



PURCHASING ITEM
FOR
COUNCIL AGENDA

1. Agenda Item Number:

34

2. Council Meeting Date:

June 28, 2007

TO: MAYOR & COUNCIL

3. Date Prepared: May 18, 2007

THROUGH: CITY MANAGER

4. Requesting Department: Municipal Utilities

5 SUBJECT: Approve a five-year service maintenance agreement for water and wastewater instrumentation/control systems with Invensys Systems, Inc., in an amount not to exceed \$811,762, plus annual adjustments.

6. RECOMMENDATION: Recommend approval of a five-year service maintenance agreement for water and wastewater instrumentation/control systems with Invensys Systems, Inc., in an amount not to exceed \$811,762, plus annual adjustments.

7. HISTORICAL BACKGROUND/DISCUSSION: The Foxboro Co. (now called Invensys Systems) installed the Chandler Water Treatment Plant instrumentation/control system and has maintained it since the initial plant startup in 1989. In 1992 and 1997, the City Council approved two service maintenance agreements with Foxboro (five years each). In 1999, Council approved Addendum 1 adding the Airport Water Reclamation Facility equipment to the agreement.

8. EVALUATION PROCESS: Staff negotiated a five-year agreement with Invensys Systems, Inc. As with the previous agreements, this agreement provides 24-hour coverage, remote support service, a parts exchange program, on-site corrective service, and software support. Invensys Systems, inc., is the sole manufacturer and distributor of the software and equipment. They are the only firm performing this maintenance.

Below is the per year cost for the present five-year agreement. The annual pricing is subject to an annual price adjustment based on the Government Standard for Labor, per the U.S. Bureau of Labor Statistics Employment cost Index (E.C.I.), plus 2%.

Year One	7/1/07-6/30/08	\$ 149,696	WTP	\$ 90,766	AWRF	\$ 58,930
Year Two	7/1/08-6/30/09	\$ 156,226	WTP	\$ 95,258	AWRF	\$ 60,698
Year Three	7/1/09-6/30/10	\$ 163,655	WTP	\$ 101,136	AWRF	\$ 62,519
Year Four	7/1/10-6/30/11	\$ 168,564	WTP	\$ 104,170	AWRF	\$ 64,394
Year Five	7/1/11-6/30/12	\$ 173,621	WTP	\$ 107,295	AWRF	\$ 66,326
TOTAL		\$ 811,762	WTP	\$ 498,895	AWRF	\$ 312,867

9. FINANCIAL IMPLICATIONS:

Costs: \$811,762
Savings: N/A
Long Term Costs: N/A

Fund Source:

Acct. Name:	Fund Name:	Program Name:	CIP Funded:	Funds:
605.3830.0000.5419	Water Operating/Water Treatment	Other Equipment R&M	Non-CIP	\$498,895
615.3960.0000.5219	Wastewater Operating/AWRF	Other Prof./Contract Svc	Non-CIP	\$312,867
				\$811,762

10. PROPOSED MOTION: Move to approve a five-year service maintenance agreement for water and wastewater instrumentation/control systems with Invensys Systems, Inc., in an amount not to exceed \$811,762, plus annual adjustments, and authorize the Mayor to sign the agreement.

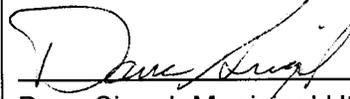
APPROVALS

11. Requesting Department



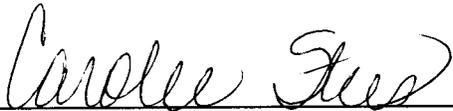
Robert Mulvey, Assistant Municipal Utilities Director

13. Department Head



Dave Siegel, Municipal Utilities Director

12. Procurement Officer

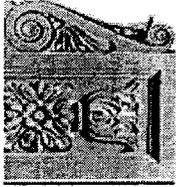


Carolee Stees, CPPB

14. City Manager



W. Mark Pentz, City Manager



Carolee Stees/COC
06/18/2007 01:55 PM

To Robin Becker/COC@ci.chandler.az.us
cc Erica Barba/COC@ci.chandler.az.us, Mary Dorsch/COC@ci.chandler.az.us
bcc
Subject Re: Fw: Questions on Agenda Collection

History: This message has been replied to.

All are approved by Legal, but I do not have Praxair's signature yet. I'll put what I already have in pdf format on the N drive for your reference, but I am more concerned that I get it to the Clerk's office. Do you require that the Legal approved/vendor signed documents are on the N drive? I ask since it causes just another step in the whole process for me. Thanks.

Carolee Stees, CPPB
City of Chandler Purchasing Dept.
Phone (480) 782-2405
Fax (480) 782-2410
carolee.stees@chandleraz.gov
Robin Becker/COC

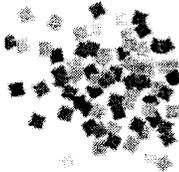


Robin Becker/COC
06/18/2007 01:35 PM

To Carolee Stees/COC@ci.chandler.az.us
cc Mary Dorsch/COC@ci.chandler.az.us, Erica Barba/COC@ci.chandler.az.us
Subject Fw: Questions on Agenda Collection

Carolee - have the legal approvals been obtained for the Praxair and Invensys council memo's? We are also need the contractor signature page for the ASU memo. Agenda collection is 9AM tomorrow and I was hoping a PDF can be placed in our N Drive. Thanks.

----- Forwarded by Robin Becker/COC on 06/18/2007 01:33 PM -----

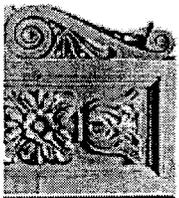


Mary Dorsch/COC
06/13/2007 03:08 PM

To Robin Becker/COC@ci.chandler.az.us
cc
Subject Fw: Questions on Agenda Collection

Robin: FYI regarding Carolee's memos.

----- Forwarded by Mary Dorsch/COC on 06/13/2007 03:08 PM -----



Carolee Stees/COC
06/13/2007 02:58 PM

To Mary Dorsch/COC@ci.chandler.az.us
cc
Subject Re: Questions on Agenda Collection

Hi Mary,

**INVENSYS SYSTEMS, INC.
LIFETIME SUPPORT SERVICES AGREEMENT**

Company Name: City of Chandler			
Corporate Location: Chandler, AZ			
Purchase Order No.:			
Invensys Quotation No.:			
Invensys CQA No.:			
Blue-shaded sections will be completed by Billing Administrator			
Customer Code:			
Invensys Agreement No.:			
PAYMENT PERIOD	<input type="checkbox"/> Annually	<input checked="" type="checkbox"/> Quarterly	<input type="checkbox"/> Monthly
AGREEMENT PERIOD:			
	Start Date	End Date	Value
Year 1:	7/1/2007	6/30/2008	\$149,696 (WTP- \$90,766 WWRP- \$58,930)
Year 2:	7/1/2008	6/30/2009	\$156,226 (WTP \$95,528 WWRP -\$60,698)
Year 3:	7/1/2009	6/30/2010	\$163,655 (WTP \$101,136 WWRP -\$62,519)
Year 4:	7/1/2010	6/30/2011	\$168,564 (WTP \$104,170 WWRP-\$64,394)
Year 5:	7/1/2011	6/30/2012	\$173,621 (WTP \$107,295 WWRP-\$66,326)
Total			\$811,762

OPTIONS		
Service Engineer (defined days):		\$
System Improvement Service Engineer (defined days):		\$
Resident Service Engineer:		\$
Resident System Improvement Service Engineer:		\$
Alarm Management Service:		\$
Loop Management Service:		\$
Network Security Services:		\$
Advantage Upgrade Option:		\$
Alliance Training:		\$
Learning Services		\$
Other Service (name):		\$
Training Growth Fund Contributions:	Invensys	Purchaser
Year 1:	\$	\$
Year 2:	\$	\$
Year 3:	\$	\$
Year 4:	\$	\$
Year 5:	\$	\$
TOTAL AGREEMENT VALUE:		\$811,762

Qualified Invensys Systems, Inc. (herein after called Invensys Systems) Customer Service personnel will provide support services as defined by the Agreement type checked below. Attachments A and B (and other attachments if appropriate) describe agreement offerings purchased, list the specific equipment covered, and provide any additional pertinent information for the agreement purchased.

COMPREHENSIVE SYSTEM MANAGER (CSM) - Provides 24-hour coverage, including emergency coverage after normal Invensys Systems business hours, weekends, and holidays. Technical telephone assistance and Customer Satisfaction Center technical website access are included. Remote Services are included (see Note 1). Material provided under the Module Exchange Program (MEP) will be exchanged at no additional cost to Purchaser contingent on the return of refurbishable material to designated Invensys Systems location within 20 days (See Note 2). Software support (intra-level) releases are included. On-site service is included. Optional support services may be selected.

OPTIONS

Check option(s) to be included

- No options are purchased.
- Service Engineer —Prepaid non-resident support labor during normal business hours for typical system maintenance support. Customer provides work list in advance to ensure proper preparation.
Number of days purchased: _____
- System Improvement Service Engineer —Prepaid non-resident field applications engineer assists customer staff with development, implementation, and/or enhancement of control schemes including testing, commissioning and documentation. Applications covered may be continuous process or sequence controlled batch. Customer provides work list in advance to ensure proper preparation.
Number of days purchased: _____

- Resident Service Engineer — Site-resident service engineer provides system administration, backups, preventive maintenance, and on-site troubleshooting. Service is directed by customer and provided during normal business hours. After-hours, weekend and holiday labor billed at published service rates.
- Resident System Improvement Services Engineer — Site-resident field applications engineer assists customer staff with development, implementation, and/or enhancement of control schemes including testing, commissioning and documentation. Applications covered may be continuous process or sequence controlled batch. Customer provides worklist in advance to ensure proper preparation. Service is directed by customer and provided during normal business hours. After-hours, weekend and holiday labor billed at published service rates.
- Alarm Management Services — Utilizing a three-phase approach, Invensys application engineers work closely with plant system operators and engineers to identify, implement, and maintain alarm system improvements aimed at minimizing nuisance alarms and improving responsiveness to abnormal conditions. Select specific Alarm Management Service below.
 - Alarm Management Services — Phase 1 Alarm System Performance Study and Report — Installation of Invensys-owned software and supporting hardware. Provides alarm system performance study and baseline report including recommendations for alarm systems improvement methodology and performance targets.
 - Alarm Management Services — Phase 2 Alarm Performance Improvement — Based on Phase 1 System Performance Report recommendations, develop alarm system philosophy, alarm rationalization and implement alarm system changes, develop HMI philosophy per human factors engineering & design specification, and implement HMI modifications. Final report documents actual alarm system performance improvements.
 - Alarm Management Services — Phase 3 Life Cycle Alarm Management — Monitor and maintain alarm system performance. Alarm Management Service status reports are generated remotely and delivered electronically on a quarterly basis.
- Loop Management Services — Comprehensive on-line control loop and valve diagnostics and reporting, expert loop tuning, and continuous remote monitoring to help ensure maximal control loop performance over time. Select specific Loop Management Service below.
 - Loop Management - Year One — Installation of Invensys-owned software and supporting hardware. Includes baseline analysis, quarterly remote loop performance monitoring sessions and electronically delivered reports. Site assistance associated with retuning or correcting loops is available on a per diem basis outside of this support agreement, or alternatively may be included in scope of work and defined number of days purchased under Application Engineer option.
 - Loop Management - Services (beyond Year One) — One year of Loop Management Service including quarterly remote loop performance monitoring sessions and electronically delivered reports. Site assistance associated with retuning or correcting loops is available on a per diem basis outside of this support agreement, or alternatively may be included in scope of work and defined number of days purchased under Application Engineer option.
- Network Security Services — Invensys Systems can help you develop an intrusion detection and prevention plan for plant control systems and other process networks.
 - Site Security Review Service — Invensys assists you in defining clear security objectives and establishing an ongoing control system and site network security plan.
 - System Security Hardening Service — Assistance to implement the recommendations developed under Site Security Review Service specific to the security of your control system.
- Advantage Upgrade Program — Upgrade components of current I/A Series system hardware and software within support agreement timeframe and budget. Invensys will work with Purchaser to develop upgrade plan.
- Alliance Training: — Hands-on maintenance and system administration training including remote support. Includes open structured lecture with lab exercises designed in an on-site problem resolution scenario. Individual and team thinking are encouraged to resolve the issues presented. Includes detailed familiarization with Invensys technical advancements, products and services. Alliance Training sessions are held in Foxboro, MA, USA.
Number of seats purchased: _____
- Learning Services — Over thirty standard and customizable courses cover everything from basic configuration to control technology and engineering. Conducted at a Lifetime Learning Center or site of customer's choosing. Internet-delivered courses, electronic media, books and other training materials may be included.
- Training Growth Fund — Purchaser's contribution will be made to Training Growth Fund together with support agreement payments. Invensys Systems' matching contribution is limited to a maximum of 10% of the annual support agreement value. The Training Growth fund is applied to purchaser's choice of Invensys IPS-owned standard or customized training courses held at Lifetime Learning Centers or site of customer's choosing, and IPS-owned computer-based training (CBT) or Internet-delivered courses. Refer to "Support Agreement Terms & Conditions", page 5, #6.
- Other Service — Any additional service deliverable(s) purchased under this agreement are detailed in the **Special Conditions of Agreement** section.

NOTES:

1. **REMOTE SERVICES:** The extent of Remote Services provided is dependent on the I/A Series system platform, connection gateway and optional software in use. Remote Diagnosis Service and Predictive Analysis Service are provided to all customers with Remote Services-inclusive agreement coverage.
2. Predictive Analysis Service is performed on a scheduled basis; includes System Administration Report(s) (SAR's).
3. Number of Predictive Analysis sessions and resulting System Administration Reports (SAR's) provided annually: 4
4. Systems using traditional Remote Plus connection methodology (Communication Processor, modem or router, and POTS or ISDN) must be UNIX-based only running I/A Series Version 7.x or under, or UNIX-based with connection to Microsoft Window NT or XP workstations.
5. Automation Platform Monitor is the enabling platform for delivery of Remote Services and Performance Service that have requirements for remote delivery or application storage capacity. It is comprised of a server class computer, packaged with associated server and remote connection software applications. Automation Platform Monitor hardware and all software licenses are the property of Invensys Systems. Systems using Automation Platform Monitor's remote-connection methodology have no system platform-based limitations.
6. Automation Platform Monitor is required to support optional Alarm Management Services and Loop Management Services if purchased.
7. Automation Platform Monitor will be installed and configured at [site location]. Invensys will provide [number] Automation Platform Monitor servers.
8. **MODULE EXCHANGE PROGRAM (MEP):** Replacement orders can be placed by Purchaser's authorized personnel 24 hours a day via telephone 1-866-746-6477 or 1-508-549-2424. Material will be provided under the Module Exchange Program (MEP) on a cost-inclusive basis provided that the refurbishable module(s) with Return Material Authorization (RMA) clearly identified are returned to Foxboro, MA within 20 days of order-placement. Non-compliance with MEP policy will result in the issuance of an invoice. Purchaser will provide Invensys Systems with purchase order number for non-return of refurbishable material.

SPECIAL CONDITIONS OF AGREEMENT

The following Special Conditions apply to this Support Agreement (i.e., addition of non-standard support deliverable, or deletion of standard support function(s)).

1. The Annual Pricing is based on a 2% annual agreement adjustment plus the Employment Cost Index (ECI).

Invensys Lifecycle Support Policy

Invensys Systems' Lifecycle Support Policy provides consistent and predictable guidelines for product support, compatibility, availability and repair. The policy establishes clear and predictable product support timelines to assist customers with managing end of life issues related to their installed I/A Series and SPECTRUM system equipment. This proactive approach provides a comprehensive view of product lifecycle phases, phase transition timing, and available support during each phase. This information enables customers to plan product upgrades years in advance. I/A Series and SPECTRUM system products move through five phases during their lifecycles:

- Preferred Products (PREF): These products are the most recent sales-released products available in their functional area.
- Available Products (AVAL): Products that are available for sale primarily for expansion projects. They are no longer the Preferred Product offering.
- Mature Phase (MATR): Products withdrawn from sale. Comprehensive support services are provided.
- LifeTime Phase (LIFE): Invensys Systems continues to support and maintain standard I/A Series hardware products and standard SPECTRUM products through the Module Exchange Program (MEP) and Repair Service as long as components remain available.
- Unrepairable (UNREP): Products not available to through the Module Exchange Program and/or other Invensys material support programs. Technical assistance and on-site support are provided as long as the equipment remains a viable part of the I/A Series or SPECTRUM system. If that product fails, Invensys Systems will suggest purchase of an alternate replacement.

The Lifecycle Product Support Guide and information on lifecycle phases of specific products and product categories is available on <http://www.csc.ips.invensys.com>.

City of Chandler WTP 2007

Revised Equipment List January 2007 w/o Upgrade and Upgraded Equipment Removed

Note: Enclosures and Workstation Bays are listed for reference only

<u>Items</u>	<u>Qty</u>	<u>Product</u>	<u>Description</u>	<u>Life Cycle</u>
1	2	P0400VP	Communication Processor 10 (COM10)	AVAL
2	4	P0961BD	Communications Processor 30 Style B (DI30 Modules)	LIFE
3	2	P0903CV	Annunciator Keyboard	PREF
4	6	P0400VE	Fieldbus Isolator (FBI)	MATR
5	21	P0400DA	FBM01 0-20 mA Input	PREF
6	24	P0400YE	FBM04 0-20 mA Input/Output	PREF
7	13	CM400YH	FBM07 Contact/dc Input	PREF
8	29	DM400YJ	FBM08 120 Vac Input	PREF
9	61	DM400YL	FBM10 120 Vac Input/Output	PREF
10	2	P0911VS	50 Series GCIO Interface w/TS	LIFE
11	4	P0913AW	Alarm Printer, Okidata 591 - 120 Vac	PREF
12	2	J0173BF	Communication Processor 10 SW Lic	AVAL
13	4	J0173HD	Device Integrator 30 SW Lic	LIFE
14	1	J0173DD	Compound Summary Access (51 Series) SW Lic	LIFE
15	3	J0173DF	Device Monitor (51 Series) SW Lic	MATR
16	1	J0173DP	Historian 2000 (51 Series) SW Lic	MATR
17	2	J0173DS	Int Ctl Configurator (51 Series) SW Lic	MATR
18	1	J0173DT	INFORMIX Dev Env (51 Series) SW Lic	PREF
19	2	J0173DV	Operator Message Interface SW Lic For Solaris	MATR
20	1	J0173DX	Report Writer (51 Series) SW Lic	PREF
21	3	J0173EF	SMDH For WP/AW (51 Series) SW Lic	MATR
22	2	J0173DZ	System Monitor (51 Series) SW Lic	MATR
23	1	J0175HH	INFORMIX On-Line Development Env SW Lic	MATR
24	1	J0177AB	Additional DM/FoxView (51 Series) SW Lic (10 User)	PREF
25	4	J0173EH	Additional DM/FoxView (51 Series) SW Lic	PREF
26	1	J0200FA	FoxCAE - Single User Lic	PREF
27	1	Q0300HU	FoxRemote LAN Server To Portable Client USA Cfg 2	PREF
28	1	Q0300FV	AIM*DataLink Quantity 1	PREF
29	1	Q0301AS	AIM*Historian SW Lic (2000 Points)	PREF
30	1	Q0301RA	I/A Series Report Package	PREF
31	1	IE16	Industrial Enclosure 16	AVAL
32	2	IE32	Industrial Enclosure 32	AVAL

**City Of Chandler WTP SO 616652 – Warranty 1/1/2007 – 1/2/2009
Upgrade Equipment Support Coverage 7/1/2007 to 6/30/2012**

<u>Item</u>	<u>Qty</u>	<u>Product</u>	<u>Description</u>	<u>Life Cycle</u>
1	2	P7901425130M	Workstation Model P79 For UNIX, Solaris 8®	PREF
2	1	P91053211000	Workstation Server Model P91 For Windows®	PREF
3	2	P0972VA	Address Translation Station;Mesh/Nodebus Connect	PREF
4	6	P0997JT	ADV Upgrade To ZCP270 From CP30A (Ref. P0926CP)	PREF
5	1	P0926CP	ZCP270 Control Processor	PREF
6	5	P77440F3N010	I/A Series Monitor	PREF
7	1	P0904AK	50 Series GCIO Interface w/o TS (EC96)	PREF
8	1	P0903CV	Annunciator Keyboard	PREF
9	2	P0973AE	Raid 1, single 3 73gb Drive	PREF
10	2	P0923AC	AIT-2 Turbo Tape Backup;Use w/HD68 SCSI Connectors	PREF
11	4	P0400YE	FBM04 0-20 mA Input/Output	MATR
12	28	P0914TD	FBM207 Channel Isolated 16 DIN Voltage Monitor	PREF
13	22	P0922VT	FBM214, HART Inputs, 8 Channels	PREF
14	12	P0922VU	FBM215, HART Output, 8 Channels	PREF
15	1	P0926GH	FBM224 / FBM230 / FBM231 Compression PolyAmide TA	PREF
16	2	P0926GU	FBM230, Four Serial Ports, Single	PREF
17	4	P0926GW	FBM232, 10/100 Mbps Ethernet, Single	PREF
18	16	P0914TG	FBM241 Ch Isolated Vmon DI + External Source DO	PREF
19	11	P0926GS	FCM100Et, Field Comm Mod w/Fiber Optic & TDR	PREF
20	8	P0972ZA	FCN100E MODULE	PREF
21	2	P0973BJ	Fiber E'net Switch w/24 MT-RJ Ports & Uplink Ports	PREF
22	2	P0972QM	Redundant Control Network Interface (RCNI), Table	PREF
23	4	P0972WR	Uplink Port Module P0972WP/YC w/MGBIC/RJ45 Port	PREF
24	4	P0972WT	MGBIC, 1000Base-SX, MMF, LC, Use w/P0972WR/YK	PREF
25	10	P0903SV	CB4 Cable Balun Module	PREF
26	2	P0972NZ	USB Extender Set	PREF
27	1	S07A0201110	I/A Series Ver A.x FDT Component, Windows XP®	PREF
28	1	S10D4521010	I/A Series Workstation Software License	PREF
29	2	S20A45240007	I/A Series Workstation SW License, Solaris 8®	PREF
30	3	S61C41414000	I/A Series Function Block SW License	PREF
31	1	S61C21424000	I/A Series Function Block SW License	PREF
32	1	S61C4288100B	I/A Series Function Block SW License	PREF
33	1	S61C2272100B	I/A Series Function Block SW License	PREF
34	1	S61C4293100B	I/A Series Function Block SW License	PREF
35	1	B21100000000	I/A IR Letterbug Configurator	PREF
36	1	Q0301JF	FoxPage (Windows) (US Only)	PREF
37	5	P0926MX	Splitter / Combiner Kit (With 2 Modules)	PREF

The Following Items Removed January 2007 WTP– Reference Advantage Upgrade SO# 616652 List Above

<u>Items</u>	<u>Qty</u>	<u>Product</u>	<u>Description</u>	<u>Life Cycle</u>
1	2	P690001F0191	Application Workstation 51 Style E (AW51E)	MATR
2	1	P61000160110	Workstation Processor 51 Style B (WP51B)	LIFE
3	5	P0960AW	Control Processor 30 Style A (CP30A)	LIFE
4	3	P0970BC	Dual Nodebus Interface Module (DNBI)	AVAL
5	1	P0971JF	2.1 Gb Hard Disk	LIFE
6	4	P0971ZG	18.2 Gb Hard Disk Drive	PREF
7	1	P0971BR	5 Gb 4mm DAT Tape Drive, Enclosure Mounted	LIFE
8	3	P0500ZF	Mouse, 2 Button	LIFE
9	3	P0970RA	3.5-Inch Floppy Drive	LIFE
10	3	P0970JE	644 Mb CD-ROM, Enclosure Mounted	LIFE
11	2	J0173DE	Disk Mirroring/Concatenation (51 Series) SW Lic.	MATR

12	2	J0200MP	AW51E Station Lic (Nodebus)	PREF
13	1	J0173HQ	Workstation Processor 51B SW Lic	PREF
14	5	J0173ZG	Control Processor 30 (CP30) SW Lic	LIFE
15	1	J0173HT	FoxAnalyst V1.2 Media & SW Lic For Solaris	PREF
16	1	Q0301AP	AIM*Historian SW Lic (500 Points)	PREF
17	4	Q0300JC	FoxRemote Portable Client (USA)	PREF

City of Chandler AWRP 2007

<u>Items</u>	<u>Qty</u>	<u>Product</u>	<u>Description</u>	<u>Life Cycle</u>
1	2	P62000100130	Application Workstation 51 Style B (AW51B)	LIFE
2	1	P61000160110	Workstation Processor 51 Style B (WP51B)	LIFE
3	2	P0961BC	Control Processor 40 Style B (CP40B)	LIFE
4	1	P0400VP	Communication Processor 10 (COM10)	AVAL
5	2	P0960HA	Communications Processor 30 (Int30 Modules)	LIFE
6	3	P0970BC	Dual Nodebus Interface Module (DNBI)	AVAL
7	3	P0903CV	Annunciator Keyboard	PREF
8	3	P0911VS	50 Series GCIO Interface w/TS	LIFE
9	18	P0400DA	FBM01 0-20 mA Input	PREF
10	20	P0400YE	FBM04 0-20 mA Input/Output	PREF
11	42	CM400YH	FBM07 Contact/dc Input	PREF
12	41	CM400YK	FBM09 Contact/dc Input/Output	PREF
13	15	P0400VE	Fieldbus Isolator (FBI)	MATR
14	3	P0970RA	3.5-Inch Floppy Drive	LIFE
15	3	P0970JE	644 Mb CD-ROM, Enclosure Mounted	LIFE
16	1	P0971BR	5 Gb 4mm DAT Tape Drive	LIFE
17	2	P0971JF	2.1 Gb Hard Disk	LIFE
18	4	P0971UM	4.2 Gb Hard Disk (With 68/68 Pin Connectors)	MATR
19	2	P0913AW	Alarm Printer, Okidata 591 – 120 Vac	PREF
20	1	P0971GD	PostScript Printer	LIFE
21	2	J0173HP	Application Workstation 51B SW Lic	PREF
22	1	J0173HQ	Workstation Processor 51B SW Lic	PREF
23	2	J0173BF	Communication Processor 10 SW Lic	AVAL
24	1	J0173HC	Integrator 30 For Modicon PLC's SW Lic	LIFE
25	1	J0173DD	Compound Summary Access (51 Series) SW Lic	LIFE
26	2	J0173DE	Disk Mirroring/Concatenation (51 Series) SW Lic.	MATR
27	3	J0173DF	Device Monitor (51 Series) SW Lic	MATR
28	1	J0173DJ	System Configurator (51 Series) SW Lic	MATR
29	1	J0173DL	Historian 500 (51 Series) SW Lic	MATR
30	2	J0173DS	Int Ctl Configurator (51 Series) SW Lic	MATR
31	1	J0173DX	Report Writer (51 Series) SW Lic	PREF
32	3	J0173EF	SMDH For WP/AW (51 Series) SW Lic	MATR
33	2	J0173DZ	System Monitor (51 Series) SW Lic	MATR
34	2	J0200NK	Control Processor 40 (CP40) Style B SW Lic	LIFE
35	1	Q0301AP	AIM*Historian SW Lic (500 Points)	PREF
36	1	Q0301RA	I/A Series Report Package	PREF
37	9	J0173EH	Additional DM/FoxView (51 Series) SW Lic	PREF

SUPPORT AGREEMENT TERMS & CONDITIONS

- 1) **Terms:** The Purchaser agrees to pay a periodic charge for the services provided by Invensys Systems under this Agreement. Payments shall be invoiced in advance of the first day of each billing period and shall be payable within thirty (30) days of the date of invoices.
- 2) **Renewals:** This Agreement will automatically renew on the yearly anniversary date. Purchaser will forward a change order or new order 30 days before the anniversary date with the new bill rate based on any escalation or any revisions in the equipment list. Terms and conditions contained on any Purchase Order used to renew this Agreement shall not modify the terms and conditions of this Agreement and attachments.
- 3) **Termination:** In the event Purchaser terminates this Agreement without cause, Purchaser shall provide Invensys Systems written termination notice of at least sixty (60) days and shall pay Invensys Systems (i) all fees and expenses earned or incurred in connection with the performance of this Agreement until the effective date of such termination ("Fees and Expenses") and (ii) any and all reasonable costs directly related to Purchaser's termination pursuant to this provision, including costs associated with personnel reassignment, travel and other administrative requirements ("Termination Costs"), which Termination Costs equal 2.5% of the Agreement Value. Pricing incentives, including without limitation, discounts on rates or prices, previously granted by Invensys Systems to Purchaser pursuant to this Agreement, shall not apply in the calculation of the Fees and Expenses earned or incurred hereunder."
- 4) **Facilities and Access to Equipment:** The Purchaser will furnish at no cost to Invensys Systems suitable working space, storage space, adequate telephone, light, ventilation, regulated electric power, and outlets for testing purposes. These facilities will be within a reasonable distance from the system equipment covered by this Agreement. Invensys Systems shall have full and free access to Invensys Systems-provided equipment in order to provide the on-site corrective support services provided under this Agreement. Purchaser will identify person(s) who will interface with the Invensys Systems Customer Satisfaction Center under the terms of this Agreement. Any maintenance or repair services performed on the Invensys Systems-provided equipment by unauthorized personnel resulting in additional material or corrective support service requirements by Invensys Systems will be invoiced at applicable time and material rates and conditions of service then in effect.
- 5) **Remote Services Security:** Remote Services communication will be conducted only by Invensys Systems certified specialists working in a secured area using authorized connectivity equipment with security and auto log-on features which permit access to the Customer's system only via Customer maintained security credentials allowing the use of read-only non-intrusive Remote Services tools only. All session keystrokes and screen information will be recorded and archived by Invensys Systems with date and time stamp. Remote Services communications using other than read-only non-intrusive Remote Services tools must be authorized by Purchaser representative and the security credentials must be changed by Purchaser immediately upon request by Invensys Systems to return to the read-only mode. Communication processors, servers, routers, modems and other equipment used in conjunction with Remote Services are the property of Invensys Systems and shall be returned to Invensys Systems upon termination of this Agreement. No title is transferred with software provided under this Agreement. All software is provided under the attached Software License for use only in furtherance of this Agreement.
- 6) **Training Growth Fund:** Purchaser's contribution will be made to Training Growth Fund together with support agreement payments. Contribution may be increased at annual support agreement anniversary. Invensys Systems' matching contribution is limited to a maximum of 10% of the annual support agreement value. Annual Training Growth Fund contributions must be consumed during a one year agreement timeframe and may not be cancelled or reduced once activated. If the underlying Support Agreement is terminated before its end date, consumed matching Invensys-contributed funds must be refunded to Invensys Systems. The Training Growth Fund may not be used in conjunction with any other discount or with third party courses resold by LifeTime Learning Services, or for freight, travel expenses, customized course development or Training Consulting Services.
- 7) **Services:** Invensys Systems reserves the right to determine the qualifications and the source of Invensys Systems Customer Service personnel required to fulfill its obligations under this Agreement.
- 8) **Exclusions:**
 - A. Invensys Systems and non-Invensys Systems system hardware and software not specifically listed in this contract (Attachment B) are NOT covered. Technical telephone, remote connection and diagnosis, material, labor or other support assistance provided by Invensys Systems to resolve an issue involving non-listed equipment is chargeable.
 - B. Planning, installation, testing, and documentation of expansions, modifications and software upgrades of custom and application programs are not covered by this contract.
 - C. Any and all material replacements or repairs necessitated by inadequate preventative maintenance or by the fault of the Purchaser, or power sources supplied by others, or by attack and deterioration under unsuitable environmental conditions shall be for the account of Purchaser.
- 9) The General Conditions of Service shall apply unless specified otherwise on Attachment A.
- 10) **Support of Unrepairable Products:** Invensys Systems will determine if a product is unrepairable due to age or obsolescence and will provide advance notice to customer. Invensys Systems will continue to support that product on a reasonable effort basis for as long as needed by the end user. If that product fails, Invensys Systems will suggest purchase of an alternate replacement.

INVENSYS SYSTEMS, INC.

GENERAL CONDITIONS / SERVICE WITHIN THE UNITED STATES

The conditions stated below shall be a part of any understanding relating to service by Invensys Systems, Inc. (hereinafter called Invensys Systems).

- 1) **TERMS:** Unless otherwise agreed to by Invensys Systems, service shall be chargeable to the Purchaser, shall include travel time, and shall be invoiced at Invensys Systems current published rates. Reasonable expenses shall be added at cost. Chargeable travel time on commercial vehicles shall not exceed eight (8) hours per man-day. Payments shall be made in full within thirty (30) days from date of Invensys Systems invoice. All services shall be performed in a professional manner and warranted for ninety (90) days.
- 2) **TAXES AND OTHER CHARGES:** All quoted prices are subject to additions which may be necessary to cover any duty, tax, or charge, now existing or hereafter imposed by Government authorities upon equipment or services quoted by Invensys Systems, or upon the production, sale, distribution, delivery, or upon other features related thereto.
- 3) **MINIMUM CHARGE:** There shall be a minimum charge of four (4) hours where hourly rates are applicable, or one (1) day where daily rates are applicable for service and travel time.
- 4) **ESCALATION:** All service prices or per diem rates offered are held firm for twenty-six (26) weeks from the date of this offering or the date stated in the offering. Thereafter, all pricing is subject to negotiation and escalation at a rate to be determined by Invensys Systems for each month in excess of that period.
- 5) **SCOPE CHANGES:** All changes affecting the scope of an order are to be documented in writing for approval and authorization to incorporate such changes into the order. All changes authorized by Purchaser are binding only if accepted in writing by Invensys Systems, and may result in price, delivery, and/or condition changes. Pricing of changes shall be based on the then current prices. If an extension of delivery is required beyond the original schedule, escalation shall be as agreed.
- 6) **NORMAL WORKDAY:** The normal work day shall be defined as an eight (8) hour day shift, excluding Saturdays, Sundays, and holidays observed by Invensys Systems.
- 7) **OVERTIME:** Service or travel (except as noted in Paragraph 1) in excess of eight (8) hours per normal work day, and any service or travel on Saturdays, Sundays, or nationally observed holidays shall be invoiced by Invensys Systems at current published overtime rates.
- 8) **SHIFT WORK:** When shift work (eight (8) hour shifts other than the normal work day) is required, a twenty percent (20%) premium shall be added for service during the other shifts. Overtime rates plus twenty percent (20%) shall be applicable for work in excess of eight (8) hours during these other shifts.
- 9) **ADVANCED COMMITMENTS:** Service time committed in advance by Invensys Systems on the basis of pre-specified number of days shall not be deemed to include overtime or shift work. If overtime or shift work is required on such commitments, the pre-specified time so committed in advance shall be appropriately reduced.
- 10) **EXPENSES:** Unless otherwise agreed upon in writing, Purchaser shall reimburse Invensys Systems for expenses as follows:
 - D. Automobile travel expenses shall be reimbursed at Invensys Systems published rates.
 - E. All other travel and living expenses shall be reimbursed at cost.
 - F. Applicable communication expense accrued on the job shall be reimbursed at cost.
 - G. Travel time and expenses shall accrue from the time of origin. Living accommodations shall be best available.
- 11) **PARTS:** Except as provided for under the Invensys Systems Standard Warranty for defective materials and workmanship or as optionally provided for under the Invensys Systems System Support Agreements, all parts required shall be invoiced at Invensys Systems current list prices.
- 12) **DELAYS:** Unless the Invensys Systems representative has been released from the job site, or has completed his assignment, the Purchaser will pay Invensys Systems charges computed as if the Invensys Systems representative was working a normal work week, regardless of whether or not the representative is prevented from working due to delays beyond his control.
- 13) Release from the job site shall entitle the representative to return to his point of origin, with travel time and expenses for the account of Purchaser.
- 14) **STANDBY TIME:** Standby time is defined as that time during which an Invensys Systems representative is requested to remain in readiness and available for work commencing at the convenience of the Purchaser. Such time shall be considered as time worked, whether or not the representative is at the job site, and Purchaser will be billed accordingly. If standby time is outside normal working hours, overtime rates will be applicable. Standby time will be added to time actually worked for the computation of overtime charges, etc.
- 15) **WORKING CONDITIONS:** The Invensys Systems representatives reserve the right to refuse to work under hazardous conditions. In case of doubt, mutual agreement must be reached prior to commencement of any work. All staging and rigging required for access to equipment to be serviced shall be erected by and at the expenses of others and shall comply with reasonable safety requirements. The Invensys Systems representative shall comply with all plant safety regulations where applicable. However, any protective clothing or equipment, except the standard safety hat, required by Purchaser regulations shall be provided by Purchaser.
- 16) **RESALE EQUIPMENT:** Invensys Systems reserves the right to refuse to service equipment manufactured or supplied by others.
- 17) **TOOLS & TEST EQUIPMENT:** The Invensys Systems representatives will be equipped with instruments, tools, and test equipment as required to fulfill normal service obligations.
- 18) **FORCE MAJEURE:** Neither party shall be considered in default in performance of obligations hereunder to the extent that performance of such obligations, or any of them, is affected by Force Majeure. Force Majeure shall include, but not be limited to, hostilities, restraint of rulers or peoples, revolution, civil commotion, terrorist act, strike, epidemic, accident, fire, flood, wind, earthquake, explosion, blockade, or embargo, lack of or failure of transportation facilities or any law, proclamation, regulation or ordinance, demand or requirement of any Government or Government agency having or claiming to have jurisdiction over the work or with respect to materials purchased for the work, or over the parties hereto, or any Act of God, or other act of Government, or any cause whether of the same or different nature existing or future, which is beyond the control and without the fault or negligence of the parties hereto.
- 19) **OPERATION OF EQUIPMENT:** Invensys Systems representatives are authorized to act only in a consulting capacity and are not authorized or licensed to operate equipment. All responsibility for operating equipment shall rest with others. Except as provided in Paragraph 19, Invensys Systems shall not be liable for loss or damage of any nature.

- 20) **INSURANCE INDEMNITY AND LIMITATION OF LIABILITY:** InvenSys Systems will at Purchaser's request submit Certificates of Insurance from Sureties chosen by InvenSys Systems showing the limits of coverage. InvenSys Systems agrees to indemnify and save harmless Purchaser only against liability imposed on Purchaser by law with respect to bodily injury or property damage to the extent such liability results from the performance of InvenSys Systems under this contract. InvenSys Systems does not agree to indemnify and save Purchaser harmless except as set forth herein. Purchaser agrees to indemnify and save harmless InvenSys Systems for all loss, cost or damage incurred by InvenSys Systems as a result of Purchaser's or third party's misuse or misapplication of InvenSys Systems-supplied products. **IN NO EVENT, REGARDLESS OF CAUSE OR LEGAL THEORY, SHALL INVENSYS SYSTEMS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, REVENUE, INTEREST, CAPITAL, FINANCING, GOODWILL, USE, BUSINESS REPUTATION, OPPORTUNITY OR PRODUCTIVITY, WHETHER REAL OR ALLEGED.**
- 21) **INTELLECTUAL PROPERTY:** To the extent Intellectual Property is created by InvenSys Systems under this Agreement, such Intellectual property shall belong to InvenSys Systems.
- 22) **CONFIDENTIAL INFORMATION:** Purchaser and InvenSys Systems agree that certain proprietary information which is furnished by InvenSys Systems verbally and/or in writing, in connection with the Support Agreement and identified in writing as proprietary information, will, within the best efforts of Purchaser, be maintained by Purchaser in confidence and not disclosed to third parties nor made use of for any other commercial purpose not related to the business which may be transacted between the Purchaser and InvenSys Systems. This commitment shall terminate in sixty (60) months from the date of this Agreement and shall impose no obligation upon the Purchaser with respect to any portion of the received information which: (1) is now or which hereafter through no act or failure to act on the part of Purchaser becomes generally known or available to the public; (2) is known to Purchaser at the time of receiving such information; (3) is furnished to others by InvenSys Systems without restriction on disclosure; (4) is hereafter furnished to Purchaser by a third party acting to the best knowledge of Purchaser as a matter of right and without restriction on disclosure; or (5) is independently

developed by Purchaser provided that the person or persons developing same have not had access to the same information received from InvenSys Systems.

- 23) **ASSIGNMENT:** Neither this Support Agreement nor any rights under this Support Agreement may be assigned or otherwise transferred by Customer, directly or indirectly, in whole or in part, whether de facto, voluntary, by operation of law, or otherwise, including by way of transfer or sale of a controlling interest in Customer's stock or voting securities, sale of assets, transfer or expansion of computer operations or beneficial use of the Software, or by merger, reorganization, consolidation or joint venture or the like, without the prior written consent of ISC. Subject to the foregoing, this Support Agreement will be binding upon and will inure to the benefit of the parties and their respective successors and assigns.
- 24) **SEVERABILITY:** If any clause or provision of this Support Agreement shall be held to be invalid, illegal or unenforceable under any applicable law, the remaining provisions of this Support Agreement shall not be affected thereby, but shall remain in full force and effect.
- 25) **COUNTERPARTS:** This Support Agreement may be executed in counterparts, each of which so executed will be deemed to be an original and such counterparts together will constitute one and the same agreement.
- 26) **STANDARD TERMS OF CUSTOMER:** No terms, provisions or conditions of any request for proposal, purchase order, acknowledgement or other business form that Customer may use in connection with the work will have any effect on the rights, duties or obligations of the parties hereunder, or otherwise modify, this Agreement, regardless of any failure of ISC to object to such terms, provisions or conditions.
- 27) **MISCELLANEOUS:** The validity, construction, and interpretation of any agreement relating to service provided by InvenSys Systems, and the rights and duties of the parties thereto, shall be governed by the laws of the Commonwealth of Massachusetts. In the event of litigation or arbitration, InvenSys Systems and Purchaser agree the jurisdiction of the court or arbitral body shall be that of the domicile of InvenSys Systems. No waiver, alteration, or modification to any of the provisions hereunder or to the provisions of any agreement relating to service provided by InvenSys Systems shall be binding on InvenSys Systems unless signed by an authorized home office representative of InvenSys Systems.

INVENSYS SYSTEMS, INC.

BY: <i>Jack T. Galden</i>
(Service Manager)
DATE: <i>6/18/07</i>
ACCEPTED BY:
(Contracts Department Representative)
DATE:

City of Cambridge Internal Signature Block

ATTEST: (If corporation)

PURCHASER

COMPANY NAME:
ADDRESS:
CITY/STATE/ZIP:
COUNTRY:
AUTHORIZED PURCHASER REPRESENTATIVE (Signature):
PRINTED SIGNATURE:
TITLE:
DATE:

Approved as to form:

City Attorney *JGC*

ATTEST:

City Clerk

**SOFTWARE LICENSE
PLEASE READ THIS NOTICE CAREFULLY**

IF YOU USE REMOTE SERVICES SOFTWARE, YOU HAVE AGREED TO BE BOUND BY THE LICENSE AGREEMENT SET FORTH BELOW.

LICENSE GRANT: All Remote Services software programs which are embodied in human readable source form or machine readable object form and which include, but are not limited to programs having a series of instructions, statements and data, and related materials provided by Invenys Systems are the property of Invenys Systems and/or others and are subject to the terms set forth in this license, in which Purchaser is provided solely with a personal and non-exclusive license to use such programs solely for their diagnostic purposes in the country in which the software was furnished and for execution on the system for which it was provided.

COPYRIGHT AND TITLE: No title to the intellectual property in the software programs or material is transferred to Purchaser under this license. All software and its copyrights are owned by Invenys Systems and/or its suppliers. The software is protected by United States copyright laws and international treaty provisions. Therefore, Purchaser must treat the software like any other copyrighted material (e.g. a book or musical recording) except that Purchaser may make copies of the programs for use only with the system for which such programs were acquired. Purchaser must reproduce and include the copyright notice on any backup copy. The written materials and firmware may not be copied.

RESTRICTED USE: Purchaser shall not export or re-export the programs or material without the appropriate United States and Foreign government licenses. Purchaser agrees not to reverse engineer, decompile, or disassemble the software. Purchaser may not rent or lease the software to any third parties. Storage media which purchaser received from Invenys Systems may contain certain Software for which Invenys Systems has not accepted an order from Purchaser for a Software License. If Purchaser desires to license this Software, Purchaser must obtain the appropriate Software license from Invenys Systems.

INVENSYS SYSTEMS, INC.

BY: <i>Janet Holding</i> (Service Manager)
DATE: 6/18/07

ACCEPTED BY: (Contracts Department Representative)
DATE:

~~City of Chandler Internal Signature Block~~

ATTEST: (if corporation) _____

PURCHASER

COMPANY NAME:
ADDRESS:
CITY/STATE/ZIP:
COUNTRY:
AUTHORIZED PURCHASER REPRESENTATIVE (Signature):
PRINTED SIGNATURE:
TITLE:
DATE:

Approved as to form: _____
City Attorney <i>Joe</i>
ATTEST: _____
City Clerk

Invensys Customer Satisfaction Center – Contact Information

Invensys Systems delivers comprehensive customer support through a network of Customer Satisfaction Centers and locally-based service representatives.

Contact points:	America's CSC	Asia Pacific CSC	EMEA CSC
Location	Foxboro, MA, USA	Singapore	Baarn NL
Telephone:	+1-866-746-6477 (US) +1-508-549-2424 (International)	+65 6829 8899	+31-3554-84125
Fax	+1-508-549-4999	+65 6829 8898	+31-3554-84175
Email	ips.csc@ips.invensys.com	csc.ap@ips.invensys.com	<u>emeatac@ips.invensys.com</u>
Website:	http://www.ips.csc.invensys.com		

Canadian and United States customers will contact the American CSC for all support concerns.

Customers will be given specific contact information based on local practice and may be given instruction to utilize a local representative for initial contact and secondly one of Invensys Customer Satisfaction Centers as appropriate to their situation. In general, customers located in North, Central and South American countries are supported by the American Customer Satisfaction Center. The Customer Satisfaction Center located in Baarn, The Netherlands, supports customer sites located in Europe, Africa and the Middle East. The Customer Satisfaction Center located in Singapore supports AsiaPacific customer sites.

Purchaser – Authorized Contact Information

Name	Title	Remote Services Connection Authority (Y/N dropdown)	Telephone #	Fax #	Email

Comprehensive System Manager

The following support functions are standard deliverables of the Comprehensive System Manager agreement and will be included as applicable to the equipment covered.

Any non-standard deliverables applicable to Purchaser's agreement will be detailed under Special Conditions of Agreement.

- Comprehensive Information Services
 - Customer Support Management
 - Priority Technical Assistance
 - CSC Technical website
- Remote Services
 - Remote Diagnosis
 - Scheduled Predictive Analysis sessions and System Administration Reports (SAR's)
- Module Exchange Program (MEP) — Cost-Inclusive
- Software Support Releases (intra-level)
—Installation available
- On-Site Assistance, Scheduled and Non-Scheduled —
Cost-Inclusive

Optional

Triconex Services include standard service deliverables (comprehensive information services, MEP, support releases, on-site assistance) and the following deliverables as applicable to covered equipment:

- Firmware Updates — Cost inclusive
- Annual 2-Day On-Site Visit — May include system maintenance refresher and safety training, system inspection, qualification certification, or system-specific services.
- Annual Electronic Diagnostic File Evaluation
- Triconex CustomerNET WEBSITE
- On-Site Spares Program Option
- Optional Training Services

Support Agreement Additional Options available at this agreement level:

- Service Engineer – Defined number of days
- Resident Service Engineer (Add-on)
- System Improvement Systems Engineer – Defined number of days
- Resident System Improvement Systems Engineer (Add-on)
- Alarm Management Services – Phases 1, 2, 3
- Loop Management Services – Year 1, Annual Services
- Network Security Services – Site Security Review, System Hardening Service
- Advantage Upgrade Program
- Alliance Training
- Learning Services
- Learning Services – Training Growth Fund



Comprehensive System Manager for I/A Series® systems

An important part of your overall production scheme is Invensys Process Systems support coverage. Our global network of customer support centers and locally based representatives integrate the latest advances in support technology to help you achieve maximum system availability and reliability. Backed by a common global database and tool sets, our experienced people quickly respond to your requirements.

Coverage by the Comprehensive System Manager agreement provides you the entire spectrum of Invensys Process Systems' technologically advanced support services around the clock, 365 days a year.

COMPREHENSIVE INFORMATION SERVICES

Customer Case Management

Invensys Process Systems' support centers use a sophisticated Customer Case Management system to ensure each query and reported issue receives timely, effective attention. When you contact a support center, your call details are logged in, creating a "case" in our management system. We quickly connect you to experienced support specialists dedicated to your particular area of concern. Your case will be tracked until it is resolved, whether it is a simple query quickly answered, or a complex issue engaging the attention of a number of Invensys support resources. Your activity record includes a history of support center call activity, on-site assistance and material usage.

Priority Technical Assistance

Reliable information is the key to effective product and system usage. Our highly trained service specialists are available around the clock to guide and supplement your in-house expertise, answer your questions and provide assistance with configuration and material needs. Critical emergency calls after hours receive rapid response from on-call staff in your geographical area and global support centers.

When a complex situation requires further engineering, development or other expertise, a comprehensive escalation program directs appropriate global Invensys resources to produce a satisfactory resolution.

SUPPORT FEATURES

Comprehensive Information Services

- Customer Case Management
- Priority Technical Assistance
- Knowledge Base Services

Remote Services

- Remote Diagnosis
- On-Line Interactive Assistance
- Predictive Analysis
- Event Notification System (Optional)

On-Site Assistance

— 24 hours/7days Cost Inclusive

Module Exchange Program

— Cost Inclusive

Software Support Releases

Optional Support Services

- Site Improvement Engineering
- Alliance Seminars
- Learning Services
- Training Growth Fund
- Advantage Program
- LifeTime Performance Services

Knowledge Base Services

Comprehensive System Manager Agreement customers may subscribe to the Knowledge-Base Services website, which provides self-service availability to extensive technical product information.

Invensys Process Systems support centers work collaboratively on issues across time zones to help ensure customer queries result in optimum solutions. The extensive documentation that results from their work is an invaluable resource offered to our Agreement customers.

A powerful search mechanism enables you to answer questions and locate specific information quickly. Published documentation includes technical user documents, troubleshooting guides, helpful hints, downloadable software and much more.

The website keeps you informed of new product releases and other current developments. A powerful "e-mail push" support service provides for timely key information distribution. Short messages containing hyperlinks to data of interest are transmitted to your email account, proactively alerting you to new information about your control system as it becomes available.

REMOTE SERVICES

Remote Services connect our certified senior engineers to your plant within minutes. Strict electronic security measures ensure the privacy of the network connection. The following remote service capabilities are included:

- Remote diagnosis
- On-line interactive assistance
- Predictive analysis
- Event-notification alerts (Optional)

Remote diagnosis, on-line assistance, predictive analysis and event notification alerting are applicable to all I/A Series systems. Remote Services applicable to your specific system may vary dependent upon your system's operating platform, Remote Services connectivity selection and optional software in use.

Remote Diagnosis

If your system fails in any way, our support engineers assist your people by telephone to diagnose and correct the problem. If the problem requires more extensive analysis, our certified senior engineers connect to your system remotely to examine system communications, control loading, application loading and configuration design. We advise your personnel of the corrective actions necessary to return your system to full operation in the shortest possible time. If it is determined that you need on-site assistance, we will dispatch a field service representative to your plant.

On-Line Interactive Assistance

Advances in secured remote communications technology, including high-speed portal connectivity, let you share your system's graphic displays with an Invensys Process Systems engineer in real-time. Simultaneous viewing of display screens allows you and our expert to guide each other through complex multi-step procedures. This unmatched capability enhances support, problem resolution, and enables Invensys to provide you with valuable services such as advanced control assistance, often without the necessity and cost of a site visit

Predictive Analysis

Predictive analysis helps ensure the correct allocation of system resources and the continuous, efficient operation of your process control system. Our remote support engineers will evaluate the performance of your system over time. The evaluation can identify system communication issues, and potential problems. Based on the evaluation, Invensys will recommend changes that can help maximize the system's performance and reliability. For instance, by periodically monitoring system status, engineers may determine that a module's performance is suspect and recommend replacing it before it causes operational problems. A continuous monitoring session for a longer timeframe may be arranged to help analyze a particular situation.

Comprehensive System Manager includes a defined number of predictive analysis sessions performed periodically on a scheduled basis with detailed reports issued after each session.

ON-SITE ASSISTANCE

Comprehensive System Manager provides on-site corrective service twenty-four hours a day, seven days a week, every day of the year with no additional charge for labor.

Invensys Process Systems is well positioned with highly trained Field Service Representatives available for assistance at your facility. These skilled individuals are personally familiar with customer requirements in terms of site histories, equipment utilized and work performed over time, as well as customer priorities. The Field Service Representative's many responsibilities include assistance with problem diagnosis and resolution, coordination of parts shipment and initiating escalation as appropriate. Your representative can help you plan for new technology replacements as components move through their lifecycles.

MODULE EXCHANGE PROGRAM

The Comprehensive System Manager covers the cost of replacement parts and makes parts available to you as quickly as possible under the Module Exchange Program (MEP).

Upon contacting your Invensys technical support center, a return authorization number is issued to aid in processing your request. A refurbished system module is routinely shipped within twenty-four hours.

To qualify for MEP price-inclusion under the Comprehensive System Manager agreement, the defective module must be returned to an Invensys-designated location within twenty (20) days of receipt of replacement product. The unit returned must be at the current minimum software

revision level, in repairable condition and unexposed to corrosive materials and/or properly decontaminated prior to return.

SOFTWARE SUPPORT RELEASES

Your process control system should use the latest software release to ensure the best possible performance. Comprehensive System Manager includes intra-level software support releases offered during the contract period. Supporting technical documentation is published on the Knowledge Base Services website. Installation of version (level) and support (intra-level) releases is available at a reduced service rate.

OPTIONAL SUPPORT SERVICES

Invensys Process Systems offers additional opportunities to help control your system support costs. The following services may be included in your Comprehensive System Manager agreement on an optional basis.

- Specific System Improvement Engineering may be prepaid for a specific number of days. Services defined in advance may include development, implementation or enhancing of control schemes including testing, commissioning and documentation.
- Alliance Seminars offer instruction in the advanced techniques needed to maintain a complex process control system. Three levels are offered, each one week in length. Your personnel are trained to become expert in several areas pertinent to the I/A Series system and its applications.
- Learning Services — Extensive classroom/lab-based and web-delivered training opportunities in engineering, maintenance and operations are available. We will work with you to plan exactly the right training program to fulfill your requirements.
- Training Growth Fund — Invensys Learning Services will match your contribution to a low-cost cash reserve dedicated to funding your Invensys Process Systems training program.
- The Advantage Program option provides a mechanism to prepare and pay for new equipment and license upgrades, keeping your equipment continuously current under your maintenance budget. New version (level) releases are available at a discount off list price through the Advantage Program; supporting hardware also may be offered.
- LifeTime Performance Services such as Alarm Management Services, Loop Management Services or Network Security Services may optionally be included with your Comprehensive System Manager Agreement.

GLOBAL LIFETIME SERVICES

Invensys Process Systems' LifeTime Services representatives are available worldwide. We are ready to serve you, any time, anywhere. For more information:

North America

1 866 746 6477 US, Canada
+1 508 549 2424 Worldwide

Latin America

+54 11 6345 2100

Europe

France: +33 1 34 43 2525
Germany: +49 211 5966-0
Italy: +39 (02) 26 29 71
Netherlands: +31 (0) 35-54-84125
UK: +44 1293 406555

Middle East

+971 4 8811 440
Asia Pacific
+ 65-6829 8899

ips.csc@invensys.com
www.invensys.com
www.foxboro.com