



April 24, 2025

Ms. Lori Hartzog  
Georgia Transmission Corporation  
2100 East Exchange Place  
Tucker, Georgia 30084

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

Dear Ms. Hartzog:

Per your request, this is a quote for Grid Protection Alliance, Inc., (GPA) to provide annual support services to Georgia Transmission Corporation (GTC) for GPA products and services, described below.

### **Coverage**

This agreement covers the following applications/packages for maintenance and support:

1. GPA Power Quality Tools
  - PQ Data Analysis – openXDA Enterprise Edition
  - PQ Data Visualization – PQ Dashboard, PQ Browser, and openSEE
2. GPA Synchrophasor Tools
  - openPDC
  - openHistorian
3. openHistorian in the EDDC environment
4. PQ Dashboard User's Group Membership

GTC's existing agreement covers the above applications and services through October 18, 2025.

GTC is granted a perpetual, non-exclusive, non-transferable license to use the latest version of the **Enterprise Editions of openXDA, openPDC, and openHistorian** released during the term of this agreement **at no cost**. Support is provided for the deployment of new versions and patches during the term of this agreement.

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

### **Operating Environment**

This agreement is valid for one (1) operating environment, where an "operating environment" is defined as one or more instances monitoring the same data in the same context (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.).



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### Pricing

One (1) year of business day support for annual support services is priced by package as follows:


| Package/Application     | Price (annual)       |
|-------------------------|----------------------|
| openPDC                 | \$15,000 USD         |
| openHistorian x 2       | \$15,000 USD x2      |
| PQ Data Analysis        | \$10,000 USD         |
| PQ Data Visualization   | \$10,000 USD         |
| User's Group Membership | \$ 5,000 USD         |
| <b>Discount</b>         | <b>-\$17,500 USD</b> |
| <b>Total</b>            | <b>\$ 52,500 USD</b> |

Given GTC and GPA's pre-existing relationship, GPA offers a \$17,500 USD discount, bringing the total cost to \$52,500 USD.

Payment is due within 30 days of the contract signing or start date with an annual cost of \$52,500 USD. GPA has the technical experience and capability to quickly meet GTC's support needs for these products and to provide enhancements to them as your synchrophasor and power quality systems mature.

We look forward to this opportunity to provide support services to GTC. This offer is valid until October 1, 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).

cc: William Gee

Quote Authorization:  Date: April 24, 2025  
Dr. Christoph Lackner, Operating Officer and Lead Engineer  
Grid Solutions | Grid Protection Alliance, Inc.

Please sign, date, and return this quote or issue a purchase order 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.