

PREFERRED SERVICE PLAN

Agreement: Village of Orland Park
Proposal Date: December 9, 2014

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:

- 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;
- Four (4) hours of on-line modem and telephone support services per year;
- Software and database protection service;
- Preferred Customer rates for any additional projects, services, and materials for the **Alerton Technologies Facility Management System** 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, 2015 and continue for until **December 31, 2017**
CHARGES: The total charges for the services defined above are **\$5,304.00** per year for the first two (2) years. There will be a 2% increase for the third year for a total of **\$5,410.00**

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:

Accepted by:

AUTOMATIC BUILDING CONTROLS, LLC

VILLAGE OF ORLAND PARK

Rolly Persenico
Name

Client Name

Rolly Persenico 12/9/14
Signature Date

Signature Date

Automatic Building Controls, LLC
efficiency. performance. sustainability.

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

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.