

## 2021 Minimum Recommended Back-Up Procedures

**\*\*\*CRITICAL REQUIREMENT\*\*\***

*Every year clients lose data due to ransomware, hardware failures and viruses.  
Please take proper precautions to protect and back-up your data.*

Edmunds GovTech strongly recommends performing regular backups on your MCSJ database. It is best to deploy a solution that backs up your data to a local media and off-site/cloud location as well so that it can be recovered in the event of a total loss. Edmunds GovTech offers a DataVault solution that automatically backs up your MCSJ data to the cloud daily.

Failure to follow these recommendations can greatly reduce our ability to help you recover from data loss. All consultations will be billable at our current hourly rate of \$150 per hour regardless of your hardware maintenance coverage plan. Please review the minimum suggested back up procedures listed below to help keep your data safe.

- The MCSJ database (mcsDB) should be backed up daily to separate media. One for each day of the week. This should not be done while users are in the system.
- Complete MCSJ directory back up should be done at least weekly.
- Media (tapes/flash drives/external HD) should be rotated and taken off site.
- Monthly media should be archived for at least 3 months.
- Backups should be tested by being fully restored at least every 30 days to verify MCSJ is being successfully backed up. DO NOT test by restoring to the original location, this will overwrite your live database.

If activated the MCSJ application warns you if MCSJ data files have not been backed up in 4 days. It is the responsibility of each client to insure the success of these MCSJ data backups and including any other critical data is also being properly backed up.

Client Name: Boroughs of Alpha Date: 5/6/21  
Employee Signature: Craig S. Dunwell  
Printed Name: Craig S. Dunwell, Mayor

**Please make a copy for your records and distribute as necessary.**  
**Please sign, scan, and email to [AR@EdmundsGovTech.com](mailto:AR@EdmundsGovTech.com).**

## 2021 MCSJ Software Support & License Agreement

To receive continued Application Software Support and MCSJ System upgrades from Edmunds GovTech (EGT), you must enter into this agreement.

1. Any defects in the EGT Application Software as determined by EGT will be corrected at no cost to the user, provided the said defect is not the result of misuse, operator error, or is beyond the original requirements of the system specifications.
2. EGT is responsible for providing software support under this agreement only for its proprietary application software. This includes all MCSJ licensed products. Support for third party products, i.e.; Microsoft Office, UCAARS, etc. are not covered under this agreement and all phone or on-site support is a billable service. Our minimum hourly rate is \$150 with at least one-half hour billable.
3. EGT proprietary end user documentation, FAQs, helpful hints, video tutorials and such are for client use only and not to be distributed.
4. Standard telephone support will be available from 8:00am to 5:00 pm EST, Monday through Friday excluding holidays.
5. Each user of EGT MCSJ software is required to have a high-speed connection. EGT will provide support, enhancements and instruction for our application software via the Internet. Lack of compliance that requires an onsite visit is billable at the rate of \$ 150 per hour for each person and reasonable travel expenses.
6. EGT's liability, damages or remedy on any claim shall not exceed the original cost of the EGT MCSJ software system. In no event shall EGT be held liable for consequential, incidental, indirect, special, punitive or exemplary damages, for loss, damage or expense directly or indirectly arising from the client's inability to use our products.
7. No action arising from use of EGT's MCSJ software systems may be commenced more than 1 year after the basis for such claim could reasonably have been discovered.
8. EGT reserves the right to withdraw without penalty any EGT application software package from coverage at our sole discretion upon one-hundred-twenty (120) days' notice.
9. This agreement must be signed and returned by December 31, 2020 for continued support. The effective date of this agreement is January 1, 2021 through December 31, 2021.

Client Name: Borough of Alpha

Authorized Representative: Craig S. Donnell

Signature

Date: 5/6/21

Printed Name: Craig S. Donnell, Mayor