

Advantage Services[®]

Agreement for City of Seattle

8/15/2008

SIEMENS



This service agreement has been specifically developed to support your unique facility.

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1 Overview

1.1 Executive Summary

The City of Seattle has made a significant investment in its facilities and its complex technical systems which are critical to the mission of serving our citizens. This proposed service solution, our Service Agreement, will proactively serve to protect that substantial investment through a program of planned service tasks by our trained technical staff.

This Service Agreement has been specifically developed to support your unique mix of facilities, and the services provided herein will help you in achieving your facility goals.

1.2 Customer Objectives

As a partner, Siemens is able to provide the city with a wide range of technology services to meet the city's evolving needs. Advanced techniques in energy efficiency help the city meet its goals for conservation. Well tuned building systems also help keep city employees and citizens using these facilities safe and comfortable.

1.3 Current Situation

Over the last five years, each of the City of Seattle departments has utilized Siemens as its building control provider. Considering this significant period of expansion, and the previously installed base, Siemens technology represents large piece of the cities facility infrastructure.

The technical nature of a building control system requires a significant investment in training for building operators and facilities staff. The City of Seattle has chosen Siemens as a sole source building control vendor in order to stretch this significant investment in training across a significant number of different facilities.

1.4 Siemens Capabilities & Commitment to Our Customers

Siemens Building Technologies is the 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. Siemens is pleased to offer this proposal for technical support services to your facility. For more than 150 years, Siemens has built a culture of long-term commitment to customers through innovation and technology.

2 Site List of Installed Equipment

Seattle Parks and Recreation

Ballard Community Center	Meadowbrook Community Center	South Park Community Center
Ballard Pool	Medgar Evers Pool	Southwest Pool
Bitterlake Community Center	Miller Community Center	Garfield Community Center
Delridge Community Center	Prichard Island Beach Bathhouse	Green Lake Community Center
Discovery Park Visitors Center	Queen Anne Pool	Rainier Beach Pool
Facilities Maintenance Office	Rainier Beach Community Center	

Seattle City Light

Boundary Dam	North Service Center	Seattle Admin Office
Diablo Dam	South Service Center	

Fleets and Facilities

Animal Control Facility	Fire Station #29	Park 90/5 Complex
Charles Street Complex	Fueling Station	Public Safety Building
City Hall	Justice Center	Southwest Precinct Bldg
East Precinct Building	Key Tower	Water Quality Lab
Fire Garage	Municipal Building	West Precinct Building
Fire Station #10	Joint Training Facility	SE Health Center

Seattle Center

Chiller / Boiler Plant	Key Arena	Opera House
Exhibition Hall	Mercer Arena / Forum	Pavilion
Intiman Theatre	Northwest Rooms	Seattle Reparatory Theatre

Seattle Public Libraries

Central Library	Green Lake Branch	Northeast Branch
Ballard Branch	Greenwood Branch	Northgate Branch
Beacon Hill Branch	High Point Branch	Queen Anne Branch
Broadview Branch	International District Branch	Rainier Beach Branch
Capitol Hill Branch	Lake City Branch	South Park Branch
Columbia Branch	Madrona-Sally Goldmark Branch	Southwest Branch
Delridge Branch	Magnolia Branch	University Branch
Douglass-Truth Branch	Montlake Branch	Wallingford Branch
Fremont branch	New Holly Branch	West Seattle Branch

3 Service Solution – Fleets and Facilities

3.1 HVAC CONTROL SERVICES – Automation

3.1.1 Customer Support Services

Educational Services – Delivered at Siemens Local Office. Through Educational Services, your staff will learn how to take advantage of the latest technologies available for your HVAC control system. This training will provide your staff with the knowledge they need to perform their jobs and maintain the highest operating performance for your facility. This knowledge will enable your staff to improve their skills in the use of your systems' features and capabilities. Training will be provided at the local Siemens office, allowing the student to practice and demonstrate skills required to operate building controls systems in a risk-free environment while away from work pressures and interruptions.

Three courses are included with this proposal

Operator Coaching: Through our individual Operator Coaching, we will review and reinforce learned skills, leading to greater operator knowledge and productivity. This service will insure your operator's gain full utilization of the system implemented in your facility. Siemens will assist your staff in identifying, verifying and resolving problems found in executing daily tasks. During the coaching sessions, we can address log book and system issues, assist your operators in becoming more self-sufficient, and improve the skills of your operators to better meet the needs of your facility and their specific job responsibilities.

Under this agreement we shall provide (64) hours of coaching, which will be conducted on normal business days and hours, during scheduled visits.

Control Loop Analysis & Optimization: Control loops by their nature drift out of calibration with changes in mechanical efficiency, building use, and climatic conditions. Through this service Siemens will ensure control loops for devices such as valves, dampers, actuators, etc., experience minimized overshooting and oscillatory behavior. You will benefit from a more comfortable and productive environment and lower energy consumption through more efficient equipment usage, as well as extending the life on control devices and controlled equipment. The control loops to be included as part of this service, are itemized in the List of Maintained Equipment in this proposal.

Technology/Energy Audit: To ensure that your HVAC Control System meets your changing needs, Siemens will review your system, evaluating the current use of your HVAC Control System and what may have been changed or

been modified in your daily facility operation that impacts the effectiveness of the system. Special emphasis will be made towards the identification of energy saving measures. Siemens will review applicable building control technologies, suggest possible new strategies or technologies that could be implemented to enhance your current system, and consider what changes, enhancements and/or upgrades should be made to facilitate your future plans. In addition, recommendations may be made about adding and/or modifying applications, sensors, points, panels and/or software where needed to improve building operation and performance. Once the review is completed, a written report of the findings and recommendations will be submitted during a scheduled meeting. This report will be provided three times per year and focus on a different facility each time unless directed otherwise by the city.

Automation Controls Analysis & Optimization: Automation controls can drift out of calibration with changes in mechanical component performance characteristics, building use, and climatic conditions. Through this service we will extend equipment life, reduce energy consumption, and reduce the risk of costly and disruptive breakdowns. Siemens will provide preventive maintenance in accordance with a program of routines as determined by our experience, equipment application and location. These preventative maintenance measures will be performed at each panel at the same time as each panel receives update firmware. In the case that a panel is not scheduled for a firmware update, a preventative maintenance visit will not automatically take place. Panels which do not have received a PM visit during the year will be presented to the city and PM visits can be performed as customer directed support.

3.1.2 Technical Support Services

Customer Directed Support. With Customer Directed Support, Siemens will provide a trained and experienced automation specialist who will work under your direction. The intent of this service is to offer you labor assistance in performing specific tasks as described below, completing a special project, or to implement enhancements or modifications to your system.

Included in this proposal are **64 Hours**, of specialist time to perform the services as outlined below and/or other customer directed tasks as time allows. This time may be planned and utilized in consecutive days or various combinations:

Typical scenarios are:

- ❑ Providing a specialist to complete special projects at the customer's direction.
- ❑ Participate in customer's evaluation and planning of future expansion and/or change of facility use. Research and document information required.
- ❑ Provide custom individual or small group training at any of the facilities.
- ❑ Providing a specialist for a specific period of time during facility startup and / or commissioning, or sometimes during a Re-commissioning of the facility.

- ❑ Evaluate and recommend where system efficiency may be enhanced and operation improved.
- ❑ Providing temporary staffing only when the customer's staff is ill or on vacation

Emergency Online Response. Monday through Friday, 8:00AM to- 5:00PM. System and software troubleshooting and diagnostics will be provided by remote technologies to provide faster response to emergency service requests and to reduce the costs and disruptions of downtime. We will respond within (2) hours, Monday through Friday, 8:00AM to- 5:00PM, once receiving notification of an emergency, as determined by your staff and Siemens. We will furnish and install the necessary online service technology to enable us to remotely dial into your HVAC Control System, through a dedicated telephone line that will be provided by the facility. 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.

Note: Online requests made after normal business hours will be invoice at the preferred customer rate.

Emergency Onsite Response. Monday through Friday, 8:00AM to- 5:00PM. 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 within (4) hours, Monday through Friday, 8:00AM to- 5:00PM, once receiving notification of an emergency, as determined by your staff and our office. Non-emergency calls, as determined by your staff and Siemens will be incorporated into the next scheduled service call.

Note: All Emergency onsite responses will be invoiced at the preferred customer rate.

3.1.3 System Performance Updates & Upgrades

Firmware Updates. With Firmware Updates, you will benefit from new features and enhancements that will improve building operations, while extending the life of your APOGEE system investment. We will provide you with firmware and documentation updates to your existing APOGEE field panels upon development. Onsite training will familiarize you with the new features and their associated benefits. These updates deliver the benefits of Siemens Building Technologies' commitment to compatibility by design; a commitment unique in our industry. Field panels included under this service are itemized in the List of Maintained Equipment. (Upgrades to Field Panel hardware, processors, memory boards, and related hardware are excluded unless specified elsewhere.)

Software Updates. Through this service, you will benefit from new features and enhancements that will improve building operations, take advantage of the latest version changes, while extending the life of your APOGEE investment. Siemens will provide you with software and documentation updates to your existing APOGEE software as they become available (approximately annually). Include is onsite training to familiarize you with the new features and their associated benefits. These updates deliver the benefits of Siemens Building Technologies' commitment to compatibility by design, a commitment unique in our industry. APOGEE 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.)

3.2 Maintained Equipment Table



Siemens Building Technologies
Service Agreement

List of Maintained Equipment

Equipment Category	Equipment SubCategory	Equipment	Qty	Serial Number	Location	Mfg/Model
System Performance Updates	Firmware Updates	Firmware Flashes	50			
Services (Times per year): Firmware Update (1.0)						
System Performance Updates	Software Support and Updates	Insight 3.X Advanced Server Update	1			
Services (Times per year): Software Update (1.0)						
System Performance Updates	Software Support and Updates	Insight 3.X Advanced User License Update	4			
Services (Times per year): Software Update (1.0)						
Training	Classroom Training	Classroom Tuition	2			
Services (Times per year): In Branch Training (2.0)						
Control Systems - Summary Level	Control Loop Tuning	Control Loop	40			
Services (Times per year): Control Loop Tuning (1.0)						

4 Service Solution - Seattle Center

4.1 HVAC CONTROL SERVICES – Automation

4.1.1 Approach

Bronze Level

The Bronze Advantage Services plan is an economical choice for customers that need occasional expert support for their maintenance staff so they can minimize the downtime of building systems and equipment. If requested, the Bronze plan provides on-site response by our team of factory-trained local experts at the negotiated labor discount outlined in the contract. The Bronze plan also meets the need for specific services where the expertise of Siemens staff is required. Labor, parts and software support and upgrades are billed according to negotiated rates outlined in the contract. The plan also includes operator coaching, which provides another layer of confidence by helping your staff identify, verify and resolve problems in performing tasks to keep your systems running smoothly. During coaching sessions, we address specific issues concerning the use of the systems. In addition, Siemens patented site360™ service provides a user-friendly Web interface that gives customers instant access to service requests and service status at any time. The result of the Bronze Advantage Services plan is economical support for building comfort, occupant safety and security.

Performance Package

Providing a high level of service, the Advantage Services Performance package helps ensure your building automation controls, devices and software systems operate at peak levels. With the Performance package you can reduce operating costs while extending the life of your equipment. Ideal for customers that want to minimize downtime while outsourcing much of the control system maintenance and service responsibilities, Performance services include rigorous evaluations of your control devices and software in order to address problems before they impact building performance.

Our Performance services package includes preventive maintenance on the automation control devices. Advantage Services specialists conduct systematic checks of control systems, inspecting individual devices and components and performing repairs or replacements if necessary. Our service technicians identify minor problems or reductions in system efficiency, so that your facility operates at peak efficiency and minimizes downtime or interruptions.

Performance services for building automation controls also include preventive maintenance on related software. With Advantage Services your control systems will operate reliably, accurately and efficiently. In addition, Siemens will provide data protection and data recovery for your automation control systems, including routine on-site backups and quick recovery if data is lost or corrupted due to problems such as computer viruses, power outages, hard drive failures or physical damage.

The equipment included as part of this service is listed in the List of Maintained Equipment section of this proposal.

4.1.2 Benefits

Automation — Performance Bronze

Implementation of this service agreement from Siemens Building Technologies provides the following benefits to your facility:

- Ensures reliable and efficient performance of HVAC controls
 - Identifies and addresses common problems before they cause system disruption, downtime and costly repairs
 - Helps provide a safe, comfortable and secure environment for occupants
 - Reduces operating costs while extending the life of your equipment
 - Provides protection of controls system data with backup and recovery services
 - User-friendly web access to service requests and service status
 - Operator coaching supports employee performance
-

4.1.3 Technical Support Services

Customer Directed Support. With Customer Directed Support, Siemens will provide a trained and experienced automation specialist who will work under your direction. The intent of this service is to offer you labor assistance in completing a special project, or to meet a facility objective.

Included in this proposal are **40 hours per year**, of specialist time to perform the services as outlined below and/or other customer directed tasks as time allows. This time may be planned and utilized in consecutive days or various combinations:

Typical scenarios are:

- ❑ Providing a specialist to complete special projects at the customer's direction. As in the past, research, engineering and design may be accomplished utilizing this support. Special projects may consist of adding automation to a facility currently not on the APOGEE network. Replacing and/or upgrading outdated systems in a methodical, cost effective manner.

- ❑ Participate in customer's evaluation and planning of future expansion and/or change of facility use. Research and document information required.
- ❑ Providing a specialist on a regular basis to complete work that has exceeded the customer's manpower and / or technical abilities.
- ❑ Provide custom individual or small group training at any of the facilities.
- ❑ Providing a specialist for a specific period of time during facility startup and / or commissioning, or sometimes during a Re-commissioning of the facility.
- ❑ Evaluate and recommend where system efficiency may be enhanced and operation improved.
- ❑ Providing temporary staffing only when the customer's staff is ill or on vacation

Emergency Online Response. Monday through Friday, 8:00AM to- 5:00PM. System and software troubleshooting and diagnostics will be provided by remote technologies to provide faster response to emergency service requests and to reduce the costs and disruptions of downtime. We will respond within (2) hours, Monday through Friday, 8:00AM to- 5:00PM, once receiving notification of an emergency, as determined by your staff and Siemens. We will furnish and install the necessary online service technology to enable us to remotely dial into your HVAC Control System, through a dedicated telephone line that will be provided by the facility. 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.

Note: Online requests made after normal business hours will be invoice at the preferred customer rate.

Emergency Onsite Response. Monday through Friday, 8:00AM to- 5:00PM. 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 within (4) hours, Monday through Friday, 8:00AM to- 5:00PM, once receiving notification of an emergency, as determined by your staff and our office. Non-emergency calls, as determined by your staff and Siemens will be incorporated into the next scheduled service call.

Note: All Emergency onsite responses will be invoiced at the preferred customer rate.

4.1.4 System Performance Updates & Upgrades

Firmware Updates. With Firmware Updates, you will benefit from new features and enhancements that will improve building operations, while extending the life of your APOGEE system investment. We will provide you with firmware and documentation updates to your existing APOGEE field panels upon development. Onsite training will familiarize you with the new features and their associated benefits. These updates deliver the benefits of Siemens Building Technologies' commitment to compatibility by design; a commitment unique in our industry. Field panels included under this service are itemized in the List of Maintained Equipment. (Upgrades to Field Panel hardware, processors, memory boards, and related hardware are excluded unless specified elsewhere.) One hour is allotted for each firmware upgrade. Additional required hours will be billable or use customer directed support hours at the direction of the city.

Software Updates. Through this service, you will benefit from new features and enhancements that will improve building operations, take advantage of the latest version changes, while extending the life of your APOGEE investment. Siemens will provide you with software and documentation updates to your existing APOGEE software as they become available (approximately annually). Include is onsite training to familiarize you with the new features and their associated benefits. These updates deliver the benefits of Siemens Building Technologies' commitment to compatibility by design, a commitment unique in our industry. APOGEE 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.)

4.1 Maintained Equipment Table

List of Maintained Equipment

Equipment Category	Equipment SubCategory	Equipment	Qty	Serial Number	Location	Mfg/Model
System Performance Updates	Firmware Updates	Firmware Flashes	36			
Services (Times per year): Firmware Update (1.0)						
System Performance Updates	Software Support and Updates	Insight 3.X Advanced Server	1			
Services (Times per year): Software Update (1.0)						
System Performance Updates	Software Support and Updates	Insight 3.X Advanced Client License	5			
Services (Times per year): Software Update (1.0)						

5 Service Solution – Seattle Public Libraries

5.1 HVAC CONTROL SERVICES – Automation

5.1.1 Technical Support Services

Customer Directed Support. With Customer Directed Support, Siemens will provide a trained and experienced automation specialist who will work under your direction.

Included in this proposal are **136 hours** of specialist time to perform the services as outlined below and/or other customer directed tasks as time allows. This time may be planned and utilized in consecutive days or various combinations:

Typical scenarios are:

- ❑ Providing a specialist on a regular basis to complete work that has exceeded the customer's manpower and / or technical abilities. Visits can be scheduled to occur at regular intervals.
- ❑ Provide custom individual or small group training at any of the facilities.
- ❑ Evaluate and recommend where system efficiency may be enhanced and operation improved.
- ❑ Providing a specialist to complete special projects at the customer's direction.
- ❑ Graphics modifications
- ❑ Alarms management
- ❑ Emergency service response
- ❑ Database backup and recovery services
- ❑ Detailed Technical Reports

Emergency Online Response. Monday through Friday, 8:00AM to- 5:00PM. System and software troubleshooting and diagnostics will be provided by remote technologies to provide faster response to emergency service requests and to reduce the costs and disruptions of downtime. We will respond within (2) hours, Monday through Friday, 8:00AM to- 5:00PM, once receiving notification of an emergency, as determined by your staff and Siemens. We will furnish and install the necessary online service technology to enable us to remotely dial into your HVAC Control System, through a dedicated telephone line that will be provided by the facility. 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.

Note: Online requests made after normal business hours will be invoice at the preferred customer rate.

Emergency Onsite Response. Monday through Friday, 8:00AM to- 5:00PM. 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 within (4) hours, Monday through Friday, 8:00AM to- 5:00PM, once receiving notification of an emergency, as determined by your staff and our office. Non-emergency calls, as determined by your staff and Siemens will be incorporated into the next scheduled service call.

Note: All Emergency onsite responses will be invoiced at the preferred customer rate.

5.1.2 System Performance Updates & Upgrades

Software Updates. Through this service, you will benefit from new features and enhancements that will improve building operations, take advantage of the latest version changes, while extending the life of your APOGEE investment. Siemens will provide you with software and documentation updates to your existing APOGEE software as they become available (approximately annually). Include is onsite training to familiarize you with the new features and their associated benefits. These updates deliver the benefits of Siemens Building Technologies' commitment to compatibility by design, a commitment unique in our industry. APOGEE 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.)

5.2 Maintained Equipment Table

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**Siemens Building Technologies
Service Agreement**

List of Maintained Equipment

Equipment Category	Equipment SubCategory	Equipment	Qty	Serial Number	Location	Mfg/Model
System Performance Updates	Software Support and Updates	Insight 3.X Advanced Server update	1			
Services (Times per year): Software Update (1.0)						

6 Service Solution – Seattle Parks and Recreation

6.1 HVAC CONTROL SERVICES – Automation

6.1.1 Technical Support Services

Customer Directed Support. With Customer Directed Support, Siemens will provide a trained and experienced automation specialist who will work under your direction. The intent of this service is to offer you labor assistance in completing a special project, or to meet a facility objective.

Included in this proposal are **32 hours per year**, of specialist time to perform the services as outlined below and/or other customer directed tasks as time allows. This time may be planned and utilized in consecutive days or various combinations:

Typical scenarios are:

- ❑ Providing a specialist to complete special projects at the customer's direction. As in the past, research, engineering and design may be accomplished utilizing this support. Special projects may consist of adding automation to a facility currently not on the APOGEE network. Replacing and/or upgrading outdated systems in a methodical, cost effective manner.
- ❑ Participate in customer's evaluation and planning of future expansion and/or change of facility use. Research and document information required.
- ❑ Providing a specialist on a regular basis to complete work that has exceeded the customer's manpower and / or technical abilities.
- ❑ Provide custom individual or small group training at any of the facilities.
- ❑ Providing a specialist for a specific period of time during facility startup and / or commissioning, or sometimes during a Re-commissioning of the facility.
- ❑ Evaluate and recommend where system efficiency may be enhanced and operation improved.
- ❑ Providing temporary staffing only when the customer's staff is ill or on vacation

Technology/Energy Audit: To ensure that your HVAC Control System meets your changing needs, Siemens will review your system, evaluating the current use of your HVAC Control System and what may have been changed or been modified in your daily facility operation that impacts the effectiveness of the system. Special emphasis will be made towards the identification of energy saving measures. Siemens will review applicable building control technologies, suggest possible new strategies or technologies that could be implemented to enhance your current system, and consider what changes, enhancements and/or upgrades should be made to facilitate your future plans. In addition, recommendations may be made about adding and/or modifying applications, sensors, points,

panels and/or software where needed to improve building operation and performance. Once the review is completed, a written report of the findings and recommendations will be submitted during a scheduled meeting. This report will be provided semi-annually and focus on a different facility each time unless directed otherwise by the city.

Emergency Online Response. Monday through Friday, 8:00AM to- 5:00PM. System and software troubleshooting and diagnostics will be provided by remote technologies to provide faster response to emergency service requests and to reduce the costs and disruptions of downtime. We will respond within (2) hours, Monday through Friday, 8:00AM to- 5:00PM, once receiving notification of an emergency, as determined by your staff and Siemens. We will furnish and install the necessary online service technology to enable us to remotely dial into your HVAC Control System, through a dedicated telephone line that will be provided by the facility. 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.

Note: Online requests made after normal business hours will be invoice at the preferred customer rate.

Emergency Onsite Response. Monday through Friday, 8:00AM to- 5:00PM. 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 within (4) hours, Monday through Friday, 8:00AM to- 5:00PM, once receiving notification of an emergency, as determined by your staff and our office. Non-emergency calls, as determined by your staff and Siemens will be incorporated into the next scheduled service call.

Note: All Emergency onsite responses will be invoiced at the preferred customer rate.

6.1.2 System Performance Updates & Upgrades

Firmware Updates. With Firmware Updates, you will benefit from new features and enhancements that will improve building operations, while extending the life of your APOGEE system investment. We will provide you with firmware and documentation updates to your existing APOGEE field panels upon development. Onsite training will familiarize you with the new features and their associated benefits. These updates deliver the benefits of Siemens Building Technologies' commitment to compatibility by design; a commitment unique in our industry. Field panels included under this service are itemized in the List of Maintained Equipment. (Upgrades to Field Panel hardware, processors, memory boards, and related hardware are excluded unless specified elsewhere.)

Software Updates. Through this service, you will benefit from new features and enhancements that will improve building operations, take advantage of the latest version changes, while extending the life of your APOGEE investment. Siemens will provide you with software and documentation updates to your existing APOGEE software as they become available (approximately annually). Include is onsite training to familiarize you with the new features and their associated benefits. These updates deliver the benefits of Siemens Building Technologies' commitment to compatibility by design, a commitment unique in our industry. APOGEE 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.)

6.2 Maintained Equipment Table

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Siemens Building Technologies
Service Agreement

List of Maintained Equipment

Equipment Category	Equipment SubCategory	Equipment	Qty	Serial Number	Location	Mfg/Model
System Performance Updates	Firmware Updates	Firmware Flashes	20			
Services (Times per year): Firmware Update (1.0)						
System Performance Updates	Software Support and Updates	Insight 3.X Advanced Server	1			
Services (Times per year): Software Update (1.0)						
System Performance Updates	Software Support and Updates	Insight 3.X Advanced Client License	1			
Services (Times per year): Software Update (1.0)						

7 Service Solution – Seattle City Light

7.1 HVAC CONTROL SERVICES – Automation

7.1.1 Technical Support Services

Customer Directed Support. With Customer Directed Support, Siemens will provide a trained and experienced automation specialist who will work under your direction. The intent of this service is to offer you labor assistance in performing specific tasks as described below, completing a special project, or to implement enhancements or modifications to your system.

Included in this proposal are **8 Hours**, of specialist time to perform the services as outlined below and/or other customer directed tasks as time allows. This time may be planned and utilized in consecutive days or various combinations:

Typical scenarios are:

- ❑ Providing a specialist to complete special projects at the customer's direction.
- ❑ Participate in customer's evaluation and planning of future expansion and/or change of facility use. Research and document information required.
- ❑ Provide custom individual or small group training at any of the facilities.
- ❑ Providing a specialist for a specific period of time during facility startup and / or commissioning, or sometimes during a Re-commissioning of the facility.
- ❑ Evaluate and recommend where system efficiency may be enhanced and operation improved.
- ❑ Providing temporary staffing only when the customer's staff is ill or on vacation

Emergency Online Response. Monday through Friday, 8:00AM to- 5:00PM. System and software troubleshooting and diagnostics will be provided by remote technologies to provide faster response to emergency service requests and to reduce the costs and disruptions of downtime. We will respond within (2) hours, Monday through Friday, 8:00AM to- 5:00PM, once receiving notification of an emergency, as determined by your staff and Siemens. We will furnish and install the necessary online service technology to enable us to remotely dial into your HVAC Control System, through a dedicated telephone line that will be provided by the facility. 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.

Note: Online requests made after normal business hours will be invoice at the preferred customer rate.

Emergency Onsite Response. Monday through Friday, 8:00AM to- 5:00PM. 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 within (4) hours, Monday through Friday, 8:00AM to- 5:00PM, once receiving notification of an emergency, as determined by your staff and our office. Non-emergency calls, as determined by your staff and Siemens will be incorporated into the next scheduled service call.

Note: All Emergency onsite responses will be invoiced at the preferred customer rate.

7.1.2 System Performance Updates & Upgrades

Software Updates. Through this service, you will benefit from new features and enhancements that will improve building operations, take advantage of the latest version changes, while extending the life of your APOGEE investment. Siemens will provide you with software and documentation updates to your existing APOGEE software as they become available (approximately annually). Include is onsite training to familiarize you with the new features and their associated benefits. These updates deliver the benefits of Siemens Building Technologies’ commitment to compatibility by design, a commitment unique in our industry. APOGEE 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.)

7.2 Maintained Equipment Table



**Siemens Building Technologies
Service Agreement**

List of Maintained Equipment

Equipment Category	Equipment SubCategory	Equipment	Qty	Serial Number	Location	Mfg/Model
System Performance Updates	Software Support and Updates	Insight 3.X Advanced Server Update	1			
Services (Times per year): Software Update (1.0)						
System Performance Updates	Software Support and Updates	Insight 3.X Advanced User License Update	4			
Services (Times per year): Software Update (1.0)						

Service Team

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

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 Account Representative manages the overall strategic service plan based upon your current and future service requirements.

Service Account Engineer or Team Leader 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.

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

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

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

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

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

Article I. Discounted Labor & Material Pricing

As a Technical Support Program customer with an active agreement, you will receive the benefit of a discount from our standard labor rates and material prices. Standard rates and preferred customer rates are documented below.

Please note: Rates are subject to change.

Standard Labor Rates:	Straight Time (M-F 8 AM to 5 PM) excl. Holidays	Regular Overtime (M-F 5 PM to 8 AM, & Sat)	Sunday & Holiday
Automation Specialist	\$148.00	\$193.00	\$236.00
Engineer	\$156.00	\$204.00	\$250.00
Mechanic	\$143.00	\$170.00	\$209.00

Preferred Customer Labor Rates:	Straight Time (M-F 8 AM to 5 PM) excl. Holidays	Regular Overtime (M-F 5 PM to 8 AM, & Sat)	Sunday & Holiday
Automation Specialist	\$118.00	\$154.00	\$189.00
Engineer	\$125.00	\$163.00	\$200.00
Mechanic	\$115.00	\$136.00	\$167.00

BAU / FIS / SES Truck Fee**	\$50 charge per visit/call
Mileage	\$.95 per mile
Minimum On-Site Charge	2 hours
Minimum On-Line Charge	1 hour
Miscellaneous	2% of labor and materials for Automation / Fire / Security
Miscellaneous	5% of labor and materials for Mechanical

Material Rates: Customers with a current Technical Support Program will receive a discount of 50% less 25% off list on standard catalog pricing for Siemens Building Technologies product except products listed in the catalog with the @ sign which are limited to a 35% discount.

The cost estimate below is based on the attached rate schedules and scope provided to each individual city department.

Contract Year	Seattle Fleets & Facilities Division	Seattle Parks Department	Seattle City Light Department	Seattle Public Libraries	Seattle Center
September 01, 2008 thru August 31, 2009:	\$85,548	\$27,624.00	\$8,688.00	\$28,464.00	\$29,992.00

Article II. Discounted Labor & Material Pricing

As a Technical Support Program customer with an active agreement, you will receive the benefit of a discount from our standard labor rates and material prices. Standard rates and preferred customer rates are documented below.

Please note: Rates effective October 1st, 2008. Rates are subject to change.

Standard Labor Rates:	Straight Time (M-F 8 AM to 5 PM) excl. Holidays	Regular Overtime (M-F 5 PM to 8 AM, & Sat)	Sunday & Holiday
Automation Specialist	\$174.00	\$261.00	\$348.00
Engineer	\$183.00	\$274.00	\$365.00
Mechanic	\$153.00	\$229.00	\$305.00

Preferred Customer Labor Rates:	Straight Time (M-F 8 AM to 5 PM) excl. Holidays	Regular Overtime (M-F 5 PM to 8 AM, & Sat)	Sunday & Holiday
Automation Specialist	\$139.00	\$209.00	\$278.00
Engineer	\$146.00	\$219.00	\$292.00
Mechanic	\$122.00	\$183.00	\$244.00

BAU / FIS / SES Truck Fee**	\$50 charge per visit/call
Mileage	\$.95 per mile
Minimum On-Site Charge	2 hours
Minimum On-Line Charge	1 hour
Miscellaneous	2% of labor and materials for Automation / Fire / Security
Miscellaneous	5% of labor and materials for Mechanical

Material Rates: Customers with a current Technical Support Program will receive a discount of 50% less 25% off list on standard catalog pricing for Siemens Building Technologies product except products listed in the catalog with the @ sign which are limited to a 50% discount.