



**PROPOSAL**

Warren CSD SA

**PREPARED BY**

Siemens Industry, Inc.

**PREPARED FOR**

**DELIVERED ON**

May 20, 2021



Smarter buildings drive smarter, and more efficient, building operations.

Creating perfect places to live. That's ingenuity for life.

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## Contact Information

Proposal #:	5916793
Date:	May 20, 2021

Sales Executive:	Bill Everson
Branch Address:	85 Northpointe Parkway Amherst, NY 14228
Telephone:	716 238 5180
Email Address:	bill.everson@siemens.com

Customer Contact:	
Customer:	
Address:	
Services shall be provided at:	

## Executive Summary

### Customer Needs

The Services proposed in this agreement are specifically designed for , and the services provided herein will help you in achieving your facility goals.

### Our Services

Siemens will provide the following services.

#### Service Description

- Software Subscription Service - Desigo CC
- Preventive Maintenance - Automation
- Repair & Replacement
- Software Maintenance

## **Siemens Capabilities & Customer Commitment**

Siemens Industry, Inc. is a leading single-source provider of cost-effective facility performance solutions for the comfort, life safety, security, energy efficiency and operation of some of the most technically advanced buildings in the world. For more than 150 years, Siemens has built a culture of long-term commitment to customers through innovation and technology. Siemens is a financially strong global organization with a Branch network that delivers personalized service and support to customers in multiple industries and locations.

References are available upon request.

## **Building Services – Automation**

### **Services that deliver the outcomes you want to achieve.**

Services delivered by Siemens have been developed to ensure satisfaction and help you achieve the outcomes you expect.

Through the Siemens Building Automation Services we are pleased to offer the following services:

- Manage System Operation & Compliance
- Protect Lifecycle Investment

### **Manage System Operation & Compliance**

#### **Preventive Maintenance – Automation**

We will provide preventive maintenance in accordance with a program of routines as determined by our experience, equipment application and location. The list of field panels and/or devices included under this service are identified in the List of Maintained Equipment in this service agreement.

Automation controls can drift out of calibration with changes in HVAC component performance characteristics, building use, and climatic conditions. This service will extend equipment life, reduce energy consumption, and reduce the risk of costly and disruptive breakdowns.

#### **Repair & Replacement Services – Labor & Material**

Repair & Replacement Services: To reduce the unexpected costs of unbudgeted repairs, Siemens will provide the labor and material to repair or replace failed or worn components. Prior to beginning any repair or replacement, Siemens will troubleshoot the system to diagnose your system's problem. Components that are suspected of being faulty may be repaired or replaced in advance to minimize the occurrence of system interruptions. Equipment covered under this agreement is itemized in the List of Maintained Equipment, unless otherwise noted. Items not covered will be brought to the owner's attention.

#### **Software Maintenance**

Using appropriate tools from Siemens' suite of diagnostic tools, we periodically perform system diagnostics and then take corrective actions to ensure that the Building Automation System is performing at peak efficiency or to customer requirements. We make sure that software changes are clear and consistent, address any failed points, points in alarm, points in operator priority and take corrective action. We identify and correct software corruption and inconsistencies; eliminate duplicate points, redundant loops and causes of unnecessary traffic; and address unresolved points and alarm reporting problems. This will ensure that the system operates quickly, accurately and efficiently as originally designed and installed or as determined by current standards or requirements.

### **Protect Lifecycle Investment**

#### **Software Subscription Service - Desigo CC**

Siemens will provide you with software upgrades to your existing Siemens Designo CC software as they are released. These upgrades include both Service Releases and all New Version Releases of Software. Siemens will also provide corresponding support documentation outlining the features of the releases. Included is onsite training to help to familiarize you with the new features along with their associated benefits. These updates will act to deliver the benefits of Siemens' commitment to compatibility by design, a commitment unique in our industry. Workstations covered under this service are itemized in the List of Maintained Equipment. (Upgrades to PC's and related workstation hardware are excluded unless specified elsewhere.)

## **Emergency Response Times – Automation**

### **Emergency Online/Phone Response**

#### **Standard**

Monday through Sunday, 24 Hours per Day, System and software troubleshooting and diagnostics will be provided remotely to enable faster response to emergency service requests and to reduce the costs and disruptions of downtime. Siemens will respond within 4 hours, Monday through Sunday, 24 hours per day, excluding Holidays, upon receiving notification of an emergency, as determined by your staff and Siemens. Where applicable, Siemens will furnish and install the necessary online service technology to enable us to remotely access into your system, through a communications protocol (internet connection or dedicated telephone line) that will be provided by the facility. Where remote access is not available to the system, Siemens will provide phone support to your staff to assist in their onsite troubleshooting and diagnosis. If remote diagnostics determine a site visit is required to resolve the problem, a technician can be dispatched. Depending on your contract coverage, the on-site dispatch will be covered or will be a billable service call.

### **Emergency On-site Response**

#### **Premium**

Monday through Sunday, 24 hours a day, Emergency Onsite Response will be provided to reduce the costs and disruptions of downtime when an unexpected problem does occur. Siemens will provide this service between scheduled service calls and respond onsite at your facility within 4 hours for emergency conditions, as determined by your staff and Siemens, Monday through Sunday, 24 hours per day, including Holidays, upon receiving notification of an emergency. Non-emergency conditions, as determined by your staff and Siemens, may be incorporated into the next scheduled service call.



## Connectivity and Communications

### **Siemens Remote Services for building technology (SRS)**

A secure remote connection to your facility enables Siemens to respond quickly, and maintain a high level of system up-time and performance.

Siemens Remote Service (SRS) is the efficient and comprehensive infrastructure for the complete spectrum of equipment-related remote services. Services that formerly required on-site visits are now available via data transfer. This includes rapid error identification as well as immediate remote repair. But that's not all. By proactively monitoring your systems, we can detect parameter deviations before problems occur. Siemens accesses your systems via a secure cRSP connection.

### **Siemens Service Portal**

The Service Portal complements the personalized services you will receive from your local Siemens office by providing greater visibility into equipment and services delivered by Siemens. This web-based portal allows you the ability to confirm schedules, track repairs, manage agreements, generate reports, and access critical information; then share it across your entire enterprise quickly and efficiently. The Service Portal is a user-friendly way to increase your productivity and the value of your service program.

### **Data security as a basic requirement**

We value confidentiality and long-term partnerships. That is why we give the security of your data the highest priority. Before we implement an enhanced service package with remote support, we conduct an in-depth analysis of the situation, taking into account national and international regulations, technical infrastructures and industry specifics. Our service employees carefully evaluate your needs on an individual basis with a view toward information security.

## Service Agreement Contract Characteristics

Description	AUTOMATION
Hours of Coverage	24 x 7
Response Times (Phone/Online)	4 Hours
Response Times (Onsite/Emergency)	4 Hours
Remote Services	No
Third Party Systems	No
Monitoring	No
Additional Labor Discount	20.0%
Additional Material Discount	20.0%

\*Labor and material costs for troubleshooting problems and repairing or replacing components are handled separately. These costs can be billable or included within your Repair and Replacement Coverage. See List of Maintained Equipment to view your current Repair and Replacement Coverage.

Service Details

Automation

Service Description	Qty	Frequency	Year
Software Subscription Service - Desigo CC	1	1	1,2,3

## Maintained Equipment Table

### Automation

Equipment	Service Description	Qty	Frequency	Year	Service Location	Repair Coverage
PXC Modular						
	Preventive Maintenance - Automation	8	1	1,2,3	Onsite	
	Repair & Replacement	8	1	1,2,3		Material and Labor
	Software Maintenance	8	1	1,2,3	Onsite	
PXC Compact APOGEE 36PT						
	Preventive Maintenance - Automation	71	1	1,2,3	Onsite	
	Repair & Replacement	71	1	1,2,3		Material and Labor
	Software Maintenance	71	1	1,2,3	Onsite	

## Service Team

An important benefit of your Service Agreement derives from having the trained building service personnel of Siemens Industry, Inc. familiar with your building systems. Our implementation team of local experts provides thorough, reliable service and scheduling for the support of your system.

Added to the team is a team of building experts at our Digital Service Center. The benefits you receive are less disruption to your employees at the site, less intrusive on the system at peak hours, fewer emissions for trucks rolled, and real time analytics with digital workspace hours.

The following list outlines the service team that will be assigned to the service agreement for your facility

### Your Assigned Team of Service Professionals will include:

**Sales Executive** manages the overall strategic service plan based upon your current and future service requirements.

**Remote Services Specialist** is responsible for remote services including report generation and backups.

**Client Services Manager** is responsible for ensuring that our contractual obligations are delivered, your expectations are being met and you are satisfied with the delivery of our services.

**Service Operations Manager** is responsible for managing the delivery of your entire support program and service requirements.

**Primary Service Specialist** is responsible for performing the ongoing service of your system.

**Service Coordinator** is responsible for scheduling your planned maintenance visits, and handling your emergency situations by taking the appropriate action.

**Secondary Service Specialist** who will be familiarized with your building systems to provide in-depth backup coverage.

**Service Administrator** is responsible for all service invoicing including both service agreement and service projects.

## Terms and Conditions

### Terms and Conditions (Click to download)

[Terms & Conditions](#)

(<https://www.siemens.com/download?A6V11628573>)

As a result of the global Covid-19 Virus outbreak, temporary delays in delivery, labor or services from Siemens and its sub-suppliers or subcontractors may occur. Among other factors, Siemens' delivery is subject to the correct and punctual supply from sub-suppliers or subcontractors, and Siemens reserves the right to make partial deliveries or modify its labor or services. While Siemens shall make every commercially reasonable effort to meet the delivery or service or completion date mentioned above, such date is subject to change.

## Attachment A

### Riders (Click on rider below to download)

[SI Software License Warranty](#)

(<http://www.siemens.com/download?A6V10946180>)

[SI Exclusions and Clarifications](#)

(<http://go.siemens.net/49539933>)

## Agreement Terms for Investments

Services shall be provided at:

,

Siemens Industry, Inc. shall provide the services as identified in this Proposal and pursuant to the associated terms and conditions contained within.

Duration (Initial Term and Renewal): This Agreement shall remain in effect for an Initial Term of 3 Periods beginning 2021-06-01. After the expiration of the Initial Term, this Agreement shall automatically renew for successive one year periods. The Investments for each year after the Initial Term of the Agreement and each year of each renewal of this Agreement shall be determined as the immediate prior year's Investment plus an escalator of 3%. In addition, each renewal term pricing shall be adjusted for any additions or deletions to services selected for the renewal term.

Initial Term Investments:

Billing Frequency	Period Range	Period	Sell Price
Annually	Jun 1,2021 - May 31,2022	1	\$57,200.41
Annually	Jun 1,2022 - May 31,2023	2	\$58,916.42
Annually	Jun 1,2023 - May 31,2024	3	\$60,683.92

Multi-Period Investment Total	\$176,800.75
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### \*Amount Due In Advance Based On Billing Frequency

Applicable sales taxes, if included in the investment amount, are estimated only and will be calculated based on local requirements at the time of invoicing. The pricing quoted in this Proposal are firm for 30 days.

## Signature Page

The Buyer acknowledges that when accepted by the Buyer as proposed Siemens Industry, Inc., this Proposal and the Standard Terms and Conditions of Sale for Services, (together with any other documents incorporated into the forgoing) shall constitute the entire agreement of the parties with respect to its subject matter.

BY EXECUTION HEREOF, THE SIGNER CERTIFIES THAT (S)HE HAS READ ALL OF THE TERMS AND CONDITIONS AND DOCUMENTS, THAT SIEMENS INDUSTRY, INC. OR ITS REPRESENTATIVES HAVE MADE NO AGREEMENTS OR REPRESENTATIONS EXCEPT AS SET FORTH THEREIN, AND THAT (S)HE IS DULY AUTHORIZED TO EXECUTE THE SIGNATURE PAGE ON BEHALF OF THE BUYER.

### Initial Term Investments

Period	Period Range	Price	Billing Frequency
1	Jun 1,2021 - May 31,2022	\$57,200.41	Annually
2	Jun 1,2022 - May 31,2023	\$58,916.42	Annually
3	Jun 1,2023 - May 31,2024	\$60,683.92	Annually

### Proposed by:

Siemens Industry, Inc.

\_\_\_\_\_  
Company

Bill Everson

\_\_\_\_\_  
Name

5916793

\_\_\_\_\_  
Proposal #

\$176,800.75

\_\_\_\_\_  
Proposal Amount

May 20, 2021

\_\_\_\_\_  
Date

### Accepted by:

\_\_\_\_\_  
Company

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Purchase Order # ☐ PO for billing only ☐ PO not required



## Appendix A: Siemens Service Portfolio

### Advisory and Performance Services

<p><b>Manage System Operation &amp; Compliance</b></p> <p>Services that keep systems performing at their best, as designed and intended to operate, help you achieve:</p> <ul style="list-style-type: none"> <li>• Optimized comfort, safety, and security</li> <li>• Fulfilled regulatory requirements</li> <li>• Greater transparency into critical systems</li> <li>• Reduced operating risk</li> </ul> <p><b>Facility Assessment &amp; Planning</b> In-depth building system assessment and recommendations, definition of relevant KPIs, and development of your service program</p> <p><b>Test &amp; Inspection</b> Regular check-ups to measure system performance compared to your defined facility and regulation requirements and risks</p> <p><b>Preventive Services</b> Services performed on a regular schedule or based on data analytics to verify and improve system state</p> <p><b>Documentation Management</b> Management of critical building system and compliance information, with organization and access determined by your needs</p> <p><b>Corrective Services</b> Immediate response to system failures or faults to restore functionality and integrity to desired state</p>	<p><b>Optimize Performance &amp; Productivity</b></p> <p>Enhance building performance with improvement measures that increase productivity and efficiency; common outcomes include:</p> <ul style="list-style-type: none"> <li>• Enhanced system performance</li> <li>• Streamlined operational processes</li> <li>• Improved decision-making through data analytics</li> </ul> <p><b>Optimization Planning</b> Planning and prioritization of improvement measures to increase building and/or process performance and efficiencies</p> <p><b>Predictive Services</b> Systems are audited and monitored to detect abnormalities or faults, with recommendations provided and/or corrective actions taken</p> <p><b>System Improvements &amp; Integration</b> Enhancements or additions to your current system to increase staff productivity, system performance, and operational energy efficiencies</p> <p><b>Training &amp; Operational Support</b> Training, coaching, and on-site support to increase staff productivity and knowledge</p> <p><b>Managed Services</b> On-site and/or remote resources monitor system events and alarms, and take appropriate action</p>	<p><b>Protect Lifecycle Investment</b></p> <p>Leverage past investments and address future requirements with advanced and proven technology, to achieve outcomes such as:</p> <ul style="list-style-type: none"> <li>• Extended system life</li> <li>• Maximized return on investment</li> <li>• Realized benefits of new technology</li> </ul> <p><b>Technology Planning</b> Consulting services identify technology improvement opportunities that help achieve performance goals while leveraging past investments</p> <p><b>System Updates / Upgrades</b> Software upgrades and firmware updates are provided, delivering the most current technology and functionality</p> <p><b>System Migration / Modernization</b> Enhancements to your systems by elevating them to the most current hardware and software platforms, resulting in increased functionality and performance levels</p> <p><b>Retrofits &amp; Extensions</b> Modifications are made to existing systems to accommodate changes to your facility usage and footprint</p> <p><b>New Installation Services</b> Startup, commissioning, and other installation services are completed to ensure new equipment operates at maximum performance</p>	<p><b>Enhance Energy Management &amp; Sustainability</b></p> <p>Increase the value and competitiveness of buildings and infrastructure by delivering solutions that:</p> <ul style="list-style-type: none"> <li>• Conserve energy</li> <li>• Maximize efficiency</li> <li>• Minimize operating costs</li> <li>• Reduce environmental impact</li> </ul> <p><b>Energy &amp; Sustainability Master Planning</b> Strategy and planning services provide a detailed master plan to provide budget transparency, enable improved performance and sustainability, reduce energy consumption, and minimize operational costs</p> <p><b>Energy Conservation</b> Implementing energy conservation strategies reduces total carbon emissions through efficiency measures and minimizes energy spend by optimizing consumption</p> <p><b>Energy Production &amp; Storage</b> Using innovative design and simulation tools, energy production and storage solutions improve energy efficiency, energy availability, security of supply, and carbon reduction</p> <p><b>Energy Procurement</b> With advanced procurement technologies and beneficial contract terms, these tailored procurement and supply services reduce costs, reduce risks, and create certainty</p>
Digital Services			