



## MAINTENANCE AND SUPPORT AGREEMENT

**AGENCY:** Pennsylvania Commonwealth Photo Image Network (CPIN)  
Central Booking and Livescan Sites

**Term Effective** Start: 1/1/26 End: 12/31/26

**Total 2026 Coverage Cost** ..... \$ 1,174,698.00\*

**\*Paid on a quarterly basis and adjusted throughout the term as required. Less discounts shown on coverage spreadsheet.**

**PAYMENT TERMS:** NET 30 quarterly

### **24X7 SOFTWARE AND HARDWARE SUPPORT FOR ALL SYSTEMS (except as noted)**

- 24X7 Telephone Support: 2 Hour Response
- Remote Dial-in Analysis
- Free Remote SOFTWARE Updates During Normal Business Hours
- Overnight Shipping for Defective HARDWARE with Remote Installation Assistance
- One (1) Preventative Maintenance Service Call
- Free yearly account call review upon request

### **Appendix A – CPIN Coverage: (Amount: \$556,667.00\*)**

Equipment/Software List – See spreadsheet for locations:

Microsoft Windows 10/11

Microsoft SQL Server or SQL Express Software

PhotoManager Application Software

CPIN Capture Wizard Application Software

Pennsylvania Watchlist/Facial Recognition Submission Software

PC Workstation (to include all components such as CPU, Memory, Hard Drives, CD ROM R/W Drive, Power Supply, etc.)

Monitor

Keyboard and Mouse

UPS

Lighting System

Camera System to Include Power Panner

Color Laser Printer\*

Secure Cabinet

Automatic PC, Printer and Camera Replacement Upgrade Program (5 year phased plan as proposed)

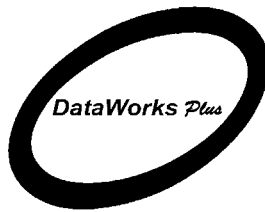
\* DataWorks Plus will provide Warranty coverage for only those printers purchased from DataWorks Plus and used solely for CPIN printing. If printers are attached to a network for general Agency printing the Warranty coverage is void.

Sites having ID Card Systems: See spreadsheet included

ID Card Software

ID Card Printer For Five Years of Useful Life

Other interfaces covered as shown on the spreadsheet



**Appendix B – New AIO /Existing MorphoTrust LiveScan Coverage: (Amount: \$618,031.00\*)**

Site Equipment/Software List – See spreadsheet for locations:

TP5300 LiveScan Hardware  
TP5600 Livescan & Workstation Hardware  
LiveScan Plus Application Software  
FBI Certified Network Fingerprint Card Printer  
Workstation PC  
Hard Drive  
Monitor  
Keyboard  
Mouse  
UPS

Coverage details:

DataWorks will provide 7/24 Remote Toll Free Help Desk Telephone Livescan Application and Workstation Support. If escalated beyond Remote Support, Schedule On-Site Service during regular Business Hours to (1) Repair or replace TP5300 or TP5600 Livescan Scanner or System (2) Repair or replace the Livescan Workstation PC to include Hard Drives, Monitors, keyboards, Mouse, UPS, etc. and/or the Fingerprint Card Printer.

Preventative Maintenance Service Calls:

Preventive maintenance service calls consist of System inspection, cleaning, verification of calibration, and verification of proper System configuration and operation in accordance with DataWorks Plus specifications for such System and System Components. DataWorks Plus and Customer will seek to agree upon the scheduling of the preventive maintenance service call promptly after commencement of the term of this Agreement and the commencement of any renewal term.

Additional Preventative Maintenance service calls can be purchased for the sum of \$350.00 per call and will be coordinated and scheduled with the site upon receipt of the Purchase Order or other contract vehicle.



## **1. REPORTING A PROBLEM TO DATAWORKS PLUS:**

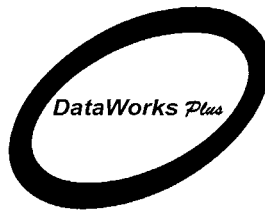
- 1.1 The ***Member Agencies of the Pennsylvania Chiefs of Police Association*** can contact Technical Support using either of the following options:
  - Toll-free telephone support (**866-632-2780, dial "3" for Customer Support**)
  - Email: ***support@dataworksplus.com***
  - Customers can also generate web-based support tickets by visiting:  
**[www.dataworksplus.com/support](http://www.dataworksplus.com/support)**.
- 1.2 The ***Member Agencies of the Pennsylvania Chiefs of Police Association*** should use our toll-free number to report problems that require immediate attention. To expedite the problem, the ***Member Agencies of the Pennsylvania Chiefs of Police Association*** needs to have readily available, the machine name or IP address of HARDWARE or SOFTWARE with the problem, the type of SOFTWARE with the issue and a sample record number.

## **2. DATAWORKS PLUS RESOLUTION PROCESS: (SEE ADDENDUM/EXCLUSIONS)**

- 2.1 DATAWORKS PLUS Technical Support Team will open a ticket in our tracking system as acknowledgment of an issue reported to us. The ***Member Agencies of the Pennsylvania Chiefs of Police Association*** can request a ticket number for their tracking purposes.
- 2.2 DATAWORKS PLUS Technical Support will connect to the system remotely to determine the problem and resolution.
  - DATAWORKS PLUS will contact the ***Member Agencies of the Pennsylvania Chiefs of Police Association*** upon closure of the ticket.
  - DATAWORKS PLUS will, at no additional expense to the ***Member Agencies of the Pennsylvania Chiefs of Police Association***, correct any failures of the covered SOFTWARE to meet its specifications.
- 2.3 If the remote site support does not satisfactorily resolve the problem, DATAWORKS PLUS may choose to send a qualified technician to your site to correct the problem. The decision to send a technician onsite will be at the sole discretion of DATAWORKS PLUS and will be done at no additional expense to the ***Member Agencies of the Pennsylvania Chiefs of Police Association***.

## **3. DATAWORKS PLUS (DWP) RESPONSIBILITIES TO SOFTWARE:**

- 3.1 DATAWORKS PLUS will, at no additional expense to the ***Member Agencies of the Pennsylvania Chiefs of Police Association***, provide all enhancements, additions and updates to the DWP Applications SOFTWARE. The ***Member Agencies of the Pennsylvania Chiefs of Police Association*** can contact our Technical Support team to schedule DWP Applications SOFTWARE updates for any DWP Applications SOFTWARE purchased from DATAWORKS PLUS. All SOFTWARE updates should be scheduled during normal business hours. Fees for non-business hours updates can be provided as needed.
  - ✓ DATAWORKS PLUS warrants that its products are free from viruses. Any virus introduced to the ***Member Agencies of the Pennsylvania Chiefs of Police Association's*** system by DATAWORKS PLUS will be remedied at the sole expense of DATAWORKS PLUS.



**4. MEMBER AGENCIES OF THE PENNSYLVANIA CHIEFS OF POLICE ASSOCIATION'S RESPONSIBILITIES:**

- 4.1 Maintenance does not cover virus protection or system failure due to virus infection. The on-site system administrator is responsible for Operating System SOFTWARE updates and Anti-virus SOFTWARE updates. The ***Member Agencies of the Pennsylvania Chiefs of Police Association*** will be responsible for any damage or failure caused by a computer virus. In the event that a system becomes infected and the ***Member Agencies of the Pennsylvania Chiefs of Police Association*** requires assistance, DATAWORKS PLUS will assist the ***Member Agencies of the Pennsylvania Chiefs of Police Association*** on a time and materials basis. Systems that have been infected can contact DATAWORKS PLUS to assist with rebuilds after they have completed a complete virus scan and malware scan of the system.
- 4.2 However, the ***Member Agencies of the Pennsylvania Chiefs of Police Association*** can, at no additional expense, contact our technical support team for assistance in setting the proper exclusions for anti-virus solutions provided by the ***Member Agencies of the Pennsylvania Chiefs of Police Association***.
- 4.3 The ***Member Agencies of the Pennsylvania Chiefs of Police Association*** is responsible for providing a backup solution and ensuring that backups are being conducted. The ***Member Agencies of the Pennsylvania Chiefs of Police Association*** can, at no additional expense, contact DATAWORKS PLUS support to configure SQL backups to disk or USB drive. DATAWORKS PLUS encourages customers to provide a 3rd party backup solution.

**5. DATAWORKS PLUS HARDWARE RESPONSIBILITIES: (The section below relates to HARDWARE listed on this contract that is covered by DATAWORKS PLUS)**

- 5.1 DATAWORKS PLUS will, at no additional expense to the ***Member Agencies of the Pennsylvania Chiefs of Police Association***, repair or replace any piece of covered HARDWARE that malfunctions due to normal wear and tear. This does not cover HARDWARE malfunctions due to acts of God, abusive damage or accidents, or HARDWARE/HARDWARE components replaced at the discretion of the ***Member Agencies of the Pennsylvania Chiefs of Police Association***.
- 5.2 This contract does not include consumable items such as (but not limited to) printer paper, printer ribbons, toner, photographic paper, print heads, magnetic tapes, or transfer ribbons for printers.
- 5.3 DATAWORKS PLUS reserves the right to replace any piece of covered HARDWARE with the same or comparable model if the existing model is no longer available. The decision to replace HARDWARE is at the sole discretion of DATAWORKS PLUS.
- 5.4 DATAWORKS PLUS reserves the right to discontinue coverage for printers that become "general use" printers, instead of printers used exclusively for DATAWORKS PLUS applications. In this event, DATAWORKS PLUS will honor the terms in this agreement but may discontinue coverage upon contract renewal.
- 5.5 DATAWORKS PLUS will, at no additional expense to the ***Member Agencies of the Pennsylvania Chiefs of Police Association***, provide next-day delivery (except Sundays and Holidays, in which case, delivery will be scheduled for the next business day) of a replacement unit for any piece of covered HARDWARE that malfunctions due to normal wear and tear. DATAWORKS PLUS will provide next-day delivery by UPS Red Label, FedEx Priority Overnight, or a similar service. Replacement units will be



loaned to the **Member Agencies of the Pennsylvania Chiefs of Police Association** until DATAWORKS PLUS has repaired the failed unit or until DATAWORKS PLUS makes the decision to provide a permanent replacement.

- 5.6 DATAWORKS will provide telephone assistance for connectivity for defective HARDWARE listed below: Camera equipment, panner sets, keyboards, external disk drives, monitors, mice.
- 5.7 DATAWORKS PLUS will, at no additional expense to the **Member Agencies of the Pennsylvania Chiefs of Police Association**, provide all HARDWARE and firmware updates as deemed necessary, for all HARDWARE purchased from DATAWORKS PLUS and all DATAWORKS PLUS SOFTWARE applications.

#### **6. CONNECTIVITY:**

- 6.1 DATAWORKS PLUS will provide upon request, at no additional expense to the **Member Agencies of the Pennsylvania Chiefs of Police Association**, one USB modem, modem SOFTWARE, and remote connectivity SOFTWARE (such as VNC or Remote Desktop) necessary to provide remote site support. The **Member Agencies of the Pennsylvania Chiefs of Police Association** is responsible for providing a VPN or direct-inward-dial telephone line. DATAWORKS PLUS is not responsible for any annual or monthly SOFTWARE fees for connectivity purposes.

#### **7. ADDITIONAL TRAINING:**

- 7.1 Upon request, DATAWORKS PLUS will provide a 30% discount on refresher training to the **Member Agencies of the Pennsylvania Chiefs of Police Association**. Quotes for training can be obtained by contacting Deanna Allen, Director of Technical Support, at 866 632 2780 x 6731.

#### **8. ASSISTANCE BEYOND THE SCOPE OF THIS CONTRACT:**

- 8.1 Additional engineering and support efforts by DATAWORKS PLUS, beyond the scope of this agreement, may be charged as follows. This may include any related travel and administrative expenses.

##### **BILLABLE RATES**

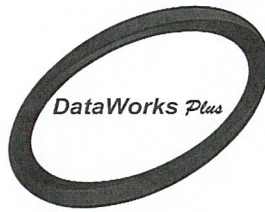
##### **(Outside the scope of a current Maintenance and Support Agreement)**

8 a.m. – 5 p.m. (M-F, local time)	\$180 per hour, 2 hours minimum charge
After 5 p.m., Saturday, Sunday and Holidays	\$260 per hour, 2 hours minimum charge

#### **9. CONTRACT CANCELLATION:**

- 9.1 The **Member Agencies of the Pennsylvania Chiefs of Police Association** through written notification to DATAWORKS PLUS may cancel this maintenance/support agreement. Any unused portion of the maintenance/support costs listed on this contract will be refunded to the **Member Agencies of the Pennsylvania Chiefs of Police Association** at a pro-rated amount.

DataWorks Plus, LLC  
728 N. Pleasantburg Drive  
Greenville, SC 29607



866-632-2780 (Toll-Free)  
864.672.2780 (P)  
864.672.2787 (F)

*\*\*See Addendums A and B for information on moving SOFTWARE licenses to new HARDWARE and Non-Maintenance Time and Materials Rates.*

DATAWORKS PLUS

Federal ID: 57-1104887

Name: Jessica Mensing

*Jessica Mensing*

Signature: \_\_\_\_\_

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

Invoice: TBD

***Member Agencies of the Pennsylvania Chiefs of Police Association***

Name: Scott Bohn

*Scott Bohn*

Signature: \_\_\_\_\_

Title: Executive Director

Date: 01/05/26

PO#: \_\_\_\_\_

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DATAWORKS PLUS 2025 INTERCONNECT CONFERENCE REGISTRATION FORM

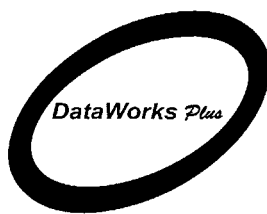
☐ Please check the box if you would like to be billed for attending our 2026 InterConnect advanced training conference. This will be added to your maintenance invoice.

Price is \$2,500.00 per individual and includes airfare and hotel accommodations. Money can be refunded as long as no tickets or confirmed reservations have been made.

_____	x	<u>\$2,500.00</u>	=	_____
# Attendees	x	\$2,500.00	=	Total

The total will be added to your maintenance invoice or you can request a separate invoice. Check our website regularly for more details.

**[www.DataWorksPlus.com](http://www.DataWorksPlus.com)**



## **ADDENDUM A**

Occasionally, customers have a need to move our SOFTWARE licenses to new HARDWARE, either due to HARDWARE failure or simply as a HARDWARE upgrade. DATAWORKS PLUS considers application upgrades as a part of our standard maintenance plan. However, system moves are not covered under the plan. Customer should contact DATAWORKS PLUS for pricing for system moves. Customers who need to move SOFTWARE/databases to new HARDWARE will need to do the following:

- 1.** Contact DATAWORKS PLUS at **866.632.2780 x6731** for pricing and scheduling;
  - 2.** Provide DATAWORKS PLUS with an equivalent HARDWARE solution as the original HARDWARE, with any SOFTWARE installed that was originally installed by the Agency;
  - 3.** Provide VPN access to the new system and the old system simultaneously until the move is complete;
  - 4.** Provide access to system backups and logs.
- DATAWORKS PLUS is not responsible for providing on-site assistance in the event of customer provided hardware failure.
  - DATAWORKS PLUS is not responsible for engineering/development work to reconstruct corrupt databases due to customer-provided hardware failure, or failure due to viruses/malware.
  - Customers who wish to schedule license moves and/or hardware upgrades may contact DATAWORKS PLUS for fees and scheduling.
  - Customers may contact us for pricing for a maintenance uplift plan that includes software license moves.
  - Our standard rates of \$180 per hour, 2 hour minimum, will apply for any installation or deployment related support issues after the initial training and installation for Kiosk.





## **ADDENDUM B**

### **DATAWORKS PLUS Non-Customer Time and Materials Information Sheet**

DATAWORKS PLUS regrets that your Agency will no longer continue with a standard maintenance contract and hope to work with you as a regular maintenance customer in the future. To assist you during this time, please review the following "Time and Materials" procedures listed below:

- If technical assistance is needed, please contact DATAWORKS PLUS at 866.632.2780 x 3. The rate for T&M customers is as follows:

#### **BILLABLE RATES (Without a Maintenance and Support Agreement)**

8 a.m. – 5 p.m. (M-F, local time)	\$225 per hour, 2 hours minimum charge
After 5 p.m., Saturday, Sunday and Holidays	\$450 per hour, 2 hours minimum charge

- DATAWORKS PLUS will open a ticket for your Agency but will need a purchase order from your Agency before proceeding. Typically, this purchase order will be for the two-hour minimum listed above.
- Upon receipt of the purchase order, our technicians will connect to your site to determine the cause of the problem and an estimate of time for resolution.
- If the problem can be resolved during the two-hour minimum time-frame listed in the purchase order, we will proceed with the repair. DATAWORKS PLUS support technicians will contact your Agency before going above the time limit issued by your Agency.
- If the problem requires HARDWARE to resolve, DATAWORKS PLUS will issue your Agency a quote for the HARDWARE separately, provided the HARDWARE is not listed as obsolete by DATAWORKS PLUS. T&M agencies are responsible for shipping costs for the replacement HARDWARE.
- Upon closure of the ticket, DATAWORKS PLUS will issue an invoice with the purchase order given at the time of the initial call. Please note that agencies with current maintenance contracts will get priority in our support tracking system. However, we are happy to give agencies a time-frame for resolution.
- DATAWORKS PLUS does not provide on-site support for non-maintenance customers.
- DATAWORKS PLUS does not provide SOFTWARE upgrades for non-maintenance customers.

It is our desire to assist agencies in a timely fashion and to the satisfaction of those agencies. Please sign and return this letter along with your PO as acknowledgement to this agreement.

Agency Name: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

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

PO#: \_\_\_\_\_