



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 Starnet Technologies, Inc. for the North Shore Water Commission on their water production control system.

HARDWARE SUPPORT

Starnet Technologies 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 Starnet Technologies will be 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.

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

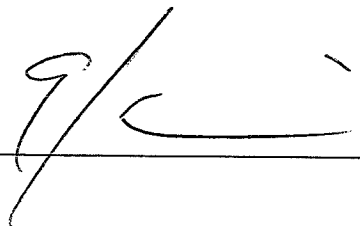
Hydrolynk Software upgrades for the high service pump control touch screen are included at no charge.

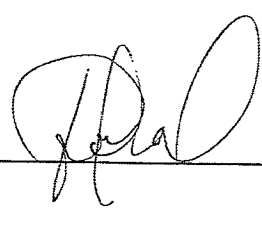
Agreement price \$12,389.00

This agreement is for a term beginning on the date Starnet Technologies receives the Commission's signed copy of this agreement as authorization, and ending on the same day of the following year. The agreement is automatically renewed for the next year by the parties at the stated amount plus CPI unless either party provides the other 30 days written notice to cancel the agreement or propose a change in the conditions.

NORTH SHORE WATER COMMISSION

STARNET TECHNOLOGIES

By:  _____

By:  _____

Date: 1/10/2018

Date: 12/12/17



2018 Rate Schedule

Service Technician

Normal rate	\$150.00
Over-time rate	\$225.00
Double-time rate	\$300.00
Discount rate	\$127.50
Discount Double-time rate	\$191.25

Engineer 1

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 2

Normal rate	\$180.00
Over-time rate	\$270.00
Double-time rate	\$360.00
Discount rate	\$153.00
Discount Double-time rate	\$229.50

Engineer 3

Normal rate	\$185.00
Over-time rate	\$277.50
Double-time rate	\$370.00
Discount rate	\$157.25
Discount Double-time rate	\$235.88

Travel

Overnight Lodging and Meals (Per Day)	\$258.00
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.

Credit Card

Payments: We no longer accept credit card payments.

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