

Robert Croslin
Interim Mayor

Tracey Douglas
City Administrator

Date: April 25, 2022

To: Colonel Jarod J. Towers
Chief of Police

From: Antwoine Harvey 
Procedures, Programs, and Compliance Manager

Re: IAPro Software Solution

One of the major initial areas of focus allotted to me, after my hiring, with the agency was the internal affairs process. Specifically, issues related to the maintenance of records, policies, processing of complaints, auditing, and tracking of the complaint investigation process, among other areas, were brought to my attention for review and recommendations for a solution. I believe the solution to these issues are found in the IAPro software solution.

The IAPro software solution is a complaints management database, created by CI Technologies, that can assist the department in all aspects of internal affairs/complaints investigations. The software, which is internet based, takes a case management approach and maintains features such as:

- Comprehensive case load monitoring
- Automatic alerts/reminders for timely case handling
- File, document, and video linking
- Statistical reporting complete with preconfigured reports as well as an ad-hoc report building module
- Automated correspondences and forms
- And built-in security controls and audits to ensure confidentiality where necessary

The IAPro software serves as a centralized storage point for all complaints that are inputted into the system. The file/documents are uploaded directly into the associated case, eliminating the siloed approach we currently utilize. Within the system, processes are pre-established to allow for reminders and notifications for upcoming expiration/past due dates. Designated administrators are able to have a top-level view of all incidents within the system showing critical information such as incident types, current positions with workflows, current assignments, etc. Reporting capabilities allows for easy viewing of trends and statistical mappings. In all, the IAPro software will provide the department a centralized database that will allow for easy tracking and case management for members of our Professional Standards Division.



During the demo and review of the IAPro software I realized that the IAPro aspect is only one module/aspect of an entire system. In its entirety, the system provides for multiple modules that I reviewed and have determined will actually assist the department in other areas of concern. While these additional modules each serve a separate purpose, they all connect back to the IAPro software, in the end, for finalization and storage to create one cohesive, centralized, system.

BlueTeam Module

The BlueTeam Module of the system can be summarized as the frontline access for the system. The BlueTeam module is also the system's early warning/intervention module for employee action tracking. BlueTeam handles the following:

- Documentation and reporting for Use of Force incidents, Vehicle Accidents, Vehicle Pursuits, Taser usage, Firearm discharges, Threats of Force, reviews, etc.
- Assignment of lower-level complaints, from the Office of Professional Standards to commanders and first line supervisors, for investigation and/or follow-up
- Tracking of early intervention for all staff members based on pre-determined and configured thresholds.

Similarly to IAPro, BlueTeam allows for tracking at all stages, to ensure timely reporting and completion of required documentation.

MakeNOTE Module

The MakeNOTE module serves two purposes as it actually a module with two separate features.

The first feature, Notes, is a platform to be used, mostly, by supervisors, but can be utilized by any employee. It allows for documentation of various elements of an employee. This documentation can be of any type, commendations, disciplinary, award merits, etc. It can be thought of as the employee's supervisory file. The notes created follow the employee should, they be move to another unit and/or division. The life cycle of the note can be preset, based on note type, to prevent unwanted deletion or retention of them.

The second feature, Eval, is a platform exclusively for creating and completing evaluations. Agencies can create multiple types of evaluations, each with their own distinct categories, rubrics, and matrixes, depending on what is required. For example, our agency would be able to utilize this feature for yearly performance evaluations, probationary employee's monthly evaluations, field training officers' weekly and monthly evaluations, PIPs, etc. Similarly, to Notes, retention can be preset for each type. In addition, the notes created in Notes can be attached to the evaluations for reference and review. Alerts/notifications can also be established to remind supervisors when a certain evaluation is coming up due.



Public Portal Module

The Public Portal module is the most important add-on to the IAPro solution. Effective July 1, 2022, with the passing of House Bill 0670, all law enforcement agencies will be required to have a database that enables complainants to track the status of their complaint from the submission phase all the way to appeals, if applicable. The Public Portal module is the answer to this requirement as it serves as the public facing portal for IAPro. The Module allows anyone with a compliment or complaint to directly file it with the department, via an online link, removing any middleman. Upon submittal the object in question is inserted directly into the IAPro system for review and follow-up. Filers are kept up to date with email and text notifications. The filer also has the ability to take a key code, that is specific to their submission, and enter it into the portal to be view the status, which is updated in real time. Many times, there is concern regarding what happens to a complaint, or compliment, when it is emailed to handed over to an officer or supervisor. For many, the fact that they believe nothing occurs steers them away from submitting anything. This module, since it takes away the middleman and provides a direct submission into the IAPro system, can assist in eliminating that belief and building accountability for the department.

My recommendation is for the department to purchase the IAPro software, as well as the four modules examined above (BlueTeam, MakeNOTE, and Public Portal). Doing so will assist the department in resolving multiple issues with one system. A decision to not purchase the modules together would only lead the department down a path of more siloed solutions that may or may not configure appropriately with each other. If not all the modules, Public Portal should be added due to its features becoming a legal requirement in July 2022. For the system itself, IAPro must be purchased at a minimum or no other modules would function. The IAPro solution also has an additional module, EIPro-High Availability EI, which is a more robust version of the early intervention system allowing or more detailed, statistical analysis, of warning signs from employees. While useful, I don't see this as a current necessity for the department.

It should be noted, I did review other solutions during my review of IAPro. Many of them were only comprised of one or two solutions provided by the IAPro system (i.e., the solution was only an IA database, or the solution was comprised of the IA database and allowed for the reporting of use of force incidents) however, no solution I reviewed had the Public Portal aspect. The closet solution I reviewed was Benchmark Analytics' Benchmark Management System (BMS). BMS also had a modularized approached with modules covering internal affairs, use of force, early intervention, and performance evaluations, however, as stated before, they did not have a public facing solution and when I inquired of its possible development, there wasn't a solution planned for the foreseeable future.



IAPRO AND BLUETEAM

CI Technologies, Inc.
Sole Source Statement
Spring 2017

CI Technologies, Inc. of St. Augustine, Florida is the sole source vendor of IAPro internal affairs / professional standards unit software and our Blue Team adjunct software product.

IAPro and BlueTeam have been created by CI Technologies and can only be purchased directly from CI Technologies. In addition, CI Technologies is the sole source provider of technical support for both IAPro and BlueTeam.

BlueTeam is an adjunct application that works with IAPro. Due to the shared database and drop-down fields; BlueTeam is the only **web-enabled application** that IAPro integrates with to allow our customers a web-enabled point of entry for field level officers.

Our uniquely designed product features capabilities of IAPro and BlueTeam that to our knowledge are not shared by any other competing internal affairs unit software product.

- CALEA requirements- IAPro and BlueTeam allow our customers to meet over 35 different accreditation standards relating to complaint monitoring, use of force reporting, pursuits, firearm discharge reporting and Early Intervention.
 - Separate reports, each meeting a specific CALEA guideline / requirement, including: Standard 1.2.9 Racial Profiling, Standard 22.2.6 Employee Assistance, Standard 26.1.3 Sexual Harassment/Discrimination, Standard 35.1.9 Early Warning System, Standard 52.1.2 Annual Statistics, Standard 52.2.2 Annual Statistics Complaint Procedures, Standard 52.2.4 Complainant Informed, and Standard 26.1.4 Disciplinary System
- Special Correctional Features- A range of features for our correctional customers, including:
 - Correctional mode setting that activates related features for correctional customers.
 - Correctional customers can configure the facilities breakout nomenclature (cellblock, pod, etc.) that reflects their needs. This results in system screens and reports that reflect each customer's specific nomenclature.
 - Ability to track information on current facility and location of each inmate with that information saved each time that inmate is linked as an involved party to an incident. This enables reporting and statistical analysis of where within the customer's facilities complaints, uses of force, and other incidents are occurring.
- A unique two-application solution. IAPro: designed for daily use by OPS/IA Units, and BlueTeam: Web-based and designed for use by front-line officers and supervisors with minimal or no training necessary.

IAPRO AND BLUETEAM

CI Technologies, Inc.
Sole Source Statement
Spring 2017

- BlueTeam supports entry and management of use-of-force, accident, pursuit, and user defined incidents from the field.
- BlueTeam include features that integrate with departmental e-mail so that supervisors are notified via e-mail of new incidents that have been routed to them for review and approval.
- BlueTeam's feature set includes support for field-level investigations of the less serious incidents. Incidents entered into IAPro can be routed to the BlueTeam user in the field for investigation. This includes any attachments that may be linked to the investigation, creating a paperless routing workflow.

CI Technologies, Inc. has no licensed resellers of the IAPro and BlueTeam Suite, therefore, is the sole source for all of IAPro and BlueTeam products.

Sincerely,



Michael Blumberg
President – CI Technologies, Inc.
800.620.8504
sales@iapro.com



THE LEADING PROFESSIONAL STANDARDS SOFTWARE. WORLDWIDE.

April 7, 2022

Mr. Antwoine Harvey
City of Hyattsville Police Department
Email: AHarvey@hyattsville.org
Off: (301)985-5071

Mr. Harvey,

Thank you for your interest in our IAPro software for use by the City of Hyattsville Police Department. I have prepared the below price quote covering costs with implementing IAPro and optional Blue Team software at your agency.

I would be glad to answer any questions you may have on this proposal.

IAPro Price Quote

<u>Item</u>	<u>Purchase costs</u>
IAPro Professional Standards software includes: <ul style="list-style-type: none">• Unlimited-use Site License □ Unlimited number of users• Unlimited number of workstations• Installation• Pre-Load of employee information	\$ 10,000.00
2 Days On-Site or Remote Training <ul style="list-style-type: none">• IAPro User training• System Configuration with core users	\$ 2,400.00
Travel Expenses for Trainer	\$ Included
Total for IAPro Software and Services	\$ 12,400.00



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<u>Optional BlueTeam</u>	
BlueTeam Field Support Services Software <ul style="list-style-type: none">• Unlimited-use Site License □ Unlimited number of users• Unlimited number of workstations• Installation	\$ 7,000.00
1 Days On-Site or Remote BlueTeam training	\$ 1,200.00
Travel Expenses for Trainer	\$ Included
Total with Optional Items	\$ 20,600.00

<u>Annual Maintenance Commencing the 2nd Year of Ownership</u>	
IAPRO	\$ 2,500.00
BlueTeam	\$ 1,750.00
Maintenance Totals	\$ 4,250.00

Officer Preload

CI Technologies offers a free service whereby we will import your employee information into the IAPRO database, prior to installing IAPRO at your agency. This is a one-time service offered at no additional cost.

Annual Maintenance

The first year of annual maintenance is provided free of charge. Thereafter annual maintenance is provided on a year-to-year basis and can be discontinued at any time.

The agency's annual maintenance cycle will not commence until training occurs. The first twelve (12) months of annual maintenance is provided free of charge.

CI-Technologies may raise the annual subscription amount by 2% every other year or periodically.

Unless requested otherwise by the agency, the first maintenance invoice will be prorated to bring the agency's invoice cycle up to a January thru December calendar year. Thereafter,



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annual maintenance is invoiced on a calendar year basis, and will be disseminated each year in January.

Annual maintenance includes all end user and technical support via our 800 # and our online support website as well as any associated technical or user documentation. Annual maintenance also includes all new versions of the IAPRO software.

Important Note

The purchase of the IAPRO system does not include hardware, OS licensing or SQL Server licensing.

Most agencies that purchase IAPRO have an existing server with existing Microsoft SQL Server licensing. IAPRO can be installed on your existing hardware and within your existing SQL Server instance.

Employee Preload

CI Technologies offers a free service whereby we will import your employee information into the IAPRO database, prior to installing IAPRO at your agency. This is a one-time service offered at no additional cost.

Training

IAPRO training is conducted by an IAPRO training specialists. Each IAPRO training specialist is a current or former law enforcement professional with extensive investigative experience.

IAPRO training is heavily oriented towards hands-on usage. To this end, a special “training” version of IAPRO is installed on each workstation used for training. This is a full-featured version of IAPRO with demo/training database installed on the workstation hard drive. It is strongly recommended that there be one trainee per training workstation. An LCD projector is also needed for training.

HR Integration

If quoted in this proposal, the HR Integration process will be written as a SQL Stored procedure and will integrate data from an existing SQL Server data source containing the needed employee data elements.

*The integration process will bring in data elements that map to existing data elements within IAPRO. New data elements will not be added.

See the “HR Integration Overview” document for details on this process.



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Data Migration

The purchase price of IAPRO and Blue Team does not include data migration of existing data. If the agency requests a quote can be provided for this service.

Considerations Regarding our Solution

There are aspects of our solution that are distinctive and set us apart from our competitors. They are:

Unlimited use licensing - there are no additional or hidden additional licensing costs: IAPRO pricing is for unlimited use licensing in terms of both the number of users that can run the software concurrently, and the number of workstations the applications can be run on. Our pricing model ensures maximum flexibility for the customer, with all licensing costs paid at point of initial purchase. The customers will never have to purchase additional licensing based on increased or unforeseen future usage requirements. This is important since the participation of front-line personnel - especially supervisors - is crucial in upholding the integrity of the organization, and to constrain their use of the software would greatly limit, if not cripple, its effectiveness.

A three-day annual user's conference is offered to our customers: Each year since 2004, CI Technologies has hosted an Annual Users Conference for our IAPRO customers. Our most recent conference saw over 600 attendees. Each conference consists of a multitrack format that, includes tracks for beginner-level users, advanced users, and users with specialized interests such as designing early intervention programs.

These conferences are a key part of the support services offered to our customers, and meet the following needs:

- Training of new customer staff based on turnover - Inevitably over time our customers will experience turnover in staff, which requires that training be available on an ongoing basis.
- Advanced training - Many customers benefit from advanced training, especially in-depth coverage of features found in new releases of the software.
- Networking with peers - In order to share ideas and approaches to utilizing our software.
- Providing feedback directly to the vendor's staff - The opportunity to provide feedback and suggestions directly to our staff is highly valuable to both our customers



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and our company. This ensures that we have up-to-date information on how best to improve our software and services.

Our Growing Customer Base: Over 900 public safety agencies in the US, Canada, Australia and New Zealand currently run IAPRO and IAPRO with BlueTeam. These agencies range in size from major to one-person IA Units in smaller departments. The size of our customer base reflects our leading position in the Professional Standards software marketplace.

Purchase Orders

Training and installation are scheduled on a first-come-first-served basis.

Due to our current sales backlog, we request to be notified as soon as possible once a purchase decision has been made. Please be sure to fax any purchase orders to us at 800.620.8504 for expeditious handling of your order.

This price quote will remain in-effect through April 7, 2023. Please call or email if you need additional information or have any questions. Thank you again for your interest and consideration!

Best Regards,

A handwritten signature in blue ink, appearing to read 'Dawn M. Sprayberry', on a light blue background.

Dawn M. Sprayberry
dsprayberry@ci-technologies.com
Off: 1.800.620.8504 ext. 709



04/07/2022

City of Hyattsville Police Department
Mr. Antwoine Harvey
Email: AHarvey@hyattsville.org

Mr. Harvey,

Thank you for your interest in our MakeNOTE software. I have outlined the costs associated with implementing MakeNOTE for use agency wide by the City of Hyattsville Police Department.

Supervisory notes are a critical aspect of effective leadership and promote measurable benefits in organizations worldwide.

MakeNOTE is a software solution that enhances supervisory note taking to ensure that maximum gains can be achieved from this best practice.

If you have any questions about MakeNOTE or this quote, please let me know.

This price quote will remain in effect until April 7, 2023.

MakeNOTE Pricing

Item	Price	
Application Licensing – Initial Licensing and ongoing Annual Subscription pricing	Initial Licensing Cost – Year 1	Ongoing Annual subscription Cost – Year 2 and ongoing
MakeNOTE Unlimited Use Site License – City of Hyattsville Police Department <ul style="list-style-type: none"> • Can be installed & run on unlimited number of workstations and other browser equipped devices used by customer staff • Unlimited concurrent use by customer staff • Application and database installation assistance via phone/e-mail For use by employees, temporary staff and other personnel working for or at the customer	\$5,000.00	\$5,000.00
Installation <ul style="list-style-type: none"> • Remote installation of MakeNOTE by technical staff 	Included	
Training <ul style="list-style-type: none"> • 2 days – Remote • Training to be conducted by experienced MakeNOTE trainer staff • Train the trainer model 	\$2,400.00	
Employee Data Integration from IAPro – Designed to refresh the employee data within MakeNOTE with a nightly refresh of data from the IAPro employee file <ul style="list-style-type: none"> • Remote development and deployment • Requires IAPro Employee data to be kept up to date 	Included	

Total MakeNote Initial Licensing cost and ongoing Annual Subscription amount.	\$7,400.00	\$5,000.00
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CI Technologies may raise the annual subscription cost by 2% every other year.

Member Preload

CI Technologies offers a free service whereby we will import your employee information into the MakeNOTE database, prior to installing MakeNOTE at your agency. This is a one-time service offered at no additional cost.

Customer Consultation: The initial phase involves one or more conference calls with our product specialists to review customer needs and configuration options. The customer’s initial configuration is then determined. A separate call with customer IT staff will address server, database and other technical requirements.

Software pre-configuration and installation: The customer’s database is pre-configured and pre-loaded with employee information. An installation package is prepared and supplied to customer IT staff. Software installation takes less than an hour.

Training: MakeNOTE training is conducted onsite by one of our MakeNOTE training specialist. Each MakeNOTE training specialist is a current or retired law enforcement member. MakeNOTE training is heavily oriented towards hands-on usage. An LCD projector is also needed for training.

Optional Human Resource Database Interface

We also offer a separate service whereby we will create a batch process to update your MakeNOTE employee information on a routine basis. If this option is preferred, please contact us so that we can learn more about your existing HR database and possible output formats in order to provide a price quote for this service.

Considerations Regarding our Solution

Centralized, organization-wide storage–All supervisory notes are kept centrally in a database to ensure both accessibility and security.

Industry standard best practices–MakeNOTE’s core features are based on widely followed supervisory practices.

Information retention policies—Ensuring that your organization’s policies are followed is a key part of the MakeNOTE solution.

Vastly flexible organization modeling—MakeNOTE can be configured to reflect your organization’s supervisory relationships and employee documentation processes.

Important Note

The purchase of the MakeNOTE system does not include hardware, OS licensing or SQL Server licensing. Most agencies that purchase MakeNOTE have an existing server with existing Microsoft SQL Server licensing. MakeNOTE can be installed on your existing hardware and within your existing SQL Server instance.

About us

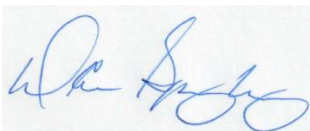
CICAD Technologies, Ltd. is headquartered in Vancouver, British Columbia, Canada. Since its inception, CICAD has provided software programming and other services for CI Technologies, Inc. CI Technologies, Inc. is the leading provider of public safety integrity software solutions worldwide.

Purchase Orders

Training and installation are scheduled on a first-come-first-served basis. Please be sure to fax any purchase orders to us at 800.620.8504 for expeditious handling of your order. Please call or email if you need additional information or have any questions.

Thank you for your interest and consideration!

Best Regards,



Dawn M. Sprayberry
CI Technologies, Inc.

dsprayberry@ci-technologies.com

1.800.620.8504 x709

Public Portal Solution

Proposal and Statement of Work for City of Hyattsville Police Department

April 7, 2022

Prepared by:

Dawn Sprayberry
CI Technologies, Inc.
Off: 800.620.8504 x709
Email: dsprayberry@ci-technologies.com

For:

City of Hyattsville Police Department
Mr. Antwoine Harvey
Email: AHarvey@hyattsville.org

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Public Portal Application Overview

The Public Portal solution is designed to provide a simple, secure and effective public facing web portal that will allow members of the public to enter compliments or complaints that involve employees of the agency.

The Public Portal application has been designed to securely integrate with your IAPro system to provide an effective means to track external complaints and compliments, while providing status updates to members of the public on the submitted incidents.

Key Solution Features

- Accommodates the intake of compliments and complaints from members of the public
- Customizable application logo and data elements



- Provides notification to the member of the public through email or text messaging when the intake has been completed.
- A reference number is generated and sent to the member of the public for future access to the incident

Create New Complaint ✕

File complaint anonymously? Yes No

First Name	Middle Name	Last Name
<input type="text" value="Robert"/>	<input type="text"/>	<input type="text" value="Smith"/>

Preferred Contact Method

<input style="width: 100%;" type="text" value="Both"/>	You will receive notifications through both SMS and email when status updates are available for your submission.
--	--

Email Address	Phone Number
<input type="text" value="rxsmith@hotmail.com"/>	<input style="width: 100%;" type="text" value="+15053241883"/>

Cancel Create

- Incident details, including attachments, are captured during the entry process

INCIDENT INFORMATION

Date & Time Incident Occurred

11/15/2021 - 09:01 AM

Summary*

Describe what occurred during the incident

Officer used profanity during traffic stop.

ADDRESS OF OCCURRENCE

If a specific street address is unavailable, switch to geolocation mode and use the map input instead

Address Mode

Geolocation Mode

Full Address

100 Amherst Street

Show on map

City

Amherst

State

NH

Postal/Zip Code

03031

FILE ATTACHMENTS

Upload any supporting files and/or documentation. Photos of injuries, videos of the incident can be very helpful in our investigations.

No files have been uploaded to this incident yet

Upload Files

OFFICERS



OFFICER 1*

Remove

Badge Number

3455

First Name

William

Last Name

Keene

Description/Additional Information

(List the description of this employee and any additional facts/information specific to this employee)

Add Officer

- Data from the Public Portal application is securely integrated into the agencies IAPro database and available for review

IAPRO Find fast Settings Print Export Options Properties

Modules **Public Portal Incidents: 1 records**

Public Portal ID	Created Date/Time	Occurred Date/Time	Submitted Date/Time	Complainant Name
90cc38d9-28f1-439b-807d-4599f5126af7	90cc38d9-28f1-439b-807d-4599f5 11/15/2021 11:10	11/15/2021 09:00	11/15/2021 11:15	Robert Smith

Import Public Portal Incident

Public Portal ID: 90cc38d9-28f1-439b-807d-4599f5126af7

Date occurred: 11/15/2021 Time occurred: 09:00 Show Original Incident

Date submitted: 11/15/2021 Time submitted: 11:15 Reject Incident

Full street address: 100 Main Street

Suite/Apt?:

City: Goffstown State: NH Zipcode: 03045

Latitude: 43.016766 Longitude: -71.59829

Cancel Import

- Members of the public can access the submitted incident to obtain current status information on their submitted entry

[Return to home page](#)

Citizen Complaint Report

[Print](#)

Complaint ID: 90cc38d9-28f1-439b-807d-4599f5126af7

Status

Amherst Police Department



Complaint Details

Date Created	Date Submitted	Agreement Accepted At	Date of Occurrence
11/15/2021 11:10	11/15/2021 11:15	11/15/2021 11:15	11/15/2021 09:00

Incident Summary

Officer used profanity during traffic stop.

Incident Location

Address

Latitude, Longitude = [43.01677, -71.59829]
100 Main Street, Goffstown, NH, 03045

Statement of Work

Month One - Installation of Public Portal application on customer infrastructure with remote installation assistance provided by CI Technologies technical support staff. Upgrade of companion IPro NextGen application.

Month Two – Remote training and configuration assistance by a CI Technologies Public Portal product specialist. Training will be scheduled to coincide with the “go live” date of the Public Portal application.

Application and services costs

Item	Recurring / subscription based licensing
<p>Public Portal Application Licensing</p> <ul style="list-style-type: none"> • Unlimited-use Site License • Unlimited number of users • Remote installation assistance 	<p>\$ 20,000.00</p> <p><i>Initial up-front purchase of licensing/one-time cost</i></p>
<p>Public Portal Training</p> <ul style="list-style-type: none"> • One day – Remote Training and Configuration assistance 	<p>\$ Included</p>
<p>Limited Time - Early Adopter Licensing Discount</p> <p><i>Pricing requires purchase of the Public Portal Application by July 1, 2022</i></p>	<p>\$ 12,500.00</p>
<p>Total Software and Services</p>	<p>\$ 7,500.00</p>
<p>Recurring licensing subscription costs from Year 2 forward</p>	<p>\$ * 7,500.00</p>

***Public Portal application will remain active at the agency as long as the annual subscription licensing amount is paid and up to date each year.**

Please note that CI Technologies currently increases annual maintenance and subscription prices by 2% every other year. Annual subscription licensing will not be increased more than 2% every other year, or 1% in a given year

Public Portal annual subscription licensing is based on up-front purchase of licensing

Annual Maintenance and Technical Support

Annual maintenance and support services are provided on a year-to-year basis annual maintenance coverage is in-effect.

The agency's annual maintenance cycle will commence when training and configuration assistance occurs, with year 1 being no charge and billing beginning year 2 and forward.

Annual maintenance and support includes all end user and technical support via our 800 # and our online support website as well as any associated technical or user documentation. Annual maintenance also includes all new versions of the Public Portal software.

Annual maintenance includes provision of all new versions of Public Portal software and related materials such as manuals and technical documentation that are released during the period it is in-effect.

Technical support services will be provided via phone and e-mail in a timely manner during the period it is in effect.

Provision of product upgrades

Major and minor Public Portal upgrades are obtainable by customers from our Company's Unite customer support website. Minor upgrades are released roughly monthly, and major ones are release roughly annually.

Provision of technical support

While the annual maintenance agreement is in-effect, CI Technologies will provide technical support to the customer as follows:

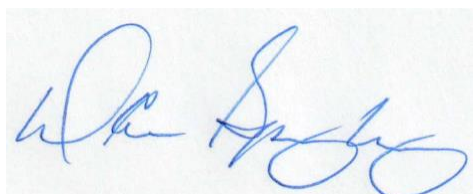
Availability: Via our 1-800 number and personal cell phones during normal working hours. Also, e-mail for lower priority issues. We typically make ourselves available after working hours if a high priority problem is pending.

Two hours is our typical response time to medium and high priority calls. We typically respond to call or e-mails related to training or usage issues within 24 hours.

The following escalation procedures will be employed to insure an appropriate response to any interruption of service in order to minimize downtime. Problems are addressed quickly during the hours of 8:00am and 6:00pm EST Monday through Friday excluding Holidays and weekends.

We appreciate your interest and consideration in using our Public Portal solution!

This proposal will remain in effect until June 30, 2022.

A handwritten signature in blue ink, appearing to read "Dawn Sprayberry". The signature is fluid and cursive, written on a light-colored background.

Dawn Sprayberry
CI Technologies, Inc.
800.620.8504 ext. 707
tconner@ci-technologies.com