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October 26, 2021

Mr. Luke Matus
City of Fort Worth
Village Creek WWT Plant
4500 Wilma LN
Arlington, TX 76012-5409

Subject: *SureService* (MC556) Budgetary Renewal Offer – **WTR210814870MCR1**

Dear Mr. Matus:

Emerson Process Management Power & Water Solutions, Inc. is pleased to offer **City of Fort Worth – Village Creek Waste Water Treatment Plant** a budgetary renewal proposal for the *SureService* maintenance contract.

SureService support programs enhance your plant resources, help you maintain efficiency, reduce plant-operating costs and provide critical control system support. The *SureService* managed maintenance program allows you to customize services to meet your needs.

Your current contract is comprised of the following services:

- Expert Telephone Support
- Guardian Support
- Software Updates w/ AV
- Scheduled On-Site Service includes **3 days** of field service per year. T&L are included
- Training Program includes **1 man-week** training course per year at our training center in Pittsburgh. T&L are **not** included.

Included with this offer letter are the following attachments:

Attachment 1 identifies your equipment which will be serviced under this offer.

Attachment 2 identifies the services offered and the price of the services.

Attachment 3 describes the services offered.

Attachment 4 sets forth the terms and conditions applicable to this renewal offer as those specifically contained in “*SureService* Contract” dated 11/04. Attachment 4 must be signed and returned to form acceptance of this renewal offer, or issuance of an acceptable purchase order that makes reference to the said terms as being exclusively applicable. This offer shall remain valid for 90 days from the date of this letter, unless otherwise extended, modified, or withdrawn in writing by Emerson Process Management.

Thank you for your continued interest in our products and services. If you have any questions or concerns feel free to contact me at (281) 222-2069 or via email at David.Terzian@Emerson.com

Sincerely,

David E. Terzian
EMERSON AUTOMATION SOLUTIONS
Power & Water Solutions, Inc.

Attachment 1

Customer : **City of Fort Worth**
Site : **Village Creek WWT Plant**

Covered System

System ID	System Category	Description	SW Level
0009-1107-5398	Ovation DCS	WW Treatment	3.7.0

Attachment 2

Customer : **City of Fort Worth**
Sites : **Village Creek WWT Plant**
Offer # : **WTR210814870MCR1**

5-Year Renewal Pricing

(Contract Period: May 1, 2023 – April 30, 2028)

Item #	SureService Module	Year 1	Year 2	Year 3	Year 4	Year 5
1	Expert Telephone Support ¹	\$20,315	\$20,924	\$21,552	\$22,199	\$22,865
2	Guardian Support	No Charge	No Charge	No Charge	No Charge	No Charge
3	Software Updates	\$12,373	\$12,744	\$13,126	\$13,520	\$13,926
4	PWCS Support ²	\$10,516	\$25,996	\$26,776	\$27,579	\$28,406
5	EDS Premier Support ³	\$7,426	\$18,357	\$18,908	\$19,475	\$20,059
6	Scheduled On-Site Service Class A ⁴	\$15,470	\$15,934	\$16,412	\$16,904	\$17,411
7	Component Coverage ⁵	\$16,793	\$17,297	\$17,816	\$18,350	\$18,901
8	Training Program ⁶	\$8,770	\$9,033	\$9,304	\$9,583	\$9,870
	Module Sub Total	\$91,663	\$120,285	\$123,894	\$127,610	\$131,438
	Less 15% Gold Package Discount⁷	(\$13,749)	(\$18,043)	(\$18,584)	(\$19,142)	(\$19,716)
	After Package Discount Sub Total	\$77,914	\$102,242	\$105,310	\$108,468	\$111,722
	Less 5% Multi-Year Discount⁸	(\$3,896)	(\$5,112)	(\$5,266)	(\$5,423)	(\$5,586)
	After Multi-Year Discount Sub Total	\$74,018	\$97,130	\$100,044	\$103,045	\$106,136
6a	Travel & Living Expenses	\$1,250	\$1,288	\$1,327	\$1,367	\$1,408
	Yearly Total	\$75,268	\$98,418	\$101,371	\$104,412	\$107,544
	Grand Total	\$487,013				

Notes:

1. The Expert Telephone Support module is base priced for up to 3 production DCSs per site. This price will be prorated for any additional production system under the same site. Any non-production systems such as simulators or development systems will be supported under the same module purchase.
2. First year of PWCS Support is 5 months pro-rated 12/01/2023 -04/30/2024. PWCS Support pricing will be guaranteed for up to 3 years. Support pricing for the PWCS will need to be reviewed after three years to determine if the PWCS modules are still being supported by the 3rd party vendors. Prices shown for the 4th and 5th year are estimates and could change, based upon the support and evolution of the PWCS during that time.

The following PWCS annual licenses are included.

- Application Control
- Antivirus
- Device Control
- Patch Management
- Integrity Control
- Network Monitoring (DRAGOS)
- vSphere Standard Support

3. First year of EDS Premier Support is 5 months pro-rated 12/1/2023-04/30/2024.
4. Scheduled On-Site Service includes **5** days of field service per year. Service days are regular 8-hour days, Monday – Friday, except holidays. Service days must be used during the contract year cannot be extended (except for multi-year contract).
5. When outside sourcing factors beyond the control of the company prevent the manufacture of new Emerson products of the original design, Component Coverage for those parts (with an Emerson part #) will be available as long as the market on the part remains open and repair of those parts is possible. The company may at times offer functional replacement products or refurbished parts.
6. Training includes **2** man-week training course per year at our training center in Pittsburgh. Travel and living expenses are not included
7. The **SureService Gold** package includes our Expert Telephone Support module plus any other **four** *SureService* modules. Each module chosen is discounted **15%** from the list price.
8. A 5% discount is applied for contracts of three or more years after any applicable package discounts.

Attachment 3

List of SureService Modules and Descriptions

Expert Telephone Support

Our SureService Customer Response Center stands ready twenty-four hours a day, seven days a week to immediately diagnose and resolve Ovation DCS problems.

Armed with powerful troubleshooting skills and a thorough knowledge of our control systems, the SureService support team works with our customers to gather relevant information to correctly identify the problem and diagnose the situation.

After isolating the problem, the SureService team suggests corrective actions and works with our customer to resolve the situation.

Ovation Guardian Support

Guardian enables customers to view system-specific data from multiple sources, which can then be analyzed and used to plan future expenditures and improve decision making. Guardian also provides technical support information, the status of SureService contracts, and the state of any technical support calls. Users can configure their Guardian dashboard to receive automated email messages for any number of system related notifications. The Ovation registration utility is used to collect and analyze relevant details about the Ovation system to provide insight into any potential disparities within the system.

Also, Internet Information Access is designed specifically for technical plant operations staff, the SureService web site offers a level of information available only to SureService contract holders. The site provides instant access to software release notes and the latest technical manuals and user documentation. Regular broadcast emails alert subscribers to the availability of new software releases, new or revised documentation, new web site features, and more.

Any time of day, customers can complete a Return Authorization request via the web site by filling in the online form.

The SureService web site also provides continuous, updated information regarding the status of components returned to us for repair. Online parts ordering and a spare parts price list are available on the site as well. In addition, customers can submit requests for software improvements conveniently and report problems online — a prompt reply from our SureService support team is guaranteed.

Software Update with Antivirus Program

For systems that include Emerson-validated anti-virus software for virus protection, anti-spam, and content filtering on Windows-based platforms, customers can subscribe to the SureService Software Update with Antivirus Program to receive the latest tested and approved protective software to guard against viruses, cyber-attacks, and other unwanted intrusions.

Benefits

- Includes all the features of the SureService Software Update Program
- Receives antivirus signature updates
- Includes anti-virus license

Scheduled On-Site Service

Recurring equipment failures, multiple calls to the support center, and degrading process efficiency can all signal the need to tune and adjust a particular system component or perform routine maintenance. By utilizing our control system, scheduled on-site visits ensure that critical clean up, backup, and

maintenance services are performed regularly, without diverting manpower from critical applications. We honor requests for particular field engineers whenever possible and the same field engineer is dispatched for each

scheduled visit. Scheduled On-site Service provides additional staff and support when needed, keeping control systems running at peak performance.

Customers who subscribe to on-site service can schedule service visits on a regular basis or as-needed. Scheduled on-site service includes simple control system changes, PID and algorithm adjustments, and other cleanup and inspection services, which can significantly improve plant performance.

Additionally, regular routine system can decrease parts failures and improve the overall process. Maintenance and preventative activities include (but are not limited to):

- Back up DPU/Controller application software to the hard drive and tape
- Perform Ovation database reconciliation and verification
- Back up the Software Server to tape
- Perform file clean-up on the Software Server and other WEstations
- Implement minor control and graphics changes at the direction of the customer
- Download and analyze alarm history.
- Check configuration files for consistency

Emerson Training Programs

Emerson's Training Programs are designed for the ongoing education and development of the operators, engineers and technicians that support plant operations. When training is built into a SureService contract, plant staff can attend training courses as needed.

Many of our SureService support engineers have training and education backgrounds. This provides them with the ability to communicate clearly and target opportunities for operators to improve their skills to better support your control system. Including training programs in a SureService contract encourages plant support staffs to develop new skills to communicate with the SureService team during support calls or on-site visits. Whenever possible, the SureService support engineers recommend specific training courses or custom training programs to improve plant operations.

Ovation training programs include:

- Standard course offerings
- On-site and customized training programs
- Training at customer sites
- Custom-developed course content
- On-line instructor-led classes through Emerson's Virtual Classroom

We offer curricula in both Ovation and WDPF platforms. These comprehensive training programs address the configuration, programming, administration, and operation of our product lines. Operators, technicians, and engineers gain an individual perspective on the understanding and operation of an Ovation or WDPF system.

Power & Water Cybersecurity Suite (PWCS) Support

This module is applicable for the PWCS 3.4 and forward, and is designed to keep the software, contents, or license elements promptly updated and the hardware components quickly repaired in case of mechanical failures. In general, the SureService support for each of the preceding functions includes:

- Software updates for maintenance releases and improvements
- Content updates for the vulnerability database, latest security patches and signatures, and updated security policies or rule settings
- License renewals where applicable

The PWCS consists of the following functions that pertain to what is included in the PWCS Support Module:

- Patch Management
- Antivirus
- Device Control
- Application Control
- Security Incident & Event Management
- Network Intrusion Detection
- System Backup & Recovery

EDS Services

Basic EDS Support

Basic EDS support includes 4 components; telephone service, remote troubleshooting, internet information access and software updates.

- **Expert Telephone Service** – Emerson’s SureService support center is available 24 hours a day, seven days a week to assist with quickly diagnosing EDS issues and providing suggestions to resolve the problem
- **Remote Login Support** - SureService experts will remotely login to the customer’s control system using a secure Virtual Private Network (VPN) to troubleshoot EDS issues. Implementation of this service requires installation of a dedicated SureService Station on the customer’s DCS network and a VPN connection
- **Email Information Exchange** - Customers with basic service can obtain direct support by exchanging important operating information through email and a secure large-file transfer site
- **Software Updates** - The basic EDS support package includes installation of EDS software ‘patches’ that modify or fix minor issues associated with the initial release of the customer’s EDS system

Premier EDS Support

Enhance the basic EDS support package by subscribing to Premier EDS support. The Premier level includes all the components contained in the basic EDS support package, as well as access to the EDS Mobile Connectivity for Apple and Android devices and is augmented by annual EDS software upgrades. EDS Premier level subscriptions provide a full EDS software update once per year, including the EDS terminal application suite, EDS data server and control system interface.

Component Coverage

The SureService team stands ready to eliminate costly interruptions to plant operations by returning failed components to normal. A staff of highly trained technicians and inspectors follow strict methodologies to ensure that critical parts are replaced or repaired quickly, thereby minimizing downtime and maximizing the efficiency of the customer’s operations. By including the cost of all component repairs under a single, fixed fee, costly budget overruns are eliminated.

When possible, Component Coverage subscribers don't wait for repair of malfunctioning parts—as soon as Emerson receives a defective part, a replacement part is located within the exchange inventory and shipped.

SureService Component Coverage subscribers can also arrange for a replacement part to be shipped in advance. All exchange parts are thoroughly tested, and include the latest improvements and upgrades. Throughout the process, the SureService team works quickly to ensure minimal disruptions to normal plant operations.

When a part is not available in the exchange inventory, or if a customer requests repair rather than replacement, the Component Coverage team follows a strict methodology that ensures that the malfunctioning part goes through detailed inspection, repair and testing procedures to return it to proper working order.

When outside sourcing factors beyond the control of the company prevent the manufacture of new Emerson products of the original design, Component Coverage for those parts (with an Emerson part #) will be available as long as the market on the part remains open and repair of those parts is possible. The company may at times offer functional replacement products or refurbished parts.