STATUS
Electrical *Automation* Systems

Corporate Office	*Aldergrove Automation Office*	*Seattle District Office*
2669 Deacon Street	100 – 3193 262nd Street	14900 Interurban South, Suite 271
Abbotsford BC V2T 6L4	Aldergrove BC V1W 2Z6	Seattle WA 98168
(604) 859-1892	(604) 859-8470	(877) 859-1892

Whatcom County

Facilities Management
Juvenile Detention Center

DVMS System Support 2023
Jan 1 – Dec 31
Rev.0

Whatcom County Juvenile Center:

- DVMS System
    - DVMS
        - Status Automation SSE 5.0 Genetec SDK
    - Arxys Storage Array
        - Extended support and advance parts replacement by Arxys
- HMI System
    - Fixed HMI (Touchscreen) System
        - Servers
        - Viewers
        - Software
            - GE Cimplicity
            - Status Automation SSE 5.0
                - SMA SSE 5.0
- Intercom System
    - Intercom and Paging
        - DXL DCC and DCE Appliances
            - Master Intercom
        - Software
            - Software status Automation SSE 5.0
                - SMA SSE 5.0
- PLC System
    - Door Control and Alarming
        - Omron PLC
        - Software
            - Status Automation SSE 5.0

Proposal Outline – Scope

All systems as noted above:

- Provide for phone technical support and diagnostics – to assist site personal in troubleshooting/repair
    - Telephone/Email
    - Provide 5/8 technical support (hotline)
    - Response time:
        - Initial contact – under 2 hours
        - Phone tech support for action – under 4 hours
    - Maximum 4 hours support per month, 2 hour (min) increments, and additional time billable at hourly rates

- Provide once yearly on site diagnostics and preventative maintenance
    - Attend site, review equipment condition, wear, heating/filtration issues
    - Advise of corrective actions necessary
    - Check window logs, equipment logs, advise of any noticeable pending failures
    - Max 2 hours on site

- DVMS System

- o   Provide Support of Genetec Integration drivers
- o   Provide Genetec SMA and SMA support

- Arxys Storage
  - o   Arxys Support with online tech support and advance replacement of parts

- HMI (Fixed Touchscreen) System
  - o   Provide SSE 5.0 support
    - SA SSE 5.0 support
    - SA SSE 5.0 updates and service packs
  - o   Provide Tech support on Cimplicity HMI Base package including SIM updates if deemed necessary

- Intercom System
  - o   Provide SSE 5.0 support and updates
  - o   Provide DXL Firmware and Software service packs and updates

- PLC System
  - o   Provide SSE 5.0 support and updates+
  - o   Provide Omron troubleshooting and support

Emergency Call out/requested site attendance (as approved)

- On Site call out support
  - o   Provide 24/7 emergency call out support
  - o   Emergency
    - In the event of an incident that causes the system to need immediate emergency repairs and the cause cannot be patched or repaired on line.
    - Anticipated response time is 6 hours HMI/PCL specialty support if critical

Whatcom County Juvenile		
Tech support:		
All systems 5/8 online/phone support - On call stand by.		
Maximum 2 hours support per month, 1 hour (min) increments, additional time billable at hourly rates		
	Basic Support:	$ 2,900.00
On site diagnostic review		
Perform 1x yearly		
	On site review:	$ 1,250.00
HMI Software (SSE 5.0) SMA		
Provices for updates and service packs during the year		
HMI, Cimplictiy, Drivers		
HMI System mirror and off site backups for recovery		
	1 year SSE SMA Cost:	$ 2,350.00
DVMS Storage Array		
1 year Array Extended Warranty Gold Support	Gold Support	$ 1,500.00
Jovian 7 x 6TB 3U SN: SC0606ZJ31-18		
Reinstatement Charge		$ 300.00
DVMS Software SMA		
Provides for updates and service packs during the year		
Genetec Tech support phone line		
Installation of SP's to 11.1		$ 1200.00
Status Phone support		
DVMS System mirror and off site backups for recovery		
Genetec SAM through Dec 2021	Gentec SMA:	$ 2,200.00
Reinstatement Charge		$ 300.00
	Subtotal Juvenile	$ 12,000.00

Taxes additional
Prices firm for 10 days