



December 12, 2024

Mr. Seth Waddingham  
FirstEnergy  
P.O. Box 8370  
Akron, Ohio 44320

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

Dear Mr. Waddingham:

Per your request, this is a quote for Grid Protection Alliance, Inc., (GPA) to provide annual support services to FirstEnergy for the openXDA suite of tools, described below.

**Coverage**

This agreement covers the following applications by package:

- PQ Data Collection – openMIC Enterprise Edition
- PQ Data Analysis – openXDA Enterprise Edition
- PQ Data Visualization – PQ Dashboard, PQ Browser, and openSEE
- PQ Interval Data – SPC Tools (GPA) and TrenDAP
- PQ Dashboard User’s Group Membership

**Operating Environment**

As discussed, this agreement is valid for one (1) operating environment, where an “operating environment” is defined as one or more instances monitoring the same data (e.g., Substation vs. Control Room, Transmission vs. Distribution, etc.), and an “instance” is defined as a separate installation (e.g., failover clusters; production, acceptance, and test; etc.).

Should the single operating environment need to be split for performance or any other reason, this agreement will cover only the first environment until a separate agreement is arranged.

The services to be provided by GPA are described in the attached Product Maintenance Sheet.



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### Pricing

One year of business day support for the openXDA suite of tools annual support services is priced by package as follows:

Package/Application	Price (annual)
PQ Data Collection	\$7,500 USD
PQ Data Analysis	\$7,500 USD
PQ Data Visualization	\$7,500 USD
PQ Interval Data	\$7,500 USD
User's Group Membership	\$5,000 USD
<b>Total</b>	<b>\$35,000 USD</b>

Payment is due within 30 days of the contract signing or start date with an annual cost of \$35,000 USD.

GPA has the technical experience and capability to quickly meet FirstEnergy's support needs for these products and to provide enhancements to them as your power quality systems mature.

We look forward to this opportunity to provide support services to FirstEnergy. 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](mailto:clackner@GridProtectionAlliance.org).

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

Date: December 12, 2024

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

Quote Acceptance: \_\_\_\_\_

Date: \_\_\_\_\_

cc: Gene Altenburger

# 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.