

PREFERRED SERVICE PLAN FOR
VILLAGE OF ORLAND PARK

Orland Park, Illinois

ALERTON TECHNOLOGIES
FACILITY MANAGEMENT SYSTEM

FACILITY MANAGEMENT SYSTEM SERVICES

Village of Orland Park

PRIMARY SERVICES

- Account Manager** - A designated Account Manager will be responsible for your total Customer satisfaction. Your Account Manager will provide or supervise the designated services and consult with you to meet your unique needs and objectives.
- System and Service Review** - Automatic Building Controls will hold an annual, formal review upon request of you or your staff to discuss the services performed during the past year and to recommend improvements and options to enhance system performance, resolve operational problems, and to meet your changing needs and objectives.
- Hands-on Training, Operational Verification, and DDC Programming Customization/Enhancement.** Scheduled visits by a qualified representative shall ensure that your staff receives valuable hands-on training and your building operates at an optimal efficiency and level of comfort.
- Software Services** - Automatic Building Controls will furnish and install manufacturer's software revisions to maintain or improve present performance within the functional capabilities of your system. New software products shall be available for sale.
- Master Database Protection & Storage** - Automatic Building Controls will protect your database by periodically saving this information and maintaining a copy on our premises. Database saves will be made following all programming changes.
- Four (4) On-Line Modem Services and Technical Support** - Automatic Building Controls will provide you with on-line assistance to troubleshoot your system and identify/resolve operational problems.

This service requires the necessary on-line equipment to enable our personnel to remotely log-on to your system via regular voice grade phone line. Owner shall be responsible for installation and maintenance of voice-grade phone line.
- System and Service Log / Documentation** - Automatic Building Controls will provide you with a log for you to document concerns, system problems, and other related items requiring our attention. Each scheduled service visit shall begin with a review of this log. All scheduled and unscheduled service visits will be documented by a work order form, listing materials used and hours spent. All work orders will be signed by an authorized client representative to verify all work completed. For your staff's convenience, copies of all work orders and our service agreement scope will be kept in your System and Service Log.
- Operator Training** - Automatic Building Controls shall provide ___ hours of formal operator training.
- Repair / Replacement Labor** - Automatic Building Controls shall provide **24 hrs per year** labor to repair or replace failed components with new components of compatible design and to address unscheduled service calls. If premium time emergency service is not chosen, labor shall be invoiced after hours and weekends at a rate equal to the premium rates less the straight time rates.
- Repair / Replacement Material** - Automatic Building Controls shall provide _____ of material to repair or replace failed components with new components of compatible design.
- Premium Time Emergency Service/Remote Monitoring** - Emergency repair calls covered by this agreement shall be made 365 days a year, 24 hours a day. Critical building alarms, as defined by Customer, shall automatically indicate an alarm condition remotely that shall be addressed by Automatic Building Controls service personnel.