

April 16, 2024

Mr. Pedro De Souza  
Operador Nacional do Sistema Elétrico  
Rua Júlio do Carmo, 251 - Cidade Nova  
20211-160 – Rio de Janeiro – RJ

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

Dear Mr. De Souza:

Per your request, this is a quote for GPA to provide combined annual support services to Operador Nacional do Sistema Elétrico (ONS) for the following GPA products in each of the two control centers:

- openPDC
- openHistorian and openHistorian Visualization Tools (including Grafana)
- Stream Splitter
- Reporting

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

**Reporting**

Reports will be provided to ONS on the status of GPA product security, including analysis of the codebase and responses to known vulnerabilities. These reports will be provided on a quarterly basis. In addition, reports including support issue metadata will be provided monthly. These reports may also be provided on an as-requested basis.

Support Issue Reports Will Include:

- Ticket Volumes
- Response Times
- Resolution Rates
- Customer Satisfaction Scores
- First-Call Resolution Rates

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Page 2  
Mr. Pedro De Souza  
April 16, 2024

Support Services Pricing:

24-hour x 7-day support for these products is priced by package as follows:

<b>openPDC</b>	\$20,000
<b>openHistorian</b>	\$20,000
<b>Stream Splitter</b>	\$ 2,500
<b>Reporting</b>	\$ 2,000

GPA is offering a \$5,000 discount per openPDC and openHistorian instance for multiple products, reducing the per-product price to \$15,000 each. Given ONS' pre-existing relationship with GPA in the form of an hourly consulting contract, GPA is offering a one-time \$20,000 discount in addition to the multi-product discount. Therefore, the total cost for one year of 24-hour x 7-day support for both instances of GPA's products plus reporting is \$47,000. Payment is due within 30 days of the contract signing or start date.

GPA has the technical experience and capability to quickly meet ONS' technical needs. We look forward to this opportunity to provide support services to ONS. This offer is valid until June 30, 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).

Sincerely,



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

Quote Authorization:



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

Date: April 16, 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.

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1100 Market Street, Suite 906B, Chattanooga, TN 37402-2707 (423) 702-8136 [www.GridProtectionAlliance.org](http://www.GridProtectionAlliance.org)

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O(s) nome(s) indicado(s) para assinatura, bem como seu(s) status em 04/06/2024 é(são) :

☒ Gustavo Botrel Coutinho De Melo - 001.345.106-58 em

04/06/2024 12:10 UTC-03:00

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