Monday, October 21, 2024

City of Deltona
Jim Parrish
ATTN: FINANCE-CITY TERMS NET30
2345 Providence Blvd
Deltona, FL 32725-1806
jparrish@deltonafl.gov

Dear Jim,

InSource appreciates the opportunity to continue to support your organization's operations with our software maintenance program. Your program includes:

- All security releases and new version upgrades, when they become available (without an active software maintenance agreement, upgrades alone cost roughly 50% of the current list price of your licenses).
- Domestic phone/email technical support from a team of trained and certified specialists in our Davidson, NC office. Unlike a national call center, our local team offers the familiarity you need.
- Tech Alert communications and access to the InSource and Wonderware software support websites:

InSource Knowledge Center

AVEVA Knowledge & Support Center

A full explanation of the software maintenance agreement and associated benefits can be found in the Aveva Customer First Client Brochure.

Here is the quote to renew your agreement.

To place your order, please provide the following information to orderentry@insourcess.com or fax to 804-378-8648:

1. Purchase order with InSource quote number
2. Tax exemption certificate (if exempt)
    o If you are not tax exempt, add state and county tax amounts to your purchase order.
3. Credit application (if applicable)

Taxes, shipping, handling and other fees may apply.

Please contact me if I can be of further assistance on this or other matters.

Lee Yanes
Business Data Analyst and Contracts Administrator
InSource Solutions
804.419.1343

Software Maintenance Renewal for Wonderware & TOPServer

Quote Information:

Quote #: 031587

Version: 1

Monday, October 21, 2024

Expiration Date: 12/31/2024

Prepared for:

City of Deltona
Jim Parrish
ATTN: FINANCE-CITY TERMS
NET30 2345 Providence Blvd
Deltona, FL 32725-1806
jparrish@deltonafl.gov
(386) 878-8922

Account Executive:

Marshall Williams
704.895.9753
mwilliams@insourcess.com

Prepared by:

Lee Yanes
804.419.1343
lyanes@insourcess.com

Annual Software Maintenance Renewal

Part #	Description	Maintenance Site	Agreement	Start Date	End Date	Price
CF-Standard-Renewal	**AVEVA Wonderware Customer FIRST - Standard Level Software Maintenance - Renewal.**	**City of Deltona401 Fisher DrDeltona FL 32725-8274**	**42693**	**1/1/2025**	**12/31/2025**	**$20,820.98**
10-7008R	Customer First for AutoSave Renewal	City of Deltona401 Fisher DrDeltona FL 32725-8274	42693	1/1/2025	12/31/2025	$1,491.48

Client Installed License Value:	$142,131.00
Customer First List Price:	$26,997.03
Renewal Volume Discount:	$4,684.58
Net Customer First Price:	$22,312.46

Part #	Description	Maintenance Site	Agreement	Start Date	End Date	Price
41233187-SUPT-R	1 Year Support & Maintenance Agreement-TOP Server DNP Suite-Unlimited Device License	City of Deltona401 Fisher DrDeltona FL 32725-8274	x30032	1/1/2025	12/31/2025	$937.00
12-800-510-01	MDT AUTOSAVE ANNUAL - AutoSave Extended Software Support (ESS) - includes ongoing version updates. Serial# A-7736D-1011	City of Deltona401 Fisher DrDeltona FL 32725-8274		1/1/2025	12/31/2025	$6,019.00

Subtotal: **$29,268.46**

X0 Health - Gold   * Optional

Description		Price	Qty	Ext. Price
With your continued investment in AVEVA Software and the reliance that your team has upon it, why risk system health issues, or preventable system downtime? Let InSource Subject-Matter experts monitor your systems health while you focus on the activities that make your company profitable.				
EPS-HE-T4-GOLD	**EPS-HE-T4-GOLD**	**$15,500.00**	**1**	**$15,500.00**
		* Optional Subtotal:		**$15,500.00**

Quote Summary

Description	Amount
Annual Software Maintenance Renewal	$29,268.46
Total:	**$29,268.46**

*Optional Expenses

Description	One-Time
X0 Health - Gold	$15,500.00
Optional Subtotal:	**$15,500.00**

Taxes, Shipping, handling and other fees may apply. Your order will be pre-processed awaiting final processing after we receive your purchase order at orderentry@insourcess.com or by fax at 804.378.8970. We reserve the right to cancel orders arising from pricing or other errors.

In certain circumstances, tariffs may impact the pricing of products and services relied upon by ISS from its vendors. In such a case where a Quotation is affected by a tariff after its issuance, ISS reserves the right to withdraw its Quotation and offer a new Quotation based upon pertinent impacts of tariffs.

Effective 7/1/24: Where applicable by law, a 2% surcharge will be assessed when paying by credit card. This surcharge is not greater than our cost of acceptance. To avoid the fee please remit payment via ACH (InSource preferred method), debit card, or check.

Payment Terms: Net 45

Additional Information About Order

List of supported licenses available upon request from your Customer First Representative

[Aveva Customer First Client Brochure](#)

[Customer First Center](#)

[InSource Training Center](#)

Important note regarding expiration: Customer First Maintenance Agreements carry no "grace period" beyond the maintenance agreement expiration date. If an agreement is allowed to lapse, the Client has 60 days after the expiration to renew with a mandatory 10% penalty fee. Beyond 60 days, the renewal still requires a 10% penalty AND the agreement loses its license volume-based discount.

Order Terms:

Taxes, Shipping, handling and other fees may apply. Your order will be pre-processed awaiting final processing after we receive your purchase order at orderentry@insourcess.com or by fax at 804-378-8970. We reserve the right to cancel orders arising from pricing or other errors. In certain circumstances, tariffs may impact the pricing of products and services relied upon by ISS from its vendors. In such a case where a Quotation is affected by a tariff after its issuance, ISS reserves the right to withdraw its Quotation and offer a new Quotation based upon pertinent impacts of tariffs.

Products/Maintenance: See Payment Terms Above.

Training: Pre-pay or payment of invoice prior to class attendance.

Services: Net 30 Days from date of invoice with approved credit and credit limit. Fixed Cost Services (including Ready to Go Services) invoiced 50% at time of order and 50% upon project completion. Travel and Living Expenses billed separately and at cost. Time & Expense Services are priced for use during standard business hours. A minimum billing of 8 hours is required at receipt of order for contracts less than 40 hours. A minimum of 25% is required for contracts of 40 hours or more. Any unused hours automatically expire one year after issue of PO and are not subject to refund. Hours used after the initial minimums are billed as consumed and invoiced monthly.

NOTE: You may receive separate invoices for individual Products, Maintenance, Training, Services.

Remit-To Address: InSource Solutions, PO Box 72804, Richmond, VA 23235

After You Order:
After Purchase Order acceptance, order processing takes 3-5 business days. The first portion of the order will arrive via email(s) directly from Aveva and will contain activation links and codes for Wonderware Online InStudio. The second portion will arrive via email from InSource and will contain a link to download media (if needed) along with an attached ZIP file consisting of license file(s), license certificate(s) and the maintenance agreement. Invoicing occurs within 48 hours of delivery of the InSource email. NOTE: Physical delivery of product available upon request at the time of order. Freight, if required, is FOB shipping point - freight is prepaid and added to invoice.

ISS Standard Terms and Conditions apply and can be viewed **[here](#)**
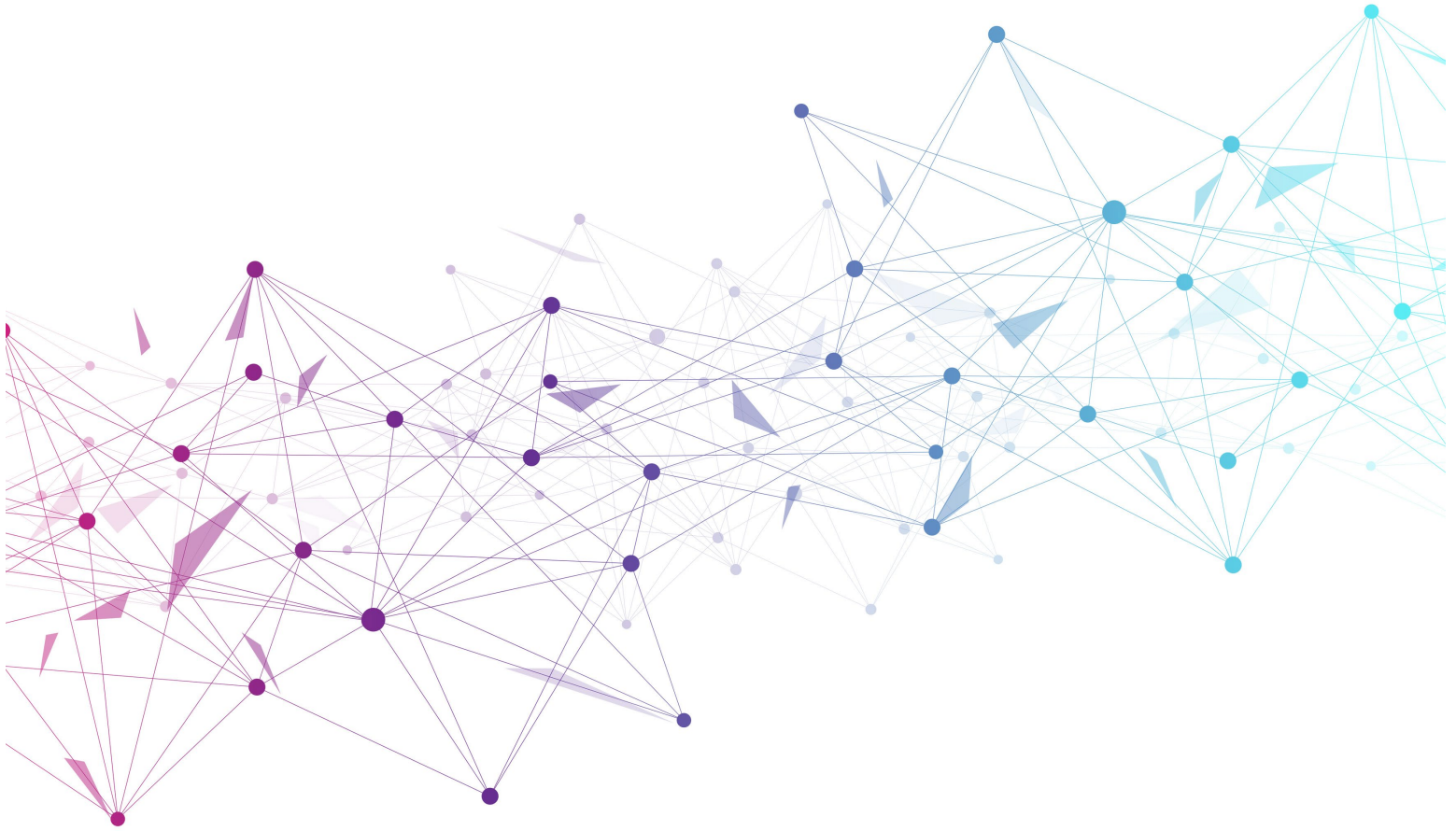
X0 Health Monitoring

X0 Health is a software solution used to monitor your AVEVA applications and system hardware. Using the X0 Health solution, InSource personnel, who monitor your system daily, can identify upset conditions and alert end users to potential issues before they manifest into real problems like software application errors or machine downtime events.

InSource®

SOLUTIONS

WHAT YOU NEED TO KNOW ABOUT OUR X0 HEALTH SOLUTION

What does this Solution do?
InSource X0 Solutions™ subscriptions include a health and wellness program. Health checks are done online daily, which enables us to take the pulse of your entire system.
Notifications are configured based on your desired support level. We take care of your AVEVA applications so that you can take care of business. System Health Checks & Mitigation Coaching.
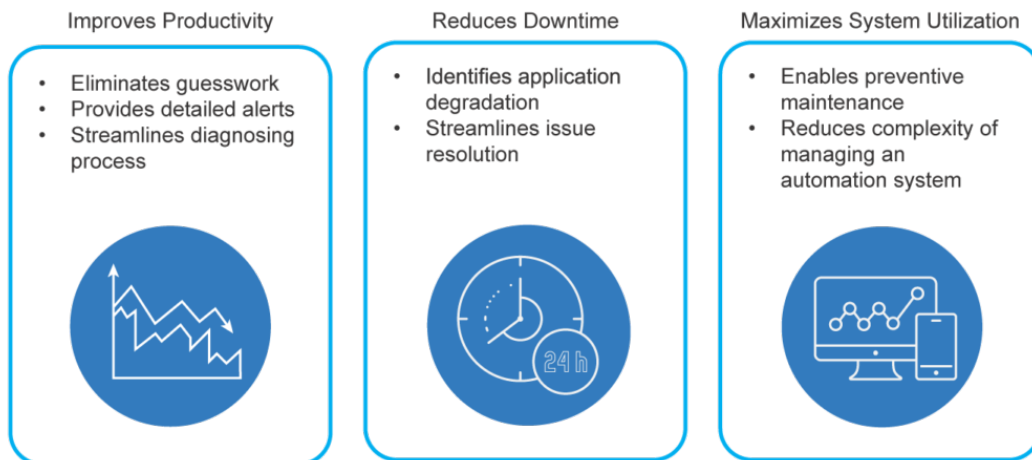
What Makes this Solution Unique?
Are you looking for a weekend Project? Yes, we can literally stand up an X0 Health instance in 48 hours, and we have. What normally would take 3 months to deploy has been done in 2 days.

How much does it cost? What type of ROI should I expect?
InSource X0 Solutions™ save annual IT labor costs, troubleshooting and maintenance time, and unplanned downtime. All InSource X0 Solutions are subscription based, making it easier to get started and easier to budget. The bottom line, InSource X0 Solutions™ projects are lower cost and quicker to deploy.

Where is it typically used?
Because InSource X0 Solutions™ are incredibly scalable, you can place our solutions in one facility or spread across your entire enterprise and still have one portal. It is a one-stop shop for all your data. Start small and grow.

| Improves Productivity	Reduces Downtime	Maximizes System Utilization
• Eliminates guesswork • Provides detailed alerts • Streamlines diagnosing process	• Identifies application degradation • Streamlines issue resolution	• Enables preventive maintenance • Reduces complexity of managing an automation system

ACTIVE DAILY SYSTEM ENGAGEMENT (CONTINUOUS HEALTH MONITORING)

- Install Log Collection Server and deploy agents to remote PC's for Data Collection
- Daily review of AVEVA System Monitor logs Monday to Friday 8 AM to 5 PM
    - *** Requires remote access
- Asses reviewed alert severity and respond accordingly
- Assisted issue resolution
- Monitor health of hardware/operating systems: CPU, Memory, Event Logs, Performance Counters, and HD Space available
- Monitor health of Terminal Services, 3-rd Party IO services
- In-depth monitoring of SQL Server health

    - Database IO
    - Memory Clerk
    - Performance Counters
    - Memory Reads and Writes Monitoring
    - Temp DB Monitoring
    - Resource Governor
    - Server properties
    - Wait stats
    - Schedulers
    - SQL Requests

- Monitor MES services status
- Monitor ArchestrA services status
- Monitor System Platform redundant DI and AOS status
- Monitor System Platform – Platform and engine status attributes
- Monthly SQL DB backups and off-site secure storage
- Monthly Galaxy backup and off-site secure storage
- Monthly Historian data block backup (differential) and offsite secure storage
- Assisted system restoration

ANNUAL ASSET MANAGEMENT REVIEW

- Expert install and configure Software Asset Manager
- *** One-time event performed during initial system installation and configuration
- Detailed information of currently supported versions and associated compatible operating systems & SQL versions
- Highlighted risks associated with your system in relation to the latest available software versions
- Steps required to migrate currently deployed applications to the latest versions
- Steps required to migrate currently deployed applications to the latest versions
- Information on the latest features and functionality available
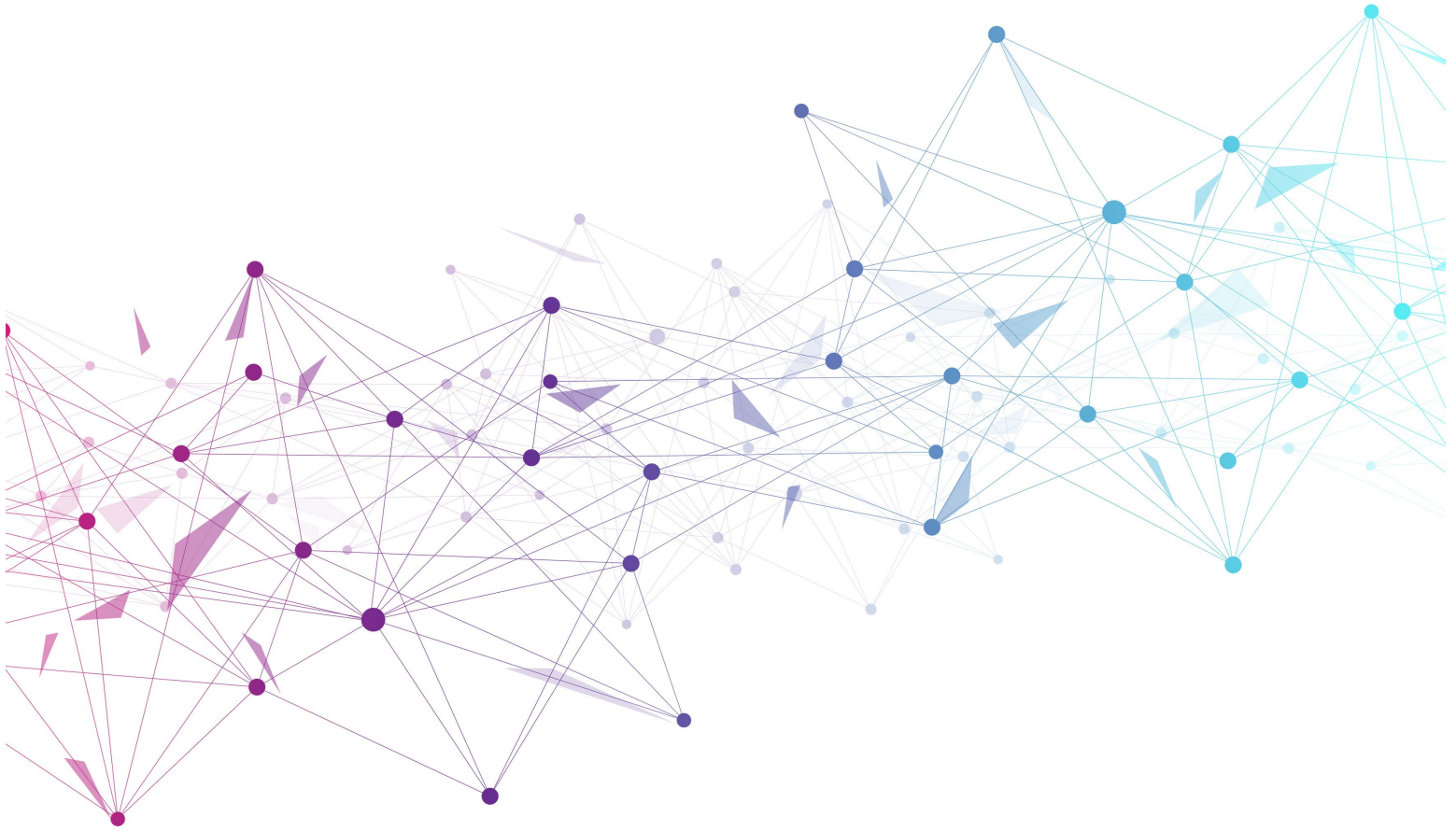
Why InSource Solutions?

InSource Solutions is your adept partner, providing the insight, experience and expertise to help businesses like yours drive continuous improvement initiatives — with proven world-class solutions. Today, those solutions are at work within some of the world's largest and most complex manufacturing environments.

InSource®
SOLUTIONS