

## **PREFERRED SERVICE PLAN**

**Agreement: Village of Orland Park**

**Proposal Date: January 23, 2018**

### **BY AND BETWEEN:**

#### **AUTOMATIC BUILDING CONTROLS**

3315 Algonquin Road  
Rolling Meadows, Illinois 60008

**AND**

#### **VILLAGE OF ORLAND PARK**

14700 Ravinia Avenue  
Orland Park, Illinois 60462

*This proposal is firm for 60 days and shall include the selected Facility Management System Services, Labor Rates, and the Terms and Conditions of sale.*

### **SCOPE OF SERVICES (1)**

- Quarterly (4) half-day visits by a qualified representative for purposes of customizing and enhancing the DDC programming, inspection/calibration, preventative maintenance, and hands-on operator training per year;
- Twenty-four (24) hours of unscheduled engineering labor to be used at the discretion of the Village of Orland Park personnel during regular business hours;
- Unlimited hours of on-line network and telephone support services per year;
- Software and database protection service;
- Preferred Customer rates for any additional projects, services, and materials for the **Alerton/Distech Technologies Facility Management Systems** and associated components as installed by Automatic Building Controls LLC at

**Frederick T. Owens Village Hall**  
**Orland Park Civic Center**  
**Franklin E. Loebe Recreation Center**

**SERVICES SHALL COMMENCE: January 1, 2018** and continue for until **December 31, 2020**

**CHARGES:** The total charges for the services defined above are **\$5,573.00** per year for the first two (2) years. There will be a 3% increase for the third year for a total of **\$5,739.00**

### **SCOPE OF SERVICES (2)**

- Quarterly (4) half-day visits by a qualified representative for purposes of customizing and enhancing the DDC programming, inspection/calibration, preventative maintenance, and hands-on operator training per year;
- Twenty-four (24) hours of unscheduled engineering labor to be used at the discretion of the Village of Orland Park personnel during regular business hours;
- Unlimited hours of on-line network and telephone support services per year;
- Software and database protection service;
- Preferred Customer rates for any additional projects, services, and materials for the **Alerton/Distech Technologies Facility Management Systems** and associated components as installed by Automatic Building Controls LLC at

### **VILLAGE OF ORLAND PARK POLICE HEADQUARTERS**

Automatic Building Controls, LLC  
efficiency. performance. sustainability.

a member of **The Totus Group, LLC**

**SERVICES SHALL COMMENCE: January 1, 2018** and continue for until **December 31, 2020**

**CHARGES:** The total charges for the services defined above are **\$5,573.00** per year for the first two (2) years. There will be a 3% increase for the third year for a total of **\$5,739.00**

### **SCOPE OF SERVICES (3)**

- Quarterly (4) half-day visits by a qualified representative for purposes of customizing and enhancing the DDC programming, inspection/calibration, preventative maintenance, and hands-on operator training per year;
- Twenty-four (24) hours of unscheduled engineering labor to be used at the discretion of the Village of Orland Park personnel during regular business hours;
- Unlimited hours of on-line network and telephone support services per year;
- Software and database protection service;
- Preferred Customer rates for any additional projects, services, and materials for the **Alerton/Distech Technologies Facility Management Systems** and associated components as installed by Automatic Building Controls LLC at

### **VILLAGE OF ORLAND PARK SPORTSPLEX**

**SERVICES SHALL COMMENCE: January 1, 2018** and continue for until **December 31, 2020**

**CHARGES:** The total charges for the services defined above are **\$5,573.00** per year for the first two (2) years. There will be a 3% increase for the third year for a total of **\$5,739.00**

### **SCOPE OF SERVICES (4)**

- Quarterly (4) half-day visits by a qualified representative for purposes of customizing and enhancing the DDC programming, inspection/calibration, preventative maintenance, and hands-on operator training per year; for the **143<sup>rd</sup> Street Metra Station**.
- Quarterly (4) full-day visits by a qualified representative for purposes of customizing and enhancing the DDC programming, inspection/calibration, preventative maintenance, and hands-on operator training per year; for the **Cultural Arts Center**.
- Unlimited hours of on-line network support services per year;
- Software and database protection service;
- Preferred Customer rates for any additional projects, services, and materials for the **Alerton/Distech Technologies Facility Management Systems** and associated components as installed by Automatic Building Controls LLC at

### **143<sup>rd</sup> Street Metra Station.** **Cultural Arts Center**

**SERVICES SHALL COMMENCE: January 1, 2018** and continue for one year until **December 31, 2020**

**CHARGES:** The total charges for the services defined above are **\$6,688.00** per year for the first two (2) years. There will be a 3% increase for the third year for a total of **\$6,889.00**



**First Year (2018) Service Contract Total Cost:.....\$23,407.00**

**Second Year (2019) Service Contract Total Cost:.....\$23,407.00**

**Third Year (2020) Service Contract Cost:.....\$24,106.00**

**PREFERRED BILLING:** (An invoice will be issued in advance on the first day of the period)

Please choose from the following payment options:

\_\_\_\_\_ Annually      or      \_\_\_\_\_ Quarterly      or      \_\_\_\_\_ Semi Annually

**Proposed by:**

**AUTOMATIC BUILDING CONTROLS, LLC**

Rolly Persenico  
Name

Rolly Persenico  
Signature

1/23/18  
Date

**Accepted by:**

**VILLAGE OF ORLAND PARK**

\_\_\_\_\_  
Client Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



efficiency  
performance  
sustainability

Automatic Building Controls, LLC

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Rolling Meadows Illinois 60008  
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www.ab-controls.com



**PREFERRED SERVICE PLAN FOR**

**VILLAGE OF ORLAND PARK**

**Orland Park, Illinois**

**ALERTON/DISTECH TECHNOLOGIES**  
**FACILITY MANAGEMENT SYSTEMS**

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a member of The Totus Group, LLC

## **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.**
- ☒ **Unlimited 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 **72 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.