April 16, 2024

Mr. Pedro De Souza

Operador Nacional do Sistema Elétrico

Rua Júlio do Carmo, 251 - Cidade Nova  
20211-160 – Rio de Janeiro – RJ

RE:  **Maintenance Support Services for Grid Protection Alliance, Inc., (GPA) Products**

Dear Mr. De Souza:

Per your request, this is a quote for GPA to provide combined annual support services to Operador Nacional do Sistema Elétrico (ONS) for the following GPA products in each of the two control centers:

* openPDC
* openHistorian and openHistorian Visualization Tools (including Grafana)
* Stream Splitter
* Reporting

The services to be provided by GPA are described in the attached Product Maintenance Sheet.

**Reporting**

Reports will be provided to ONS on the status of GPA product security, including analysis of the codebase and responses to known vulnerabilities. These reports will be provided on a quarterly basis. In addition, reports including support issue metadata will be provided monthly. These reports may also be provided on an as-requested basis.

Support issue reports will include:

* Ticket volumes
* Response times
* Resolution rates
* Customer satisfaction scores
* First call resolution rates

**Support Services Pricing**

24x7 support for these products is priced by package as follows:

|  |  |
| --- | --- |
| openPDC | $20,000 |
| openHistorian | $20,000 |
| Stream Splitter | $2,500 |
| Reporting | $2,000 |

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GPA is offering a $5,000 discount per openPDC and openHistorian instance for multiple products, reducing the per-product price to $15,000 each. Given ONS’s pre-existing relationship with GPA in the form of an hourly consulting contract, GPA is offering a one-time $20,000 discount in addition to the multi-product discount. Therefore, the total cost for one year of 24x7 day support for both instances of GPA’s products plus reporting is $47,000. Payment is due within 30 days of the contract signing or start date.

GPA has the technical experience and capability to quickly meet ONS’ technical needs. We look forward to this opportunity to provide support services to ONS. This offer is valid until June 30, 2024. If you have any additional questions, please do not hesitate to get in touch with me at (570) 637-7161 or [clackner@GridProtectionAlliance.org.](mailto:clackner@GridProtectionAlliance.org.)

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16-Apr-2024

Quote Authorization: Date:

Dr. Christoph Lackner, Operating Officer and Lead Engineer

Grid Solutions | Grid Protection Alliance, Inc.

Please sign, date, and return this quote to accept.

Quote Acceptance: Date: