



May 31, 2024

Mr. Keith Palchikoff
Golden Valley Electric Association
758 Illinois Street
Fairbanks, Alaska 99701

RE: Maintenance Support Services for Grid Protection Alliance, Inc., (GPA) Products

Dear Mr. Palchikoff:

Per your request, this is a quote for GPA to provide combined annual maintenance and support services to the three Alaskan co-op utilities for the following GPA products:

- openPDC
- openHistorian and openHistorian Visualization Tools (including Grafana)

The services to be provided by GPA are described in the attached Product Maintenance Sheet and include assistance with initial installation and configuration and training.

Support Services Pricing

GPA offers maintenance and support on a 10-hour x 5-day or 24-hour x 7-day schedule. Maintenance and support on a 10-hour x 5-day schedule for these products is priced by package as follows:

openPDC	\$15,000
openHistorian	\$15,000

GPA is offering a \$5,000 discount per utility for bundled pricing. Therefore, the total cost for one year of 10-hour x 5-day support for all 3 instances of GPA's products is \$75,000. Payment is due within 30 days of the contract signing or start date.

GPA has the technical experience and capability to quickly meet the co-op's technical needs. We look forward to this opportunity to provide maintenance and support services to the Alaskan electrical utilities. This offer is valid until January 31, 2025. If you have any additional questions, please do not hesitate to get in touch with me at (570) 637-7161 or clackner@GridProtectionAlliance.org.

Quote Authorization: *Christoph Lackner* Date: May 31, 2024
Dr. Christoph Lackner, Operating Officer and Lead Engineer
Grid Solutions | Grid Protection Alliance, Inc.

Please sign, date, and return this quote to accept.

Quote Acceptance: _____ Date: _____

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.