

**PROPOSAL**

Emmett ISD - 2023 Services

**PREPARED BY**

Siemens Industry, Inc. ("Siemens")

**PREPARED FOR**

EMMETT INDEPENDENT SCHOOL DISTRICT

**DELIVERED ON**

July 20, 2023

SMART BUILDINGS

# Transforming the Everyday





# Table of Contents

- INTRODUCTION ..... 1
  - Proposal Information ..... 1
  - Contact Information ..... 3
  
- CUSTOMER OVERVIEW ..... 4
  - Executive Summary ..... 4
  - Siemens Capabilities & Customer Commitment ..... 5
  
- SERVICE SOLUTION ..... 6
  - Building Services – Automation ..... 6
  - Emergency Response Times – Automation ..... 7
  
- SERVICE IMPLEMENTATION PLAN ..... 8
  - Connectivity and Communications ..... 8
  - Service Agreement Contract Characteristics ..... 10
  - General Services ..... 11
  - Service Team ..... 12
  
- TERMS AND CONDITIONS ..... 13
  - Terms and Conditions ..... 13
  - Agreement Terms for Investments ..... 14
  
- SIGNATURE PAGE ..... 15
  - Signature Page ..... 15
  
- APPENDICES ..... 16
  - Siemens Service Portfolio ..... 16

## Contact Information

Proposal #: 8104223  
Date: July 20, 2023

Sales Executive:	Brian Ferry
Branch Address:	9632 W Emerald Street, Suite F Boise, ID 83704
Telephone:	208.863.9313
Email Address:	brian.ferry@siemens.com
Customer Contact:	Josh Rountree
Customer:	EMMETT INDEPENDENT SCHOOL DISTRICT
Address:	400 S PINE ST EMMETT ID 83617-3197
Services shall be provided at:	EMMETT INDEPENDENT SCHOOL DISTRICT 400 S PINE ST EMMETT ID 83617-3197

## Executive Summary

### Customer Needs

The Services proposed in this agreement are specifically designed for EMMETT INDEPENDENT SCHOOL DISTRICT, and the services provided herein will help you in achieving your facility goals.

The objective of this one year agreement is to update the contract and provide Emmett ISD and Siemens an opportunity to discuss the Building Automation System(BAS) technology further. The prior Services agreement reflects our Insight and Desigo CC software applications running simultaneously at Emmett ISD, however there was mutual agreement to run Insight only.

The annual software subscription in this agreement will reflect Desigo CC, however Emmett ISD will be operating Insight. The Siemens Boise team can service and support either of those solutions on-site or remote.

This will enable our teams to share more on the modernization of BAS and how we can better support Emmett ISD. An example would be to configure smart phones to manage room temperatures and alarms. Moving forward Siemens would like to propose KPI based agreements that enable Emmett ISD a further understanding of savings through energy costs and modernization of equipment along with potential incentives from Idaho Power.

There will need to be further conversations regarding hardware and software solutions that have been retired. Cyber Security is a critical component to the safety and security of Emmett ISD and Siemens business model has evolved to address these challenges.

### Services Included

Siemens will provide the following services.

#### Service Description

- Software Subscription Service - Desigo CC
- cRSP Setup
- Customer Directed Support



## **Building Services – Automation**

### **Services that deliver the outcomes you want to achieve**

Services delivered by Siemens have been developed to help you achieve the outcomes you expect.

#### **BMS Health**

Optimize the health of the building management system by automating maintenance diagnostics reports to target and prioritize remote and onsite service

#### **Software Subscription Service – Desigo CC**

Siemens will provide you with software upgrades to your existing Siemens Desigo CC software as they are released. These upgrades include both Service Releases and all New Version Releases of Software, up to the Frequency shown in the Equipment Related Services table. Siemens will also provide corresponding support documentation outlining the features of the releases. Included is training to help to familiarize you with the new features along with their associated benefits. These updates will act to deliver the benefits of Siemens' commitment to compatibility by design, a commitment unique in our industry. Workstations covered under this service are itemized in the List of Equipment Related Services. (Upgrades to PC's and related workstation hardware are excluded unless expressly included in this Agreement.)

### **Additional Services**

#### **Customer Directed Support**

With Customer Directed Support, Siemens will provide a trained and experienced specialist or technician who will work under your direction. The intent of this service is to offer you labor assistance in completing a special project, or to meet a facility objective. Specific job responsibilities, goals, work hours and other associated deliverables of this service are listed in the Appendix section of this service agreement.

## **Siemens Capabilities & Customer Commitment**

Siemens Industry, Inc. is a leading single-source provider of cost-effective facility performance solutions for the comfort, life safety, security, energy efficiency and operation of some of the most technically advanced buildings in the world. For more than 150 years, Siemens has built a culture of long-term commitment to customers through innovation and technology. Siemens is a financially strong global organization with a Branch network that delivers personalized service and support to customers in multiple industries and locations.

References are available upon request.

## Emergency Response Times – Automation

### Emergency Online/Phone Response

#### Standard

Monday through Sunday, 24 Hours per Day, System and software troubleshooting and diagnostics will be provided remotely to enable faster response to emergency service requests and to reduce the costs and disruptions of downtime. Siemens will respond within 4 hours, Monday through Sunday, 24 hours per day, excluding Holidays, upon receiving notification of an emergency, as determined by your staff and Siemens. Where applicable, Siemens will furnish and install the necessary online service technology to enable us to remotely access into your system, through a communications protocol (internet connection or dedicated telephone line) that will be provided by the facility. Where remote access is not available to the system, Siemens will provide phone support to your staff to assist in their onsite troubleshooting and diagnosis. If remote diagnostics determine a site visit is required to resolve the problem, a technician can be dispatched. Depending on your contract coverage, the on-site dispatch will be covered or will be a billable service call.

### Emergency On-site Response

#### Standard

Monday through Sunday, 24 hours per day, Emergency Onsite Response will be provided to reduce the costs and disruptions of downtime when an unexpected problem does occur. Siemens will provide this service between scheduled service calls and respond onsite at your facility within the next business day, Monday through Sunday, 24 hours per day, for emergency conditions, as determined by your staff and Siemens. Response on Holidays is excluded from this coverage. Non-emergency conditions, as determined by your staff and Siemens, may be incorporated into the next scheduled service call.



## Connectivity and Communications

### Proactive Remote Services

#### The optimal support for the high-performance operation of your building

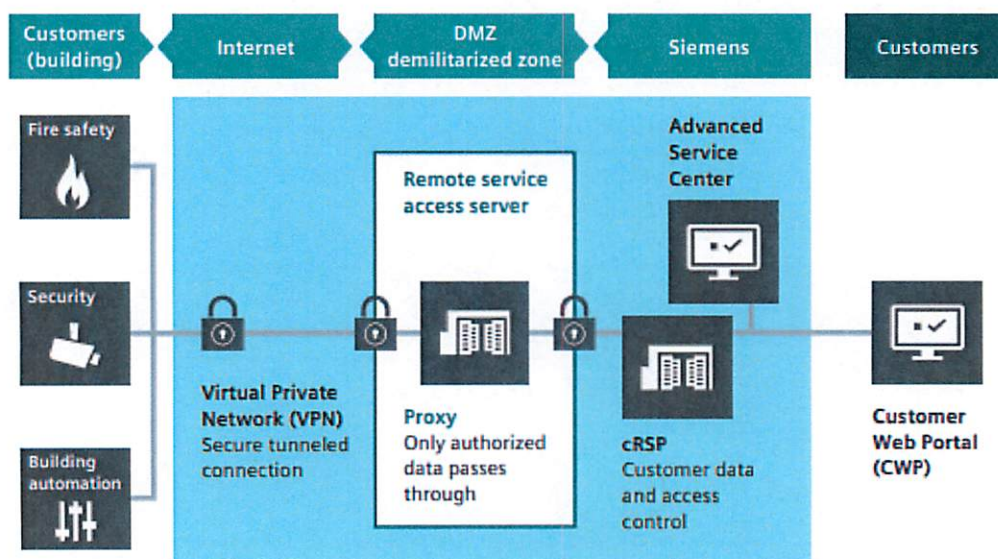
When the scope of services outlined within this proposal require or can utilize remote access,

Siemens provides an easy-to-use remote access platform that enables the secure and reliable delivery of Siemens remote services. Remote services, including engineering, commissioning, and maintenance of building systems can be performed by Siemens technical experts through our Digital Services Center of Excellence, available at any time to support your facility.

Siemens Remote Services utilize a secure remote access and connectivity solution referred to as the Siemens common Remote Service Platform (cRSP). cRSP is a comprehensive solution that powers a wide range of Siemens services and provides your organization with a solid foundation to leverage the power of connectivity, data, and analytics to make your facility even smarter. cRSP was designed and built to be a common platform for digitalization and is used across the Siemens family of companies.

Incorporating best practices and leading technologies from both the IT and cybersecurity fields, cRSP is a modern, secure, high-performance, and highly available platform that brings all the advantages of cloud-connected services to your facility, without sacrificing security. Utilizing cRSP and Siemens remote services gives your team a backstop and lets you unlock the operational benefits of analytics while also providing security mechanisms that mitigate cyber risk to your organization.

cRSP includes a range of security controls and features that give you confidence, control, and peace of mind that the services you rely on are both useful *and* secure.



#### cRSP Security Feature Highlights:

- Governed and secured in accordance with ISO 27001 and compliant with a robust Siemens-wide cybersecurity and information security management program and policies.
- Integrated with the global Siemens identity and access management platform, which provides robust



multi-factor authentication, enforcement of least-privilege access, granular separation of duties, mandatory usage of PKI, and automatic account management for all Siemens employees.

- Designed from the ground up using a defense in depth architecture that utilizes layered controls specifically crafted to mitigate the threats facing Operational Technology (OT) today.
- Centrally monitored to promote end-to-end reliability and availability.
- Robust logging and reporting of remote activity to ensure visibility and control.
- Secure network architecture and platform access based on granular segmentation, next-generation firewalling, and usage of DMZs at trust boundaries.
- Flexible deployment model and security configuration options to ensure streamlined usage while meeting your organization's security requirements and preferences.
- Compatible with a wide range of on-premise network configurations and traffic flow setups, allowing for integration with your existing network architecture, IT infrastructure, and security controls.

## **Siemens Service Portal**

The Service Portal complements the personalized services you will receive from your local Siemens office by providing greater visibility into equipment and services delivered by Siemens. This web-based portal allows you the ability to submit service requests, confirm and modify schedules, track repairs, manage agreements, generate reports, and access critical information; then share it across your entire enterprise quickly and efficiently. The Service Portal is a user-friendly way to increase your productivity and the value of your service program.

## **Data security as a basic requirement**

We value confidentiality and long-term partnerships. That is why we give the security of your data the highest priority. Before we implement an enhanced service package with remote support, we conduct an in-depth analysis of the situation, taking into account national and international regulations, technical infrastructures and industry specifics. Our service employees carefully evaluate your needs on an individual basis with a view toward information security.

## Service Agreement Contract Characteristics

Description	AUTOMATION
Hours of Coverage	24 x 7
Response Times (Phone/Online)	4 Hours
Response Times (Onsite/Emergency)	Next Business Day
Remote Services	No
Third Party Systems	No
Monitoring	No
Additional Labor Discount	20.0%
Additional Material Discount	20.0%

Labor and material discounts are applicable for sites identified in this agreement and are only available for the disciplines included in this agreement.



# General Services

## Automation

Service Description	Qty	Frequency	Year
Software Subscription Service - Desigo CC	1	1	1
cRSP Setup	1	1	1
Customer Directed Support	1	2	1

## Service Team

An important benefit of your Service Agreement derives from having the trained building service personnel of Siemens Industry, Inc. familiar with your building systems. Our implementation team of local experts provides thorough, reliable service and scheduling for the support of your system.

Added to the team is a team of building experts at our Digital Service Center. The benefits you receive are less disruption to your employees at the site, less intrusive on the system at peak hours, fewer emissions for trucks rolled, and real time analytics with digital workspace hours.

The following list outlines the service team that will be assigned to the service agreement for your facility

### Your Assigned Team of Service Professionals will include:

**Sales Executive** manages the overall strategic service plan based upon your current and future service requirements.

**Remote Services Specialist** is responsible for the execution of remote services including proactive planned tasks, in-depth fault analysis and identification of corrective actions.

**Client Services Manager** is responsible for ensuring that our contractual obligations are delivered, your expectations are being met and you are satisfied with the delivery of our services.

**Service Operations Manager** is responsible for managing the delivery of your entire support program and service requirements.

**Primary Service Specialist** is responsible for performing the ongoing service of your system.

**Service Coordinator** is responsible for scheduling your planned maintenance visits, and handling your emergency situations by taking the appropriate action.

**Secondary Service Specialist** who will be familiarized with your building systems to provide in-depth backup coverage.

**Service Administrator** is responsible for all service invoicing including both service agreement and service projects.



## Terms and Conditions

### Terms and Conditions (Click to download)

[Terms & Conditions](#)

([www.siemens.com/standard-terms-service](http://www.siemens.com/standard-terms-service))

**Price Escalation.** If, during the term of this Contract, the price of various materials or labor or logistics are increased as reflected by CRU, CMAI, COMEX market indexes or IHS Markit, then Siemens may increase the applicable yearly Investment or apply a surcharge accordingly.

As a result of the global Covid-19 Virus outbreak, temporary delays in delivery, labor or services from Siemens and its sub-suppliers or subcontractors may occur. Among other factors, Siemens' delivery is subject to the correct and punctual supply from sub-suppliers or subcontractors, and Siemens reserves the right to make partial deliveries or modify its labor or services. While Siemens shall make every commercially reasonable effort to meet the delivery or service or completion date mentioned above, such date is subject to change.

To the extent applicable, the following Rider(s) are incorporated and made part of the Siemens Standard Terms and Conditions:

### Riders (Click on rider below to download)

[SI Software License Warranty](#)

([www.siemens.com/rider-software-license](http://www.siemens.com/rider-software-license))

[SI Exclusions and Clarifications](#)

([www.siemens.com/rider-clarification](http://www.siemens.com/rider-clarification))

## Agreement Terms for Investments

Services shall be provided at:

400 S PINE ST  
EMMETT, ID 83617-3197

Siemens Industry, Inc. shall provide the services as identified in this Proposal and pursuant to the associated terms and conditions contained within.

Duration (Initial Term and Renewal): This Agreement shall remain in effect for an Initial Term of 1 Periods beginning August 1, 2023. After the expiration of the Initial Term, this Agreement shall automatically renew for successive one year periods. The Investments for each year after the Initial Term of the Agreement and each year of each renewal of this Agreement shall be determined as the immediate prior year's Investment plus an escalator of 5.5% or as allowed per this proposal. In addition, each renewal term pricing shall be adjusted for any additions or deletions to services selected for the renewal term.

Initial Term Investments:

Period	Period Range	Billing Frequency	Annual Price
1	Aug 1,2023 - Jul 31,2024	Annually (In Advance)	\$12,341.93
Investment Total			\$12,341.93

### \*Amount Due In Advance Based On Billing Frequency

Applicable sales taxes, if included in the investment amount, are estimated only and will be calculated based on local requirements at the time of invoicing. The pricing quoted in this Proposal are firm for 30 days.



## Signature Page

The Buyer acknowledges that when accepted by the Buyer as proposed by Siemens Industry, Inc., this Proposal and the Standard Terms and Conditions of Sale for Services, (together with any other documents, including any applicable Rider(s), incorporated herein) shall constitute the entire agreement of the parties with respect to its subject matter.

BY EXECUTION HEREOF, THE SIGNER CERTIFIES THAT (S)HE HAS READ ALL OF THE TERMS AND CONDITIONS AND DOCUMENTS, THAT SIEMENS INDUSTRY, INC. OR ITS REPRESENTATIVES HAVE MADE NO AGREEMENTS OR REPRESENTATIONS EXCEPT AS SET FORTH THEREIN, AND THAT (S)HE IS DULY AUTHORIZED TO EXECUTE THE SIGNATURE PAGE ON BEHALF OF THE BUYER.

### Initial Term Investments

Period	Period Range	Billing Frequency	Annual Price
1	Aug 1,2023 - Jul 31,2024	Annually (In Advance)	\$12,341.93

#### Proposed by:

Siemens Industry, Inc.

Company

Brian Ferry

Name

8104223

Proposal #

\$12,341.93

Proposal Amount

July 20, 2023

Date

#### Accepted by:

EMMETT INDEPENDENT SCHOOL DISTRICT

Company

*Craig Woods*

Name (Printed)

*Craig Woods*

Signature

*Superintendent*

Title

*9/15/2023*

Date

Purchase Order #  PO for billing only  PO not required

## Siemens Service Portfolio

### Advisory and Performance Services



<p><b>Manage System Operation &amp; Compliance</b></p> <p>Services that keep systems performing at their best, as designed and intended to operate, help you achieve:</p> <ul style="list-style-type: none"> <li>• Optimized comfort, safety, and security</li> <li>• Fulfilled regulatory requirements</li> <li>• Greater transparency into critical systems</li> <li>• Reduced operating risk</li> </ul> <p><b>Facility Assessment &amp; Planning</b> In-depth building system assessment and recommendations, definition of relevant KPIs, and development of your service program</p> <p><b>Test &amp; Inspection</b> Regular check-ups to measure system performance compared to your defined facility and regulation requirements and risks</p> <p><b>Preventive Services</b> Services performed on a regular schedule or based on data analytics to verify and improve system state</p> <p><b>Documentation Management</b> Management of critical building system and compliance information, with organization and access determined by your needs</p> <p><b>Corrective Services</b> Immediate response to system failures or faults to restore functionality and integrity to desired state</p>	<p><b>Optimize Performance &amp; Productivity</b></p> <p>Enhance building performance with improvement measures that increase productivity and efficiency; common outcomes include:</p> <ul style="list-style-type: none"> <li>• Enhanced system performance</li> <li>• Streamlined operational processes</li> <li>• Improved decision-making through data analytics</li> </ul> <p><b>Optimization Planning</b> Planning and prioritization of improvement measures to increase building and/or process performance and efficiencies</p> <p><b>Predictive Services</b> Systems are audited and monitored to detect abnormalities or faults, with recommendations provided and/or corrective actions taken</p> <p><b>System Improvements &amp; Integration</b> Enhancements or additions to your current system to increase staff productivity, system performance, and operational energy efficiencies</p> <p><b>Training &amp; Operational Support</b> Training, coaching, and on-site support to increase staff productivity and knowledge</p> <p><b>Managed Services</b> On-site and/or remote resources monitor system events and alarms, and take appropriate action</p>	<p><b>Protect Lifecycle Investment</b></p> <p>Leverage past investments and address future requirements with advanced and proven technology, to achieve outcomes such as:</p> <ul style="list-style-type: none"> <li>• Extended system life</li> <li>• Maximized return on investment</li> <li>• Realized benefits of new technology</li> </ul> <p><b>Technology Planning</b> Consulting services identify technology improvement opportunities that help achieve performance goals while leveraging past investments</p> <p><b>System Updates / Upgrades</b> Software upgrades and firmware updates are provided, delivering the most current technology and functionality</p> <p><b>System Migration / Modernization</b> Enhancements to your systems by elevating them to the most current hardware and software platforms, resulting in increased functionality and performance levels</p> <p><b>Retrofits &amp; Extensions</b> Modifications are made to existing systems to accommodate changes to your facility usage and footprint</p> <p><b>New Installation Services</b> Startup, commissioning, and other installation services are completed to ensure new equipment operates at maximum performance</p>	<p><b>Enhance Energy Management &amp; Sustainability</b></p> <p>Increase the value and competitiveness of buildings and infrastructure by delivering solutions that:</p> <ul style="list-style-type: none"> <li>• Conserve energy</li> <li>• Maximize efficiency</li> <li>• Minimize operating costs</li> <li>• Reduce environmental impact</li> </ul> <p><b>Energy &amp; Sustainability Master Planning</b> Strategy and planning services provide a detailed master plan to provide budget transparency, enable improved performance and sustainability, reduce energy consumption, and minimize operational costs</p> <p><b>Energy Conservation</b> Implementing energy conservation strategies reduces total carbon emissions through efficiency measures and minimizes energy spend by optimizing consumption</p> <p><b>Energy Production &amp; Storage</b> Using innovative design and simulation tools, energy production and storage solutions improve energy efficiency, energy availability, security of supply, and carbon reduction</p> <p><b>Energy Procurement</b> With advanced procurement technologies and beneficial contract terms, these tailored procurement and supply services reduce costs, reduce risks, and create certainty</p>
<p>Digital Services</p>			



**IB-128R4**

**Product Line:** Workstation Software

**Distribution:** Multichannel

**Date:** June 2013

**Updated:** May 2020

**Author Name:** Tom Rule

[tom.rule@siemens.com](mailto:tom.rule@siemens.com)

## The Insight® and InfoCenter Suite® Lifecycle

The APOGEE Insight and InfoCenter Suite products have been on the market since 1998, and over this period have achieved a high degree of acceptance in the market, as well as a large installed base.

The intent of this document is to introduce levels of support for these software products.

Support is defined by these three phases: Active Support, Extended Support, and End of Support.

Active Support	Extended Support	End of Support
<ul style="list-style-type: none"> <li>• Technical Support Access</li> <li>• Patches for major defects</li> </ul>	<ul style="list-style-type: none"> <li>• Tech Support Access only</li> </ul>	<ul style="list-style-type: none"> <li>• Optional Paid Support only</li> </ul>

The total lifecycle of a specific software revision is 5-years from its **release date**. For each revision, the first three years are in the Active Support phase and the last two years are in the Extended Support phase.

For Insight software, the table below states the date for when the Active Support and Extended Support phases end for the Insight revisions that are not yet in the End of Support phase. After the Extended Support phase date, the revision will be in the End of Support phase.

Insight Revisions	Active Support Ends	Extended Support Ends	End of Support Begins
3.11 and earlier	Not Supported		
3.12	July 31, 2015	July 31, 2017	August 1, 2017
3.13	February 28, 2017	February 28, 2019	March 1, 2019
3.14	November 30, 2018	November 30, 2020	December 1, 2020
3.15	January 31, 2020	January 31, 2022	February 1, 2022

InfoCenter Suite Revision	Active Support Ends	Extended Support Ends	End of Support Begins
1.6 and earlier	Not Supported		
1.6.5*	January 31, 2017	January 31, 2018	February 1, 2018
1.7*	December 31, 2021	January 31, 2023	February 1, 2023

\* = Support period extended beyond definition

Information in this document is based on current specifications. The company reserves the right to make changes in specifications and models as design improvements are introduced. Desigo and Desigo CC are registered trademarks of Siemens Industry Inc. Other product or company names mentioned herein may be the trademarks of their respective owners.

© 2020 Siemens Industry, Inc.

**Siemens Industry, Inc.**  
 Smart Infrastructure Division  
 1000 Deerfield Parkway  
 Buffalo Grove, IL 60089

Restricted

IB-128R4  
 Printed in the USA  
 Page 1 of 1

USA  
 Tel. +1 847-215-1000