



October 1, 2024

Mr. Floriano Torres Neto  
CPFL Energia  
Rodovia Engenheiro Miguel Noel Nascentes Burnier, Km 2,5  
Parque São Quirino  
Campinas – SP  
Brasil  
13088-900

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

Dear Mr. Floriano Torres Neto:

Per your request, this is a quote for GPA to provide annual support services to CPFL Energia for the following GPA products and specified services:

- openPDC installed in one (1) operating environment, where an “operating environment” is defined as one or more instances monitoring the same data (e.g., Substation versus Control Room, Transmission versus Distribution, etc.), and an “instance” is defined as a separate installation (e.g., failover clusters; production, acceptance, and test; etc.).
- Assistance configuring any connections to ONS.

The maintenance services to be provided by GPA are described in the attached Product Maintenance Sheet. NOTE: Per request, this quote does NOT include the option for after-hours support described in the attached sheet.

### Support Services Pricing

The total cost for six (6) months of 10-hour by 5-day business day support for a single environment of openPDC is \$7,000 USD. Payment is due within 30 days of the contract signing or start date. Should CPFL Energia require a further 6-month extension, GPA offers a discount of \$1,500 USD on the subsequent 6 months, bringing the cost to \$5,500 USD.

GPA has the technical experience and capability to quickly meet CPFL Energia’s technical needs. We look forward to this opportunity to provide support services to CPFL Energia. This offer is valid until December 31, 2024. If you have any additional questions, please do not hesitate to get in touch with me at (570) 637-7161 or [clackner@GridProtectionAlliance.org](mailto:clackner@GridProtectionAlliance.org).

Quote Authorization:

Dr. Christoph Lackner, Operating Officer and Lead Engineer  
Grid Solutions | Grid Protection Alliance, Inc.

Date: October 1, 2024

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.