



**goldsystems**  
INNOVATION THROUGH TECHNOLOGY

## AWQMS Maintenance Contract

The Ambient Water Quality Monitoring System (AWQMS) is a data management system that represents over one million dollars of software development, initially funded by the EPA, the State Water Quality Programs of Utah, Minnesota, and Illinois, the National Park Service and the Region VIII Tribes.

An expanded community has developed since the original project and now includes: Alaska, Iowa, Maryland, Kansas, the Nez Perce tribe of Idaho and Chickasaw Nation of Oklahoma.

The long-term sustainability of AWQMS is contingent on a dependable source of funding via annual maintenance contracts.

### Community Software

## Why do I need a Maintenance Contract?

The AWQMS application was developed using the **Community Software** Model. This development methodology is dependent on partners pooling their resources to develop a common application that exceeds the capabilities that the partners could have developed independently.

Maintenance for AWQMS is not funded by the EPA. As a result, the sustainability of AWQMS must come from the community. The maintenance costs are shared across the community resulting in a higher level of service at a lower cost for each of the partners. Maintenance contracts from each of the community partners enable Gold Systems to ensure the sustainability of the AWQMS application.

### Inclusions and Exclusions

## What is Included in the Maintenance Contract?

- ◆ Periodic Software Updates (including)
  - ◆ Enhancements Funded by Community Partners
  - ◆ Bug Fixes as Prioritized by Gold Systems
  - ◆ Domain Value Updates to Maintain Compatibility with WQX
  - ◆ New Technology Support (database, operating system, browser)
- ◆ AWQMS Web Site ([www.awqms.com](http://www.awqms.com))
- ◆ AWQMS Demo Application (for training & testing) <http://awqmsdemo.goldsystems.com>
- ◆ Technical Support
  - ◆ Software Installation & Configuration
  - ◆ User Setup/Security Questions
  - ◆ Assistance with WQX Registration at EPA
  - ◆ Investigating Application Errors
  - ◆ Investigating WQX Submission Errors
- ◆ Licenses for Third Party Plug-ins
  - ◆ .NET Components

## What is not Included in the Maintenance Contract?

- ◆ User Support
  - ◆ Loading Data
  - ◆ Training
  - ◆ Questions on how to use AWQMS
- ◆ On-Demand Bug Fixes or Patches
- ◆ Data Migration
- ◆ Data Mapping
- ◆ Custom Development and Enhancements

### Pricing

## Maintenance Contract Prices

The annual fixed-cost maintenance contract is billed at the start of the performance period and is required for software updates. Optional user support or custom development contracts can be set up on a time and material basis. For contract questions please contact Gold Systems at [sales@goldsystems.com](mailto:sales@goldsystems.com) or by calling (801) 456-6140.

Organization Type	Annual Maintenance Fee
State & Federal Agencies	\$12,000
Local / Tribal / Volunteer Programs	\$6,000