



CSFA Software Licensing & Support Pricing

Pricing for CSFA Members (individual) 20% discount off the cost of the software license

Pricing for CSFA Departments (bulk licensing) 20% discount off the cost of the software license and one **FREE** license after the tenth license

Pricing for CSFA Member Organizations (organizational bulk) 20% discount off the cost of the software license and five **FREE** licenses after purchasing 20 licenses

Edition	Licenses (one-time cost)	Premium Support (1 year cost per license)	Premium Support (2 year cost per license)
Enterprise	\$1,499.00	\$299.00	\$556.00

Standard/Hot Sync Edition

(\$1499.99/license -- \$299.00/1yr. or \$556.00/2yr. Premium Support)

The Standard Edition offers a comprehensive case management package. All modules, reports and security features are included. Installation is available on a stand-alone workstation or a multi-user network environment. A license is required for each investigator that will be assigned to cases on your FireFiles system. Upon creating a new case, you will select the assigned lead investigator. The number of investigator names you have for assignment to cases is equal to the number of licenses you purchase. In addition, FireFiles comes with Hot Sync functionality. Hot Sync gives an investigator the ability to create and work a case in the field (usually on a tablet or laptop PC) without being connected to the central database on your office network. When the investigator returns to the office, a synchronization process is run to send/retrieve new data to/from the central database. This transfer takes place via a network connection.

Adding Licenses

Additional software licenses may be purchased for new investigators and added to your system at any time.

Transferring Licenses

A software license may be transferred at no additional cost when an investigator leaves your department/company and is replaced by a new investigator.



FireFiles Premium Support

The following services are provided under the FireFiles Premium Support agreement:

1. Upgrades & Updates

The Consultant agrees to provide to the Client all Software upgrades, modified versions and updates. This does not include separate add-on applications. Access to these Software upgrades will be available either through online downloads or direct installation.

2. Online Support

The Consultant agrees to provide to the Client online access to all Documentation. These materials are available for viewing and printing at any time. The online support area also offers technical support articles, email support requests and suggestion box.

3. Onsite Support *(optional)*

The Consultant agrees to provide Software support, regarding any issue, at the Client's site as needed. Onsite support may be scheduled at any time convenient to the Client given a minimum of five (5) business days notice to us. The Client will be billed at a rate of ninety dollars (\$90.00) per hour for an eight (8) hour minimum, plus direct travel expenses. Direct travel expenses only include transportation and reasonable accommodations.

4. Additional Development *(optional)*

The Consultant agrees to provide, as requested by the Client, additional Software development services including, but not limited to, customized modules and additional reporting features and any other development not included as an existing element of the Software. The Consultant has the right to refuse any customization request at any time. The Client will be billed at a rate of ninety dollars (\$90.00) per hour for these requests.

If Premium Support is NOT purchased for each license, the following costs will apply:

- Telephone Support - \$120.00per incident
- Upgrades - \$350.00/license**
- Onsite Support - \$120.00/hour
- Additional Development - \$90.00/hour

**Premium Support can be purchased up to 60 days after date of software license purchase. Support term begins on the 1st (if purchased after the 15th of previous month) or 15th (if purchased before the 15th of the current month).*

***Premium Support can be purchased up to 60 days after date of an upgrade purchase.*

FireFiles Purchase Order Form



Shipping Information

Company/Agency _____
 Address _____
 City/State/ZIP _____
 Phone Number _____
 Fax Number _____

Main Contact

Name _____
 Phone Number _____
 Email _____

Technical Contact

Same as Main Contact

Name _____
 Phone Number _____
 Email _____

FireFiles Remote Data Backup

Let Albanese Consulting remotely backup and secure your FireFiles database for \$9.95 per GB per month, billed annually.

Check here to include Remote Data Backup.

To move forward with the purchase, simply fax back the completed order form to:

Albanese Consulting, Inc.
 319 E. Madison, Suite 3E
 Springfield, IL 62701

Federal Tax ID: 37-1387057

Toll free (866) 239-3400 ext 107
 Phone: (217) 522-6164 ext 107
 Fax: (217) 522-0069

You may also submit your P/O online at:

www.arsonsoftware.com



Product	(A) Licenses (one-time cost per license)	(B) Support (1 year cost per license)	(C) Support 2 years (2 years cost per license)
FireFiles	\$ 1499.00	\$ 299.00	\$556.00

For longer support agreements call Mark Cleary at (866) 239-3400 ext 107

On Site Training : This quote includes: Eight hours of training, airfare, transportation to location, and accommodations for 1 night.	\$1,800.00
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CSFA MEMBER DISCOUNT - 20% OFF LICENSE COST AND BULK OFFERS

Installation Preference

- Send CD-ROM (allow 5-10 business days)
 – add \$10.00 shipping & handling fee in line 6 below
- Download (allow 1-2 business days, requires high speed internet)
 – no shipping & handling fee (\$0.00) in line 6 below

1	Purchase Order Number	
2	# of Licenses	
3	Total Licensing Cost (Line 2 x A)	\$
4	Total 1 year Support Cost (Line 2 x B)	\$
5	Total 2 year Support Cost (Line 2 x C)	\$
6	Shipping & Handling \$10.00 for CD-ROM No additional cost for download	\$10.00
7	Remote Data Backup	\$
8	Onsite Training	\$
9	Total Purchase Cost (Lines 3+4/5+6+7+8)	\$

 Authorized By (Signature)

 Date