



Renewable Service Agreement

Prepared For:

Tukwila Pool

Friday, January 25th, 2019

Proposed Agreement Term: Feb 1, 2019 to Jan 31, 2020

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Executive Summary

Sunbelt Controls is pleased to have this opportunity to offer Tukwila Pool our proposal for a comprehensive Renewable Service Agreement to provide maintenance and support for your Automated Logic Building Automation System (BAS).

Your facility has an Automated Logic WebCTRL Building Automation System which monitors and controls HVAC equipment and pool water systems essential to your facilities day-to-day activity. Additionally, your BAS provides the means to ensure consistent zone comfort, monitor temperatures, schedule the systems, and identify HVAC Systems Status which enables you to control your facility at peak performance and optimal efficiency.

Key components of your Renewable Service Agreement are the service tasks performed to ensure your facility continues to operate per specification and according to facility goals. We will perform these tasks during visits scheduled throughout the duration of the agreement. At the conclusion of each visit, a report will be provided to you that details our findings and summarizes services performed. This report will highlight conditions operating outside of specified parameters, along with specific recommendations for remediation.

By partnering with **Sunbelt Controls** to maintain your BAS, you will receive substantial benefits. Below is a brief list of benefits gained through a Renewable Service Agreement:

- **Reduced Energy Costs**
- **Optimized Performance & Value of Equipment and BAS**
- **Operational Efficiency and Sustainability**
- **Continued reliability of HVAC Systems service common areas, conference halls, and support offices.**
- **Reduced Downtime through Routine Maintenance and Detailed System Analysis**
- **GUI Software Maintenance**
- **Increased Operator Efficiency**
- **Fully Trained Facilities Staff**
- **Budgeted Predictable Maintenance Expenditures**
- **Significant Discounts through eParts Material Procurement Program**
- **Preferred Labor and Material Rates**
- **Minimized Labor Costs through Discounted Rates for System Enhancements and Additions**
- **Priority Response within 2 Hours for Service Calls**
- **Remote Response and Support**

In closing, this agreement has been developed to provide you with a comprehensive solution tailored to meet your site's unique needs and operational goals. It includes both the short-term and long-term support needed to ensure your facility operates at peak efficiency with minimum downtime. Please refer to the following section for a full description of the diagnostic, support, and optimization services included in your Renewable Service Agreement.

Thank you again for this opportunity and we look forward to serving you. If you have any questions or concerns, please contact me at (206) 335-4573.

Sincerely,

Andrew Gail
Service Sales Engineer



Summary of Services

The following is a summary of the services that you have selected to be included in your Renewable Service Agreement. These services shall be performed during your scheduled maintenance visits.

Maintenance Services:

- **Disaster Recovery (101-SPF)**
 - Sunbelt Controls will make a copy of the ALC Database and store it in secure corporate cloud storage.
 - Technician will access the computers Ant-virus, malware, security software and report status.

- **Network Analysis (102-SPF)**
 - We will apply advanced diagnostics to your BAS network's communications. The diagnostic tool will analyze the communication data and look for common issues affecting network performance.
 - We will provide a semi-annual report on the health of the BACnet IP Network.
 - Configure additional computers for access for local and remote Internet connection to WebCTRL as required.

- **Main Server (103-SPF)**
 - Our technician will perform maintenance on both the server machine and automation system application, including Windows and system updates, server hardware checks, and evaluating operating system alarms.
 - Our technician will install any patches needed for the WebCTRL Software Platform at each service visit.

- **System Controllers Analysis (104-SPF)**

Our technician will systematically check the building's equipment and controls for proper operation, control systems installation/wiring integrity, system optimal control, and evaluate current sequences of operation because a finely tuned system directly converts to energy and cost savings.

 - Control panels are inspected and wire terminations checked for proper connections.
 - Key operational components of the system are checked and parameters adjusted.
 - Trends are analyzed.
 - Hot Zones, Cold Zones, or zones with ventilation issues are identified and modifications made or recommendations of changes are given is needed.
 - Rotational and staging sequences are exercised to ensure automatic operation is sound.
 - Efficiency sequences are tested to ensure your optimal system operation.
 - Updated drivers are uploaded to applicable field level controllers to ensure optimal performance.

- **WebCTRL Software Upgrade (121-SPF)**
 - The Tukwila Pool has Automated Logic WebCTRL 500 v. 6.0 Software License W201300358.
 - The newest v. 7.0 of WebCTRL will be installed on the existing PC (Needs to be Windows 10, 64 Bit).
 - Training will be given to highlight new features, capabilities, and changes from the previous software.



This Renewable Service Agreement includes 16 total hours with visits and tasking as follows:

Tukwila Pool Automated Logic Control System Technical Labor Distribution																	
Line Item No.	Task Description	Task Code	No. of Tasks	Budget Total (Hrs)	Indicate Hours Per Month by Task or Totals by Month												Totals
					1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
					Jan	Feb	Mar	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
1	Disaster Recovery	SYS-101 SPF	1	2.0 hrs		0.0 hrs						1.0 hrs				1.0 hrs	
2	Network Analysis	SYS-102 SPF	2	2.0 hrs		1.0 hrs						1.0 hrs				2.0 hrs	
3	Main Server	SYS-103 SPF	1	2.0 hrs		0.0 hrs						1.0 hrs				1.0 hrs	
4	Sys.Controller Analysis	SYS-104 SPF	2	4.0 hrs		1.0 hrs						5.0 hrs				6.0 hrs	
5	Software Upgrade	SYS-121 SPF	1	6.0 hrs		6.0 hrs						0.0 hrs				6.0 hrs	
Totals:			6	16.0 hrs	###	6.0 hrs	###	###	###	###	###	6.0 hrs	###	###	###	16.0 hrs	

The initial term of this Agreement shall be 1 Year, effective 2/01/19. The agreement price is \$3,428 per year.

Service visits will be scheduled with the customer with the first visit targeted for February 2019 and the second visit in August 2019.

Tukwila Pool shall be invoiced in the amount of \$ 1,714 Semi-Annually with invoicing sent the same month as the service visits.

Cost Breakdown, Software Costs vs Labor Costs.

Current Period Jan 2019 to Dec 2019:

16 hours of On-Site Labor, Admin Costs, and travel covered: \$2,667.00

WebCTRL Software Upgrade to v. 7.0 from current v. 6.0: \$ 716.00 (List Price New: \$5,000)

Total Service Agreement Price: \$3,428.00

2020 Service Cost Consideration – if a service contract is renewed in Jan 2020:

This section is provided for future budgeting consideration. In 2020 the estimated software upgrade cost to jump 1 rev. level from v. 7.0 (installed in 2019) up to the next future revision would be \$300.00 +/- . Note: the customer is not required to upgrade the software. It is however a recommended endeavor.

If a Service Agreement for next year (Feb 2020-Jan 2021) were to be executed (renewal is not automatic) the 2020 cost will be roughly \$3,100 covering WebCTRL Software upgrade one revision level and the same 16hrs labor as is covered herein.



Dedicated Account Team

Dedicated Account Team Overview

A key component of your Renewable Service Agreement is the team of professionals that will manage and perform the services at your facility as outlined herein this proposal. Your dedicated account team includes a Service Project Manager, a Primary Technician, and a Secondary Technician. Additional resources include our Service Coordinator, Dispatch Coordinator, and Online Support staff. These resources are focused on providing you the best service possible while ensuring your facility continues to operate at peak efficiency.

The following team will be dedicated to supporting you and providing exceptional service for your facility:

Andrew Gail – Service Sales Engineer

Your dedicated Service Sales Engineer will work with you and your facilities staff to identify both building and business objectives, and develop service solutions tailored to meet such objectives. He works with the service team to ensure service provided is in accordance with this contract and that it continues to meet your needs, goals, and objectives. Annually, your Service Project Manager will review this agreement with your staff. During this review, he will discuss services performed during the past year and recommend options to further optimize system performance, address recurring system issues, and/or adjust our offerings to better meet your needs, goals, and objectives.

Joe Cooper – Primary Technician

Your Primary Technician is well-versed in both Building Automation and HVAC systems. The goal is for them to become familiar with your facility, your systems, and your procedures to become, in effect, a key technical resource dedicated to enhancing the performance of your building.

Dave Mitchell – Secondary Technician

By assigning a Secondary Technician, we ensure depth of coverage and expand our pool of technical resources familiar with your facility. Overall, he/she serves as a backup to ensure seamless, continuous coverage.

Quality Assurance

In order to ensure that we are meeting your needs and providing value-added services to your campus staff and facilities, we will schedule periodic Semi Annually Assurance Meetings and an Annual Service Program Review. The purpose of these meetings is to ensure that our services structured and defined within this agreement are aligned with your current operational, departmental, and overall facility goals. As your needs and/or goals change, we can modify our deliverables to ensure that we continue to provide highest levels of service and value possible while at the same time ensuring that your facility operates optimally and efficiently.

***We look forward to partnering with you
& providing exceptional service.***



Labor & Material Rates

(Effective January 1st, 2019)

Hourly Labor Rates (For Service Work Outside of Scheduled Service Agreement Work):

Maintenance Agreement: \$150 (normal business hours) | \$225 (Overtime)

Non Maintenance Agreement: \$165 (normal business hours) | \$247.50 (Overtime)

Overtime Billing

Overtime rates begin after 4pm on weekdays or Weekends

Truck Charge (per day, per truck)

Additional Service work outside contract: \$45

Warranty

90 days on Service Labor

1 Year on Parts

Response Time

2 hour response time for service requests

24 Hour Service Response Phone #

1-877-786-2332



Enjoy significant discounts on parts through our eParts Material Procurement Program which provides access to more than 140 million products from over 120 well-known industry brands.



RSA Pricing & Signature Page

Location -1 Name & Address

Tukwila Pool
4144 S. 144th Street
Tukwila, WA 98168
Michelle Simpson: Ph. 206-267-2350

Customer Name & Address

Tukwila Pool
4144 S. 144th Street
Tukwila, WA 98168

The initial term of this Agreement shall be 1 Year, effective 2/01/19. The agreement price is \$3,428 per year. The Tukwila Pool shall be invoiced in the amount of \$ 1,714 Semi-Annually.

Billing Cycle: Annual

Semi-Annual

Quarterly

Monthly

Included in this price are two 8-Hour Service Visits scheduled 6 months apart (Feb 2019 and August 2019) and a WebCTRL Software Upgrade. Labor: \$2,667, Software: \$761. Invoices shall be sent the same months as the service visits are executed.

To indicate your acknowledgment and acceptance of this proposal, please sign in the space provided below and return one copy of this to my attention. This proposal is being provided in duplicate so that you might retain one copy for your records.

Accepted & Approved By:

Authorized Signature

Michelle Simpson

Name

1-25-19

Date

P.O. Number



Terms & Conditions

Sunbelt Controls Agrees:

1. To perform services as required.
2. To furnish the customer with a report of any irregularities revealed as a result of the inspection and adjustments. Corrective measures or repairs that are required will be recommended to customer.
3. Customer approval is required on repair work.
4. To service only the equipment listed.
5. To report to the person or office designated in writing by customer. Customer to inform of changes of personnel.

Excluded From This Plan:

1. The cost of repair parts, replacement parts (controllers, sensors, etc.), service calls.
2. Labor costs other than that required under the service agreement.
3. This agreement does not include the provision or installation of any required metering or instrumentation, or the analytics/fault detection diagnostics solution implementation.

Terms:

1. The service plan shall commence on the effective date noted in the maintenance pricing below. Either party may terminate this agreement by giving the other party thirty (30) days prior written notice.
2. Failure to make payment when due, or impairment of owner's credit, shall relieve Sunbelt Controls of the obligation of further performance of this agreement.
3. Current trip charges for all service calls and repairs will continue to apply.
4. General Conditions listed on following page of document.



General Conditions

1. For the convenience of both the Customer and Sunbelt Controls, the Customer will permit Sunbelt Controls personnel the use of his common building equipment, such as ladders, elevators, etc., together with free and timely access to necessary areas.
2. Sunbelt Controls will not be required to remove, replace or alter any part of the building structure in the performance of this agreement.
3. Both the Customer and Sunbelt Controls agree that all work referred to in this agreement shall be performed during the regular working hours of 8:00 AM to 4:30 PM, Monday through Friday, except Holidays.
4. Customer agrees to make prompt payments. Should a payment become thirty (30) days delinquent, this contract may become null and void at any time thereafter at the option of Sunbelt Controls, and all moneys owed to Sunbelt Controls will become due upon demand.
5. To assure best performance the Customer should operate the system and all equipment properly and as per manufacturer's instructions. Expenses to Sunbelt Controls caused by improper system operation, negligence, misuse of the equipment, or by any cause beyond the control of Sunbelt Controls, shall be paid by the Customer at current material and labor prices.
6. Operational efficiency will be assured if all necessary work is performed or equipment added by qualified Sunbelt Controls personnel. In the event of any alterations, additions, adjustments, or repairs by others (unless authorized by Sunbelt Controls) Sunbelt Controls assumes no responsibility and has option to terminate this agreement.
7. Any parts that are not available from normal sources in the judgment of Sunbelt Controls, and which may impair proper operation, may be replaced by Sunbelt Controls and paid for by the Customer.
8. Loss of business or any delays occasioned by events that Sunbelt Controls cannot control, such as strikes, riots, lock-outs, transportation delays, accidents, Acts of God, force majeure or any other cause beyond Sunbelt Controls' control shall not be the responsibility of Sunbelt Controls.
9. Any item of equipment or labor required by insurance companies, federal, state, municipal or other authorities will not be required to be furnished by Sunbelt Controls.
10. Sunbelt Controls shall not be responsible for original system design, installation or its performance in maintaining design conditions, except through failure of equipment covered herein.
11. This agreement covers the complete understanding between Sunbelt Controls and the Customer, and shall become a valid contract only when accepted and approved by authorized persons for both parties. No verbal representations shall be binding on either party.
12. If Secure Socket Layer Management service is selected, Sunbelt Controls is not responsible for Network Security or the Security of the Hardware/Computer Machine.



***We believe there's a better way...
to support your facility.***

**For more information, please visit our
website at: sunbeltcontrols.com**