



1100 Broad Street
Suite 806
Chattanooga, Tennessee 37402
(423) 702-8136

Response to ENTSO-E Request for Information

WAP Project

PROC24/46

Grid Protection Alliance, Inc. Proposal

December 4, 2024

The information contained in this document is the exclusive property of Grid Protection Alliance, Inc. and it is provided for the sole purpose of a response narrative to ENTSO-E's Request for Information for the WAP Project solicitation number PROC24/46. This document is confidential and proprietary and may not be reproduced or otherwise disseminated or utilized for any other purpose than that stated above without the specific written permission of the Grid Protection Alliance, Inc.

(This page is intentionally blank.)

Contents

Short Company Presentation.....	4
Market Position.....	Error! Bookmark not defined.
Market Coverage by Country (Europe)	4
RFI Contacts	4
Appendix A: The MIT License	5
Appendix B: GPA Standard Annual Maintenance Services.....	6



Short Company Presentation

Grid Protection Alliance (GPA) is a non-profit organization focused on providing open-source technology for data transmission, management and exploration in electric utilities. Founded in 2010, GPA's first open-source products were designed to support real-time synchrophasor data systems. Since then, GPA has developed several major solutions related to synchrophasor, power quality, and disturbance data. GPA's focus is on the transmission and management of high-fidelity real-time data.

GPA has a track record of innovation and has led major software development projects with client utilities and the United States Federal Government. In addition to custom application development, GPA offers services for installation, set-up, integration, and on-going maintenance of its open-source and open-core software.

GPA has been providing support and maintenance for the openPDC and openHistorian systems for the past 12 years. Due to the open-source nature of these products GPA has also been providing support to utility engineers and researchers in implementing cutting edge research in production systems.

Our synchrophasor software offerings include openPDC and openHistorian, which are widely used for real-time data processing and post-event analysis, particularly in substation and grid operation settings. Our products emphasize integration, automation, and compliance with modern security standards.

GPA stands out in the market due to our open-source approach. Most of our work is published under the MIT License (Appendix A), which makes our software easily accessible and adaptable. This approach has positioned us as a key collaborator with utilities, government agencies, and academic institutions.

Market Coverage

Due to the open-source approach to our application it is not possible to provide an exact number of deployments. Currently GPA estimates in the Phasor Data Concentrator space the openPDC has approximately 50% market share in the U.S. transmission operator market. Based on anecdotal evidence, market share among research institutions is high, largely due to the open-source nature of our products and the ease with which they can be adapted.

Market Coverage by Country (Europe)

Currently the following European transmission operators are using openPDC or openHistorian and have active maintenance agreements with GPA:

United Kingdom - Scottish & Southern Electricity Networks Transmission

Italy - Terna Rete Italia SpA

Austria - Austrian Power Grid

RFI Contacts

Erika Wills, Senior Manager of Product Development

Email: elwills@gridprotectionalliance.org

Landline: +1 (423) 287-5856

Mobile: +1 (720) 587-7347

Dr. Christoph Lackner, Lead Engineer

Email: clackner@gridprotectionalliance.org

Landline: +1 (423) 206-9983

Mobile: +1 (570) 637-7161

Appendix A: The MIT License

Copyright © Grid Protection Alliance

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

Appendix B: GPA Standard Annual Maintenance Services

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 email 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.