



# Advantage Services®

Service Agreement for Yamhill County Correctional Facility rev2  
June 23, 2020



30.20.261

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# ***Advantage Services***

Service Agreement for Yamhill County Correctional Facility

June 23, 2020

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# 1 Overview

## 1.1 Executive Summary

You have made a significant investment in your facility and its complex technical systems which are critical to the profitability and productivity of your overall business. This proposed service solution, our Service Agreement, will proactively serve to protect that substantial investment through a program of planned service tasks by our trained technical staff. In addition, this Service Agreement will allow for a tiered level of responses to any systems issues, to ensure the highest possible up-time at the facility.

This Service Agreement has been specifically developed to support your unique facility, and the services provided herein will help you in achieving your facility goals.

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## 1.2 Customer Objectives

Yamhill County Correctional Facility wishes to implement a service agreement to cover labor and replacement materials, releases, updates and upgrades for the Indusoft HMI/PLC access control system, as well as implement a Software Support Agreement (SSA) and maintenance plan for the Ocularis VMS camera system.

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## 1.3 Current Situation

Siemens is finalizing the deployment of a replacement HMI/PLC access control system at for the Yamhill County Correctional Facility, replacing the aging HMI/PLC system and analog camera system, and integrating the systems for camera call-ups, long term video storage, and a single seat of operation.

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## 1.4 Siemens Capabilities & Commitment to Our Customers

Siemens Industry, Inc. is the 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. Siemens is pleased to offer this proposal for technical support services to your facility. For more than 150 years, Siemens has built a culture of long-term commitment to customers through innovation and technology. We are confident that we have the capabilities to meet your critical facility needs today and, in the future, and we look forward to the opportunity to serve you.

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## 2 Service Solution

### 2.1 SECURITY SERVICES

#### 2.1.1 Technical Support Services

##### **Emergency Onsite Response: 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 4 hours for critical emergencies, or within 24 hours for non-emergency conditions, Monday through Sunday, 24 hours per day, including Holidays, upon receiving notification of an emergency. Critical emergencies, as determined by your staff and Siemens, are failures at a system or panel level that would result in the loss of the operation of an entire section of a building or place the facility at high risk. Non-emergency conditions, as determined by your staff and Siemens, are failures at an individual component level resulting in minimal impact to the overall operation of the facility. Non-emergency conditions, as determined by your staff and Siemens, may be incorporated into the next scheduled service call.

Yamhill County has asked Siemens to provide various levels of service and response time:

- Level 1 - Standard repair, typical response would be next business day
- Level 2 - Escalated repair, typical response would be same day response
- Level 3 - Emergency response, 4-hour onsite response time

Pre-authorized Yamhill County personnel will determine at the time of placing the call what level of response is required and inform Siemens accordingly. Below is a list of authorized service requestors, which may be modified anytime at the County's discretion.

- Rich Geist, Captain, Corrections Division, Yamhill County Sheriff's Office
- Jeremy Ruby, Administrative Sergeant, Corrections Division, Yamhill County Sheriff's Office
- Chris Garcia, Network Administrator, Yamhill County Information Technology
- John Burns, Systems Administrator, Yamhill County Information Technology

##### **Repair Services**

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To reduce the unexpected costs of unbudgeted repairs, Siemens will provide labor and / or materials to repair or replace failed or worn components. Prior to beginning any repair or replacement, Siemens will troubleshoot the system to diagnose your system’s problem. Components that are suspected of being faulty may be repaired or replaced in advance to minimize the occurrence of system interruptions.

Siemens will stock a spare of each camera model used on the project (at the Yamhill County Correctional Facility) to ensure a prompt replacement should a camera fail. This will eliminate lead long times and serves as a “critical parts locker” to ensure camera uptime.

**Preventive Maintenance**

In addition to providing a Test and Inspection service, Siemens will, on a regular, scheduled basis (currently schedule for four (4) times per year) provide preventive maintenance on the components on both the Indusoft PLC System, as well as the Ocularis VMS system. This program of standard maintenance routines is determined by manufacturer’s recommendation, our experience, equipment application, and location. Through preventive maintenance, we may extend equipment life, reduce the risk of costly and disruptive breakdowns, and reduce the possibility of security risks that may result due to equipment that does not function as required.

Tasks include:

- Update of VMS, ensuring latest patches applied and 100% system/camera uptime
- Minor adjustment, refocusing and cleaning of cameras
- Physical inspection and PM of PLC panels
- Test of HMI/PLC system
- Confirmation system is operating as intended at peak performance, corrective action if required
- End user refresher training, if required

**Software Support Agreement**

Siemens will furnish a Software Support Agreement, or SSA, ensuring that Yamhill County will receive patches, updates, bug fixes, new software releases, and technical support to ensure that Yamhill County is utilizing the most up-to-date version of the Ocularis VMS. Additional sites, and cameras, may be added to this SSA through mutually agreed upon addendum by both parties.

Near the end of each contract year, the Siemens Account Engineer will provide an update as to what funding may remain and provide options for Yamhill County. Options may include parts, training, or additional services.

**Quarterly Service Reports**

Siemens to provide quarterly service reports for all labor, preventive maintenance, emergency repair, and service calls that have been applied to this agreement. This provides transparency to the County on what has been performed, and enables the agreement to be tailored to the best needs of the County on an annual basis.

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## 2.2 Service Team

An important benefit of your Service Agreement derives from having the trained 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.

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:**

**Bud Ferrigno – Sr. Account Manager** manages the overall strategic service plan based upon your current and future service requirements.

**Tom Muniz and David Ward - Service Account Engineers** are responsible for ensuring that our contractual obligations are delivered, your expectations are being met and you are satisfied with the delivery of our services.

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

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

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

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

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3 Siemens Industry, Inc.

3.1 Signature Page and Investment By and Between:

Siemens Industry, Inc.	Yamhill County
15201A NW Greenbrier Parkway	535 NE 5 <sup>th</sup> St.
Beaverton, OR 97006	McMinnville, OR 97128
Bud Ferrigno	Sheriff Tim Svenson
503-869-0767	503-434-7506

Services shall be provided at 535 NE 5<sup>th</sup> St. under this agreement.

**Duration:** This agreement shall remain in effect for an Initial Term of 3 Years beginning 09/01/2020 and from year to year thereafter. Yamhill County reserves the right to modify scope and amount at any time after first one-year term of agreement.

Terms and Conditions of this agreement shall be the previously agreed upon executed Terms and Conditions between Yamhill County and Siemens. Agreement reflects Sourcewell Cooperative Purchase Agreement #031517-SIE, and base project number 44OP-274574.

Investments:

Year 1	9/01/2020 to 8/31/2021	\$46,197 annually in advance
Year 2	9/01/2021 to 8/31/2022	\$47,583 annually in advance
Year 3	9/01/2022 to 8/31/2023	<del>\$48,873</del> annually in advance
		\$49,010

Proposal accepted by:  
Sheriff Tim Svenson  
Yamhill County Sheriff  
Yamhill County Correctional Facility

Tim Svenson 07/31/2020  
Signature Date

Proposal submitted by:  
Bud Ferrigno  
Sr. Account Manager  
Siemens Industry, Inc.

DocuSigned by:  
Bud Ferrigno 7/15/2020  
Signature Date

P.O.# \_\_\_\_\_

Customer purchase order included as an attachment to this agreement and will be referenced on invoices.

Or

Customer purchase order not required. Invoices will be approved and processed with signature of authorized customer representative.

Signing Manager Name  
Akshay Grover

Branch Manager

DocuSigned by:  
Akshay Grover 7/20/2020  
Signature Date

Accepted by Yamhill County  
Board of Commissioners on  
8/6/2020 by Board Order  
# 20-261

## Exhibit A

### **Software Support Agreement**

Siemens will furnish a Software Support Agreement, or SSA, ensuring that Yamhill County will receive patches, updates, bug fixes, new software releases, and technical support to ensure that Yamhill County is utilizing the most up-to-date version of the Ocularis VMS. Additional sites, and cameras, may be added to this SSA through mutually agreed upon addendum by both parties. Near the end of each contract year, the Siemens Account Engineer will provide an update as to what funding may remain and provide options for Yamhill County. Options may include parts, training, or additional services.