



Preventive Maintenance & Technical Support Program Proposal

I/Net Building Management System

Nassau County Courthouse
I/Net Direct Digital Control System
76347 Veterans Way
Yulee, Florida 32097

Ecova, Inc. Service Team

Ecova, Inc. has assembled a specialized team to provide you with industry-leading facility management system maintenance and monitoring services. Your service team will work with you to help you derive the highest value from your building systems investment and assist you in reducing your energy and operating costs, while maintaining the highest levels of occupant comfort, safety and productivity.

This team will facilitate a smooth integration of our service activities into your normal business activities. The team will strive to meet your business objectives, provide effective lines of communication and provide continuity through the personnel who execute your service program, so that your service is delivered in a seamless, transparent manner.



Ecova, Inc. Service Agreement Investment

This service agreement will be for an original term of 12 months, beginning on **October 1, 2014**, with an ending date of **September 30, 2015**, with subsequent annual pricing as indicated below. This agreement shall renew annually 30 days prior to the anniversary date.

For services designated herein, **Nassau County Courthouse** agrees to pay Ecova, Inc. the amount of **\$ 55,332.00** dollars over 12 Months (one year),

Initial Year	\$55,332.00
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this will be invoiced monthly installments of **\$4,611.00**. This amount does not reflect any applicable taxes. Applicable taxes will be added to the invoice sent to you by Ecova, Inc. The annual agreement price shown above can only be adjusted if equipment as described in the attachment is added or deleted from the original agreement. Price adjustments after Year One are discussed in the terms and conditions of this agreement. Payment terms will be no greater than 15 days after Ecova, Inc.'s invoice date. Ecova, Inc. reserves the right to discontinue its service any time payments have not been made as agreed. Failure to make payments when due shall relieve Ecova, Inc. of any and all obligations pertaining to work or performance of work.

**Facility Management System Maintenance Services
 Service Agreement Options**

Options Checked are included in your service agreement

<input checked="" type="checkbox"/>	1. Planned Preventative Maintenance – "Scheduled Visits"	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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- 1.1) 52 scheduled maintenance visits maintenance per year agreement are included.
- 1.2) Ecova technician will check those controllers communication with the LAN Network, and Central Computer maintain original condition of installed and commissioned systems. This work is accomplished by reviewing the network configuration within Inet Seven, identifying defects and potential problem areas, and reducing the likelihood that emergencies will occur.
- 1.3) After completion, you will receive a planned maintenance finding report for your records. (Service Ticket)
- 1.4) Required "Work" or "Maintenance" will be performed by trained personnel directly employed and/or supervised by Ecova, Inc. A lead Service Engineer will be assigned to this project that will be primarily responsible for providing contract services. Additional Engineers and Technicians will also be familiarized with your system to ensure that there is no lapse in service to your equipment.
- 1.5) Planned maintenance will be performed during normal business hours (8:00 a.m. to 5:00 p.m., Monday - Friday), with the option for after-hour arrangements.
- 1.6) See schedule C for a list of Preventative maintenance check list



<input type="checkbox"/>	2. Service Calls (Nonscheduled) Visits during Normal Business Hours	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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2.1) ECOVA will provide on-site nonscheduled service between scheduled maintenance calls, when necessary, to keep equipment and components in proper operation. These visits shall be performed during normal working hours excluding nights, weekends, and holidays. To request a service call, you can reach out to the Service Manager at 954-915-9930 during normal business hours. Our service manager will advise you over the telephone on how to handle the problem, have a Service Engineer connect to your system via telephone modem, or schedule a service visit. Any additional Visits other than the ones stated above would be subject to ECOVA Standard prevailing labor rate plus any cost incurred.

<input type="checkbox"/>	3. After Hour Service Calls (Nonscheduled visit for after Normal Business Hours)	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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- 3.1) Not exceed n/a scheduled visits per quarter. Physical response time will be within 0 hours after normal business hours. Telephone response time will be within one (1) hour. 24 hours/365 days coverage is included with this contract.
- 3.2) Ecova will provide on-site non-scheduled service or EMERGENCY CALL between scheduled maintenance calls, when necessary, to keep equipment and components in proper operation. These visits shall be performed during normal working hours excluding nights, weekends and holidays.
- 3.3) All non-scheduled service requests will be initiated through the Operational Control Center, by either our Proactive or Reactive Monitoring service. Requests will be initiated depending on which of the Non-Scheduled service options is elected.
- 3.4) To request service, you can call our Service Support Leader at 954-915-9930 during normal business hours (Monday through Friday) – 8am till 5pm or for after hours and 24 hour service, we have a Service Support Technician on duty with a cellular phone to handle your emergency calls. Please call 904-838-7417 for the Service Support Technician on duty. Our Service Support Technician will advise you over the telephone on how to handle the problem, connect to your system via proper supported method, or respond within the time stated above. Any additional visits other than stated above will be subject to ECOVA standard prevailing labor rate plus any cost incurred.

<input checked="" type="checkbox"/>	4. Remote Support	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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- 4.1) Unlimited calls are included within this contract. ECOVA will respond within Two (2) hours of received call.
- 4.2) ECOVA will provide remote diagnostics via an approved remote software available at the main central computer. This support will be provided during working hours in order to provide you with the fastest service available when you experienced a problem. The Central Computer should have a dedicated technology to support remote access. To request a service call, you can reach the Service Support Team at 954-915-9930 during normal business hours or you reach the Service Technician at 904-838-7417 for after hour service. The service team will advise you on how to handle the problem or will connect to your system via the approved remote access software.



<input type="checkbox"/>	5. Operator Training	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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5.1) ECOVA will provide additional operator training during the course of the year scheduled at your convenience. Training will be provided for your regular operators as well as any new or additional operators. This additional training will help the operators learn all the capabilities available from the BMS. This additional training will expand on all features from the BMS system and how to take full advantage to properly analyze the site. ECOVA recommends that all these sessions be limited to small groups of four (4) students.

<input type="checkbox"/>	6. Software/Firmware Upgrades (Talon Siemens only)	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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6.1) ECOVA will provide software/firmware upgrades for your system if required as they become available. This allows your system to keep current and to take full advantage. The labor to install this software/firmware is not included in this proposal and will be quoted separately. This section will only apply to the new front-end being installed under this contract.

<input checked="" type="checkbox"/>	7. Software Back-up	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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- 7.1) This agreement will include total of 1 backup routine quarterly. A total of 4 backup per year.
- 7.2) This database protection prepares your system to be restored in the event of damage to the system or the information contained in it. Upon completion of the backup, you will receive a copy of the backup and another copy will be stored off-site (with your approval) at our local office. This provides additional protection in the event of damage to your on-site copy.
- 7.3) NCCH personnel will be required to make a back-up whenever a change in the I/Net database is performed. Ecova will continue to do the normal back-up on a quarterly basis. This step is necessary to prevent the lost recent information.

<input type="checkbox"/>	8 Repair and Replacement	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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- 8.1) Ecova will provide materials and labor for repair, or replacement of failed equipment and components with new or reconditioned equipment or components (in accordance with coverage described in Schedule A).
- 8.2) If Repair and replacement is not included in your contract, ECOVA will provide you a written quotation for any material that is required to repair your system. Ecova will provide one year of warranty for a new device installed at your site.



Qualifications

ECOVA Preventive Maintenance shall consist of the following as outlined above in the items 1 through 7:

- Q1) Checking performance of equipment and components
- Q2) Diagnostics tests, examination, cleaning, lubrication, adjustments and calibration of equipment designated in Schedule A and their components.
- Q3) Ecova will calibrate all field devices determined to need calibration. This process shall be completed during the duration of the maintenance contract.
- Q4) ECOVA will provide under a separate contract any materials and labor to repair or replacement of failed equipment and components with new or reconditioned equipment or components (in accordance with systems and equipment described in Schedule A).
- Q5) Providing on-site service visits, between schedule preventive maintenance calls, when necessary to keep equipment and components in proper operation (in accordance with system and equipment described in Schedule A).
- Q6) Normal Business Hours are defines as 8:00am to 5:00pm., Monday through Friday inclusive, excluding nights, weekends, and holidays.
- Q7) Reasonable means of access to the equipment being serviced shall be provided to ECOVA.
- Q8) ECOVA shall be permitted to start and stop all equipment necessary (after notification and approval by the NCCH Personnel) to performed the herein agreed services as arranged with your representative.
- Q9) ECOVA shall not be liable for any loss, delay, injury, or damage that may be caused by circumstances beyond its control. Including, but not restricted to acts of God, War, Civil commotion, acts of government, fire, theft, corrosion, floods, lightning, power fluctuations, freeze-ups, strikes, lockouts, differences with workmen, riots, explosions, quarantine restriction, delays in transportation, shortage of vehicles, fuel, labor or materials, or malicious mischief. In no event shall ECOVA be liable for business interruption losses or consequential or speculative damages. This sentence shall not relieve ECOVA of liability for damage of property or injury to persons resulting from accidents caused solely by the negligence of ECOVA in the performance or failure to perform its obligations under this agreement.
- Q10) ECOVA shall not be required to make replacements or repairs necessitated by reason of negligence, abuse or misuse, or by reason of any other cause beyond its control except ordinary wear and tear.
- Q11) When a request for service is made by the owner at times other than we would have made a scheduled preventive maintenance call, and inspection does not reveal any defect required to be service under this agreement, we reserve the right to charge NCCH at our prevailing service labor rate.
- Q12) Replacement of Variable Frequency Drives (VFDs) shall be provided under a separate quote.

Exclusions

The following is not within the scope of this agreement:

- E1) Removal of reinstallation of replacement valves and dampers when required
- E2) Cutting and patching of building surfaces when required to make repairs on concealed or inaccessible equipment, piping, and wiring.
- E3) Draining or venting of water systems.
- E4) Repairs to equipment damages by ambient conditions outside of the manufacturer's recommended limits
- E5) Repairs to equipment damages due to negligence



Ecova, Inc. Maintenance Services Agreement

Schedule A - Equipment Coverage

The following control equipment shall be serviced under this agreement:

Device	Quantity	Description	Notes
Host Workstation and Laptops	3	I/Net Central Computer and portal laptops	Located in Chief Engineer's office
TAPS & Modems	1	TAC Inet Taps and modems	
Software	1	All software supplied and installed by Ecova	
Hardware	1	All hardware and sensors provided by Ecova	
Valve Actuators	n/a	All Valve Actuators provided by Ecova	
PCU	6	I/Net Process Control Units DDC Controller	Obsolete
DCU	n/a	I/Net Direct Control Units DDC Controller	Obsolete
UCI	n/a	I/Net Unitary Control Integrator	Obsolete
UC (VAV/FTU)	102	I/Net Unitary Controller	Obsolete
MCI	7	I/Net Micro Regulator Control Units	Obsolete
ICI	4	I/Net Industrial Controller Interfaces	Obsolete
PCU Expanders	3	I/net Process Control Units expansion I/O boards	Obsolete
DPU	15	I/Net Door Processing Units	Obsolete
DCLU	2	I/net Digital Control Lighting Units	Obsolete
UC (VAV/FTU) Temperature Sensors	102	VAV / FTU Temperature Sensors	Obsolete
FIC	1	FieldServer Interface Controller	
Temperature Sensor	244	All Temperature Devices	
Humidity Sensors		All Humidity Devices	
Current Sensors & Relays		All Current Sensors and Relays	
Differential Pressure Switches		All Differential Pressure Switches	
Transformers, Batteries, and Power Supplies		All Class 2 Transformers	
Pressure Transmitter		All Pressure Transmitter	
Card Reader	47	Card Reader	

Equipment not covered under the Maintenance Services agreement includes:

1. Any and all software that was not supplied by Ecova and prior companies (Prenova & Cyrus) at time of construction.



2. Replacement or repair of VFD's, valves or mechanical dampers.
3. Any and all types of relays including lighting relays.
4. Any and all existing network devices.
5. Moving or relocating Covered Equipment, including any work necessary by enforcement of building codes.
6. Replacement or repairs of any parts or components, or servicing (except as expressly provided above) of any Covered Equipment.
7. Air balancing
8. Package Units
9. VAV Boxes
10. Pumps, Starters, Humidifiers, VFDs, and Boilers
11. Electric Heater Factory Controls
12. Existing pneumatic controls
13. Controls and components provided by others
14. Existing Control Valves
15. Existing Damper Actuators
16. Fire System Equipment



Ecova, Inc. Maintenance Services Agreement

Signatures Page

We would appreciate your signature in the space provided below as your acceptance of this agreement.

PROPOSAL OFFERED BY: RICK SALAZAR, SALES DIRECTOR

DATE: August 19, 2014

Client Review and Acceptance

Accepted by:

Name (typed): Pat Edwards

Title: Vice Chairman

Date: 9-17-14

Ecova, Inc. Acceptance

Accepted by:

Name: BOB ZAK

Title: SVP Ecova

Date: 10/8/14



Name of Firm or Organization:

 Nassau County Board of County Commissioners

Ecova, Inc

803 Shotgun Road

Sunrise, Florida 33326

Purchase Order No. _____

MES
09-18-14



Ecova, Inc. Maintenance Services Agreement

Schedule B- Ecova Prevailing Labor Rates

Effective January 1, 2014

For standard service contract customers, the following labor rates will apply to all work performed and billable outside the terms of the service contract.

Service Account Customer labor rates / man / hr

Service	Regular Time Rates	Overtime Rates
Technician	\$115.00 per hr.	\$172.00 per hr.
Application Engineer	\$125.00 per hr.	\$187.00 per hr.
HVAC Mechanic	\$120.00 per hr.	\$180.00 per hr.
Principal Engineer	\$140.00 per hr.	\$210.00 per hr.
Travel	\$75.00 per hr.	\$112.00 per hr.
Remote On-Line assistance	\$85.00 per hr.	\$127.00 per hr.

For non-service contract customers, the following labor rates will apply to all work performed.

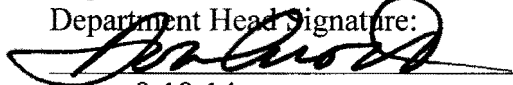
Non Service Account Customer labor rates / man / hr

Service	Regular Time Rates	Overtime Rates
Technician	\$135.00 per hr.	\$202.00 per hr.
Application Engineer	\$155.00 per hr.	\$232.00 per hr.
AC Mechanic	\$120.00 per hr.	\$180.00 per hr.
Principal Engineer	\$200.00 per hr.	\$300.00 per hr.
Travel	\$75.00 per hr.	\$112.00 per hr.
Remote On-Line assistance	\$95.00 per hr.	\$142.00 per hr.

- Includes 4 hours of on-line support / Assistance. Any time over the 4hours will be billed at \$90.00 / hr.
- Travel time is considered billable to and from the site.
- All rates are subject to change with written notice.
- Travel & Living Expenses shall be billed at cost plus 15%.
- Overtime is after 8 hours regular time Monday through Friday and on Saturday and is billed at 1.5 times applicable rate.
- Sundays and Holidays is billed at 2.0 times applicable rate.

Nassau County Board of County Commissioners
Sole Source/Single Source Certification Form

Vendor Name: ECOVA
Address: 45218 St. Augustine Rd.,
Jacksonville, Florida 32207
Phone: 954-802-7164
Contact Name: Ricardo Salazar

Department: Facilities Maintenance
Department Head Signature: 
Date: 8-18-14
Account: 01074712 - 546020

Description of Commodity:

INET computer controlled Facility Maintenance System for controlling lighting, HVAC, Security, Card Access, and equipment alarms for failures at the Nassau County Robert M. Foster Justice Center including weekly site visits to maintain existing obsolete system until Nassau County can determine best plan of action to replace system with more current and supported technology.

Check one (1) of the following two (2) choices:

- Sole Source: The required goods or services can only be procured from one vendor.
 Single Source: The required goods or services can be purchased from multiple vendors, but in order to meet certain functional or performance requirements only one economically feasible source exists.

Please check all of the following that apply:

- Purchase can only be obtained from original manufacturer-not available through distributors.
 Only authorized area distributor of the original manufacturer.
 Parts/Equipment are not interchangeable with similar parts of another manufacturer.
 This is the only known source that will meet the specialized needs of this department or perform the intended function.
 This source must be used to meet warranty or service maintenance requirements.
 This source is required for standardization.
 None of the above apply.

Comments/Explanations: (required)

INET System is no longer fully supported by Schneider Electric (manufacturer) and ECOVA has our entire existing database stored in the event of a system crash until we can move forward with an upgrade to a new system. Replacement control boards for existing INET system are still available as refurbished only. No new controllers are available. ECOVA has an amount of shelf stock on these controllers to help prevent down time in the event of a failure. While the Facilities Maintenance Department reviews our options for an upgrade and determines the best and most cost effective way to keep the facilities control system functioning we must maintain the existing system until that has been done. ECOVA has shown that they are responsive to our needs and have worked with the county to keep the facility maintenance system functional. While there may be other vendors that can come in and begin to work on the system they will not have the knowledge of the specific site and all of the programming. Which is why Facilities Maintenance recommends that we continue services with ECOVA until a decision is made about how and when we will upgrade the system.

Approval:

 9/17/14
County Manager Date