



564 N. 66th Street • Milwaukee, WI 53213-4058
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Control System Support and Preventative Maintenance Agreement

North Shore Water Commission

Water Production Facilities

The following is the scope of support and preventive maintenance to be performed by Redford Data Services LLC for the North Shore Water Commission on their water production control system.

HARDWARE SUPPORT

Redford Data Services will provide availability of 24-hour emergency on-site service for the control system. Parts that fail will be repaired or replaced as expeditiously as possible so as to minimize any down time. Our response time goal will be 4 hours. It is the customer's responsibility to stock spare parts for critical long lead-time items.

Labor provided by Redford Data Services will be billed at our standard rates minus 15%. Labor that would be at the 1.5 multiplier normally will be provided at 1.0 times our standard rates under this agreement. Labor that would be at the 2.0 multiplier normally will be provided at 1.5 times our standard rates under this agreement. See the attached rate schedule.

TELEPHONE SUPPORT

Up to (4) four hours per year of telephone support is included in this agreement.

PREVENTIVE MAINTENANCE

This agreement includes (8) eight 1-day (8 hour) trips per year for preventive maintenance of the control system hardware and software. These trips are intended to be on a non-emergency basis. Mileage for these trips is included.

These trips are intended for preventive maintenance and equipment calibration, but can also be used for upgrades, training, or other, non-emergency support.

Redford Data Services will maintain an off-site backup of the Commission's software and configuration. During each preventive maintenance trip, Redford Data Services will make a Gitlab backup of Commission's system software for off-site backup.

Agreement price \$11,850.00

This lump sum agreement is for a term beginning on the date Redford Data Services receives the Commission's signed copy of this agreement as authorization, and ending on the same day of the following year. Unless either party provides written notice 30 days prior to the end of the contract term, the agreement is automatically renewed for the following year by the parties at the stated amount with an adjustment for inflation. Said adjustment shall be based on the all items Consumer Price Index for All Urban Consumers (CPI-U) published by the U.S. Bureau of Labor Statistics (series id CUSR0000SA0) for the latest 12-month period preceding the agreement end date.

Should the agreement automatically renew, Redford Data Services will send notice to the Plant Manager of the North Shore Water Commission announcing the renewal along with the beginning and end term dates, a detailed invoice showing how the adjustment was calculated, and an updated rate schedule. Furthermore, if the agreement is renewed without a break in the agreement, any unused trips defined in the "Preventative Maintenance" section of the agreement will be carried forward.

NORTH SHORE WATER COMMISSION


REDFORD DATA SERVICES LLC

By:



Eric Kiefer

By:



Date:

4/11/2018

Date:

3/29/2018



REDFORD DATA SERVICES

2018 Rate Schedule

Service Technician

Normal rate	\$140.00
Over-time rate	\$210.00
Double-time rate	\$280.00
Discount rate	\$119.00
Discount Double-time rate	\$178.50

Engineer 1

Normal rate	\$160.00
Over-time rate	\$240.00
Double-time rate	\$320.00
Discount rate	\$136.00
Discount Double-time rate	\$204.00

Engineer 2

Normal rate	\$170.00
Over-time rate	\$255.00
Double-time rate	\$340.00
Discount rate	\$144.50
Discount Double-time rate	\$216.75

Engineer 3

Normal rate	\$175.00
Over-time rate	\$262.50
Double-time rate	\$350.00
Discount rate	\$148.75
Discount Double-time rate	\$223.13

Travel

Overnight Lodging and Meals (Per Day)	\$245.00
Mileage (Per Mile)	\$0.67

Normal: Monday through Friday 7:00 am – 4:00 pm.

Overtime: Monday through Friday 4:00 pm – 7:00 am and all day Saturday.

Double-time: All day Sunday and Holidays.

Discount: A 15% discount from our normal rate is available for for service contract customers. There are no extra charges for over-time on this rate except Sundays and Holidays are billed at 1.5 times the discount rate.

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