Jill Stevens
Account Executive: Bruce Cadman
Date: 9.27.23

Annual SaaS Subscription				
ICC Code Access Subscription	No. of Books	Year 1	Year 2 ¹	Year 3 ¹
Annual Code Access Subscription and Integration Maintenance	10-20 titles	\$2,790	\$2,874	\$2,960
Implementation and Training				
Implementation	Departments			
Municipity 5 – ICC Code Access API Integration (set-up, development, configuration, testing/reworking)	n/a	\$350	-	-
Total Yearly Cost				
		\$3,140	\$2,874	\$2,960
Note – If selected, associated fees will be added to the pricing for Desktop and Mobile set-up and annuities.				

¹ After the first year ICC Community Development Solutions may raise the annual support contract by 3% or by the previous year's annual Cost of Living Adjustment (COLA) as calculated by the US Social Security Administration, whichever is greater. ICC Community Development Solutions will provide the Municipality with notice of any proposed increase no later than ninety (90) days prior to the anniversary date of the Contract. The absence of such notice shall be construed as ICC Community Development Solutions' intent to maintain the annual support contract at the prior years' amount.

Scope: This change order will add the Municipity 5 – ICC Code Access integration to the Town of Waterford Municipity database, as well as access to 10-20 ICC Code Books for sourcing. Book selections are to be chosen by the Town staff for ICC CDS to populate within the integration.

Timeline: This service will begin within 60 days of reception of the signed Change Order.

Payment Terms: Services will be invoiced as completed. Annuities will be added to the existing Town of Waterford MSAP.

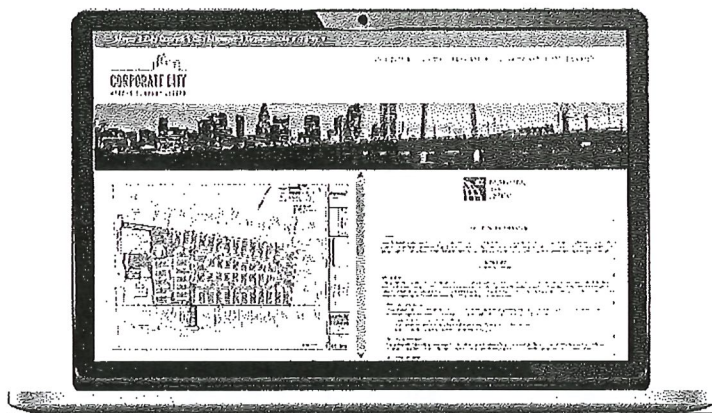
Price Validity: Price is valid for 60 days from 9.27.23.

(Client please fill out) Invoice for this Change Order to be sent to:

Department: _____ Contact Name: _____

INTEGRATIONS: ICC CODE ACCESS API

ICC Code Access API provides organizations with instant access to the latest building code requirements within their existing workflow application.



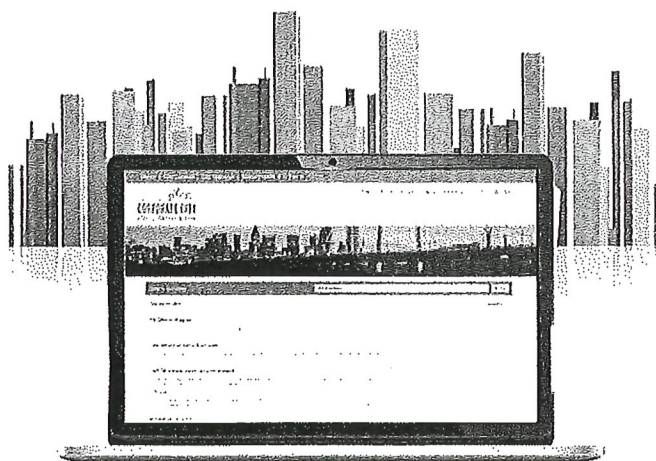
“Easy access to the fire, building, and mechanical codes that I use every day. It is fantastic.”

David, Engineer

Empowering Institutions with seamless control and convenience:

Tools and features:

- Latest code content
- Simplified search tools
- Confidence in accuracy
- Real time updates
- Streamline common code references within your portal or workflow tool



“Using the ICC Digital Codes puts all the code information essentially at your fingertips, literally.”

Roy, Architect

W-2019
August 23, 2023

Mark Wujtewicz
Planner
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385

Re: **FY24 GIS Services**

Dear Mark,

Tighe & Bond is pleased to present the Town of Waterford with the following scope of services for GIS support to be provided under the existing on-call services contract.

Scope of Services

Technical Support

- Tighe & Bond will provide technical support to the Town for GIS data updates and implementation of GIS data apps for the following departments:

- Planning and Zoning

- Tighe & Bond will perform as-needed tasks at the Town's request including updating the Town's zoning and easement GIS data, digitizing planimetric data from record plans, developing data representing the Town's various districts, developing trail maps, and other projects that may be requested by the Town.

- Assessor

- Parcel updates will be performed according to source maps and notes provided by the Assessor. Parcel updates include lot line adjustments, subdivisions, lot splits and combinations, and associated text updates such as lot dimension or acreage changes.

Changes will be tracked in the metadata of parcels impacted by a change. Metadata will contain the Town Clerk's filed map number as a cross reference to the source information. Tighe & Bond will obtain an updated extract from the Town's CAMA database to confirm linkage with the GIS data. Ownership information from the CAMA database and the updated GIS data will be uploaded into the Town's GIS Web site that will be hosted by Tighe & Bond. Our level of effort estimate is based on an assumption of 100 annual parcel updates.

Print Tax Maps

After the Town reviews and approves parcel changes, the map sheets impacted by a change will be printed in color on 24" x 36" paper and delivered to the Town.

Deliverables

- Full size (24" x 36") color prints of the changed tax maps
- Digital deliverable of PDFs of all tax maps and updated GIS Geodatabases
- Fire & Police
 - Tighe & Bond will provide GIS data maintenance services to the Fire and Police departments for updates to response zones, parcels, roads, and other mapping data required for the Towns E911 software.
- Public Works and Utility Commission
 - Tighe & Bond will provide GIS Services to the Public Works and Utility Commission departments. Services will include creating or editing GIS data and creating ArcGIS Online applications and workflows (hydrant flushing, sewer, water, stormwater, etc.) to support operational needs.
- Information Technology
 - Tighe & Bond will work with the IT department to review existing GIS software including ArcGIS Server capabilities and workflows and make recommendations that support the Town's GIS needs. Services will include hardware recommendations, review of security and backup policy and support for future GIS applications.

Estimated Fee

Tighe & Bond will perform the services described above for an upset limit not to exceed **\$20,000**.

Web Hosting and Managed GIS Services

- Web Hosting and Managed GIS Services will be provided for a period of 12 months, from July 1, 2023 through June 30, 2024. The annual web hosting service includes the opportunity to provide up to two GIS data updates over the course of the 12-month hosting period. Typical GIS data updates include:
 - New Assessors CAMA Extract (property ownership table)
 - Updated GIS Data Layers
 - New base maps and aerial photographyGIS data that is not maintained by Tighe & Bond will be provided by the Town of Waterford in an Esri geodatabase or shapefile format.
- Tighe & Bond will migrate and manage the Town's databases and configure map services to be consumed in web maps using the Town's existing ArcGIS Online platform. Viewing and editing permissions will be configured to tailor access to different users based on the Town's recommendations. A backup system will be implemented which will retain nightly backup copies of the data for up to two weeks. Automatic off-site backups will be provided if requested.

Web Hosting and Managed GIS Services Fee

Tighe & Bond will perform web hosting and managed GIS services as described above for a lump sum annual fee of **\$3,500**. After the first year, the fee will be increased by \$3,000 to a total annual fee of \$6,500.

Fee

Tighe & Bond will perform the GIS services listed above for a not-to-exceed fee of **\$23,500**. We will undertake the Technical Services Scope of work on an hourly-plus-expense basis, and you will be billed for actual hours worked in accordance with the attached rate schedule. We will provide GIS Website Hosting for a lump sum fee of **\$3,500** invoiced at the beginning of the hosting term. If this scope is acceptable, please sign and return this agreement and/or issue a purchase order referencing this agreement indicating your agreement and authorization for us to proceed.

The Terms and Conditions contained in the On-Call GIS Services agreement dated April 11, 2018 will remain in effect under this agreement.

2023 FIXED HOURLY RATE SCHEDULE



TECHNICAL PROFESSIONALS

Senior Vice President	\$300.00
Vice President	\$265.00
Safety & Health Director	\$230.00
Senior Consultant	\$240.00
Principal Landscape Architect	\$205.00
Principal Engineer	\$230.00
Senior Project Manager	\$230.00
Project Manager 2	\$200.00
Project Manager 1	\$165.00
Senior Landscape Architect 2	\$170.00
Senior Landscape Architect 1	\$160.00
Senior Engineer 2	\$195.00
Senior Engineer 1	\$175.00
Senior MEP Professional 2	\$195.00
Senior MEP Professional 1	\$175.00
Project Engineer 2	\$155.00
Project Engineer 1	\$140.00
Project MEP Professional 2	\$155.00
Project MEP Professional 1	\$140.00
Project Landscape Architect 2	\$155.00
Project Landscape Architect 1	\$145.00
Staff Engineer 3	\$135.00
Staff Engineer 2	\$125.00
Staff Engineer 1	\$115.00
Landscape Designer 2	\$135.00
Landscape Designer 1	\$120.00
Senior Architect	\$185.00
Principal Planner	\$175.00
Project Planner	\$135.00
Planner 2	\$125.00
Planner 1	\$110.00
Resident Engineer	\$175.00
Construction Observer 3	\$150.00
Construction Observer 2	\$135.00
Construction Observer 1	\$110.00
Principal Compliance Specialist	\$210.00
Senior Compliance Specialist 2	\$165.00
Senior Compliance Specialist 1	\$150.00
Project Compliance Specialist 2	\$135.00
Project Compliance Specialist 1	\$125.00
Compliance Specialist 2	\$110.00
Compliance Specialist 1	\$95.00

TECHNICAL PROFESSIONALS

Senior Environmental Professional	\$260.00
Principal Environmental Scientist	\$200.00
Senior Environmental Scientist 2	\$175.00
Senior Environmental Scientist 1	\$155.00
Senior Data Management Specialist 1	\$155.00
Project Environmental Scientist 2	\$135.00
Project Environmental Scientist 1	\$125.00
Environmental Scientist 2	\$110.00
Environmental Scientist 1	\$100.00

GIS PROFESSIONALS

GIS Technical Director	\$230.00
GIS Project Manager 2	\$185.00
GIS Project Manager 1	\$145.00
Senior Development Engineer	\$195.00
Senior GIS Analyst 2	\$170.00
Senior GIS Analyst 1	\$145.00
GIS Analyst 2	\$135.00
GIS Analyst 1	\$115.00
GIS Technician 2	\$95.00
GIS Technician 1	\$85.00

SUPPORT

Remediation Technician 2*	\$105.00
Remediation Technician 1*	\$95.00
BIM Manager	\$170.00
CAD Manager	\$170.00
Senior Designer	\$155.00
Senior Drafter/Designer*	\$135.00
Drafter/Designer *	\$120.00
Graphics Support Specialist	\$110.00
Intern*	\$75.00
Administrative Support*	\$90.00

EXPENSES

1. Automobile transportation expense for employee travel directly related to the project shall be invoiced at the prevailing Federal rate per vehicle mile.
2. Outside reimbursable expenses and services, which are rendered to Tighe & Bond by other than direct employees, and any permitting fees paid by Tighe & Bond on behalf of the Client, shall be invoiced at Tighe & Bond's direct cost plus 10% administrative fee.
3. Reimbursable expenses such as in-house field supplies and equipment rental, tolls and parking, overnight mailings and bulk notification mailings, and in-house printing shall be invoiced at cost or unit costs as applicable.
4. Costs for items such as regular mailings of project documents, telephone or fax communications, computer usage charges, and miscellaneous in-house printing are included in the hourly rates shown above.

PROVISIONS

1. Rates are effective until December 31, 2023, at which time rates will be increased based on annual salary review.
- * For non-salaried personnel (noted above by an "*"), time worked in excess of eight hours in any day or forty hours per calendar week shall be invoiced at 150 percent of the above rate.

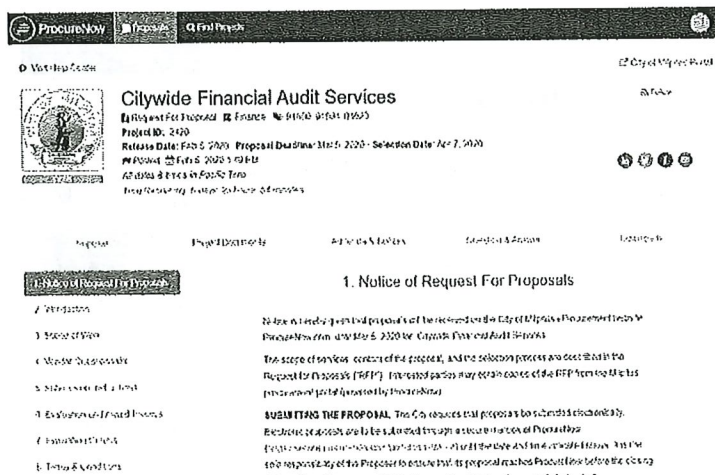
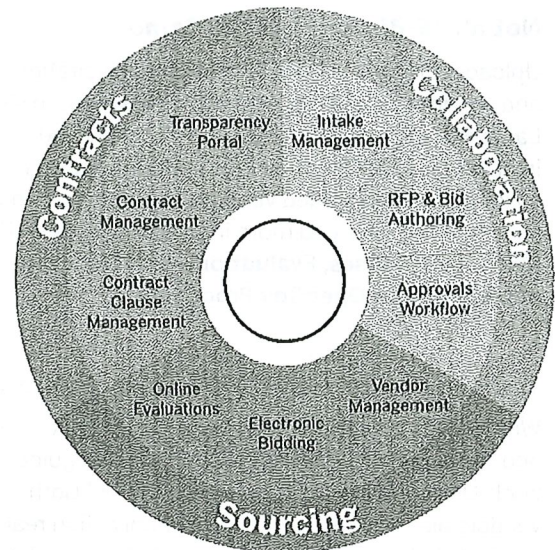
Collaborative Procurement Automation for the Modern Government

Government purchasing is faced with growing workloads and fewer resources. Many turn to modernizing the tools for procurement, solicitations, and contracting to bring exceptional buyers, demanding customers, and qualified suppliers together.

Local businesses and citizens are connected to government in an unprecedented way using online tools, and your website tools are the main ways vendors and suppliers are connecting.

Why OpenGov Procurement?

OpenGov Procurement is an intuitive modern e-Procurement solution that helps you gain more insight into making better purchasing decisions, improving the efficiency and quality of the procurement process, and realizing cost savings that positively affect everyone!



Agencies who are pioneering procurement in the Digital Age with OpenGov Procurement are setting a new standard by providing new, exciting services to their customers, improving vendor experiences, and saving time and money.

A New Era in e-Procurement – Solicitation & Contract Development

e-Procurement now includes solicitation and contract development and workflow automation, so you don't get stuck formatting RFPs, bids, and contracts in a word processor – and it eliminates redundant data entry!

Main Features

- Easy-to-Use Internal Request Processing & Workflow
- Intuitive, Comprehensive RFP & Bid Writing Tools Leveraging Your Language & Your Rules
- Scope Development That Promotes Collaboration & Consensus
- Approvals, Workflow, & History to Maximize Insight & Performance
- Self-Service Vendor Database with Automated Bid Notifications
- Compliant & Transparent Vendor Engagement for Q/A, Addenda, & Deadlines
- Survey-like Guided Electronic RFx & Bid Responses for Vendors
- Evaluation Committee Management with Bid Tabulations & Side-By-Side Scoring
- Contract Development and Management Incorporated into Purchasing and Solicitation to Support Compliance
- User Experience Requires Little to no Training

Ensure Fairness and Compliance for Bidders

Consistent, well organized RFPs and bids using the most up to date language every single time means you never have to worry if a department goes "rogue". We make using your language intuitive, so they are happy to follow your guidelines and instructions built within each template!

Not all "E-Bidding" is the Same

Uploading massive PDFs for both the solicitation and vendor response equals confusion on both sides. Large PDFs are hard to read, and it usually ends up in printing. With OpenGov Procurement interactive solicitations and guided vendor experiences, paperless also means easier and more interactive. **Solicitations, Vendor Responses, Evaluations, and Contracts – are all paperless with OpenGov Procurement!**

Train as you go + Real Time Chat Support

With OpenGov Procurement, our platform guides both staff and vendors with effective instructions that guide while you work. Users are up and running in minutes! Both staff and vendors also have access to our in-application real-time support that's connected to our exceptional and dedicated team. This means more responsive bids every time!

Transparent and Collaborative

Now, you and your procurement team have insight and easy access to every procurement being considered... and real time collaboration tools that let you build and communicate with your internal project teams to keep everyone in the loop at all times!

Full Featured at a Fair Price

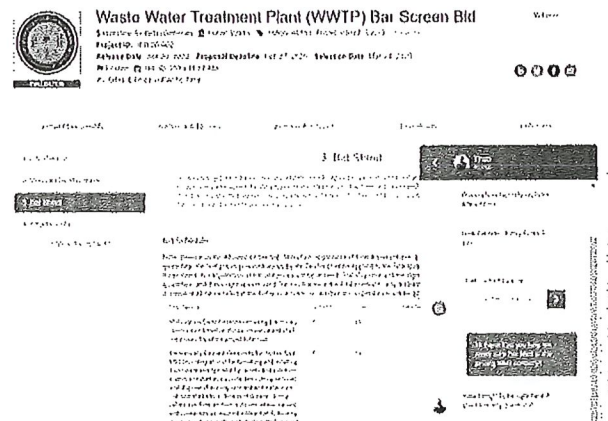
With OpenGov Procurement you're getting the most comprehensive Government e-Procurement Platform on the market for an affordable monthly price. Since we also solve some of your biggest time wasters, the ROI is significant and immediate. This is THE big WIN-WIN you've been looking for.

"We love it! The system is simple to use as it takes our buyers step by step through the process each time."

Krystyna Owen
CPIB, CPPO, NIGP-CPP
Purchasing Agent
City of Norfolk

"Our entire procurement process, from purchase request to contract management, is easily managed and in one place! Vendors are intuitively guided through every bid response."

Chris Schroeder
Purchasing Agent
The City Of Milpitas California



"As I look at this timeline, I am amazed at what OpenGov Procurement has done for us. I have never had an implementation go as well as this has in such a short time. I have done this for years and I have to tell you that it's hard to impress me with customer service. OpenGov Procurement is the epitome of customer service."

Michelle Hamilton
Director Of Purchasing
Mesa Public Schools, AZ

PERSONNEL MANAGEMENT

eso

Capture and manage your employees' health, employment and training information all in one easy-to-use hub with ESO Personnel Management.

Made for:

FIRE

EMS

New Personnel					
Filter by Name	Last 90 Days	Sort by Date	Columns	Filter	100
1			10/1/2018	1	
2			10/1/2018	2	
3			10/1/2018	3	
4			10/1/2018	4	
5			10/1/2018	5	
6			10/1/2018	6	
7			10/1/2018	7	
8			10/1/2018	8	
9			10/1/2018	9	
10			10/1/2018	10	



TRACK TRAINING.

Schedule and manage employee courses effortlessly, while staying on top of your to-do list. Keep courses organized, and include course materials, and rosters.



RECORD WORK HISTORY.

Capture and manage your employees' health, employment and training information all in one easy-to-use hub with ESO Personnel Management.



CONFIGURABLE SECURITY.

Granular security grants role-based access to information so employee data is viewed and accessed by the appropriately authorized people.



DOCUMENT CERTIFICATIONS.

Easily record and track certifications and credentials while never missing another recertification. Receive alerts for upcoming certifications, licenses, and other expirations so you can stay compliant and have peace of mind.



CLEAR AND ACTIONABLE VIEWS.

Filter, sort, and search to easily access the data you need for effective people management. Whether you need immunization records or employment dates, it's all here.



TIE IN CRITICAL INCIDENTS.

Personnel Management automatically attaches exposures during critical incidents to the personnel record so you can help provide the right resources for your employees.

Learn more about PM at eso.com or call us today at 866-766-9471.

Prepared by: Jack Boullie
jack.boullie@illumio.com

Payment Terms: Net 30
Offer Valid Through: Dec 31, 2023

Attention: Jeffrey Robillard
jrobillard@waterfordct.org
18604420553

Product Description	Deploy Mode	Start Date	End Date	Qty	List Price	Net Price (Annual)	Extended Price USD
IL-ENDPT-S-SEG Illumio Endpoint Visibility and Segmentation Illumio Endpoint Visibility and Segmentation; SaaS Policy Compute Engine; One license per Windows 7 or Windows 10 or Mac endpoint; Risk-Based Visibility and Segmentation	SAAS	Jan 1, 2024	Dec 31, 2024	250	\$55.00	\$34.10	\$ 8,525.00
IL-SPT-ENT Illumio Customer Support Illumio Enterprise Support: 7x24 availability; Phone, email and web; Remote response; All maintenance releases and software updates; Full access to the Support web site resources and self-paced training.		Jan 1, 2024	Dec 31, 2024	1			\$ 1,534.50
Products Total:							\$10,059.50

SERVICES

Product Description	Start Date	End Date	Qty	List Price	Net Price (Annual)	Extended Price USD
IL-PS-HR	Jan 1, 2024	Dec 31, 2024	10	\$425.00	\$425.00	\$ 4,250.00

Professional Services - Per Hour Charge

Professional Services - per Hour charge (excluding T&E); - For any set of tasks as outlined in the IL-PS-HR data sheet and agreed upon with the customer; - Tasks can include Consultancy, PCE deployment and integrations, VEN deployment and strategy, and Labeling and policy design.

Professional Services & Training Total:	\$4,250.00
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Quote Grand Total:	\$14,309.50
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Illumio for Government

Zero Trust Segmentation (ZTS) ensures mission resilience in the public sector

The challenge

Government organizations are constantly at risk for adversary attacks, made more difficult due to the ever-increasing attack surface. This makes it imperative to assume breaches are inevitable.

The annual [FBI Internet Crime Report](#) shows that 115 government organizations were victims of ransomware over the last year. Known malware like Triton show that traditional prevention and detection technologies are no longer sufficient to stop attacks.

Preparation is a challenge. This is compounded by an inability to see the complete application and workload environment. These hybrid environments are often managed by siloed methods, resulting in significant risk.

Regardless of the threat, the mission must continue. Implementing Zero Trust breach containment strategies ensures resilience despite an adversary's best efforts. By implementing a Zero Trust strategy, governments can improve mission resilience, meet statutory and legal mandates, and build trust.

The solution

Illumio delivers these benefits with Zero Trust Segmentation (ZTS). ZTS enables visibility you can trust and granular control of all lateral network traffic between workloads, whether on-premises, in the cloud, or on the endpoint.

The Illumio ZTS Platform delivers:

- **Unparalleled visibility:** Gain a complete, detailed view of all traffic flows between workloads in seconds
- **Consistent enforcement:** Implement uniform policy across hybrid environments without silos
- **Enhanced cyber resilience:** Contain and reduce the impact of breaches for uninterrupted mission execution.

Illumio is committed to meeting stringent government security requirements



FedRAMP

'In Process'



GSA Section 508.gov
GSA Government-wide Section 508 Accessibility Program





How it works

Illumio ZTS segments on the host. This means no matter where a workload is located, it can be protected rapidly and at scale.

By restricting traffic movement in the data center, the cloud, and on endpoints, Illumio blocks attackers from infiltrating deeper into the network. With Illumio, government organizations can stop and contain attacks before they spread and halt the mission.

The Illumio ZTS Platform provides these key benefits:

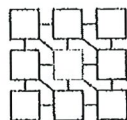
- **ZTS in minutes:** Rapid breach containment prevents operational impacts without requiring a significant amount of time or a deep technical bench.
- **Protect legacy workloads:** Application ringfencing protects mission-critical technology, regardless of support status.
- **Proactive attack prevention:** Easily shut down high-risk ports commonly used by adversaries to spread through an environment.

Zero Trust Segmentation use cases



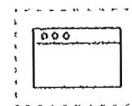
Eliminate blind spots

Visualize all communications and traffic between workloads across on-prem and cloud environments.



Prevent lateral movement

Lower risk of adversaries accessing sensitive information by controlling east-west traffic.



Ringfence high-value assets

Proactively control communications and isolate business-critical applications and environments.



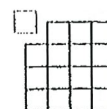
Move securely to the cloud

Whether a "lift and shift" or re-architecture, visibility and protection follow for mission continuity.



Ensure continuous protection

Maintain protection in disconnected and air-gapped networks, even if access to Illumio is lost.



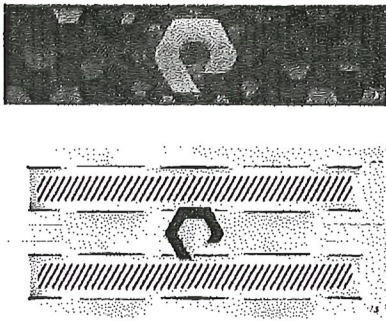
Control information sharing

Restrict third-party access to only allow what is necessary and wanted within the environment

About Illumio



Illumio, the Zero Trust Segmentation company, stops breaches and ransomware from spreading across the hybrid attack surface. The Illumio ZTS Platform visualizes all traffic flows between workloads, devices, and the internet, automatically sets granular segmentation policies to control communications, and isolates high-value assets and compromised systems proactively or in response to active attacks. Illumio protects organizations of all sizes, from Fortune 100 to small business, by stopping breaches and ransomware in minutes, saving millions of dollars in application downtime, and accelerating cloud and digital transformation projects



DATA SHEET

Evergreen//Forever Subscription

Get a subscription to innovation and IT agility for your traditional storage purchase.

Stay Modern, Forever

Continue to enhance and grow your storage for 10 or more years. Over 97% of Pure arrays are still in use today because they look and run like new arrays.

Always Agile, Never Obsolete

Transform storage from a problem to a solution, and upgrade whenever your organization needs to.

Improve Your Numbers

Achieve 30% to 60% lower total cost of ownership and get twice the data reduction with less risk.

Experience Customer Satisfaction

See why Evergreen//Forever is a major factor in Pure Storage's industry-leading Net Promoter Score, which is more than 3x the average for data storage vendors.

Pure Storage® Evergreen//Forever™ is your subscription to innovation. With it, you will experience storage that's never obsolete, allowing you to buy your storage once and use it virtually forever. An Evergreen//Forever subscription delivers real IT agility, enabling you to scale seamlessly and non-disruptively, without penalty or storage rebuys.

Gain Agility, Savings, and Storage That Grows with You

An Evergreen//Forever subscription enables storage that is deployed once and non-disruptively upgraded when you need it, for a decade or more without the need to rebuy the hardware you already own. Forget downtime, performance impact, or data migrations: We've engineered compatibility for future technologies directly into the products themselves.

Upgradeable Architecture with a Subscription: The Key to Agility

Pure's Evergreen™ architecture combined with your Evergreen//Forever subscription lets your storage evolve with changing requirements.

- Benefit from Pure's unique and software-defined architecture, engineered to be modular, stateless, scalable, field-serviceable, and field-upgradable.
- Upgrade components independently all online and non-disruptively—and even mix and match them—allowing you to regularly take advantage of innovation in CPU and flash technology and extend storage life to 10+ years.
- Upgrade controllers or blades non-disruptively to increase performance or maximum capacity.
- Add or upgrade capacity non-disruptively for more scale and density to manage data growth and unexpected demands on your IT infrastructure.

Maximize Your Savings

A subscription to Evergreen//Forever protects your storage investments with included upgrades, up to full-value trade-in credits, and an architecture that is almost effortless to manage and expand. Most customers will realize total cost of ownership (TCO) savings of more than 30% compared to traditional storage just by avoiding one typical forklift upgrade.

SAVE UP TO 60% IN TCO

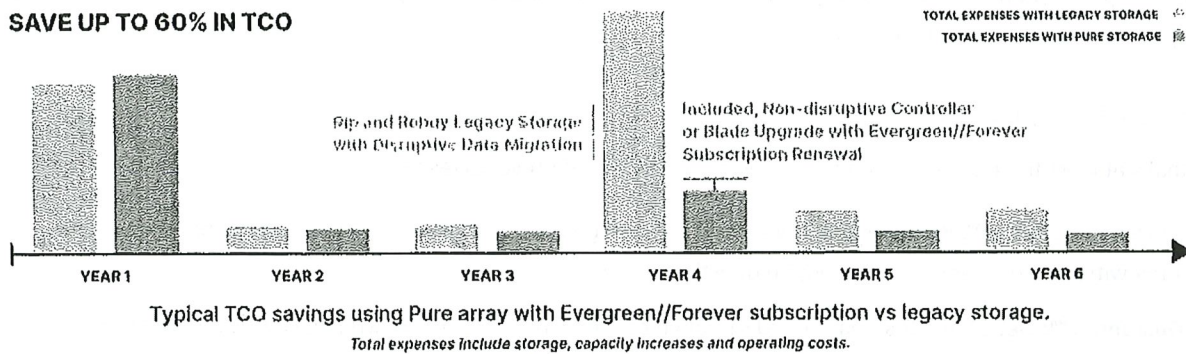


Figure 1. TCO savings with Pure Evergreen//Forever compared to legacy solutions

A Storage Purchase That Keeps Getting Better

Evergreen//Forever delivers a storage ownership experience unlike any other, with subscription to always-improving data services, always-modern infrastructure, and a world-class customer experience.

Always-improving Data Services

With Evergreen//Forever from Pure, you never need to worry about systems becoming out of date. You get:

- **An all-inclusive software subscription, with enterprise-grade data services:** Get all-inclusive enterprise-level capabilities across all our products, for organizations and workloads of all sizes, at the time of purchase.
- **New features and capabilities added continually:** Get access to software features we introduce in the future with no added costs. Your subscription even includes Portworx CSI for FlashArray™ and FlashBlade®, delivering persistent storage for your Kubernetes applications.
- **AI-based intelligent management:** With Pure1® you can experience self-operating storage with full-stack, AI-powered data storage management, monitoring, and planning.

Always-modern Infrastructure

Never worry about keeping your storage hardware up to date. Evergreen//Forever gives you:

- **Included controller or blade upgrades at regular intervals (Ever Modern):** Keep your FlashArray and FlashBlade//S performance, scale, and features modern without disruption or need to repurchase. With each three-year Evergreen//Forever renewal, you get latest-generation controllers or blades.
- **On-demand, unlimited controller or blade upgrades with full-value trade-in (Ever Agile)²:** Upgrade your array performance at any time as you expand, as many times as you need. Purchase a qualifying capacity pack and get full-value trade-in for your old controllers or blades toward higher-model versions with up to a 20% list price discount.



- **Capacity Consolidation and flash media upgrades¹:** Consolidate data from older flash into new, expanded, denser capacity, either in an external shelf or a FlashArray™ or FlashBlade® chassis. Return old capacity and receive up to 50% credit for terabytes you already own.
- **Evergreen forever component replacement:** You're protected from any failures and component end-of-life issues. With your current Evergreen//Forever subscription, we'll replace failed components (even proactively before failure) with like or better ones, no matter how old your array is.

World-class Customer Experience

With a rating that's at least three times the industry average, Evergreen//Forever gives you features like:

- **Love Your Storage Guarantee™:** With the industry's broadest storage purchase guarantee, if you aren't happy, return the array within 30 days for a full refund, no questions asked.³
- **Right Size Guarantee™⁴:** Get 12 months guaranteed effective capacity, risk-free and in writing. Get twice the total efficiency vs. the competition (10:1 on average). Extend your guarantee with any expansion purchase, up to the life of the array.
- **Zero data loss guarantee:** In the rare event where data is lost on Pure hardware, our support team will help you every step of the way. If data cannot be recovered, customers will be issued a service credit.
- **No data migration guarantee:** Upgrading on Pure means no data migration. If Pure must migrate customer data when performing an applicable upgrade, we will give you a service credit towards a future purchase.
- **Power and space efficiency guarantee:** Pure Storage is the only vendor that will issue both a maximum Watts/TiB and TiBs/rack unit (RU) ratio based on purchased hardware. If either number is exceeded, we'll remediate it or give you a subscription credit.
- **Premium-level proactive and predictive support:** Pure delivers a support experience that other vendors charge a premium for. Get peace of mind with predictive analytics and services, support-managed upgrades, mobile and SaaS-based monitoring, on-site break/fix, first-call access to L2 support, included educational resources, and more.
- **Flat and Fair subscription renewals:** We keep subscription renewal rates flat: Pure won't raise the base rate, so you have consistent, predictable costs for the life of your array.⁵



Evergreen//Forever Features Overview

Evergreen//Forever delivers a subscription to our ever-improving capabilities across hardware, software, proactive and predictive support, and customer experience.

Category	Feature	Evergreen//Forever
Software Subscription	All-Inclusive array software subscription	✓
	Future array software features	✓
Hardware Subscription	Evergreen architecture (stateless, software-driven, modular, non-disruptive)	✓
	Ever Modern	Included controller/blade upgrade on renewal
	Ever Agile ²	Anytime controller/blade upgrade with full trade-in credit
	Capacity Consolidation ²	Anytime full trade-in credit with 2x capacity
	Evergreen forever component replacement	✓
Proactive Support	Predictive analytics and services	✓
	Instant L2 support access	✓
	Premium Sev 1 response SLA	✓
	Support-managed upgrades	✓
	Premium on-site break/fix SLAs	✓
	Mobile/SaaS-based monitoring	✓
	Right Size and 30-day guarantees	✓
Customer Experience	Flat and Fair subscription renewals	✓
	Zero data loss guarantee	✓
	No data migration guarantee	✓
	Power and space efficiency guarantee	✓

¹ Pure ranks in the top 1% of all Mediatek-surveyed S&B companies.

² Requires purchase of qualifying capacity.

³ Subject to the Love Your Storage Guarantee section in the Evergreen//Forever Subscription Description.

⁴ Right Size Guarantee available on FlashArray//X.

⁵ Subject to the Flat and Fair section in the Evergreen//Forever Subscription Description.

purestorage.com

800.379.PURE



Professional Services

(per Hour)

Maximize Your Investment

Partnering with Illumio, you have taken the first step in investing in technology that will transform your security posture. As part of the transition, we apply our expertise and best practices to analyze your existing environment and assist with the cutover.

The next step is to maximize your investment by engaging Illumio Professional Services (PS) to help with any set of tasks that is agreed upon.

Scope of Work

Illumio PS will provide the Customer with a resource for the duration indicated in the Illumio Order Form to assist in the deployment and integration of the Illumio products into the Customer environment. Illumio PS will provide guidance and assistance with any of the following tasks:

Consultancy

- Act as a subject matter expert on the Illumio product set for purposes of assisting the Customer with its integration into its service set.
- Assist the Customer in planning, scheduling, and execution of tasks related to deploying Illumio into the Customer environment.
- At the kickoff meeting, Illumio and the Customer will determine a suitable meeting cadence to review project status and upcoming tasks.
- Act as an interface between the Customer teams and the Illumio product and support teams.
- Provide support to the Security Tooling, Security Operations Center, and Service Owners teams on matters related to the Illumio implementation.
- Assist in the technical review and provide guidance on change preparation related to the Illumio deployment.
- Assist with API usage to allow the integration of Illumio into the Customer's automation framework.

Key Benefits

- Achieve a reliable implementation, from deployment planning to execution, with a dedicated micro-segmentation expert.
- Receive strategic and technical best practice guidance to accelerate deployment timing.
- Empower your teams with product knowledge that will help you maximize the value of your investment.

- Provide guidance to help develop security rulesets and policies related to integrating customer services into Illumio.
- Provide knowledge transfer and education on the Illumio products (supplemental to formal Illumio training services).

PCE Deployment and Integrations

- Provide guidance and assistance with on-premises or cloud PCE deployment.
- Provide guidance and assistance with syslog integration.
- Provide guidance and assistance with SSO integration.

VEN Deployment and Strategy

- Work with the Customer to provide guidance and develop strategy to deploy the VEN onto workloads using the Customer's software distribution platform.

Labeling and Policy Design

- Provide guidance and assistance to the Customer with collecting and analyzing data to help develop a labeling strategy.
- Provide guidance and assistance to the Customer with analyzing application flows and dependencies using Illumination. This data will be used to visualize and develop an application policy design strategy.
- Review Illumio best practice policy guidelines, including core data center services, administrative access, egress traffic, and IP lists.
- Provide guidance and assistance to the Customer with writing policies for the above policy types and intra-scope traffic for application groups.

Customer Responsibilities

- Identify internal resource(s) to coordinate with the Illumio PS consultant and facilitate the project objectives.
- Provide all required physical and logical access to facilitate the delivery of the Services.
- Prioritize tasks and resources to achieve project objectives in a timely manner.
- Provide labeling metadata of the in-scope servers to facilitate correct labeling and identification of equipment in the Customer's environment. Namely, for each host: hostname, IP addressing, and where available, server role, application, environment, and location.
- Once data is imported into the modeling environment by Illumio PS, provide appropriate Customer staff to review and tune the modeling data, such as workload labels.

Out of Scope

- Consultancy or configuration of third-party equipment or software is not in the scope of the work.
- Consultancy or configuration of any Customer systems, software, or equipment is not in the scope of the work.



Customer Name: TOWN OF WATERFORD
Quote No: 23036367
Quote Name:
Quotation Date: 09/25/2023

Sales Support Contact: Ed Howard
Sales Support Phone: 603-263-3512
Sales Support Email: ehoward@eplus.com
Account Executive: Steve Plante
Account Executive Phone: 781-615-1322
Account Executive Email: splante@eplus.com

Customer PO No:
Order No:
Expiration Date: 10/25/2023

ePlus Technology inc, 13595 Dulles Technology Drive, Herndon, VA, 20171

Line No.	Part Number	MFG	Description/Line Notes	QTY	Unit Price	Ext Price
001	CS.EPENT.SOLN.T3.12M	CROWDSTRIKE	FALCON ENDPOINT PROTECTION ENTERPRISE FLEXIBLE BUN DLE	300	21.25	6,375.00
002	CS.TG.STD.12M	CROWDSTRIKE	THREAT GRAPH STANDARD	300	7.98	2,394.00
003	CS.PREVENT.SOLN.T3.12M	CROWDSTRIKE	PREVENT	300	0.00	0.00
004	CS.INSIGHT.SOLN.T3.12M	CROWDSTRIKE	INSIGHT	300	0.00	0.00
005	CS.DEVICEBP.SOLN.T3.12M	CROWDSTRIKE	FALCON DEVICE CONTROLBUNDLE PROMO	300	4.16	1,248.00
006	RR.HOS.ENT.EXPS.12M	CROWDSTRIKE	EXPRESS SUPPORT	1	1,502.28	1,502.28
007	RR.PSO.ENT.NCAP.12M	CROWDSTRIKE	UNIVERSITY LMS SUBSCRIPTION NEW CUSTOMER ACCESS PA SS	2	0.00	0.00
008	CS.SPOTLI.SOLN.T3.12M	CROWDSTRIKE	FALCON SPOTLIGHT	300	8.34	2,502.00

14,021.28

Shipping:	Sub Total (USD):	14,021.28
Packing:	Est. Tax (USD):	TBD if Applicable
	Shp&Hnd (USD):	0.00
	Total (USD):	14,021.28

All orders are governed by your organization's signed agreement with ePlus or applicable public sector contract; if there is no such agreement the Customer Terms and Conditions for Products and/or Services located at www.ePlus.com govern. No additional or contrary terms in a purchase order shall apply, and ePlus' performance shall not be deemed acceptance of any preprinted PO terms. Use of software, subscription services or other products resold by ePlus is subject to manufacturer/publisher end user agreements or subscription terms. Any periodic payment obligations for specific offerings, along with customer-incurred overages, consumption fees, add-ons, quantity adjustments and automatic renewals are non-cancelable for any reason except by public sector customers required by law to terminate due to non-appropriation of funds.

PLEASE NOTE: Recent supply chain disruption and tariffs on certain imports are causing price increases for many IT products, with little or no notice, and beyond ePlus' control. As a result, this quote is subject to change without notice, even before the expiration date reflected above. Related manufacturer policy changes may result in orders being non-cancelable and products non-returnable except in accordance with the manufacturer warranty. Please confirm pricing and other restrictions prior to order placement. Unless freight amount is indicated, or is zero, freight will be added to the invoice. Unless Bill-To company is exempt from Sales Tax, it will be added to the invoice. Recognizing that the global pandemic has disrupted operations for many organizations, ePlus will ship products for delivery in accordance with customer's written ship-to instructions and products will be deemed delivered notwithstanding any failure of customer personnel to sign for receipt due to facility closing or otherwise.

Customer Acceptance Signature: _____ Name: _____ Title: _____ Date: _____ Customer P.O. #: _____		Bill To TOWN OF WATERFORD 15 ROPE FERRY ROAD WATERFORD CT 06385 UNITED STATES	Ship To TOWN OF WATERFORD UNITED STATES
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Falcon Insight XDR

The world's leading AI-powered platform for unified endpoint detection and response (EDR) and extended detection and response (XDR)

Challenges

Today's adversaries are moving faster than ever. To keep pace, organizations continue to rely on a collection of disparate security tools to identify and mitigate threats. These siloed security tools are inherently ineffective, complicating and slowing incident detection and remediation.

To make matters worse, today's sophisticated threat actors know where to look for gaps in security silos. They can slip between defenses and move laterally across the network, flying under the radar for extended periods of time, lying in wait and gathering reconnaissance data for future attacks.

To outpace the adversaries, organizations must use EDR to optimize threat detection, investigation, hunting and response enterprise-wide, and use XDR to extend visibility and control across all key attack surfaces.

Solution

As a global cybersecurity leader, CrowdStrike brings over a decade of expertise building the world's most advanced cloud-native platform and industry's dominant EDR offering to pioneer a new approach: unified EDR and XDR. The CrowdStrike Falcon® platform combines the world's best threat intelligence with innovative detection and response technology to better understand and stay ahead of adversaries. CrowdStrike Falcon® Insight XDR extends enterprise-wide visibility, detects advanced threats and responds automatically across endpoints and beyond.

Key benefits

Create a cohesive, more effective cybersecurity ecosystem

Optimize security operations with prioritized, incident-driven insights

Accelerate cross-domain threat analysis, investigation and hunting from a single console

Speed response times and orchestrate action against sophisticated attacks

Improve threat visibility and situational awareness across the enterprise

Stop breaches that siloed tools and legacy approaches often miss

Key capabilities

Falcon Insight XDR correlates native and third-party cross-domain telemetry to deliver high-confidence detections, unprecedented investigative efficiency and rapid, confident response. Gain unparalleled visibility across your endpoints and extended security ecosystem with third-party connectors for all key security domains, and enable your security team with one unified, threat-centric command console.

Gain more effective security outcomes

Tap into industry-leading EDR and XDR in a single platform: Start with the endpoint and easily activate extended capabilities to unlock cross-domain detections, investigations and response across your entire enterprise.

Create a cohesive, more effective cybersecurity ecosystem: Gain actionable insights by combining previously siloed data into one single source of security truth — a central repository for endpoint and cross-domain telemetry.

Gather, aggregate and normalize with ease: Falcon Insight XDR strikes the balance between EDR, native XDR and open XDR with a combined approach for the most holistic view of your environment. Native first-party data, such as EDR telemetry, from modules across the Falcon platform can be combined with normalized data from third-party sources to provide an easy-to-understand view of an attack from start to finish.

- **Native XDR:** Falcon Insight XDR correlates native data from across the entire Falcon platform at no additional cost* to truly unify security operations and paint the complete picture of advanced attacks beyond the endpoint.
- **Open XDR:** Also known as Hybrid XDR, purpose-built XDR integrations and a common data schema together enable third-party security data ingestion at massive scale. This open approach ensures security teams have the visibility they need in one unified XDR command console.

Optimize security operations

Find attacks missed by siloed approaches: Detect stealthy cross-domain attacks with industry-leading threat intelligence and world-class AI, providing a tight human feedback loop from CrowdStrike threat hunters, managed detection and response (MDR) experts and incident response (IR) specialists. Out-of-the-box and custom detection capabilities give you the power and flexibility you need to outpace the adversary.

Streamline triage and investigation: Prioritized alerts, rich context and detailed detection information mapped to the MITRE ATT&CK® framework help analysts quickly understand and act on threats. The intuitive Falcon console lets you quickly tailor views, filter and pivot across data sets with ease. Automatic sandbox submissions and in-depth threat actor profiles allow for complete understanding of the threat and adversary behind it.

Be immediately operational: The Falcon platform's single lightweight agent deploys in minutes and is immediately operational — no reboots required. With unmatched detection and visibility from Day One, the easy-to-use Falcon Insight XDR interface delivers an unrivaled analyst experience with seamless workflows across endpoint protection (EPP), EDR, XDR and threat intelligence for maximum efficiency.

Benefit from experts at the ready: Strike the right balance of technology and expertise with pioneering 24/7 proactive threat hunting and the world's #1 MDR service with full-cycle remediation. Falcon Insight XDR users benefit from the tight feedback loop between CrowdStrike's products and industry-leading experts, whether you manage the Falcon platform yourself or upgrade to CrowdStrike Falcon® Complete XDR for a fully managed experience.

Best of both worlds

Falcon Insight XDR correlates both native and third-party cross-domain telemetry to supercharge your SOC.

Native Falcon platform data

- Endpoint detection and response (EDR)
- Identity
- Mobile
- Threat intelligence
- Vulnerability management
- Cloud security
- Data protection

Open ecosystem integrations

- Email
- Network detection and response (NDR)
- Identity and access management (IAM) and single sign-on (SSO)
- Security service edge (SSE)
 - Secure web gateway (SWG)
 - Cloud access security broker (CASB)

Harmonize and simplify response across the enterprise

Rapidly respond with surgical precision: Detailed detection information, from impacted hosts and root cause to indicators and timelines, helps to rapidly remediate threats. Powerful response capabilities such as Falcon Real Time Response (RTR) allow you to eradicate threats with surgical precision from anywhere in the world.

Take action across the ecosystem: Trigger response actions across Falcon-protected hosts and through third-party solutions. One unified command console empowers analysts, from containing a host under attack to automatically enforcing more restrictive user access policies based on detection criticality through third-party solutions.

Orchestrate and automate workflows: CrowdStrike Falcon® Fusion security orchestration automation and response (SOAR) automates and streamlines tasks, from notifications and repetitive tasks to complex workflows, dramatically improving the efficiency of your SOC teams.

Newly announced Falcon Insight XDR capabilities*

XDR AI Investigator: Radically transform the speed and efficiency of investigations with XDR AI Investigator. Focus on incidents instead of alerts and engage AI to accelerate incident triage and investigation for analysts of all skill levels.

XDR Incident Workbench: Accelerate response times with this all-new lightning-fast user experience designed around incidents, not standalone alerts. Analysts can optimize workflows with intelligent entity linking, added cross-domain context, annotations, incident history tracking and more.

Collaborative Command Center: Security analysts around the world can now collaborate on incidents in real time from a unified source of truth. Together, teams can triage, investigate and respond as a unit to outpace the adversary.

XDR for All: Falcon Insight XDR users get native XDR included at no additional cost to accelerate investigations with comprehensive endpoint, identity, cloud and data protection telemetry from across the Falcon platform.

*The above indicated section(s) include(s) forward-looking statements including, but not limited to, statements concerning the expected timing of product and feature availability, the benefits and capabilities of our current and future products and services, and our strategic plans and objectives. Such statements are subject to numerous risks and uncertainties and actual results could differ from those statements. Any future products, functionality and services may be abandoned or delayed, and customers should make decisions to purchase products and services based on features that are currently available.

About CrowdStrike

CrowdStrike (Nasdaq: CRWD), a global cybersecurity leader, has redefined modern security with the world's most advanced cloud-native platform for protecting critical areas of enterprise risk — endpoints and cloud workloads, identity and data.

Powered by the CrowdStrike Security Cloud and world-class AI, the CrowdStrike Falcon® platform leverages real-time indicators of attack, threat intelligence, evolving adversary tradecraft and enriched telemetry from across the enterprise to deliver hyper-accurate detections, automated protection and remediation, elite threat hunting and prioritized observability of vulnerabilities.

Purpose-built in the cloud with a single lightweight-agent architecture, the Falcon platform delivers rapid and scalable deployment, superior protection and performance, reduced complexity and immediate time-to-value.

CrowdStrike: We stop breaches.



Data Sheet

Falcon Device Control

Ensures safe device usage, visibility and granular control:
the industry's only cloud-delivered device control solution

Ensuring Safe and Accountable Device Usage

The portability and usability of USB devices make them essential in today's enterprise environments. Yet these devices pose a significant security risk of bringing malware into organizations and leaking out data like source code, both intentionally and unintentionally. Although device control solutions exist, they don't provide the contextual visibility and granular control required to understand and manage today's powerful devices.

CrowdStrike Falcon® Device Control ensures the safe utilization of USB devices across your organization. Built on the CrowdStrike Falcon® platform, it uniquely combines visibility and granular control, allowing administrators to ensure that only approved devices are used in your environment. File metadata capabilities let analysts see unique details about documents, files and data copied to external media devices. CrowdStrike's industry-leading machine learning (ML) platform detects source code movement and identifies over 40 programming languages. When used with CrowdStrike Falcon® Insight XDR, visibility is extended, adding searchable history and logs of USB device usage.

Key Product Capabilities

Visibility across USB device usage — effortlessly

- **Discover devices automatically:** Gain continuous insight into USB devices across your organization. Falcon Device Control automatically reports device type (e.g., mass storage, human interface, etc.) with manufacturer, product name and serial number. You have visibility into all devices operating over the USB bus, including internal/non-removable USB devices.
- **Tap into a wealth of information at your fingertips:** Immediately see which devices are used in your environment and how they are being used at a glance via usage dashboards. Falcon Insight XDR paired with Falcon Device Control provides insight into processes executed from USB storage, users and hosts where USB devices were used.

Key Benefits

Mitigate risks associated with USB devices, including source code exfiltration

Gain automatic visibility into USB device usage

Control device usage with precision

Implement and manage policies without hassle



Falcon Device Control

- **Gain immediate and powerful search capabilities:** Falcon Device Control provides fast and powerful search capabilities. Examine your environment for vital information such as the devices used on a specific machine. Hunt through extended file metadata and source code ML detections for data loss and exfiltration activities. When used with Falcon Insight XDR, search expands to include historical logs of device usage or blocking.
- **Extend Falcon Insight XDR visibility:** Monitor files written to storage, giving you visibility into what's being copied to devices.

Precise and granular policy enforcement

- **Ensure strict policy enforcement:** Define device control policies for endpoint groups, and allowlist and blocklist devices by class, vendor, product serial number and/or specific device ID. Define device control policies for endpoints both on and offline.
- **See the impact of policies before implementing them:** Alerts and dashboards allow you to see how your policies will impact users before enabling enforcement.
- **Define granular policies for drives:** Allow read/write or read-only access, while blocking execution of applications on USB drives.
- **Automatically get device information for quick and easy policy creation and management workflows:** Falcon Device Control automatically obtains devices' vendor, class model and serial number, without requiring the use of external tools or device managers, allowing you to create policies for all devices being used in your environment.

Seamless integration with Falcon endpoint protection

- **One agent, one console, one platform:** Falcon Device Control is 100% cloud-managed and delivered via a single lightweight-agent architecture as part of the world's most advanced cloud-native platform.
- **Immediate implementation and management:** The Falcon platform's single lightweight-agent architecture delivers rapid and scalable deployment, superior protection and performance, reduced complexity and immediate time-to-value.

Empowers you with immediate USB device visibility and protection at your fingertips

You want your users to be able to use their portable devices without being exposed to the inherent risks. That's why Falcon Device Control provides the granular visibility and control needed to enable safe device usage, while leveraging the extensibility of the Falcon platform.

Provides visibility and granular control

Falcon Device Control provides visibility over USB device usage and granular control over utilization, for fast and easy mitigation of the risks associated with those devices.



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Data Sheet

FALCON SPOTLIGHT

Providing immediate visibility to automate and prioritize vulnerability management processes

REAL-TIME VULNERABILITY MANAGEMENT AND PRIORITIZATION

CrowdStrike Falcon Spotlight™ provides an immediate, scanless solution for comprehensive vulnerability assessment, management and prioritization for IT analysts. Built on the CrowdStrike Falcon® platform, it offers vulnerability prediction and dynamic rating capabilities as well as intuitive reports, dashboards and filters to help your IT staff improve your security posture.

Using Falcon Spotlight, you can see the vulnerabilities exposed within your organization's environment and easily prioritize these with the Exploit Prediction Rating AI (ExPRT.AI) model. ExPRT.AI relies on a vast database of sources, including CrowdStrike's own threat intelligence, to enable you to more accurately prioritize vulnerabilities that are critical to your business. After you've prioritized your vulnerabilities and remediations, use the built-in integrations with the Falcon platform to deploy emergency patches, create custom dashboards to monitor your remediation efforts, and kick off external IT workflows with reports, integrations and APIs.

Powered by the CrowdStrike Security Cloud and world-class AI, Falcon Spotlight sits within the CrowdStrike Falcon Platform, leveraging the single lightweight-agent architecture. With Falcon Spotlight continuously monitoring for vulnerability exposures, IT staff will always have access to up-to-date information, with virtually no impact to your endpoints.

KEY BENEFITS

Automate assessment for vulnerabilities with the Falcon sensor on all of your endpoints, whether on or off the network

Shorten time-to-respond with real-time visibility into vulnerabilities and threats in your environment

Prioritize and predict which vulnerabilities are most likely to affect your organization with ExPRT rating

Use intuitive dashboards to get the vulnerability data that is relevant to your organization, or create custom dashboards

Bridge the gap between security and IT tools with always-available, on-demand vulnerability data and patching orchestration

Initiate emergency patching for critical vulnerabilities with native Falcon integrations

KEY CAPABILITIES

REDUCE VULNERABILITY PRIORITIZATION EFFORT

Falcon Spotlight is a dynamic vulnerability management solution equipped with intuitive dashboards and powerful filtering capabilities, enabling you to improve your organization's security posture by serving up the most relevant information. Dashboard capabilities include:

- **ExPRT rating:** Immediately prioritize which vulnerabilities are truly relevant to your organization with a dynamic rating that more accurately shows risk levels. The rating is adjusted according to a vast database of source data.
- **Exploit status:** Using integrated vulnerability exploit and threat intelligence, you can easily identify which vulnerabilities in your environment represent the greatest risk, and build reports and dashboards that keep track of these vulnerabilities.
- **Recommended remediations:** Ensure that your remediation efforts are reducing the most risk. Falcon Spotlight intelligently recommends the highest-impact patches to deploy, reducing the chances of deploying a superseded patch.
- **Installed patches:** Use the Installed Patches page to identify which patches are active across your environment, or which patches have been installed but are pending a reboot.

AUTOMATE VULNERABILITY ASSESSMENT

Take advantage of the Falcon platform and lightweight agent to eliminate the burden of lengthy, performance-impacting scans. With scanless technology, automated data collection and a real-time user interface, your IT staff gains a continuous, comprehensive picture of all endpoints in your organization — no more outdated reporting or long scans slowing down regular business processes.

IMPROVE SECURITY OPERATION EFFICIENCY

Streamline your vulnerability management program with custom dashboard features. Create and save custom filters so staff can quickly navigate and research critical issues. Use the custom team dashboards to share insights across your entire team, and set remediation timeframes to speed vulnerability resolution and increase your team's efficiency.

REDUCE OVERALL COMPLEXITY

Falcon Spotlight does not require an additional agent, and endpoints no longer need to use cumbersome hardware or weighty agents, or be on the network to be assessed. Falcon Spotlight is always on, seamlessly bridging the gap between vulnerability management and the rest of the Falcon platform, enriching threat detection and intelligence use cases. Simply select a vulnerability within the dashboard to see a wealth of data around threat actors, including threat intelligence reports and additional insights. Since all data is housed within the same console, analysts can pivot quickly to those vulnerabilities that show the most significant risk to resolve them first.

For hosts with critical vulnerabilities that need remediation instantly, IT staff can take advantage of emergency patching — it's a simple one-click action for Windows patch updates.

A SINGLE SOLUTION FOR CONTINUOUS VULNERABILITY ASSESSMENT AND MONITORING

Eliminate the need for cobbling together tools to get a complete vulnerability picture — Falcon Spotlight connects the dots, providing immediate visibility of your environment.

Tap into the full power of contextual data by using threat intelligence in conjunction with Falcon Spotlight.

Maintain business productivity with virtually no impact on any endpoint.

Speed up your search results with custom saved searches or universal search to filter results across the entire Falcon console.

Utilize the tight integration between the Falcon platform and other Falcon modules for additional in-depth research.



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