

Texas DIR Contract: DIR-CPO-5317

GLOBAL ENVIRONMENTAL CONSULTING (GEC) SOFTWARE
COTS AND RELATED SERVICES

For Quote:

To obtain a quote on the GEC TX DIR contract, please reach out to Marci Irwin at Procurement@1gec.com

For Purchase Order (PO):

When placing a PO for the TX DIR contract with GEC, please send the PO to Matt Guthrie at Contracts@1gec.com. Please ensure the PO references "TX DIR contract DIR-CPO-5317 for Global Environmental Consulting."

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Texas DIR Contract: DIR-CPO-5317



Texas Department of Information Resources

State agencies seeking GEC's software solutions can now leverage the Texas DIR cooperative contract for simplified procurement. GEC is a proud contract holder with the Texas DIR, offering pre-vetted solutions through this established, competitively awarded contract.

Benefits of Utilizing the Texas DIR Contract with GEC:

- **Pre-Negotiated Terms:** Eliminate lengthy RFP processes and expedite acquisition through pre-approved contract terms.
- **Cost-Effective Solutions:** Access competitively priced solutions leveraging the bulk purchasing power of the DIR program.
- **Expedited Implementation:** Utilize streamlined implementation timelines with expert support from GEC.
- **Compliance:** Be confident that GEC solutions meet all DIR contract requirements and state procurement regulations.

[Click here](#) for an overview of the Texas DIR Co-op Contract Program.

Products, Services and Pricing Discounts:

For direct and efficient procurement, GEC eliminates the need for resellers and external order fulfillers, working directly with state agencies. Appendix A (below) provides a detailed breakdown of pricing for each GEC Software Application included in the Texas DIR contract. Listed alongside the MSRP (Manufacturer's Suggested Retail Price), Texas DIR members benefit from a discounted rate of 10% off MSRP. State agencies acquire GEC software through a one-time license fee per application, followed by annual Software-as-a-Service (SaaS) fees based on user count.

Warranty and Return Policies

At GEC, we are committed to exceeding our clients' expectations. We utilize strict quality control measures and track performance metrics, such as on-time delivery and client satisfaction, to ensure we consistently deliver high-quality solutions. We are very confident in our applications and capabilities, offering a 99.98% uptime guarantee for our software applications.

Click the link below to review the full contract with the Texas DIR: [DIR-CPO-5317 | Texas Department of Information Resources](#)

Vendor Contact Information and Ordering Instructions

Ready to streamline your procurement and leverage the benefits of the Texas DIR contract? Contact GEC directly to discuss your agency's specific needs. Our team will guide you through how our DIR-CPO-5317 contract simplifies the process and ensures you get the solutions you require.

Contact:

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602.885.6197

Marci Irwin
Customer Success Manager
Marci.Irwin@1GEC.com
480.881.2464

For Quote:

To obtain a quote on the GEC TX DIR contract, please reach out to Marci Irwin at Procurement@1gec.com.

For Purchase Order (PO):

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[Click here](#) to view DIR's list of TX-RAMP certified Cloud Products.

Appendix A: Pricing Table

Application: Drinking Water Viewer

FUNCTION	PRODUCT DESCRIPTION			
Display drinking water data to public or restricted viewers	Provides easily accessible SDWIS data for the public, regulated community, and primacy agency staff. Developed to provide primacy agencies with flexibility to determine what data are visible to the public.			
BRAND	SOFTWARE CATEGORY	MSRP	DIR Customer Discount % off MSRP	DIR Price
2025 Drinking Water Viewer: Implementation Fee	Software	\$ 58,700.00	10.00%	\$ 52,830.00
2025 Drinking Water Viewer Annual SaaS: 1-10 users	SaaS	\$ 36,671.58	10.00%	\$ 33,004.42
2025 Drinking Water Viewer Annual SaaS: 11-25 users	SaaS	\$ 55,007.38	10.00%	\$ 49,506.64
2025 Drinking Water Viewer Annual SaaS: 26-50 users	SaaS	\$ 66,008.85	10.00%	\$ 59,407.97
2025 Drinking Water Viewer Annual SaaS: 51-500 users	SaaS	\$ 80,677.48	10.00%	\$ 72,609.73
2025 Drinking Water Viewer Annual SaaS: 501-2500 users	SaaS	\$ 95,346.12	10.00%	\$ 85,811.51
2025 Drinking Water Viewer Annual SaaS: 2500 + users	SaaS	\$ 113,681.91	10.00%	\$ 102,313.72

Application: RECAP Reports

FUNCTION	PRODUCT DESCRIPTION			
Use web services to extract information from databases and present it in useful formats.	Generates custom reports, outputs, and letters to help primacy agencies quickly review water system data and compliance information.			
BRAND	SOFTWARE CATEGORY	MSRP	DIR Customer Discount % off MSRP	DIR Price
2025 Reports, Evaluation, Compliance, & Processing - Reports:Implementation Fee: 1-5 users	Software	\$ 69,531.76	10.00%	\$ 62,578.58
2025 Reports, Evaluation, Compliance, & Processing - Reports:Implementation Fee: 6-10 users	Software	\$ 86,914.70	10.00%	\$ 78,223.23
2025 Reports, Evaluation, Compliance, & Processing - Reports:Implementation Fee: 10+ users	Software	\$ 117,334.58	10.00%	\$ 105,601.12
2025 Reports, Evaluation, Compliance, & Processing - Reports Annual SaaS: 1-5 users	SaaS	\$ 74,443.62	10.00%	\$ 66,999.26
2025 Reports, Evaluation, Compliance, & Processing - Reports Annual SaaS: 6-10 users	SaaS	\$ 76,098.80	10.00%	\$ 68,488.92
2025 Reports, Evaluation, Compliance, & Processing - Reports Annual SaaS: 11-50 users	SaaS	\$ 84,374.71	10.00%	\$ 75,937.24
2025 Reports, Evaluation, Compliance, & Processing - Reports Annual SaaS: 51-100 users	SaaS	\$ 86,029.89	10.00%	\$ 77,426.90
2025 Reports, Evaluation, Compliance, & Processing - Reports Annual SaaS: 100+ users	SaaS	\$ 102,227.00	10.00%	\$ 92,004.30

Application: RECAP Dashboard

FUNCTION	PRODUCT DESCRIPTION			
Dashboard displays key Drinking Water Compliance Data for all PWSs in state	Supplement to RECAP that displays key compliance information for all water systems that needs to be addressed by the compliance management team immediately, daily, weekly, monthly, or other intervals.			
BRAND	SOFTWARE CATEGORY	MSRP	DIR Customer Discount % off MSRP	DIR Price
2025 Reports, Evaluation, Compliance, & Processing - Dashboard (client with RECAP-Reports) Implementation Fee	Software	\$ 26,281.00	10.00%	\$ 23,652.90
2025 Reports, Evaluation, Compliance, & Processing - Dashboard-Metrics Only (client without RECAP-Reports) Implementation Fee	Software	\$ 42,135.00	10.00%	\$ 37,921.50
2025 Reports, Evaluation, Compliance, & Processing - Dashboard Annual SaaS: 1-5 users	SaaS	\$ 14,887.70	10.00%	\$ 13,398.93
2025 Reports, Evaluation, Compliance, & Processing - Dashboard Annual SaaS: 6-20 users	SaaS	\$ 16,292.20	10.00%	\$ 14,662.98
2025 Reports, Evaluation, Compliance, & Processing - Dashboard Annual SaaS: 21-75 users	SaaS	\$ 20,505.70	10.00%	\$ 18,455.13
2025 Reports, Evaluation, Compliance, & Processing - Dashboard Annual SaaS: 76-100 users	SaaS	\$ 21,910.20	10.00%	\$ 19,719.18
2025 Reports, Evaluation, Compliance, & Processing - Dashboard Annual SaaS: 101-150 users	SaaS	\$ 24,719.20	10.00%	\$ 22,247.28
2025 Reports, Evaluation, Compliance, & Processing - Dashboard Annual SaaS: 150+ users	SaaS	\$ 31,741.70	10.00%	\$ 28,567.53

Application: RECAP PWS Status

FUNCTION	PRODUCT DESCRIPTION			
Dashboard displays key Drinking Water Compliance Data by PWS	Draws from multiple information sources to conduct a health status check that indicates whether a water system complies with regulations or state-established criteria, e.g., for a loan, target for technical assistance, or permit.			
BRAND	SOFTWARE CATEGORY	MSRP	DIR Customer Discount % off MSRP	DIR Price
2025 Reports, Evaluation, Compliance, & Processing - PWS Status Implementation Fee	Software	\$ 26,292.24	10.00%	\$ 23,663.02
2025 Reports, Evaluation, Compliance, & Processing - PWS Status Annual SaaS: 1-5 users	SaaS	\$ 14,887.70	10.00%	\$ 13,398.93
2025 Reports, Evaluation, Compliance, & Processing - PWS Status Annual SaaS: 6-20 users	SaaS	\$ 16,994.45	10.00%	\$ 15,295.01
2025 Reports, Evaluation, Compliance, & Processing - PWS Status Annual SaaS: 21-75 users	SaaS	\$ 20,505.70	10.00%	\$ 18,455.13
2025 Reports, Evaluation, Compliance, & Processing - PWS Status Annual SaaS: 76-100 users	SaaS	\$ 28,090.00	10.00%	\$ 25,281.00
2025 Reports, Evaluation, Compliance, & Processing - PWS Status Annual SaaS: 101-150 users	SaaS	\$ 33,708.00	10.00%	\$ 30,337.20
2025 Reports, Evaluation, Compliance, & Processing - PWS Status Annual SaaS: 150+ users	SaaS	\$ 42,135.00	10.00%	\$ 37,921.50

Application: RECAP CCR

FUNCTION	PRODUCT DESCRIPTION			
Create customized Consumer Confidence Reports	Creates federally-compliant CCRs, plus allows for customized appearance, data, and content based on state requirements (and preference). Individual CCRs in Microsoft Word can be further customized before sending to water systems.			
BRAND	SOFTWARE CATEGORY	MSRP	DIR Customer Discount % off MSRP	DIR Price
2025 Reports, Evaluation, Compliance, & Processing - Consumer Confidence Reports Implementation Fee: 1-5 users	<i>Software</i>	\$ 44,837.96	10.00%	\$ 40,354.16
2025 Reports, Evaluation, Compliance, & Processing - Consumer Confidence Reports Implementation Fee: 6-10 users	<i>Software</i>	\$ 56,047.45	10.00%	\$ 50,442.71
2025 Reports, Evaluation, Compliance, & Processing - Consumer Confidence Reports Implementation Fee: 10+ users	<i>Software</i>	\$ 75,664.83	10.00%	\$ 68,098.35
2025 Reports, Evaluation, Compliance, & Processing - Consumer Confidence Reports Annual SaaS: 0-1,000 Public Water Supplies Needing CCR	<i>SaaS</i>	\$ 25,496.00	10.00%	\$ 22,946.40
2025 Reports, Evaluation, Compliance, & Processing - Consumer Confidence Reports Annual SaaS: 1,001-2,000 Public Water Supplies Needing CCR	<i>SaaS</i>	\$ 31,795.00	10.00%	\$ 28,615.50
2025 Reports, Evaluation, Compliance, & Processing - Consumer Confidence Reports Annual SaaS: 2,001+ Public Water Supplies Needing CCR	<i>SaaS</i>	\$ 42,924.00	10.00%	\$ 38,631.60

Application: SWIFT Surveys

FUNCTION	PRODUCT DESCRIPTION			
Conduct Electronic Site Visits	Electronic site visit tool which speeds up completion of site visits, sanitary surveys, assessments, or other inspections from your mobile device or from the web.			
BRAND	SOFTWARE CATEGORY	MSRP	DIR Customer Discount % off MSRP	DIR Price
2025 SWIFT Surveys Implementation Fee	<i>Software</i>	\$ 102,977.94	10.00%	\$ 92,680.15
2025 SWIFT Surveys Annual SaaS: 1-50 users	<i>SaaS</i>	\$ 80,137.00	10.00%	\$ 72,123.30
2025 SWIFT Surveys Annual SaaS: 51-150 users	<i>SaaS</i>	\$ 92,465.00	10.00%	\$ 83,218.50
2025 SWIFT Surveys Annual SaaS: 151-200 users	<i>SaaS</i>	\$ 99,862.00	10.00%	\$ 89,875.80
2025 SWIFT Surveys Annual SaaS: 200+ users	<i>SaaS</i>	\$ 108,493.00	10.00%	\$ 97,643.70

Application: SWIFT Submittals-LSLI

FUNCTION	PRODUCT DESCRIPTION			
Submit lead service line inventory, reports, and files	Captures detailed service line data (as required by the state) that is aggregated to determine service line lead category, % lines identified, and any other data needed for the Lead and Copper Rule Revisions. Also submits files and reports.			
BRAND	SOFTWARE CATEGORY	MSRP	DIR Customer Discount % off MSRP	DIR Price
2025 SWIFT Submittals - LSLI Implementation Fee	<i>Software</i>	\$ 57,038.61	10.00%	\$ 51,334.75
2025 SWIFT Submittals - LSLI Annual SaaS: 1-500 users	<i>SaaS</i>	\$ 48,733.17	10.00%	\$ 43,859.86
2025 SWIFT Submittals - LSLI Annual SaaS: 501- 1000 users	<i>SaaS</i>	\$ 61,891.79	10.00%	\$ 55,702.61
2025 SWIFT Submittals - LSLI Annual SaaS: 1,001-5,000 users	<i>SaaS</i>	\$ 70,820.25	10.00%	\$ 63,738.22
2025 SWIFT Submittals - LSLI Annual SaaS: 5,001-10,000 users	<i>SaaS</i>	\$ 93,568.25	10.00%	\$ 84,211.42
2025 SWIFT Submittals - LSLI Annual SaaS: 10,000+ users	<i>SaaS</i>	\$ 134,991.55	10.00%	\$ 121,492.40

Application: SWIFT Submittals-Water System Updates

FUNCTION	PRODUCT DESCRIPTION			
Submit Inventory Data for a public water supply	Using simple admin tools, states can determine which inventory elements can be updated by water systems for submittal to the state, and preserve a history of these changes. Also submit files and reports.			
BRAND	SOFTWARE CATEGORY	MSRP	DIR Customer Discount % off MSRP	DIR Price
2025 SWIFT Submittals - Water System Updates Implementation Fee	<i>Software</i>	\$ 37,801.94	10.00%	\$ 34,021.74
2025 SWIFT Submittals - Water System Updates Annual SaaS: 1-1000 users	<i>SaaS</i>	\$ 15,456.48	10.00%	\$ 13,910.83
2025 SWIFT Submittals - Water System Updates Annual SaaS: 1,001-5,000 users	<i>SaaS</i>	\$ 18,816.72	10.00%	\$ 16,935.05
2025 SWIFT Submittals - Water System Updates Annual SaaS: 5,001-10,000 users	<i>SaaS</i>	\$ 21,505.12	10.00%	\$ 19,354.61
2025 SWIFT Submittals - Water System Updates Annual SaaS: 10,000+ users	<i>SaaS</i>	\$ 24,193.52	10.00%	\$ 21,774.17

Application: SWIFT Submittals-Files

FUNCTION	PRODUCT DESCRIPTION			
Enables submission of files and reports by any party.	Files and reports can be submitted as designated by the state. A history of submittals is maintained in the app, and states can update the status of reports to accepted or rejected. Authenticated users can submit required files and reports (e.g., public notices, consumer confidence reports, assessments, applications, forms).			
BRAND	SOFTWARE CATEGORY	MSRP	DIR Customer Discount % off MSRP	DIR Price
2025 SWIFT Submittals - Files Implementation Fee	<i>Software</i>	\$ 25,714.00	10.00%	\$ 23,142.60
2025 SWIFT Submittals - Files Annual SaaS: 1-500 users	<i>SaaS</i>	\$ 17,660.24	10.00%	\$ 15,894.22
2025 SWIFT Submittals - Files Annual SaaS: 501-2000 users	<i>SaaS</i>	\$ 19,196.32	10.00%	\$ 17,276.69
2025 SWIFT Submittals - Files Annual SaaS: 2001+ users	<i>SaaS</i>	\$ 27,642.16	10.00%	\$ 24,877.94

Application: Enforcement Tracker

FUNCTION	PRODUCT DESCRIPTION			
Track Enforcement Projects	Manages all aspects of a primacy agency's enforcement strategy, including compliance schedule activities, agency workflows, calendar events, timelines, and violations to help water systems return to compliance.			
BRAND	SOFTWARE CATEGORY	MSRP	DIR Customer Discount % off MSRP	DIR Price
2025 Enforcement Tracker Implementation Fee	<i>Software</i>	\$ 56,418.77	10.00%	\$ 50,776.89
2025 Enforcement Tracker Annual SaaS: 1-5 users	<i>SaaS</i>	\$ 62,644.46	10.00%	\$ 56,380.01
2025 Enforcement Tracker Annual SaaS: 6-20 users	<i>SaaS</i>	\$ 72,041.13	10.00%	\$ 64,837.02
2025 Enforcement Tracker Annual SaaS: 21-100 users	<i>SaaS</i>	\$ 81,437.80	10.00%	\$ 73,294.02
2025 Enforcement Tracker Annual SaaS: 101-200 users	<i>SaaS</i>	\$ 91,603.00	10.00%	\$ 82,442.70
2025 Enforcement Tracker Annual SaaS: 200+ users	<i>SaaS</i>	\$ 109,332.00	10.00%	\$ 98,398.80

Application: Certification Tracker

FUNCTION	PRODUCT DESCRIPTION			
Manage and certify Operators	Optimizes the operator certification process to track progress and qualifications and offers communication tools for sharing information. Operators enter information through a portal and states review and approve key information.			
BRAND	SOFTWARE CATEGORY	MSRP	DIR Discount % off MSRP	DIR Price
2025 Cert Tracker Implementation Fee	<i>Software</i>	\$ 70,885.63	10.00%	\$ 63,797.07
2025 Cert Tracker Annual SaaS: 1-5 state users	<i>SaaS</i>	\$ 36,296.21	10.00%	\$ 32,666.59
2025 Cert Tracker Annual SaaS: 6-20 state users	<i>SaaS</i>	\$ 41,740.64	10.00%	\$ 37,566.58
2025 Cert Tracker Annual SaaS: 20+ state users	<i>SaaS</i>	\$ 47,185.08	10.00%	\$ 42,466.57
2025 Cert Tracker Annual SaaS: 1-500 public users	<i>SaaS</i>	\$ 15,409.00	10.00%	\$ 13,868.10
2025 Cert Tracker Annual SaaS: 501-2,500 public users	<i>SaaS</i>	\$ 20,031.00	10.00%	\$ 18,027.90
2025 Cert Tracker Annual SaaS: 2,500+ public users	<i>SaaS</i>	\$ 27,736.00	10.00%	\$ 24,962.40

Summary of Submittals-LSLI Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of subscription	Cloud based web application.
1.2		Hosted within the Microsoft Azure Government Cloud.
1.3		Base price includes number of users identified by the client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.2	20 hours	GEC provides up to 20 hours to work with your state application administrators to customize the LSLI Excel template and address the state business rules for LSLI within the application.
2.3	8 hours	GEC provides up to four (4) two-hour training sessions via recorded webinars to show state users and state application administrators how to use the application.
2.4	90 days – 1 year	After web services are fully integrated, 90 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to one year based on the agency’s schedule and whether additional metrics or features are scoped and created (whether these are done as part of the SaaS or as a custom project).
3.0 Annual Maintenance		
3.1	5 hours/ update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2	Annual	Regularly address issues identified throughout the year through routine maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.3		Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.
4.0 Ongoing Support		
4.1	Annual	Phone support available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2	Annual	24 x 7 access to GEC’s complete knowledge center and user community https://gecsws.zendesk.com .
4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under five hours during normal business hours and strives to resolve

		requests as quickly as possible. The nature of the request determines the length of time to resolve the request.
4.4	Annual	Information about every major deployment, including a summary of the enhancements made, and additional training on new features.
5.0 Additional Services are available as add-ons to the subscription and annual Software as a Service (SaaS) fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.		
5.1	Additional users	SaaS fees are based on the number of users in certain brackets. Adding users is an increase in subscription price if the bracket changes.
5.2	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit: helpful for onboarding staff or if users need a refresher course.
5.3	Web Services	New database connections.
5.4	Custom functionality	Developing state-specific functionality (e.g., creating additional features in Submittals that would meet the requirements of state-specific needs).
5.5		Developing state-specific templates not included in section 2, above.

Summary of SWIFT Surveys Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of subscription	Cloud based web application.
1.2		Hosted within the Microsoft Azure Government Cloud.
1.3		Base price includes number of users identified by the client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC provides up to 10 hours of training to your state project administrators, which includes review of a template to help develop the sanitary survey question sets. Training may include phone calls or webinars.
2.2	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.3	40 hours	GEC provides up to 40 hours to work with your state project administrators to create the following five customized and branded report templates: site visit letter; field report; checklist report; inventory change report; and preliminary site visit report.
2.4	8 hours	GEC provides up to two four-hour training sessions via recorded webinars to show users how to use the application.
2.5	6 hours	GEC provides up to two three-hour training sessions for your state project administrators which includes instructions on maintaining templates, associating SDWIS deficiencies to components, and managing users.
2.6	120 days – 1 year	After web services are fully integrated, 120 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to one year based on the agency’s schedule and whether additional metrics, reports, or other features are scoped and created (whether these are done as part of the SaaS or as a custom project).
3.0 Annual Maintenance		
3.1	5 hours/ update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2	Annual	Regularly address issues identified throughout the year through Routine Maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.3		Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.

4.0 Ongoing Support		
4.1	Annual	Phone support available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827
4.2	Annual	24 x 7 access to GEC's complete knowledge center and user community https://gecsws.zendesk.com .
4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under four hours during normal business hours and strives to resolve requests as quickly as possible. The nature of the request determines the length of time to resolve the request.
4.4	Annual	Information about every major deployment, including a summary of the enhancements made, and additional training on new features.
5.0 Additional Services are available as add-ons to the subscription and annual Software as a Service (SaaS) fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.		
5.1	Additional users	SaaS fees are based on the number of users in certain brackets. Adding users is an increase in subscription price if the bracket changes.
5.2	Mobile App	iOS and Windows Mobile apps for offline use.
5.3	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit; helpful for onboarding new staff or if users need a refresher course.
5.4	Custom functionality	Developing state-specific functionality (e.g., creating additional features in SWIFT that would meet the requirements of state-specific needs).
5.5		Developing state-specific templates and reports not included in 2 above.

Summary of RECAP-Reports Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of subscription	Cloud based web application.
1.2		Hosted within the Microsoft Azure Government Cloud.
1.3		Base price includes number of users identified by client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.2	160 hours	GEC provides up to 160 hours to work with your state project administrators to design reports as part of implementation. This typically results in four (4) or five (5) custom reports within the following categories: inventory, samples, monitoring, violations, and enforcement.
2.3	8 hours	GEC provides up to four (4) two-hour training sessions via recorded webinars to show users and administrators how to use the application.
2.4	90 days – 1 year	After web services are fully integrated, 90 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to one year based on the agency’s schedule and whether additional reports are scoped and created (whether these are done as part of the SaaS or as a custom project).
3.0 Annual Maintenance		
3.1	5 hours/ update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2	40 hours	GEC provides up to 40 hours per year to work with your state project administrators to enhance or create new reports.
3.3	Annual	Regularly address issues identified throughout the year through routine maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.4		Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.
4.0 Ongoing Support		
4.1	Annual	Phone support available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2	Annual	24 x 7 access to GEC’s complete knowledge center and user community https://gecsws.zendesk.com .

4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under four hours during normal business hours and strives to resolve requests as quickly as possible. The nature of the request determines the length of time to resolve the request.
4.4	Annual	Information about every major deployment, including a summary of the enhancements made, and additional training on new features.
4.5	Annual	In addition to the services listed above, GEC allots 120 hours for general support for state-specific requests or issues.
5.0 Additional Services are available as add-ons to the subscription and annual Software as a Service (SaaS) fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.		
5.1	Additional users	SaaS fees are based on the number of users in certain brackets. Adding users is an increase in subscription price if the bracket changes.
5.2	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit: helpful for onboarding new staff or if users need a refresher course.
5.3	Webservices	New database connections.
5.4	Custom functionality	Developing state-specific functionality (e.g., creating additional features in RECAP-Reports that would meet the requirements of state-specific needs).
5.5		Any work to enhance or create reports that requires time above and beyond the initial 160 hours or 40 additional hours per year, as noted in sections 2 and 3, above, would be done on a Time and Materials Basis.

Summary of RECAP-CCR Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of subscription	Cloud based web application.
1.2		Hosted within the Microsoft Azure Government Cloud.
1.3		Base price includes number of users identified by the client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.2	100 hours	GEC provides up to 100 hours to work with your state project administrators to create customized and branded agency-approved CCR templates.
2.3	4 hours	GEC provides up to two (2) two-hour training sessions via recorded webinars to show users how to use the application.
2.4	6 hours	GEC provides up to three (3) two-hour training sessions for your state project administrators which includes instructions on maintaining templates, managing users, and applying program settings.
2.5	30 days – 90 days	After web services are fully integrated, 30 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to 90 days based on the agency’s schedule and whether additional metrics are scoped and created (whether these are done as part of the SaaS or as a custom project).
3.0 Annual Maintenance		
3.1	5 hours/ update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2	40 hours	GEC provides up to 40 hours per year for work that includes updating templates for new EPA requirements, state-specific formatting changes, and library updates. Updates are released to UAT for state review, followed by adjustments and changes. Ongoing support and training for new features are also provided.
3.3	Annual	Regularly address issues identified throughout the year through routine maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.4		Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes

		available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.
4.0 Ongoing Support		
4.1	Annual	Phone support is available on weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2	Annual	24 x 7 access to GEC's complete knowledge center and user community https://gecsws.zendesk.com .
4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under four hours during normal business hours and strives to resolve requests as quickly as possible. The nature of the request determines the length of time to resolve the request.
4.4	Annual	Information about every major deployment, including a summary of the enhancements made, and additional training on new features.
5.0 5.0 Additional Services are available as add-ons to the subscription and annual Software as a Service (SaaS) fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.		
5.1	Additional users	SaaS fees are based on the number of users in certain brackets. Adding users is an increase in subscription price if the bracket changes.
5.2	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit: helpful for onboarding new staff or if users need a refresher course.
5.3	Webservices	New database connections.
5.4	Additional CCR Templates	Any work to enhance or create state-specific CCR templates that requires time above and beyond the initial 100 hours or 40 additional hours per year, as noted in sections 2 and 3, above, would be done on a Time and Materials Basis
5.5	Additional Reports	Any work to enhance or create state-specific reports that requires time above and beyond the initial 100 hours or 40 additional hours per year, as noted in sections 2 and 3, above, would be done on a Time and Materials Basis

Summary of RECAP-Dashboard Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of subscription	Cloud based web application.
1.2		Hosted within the Microsoft Azure Government Cloud.
1.3		Base price includes number of users identified by client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.2	4 hours	GEC provides up to four (4) one-hour training sessions via recorded webinars to show state users and state application administrators how to use the application.
2.3	90 days – 1 year	After web services are fully integrated, 90 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to one year based on the agency’s schedule and whether additional metrics are scoped and created (whether these are done as part of the SaaS or as a custom project).
3.0 Annual Maintenance		
3.1	5 hours/ update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2	Annual	Regularly address issues identified throughout the year through routine maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.3		Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.
4.0 Ongoing Support		
4.1	Annual	Phone support available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2	Annual	24 x 7 access to GEC’s complete knowledge center and user community https://gecsws.zendesk.com .
4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under four hours during normal business hours and strives to resolve requests as quickly as possible. The nature of the request determines the length of time to resolve the request.

4.4	Annual	Information about every major deployment, including a summary of the enhancements made, and additional training on new features.
5.0 Additional Services are available as add-ons to the subscription and annual Software as a Service (SaaS) fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.		
5.1	Additional users	SaaS fees are based on the number of users in certain brackets. Adding users is an increase in subscription price if the bracket changes.
5.2	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit: helpful for onboarding new state staff or if state users need a refresher course.
5.3	Web Services	New database connections.
5.4	Custom functionality	Developing state-specific functionality (e.g., creating additional features in RECAP that would meet the requirements of state-specific needs).

Summary of PWS Status Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of subscription	Cloud based web application.
1.2		Hosted within the MS Azure Government Cloud.
1.3		Base price includes number of users specified by client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.2	2 hours	GEC provides up to two (2) one-hour training sessions via recorded webinars to show users and administrators how to use the application.
2.3	90 days – 1 year	After web services are fully integrated, 90 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to one year based on the agency’s schedule and whether additional metrics are scoped and created (whether these are done as part of the SaaS or as a custom project).
3.0 Annual Maintenance		
3.1	5 hours/ update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2	Annual	Regularly address issues identified throughout the year through routine maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.3		Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.
4.0 Ongoing Support		
4.1	Annual	Phone support available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2	Annual	24 x 7 access to GEC’s complete knowledge center and user community https://gecsws.zendesk.com .
4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under four hours during normal business hours and strives to resolve requests as quickly as possible. The nature of the request determines the length of time to resolve the request.
4.4	Annual	Information about every major deployment, including a summary of the enhancements made, and additional training on new features.

5.0 Additional Services are available as add-ons to the subscription and annual Software as a Service (SaaS) fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.

5.1	Additional users	SaaS fees are based on the number of users in certain brackets. Adding users is an increase in subscription price if the bracket changes.
5.2	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit: helpful for onboarding new staff or if users need a refresher course.
5.3	Web Services	New database connections.
5.4	Custom functionality	Developing state-specific functionality (e.g., creating additional features in PWS Status that would meet the requirements of state-specific needs). Examples may be to add additional status checks, compliance evaluations or new reports, beyond the allotment provided as part of the Implementation Fee.

Drinking Water Viewer Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of contract period	Cloud based web application.
1.2		Hosted within the Microsoft Azure Government Cloud.
1.3		Base price includes number of users identified by the client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.2	2 hours	GEC provides up to (2) one-hour training sessions via recorded webinars to show DWV administrators how to use the application.
2.3	30 days – 1 year	After web services are fully integrated, 30 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to one year based on the agency’s schedule and whether additional features or configuration are scoped and created (whether these are done as part of the SaaS or as a custom project).
3.0 Covered over Contract Period		
3.1	Users	Number of users defined in agreement.
	5 hours/ software version update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2	Duration of contract period	Regularly address issues identified throughout the year through routine maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.3		Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.
4.0 Ongoing Support		
4.1	Duration of contract period	Phone support available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2		24 x 7 access to GEC’s complete knowledge center and user community https://gecsws.zendesk.com .
4.3		Emailing support@1gec.com generates a help desk ticket. GEC responds to tickets in under four hours during normal business hours and strives to resolve requests as quickly as possible. The nature of the request determines the length of time to resolve the request.
4.4		Information about every major deployment, including a summary of the enhancements made, and additional training on new features.
5.0 Additional Services are available as add-ons to the subscription and annual Software as a Service (SaaS) fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.		

5.1	Additional users	SaaS fees are based on the number of users in certain brackets. Adding users is an increase in subscription price if the bracket changes.
5.2	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit: helpful for onboarding new staff or if users need a refresher course.
5.3	Web Services	New database connections and/or creation of new API's to retrieve and display information.
5.4	Custom functionality	Developing state-specific functionality (e.g., creating additional features and/or widgets in DWV that would meet the requirements of state-specific needs).

Summary of Enforcement Tracker Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of subscription	Cloud based web application.
1.2		Hosted within the MS Azure Government Cloud.
1.3		Base price includes number of users identified by the client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC provides up to 10 hours of training to your state project administrators, which includes review of action items and task report templates to help develop the enforcement escalation policy protocols. Training may include phone calls or webinars.
2.2	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.3	40 hours	GEC provides up to 40 hours to work with your state project administrators to create customized and branded report templates, e.g., administrative order, bi-lateral compliance order, or status report.
2.4	8 hours	GEC provides up to (4) two-hour training sessions via recorded webinars to show users how to use the application.
2.5	6 hours	GEC provides up to (6) one-hour training sessions for your state project administrators which includes instructions on maintaining letter and email templates, managing users, and project tracking features.
2.6	90 days – 1 year	After web services are fully integrated, 90 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to one year based on the agency’s schedule and whether additional metrics or reports are scoped and created (whether these are done as part of the SaaS or as a custom project).
3.0 Annual Maintenance		
3.1	5 hours/ update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2		Regularly address issues identified throughout the year through routine maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.3	Annual	Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.
4.0 Ongoing Support		
4.1	Annual	Phone support available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2	Annual	24 x 7 access to GEC’s complete knowledge center and user community https://gecsws.zendesk.com .
4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under five hours during normal business hours and strives to resolve requests as quickly as possible. The nature of the request determines the length of time to resolve the request.

4.4	Annual	Information about every major deployment, including a summary of the enhancements made, and additional training on new features.
5.0 Additional Services are available as add-ons to the subscription and annual Software as a Service (SaaS) fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.		
5.1	Additional users	SaaS fees are based on the number of users in certain brackets. Adding users is an increase in subscription price if the bracket changes.
5.2	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit: helpful for onboarding new staff or if users need a refresher course.
5.3	Migration	Data migration into Enforcement Tracker.
5.4	Custom functionality	Developing state-specific functionality (e.g., creating additional features in Enforcement Tracker that would meet the requirements of state-specific needs).
5.5		Developing state-specific templates and reports not included in section 2, above, e.g., if a client wants us to maintain their template, update their template, or create an entirely new template, additional fees may apply.

Summary of Cert Tracker Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of subscription	Cloud based web application.
1.2		Hosted within the Microsoft Azure Government Cloud.
1.3		Base price includes number of users identified by the client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.2	10 hours	GEC provides up to 10 hours to work with your state administrators to customize the certificate and test letters.
2.3	10 hours	GEC provides up to 10 hours of training to state project administrators via recorded webinars on how to use the application and set up certification paths.
2.4	3 hours	GEC provides up to two (2) 90-minute training sessions via recorded webinars to show state and/or water system users how to use the application.
2.5	90 days – 1 year	After web services are fully integrated, 90 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to one year based on the agency’s schedule and whether additional metrics, integrations, or features are scoped and created (whether these are done as part of the SaaS or as a custom project).
3.0 Annual Maintenance		
3.1	5 hours/ update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2	Annual	Regularly address issues identified throughout the year through routine maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.3		Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.
4.0 Ongoing Support		
4.1	Annual	Phone support available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2	Annual	24 x 7 access to GEC’s complete knowledge center and user community https://gecsws.zendesk.com .
4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under four hours during normal business hours and strives to resolve

		requests as quickly as possible. The nature of the request determines the length of time to resolve the request.
4.4	Annual	Information about every major deployment, including a summary of the enhancements made, and additional training on new features.
4.5	Annual	In addition to the services listed above, GEC allots 120 hours for general support for state-specific requests or issues.
5.0 Additional Services are available as add-ons to the subscription and annual Software as a Service (SaaS) fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.		
5.1	Additional users	Adding users is a modest increase in subscription.
5.2	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit; helpful for onboarding new staff or if users need a refresher course.
5.3	Webservices	New database connections.
5.4	Custom functionality	Developing state-specific functionality (e.g., creating additional features in Cert Tracker that would meet the requirements of state-specific needs).
5.5		Developing state-specific reports not included in 2.2 above.

Summary of Project Tracker Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of subscription	Cloud based web application.
1.2		Hosted within the Microsoft Azure Government Cloud.
1.3		Base price includes number of users identified by the client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.2	5 hours	GEC provides up to five (5) hours to work with your state project administrators to create customized and branded agency-approved letter templates.
2.3	4 hours	GEC provides up to two (2) two-hour training sessions via recorded webinars to show state users how to use the application.
2.4	6 hours	GEC provides up to three (3) two-hour training sessions for your state project administrators which includes instructions on maintaining templates, managing users, and applying program settings.
2.5	30 – 90 Days	After web services are fully integrated, 30 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to 90 days based on the agency’s schedule and whether additional metrics or features are scoped and created (whether these are done as part of the SaaS or as a custom project). Migration of legacy data is not included in this timeline.
3.0 Annual Maintenance		
3.1	5 hours/ update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2	Annual	Regularly address issues identified throughout the year through routine maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.3		Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.
4.0 Ongoing Support		
4.1	Annual	Phone support is available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2	Annual	24 x 7 access to GEC’s complete knowledge center and user community https://gecsws.zendesk.com .

4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under four hours during normal business hours and strives to resolve requests as quickly as possible. The nature of the request determines the length of time to resolve the request.
4.4	Annual	Information about every major deployment, including a summary of the enhancements made, and additional training on new features.
5.0 Additional Services are available as add-ons to the subscription and annual SaaS fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.		
5.1	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit, helpful for onboarding new staff or if users need a refresher course.
5.2	Custom functionality	Developing state-specific functionality (e.g., creating additional features in SWEPT that would meet the requirements of state-specific needs).
5.3	Migration	Data Migration into SWEPT.

Summary of Submittals-WS Updates Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of subscription	Cloud based web application.
1.2		Hosted within the Microsoft Azure Government Cloud.
1.3		Base price includes number of users identified by the client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.2	5 hours	GEC provides up to 5 hours to work with your state application administrators to customize the required update forms within the application.
2.3	2 hours	GEC provides up to two (2) one-hour training sessions via recorded webinars to show state users and state application administrators how to use the application.
2.4	90 days – 1 year	After web services are fully integrated, 90 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to one year based on the agency’s schedule and whether additional metrics or features are scoped and created (whether these are done as part of the SaaS or as a custom project).
3.0 Annual Maintenance		
3.1	5 hours/ update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2	Annual	Regularly address issues identified throughout the year through routine maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.3		Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.
4.0 Ongoing Support		
4.1	Annual	Phone support available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2	Annual	24 x 7 access to GEC’s complete knowledge center and user community https://gecsws.zendesk.com .
4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under five hours during normal business hours and strives to resolve

		requests as quickly as possible. The nature of the request determines the length of time to resolve the request.
4.4	Annual	Information about every major deployment, including a summary of the enhancements made, and additional training on new features.
5.0 Additional Services are available as add-ons to the subscription and annual Software as a Service (SaaS) fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.		
5.1	Additional users	SaaS fees are based on the number of users in certain brackets. Adding users is an increase in subscription price if the bracket changes.
5.2	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit: helpful for onboarding staff or if users need a refresher course.
5.3	Web Services	New database connections.
5.4	Custom functionality	Developing state-specific functionality (e.g., creating additional features in Submittals that would meet the requirements of state-specific needs).
5.5		Developing state-specific templates not included in section 2, above.

Summary of Submittals-Files/Reports Service Level Agreement

1.0 Implementation Fee		
1.1	Duration of subscription	Cloud based web application.
1.2		Hosted within the Microsoft Azure Government Cloud.
1.3		Base price includes number of users identified by the client.
2.0 Initial Project Set-Up Assistance		
2.1	10 hours	GEC allots up to 10 hours to work with your IT team to ensure the product can be successfully accessed and updated with state IT systems.
2.2	5 hours	GEC provides up to 5 hours to work with your state application administrators to customize the file and report types within the application.
2.3	2 hours	GEC provides up to two (2) one-hour training sessions via recorded webinars to show state users and state application administrators how to use the application.
2.4	90 days – 1 year	After web services are fully integrated, 90 days is GEC’s minimum timeline for implementation of the application but roll-out may require up to one year based on the agency’s schedule and whether additional metrics or features are scoped and created (whether these are done as part of the SaaS or as a custom project).
3.0 Annual Maintenance		
3.1	5 hours/ update	GEC works with your IT staff to successfully deploy periodic software updates.
3.2	Annual	Regularly address issues identified throughout the year through routine maintenance, reports and requests from users, and automatic error-reporting feature built into our software. Fixes may be resolved by phone, email, or software updates.
3.3		Forward-compatible support for the modernized SDWIS (DW-SFTIES): GEC will ensure your application works with the modernized SDWIS when it is ready. GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time to integrate GECSWS software with the DW-SFTIES APIs.
4.0 Ongoing Support		
4.1	Annual	Phone support available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2	Annual	24 x 7 access to GEC’s complete knowledge center and user community https://gecsws.zendesk.com .
4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under five hours during normal business hours and strives to resolve requests as quickly as possible. The nature of the request determines the length of time to resolve the request.

4.4	Annual	Information about every major deployment, including a summary of the enhancements made, and additional training on new features.
5.0 Additional Services are available as add-ons to the subscription and annual Software as a Service (SaaS) fees. Labor costs are provided on an hourly basis and can either be added as Time and Materials (T&M) tracking or as an option to purchase blocks of time at a fixed price.		
5.1	Additional users	SaaS fees are based on the number of users in certain brackets. Adding users is an increase in subscription price if the bracket changes.
5.2	Additional training (on a Time and Materials basis)	Via webinar or an on-site visit: helpful for onboarding staff or if users need a refresher course.
5.3	Web Services	New database connections.
5.4	Custom functionality	Developing state-specific functionality (e.g., creating additional features in Submittals that would meet the requirements of state-specific needs).
5.5		Developing state-specific templates not included in section 2, above.

Summary of SDWIS Hosting Service Level Agreement

1.0 Server Environment		
1.1	Duration of subscription	Cloud based hosting for SDWIS infrastructure and applications.
1.2		Hosted within the Microsoft Azure Government Cloud, includes firewall maintenance for users in test and production environments. GEC bears responsibility for all digital infrastructure related to hosting.
2.0 Initial Project Set-Up		
2.1	Initial activities	GEC installs the most recent versions of all SDWIS applications in both a testing and production environment.
2.2		GEC provides access to both environments for state staff.
2.3	Up to 2 hours	GEC provides up to two (2) one-hour training sessions on using the GEC portal. These trainings are via recorded webinars with one providing training to state admins and the other for state staff.
3.0 Annual Maintenance		
3.1	Annual	GEC monitors the server environments for availability and vulnerabilities at all times. GEC installs and tests SDWIS updates released by EPA (e.g., SDWIS 3.8), validating the integrity and ensuring compatibility with FedRep, Bridge, XMLSampling, and other modules in an internal environment before installing in a client-facing environment.
3.2		Manage all hosting responsibilities, including server updates and routine maintenance to ensure an elevated level of cybersecurity, security patching, and uptime monitoring within a SOC 2 Type 2-certified environment.
3.3		Regularly address issues identified throughout the year through requests and reports from users, routine maintenance, log analytics, and reports. See Ongoing Support section below for information relating to reporting issues.
3.4		GEC is working with EPA and its partners to prepare for the modernized SDWIS program (DW-SFTIES). When it becomes available (est. 2026), a contract modification may be needed at that time for GEC to work with you to upgrade to DW-SFTIES.
3.5		Server maintenance and vulnerability scanning and remediation.

4.0 Ongoing Support		
4.1	Annual	Phone support available weekdays from 9:00 am - 5:00 pm MST (480) 827-9827.
4.2	Annual	24 x 7 access to GEC's complete Knowledge Center and user community if state-specific information on SDWIS are included in the knowledge center https://gecsws.zendesk.com .
4.3	Annual	Emailing support support@1gec.com generates a help desk ticket. GEC responds to tickets in under four hours during normal business hours and strives to resolve requests as quickly as possible. The nature of the request determines the length of time to resolve.
4.4	Annual	We commit to maintaining 99.5% monthly uptime for the production environment and 98.0% uptime for the test environment, excluding scheduled maintenance windows.
4.5	Annual	Scheduled maintenance for production occurs after business hours, while test environment maintenance is more flexible and will be communicated with at least 48 hours' notice.
4.6	Annual	Daily database backups are performed for both environments and retained for 30 days, with a Recovery Point Objective (RPO) of 8 hours and a Recovery Time Objective (RTO) of 4 hours on weekdays. On weekends and public holidays, the RTO extends to 12 hours.
5.0 Additional Services are available as add-ons to the hosting fees. Labor costs are provided on an hourly basis and can be added on a Time and Materials (T&M) basis.		
5.1	SDWIS Training	SDWIS training is customized for the state. Training can be SDWIS module based, and include rule-based training via webinar or an on-site visit. Training can be geared for new SDWIS users, new staff, or refresher training on SDWIS and/or SDWA regulations.
5.2	Additional work above and beyond SaaS (hosting costs)	Staff hours to reasonably coordinate the set-up of SDWIS hosting are included; however, work that is beyond this allotted time will be done on a T&M basis. This may include additional coordination with state IT or contract folks, e.g., for extra security or other steps that may need to be completed for set-up.
5.3	Web Services	New database connections. GEC can work with your IT staff to connect SDWIS to other interfacing applications, including providing support for legacy Access databases and relinking tools.