

ICIDS VAR Program

To maintain a high level of service and reliability within the ICIDS program, DAQ requires that all procurement, engineering, installation, configuration, and maintenance of our StarWatch products be conducted by certified value-added resellers (VARs). Each VAR has been carefully selected for their commitment to the program, technical competence, and familiarity with ICIDS installations.

For our StarWatch line of security software and equipment, DAQ partners with a select group of VARs for ICIDS-related sales and services



During the certification process, and continuing through the lifetime of the partnership, VAR personnel receive extensive, hands-on instruction on the StarWatch SMS security operating system and all related hardware modules. Whether it be a field engineer who performs remote device maintenance or a site administrator responsible for building StarWatch SMS databases from start to finish, the DAQ/VAR relationship ensures that all technicians are properly trained on ICIDS-specific configuration and functionality.

VERIFIED CERTIFICATE

If technical service involving a StarWatch system is provided to an ICIDS installation, any technician associated with this work must have a certificate validating that they have completed the training process provided through our VARs. Such work includes physical installation and maintenance of components, operator computers, and system servers and software configuration of databases, user interfaces, and procedures. Importantly, technicians must also be actively working for a DAQ certified VAR - as stated on each certificate, the granted certification is non-transferrable between business entities and is valid only while the recipient is employed by the VAR indicated. Note that if these guidelines are not followed, the warranty for ICIDS-related StarWatch hardware and software can be declared null and void and limit any DAQ technical support.



Technicians from DAQ-approved VARs are trained and certified for ICIDS hardware maintenance and system administration of CallistoView and StarWatch SMS software

NETWORK OF ACCREDITED VARs

With decades of experience, DAQ VARs provide superior service and a wide range of geographic coverage. A full list can be found on our website. Note that only those VARs designated as ICIDS-certified can undertake work on ICIDS projects. Those listed as territory-specific are limited to offering services to bases in their immediate area.



ICIDS CERTIFICATION

CONTRACTOR REQUIREMENTS

For third-party organizations bidding on ICIDS base maintenance contracts, any StarWatch equipment and/or direct technical services must be obtained through a DAQ-certified VAR. To assure full authorization and warranty coverage, these agreements typically follow the guidelines outlined below:

- Contractor will provide qualified, DAQ-certified ICIDS technicians for maintenance support at the site.
- Proposal is to include an official communication from DAQ stating that the contractor is a DAQ-certified ICIDS VAR and is able to provide services/support for this site.
- Contractor will obtain an annual, site-specific Software Maintenance Agreement from DAQ that will provide software updates and associated ICIDS Lab support.

- A Maintenance Visit checklist will be completed and signed by Physical Security and contractor personnel at the end of each Maintenance Visit.



- Checklist will verify:
 - communications is operational to all zones
 - status of shunted/offline/disabled sensors or zones
 - general cleanliness of Operator Workstation (OPWS) and Primary Monitoring Console (PMC) cabinet
 - generation of system backups of the StarWatch SMS database and CallistoView Remote Area Data Collector (RADC) files
- Proposal is to include all costs for labor and travel to complete maintenance.

The software maintenance agreement provides continuous access to system updates, technical documentation, and multiple support channels



- Proposal is to include Maintenance Visits, telephone support and emergency/unscheduled visits for each year of the contract.
- Contractor will provide a DAQ-certified ICIDS technician to complete maintenance tasks.
- Corrective maintenance will consist of fault isolation and replacement of defective components to restore full system operation.

CONTACT

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