



May 25, 2022

Ms. Christina Sears
MISO Energy
720 City Center Drive
Carmel, Indiana 46032-7574

RE: Quote for openPDC and SIEGate Maintenance Support Services

Dear Ms. Sears:

As requested, this is a quote for the Grid Protection Alliance, Inc., (GPA) to provide annual maintenance support services to MISO Energy for the openPDC and SIEGate products. The services to be provided by GPA are described in the attached Product Maintenance Sheet.

Maintenance Pricing

Our standard rate to support each synchrophasor product is \$15,000 per product per year for 24-hour x 7-day support and \$10,000 per year for 10-hour x 5-day support. With this GPA offers you the following two options for the support requested:

One-Year, 10-Hour x 5-Day Maintenance Agreement – GPA will provide business-day maintenance for the openPDC and SIEGate products for one year for \$20,000. GPA will invoice on a yearly basis and payment terms are net 30 days.

One-Year, 24-Hour x 7-Day Maintenance Agreement – GPA will provide 24-hour x 7-day maintenance for the openPDC and SIEGate products for one year for \$30,000. GPA will invoice on a yearly basis and payment terms are net 30 days.

We look forward to this opportunity to provide services to MISO Energy. This offer is valid until July 31, 2022. If you have any additional questions, please do not hesitate to get in touch with me at (423) 702-8136 or clackner@GridProtectionAlliance.org.

Sincerely,

A handwritten signature in dark ink that reads "Christopher Lockner".

Operating Officer and Lead Engineer
Grid Solutions
Grid Protection Alliance, Inc.

cc: J. Ritchie Carroll

Grid Protection Alliance, Inc.

Annual Product Maintenance



Annual Grid Protection Alliance, Inc., (GPA) Product Maintenance

With an annual product maintenance agreement, GPA agrees to:

- Provide support for all instances of the products specified in the associated quote including test, acceptance, and production.
- Provide notice of significant bug fixes and new product releases.
- Provide support for the application of patches or the migration to new versions of the product.
- Make GPA staff available for consultation and problem resolution.
- Provide access to a private, problem-reporting web site (separate from GPA's public, open-source problem reporting) to open maintenance tasks and allow tracking of these tasks to completion.
- Establish a process to escalate problem resolution, should it be necessary.
- Grant the maintenance contract owner a priority voice in establishing a ranking list for new features to be included in subsequent product releases.
- Provide the maintenance contract owner with two free registrations to the annual GPA User's Forum, during the term of the maintenance agreement.

Business Day Support (10 hours x 5 days)

- GPA personnel will be available for e-mail and telephone support during normal GPA business hours which are Monday through Friday, 8:00 a.m. until 6:00 p.m., eastern time, with the exclusion of six holidays -- New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.
- During GPA business hours, GPA on-call staff will respond immediately, whenever possible; but, in any event, GPA staff will reply within 30 minutes by telephone call or e-mail to acknowledge receipt of a support request and initiation of work on the issue.
- A 24-hours x 7-days support telephone number will be provided for hours outside of those covered by the 10-hours x 5-days maintenance services. GPA will endeavor to provide this after-business-hours support (subject to the availability of GPA personnel) at 150 percent of GPA's standard consulting rates with a 4-hour minimum charge.

Round-the-Clock Support (24 hours x 7 days)

- Includes all GPA Business Day Support services.
- Additionally, GPA personnel will be available 24 hours x 7 days x 365 days via a direct mobile number and will respond within 15 minutes. Problem investigation will begin immediately.