Professional Services Agreement

Customer: Yamhill County Sheriff's Office
Address: 535 NE 5th Street Room 143 McMinnville, OR 97128

1. **Purpose:** This is a statement of policy for customers of FileOnQ. FileOnQ strives to provide prompt, quality service for our customers the first time, every time, in a manner that ensures the customer's success with their FileOnQ software product. The levels of service provided are measured and monitored by the Chief Deployment Officer.

2. **Mission:** The mission of FileOnQ is to provide fast, friendly and professional service and to go beyond the minimum requirements to ensure customer satisfaction and success with our products.

3. **Definitions:**
   - **Help Desk:** Customer's internal support resource who provides Level I support for the software.
   - **Customer Contact:** Person designated as the primary contact for Support calls. Only authorized Customer Contacts will be allowed to contact FileOnQ Technical Support.
   - **Technical Support:** Staff and resources dedicated to Level II support of all customer support issues.
   - **Level III Support:** Members of engineering assigned to resolve complex customer issues.
   - **Customer:** Users of FileOnQ software who have chosen a direct support relationship with FileOnQ, who have a valid maintenance contract, and are using a current version of the software.
   - **Emergency Support:** Issues at priority 0 or 1, as defined in section 3, requiring support outside of normal service hours. Telephone Support coverage is defined in section 11.

4. **Goals and Metrics:**
   Response Time: The time between the Customer Contact notifying Technical Support of their need for support and the return call from Technical Support. Escalation Time: The time between the start of troubleshooting by Technical Support and the escalation of the issue to Level III Support or Support Management.

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Priority Level	Description	Response Time	Escalation Time
0	System down. Users unable to access or input records.	1 hour	1 hour
1	Significant problem. Multiple users are down or key function is unavailable.	1 hour	2 hours
2	Minor problem. Some records not available or a feature is not operating properly.	2 hours	1 day
3	Intermittent. Problem may slow down data input or retrieval, or a workaround is needed to use a feature.	2 hours	1 month
4	Cosmetic. Does not affect ability to efficiently enter and retrieve data or use all required features	4 hours	6 months

FileOnQ measures response and escalation times monthly and conducts regular customer satisfaction surveys.

5. **Services to be provided by FileOnQ Technical Support:**
   - Customer telephone support
   - Customer e-mail support
   - Use of GoToMeeting for troubleshooting assistance
   - After hours emergency support
   - On-site support available at an hourly rate plus travel expenses
   - Limited emergency hardware loaners
   - Escalation to level III support
   - Escalations to 3rd party supplier
   - Unresolved Calls reporting

6. **Service Levels:** For each of the services specified in section 4, a parameter or set of parameters, which give a measure of the quality of the service, is specified. The target values for these parameters represent the service level that FileOnQ strives to provide. The FileOnQ Director of Customer Services may modify these parameters as needed. Modifications to this agreement will not commence until the customer has been given 30 days' notice. FileOnQ shall not be required to honor these commitments should the contract between FileOnQ and the customer be canceled.

   Customer telephone support: Telephone support is provided on a call back basis. Once a message is left, a support analyst will return the call within the response time specified in section 3. Problems are handled immediately, and resolution is not to exceed the escalation time specified in section 4 before being escalated to level III support. Telephone support coverage is defined in section 11.

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Customer e-mail support: The response time for e-mail support is not to exceed 24 hours (excluding weekends and holidays), although it will typically be less than 4 hours. Problems are answered immediately when read, unless the problem requires escalation.

Use of GoToAssist™ or GoToMeeting™ for troubleshooting assistance: FileOnQ Support Analysts may use our GoTo enabled website to access machines to assist in troubleshooting. GoToAssist will allow the Analyst to see what the customer is seeing and control the customer's PC. This is available only to customers who have Internet access available to their machines. FileOnQ cannot access any machine without the customer's permission.

After-hours emergency support: FileOnQ offers emergency technical support during times not covered by normal support hours defined in section 11. This option is available to customers who choose to purchase our premier maintenance contact. The response time for emergency voice mail messages is not to exceed 2 hours. Problems are handled immediately; however, some company resources may not be available at the time of service, which may affect the overall resolution of the problem.

On-site support available at an hourly rate plus travel expenses: FileOnQ provides on-site technical support for an hourly rate, plus travel expenses, should a problem be deemed unsolvable via the telephone or on-line web support. The Director of Customer Services will give authorization for on-site support.

Limited Hardware Loaners: FileOnQ provides a limited inventory of hardware loaners (such as barcode scanners), for any equipment purchased from FileOnQ that fails and requires service from the manufacturer. These loaners can be shipped next day air upon FileOnQ's receipt of a valid PO for the value of the equipment to be shipped. PO's must be received by 2:30 PM Pacific Time to be shipped that day. Hardware not returned within 30 days of shipment will be invoiced for the full cost.

Escalation to level III support: Problems that cannot be resolved within a reasonable time after the initial contact will be escalated to level III support based on the escalation schedule defined in section 3. FileOnQ will direct all resources necessary to bring the problem to resolution.

Escalation to 3rd party vendor: In some instances, the customer may receive a higher level of service working directly with the vendor or manufacturer of one of the 3rd party products supplied by FileOnQ. Technical Support may direct the customer to those resources as needed.

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FileOnQ

Unresolved Calls reporting: The FileOnQ Director of Customer Services will run an Unresolved Calls Report on a weekly basis in order to monitor quality. Results are reported to FileOnQ upper management and discussed with appropriate staff members.

7. **Scope and Limitations:**
   FileOnQ will provide support for software manufactured by FileOnQ. This includes:

   1. Installation and configuration support for the FileOnQ Server application
   2. Installation and configuration support for the FileOnQ Client application
   3. Hardware configurations
   4. Defect maintenance
   5. Database problems caused by a supported FileOnQ product.

   Support will be provided either by email or telephone and/or online web support. Support will only be provided to authorized Customer Contacts who are familiar with the FileOnQ products in use. The Customer Contact must also be familiar with the application being run.
   The following list details some of the issues that are not covered by a maintenance contract. This list should in no way be considered exhaustive.

   1. Database Management
   2. Maintenance or troubleshooting of the network
      a. Connections
      b. Operating system
      c. Infrastructure
   3. Data or system security
   4. 3rd Party Software
   5. Maintenance of the Server
      a. Operating System
      b. Hardware

8. **Management Escalation Procedure:** All requests to escalate to management will be responded to by the Director of Customer Services within 2 hours. In the event the Director of Customer Services is unavailable, the backup team member will handle the problem and use all available resources to remedy the problem.

9. **Defect Prioritization:** Defects discovered by Technical Support on shipping versions of software will be reported to the Engineering team. These defects will be prioritized with other issues. Customer priorities will be based on the following criteria:

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![FileOnQ logo]

Number of customers potentially impacted by the defect
Severity of the defect to the operation of the customer
Impact to data integrity

10. **Defect Resolution:** Defect resolution may take any one of the following forms at the discretion of the Defect Resolution Team (executive staff from Customer Support, Development and Quality Assurance).

Work around
1. Redesign of the customer's application
2. A change in the database
3. A change in the customer's operational procedures
4. Other

Installation of a software patch
Upgrade to a newer release of the version

11. **Customer Responsibilities:** FileOnQ will support software that is provided to the customer by FileOnQ. FileOnQ cannot take responsibility for managing or maintaining a customer's network or database.

- Customer must utilize their internal Help Desk for assistance before calling FileOnQ Technical Support.
- Caller must be an authorized Customer contact, familiar with the client and server portions of the software.
- Caller must be an authorized Customer contact, familiar with the application and their own data management.
- IT resources may be required for some issues.
- Customer must be using current versions of FileOnQ software.

12. **Operational Procedures:**
Contact information
1. Email: Support@fileonq.com
2. Emergency Phone Support: 1-800-603-6802 select extension 4 from the menu

Service Hours
1. Monday through Friday 5:00 AM to 5:00 PM Pacific Standard Time excluding holidays.
2. After hours support covering evenings, weekends, and holidays after business hours is an option.

Call Tracking
1. Customer records will be maintained in a Customer Support Call Tracking system. All communications between the customer and Technical Support will be logged under the customer record to maintain a history of the

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customer's system and issues to allow for personalized service and support.

2. FileOnQ will utilize this system to maintain control of all incoming and open issues with the customer to provide the highest level of service and follow-up.

   Prioritization

Most calls will be handled on a first come first served basis; however, situations of a critical nature may be taken out of turn. Customers must communicate the level of criticality when contacting FileOnQ based on the chart in section 3.

This professional service agreement is valid as long as the subscription is active.

Steve Paxton
_____
Steve Paxton
FileOnQ, Inc.
Public Safety Consultant
425-343-4201

November 27, 2024
_____
Date

Approved by the BOC on:12/5/24

via Board Order No.:24-349

Yamhill County
Signed by:
Lindsay Berschauer
_____
1E3542C8E2074D7...
Chair, LINDSAY BERSCHAUER

1/15/2025
_____
Date

APPROVED AS TO CONTENT
[signature]
_____
Sam Elliott, Yamhill County Sheriff

APPROVED AS TO CONTENT
Signed by:
Shane Hoffman
_____
2117F9BB90B442B...
Shane Hoffman, IT Director

APPROVED AS TO FORM
Signed by:
Jodi Gollehon
_____
1B2A1369424542B...
County Counsel

YAMHILL COUNTY STANDARD PURCHASE ORDER TERMS & CONDITIONS

1. Definitions.

1.1 "Contract" means the entire written agreement between the parties, including but not limited to the solicitation, including any specifications or attachments thereto, and all provisions therein; these Terms and Conditions; solicitation instructions; solicitation and Contract amendments, if any; the purchase order; and the price agreement document.

1.2 "Contractor" means a person or organization with which the County has contracted for the purchase of goods and/or services.

1.3 "County" means Yamhill County.

2. Conflicting Provisions. In the event of any inconsistency between the provisions within these Terms and Conditions and any provision within another Contract document, these Terms and Condition shall govern and control.

3. Amendments. The terms of the Contract shall not be waived, altered, modified, supplemented or amended in any manner whatsoever without prior written approval of the County.

4. Delivery. All deliveries shall be F.O.B. destination. The Contractor shall pay all transportation and handling charges. The Contractor is responsible and liable for loss or damage until final inspection and acceptance, at which time responsibility shall pass to the County except as to latent defects, fraud and the Contractor's warranty obligations.

5. Inspections. The County may inspect and test the goods and/or services provided under the Contract. The County may reject non-conforming goods and/or services and require the Contractor to correct them without charge or deliver them at a reduced price, whatever so chosen by the County to be the most equitable. If the Contractor is unable or refuses to cure any defects within a time deemed reasonable by the County, the County may reject the goods and/or services and cancel the Contract in whole or in part. This paragraph does not affect or limit the County's rights, including its rights under the Uniform Commercial Code, ORS chapter 72 (UCC).

6. Warranties. Unless otherwise stated, all goods provided under the Contract shall be new and the current model and shall carry full manufacturer warranties. The Contractor warrants all goods delivered to be free from defects in labor, material, and manufacture and to be in compliance with the solicitation specifications. All implied and express warranty provisions of the Uniform Commercial Code (ORS Chapter 72) are hereby incorporated into the Contract. For any services provided under the Contract, Contractor warrants that performance shall be in a good and workmanlike manner and in accordance with professional standards applicable to the work. All warranties shall run to the County and shall survive termination, cancellation or expiration of the Contract.

7. Payment. The County shall pay the Contractor within 30 days following the date the order is delivered and accepted or the date the invoice is received, whichever is later. If the County fails to pay within 45 days of such date, the Contractor may assess overdue account charges up to a rate of 2/3% per month (8% APR) or the maximum rate allowed by law on the outstanding balance.

8. Termination.

8.1 Mutual Agreement. The Contract may be terminated by mutual written agreement.

8.2 For Cause. The County may immediately terminate the Contract without liability or penalty for any of the following causes:
- The Contractor breaches any of the provisions of the Contract.
- The Contractor no longer holds all licenses or certificates that are required to provide the goods or perform the services required under the Contract;
- The County lacks lawful funding, appropriations, limitations, or other expenditure authority; or
- Federal, state, or local laws, regulations, or guidelines now prohibit performance of or payment for the goods and/or services under the Contract.

9. Force Majeure. Neither party shall be held responsible for delay or default caused by fire, riot, acts of God and/or war, which is beyond the party's reasonable control. The Contractor shall make all reasonable efforts to remove or eliminate such a cause of delay or default and shall, upon cessation of the cause, diligently pursue performance of its obligations under the Contract. The County may terminate the Contract upon written notice after determining such delay or default will reasonably prevent successful performance of the Contract.

10. Indemnification. Each party shall defend, indemnify and hold harmless the other party and its officers, employees and agents from claims, suits and actions of any nature arising out of or related to (i) injury to any person or damage to property caused by the negligence or other wrongful acts or omissions of the party, its officers, employees, or agents; or (ii) failure or refusal of one party to perform or fulfill its responsibilities under the Contract or any law, through no fault of the other party. The obligations or rights under this section may not be delegated or assigned without the express written consent of the County.

11. Insurance. The Contractor shall obtain and maintain in full force at the Contractor's expense, in amounts that meet or exceed the limits set forth under the Oregon Tort Claims Act, as codified in ORS 30.260 to 30.300, throughout the duration of the Contract and any warranty or extension periods, the following insurance coverage where applicable:
- ☐ General Commercial Liability
- ☐ Automobile Liability
- ☐ Professional Liability
- ☐ Workers Compensation in accordance with ORS 656.017

12. Governing Law; Jurisdiction; Venue; Attorney's Fees. The Contract shall be governed and construed in accordance with the laws of the State of Oregon, without resort to any jurisdiction's conflict of laws rules or doctrines. Any claim, action, suit, or proceeding (collectively, "the claim") between the County (and/or any other agency or department of Yamhill County) and the Contractor that arises from or relates to the Contract shall be brought and conducted solely and exclusively within the Circuit Court of Yamhill County for the State of Oregon. Provided, however, if the claim must be brought in a federal forum, then it shall be brought and conducted solely and exclusively within the United States District Court for the District of Oregon. The Contractor hereby consents to the in personam jurisdiction of said courts. Each party shall be responsible for the party's attorney fees, costs and disbursements at all times including appeals.

13. Compliance with Applicable Laws. The Contractor shall comply with all federal, state and local laws, codes, regulations and ordinances applicable to the provision of goods and/or services under the Contract, including, without limitation, the provisions of ORS 279B.220 through 279B.235, ORS 279C.505 through ORS 279C.525, and the provisions of: (i) Title VI of the Civil Rights Act of 1964; (ii) Section V of the Rehabilitation Act of 1973; (iii) the Americans with Disabilities Act of 1990 (Pub L No 101- 336), ORS 659A.142, and all amendments of and regulations and administrative rules established pursuant to those laws; and (iv) all other applicable requirements of federal and state statutes, rules, and regulations, which are incorporated herein by this reference.

14. Award to Foreign Contractor. If the Contractor is not domiciled in or registered to do business in the State of Oregon, the Contractor shall promptly provide to the Oregon Department of Revenue and the Secretary of State Corporation Division all information required by those agencies relative to the Contract. The County shall withhold final payment under the Contract until the Contractor has met this requirement.

15. Records Maintenance; Access. The Contractor shall maintain all accounting records relating to the Contract according to Oregon Accounting Manual (OAM) and any other records relating to Contractor's performance ("Records") for six (6) years from final payment and/or termination, or as otherwise required by law. Contractor shall grant the County and its agencies, the Secretary of State, the federal government, and their duly authorized representative's access to the Records, including reviewing, auditing, copying, and making transcripts.

16. Assignment/Delegation/Successors. The Contractor shall not assign, delegate nor transfer any of its rights or obligations under the Contract without the County's prior written consent. The provisions of the Contract shall be binding upon and shall inure to the benefit of the parties to the Contract and their respective successors and assigns.

17. Waiver. The County's failure to enforce any provision of the Contract is not a waiver or relinquishment by the County of its rights to such performance in the future or to enforce any other provisions.

18. Survival. All rights and obligations shall cease upon termination or expiration of the Contract, except for those rights and obligations that by their nature or express terms survive termination of this agreement.

19. Tax Certification. The Contractor certifies that it is not in violation of any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means those programs listed in ORS 305.380(4).

CONTRACTOR

Steve Paxton
_____
Signature

Steve Paxton
_____
Name (printed)

YAMHILL COUNTY

Signed by:
Lindsay Berschauer
1E3542C8E2074D7...
_____
Signature

Lindsay Berschauer
_____
Name (printed)

Board Order No.24-349

Updated 12.12.2024

FileOnQ®
Public Safety Platform

PROPERTY & EVIDENCE PLATFORM SOLUTION

PROPOSAL FOR
Yamhill County Sheriff's Office

*You have an important job to
do. We want to help you do it
with excellence.*

PREPARED BY
Steve Paxton

SteveP@FileOnQ.com
425-343-4201
https://fileonq.com

EXHIBIT A
BO 24-349

REF#: 203209

November 1, 2024

FileOnQ Platform Solution Overview

Hello Nicole,

This is a proposal for our **EvidenceOnQ and DigitalOnQ** applications, a complete evidence management solution for your organization. I have also included pricing for each application separately. Please let me know if you have questions.

EvidenceOnQ - Property and Evidence Management System

- Quickly track chain-of-custody of seized evidence with sophisticated barcode scanning.

- Monitor the lifecycle of evidence through automated disposition review and reduce your property and evidence inventory.

- Increase internal transparency and efficiency using the comprehensive EvidenceOnQ inventory and auditing tools. EvidenceOnQ's inventory and auditing tools are fast and easy to use.

- Application and WebView access. Review a tailored, real-time dashboard of important property and evidence management information, activities, and statistics.

- Eliminate paper documentation and duplicate, repetitive work.

- Accurately track property and evidence retention for storage and purging.

- Efficiently conduct property and evidence audits and inventories.

DigitalOnQ - Digital Evidence Management System

- Store and manage all your digital evidence including BWC video, in-car camera video, officer collected digital evidence (photos, surveillance video, etc.), and citizen shared digital evidence.

- Eliminate impounding CDs, DVDs, thumb-drives, and memory cards into evidence.

- Print photos logs, activity reports, chain-of-custody and hashing logs, and more.

- Quickly upload, annotate, review, and organize digital evidence for prosecution.

- Instantly share digital evidence with prosecutors and stakeholders using DigitalOnQ Share.

- Access digital evidence from any computer in the organization or your smartphone.

- DigitalOnQ complies with SWGDE digital evidence handling best practices.

We don't require you to sign a subscription contract and we can bill month-to-month or annually. Some agencies treat subscription pricing as a capital expenditure and pay several years in advance. After you review this proposal, let me know if you have any questions or would like to make any changes to meet your needs and budget. Thank you!

Sincerely,

Steve Paxton

EXHIBIT A
BO 24-349

REF#: 203209

November 1, 2024

SUBSCRIPTION PRICING OVERVIEW

EvidenceOnQ & DigitalOnQ Subscription

☑ **EvidenceOnQ** - including the following modules: • EvidenceOnQ application server license. Requires SQL server and IIS server provided by customer. Includes all functionality described in "EvidenceOnQ - Features" section. • Signature capture & eDocs modules. • Replacement of broken hardware used with EvidenceOnQ.	$762 /month	1	$762 /month
☑ **DigitalOnQ** - Digital Evidence Management System (DEMS) including DigitalOnQ Web, and secure Share.	$350 /month	1	$350 /month
Yamhill Sheriff's Office responsible to provide on-premises or Azure for US Government Cloud storage for digital evidence storage. Azure cloud storage options can be found below.			
☐ **OPTIONAL:** DigitalOnQ Cloud Hosted Solution - Host DigitalOnQ in Azure for US Gov. Pricing guaranteed not to increase for 12 months; however, it may increase annually thereafter following Microsoft's periodic pricing increases. Billed annually.	$300 /month	1	$300 /month
☐ **OPTIONAL:** (1) TB Azure Government Cloud Storage	$37	1	$37
Monthly Subscription (can be paid monthly or annually)			$1,112

One-Time Implementation Fee

☑ **EvidenceOnQ Implementation Includes:** • Tailored application setup and configuration. Includes population of user groups and permissions, lookup tables, locations, etc. • Reports: (1) Property Report, (2) Notification Letter, (3) Chain of Custody, (4) Checkout Receipt, (5) Reprint Receipt, (6) Disposition Notification, (7) Standard List, and (8) Audit Report.	$5,500	1	$5,500
☑ **DigitalOnQ Implementation Includes:** • Reports - (1) Chain of Custody, (2) Summary Review w/ Hash, (3) Proof Sheet, (4) Evidence Dissemination (outgoing), (5) Purge Review, and (6) Storage Use Analysis.	$2,000	1	$2,000
☑ **OPTIONAL: Evidence Records Import Into EvidenceOnQ:** • Assistance importing up to 10,000 records into EvidenceOnQ. The records must be in a tab-delimited format.	$2,500	1	$2,500
One-Time Implementation Fee Total			$10,000

EXHIBIT A
BO 24-349

November 1, 2024

SUBSCRIPTION PRICING CONTINUED

EvidenceOnQ & DigitalOnQ

Also Included
- Unlimited user licenses and records.
- All software updates (in-version and full-version updates).
- Active Directory Integration (for single sign on) for EvidenceOnQ.
- Unlimited technical support and follow up virtual training.
- Remote software installation and configuration.
- Three days of onsite training (with the purchase of both EvidenceOnQ & DigitalOnQ).

Peripheral Hardware (included)	Qty
Symbol Li4278 Bluetooth Laser Wireless Scanner, USB Docking	1
Topaz Bluetooth (wireless) Signature Pad	1
Zebra ZD421 TT Thermal Transfer Barcode Label Network Printer	2
Case of 4x2 polypro thermal transfer labels - 4 rolls per case = 4,400 labels *	4
Case of 4.33" wax/resin ribbon cartridges - 6 per case *	4

Peripheral Hardware is calculated into Monthly Subscription Fee .

*Your existing hardware and new hardware are incorporated into this subscription plan and warrantied for life. If a device breaks or becomes obsolete, FileOnQ will replace it at no charge to your agency. ** Labels and ribbons are consumables and may be purchased through FileOnQ as needed. ***

Yamhill County Sheriff's Office responsible to provide on-prem or Azure Government Cloud storage for digital evidence storage. This proposal does not include sales tax and is valid until December 31, 2024. The implementation fee is due 30 days from the time of order. The subscription will begin when the project is complete or 150 days from the time of order. Monthly subscription fees are guaranteed not to increase for 24 months and never increase by more than 5% from year to year thereafter. In order to get your project completed in a timely manner, we need the involved stakeholders (project manager and IT) to respond to our inquiries as quickly as possible.

**EXHIBIT A
BO 24-349**

Peripheral Hardware

Symbol Li4278 USB Barcode Scanner

Zebra ZD421 Thermal Transfer Network-ready Desktop Barcode Label Printer

Topaz USB 4"x3" Signature Pad

SUPPORT INCLUDED WITH YOUR SUBSCRIPTION

FileOnQ is committed to doing everything necessary to ensure you are completely satisfied with our product and our support. Unlimited maintenance, support, and training are provided with the purchase of your EvidenceOnQ Solution. This includes:

- **Software upgrades as they are released.**
- **Unlimited telephone and online support.**
- **Unlimited training via telephone and web-conference.**
- **Peripheral hardware life-time replacement.**
- **Assistance with developing new policies and procedures.**
- **Access to the FileOnQ customer portal website with training videos and tools.**

Should a support need arise, you will appreciate our direct line via our 800 number, as well as, our live On-Line Web Support Meeting Center.

Email: Support@FileOnQ.com
Phone: 1-800-603-6802 select 4 from the menu

FileOnQ customers overwhelmingly agree that the ongoing maintenance, support, and training provided by our FileOnQ law enforcement experts improves their system use and departmental productivity to the extent that their investment pays for itself several times over.

"I wanted to reach out to you and let you know how much I appreciate everyone at FileOnQ. Ron and Scott are really amazing and have done everything they seemingly can to solve our problems when they arise (which isn't often). And their quick responses to my requests are really unparalleled. Being in IT as long as I have it's not often you see that on a consistent basis.

When I have had to call your support desk (and it's not that often) - Bridget has always fixed my issues and, again, with exceptional response times!

To have a product that is rock solid is something to hang your hat on but to have the support personnel that backs it all up is something to be really proud of. Thank you very much." **Local Systems Administrator II, Kansas City Police Department**

November 1, 2024

SUBSCRIPTION TERMS AND CONDITIONS

1. AGREEMENT: Customer agrees to abide by the payment schedule detailed in the above "Terms and Payment". Supplier agrees to provide product use, deployment, software upgrades, support, and training, as detailed in this proposal.

2. TERM AND PAYMENT: The implementation fee is due within 30 days of the signed agreement and/or issue date of the customer purchase order. Recurring Monthly or Annual (dependent on the term chosen by the customer) subscription fee is due within 150 days of the signed agreement or system installation, whichever comes first.

3: TERMINATION: Customer may terminate this Subscription Agreement in writing at any time, with a 60-day cancellation notification. Within the 60-day cancellation notification, the customer will be responsible to discontinue the use of software and remove the Software from all computers and storage devices.   All equipment provided by FileOnQ must be returned to FileOnQ. Customers' data remains the property and responsibility of the customer.

4. OWNERSHIP: This subscription is for the use of the FileOnQ platform solutions, storage, and services detailed in this proposal. FileOnQ maintains all ownership rights of the Software and Equipment.

5. ASSIGNMENT: Customer has no right to sell, transfer, or assign this agreement; sublease the Software and Equipment, or use it as a service bureau for any third party.

6. IMPLEMENTATION: FileOnQ will assign a project manager to oversee the implementation of your solution. In order to complete the installation in a timely manner the customer must also designate a project manager to act as a point person to ensure timely responses by all involved customer stakeholders.

7. ENTIRE AGREEMENT: This agreement contains the entire arrangement between FileOnQ and Customer with respect to payment and ownership of the Software and Equipment and no modifications of this Agreement shall be effective unless in writing and signed by the parties.

8. AGREEMENT ACCEPTANCE: This Agreement shall commence upon signed acceptance below and the receipt of a Customer Purchase Order or payment of Implementation Fee invoice.

NEXT STEPS

1. Please review all sections of this proposal.

2. Please MARK all the feedback boxes below that apply and INITIAL the box at the bottom-left of this page. (This will send me a notification and I'll contact you to discuss the next steps.)

3. If you'd like to speak to me by phone, please don't hesitate to call me directly at 425-343-4201.

I have reviewed your proposal and:

(Please check all that apply.)

☐ **Everything looks great! We are interested in moving forward with this proposal.**

☐ **Everything looks good, but I have pricing questions/concerns.**

☐ **We are still evaluating other solutions.**

☐ **Everything looks good, however, we're considering this for next year's budget.**

☐ **I have questions about EvidenceOnQ or DigitalOnQ.**

☐ **Everything looks great, but I'm not the final decision maker.**

INITIALS
Nicole Heidt

Nicole Heidt
Yamhill County Sheriff's Office

PREPARED BY
Steve Paxton

SteveP@FileOnQ.com
425-343-4201
https://fileonq.com

EXHIBIT A
BO 24-349

REF#: 203209
November 1, 2024

EVIDENCEONQ

Features & Functionality

EvidenceOnQ Application Software License

EvidenceOnQ is built on a Microsoft Operating System platform that utilizes proven methods and technologies. The multi-tier nature allows for implementation in both small and large environments, whether on a single server or distributed onto several servers to improve performance. EvidenceOnQ runs on Microsoft SQL Server 2016 and higher, provided by the customer. The data stored in EvidenceOnQ can be backed-up, restored, or extracted using standard SQL tools and routines, ensuring your data is backed up for disaster recovery or archival purposes.

Administrative Desk Top Client

The EvidenceOnQ administrative desktop client is a full-featured Windows application that allows users to access the system from the server. It provides all the functionality and tools to fully manage evidence and make administrative changes to the database. It is primarily used by evidence management personnel who need full administrative privileges above and beyond the web browser users. It includes the ability to:

- Add new items
- Print labels and reports.
- Transfer evidence to other locations individually and in groups
- Obtain a signature when transferring or releasing evidence
- Manage the lookup values, locations, users, and reports
- Assign permissions in user groups, including record security and field security
- Design barcode labels for items and locations
- Build and save custom queries
- Perform batch update edits to groups of records
- Create, perform, and store inventory projects

Customized Profile Screen

One of the most unique and appealing features of EvidenceOnQ is the patented Profiler tool. It provides an "off-the-shelf" software system that gives each agency the flexibility to determine the layout of their screen, known as the profile. The configuration of the profile will conform to the unique policies and procedures of each agency. Not only does it provide flexibility when the system is initially installed, but the profile screen can also be changed any time a need arises. FileOnQ provides the patented Profiler tool to the agency to make needed changes to the screen. **This can be done at any time without permission from FileOnQ or incurring additional costs**.

The following field types are available when creating or modifying the profile screen:

Text   **Check Box**   **Calculated**   **Formatted Text**   **Date**   **Time**

Coded Lookup   **Simple Lookup**   **Multi-line**   **Decimal**   **Currency**

EvidenceOnQ provides the convenience of one screen for all transactions. This includes data entry, searches, scanning, checking items out, and transferring items in groups. The screen **example** below shows some of the common data fields you may choose to include on your profile screen. **Your profile will be configured to meet your needs.**

Example of profile screen

Auto-assign Item Number

If agencies choose to use this feature, the EvidenceOnQ system will automatically assign the next sequential item number in the case. This eliminates the potential for duplicate item numbers in a case. The FileOnQ ProFiler allows **agencies to enable this feature.**

Control Fields

The partial screenshots below show the control field selections that enable (or disable) the dependent fields. The examples show a selection of currency, narcotics, and guns with applicable fields enabled. Fields that do not apply to the selected description are disabled, making entry easier and more accurate. Agencies may choose which enabled fields are optional and which are mandatory. For example, when entering a gun, the make and serial number are required, but the model is not.
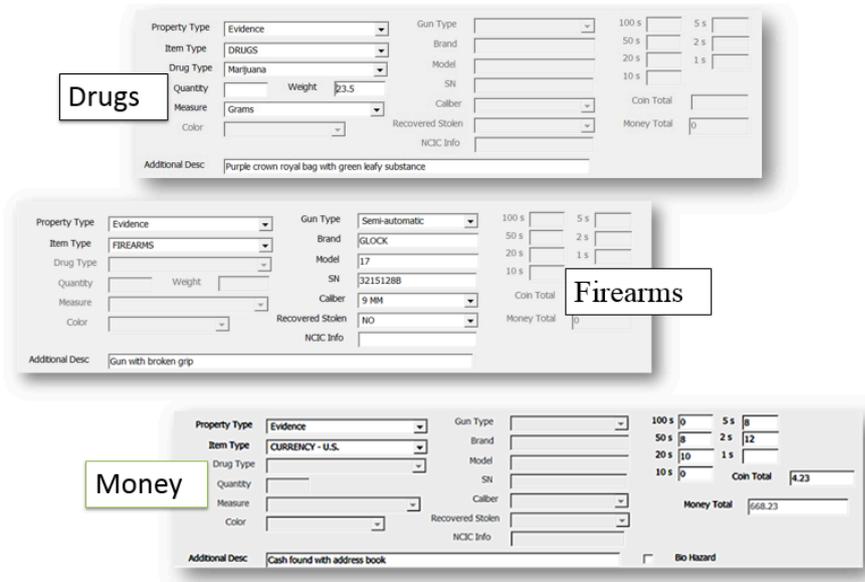
Barcode Tracking

One of the most powerful features of the EvidenceOnQ system is the use of barcode technology. It is faster and more accurate than any other form of tracking. Using a barcode will dramatically decrease the time it takes to retrieve a record from the database and document the transfer of that item to another location or status.

EvidenceOnQ provides the user with complete flexibility to design and print customized bar code labels. Any of the fields on the customized profile screen can be printed on the label. This printed information eliminates the need for officers to hand-write information on the evidence bag. Customized location labels and location control sheets can also be easily designed and printed.

EvidenceOnQ also creates barcodes for locations. including **people, places, a status, or a disposition.** Transactions can be performed without having to enter any hand type data from your keyboard. This allows the user to scan an item and then scan the location where it is to be transferred. It gives you fast, accurate, completely keyless transactions**.**

Locations may also be assigned categories to filter and sort items. For example, by creating a location category such as FINAL, you can see all locations that represent evidence that are permanent releases such as *Destroyed, Returned to Owner, Auctioned,* etc. Any group of locations can be placed in a category to make searching and sorting much faster.
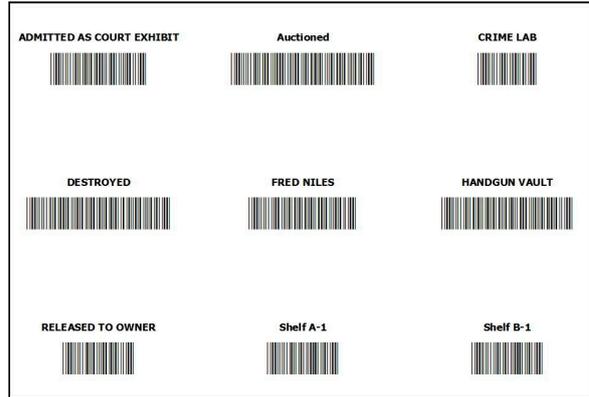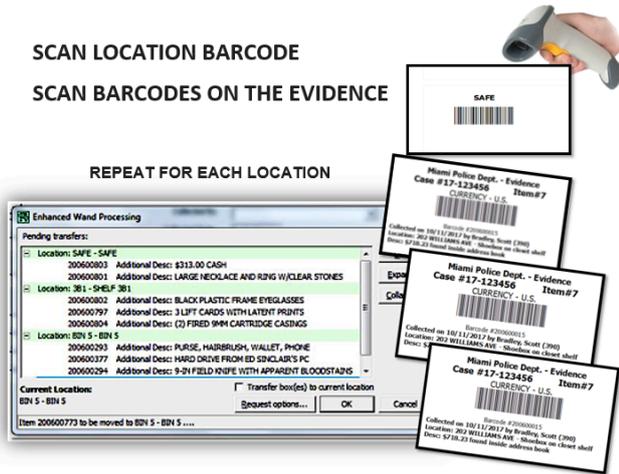
As evidence is moved to various locations, EvidenceOnQ automatically assigns the date and time in the unalterable audit trail. The audit trail provides a complete record of every action taken to the record from the time it was created. The User Login and User Name is also recorded with the name of the PC, the IP address, and the name of the person who logged in as the Windows user.

Customized Toolbar

In the desktop client application, users can customize the standard toolbar by adding or removing icons. Users can also create additional "personal" toolbars containing shortcuts for functions they perform regularly. These toolbars themselves can be "dragged and dropped" anywhere on the EvidenceOnQ Profile. A "global" toolbar can be set for desktop, so the toolbar is standardized.
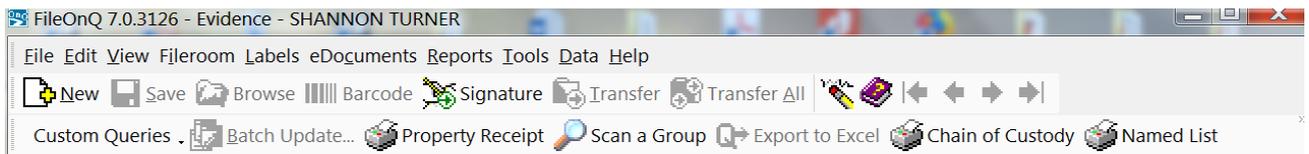
Signature Capture

The signature capture module allows signatures to be captured when transferring evidence. This eliminates the need to maintain signatures on paper. The system captures the digital signature and stores it in the unalterable chain of custody for each item that was scanned. A customized checkout receipt may be printed out at the end of each transaction if required.
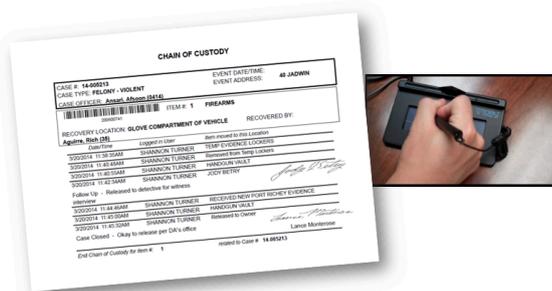
Searches and Queries

Query-by-Example: Users can conveniently search directly from the customized profile screen. Any field or combination of fields can be searched using known information, unknown information, or partial information. For example, a search can be made for all Smith & Wesson guns recovered by a specific officer in 2028 where the suspect was a juvenile. There is virtually no limit to the combination of fields and number of searches that can be performed.

Query-by-Current Location: Searches can be run by current location or a combination of locations.

Query by date: This includes all date fields on the profile screen in addition to date created, last edit date, and last transfer date.

Query-by-Scan: This enables users to create a group by scanning the barcodes on the evidence. The user can then choose any number of actions such, as transferring them all to another location, creating letters to the owners, generating a list for a court order, printing a report, etc.

Query-by-text: This feature performs system-wide queries rather than field-specific. The user is prompted select a search for all data fields on the profile, all text in the free-form notes tab, all information in the check-out comments and names, and document keywords in the eDocs module. The results of the query shows how many times the value was found, the field(s) where they were located, and enable the results to be put into a query set.

Custom Query Manager: Queries can be conveniently created, organized, updated, and run. Custom queries are virtually unlimited with variable criteria and can be categorized for organization. For example, queries can be set up for statistics, such as the number of items received, destroyed, or returned to owner. When the results of a query are displayed, the user has many options such as viewing the data in browse, producing it in a custom report (form), transferring the records to another location, or exporting the data to Excel
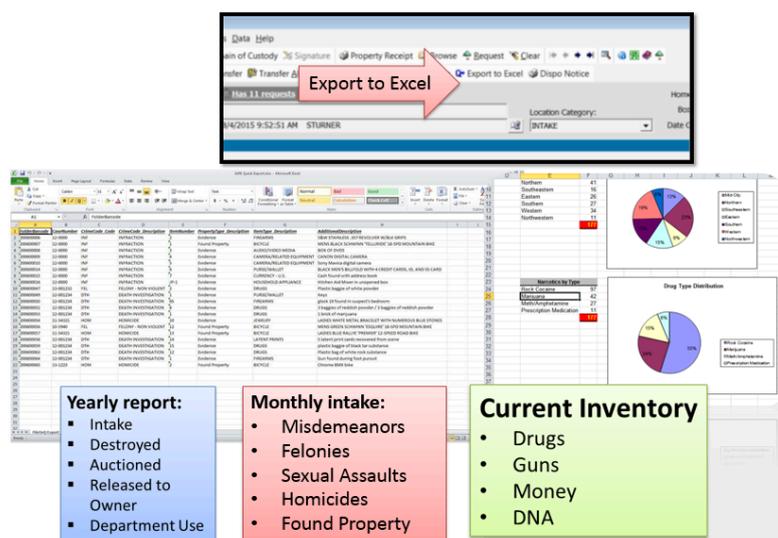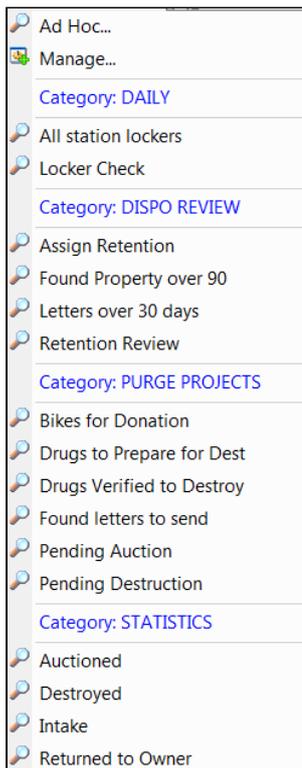
Notes Tab

The Notes Log enables agencies to create specific categories for entries. The entries are date and time stamped and show the user login. Users can choose to have the entries displayed vertically or horizontally. Notes Log entries cannot be edited or deleted by anyone and are fully searchable using the Query by Notes Log feature under the file menu.

Chain of Custody

Maintaining a solid chain of custody is one of the most important requirements in evidence management. EvidenceOnQ makes the chain of custody automated and unalterable. The system also generates a customized chain of custody report that makes trial preparation automated, accurate, and efficient.

Audit Trail

The audit trail for each record begins when the item is created. EvidenceOnQ automatically documents the date, time, and user in the unalterable audit trail for each record. It continues by documenting the same for each transfer, edit, or request made to that record. In addition to the function performed, it also contains the old and new values, user login and name, and the name of the computer, IP address, and Windows user login.

Custom Reports

Custom reports/forms are produced after performing any type of query, making them dynamic and versatile. With the unlimited field data selection options for queries, there is no limitation to the reports that can be run. FileOnQ uses Crystal Reports to develop these forms, however the end user is not required to have any Crystal license or expertise because the reports are run from within the application. The following examples show the query that can be performed and the custom report that is generated with the information. We will work with your agency to design your custom reports to meet your needs.

Property Report

The property report generated from EvidenceOnQ will list the property associated with a case, the corresponding unique barcode, and pertinent information for each item. This report is often attached to the case report.

Checkout Receipt

When items are transferred using signature capture, the system prompts the user to generate a transfer receipt. If the user chooses not to print a receipt, the signature can still be printed at any time in the future in the chain of custody report.

Disposition Request

The disposition request form itemizes property in a case that has come up for review. The officer can complete the form by hand or, to become paperless, use the Request Module to authorize the disposition of the property. For agencies that implement the Notification Module, this form is eliminated, with the entire process being automated.

Owner Notification Letter

EvidenceOnQ will generate your owner notification letters, The system will conveniently sort which items are associated with the appropriate legal owner listed. Letters will be generated for each owner, even when multiple cases are being processed.

Chain of Custody

EvidenceOnQ will produce the chain of custody for one or multiple items. Each item shows a complete, unalterable history of the item. Included in the chain of custody are all dates, times, users, and any associated signatures for each transaction.

Auction Manifest

Agencies using PropertyRoom.com as their auction company will benefit from the auction manifest built into the EvidenceOnQ. Items ready for auction will be generated into the manifest with just one click.

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Audit Compliance Report

Best practices for evidence management include documented and periodic inspections and audits of the property-evidence inventory. The "Audit Compliance Report" takes a random, percentage-based sample of evidence records from a specified category such as guns, drugs, money. A report is created from which the auditor can use to verify the items. The report has a place for the auditor to initial that each item was found at its correct location and a place for annotations about the items. These notations can also be documented in the notes log section of the records.

Running the report again will give a different list of items. Auditing quarterly, for example, will et you sample and verify different items in every audit. The Audit Compliance Report is a great investment for CALEA accredited and state-accredited agencies that follow prescribed evidence audit requirements.


Click to play video in browser

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History

The History tab displays a list of all the **changes** that have been made for a record. These fields are non-editable and view-only. For example, if a user changed the weight of the narcotics from 52.4 grams to 5.24 grams, it would show the person who made the changes, the date and time, the IP address, and the old and new values.
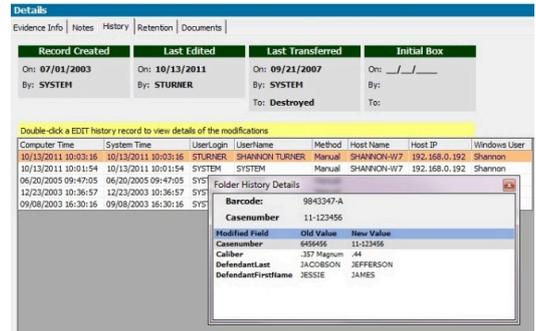
Work List Management

The Worklist feature allows users to create and save a group of items with a common task. For example, evidence to be pulled for destruction, evidence waiting to go to the lab, items pending officer review, or narcotics to be put into a court order, etc. This allows a user to work on a large project as time permits and continue to add to the ongoing work list. The list can be recovered when the project is ready to be finished. This collection is associated with a user's login and is preserved even if the user logs off.

Request Module

The Request Module gives officers the ability to submit a request to the evidence personnel for a variety of reasons. For example, a request may be submitted to pick up evidence for court, check out for viewing, or to authorize the release. Many agencies use this feature for their officers to authorize the disposition of property, eliminating the need for paper authorization to be maintained. The requests are permanently documented in the audit trail of each item.
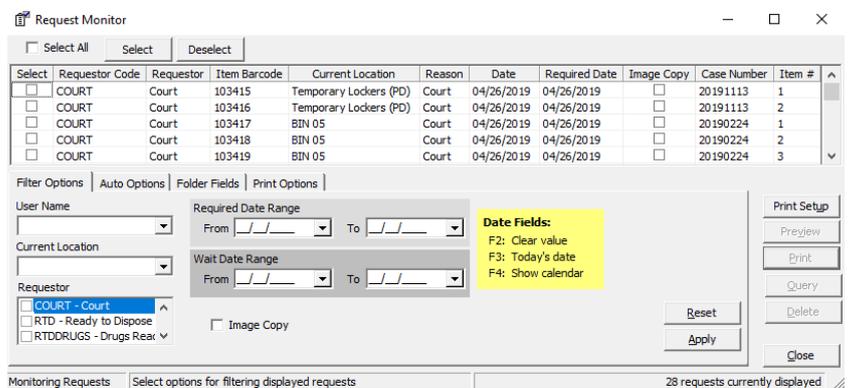
Requests are immediately displayed on the Request Monitor. This provides the property room personnel the ability to view, sort and print "pull lists" to fill incoming requests. The Request Monitor can be configured to automatically refresh at set intervals and filter requests by certain criteria. The Request Monitor can be left running in a separate window while working in EvidenceOnQ or other applications.

Security and Policy Management

The EvidenceOnQ system requires a User ID and password to log in. (Large agencies may choose to purchase our optional integration with Active Directory.) A system administrator can create groups and grant or deny permission to group members. System policies can also be set for password expiration (or non-expiration), minimum password length, failed log-in attempts, strong passwords, and session control logout for inactivity.
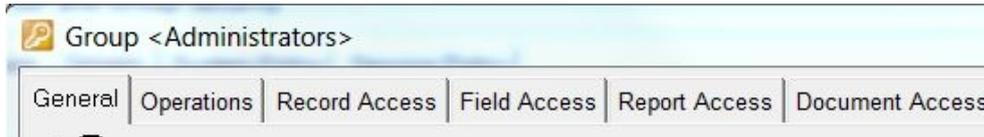
Additional options for user groups include:

◦ **Record Access** – Agencies may choose to limit user groups from viewing records. Evidence in specific cases can be restricted if they are highly sensitive or confidential. Large agencies often create groups to restrict the view of evidence by the type of crime such as homicide, sexual assaults, etc.

◦ **Field Access** – Fields on the customized profile screen can be disabled for user groups. For example, the property and evidence room personnel may have fields they use for their purposes, but do not apply to patrol officers. If a field is restricted, the user group does not see the field.

◦ **Report Access** – Each user group is given access to specific reports. For example, officers may need access to the property report and chain of custody, however the evidence personnel would also need to also access the owner letter and auction manifest.

◦ **Notes Log Subjects** – Agencies can determine what Notes Log subjects can be used and viewed by members of a group.

◦ **Document Access** – For agencies that have the eDocs module, user groups are given specific permission to view, upload, or download specific document types.

Retention Module

One of the biggest challenges in evidence management is determining when an item is available for destruction, return to owner, auction, etc. Purging items from the evidence room is a lengthy, laborious process. The retention module enables agencies to set a review or disposal date on evidence in accordance with their policies or statutes. EvidenceOnQ will auto-assign the review date based on the type of crime. The review date can be modified throughout the process if certain cases are delayed in court or are pending appeal.

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Data Import, Export, Mapping and Validation

The import utility allows records to be imported from other data sources. EvidenceOnQ comes standard with a fully configurable import utility that can match field for field from any ASCII delimited data file, which is then imported into the EvidenceOnQ system. This can be done as an automated, scheduled import or an import on demand. The export utility allows users to create, save, and run any number of export routines. All imports that are run, whether manual or unattended, produce a log file. Any records that fail the import validation process will be listed in the log. All import logs are stored with a date and time stamp and can be viewed through the Import Log View. Any data can be exported from the EvidencOnQ database.
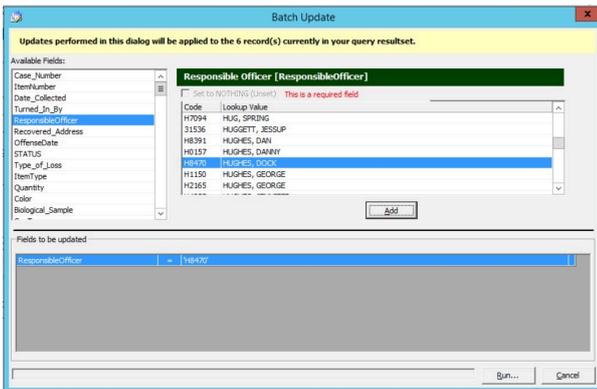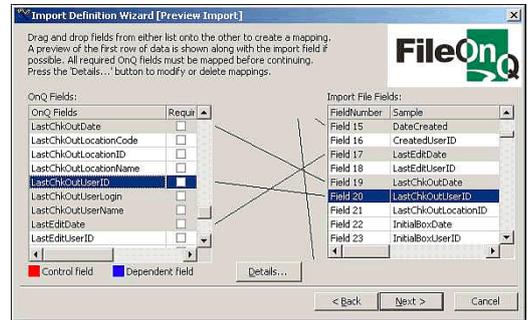

Batch Update

EvidenceOnQ allows for data to be changed or updated in a group. For example, if evidence is logged under the wrong case number, the items can be queried into a group, and the case number changed all at once. Any field or combination of fields on the profile screen can be changed using the Batch Update feature. Additionally, the retention code, review date, or retention comments can also be changed using this feature.

Inventory Module

The inventory feature enables projects to be created and paused, leaving the project open until it is finished. The detailed inventory report shows specific details about the report: the items missing, all items accounted for, and items that do not belong in that location. Comments may be added to the inventory, allowing users to document any corrections or clarifications needed. All comments are date and time stamped to preserve the integrity of the inventory,

EvidenceOnQ maintains a history of the inventories completed. An inventory history is also be maintained for each item, documenting how many times it was inventoried and the status of the item at the time of the inventory.
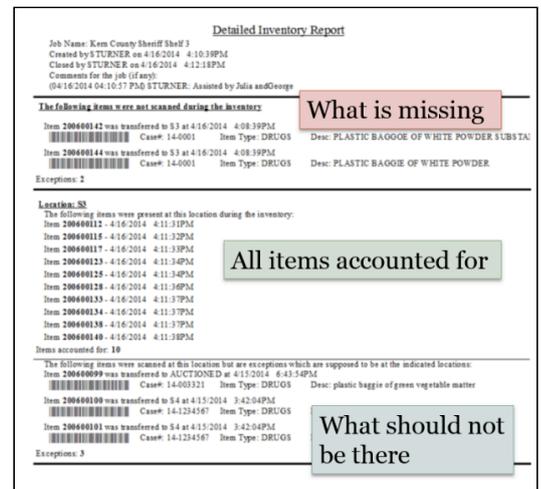
eDocs

eDocs eliminates the need to make copies and store documents related to evidence.

- Owner documentation

- Crime lab reports

- Owner's driver's license or ID

- Court orders

- Existing chain of custody paper documentation

eDocs utilizes a designated, shared folder or SQL database on the user's network to store these electronic documents. The user can view the documents by either double-clicking a document icon or the View button. The eDocs system communicates with the Windows OS telling it which application to open to view that document, such as Word, Adobe, Media Player, etc. Any type of document can be opened if the user has the proper application and permission. Document types and keywords are fully searchable in combination with data on the profile page.

DigitalOnQ™

Is Your Agency Overwhelmed with Digital Evidence?

DigitalOnQ is a full featured digital evidence management system enabling organizations to streamline critical data management.

- **Secure and Compliant** – DigitalOnQ meets CJIS and FedRAMP strict security policy requirements and can be configured around an organization's requirements. Optional Active Directory integration is available.

- **On-Premises or SaaS Application Deployment Options** – DigitalOnQ can be deployed on-premises (installed on a NAS or local server) or Software as a Service (SaaS) using Azure for US Government secure cloud storage. DigitalOnQ is flexible and can manage digital evidence on a wide variety of storage containers.

- **Multiplatform Access** – Officers can access DigitalOnQ via a feature rich application, web browser (called DigitalOnQ Web), and Apple iOS and Android mobile apps. Officers can upload photographs, video, and audio on their phone in the field using DigitalOnQ Mobile.

- **Image Enhance** – Investigators can enhance images in DigitalOnQ. Options include adjusting brightness, contrast, hue, saturation, exposure, opacity, and blurring. Additional enhancement features include drawing arrows, adding text or shapes, and images.

- **Advanced Profiler** – Organizations can customize the case and media upload screens with sections, panels, and fields. New field types include Case, Lookup, User, Date, Integer, Decimal, Currency, and Open Text Input. Field types can be made mandatory or left for investigators to use at their discretion.

- **Advanced Query Builder** – DigitalOnQ includes a powerful search tool called Query Builder. Query Builder allows officers, detectives, and police administrators to build and save unlimited unique searches that can be reused whenever needed.

- **Evidence Sort and Group Filtering** – Digital evidence can be sorted or grouped by a wide variety of criteria helping investigators quickly find critical evidence in a case including contributing investigator, media type, date taken, and many more criteria.

- **Case Assignment** – Cases can be temporarily assigned to officers or user groups.

- **Enhanced Integration** – DigitalOnQ can be integrated with BWC, in-car camera, and case management solutions. Agencies using EvidenceOnQ and DigitalOnQ can also manage and review physical and digital evidence seamlessly between the two systems.

| **75%** Faster Discovery	**50%** Reduction in Staff Hours	**50%** Cost Reduction

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Evidence Handling

DigitalOnQ allows officers, detectives, support staff, and prosecutors to upload and manage all media types, with no file size limit. Investigators can sort and group evidence into categories to quickly find critical files including crime classification, incident location, media type, detailed description, investigator, and involved people.

Evidence Upload

Users can select and upload single files or a large group of files, regardless of the file type (audio, video, digital images, zip files, proprietary players, etc.) In addition, nested digital evidence folders can be zipped and uploaded to maintain the original folder structure.
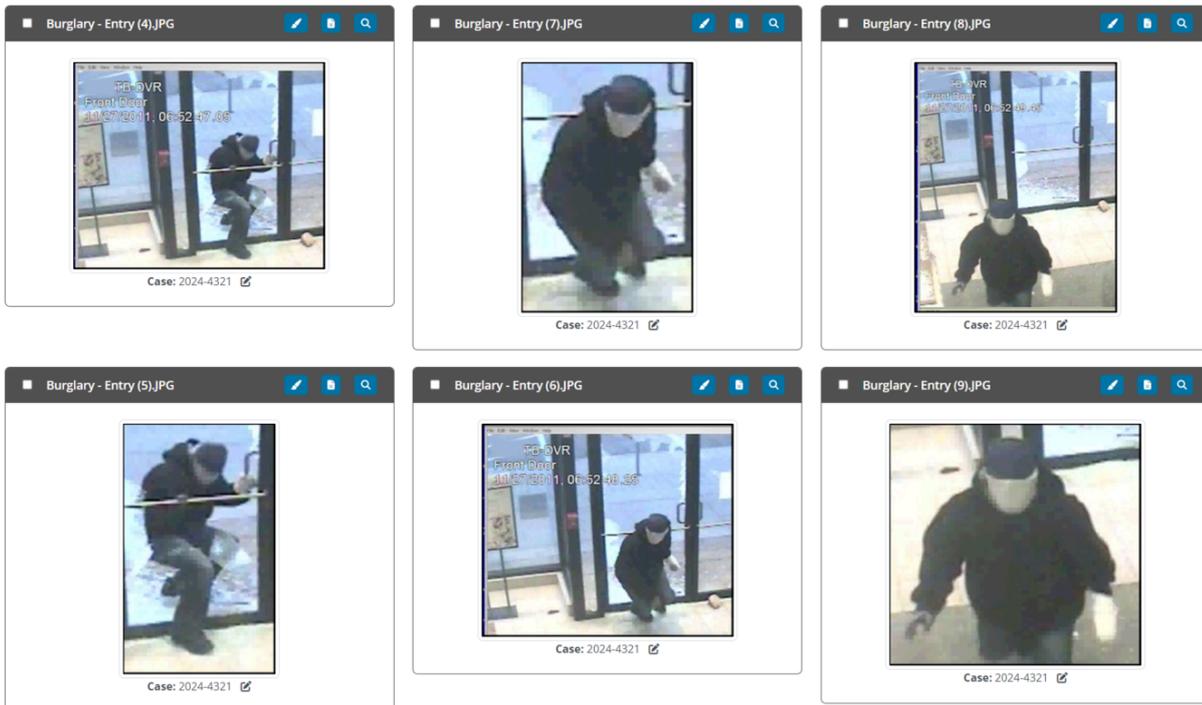
DigitalOnQ Web

Digital evidence can be uploaded outside the application in a web browser using DigitalOnQ Web. With the appropriate permissions, users can also search and view files using DigitalOnQ Web.
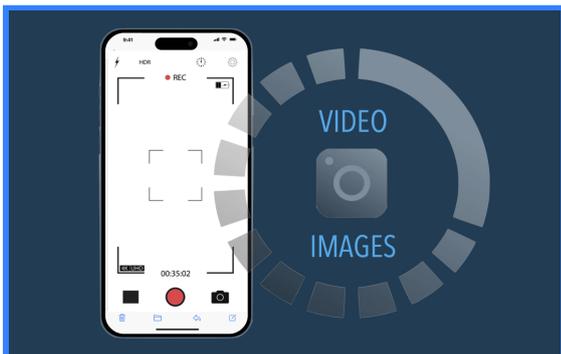
DigitalOnQ Mobile

Officers can take photographs and record video and audio on their phone in the field using DigitalOnQ Mobile. Photos, video, and audio files are uploaded into the case folder ready for investigators to review with other case evidence. Apple iOS and Android devices are supported.

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Data Integrity

Digital Evidence Never Changes

DigitalOnQ applies a SHA-256 hash to every file as they are uploaded and stored in the system's database. Hash values are compared to the original value in real each time to ensure case evidence hasn't been modified or changed. A hash report can be generated and presented in court to prove the integrity of every piece of digital evidence in a case.

Santa Maria Police Department
Summary Report with Hash

Case number: **2022-6654**   Case date: 08/02/2022

Barcode:	1003021	**Classification:**	Persons Crimes
Original File Name:	Cigarette Store 014.jpg		
Taken On:	07/17/2003 1150		
Location: 3415 128th Street SE Lakewood, WA (Cigarette Store)		**Description:** Robbery at Cigerette Store	

Annotation: Cigarette Store Robbery (patrol photos)

Hash value: HPjs2OjERCgEGp5L6/SjOIb45bVZ9SyGMpZYF+LV0vJb8bzswlx3E4cRK1J1tJg+6CzyHMVzWMB4iSRA3iVi/32KxqKXFV4NDGXOcbP8yi4gxJ8Rmk4md1rk82k5dGSoLM/30X3A7C10SY/TCiUeetUJAopirWWduF26U2TEOuY=

Barcode:	1003022	**Classification:**	Persons Crimes
Original File Name:	Cigarette Store 015.jpg		
Taken On:	07/17/2003 1150		
Location: 3415 128th Street SE Lakewood, WA (Cigarette Store)		**Description:** Robbery at Cigerette Store	

Annotation: Cigarette Store Robbery (patrol photos)

Hash value: jNpfs/3Pir8vZLoJ9TqYLvfgmNfhZ7f8K6a+5P7pzBs5/rbrVdTnIewKgugAGScdZWuCBy6srCePUZkzGodYC9eOPGnIYLT/O9Vr+SNzeclmRPVaxx6GWECcbxxpS6NOCo3OtoqWjXGQcETo21SibN76KcYXhIP/D5UieJY7veI=

Chain-of-Custody Tracking

DigitalOnQ's unalterable chain-of-custody helps ensure the integrity of case evidence. The system logs every action, from when it was created to its final adjudication; ensuring your digital evidence is secure, accessible, and manageable for all stakeholders. Chain-of-custody tracking includes uploading, viewing, printing, downloading, sharing, and enhancing. Reports can be generated and presented in court or simply reviewed by police administrators to audit critical cases.

Organize, Review, and Manage

DigitalOnQ Advanced Profiler

Whether you're managing a small, intermediate, or large police department; or supervising a prosecutor's office, we recognize every organization operates differently and faces unique challenges. With that in mind, we built an advanced profiler tool allowing organizations to custom tailor the New Case and Media upload screens.

Add Sections, Panels, and Fields to organize your New Case screen to match your RMS workflow. A wide variety of options and field types are available including Case, Lookup, User, Date, Integer, Decimal, Currency, and Text Input. Make certain fields mandatory and others optional. Even after using DigitalOnQ for several months or years, the profiler tool is always available to make updates to match your agency's changing needs.
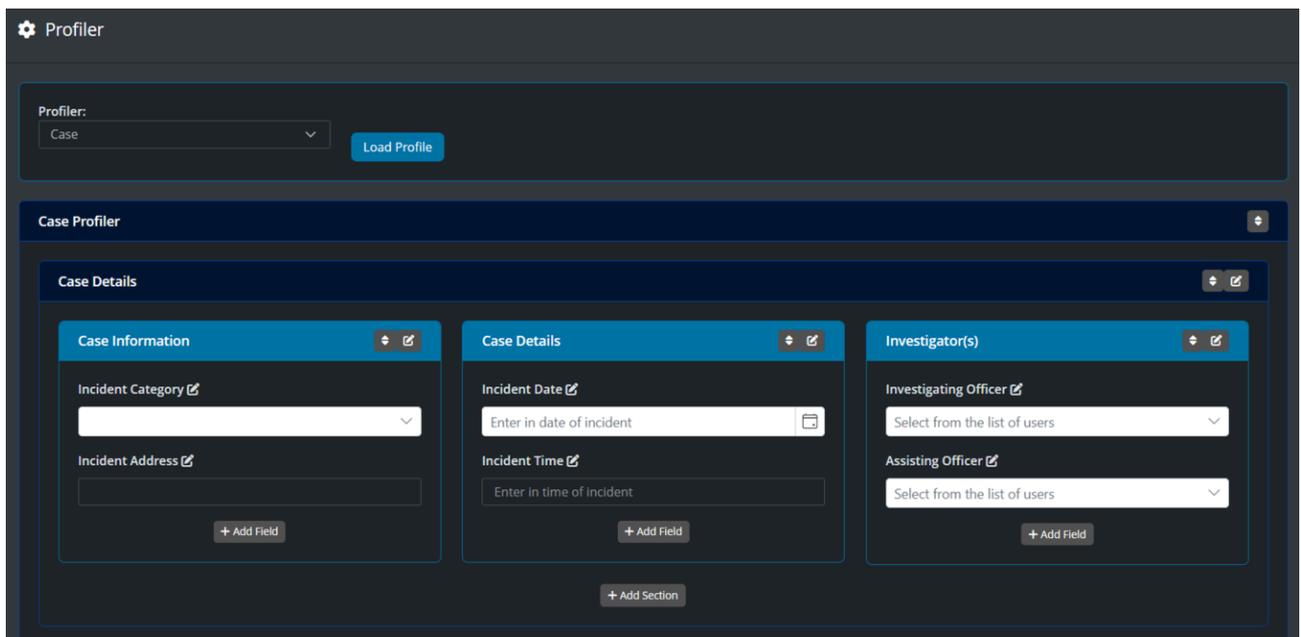

DigitalOnQ Advanced Searching

DigitalOnQ includes advanced search and querying tools. Every field in DigitalOnQ is searchable individually or in combination. For example, an investigator could search his name and upload date to find all evidence he uploaded that day. He could search for digital evidence linked to addresses, serial and license plate numbers, last names, birthdates, and more. Digital evidence can be viewed as thumbnails in groups or individually for more detail.

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Advanced Query Builder Automates Common Searches

DigitalOnQ includes a powerful search tool called Query Builder. The Query Builder allows officers, detectives, and police administrators to build and save unique searches to be used over again. For example, an investigations Sergeant might use Query Builder to automate searching for new digital evidence uploaded each week while a Deputy Chief might build a query to search for all digital evidence classified under Use of Force or Internal Affairs.
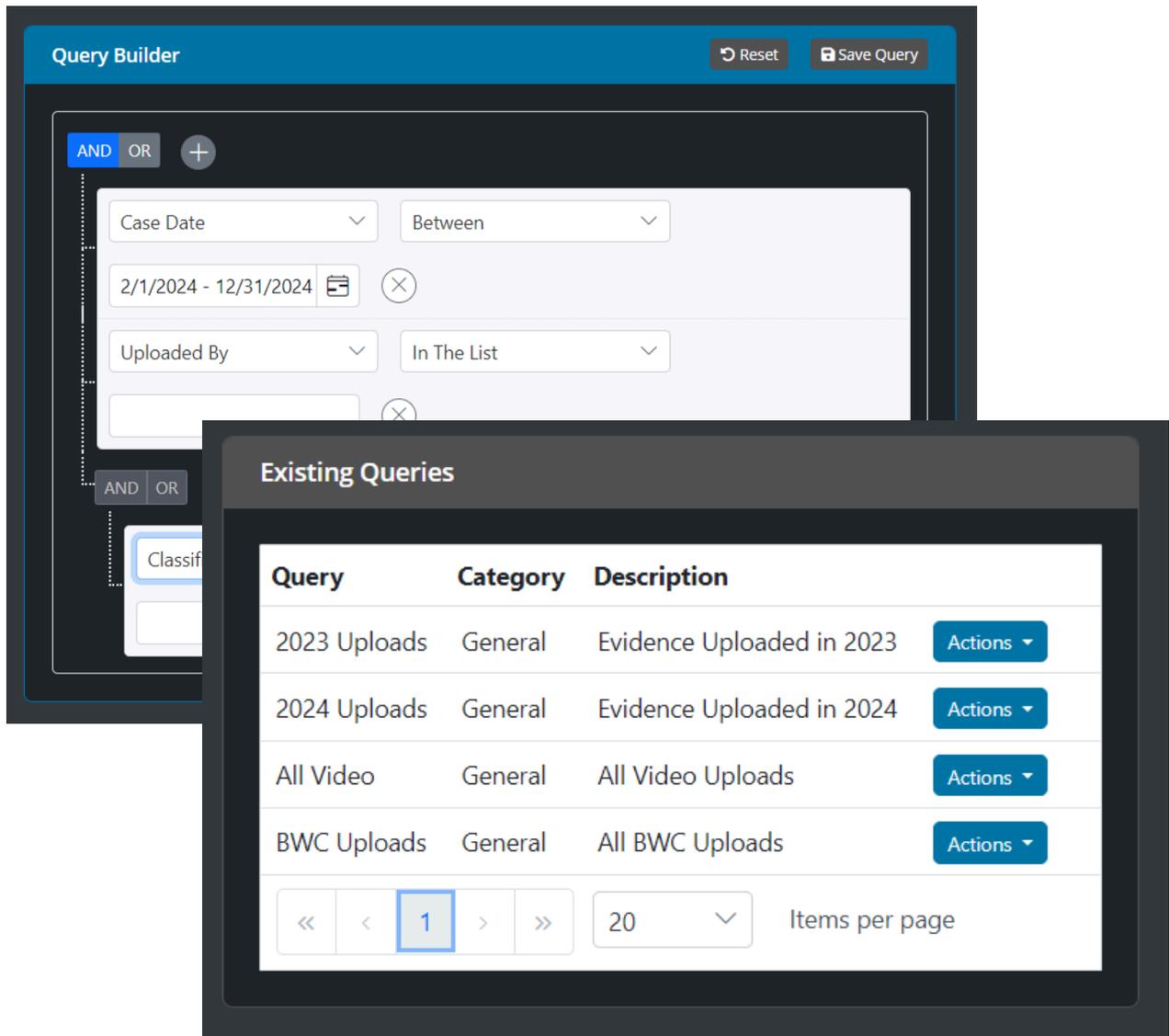

Sort and Group Case Evidence

DigitalOnQ includes advanced sorting and group features to help investigators quickly review 100s or 1000s of files in a case. For example, all evidence in a case number can be grouped by investigator, media type, date location, description, or annotation. If a detective is struggling to find a specific audio interview in a case with 1000s of other files, she can simply group evidence by media type or investigator to quickly find it.

Reviewing Digital Evidence

Images can be reviewed as thumbnails or individually in more detail. Non-proprietary video and audio files can be opened and reviewed directly withing DigitalOnQ.
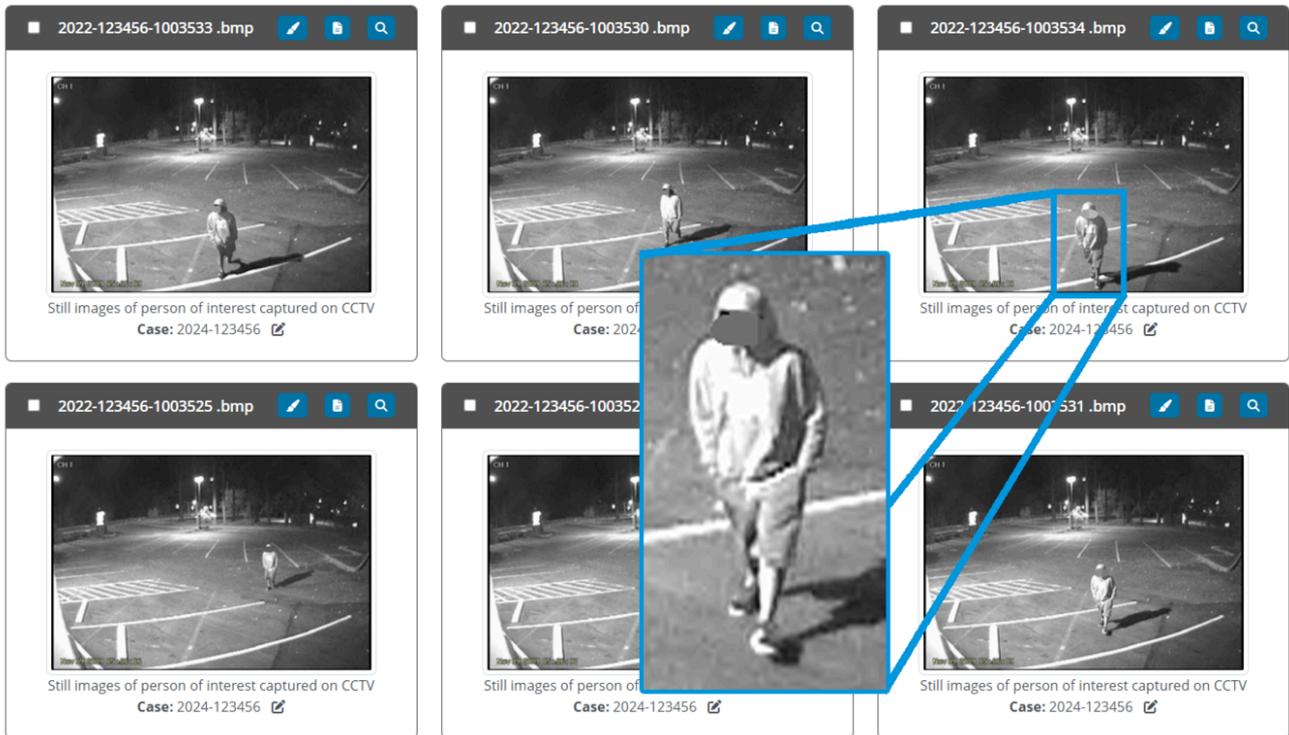
Updating Case Information

System administrators can update case information for individual files or an entire case folder. This includes updating an incorrect case number, changing the crime type/classification or address, and any other information that was collected when the digital evidence was originally uploaded.

Annotating Case Evidence

Users annotate individual files or a folder of evidence, which is helpful when managing cases with 100s or 1000s of files. Annotations can be made during the initial upload or after evidence is uploaded. Annotations can also be modified to correct unintentional mistakes. DigitalOnQ documents all annotation changes in the chain-of-custody for each digital media file.

Print Proof Sheets

Users can print individually selected files or an entire query-result (group) at once. Print options include thumbnails, 2x2, 3x3, 4x3, or full page. In addition, printed images can be grouped by case number or photographer, with an option to include all metadata and chain-of-custody.
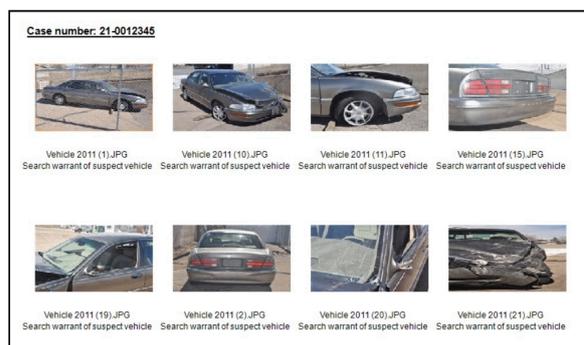

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Share Digital Evidence Securely

Police departments can securely share digital evidence with other agencies or the prosecutor's office directly from DigitalOnQ. The share utility prompts the investigator to enter a name, email address of the receiver, and an expiration date for the invitation. The receiver's email contains a secure link for them to log in, view, and download the digital evidence. When digital evidence is shared, all the metadata associated with the evidence is included.

Enhance Images

DigitalOnQ offers a light image enhancement utility which allows investigators to quickly crop a person or vehicle of interest, adjust brightness, add a case number and department patch. Enhancement options include cropping, rotating, adjusting color, brightness, contrast, add arrows, shapes, callouts, and images. Enhanced images are associated with the original (parent) file and saved as a separate derivative copy (never changing the original). An enhancement history is saved to the chain-of-custody of the new child image showing the steps taken for enhancement.
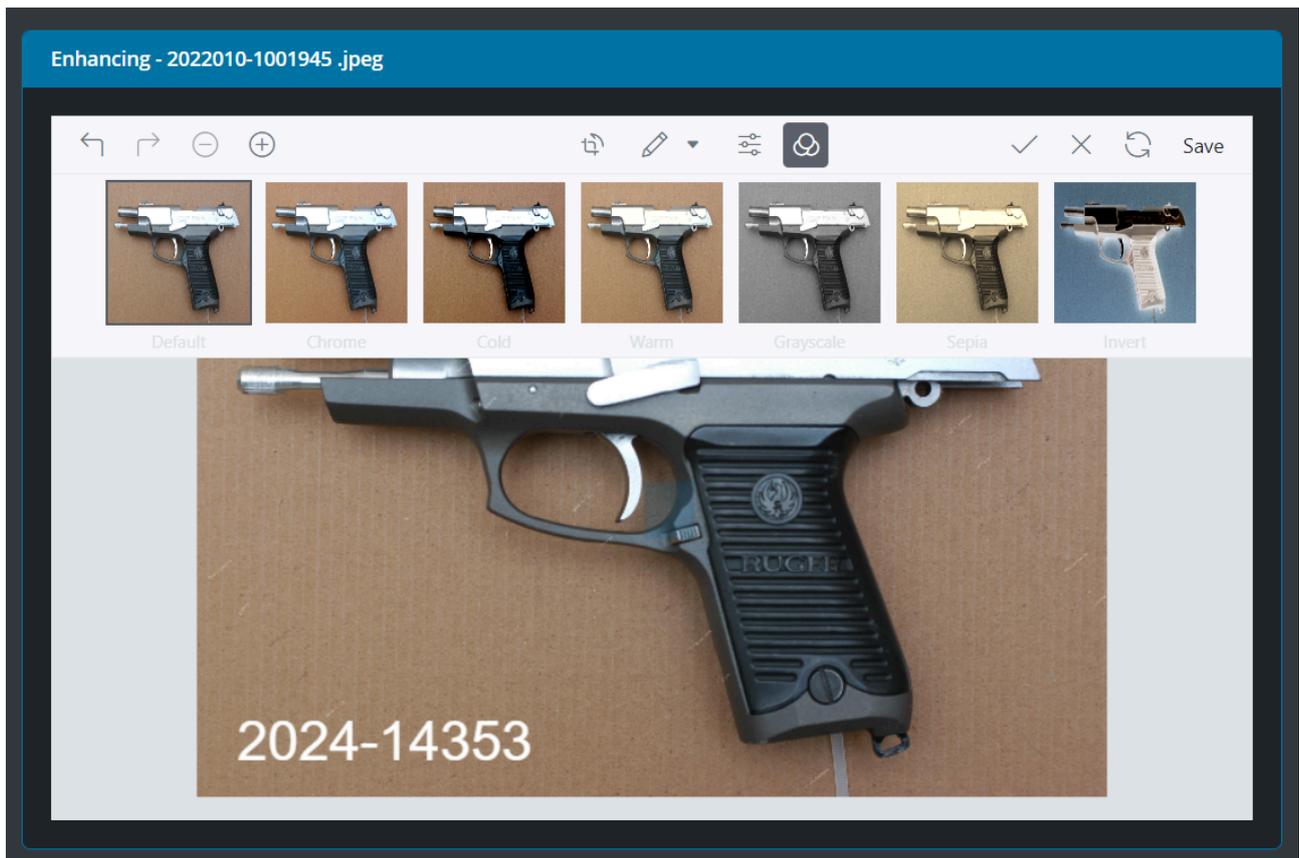
Download and Review Evidence Outside of DigitalOnQ

Authorized users may select digital evidence to download to their computer for closer review. This is particularly helpful when handling proprietary forensic data from mobile devices or files requiring special software or players to open.

System Administration

Establish a Retention and Purging Policy

A retention period can be assigned to digital evidence based on the classification of the crime allowing administrators to purge evidence when appropriate.

DigitalOnQ helps organizations keep up with internal purging policies while providing security controls for proper authorization prior to evidence being deleted. Digital evidence files can be completely deleted from the system along with the associated database records. Another option is to delete the original files only and keep the chain-of-custody and metadata for archival purposes.

Access Control Through User Groups

Agencies can set up user groups and permissions in DigitalOnQ. Permission settings control actions such as print, view, burn, share, reclassify, delete, and annotate. User groups can also be limited to the classification of evidence. For example, digital evidence associated with sexual offenses may only be viewable to a specific group. Administrators may also configure the watermark settings, evidence media storage volume, classification values, and evidence retention rules.

Generate Custom Reports

Custom reports can be produced after performing any query, making them dynamic and versatile. FileOnQ uses Crystal Reports; however, the end-user does not have to have a Crystal Reports license or knowledge because the reports are run from within the application. Standard reports included with DigitalOnQ are Chain-of-Custody, Hash Report, Proof Sheet, and Case Evidence by Media type. FileOnQ will work with your agency to design your custom reports to meet your needs. Additional custom reports can be included with DigitalOnQ.

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FileOnQ

CREDIT CARD AUTHORIZATION FORM
FOR RECURRING CHARGES

Agency/Company Name _____

Email Address (for confirmations) _____

Please fill in the information and sign below:

Credit Card Type (Check One): VISA   Mastercard   American Express   Discover

Credit Card Number _____ - _____ - _____ - _____

Security Code _____   Expiration Date _____ / _____

Credit Card Holder's Name (print) _____
(Exactly as it appears on the credit card)

Billing Address _____

City _____ State _____ Zip _____

I authorize FileOnQ Inc, to initiate a recurring charge to the credit card indicated above on the 1st of each month for the monthly amount due of $_____, until canceled. If the above noted payment date falls on a weekend or holiday, I understand that the payment will be executed on the next business day.

I understand that I may cancel my recurring credit card charge upon written notice to accounting@fileonq.com, allowing no less than fifteen (15) days before the next charge is scheduled. I acknowledge I will still be responsible for my monthly payments if I haven't also canceled my FileOnQ Inc software subscription.

Card Holder Signature _____ Date _____

REF#: 203209
November 1, 2024

FileOnQ System Requirements

FileOnQ Server

Hardware
- Dual-Core Processor (Quad-Core recommended)
- 8 GB RAM (16 GB recommended)
- 2 GB disk space
- SVGA display (1024x768) or higher

Operating System
- Windows Server: 2003*, 2008 Family*, 2012*, 2016, 2019, 2022

SQL Server
- SQL Server: 2005*, 2008R2*, 2012, 2014, 2016, 2017, 2019, 2022 Express or Standard

Network
- Windows Networking using TCP/IP, UNC
- Name resolution (DNS)
- Shared UNC path for shared settings

If Adding WebView or MobileOnQ
- Internet Information Services (IIS) 7 or higher
- .NET Framework 4.5 or higher
- Windows networking using TCP/IP

If Adding eDocs
- Additional required disk space is dependent on the number and type of files stored

Other
- PDF viewing software (such as Adobe Reader)

Desktop

Hardware
- Pentium 4 or higher
- 1 GB RAM (4 GB recommended)
- 400 MB disk space
- SVGA display (1024x768) or higher

Software
- Microsoft Windows: 7, 8.0*, 8,10, and 11
- .NET Framework 4.5
- Internet Explorer 8.0 or higher
- PDF viewing software (such as Adobe Reader)

EvidenceOnQ and Quartermaster are on-premises solutions.

* Versions marked with an asterisk are compatible, but no longer supported by Microsoft.
Rev 6/26/2024

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FileOnQ System Requirements

DigitalOnQ Server

Hardware
- Dual-Core Processor (Quad-Core recommended)
- 8 GB RAM (16 GB recommended)
- Required disk space is dependent on the number and type of files stored

Operating System
- Windows Server: 2016, 2019, 2022

SQL Server
- SQL Server: 2016, 2017, 2019, 2022
  - SQL Express not supported

Network
- IIS and .NET Core hosting bundle
- SSL certificate for API (self-signed or purchased)
- SSL certificate for Reports
- SSL certificate for WebView

Other
- Crystal Report Runtime

DigitalOnQ Desktop

Hardware
- Intel Core i3 or equivalent
- 8 GB RAM (16 GB recommended)
- Sufficient disk space to interact with the files to be uploaded

Software
- Microsoft Windows: 10, 11
- .NET Core 8.0 Runtime

DigitalOnQ Mobile Applications (If Purchased)

Mobile Operating System
- Android 7.0 or higher
- iOS 14 or higher

* Versions marked with an asterisk are compatible, but no longer supported by Microsoft.
Rev 6/26/2024

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