

# Day

Automation

Security Solutions | Building Automation | Instructional Technology | Energy Services

## Day Automation Service Contract

**Elmira Heights CSD**

Contract Start Date: **7/1/2024**

Contract End Date: **6/30/2025**

**Pricing for 12 month Service Contract from Contract Start Date to Contract End Date above.**

Maintenance Type	Description (see contract for further detail)	Amount	Included	Totals
<b>Preventative Maintenance</b>	Includes (2) preventative maintenance visits per year and service desk support.	\$ 6,065.00	Yes	\$ 6,065.00
<b>Remedial Maintenance</b>	Includes Labor and Material to be utilized for repair of malfunctioning equipment furnished and installed by Day Automation	\$ 9,922.81	Yes	\$ 9,922.81
* Preventative Maintenance is a prerequisite requirement for Remedial Maintenance.				
<b>Total Fixed Price Service Contract Amount to be Prepaid :</b>				<b>\$ 15,987.81</b>
<b>Systems Managed : , Building Management System.</b>				
<b>Subscriptions + Licensing: Not included.</b>				

If the above **Maintenance Agreement** is acceptable, please return with your signature and we will begin maintenance as stated.

Thank you.

**DAY AUTOMATION**

**Jeremy Wilson, Inside Sales**

7931 Rae Blvd.

Victor, NY 14564

Cellular - (585) 314-1541

jeremy.wilson@dayautomation.com

Signature

Date

Printed Name

PO Number

<b>Systems</b>	<b>Included</b>
Video Surveillance System	No
Access Control System	No
Intrusion System	No
IP Paging System	No
Incident Response Panels	No
Building Management System	Yes
<b>Subscriptions and Licensing</b>	<b>Included</b>
Central Station Monitoring	No
InformaCast Subscriptions	No
Other Items	No

<b>Buildings Covered</b>
Cohen Elementary School
Edison High School
Edison Field House

## COVERAGE

<b>Preventative Maintenance</b>	
<b>Preventative Maintenance Total</b>	<b>\$6,065.00</b>

### Preventative Maintenance Includes:

- Preventative maintenance visits- see details below
- Equipment or subscriptions listed under "Preventative Maintenance Equipment/Subscriptions" above
- Service Desk support

### Preventative Maintenance Tasks (as applicable per contract options & equipment)

#### 1. **Building Management System (BMS)**

- a. Check main building controller panel (typically 1 per building) batteries for proper voltage - replace as needed.
  - i. This includes the following devices:
    1. NetControllers
    2. Automation Servers
  - ii. The following building management system devices are excluded:
    1. Unit Controllers
    2. Occupancy Sensors
    3. Any wireless/external devices not expressly mentioned above.
- b. Review alarm logs & Active Alarms
- c. Review disabled programs & points
- d. Review off-line controllers and communication issues
- e. Spot check graphics, histories, and schedules
- f. Review owner concerns and make corrections if within the scope of contract.
- g. For any BMS servers or workstations purchased from Day the following tasks will be completed for each server or workstation.

- i. Review logs, disk space, drive status & processor usage for any alarms or excessive usage of hardware resources.
- ii. Confirm cleanliness of hardware, including fans and chassis vents.
- iii. Make sure that anti-virus software is up to date and notify customer if Anti-Virus software subscription has expired.
- iv. Perform in version operating system updates per system compatibility.
- v. Ensure automatic backups are configured and running properly.
- vi. Complete a backup for offsite storage.

<b>Remedial Maintenance</b>	
<b>Remedial Maintenance Total</b>	<b>\$9,922.81</b>

**Remedial Maintenance Includes:**

- Complete labor and material coverage for all repairs due to failure (see limitations and equipment availability section).
- Limited to equipment furnished and installed by Day Automation.

**SERVICE CONTRACT INFORMATION**

- ❖ Service Call Hours are defined as hours during normal business hours (7:00am – 3:30pm, M–F) that may be performed either on-site or off-site. Off-Site is defined as work not done at the customer's facility and is accomplished offline or through internet / telephone connection.
- ❖ For service calls needing immediate attention outside the normal working hours, Day Automation shall furnish the owner with a telephone number where a representative can always be reached (See "Emergency Service Call Procedure" below). Day Automation shall respond by telephone to provide internet or telephone service outside normal working hours within 1 hour. Day Automation will attempt remote diagnosis and resolution prior to determining next steps. If required, Day Automation shall make emergency on-site service available as agreed with the owner at the time.
- ❖ All service contracts are estimated based on existing equipment and systems. Future pricing may change due to (but not limited to) existing system age, new projects or material and labor escalation.

## **EMERGENCY SERVICE CALL PROCEDURE**

A Service Technician is available 24 hours a day, 7 days a week  
585-924-4630 Option 1 or 800-836-0969 Option 1

When calling, please provide the following information:

1. Your name
2. Your company's name
3. A telephone number where you can be reached, including the area code

### **INSURANCE**

Day Automation shall provide all insurance certificates as requested to prove Workers Compensation and liability coverage.

### **WORK REQUESTS**

A separate record shall be kept of each service call and request for service. At the time work is accomplished, the Owner shall receive a record of the work performed.

### **LIMITATIONS**

This Service Contract does not include any material or work required as a result of damage to the system by lightning, water, temperature, hackers, viruses, terrorism, vandalism or other factors that do not constitute normal wear and tear. Additionally, this Service Contract also does not include catastrophic insurance against issues that would cause wholesale damage to system elements.

Day Automation is not responsible for any consequential damage of property caused by system malfunction.

Day Automation is not responsible for any consequential damage of property caused by owner manipulation error of the system.

Day Automation reserves the right not to perform work on any equipment if said equipment is located in or near hazardous materials/areas (i.e. asbestos, toxic chemicals, confined spaces, etc.)

### **EQUIPMENT AVAILABILITY**

Day Automation shall make available all currently manufacturer supported equipment. That which is no longer supported by the manufacturer shall be supported to the best of our ability with equivalent items based on compatibility with current system hardware and software. If replacement would require incompatible equipment, customer will be informed of available options. Compatibility upgrades of legacy systems are not covered under this agreement and a separate quote will be provided.

### **SERVICE RATES**

1. All rates are based on a maximum of eight (8) hours per day during normal working hours, Monday through Friday.
  - a. Time on Saturdays, outside normal working hours or in excess of eight (8) hours on normal workdays will be charged at 1.5 times the number of hours.
  - b. Time on Sundays and legal holidays will be charged at 2.0 times the number of hours.
2. Day Automation System, Inc. is also required to keep an exemption/resale certificate on file for all customers who are exempt from tax. If an exemption/resale certificate is not provided sales tax will be added to your invoice appropriately.
3. Either party may cancel this contract with 30 days written notice.

**NOTE: Price is valid for 30 days from contract start date.**