

## FOR BOARD ACTION

Agenda Item # 6

Meeting Date:

4/16/11

**SUBJECT:**

Novaspect Service Agreement Renewal – SLP Control System

**PREPARED BY:**

Jay Button, Measures & Controls Supervisor (Power Resources)

ITEM DESCRIPTION:

Silver Lake Plant processes are controlled by Emerson's DeltaV distributed control system (DCS). DeltaV is a proprietary computer based control application, running concurrent with a Microsoft Windows XP operating system. For the past 10 years, this service agreement has been a standard component of the DeltaV system maintenance requirement.

Through Novaspect, Emerson provides technical support for our DeltaV system. This proposed Service Agreement encompasses a 24hr call-in technical assistance 'Response Center', continuous updates in the form of knowledge base advisements and 250 hours of "service bank" time that provides "house calls" from Novaspect's staff.

The current annual service agreement proposal (\$81,670.00) has increased over last year's (\$64,624.00) due to our request of additional support for the Data Aggregation Project and additional licensing for the DeltaV training Simulator.

A new attribute in this proposal is for *Novaspect Technical Access*. This provides call-in tech support directly to Novaspect requesting assistance from their staff who are personally familiar with our systems.

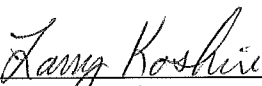
Please note the total Service Bank hours reflect an anticipated 80 hours applicable to the support of the Data Aggregation Project and 170 hours (30 hours less than last year's contract) for Silver Lake Plant DeltaV support.

FOR CAPITAL PURCHASES/BIDS/MAJOR PROJECTS:

Funding for this agreement is contained within the approved 2011 Power Resources budget.

UTILITY BOARD ACTION REQUESTED:

Management recommends that the Utility Board approve a one-year extension of the Novaspect Service Agreement for the price of \$81,670.00, per terms and conditions set forth in Novaspect proposal #5642-Rev 1.

  
\_\_\_\_\_  
General Manager

  
\_\_\_\_\_  
Date

**Novaspect  
Support Services Plan  
Prepared For:**

**Rochester Public Utilities**

**Customer Name: Rochester Public Utilities  
Site Location: Rochester, MN  
Novaspect Proposal # 5642**

<b>Date</b>	<b>Rev. No.</b>	<b>Description</b>	<b>Issued By</b>	<b>Checked By</b>
4-11-11	0	Initial Proposal	JCT	
12-Apr-11	1	Revision for Data Integration Software Added Agreed upon T&Cs	LAL	JCO
13-Apr-11	2	Inclusion of Access Support	LAL	JCO
19-Apr-11	3	Additional Hrs for Data Integration Support	LAL	BL



**Novaspect**

**Novaspect, Inc.  
1124 Tower Road  
Schaumburg, IL 60173**

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Rochester, MN  
**Novaspect Support Services Plan**

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## **Introduction**

The Novaspect Support Services Plan is a collection of valuable services provided by Novaspect and Emerson Process Management. These services include the support of control systems, measurement devices, final control elements and the application packages. This provides an encompassing plan for the maintenance and optimization of your investment in process control. Our goal is to assist you with increasing the business results of your company.

The service offerings focus on improving the overall performance of your plant by improving:

- Process availability
- Asset protection
- Asset utilization
- Optimization
- Cost management
- Safety, health, and environmental compliance

This plan is intended to establish and maintain a proactive working relationship between the customer and Novaspect. Each Support Plan is customized to the site's requirements based upon specific installation and support needs and consists of a combination of services.

## **The Services Portfolio**

The Services Portfolio is comprehensive and flexible to allow our customers to select those services that meet their particular needs and help them achieve the required business results with their Process Automation Equipment. The following is an example of available service offerings.

**Factory Product Support** – Software release updates, technical support, access to support website for articles and downloads. This support is delivered through Foundation Support for most products and Guardian for DeltaV. Guardian includes additional proactive system notification services

**Express Module Replacement** – Rapid access to replacement parts. Typically delivery is the next business day.

**Emergency On-Site Services** – 24 hour access to on-site remedial hardware and software support service specialists.

**Scheduled On-Site Services** – Inspection, Initialization, Preventive Maintenance, and other planned services by our Product Support Specialists.

**Service Bank** – A pre-defined bank of engineering support hours for on-going system support. This service includes troubleshooting problems to implementing system enhancements.

**Alarm Management Services** - Assessment and improvement of alarm system functionality for improved plant safety and operator effectiveness.

**Control Performance Improvement** - Detailed analysis of your system's control loops resulting in recommendations for improvement in loop utilization, process input status, control limitations, and abnormal process variability.

**Control Valve and Instrument Asset Management Service** - Proactive diagnostics and troubleshooting of field devices with a focus on final control elements and instrumentation. Control Valve Services include the use of the Fisher FlowScanner™ or Valvelink™ software for diagnosing control valve problems.

**Combustion Control Performance Tuning** – Loop tuning, system performance tuning. Control strategy optimization. Combustion equipment analysis and optimization.

**Partnership Support** - Tight integration of Your Support Services team and Team Emerson with a focus on prevention, continuous improvement and strategic PAS Life Cycle Management. An assigned SureService Lead Engineer will assist in the monitoring of system reliability, system updates and upgrades.

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**Services Proposal**

**This Support Services Plan is based on the following System IDs.**

<b>DeltaV System ID:</b>	0001-0001-6369, 3500 DST @ 10.3.1 0001-0002-9630, 100 DST @ 10.3.1 0001-0003-4013, Simulate
<b>AMS System ID:</b>	0002-0003-1478, 700 Tag 0002-0003-2436, 25 Tag (good till 08/12)

**Schedule of Services and Pricing:**

Item	Description	Price (\$)	Start	End
1	<b>DeltaV Guardian Support (Normal Hours Response)</b>	33,875.00	05/01/2011	04/30/2012
1a	DeltaV Guardian Start-up/Bring Current Service			
1b	DeltaV Guardian Planned Maintenance			
1c	<b>AMS Foundation Support</b>	1,385.00	05/01/2011	04/30/2012
1d	<b>ICONICS - 1-Year SupportWorX Site Plan</b>	3,795.00	05/01/2011	04/30/2012
1e	<b>Data Aggregator Software - 1 Year Software Support</b>	1,035.00	05/01/2011	04/30/2012
2	DeltaV Express Module Replacement (Excluding Dell PC Assemblies)			
2a	PC Evergreen Program			
3	<b>Novaspect Technical Access</b> <b>Access:</b> Business Day or 24hr/day, 365 days/year <b>Customer Help Desk:</b> Included or Not Included <b>Response:</b> Scheduled Service, Next Business Day, Next Day or 4-Hour	3,080.00	05/01/2011	04/30/2012
4	Planned Maintenance: X services visits X Days per visit			
5	<b>Application Engineering Support - Service Bank:</b> 250 Hrs                      \$154/hr <b>Note 3</b>	38,500.00	05/01/2011	04/30/2012
6	Remote DeltaV Data Backup			
7	Control Valve and Instrument Asset Management Service: X - valves per planned outage, (approximate outage date)			
8	Combustion Control Performance Tuning Service: X hours of tuning			
9	System optimization visits – X visits to review loop variability Review with operation management for proper modifications to reduce variability			
<b>Total Annual Amount</b>		<b>81,670.00</b>		
<b>Total Monthly Amount</b>		<b>6,805.84</b>		

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1. Invoicing to be done on or around 1 – MAY - 2011. Net 30 days.
2. The above pricing is contingent upon client agreement with the attached Novaspect Terms and Conditions. Requests for modification to these Terms and Conditions will require a price adjustment.
3. One Service Bank Unit is equal to one (1) hour. Service Bank hours can be used for phone support or onsite support. If the Service Bank is used for onsite support the following Service Bank Units will be utilized for travel time and expenses:

Each Site Visit (From Red Wing, MN):	2 Service Bank Units
Each Overnight Stay Required	1 Service Bank Unit

**Contact**

**Rochester Public Utilities**

Signature	_____
Name	Jay Button
Title	_____
Email	jbutton@rpu.org

**Novaspect, Inc.**

Signature	_____
Name	Jeff Olson
Title	Director Automation Services
Email	jolson@novaspect.com

## **Description of Services**

### **DeltaV Guardian Support**

Guardian Support provides DeltaV users with the essential support needed to achieve peak system utilization and reduce the risk of lost production with around the clock access to crucial information, timely advice and problem diagnosis by product experts plus the latest software releases and access to on-line information services.

#### **This Service provides:**

- Consultation for DeltaV system software and hardware topics, i.e. technical product support. Consultation requests are directed to the Emerson Process Management Response Center. Emerson Process Management will work closely with the Customer's system manager to provide an effective problem-resolution process, including remote system diagnosis where authorized by the Customer and an automatic escalation process for inquiries or problems requiring advanced expertise.
- CD media and documentation for software releases to Programs as and when issued by Emerson Process Management. Software releases may include new and improved features.
- Guardian Website – A user-configurable content that is specific to the enrolled system. Which includes access to system technical articles via fax information service and Internet WEB site, <http://www.emersonprocess.com/systems/support>. This site provides technical articles with downloadable files and e-mail facility for requesting technical assistance or specific software updates.
- Guardian Email – Automated email messages configured from the Guardian Website to communicate alerts that are specifically applicable to the enrolled system.
- Differentiated Treatment of Support Calls – The GSC will applying system content awareness to the situation to simplify and speed system maintenance and troubleshooting.
- System Analysis Reports – Two system analysis reports per year will be prepared by Emerson specialists, with recommendations on system maintenance based on system content, trends, events and call history.

### **Customer Responsibilities**

To request service the Customer should contact the Emerson Process Management **Response Center at (800) 833-8314**. Upon contacting Emerson Process Management, you must provide the DeltaV or AMS System Identification Number **0001-0001-6369, 0001-0002-9630** and the fullest possible explanation of the problem for which assistance is required.

When Remote Diagnosis is necessary, the Customer will make available and switch-on an Emerson Process Management supplied modem, and provide a suitable telephone connection.

The Customer shall have a trained engineer available to provide the fullest details available on the problem(s) to be investigated and shall provide any local technical assistance required during the remote log-on and diagnosis session.

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**Novaspect Guardian Service – Not Included**

Novaspect offers 2 types of Guardian Service:

1. Guardian Start-up/Bring current Service (3 days)
2. Guardian Planned Maintenance (1 day)

**Guardian Start-up/Bring Current Service**

This service provides a Novaspect Specialist to assist the customer with the initial setup and start-up of the Guardian Support. This service would be identical to the service that would have been provided if Guardian had expired or had not been maintained for a period of time. This service includes:

- Phone Support to gather the required DeltaV system data via the registration utility and loading the file into the Emerson website.
- Development of a spreadsheet that documents the actionable KBAs that are applicable to the customer's system.
- 3-days to review the actionable KBAs and work with the customer to sort these KBAs into 4 categories; 1) Implement immediately, 2) Implement at the next convenient opportunity, 3) Applicable but no action required and 4) Not Applicable
- Downloading and organizing any hot fix files
- Setup 1 user account including the configuration of the auto-mailer option and web-site layout

The service required to implement the KBAs are not included in this service. Once the spreadsheet is created Novaspect can provide the customer with a proposal for the implementation of any or all of the KBAs.

**Guardian Planned Maintenance**

This service provides a Novaspect Specialist to assist the customer with maintaining the Guardian Support. This service is only available if the Guardian Start-up or Bring current service has been provided or the customer has completed this already. This service would include 1-day on-site to:

- Review the overall Guardian results with the customer
- Development of a plan for each actionable KBA in Guardian
- Setup and configure additional user accounts
- Mentoring of customer personnel responsible for monitoring Guardian

The services required to implement the KBAs are not included in this service. Once the spreadsheet is created Novaspect can provide the customer with a proposal for the implementation of any or all of the KBAs.

**Customer Responsibilities**

The Customer shall be responsible for making the System available for the Specialist at the scheduled time for the on-site visits and updating the DeltaV license file prior to the scheduled on-site visits.

**Service Details**

Novaspect will initiate the scheduling of the Guardian Start-up/Bring Current and/or the Guardian Planned Maintenance visits at the mutual convenience of both parties.

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**AMS Foundation Support**

Foundation Support provides AMS users with the essential support needed to achieve peak system utilization and reduce the risk of lost production with around the clock access to crucial information, timely advice and problem diagnosis by product experts plus the latest software releases and access to on-line information services. Foundation Support services delivers the ongoing support capabilities you need to efficiently maintain your AMS software investment for an affordable annual fee.

Foundation Support offers these three support features:

- Safeguard your software investment. You will automatically receive software revisions so you know that your AMS functionality always operates at the most optimum level. You will receive free software upgrades for the core AMS functionality so you can take advantage of all that AMS offers today and all it will offer in the future.
- Maintain access to direct phone support for Emerson Process Management world-class advice and guidance.
- Access our web technical support capabilities, which include a knowledge base of answers and access to the latest AMS information anytime.

**Customer Responsibilities**

To request service the Customer should contact the **Emerson Process Management Response Center at (800) 833-8314**. Upon contacting Emerson Process Management, you must provide the AMS System Identification Number **0002-0003-1478, 0002-0003-2436** and the fullest possible explanation of the problem for which assistance is required.

When Remote Diagnosis is necessary, the Customer will make available and switch-on a Emerson Process Management supplied modem and provide a suitable telephone connection.

The Customer shall have a trained engineer available to provide the fullest details available on the problem(s) to be investigated and shall provide any local technical assistance required during the remote log-on and diagnosis session.



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**ICONICS SupportWorX Site Plan**

SupportWorX BASIC Plan - SupportWorX Site Plan is a one-year, renewable technical support plan that provides free telephone technical support, Maintenance and Enhancement releases for your current version, and access to the ICONICS Knowledge Database for a period of one year from date of purchase.

Also included are free Product Upgrades for Major New Feature Releases; Maintenance and Enhancement Releases following the X.YZ1 version format within a product family. Free support for new licenses added to an active SupportWorX Site Plan until time of annual renewal

**Customer Responsibilities**

To request service the Customer should contact Novaspect and then Novaspect will contact ICONICS as required.

**Data Aggregator Software Support**

Data Aggregator software support is a one-year, renewable technical support plan that provides free telephone technical support, and maintenance and enhancement releases for your current version as well as software for future versions as long as the support is active.

**Customer Responsibilities**

To request service the Customer should contact Novaspect.

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**DeltaV Express Module Replacement – Not Included**

Under this Service, the Customer has access to Emerson Process Management's stock of spares held at Emerson Process Management's premises. Should an assembly require replacement, Express Module Replacement provides replacement assemblies shipped within one business day.

**Customer Responsibilities**

Each Exchange Replacement provided under this Service is supplied on the understanding that the faulty unit is returned to Emerson Process Management within 7 days of dispatch of the Exchange Replacement and that the faulty item is, in Emerson Process Management's opinion, acceptable for repair. Units which have been mechanically damaged, immersed in liquid, corroded or damaged by fire or lightning will be automatically deemed unacceptable and rejected from the Plan. If on receipt by Emerson Process Management the item is found to be unacceptable, it will be returned at the Customer's expense and an invoice for the Exchange Replacement will be issued at 100% of the prevailing list price. Each item returned must be accompanied by sufficient documentation to identify the item as the property of the Customer including return address for redelivery of the item in case found to be unrepairable. Documentation should include the following: System ID Number, DeltaV Part Number, Serial Number, item description, symptom of problem, Service PO number, supplied by Novaspect, Customer contact name, phone and FAX number. Emerson Process Management cannot be held responsible for the loss of any item that is insufficiently identified. Novaspect will supply preprinted shipping labels and provide you with a Returned Goods Authorization number for returned shipments.

***Items not returned to Emerson Process Management within the allotted 7-day period will be subject to invoicing at 100% of the prevailing list price.***

**Service Details**

Next business day replacement for DeltaV failed modules. Faulty items shall be returned freight prepaid, using the packing list and address information supplied by Novaspect.

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**PC Evergreen Service – Not Included**

The PC Evergreen Service provides future replacement of the customer's DeltaV Workstations and Servers with Emerson tested and approved PC hardware. This service supplies the PC hardware via the System Support Plan.

**PC Evergreen Level of Service**

- This program will cover the (x) PC Server Class Machine and (x) Work Station Class Machines.

Installed PC Hardware

Node Name	Device Type	Model Description	Serial Number/Tag	Software Rev
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- **You will be eligible for a PC exchange on mm/dd/yyyy.** A new 36 month period will begin after PCs are exchanged.
- The monitor that is included will be of similar size and style as the existing monitor. Upgraded monitors can be purchased with a change order.
- This service protects your investment and ensures your technology stays current in a fast changing environment.
- If the Customer cancels the agreement all benefits of this program are forfeited.
- Upon shipment of the replacement PC, Novaspect will contact the customer to schedule the hardware installation.
- The labor and expenses required to install the replacement PC are included in this service. All unrelated on-site service labor requested will require an active service bank account, separate purchase order or change order.
- The PC Evergreen Service includes acquisition of the hardware and installation of DeltaV software only. Additional software installation or setup will be completed on a time and materials basis.

**PC Evergreen Service Benefits:**

- Keeps Customer's control system PC platform current and secures future functionality.
- Makes hardware upgrade convenient by allowing planning of cost and the time.
- Provides assistance to ensure smooth implementation, given the customer's process needs.

**PC Evergreen Service - Roles and Responsibilities**

Novaspect will:

- Provide PC replacement as detailed above and the appropriate DeltaV software installation prior to replacement.
- Provide labor required to install the DeltaV software and install the PC at the customer site. After installation of the new PC, Novaspect will take the old PC to our office and ownership of the PC will transfer to Novaspect.

The Customer will:

- Provide 30 days advance notice to Novaspect Inc. of hardware replacement request.
- Provide key personnel, access to site and safe working conditions during the period of service.

Special Terms: Unrelated on-site labor time and expenses are not included as part of this service. Additional labor and expenses are to be billed against an open service bank account or through a separate purchase order.

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**Novaspect Technical Access**

The Novaspect Technical Access Service provides access to a Novaspect Specialist to help with system support questions or trouble shooting of system related items. This is a scalable service with different levels of availability and response time to augment the Customer's internal support team. Availability includes normal business hours access or 24/7 access.

**Access Levels Matrix**



**Novaspect Technical Access**

The Novaspect Technical Access service provides the Customer with prompt access to the appropriate Novaspect technical resources to resolve a technical issue. Novaspect Technical Access does not include the labor required to research or investigate the resolution. Novaspect help desk, service bank or a purchase order will be required if appropriate resource cannot immediately resolve the technical issue.

**Novaspect Help Desk**

The Novaspect Help Desk Service provides the Customer with prompt, reliable technical consultation and service coordination for the System. Expert answers and advice are provided by telephone and, in some situations, this can eliminate the need for an on-site service call. This is an add-on service to Technical Access.

The local Novaspect 'Help Desk' is manned by Specialists that are already familiar with the Customer's System and its service history. The Help Desk Specialists will work closely with the Customer's system manager to provide an effective problem-resolution process combining the local customer and Novaspect resources with that of the whole Emerson Process Management Systems Product Technical Support Group, provided Guardian support was also purchased. An automatic escalation process will apply to all inquiries or problems requiring advanced expertise. This service is available during Normal Working Hours, Mondays to Fridays, excluding Novaspect holidays.

**Response Times:** Scheduled Service, Next Business Day, Next Day or Four (4) Hours

If a DeltaV product technical issue cannot be resolved over the phone, a Product Support Specialist will travel to the Customer's site. The response time is the time in which the Product Support Specialist will be expected to leave for the site following the conclusion of troubleshooting via the phone. The Product Support Specialist and caller will agree upon the need to make a site visit and the Product Support Specialist will depart their current location within the specified response time. Response time only applies to DeltaV product technical issues. Application engineering or boiler consulting technical issues are not included in this response time.

**Customer Responsibilities**

To request service, the Customer should contact Novaspect at **847-709-8999**. Upon contacting Novaspect, the Customer should provide the fullest possible explanation of the system issue or required service. This service is most effective when the Customer has purchased either the recommended spares or has the Express Module Replacement service. This will ensure that spares are available to enable the Equipment to most efficiently be returned to its normal operational condition.

**Charges**

A fixed annual charge for the Service shall be set out in Schedule of Services. In addition, a charge will be made for each visit to site by a Specialist in response to a call for assistance. The charge will be based on the Specialist's time, including time traveling to and from site, plus all expenses incurred during travel and subsistence. The Specialist's rates and expenses are specified in the Services Rate Schedule of this proposal.

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**Planned Maintenance – Not Included**

This Service provides a Specialist on-site to carry out preventive maintenance tasks in order to help maintain the DeltaV system's operational performance and reliability.

**System General Maintenance**

- Review on-site maintenance logs and alarm logs for system problem identification
- Verify AC and DC voltages, power distribution, grounding systems and UPS operation
- Check system environment including temperature, humidity, vibration, contaminated or corrosive atmosphere (applying reactivity coupons as necessary)

**Operator Workstations, Professional, ProfessionalPLUS Workstations and Application Stations**

- Verify proper operation, clean as necessary
- Review diagnostic event log, CPU and memory usage
- Check operator input/output devices including keyboard, mouse and monitors
- Ensure proper operation of CPU cooling fans
- Controller and workstation configuration backup and maintain on-site with system log
- Record station diagnostics

**Controllers, Input/Output Modules**

- Check and clean as necessary
- Verify status and operation of controller redundancy where applicable
- Verify operation of all I/O redundancy where applicable
- Check I/O integrity and record any errors

**DeltaV Control Network**

- Check diagnostic status of network communications
- Verify control network traffic and loading
- Record network diagnostics

**Customer Responsibilities**

The Customer shall be responsible for making the System available for the Specialist at the scheduled time for the Planned Maintenance check-up.

**Service Details**

Novaspect will initiate the scheduling of the planned maintenance visits, at the mutual convenience of both parties.

See "Schedule of Services and Charges" for the number of visits per year.

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**Application Engineering Support – Service Bank**

**Service Details**

Novaspect will provide scheduled and reactive application engineering per the Schedule of Services. Novaspect will schedule visits, at the mutual convenience of both parties. This Service provides a Specialist on-site to carry out application engineering tasks in order to help maintain and improve the system's operational performance and reliability. It may include a defined number of hours per year or specified days of planned service. A designated site contact will direct the efforts of our specialist. Together they will develop a task list and prioritize the activities for each task. Our specialist will document the completion of task; ultimately it is the responsibility of customer to maintain the task list.

The on-site services may include any of the following items.

**System Maintenance**

- System Backups – including configuration database, graphic displays, and historian
- System Administration – updating accounts, disk drive defragmentation, installation of service packs
- Upgrades – installation of software upgrades

**Application Support**

- Application Troubleshooting

**System Improvements**

- Display Modifications – changes to existing
- New Displays – graphic or tabular format
- I/O Range Changes – for Fieldbus transmitters or traditional I/O
- Alarm Limit Changes – new or existing limits
- Alarm Management – definition of new plant areas, conditional alarms
- Addition Of New Points – monitor or control
- Changes to Control Functionality – modify existing control strategies
- Addition Of New Control – new control functionality either discrete, sequential, or continuous control
- Control Loop Tuning – tuning with the auto tuner and other advanced methods
- Process Optimization – The addition of higher level control for process optimization

**Training**

- Operator Training – supplemental training to enhance the operator's use of the system
- Instrumentation Training – including configuration and system trouble shooting

**System General Maintenance**

- Review on-site maintenance logs and alarm logs for system problem identification
- Verify AC and DC voltages, power distribution, grounding systems and UPS operation

**Workstations (Operator, Professional, ProfessionalPLUS, and Application Stations)**

- Verify proper operation, clean as necessary
- Review diagnostic event log, CPU and memory usage
- Check operator input/output devices including keyboard, mouse and monitors
- Ensure proper operation of CPU cooling fans

**Controllers, Input/Output Modules**

- Verify status and operation of controller redundancy where applicable
- Verify operation of all I/O redundancy where applicable

**DeltaV Control Network**

- Check diagnostic status of network communications
- Verify control network traffic and loading

**Customer Responsibilities**

The Customer shall designate an authorized contact for directing and prioritizing tasks. The designated contact shall be responsible for making the System available for the Specialist during the on-site visit.

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**Remote DeltaV System Data Backup – Not Included**

This Service provides a Specialist on-site to carry out DeltaV system data backup tasks in order to ensure that the customer's DeltaV system has a valid backup in case of an emergency.

**DeltaV Database**

- Ensure that the automatic DeltaV database exports are occurring as schedule.
- Review and clean-up the DeltaV export directory
- Run the DeltaV database consistency checker
- Export the DeltaV database and save to the Novaspect supplied external hard drive
- Backup the existing DeltaV database to the Novaspect supplied external hard drive

**DeltaV Continuous Historian**

- Verify proper operation
- Ensure that automatic archiving is setup properly
- Clean-up as necessary
- Backup the DeltaV Continuous Historian to the Novaspect supplied external hard drive

**DeltaV Event Chronicle**

- Verify proper operation
- Ensure that automatic archiving is setup properly
- Clean-up as necessary
- Backup the DeltaV Event Chronicle to the Novaspect supplied external hard drive

**DeltaV System Files**

- Copy the required graphic directories to the Novaspect supplied external hard drive
- Copy the required download and power-up directories to the Novaspect supplied external hard drive
- Copy the required miscellaneous directories and files (Sounds, Charts, etc) to the Novaspect supplied external hard drive

**Version Control (if applicable)**

- Backup the version control database
- Compress the backup of the version control database and save to the Novaspect supplied external hard drive

**Remote Storage of the Data**

- Copy all the data from the Novaspect supplied hard drive to the Novaspect network
- Import the DeltaV database into an empty database to verify the import functionality
- Perform routine backups of the Novaspect network
- Store the Novaspect supplied external hard drive allocated to the customer in a secure location

**Customer Responsibilities**

The Customer shall be responsible for making the System available for the Specialist at the scheduled time for the DeltaV system data backup.

**Service Details**

Novaspect will initiate the scheduling of the DeltaV system data backup visits, at the mutual convenience of both parties.

See Page 3 "Schedule of Services and Charges" for the number of visits per year.

There may be an additional charge on the first visit to enable the DeltaV system data backup if some of the existing information is not currently setup properly or functioning as expected.

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**Control Valve and Instrument Asset Management Services – Not Included**

This service provides proactive diagnostics and troubleshooting of field devices. The Novaspect Asset Management Services focus on the final control elements and instrumentation. These services include the full array of instrumentation design, installation and troubleshooting. Our technicians are qualified to perform field audits, size field instruments, perform installation design and audits, troubleshoot control issues and recommend modification to current installations.

For Control Valve Asset Management Services, our Technicians utilize the Fisher FlowScanner™ diagnostic device or Valvelink™ software for diagnosing control valve problems. These tools allow our technicians to analyze the response of a valve and compare the response to expected minimum parameters or to previous tests to identify any deficiencies. These tests also allow our technicians to identify the root causes of the deficiencies, and to recommend corrective actions. These tests can be performed without disassembling the valve or removing it from plant piping. This assures that only those valves requiring repair or replacement are removed, eliminating the cost to the plant for removal and reinstallation of a valve that does not require disassembly.

**Service Details**

The Customer has contracted for the following coverage: N/A

**Schedule**

Calls to be scheduled monthly in conjunction with the Customer's designee.

**Status Reporting**

Standard format reports will be provided to maximize communication effectiveness. A trip report will be completed after each visit.



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**Combustion Control Performance Tuning – Not Included**

This service provides an entire control audit of a loop through an entire process area with the goal of identifying opportunities to increase the profitability of the process. These audits include reviews of the instrumentation from an installation and application perspective, a review of the control system tuning and basic configuration, a review the control strategies applied in the control system and finally a review of the entire process.

As the opportunities are identified and quantified, a return on investment analysis is completed to further ensure that proceeding with the recommended modification will actually increase the profitability of the process. These services will also include implementation of the recommendations and follow-up audits to ensure that the designed profitability increases are actually realized. Periodic audits of an optimized process may be required to ensure that maximum profitability is being sustained.

**Service Details**

**Schedule**

Calls to be scheduled monthly in conjunction with the Customer's designee.

**Status Reporting**

Standard format reports will be provided to maximize communication effectiveness. A trip report will be completed after each visit.

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**QUICK REFERENCE GUIDE**

**System ID Information**

<b>DeltaV System ID:</b>	0001-0001-6369, 3500 DST @ 10.3.1 0001-0002-9630, 100 DST @ 10.3.1 0001-0003-4013, Simulate
<b>AMS System ID:</b>	0002-0003-1478, 700 Tag 0002-0003-2436, 25 Tag (good till 08/12)

**Service Contact:**

<b>Description</b>	<b>Contact</b>	<b>Phone No.</b>
<b>Novaspect Services</b>	<b>Novaspect</b>	<b>847-709-8999</b>
<b>Global Response Center</b>	<b>Emerson</b>	<b>800-833-8314</b>

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**ADDITIONAL ITEMS**

*No additional items required for this plan*

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**SERVICES RATE SCHEDULE**

**Novaspect Rate Schedule**  
(Jan. 1, 2011)

<u>SERVICE DESCRIPTION</u>	<u>Scheduled Hourly Rate</u>	<u>Demand Hourly Rate</u>
Drawing Services / Project Support Services	\$85.00	
System Designer	\$123.00	\$145.00
Instrumentation Engineering	\$144.00	\$170.00
Valve Asset Manager / Valve Diagnostic Engineer	\$144.00	\$170.00
System Engineering (See * Note 4)	\$176.00	\$245.00
System Field Service Engineer (See * Note 4)	\$198.00	\$265.00
Legacy Control System Support (See * Note 6)	\$225.00	\$295.00
Project Manager / Lead Project Engineer	\$198.00	
Custom Training Courses	\$205.00	
Control Loop Performance Consulting	\$225.00	
Consulting (Steam Generation, Refining, Batch, Business Systems)	\$255.00	

**Primetype** – Hourly Rate times 1 (Straight time)  
Monday - Friday, 7:00 AM to 6:00 PM (8 hour maximum)

**Overtime** - Hourly Rate times 1.5 (Time and one-half)  
Monday - Friday hours exceeding 8 hours but less than 12 hours  
Saturday, 7:00 AM to 6:00 PM (8 hour maximum)

**Premium Time** - Hourly Rate times 2 (Double time)  
Monday - Friday hours exceeding 12 hours  
Service engagements or shifts that begin outside of Primetype or Overtime  
Saturday hours exceeding 8 hours  
Sundays and Novaspect scheduled holidays

- \* Note 1 – A four (4) hour minimum charge (including travel time) applies to demand services.
- \* Note 2 – A four (4) hour minimum charge will be applied for calls canceled or re-scheduled with less than 24 hours prior notification.
- \* Note 3 – The appropriate multiplier applies to all minimum charges and travel time.
- \* Note 4 – Rates are subject to discount for large projects and Service Agreements based upon project size or services committed under a Service Agreement.
- \* Note 5 – For time and material engagements, Novaspect will invoice one hour for project management time for every 20 hours of engineering services provided.
- \* Note 6 – Legacy Control Systems are defined as Provox, RS3 or NT or pre-NT based control systems.
- \* Note 7 – Local on-call or standby time will be invoiced as 1 hour for each 4 hours requested at the appropriate demand rate
- \* Note 8 – Customers will receive a 4% discount on labor hours performed on any DeltaV System that is current with Guardian support

Technical support is available at the defined rate for the service type required. An access fee of \$500.00 will be charged for technical support during Primetype hours and an access fee of \$1,000.00 will be charged for technical support during non-Primetype hours. Hourly charges in addition to the access fee will begin after 1 hour, at the appropriate demand rate listed above. If available, Novaspect will provide parts on a temporary basis for a minimum of \$1,000.00 per part.

**TRAVEL AND EXPENSE CHARGES**

- Travel time is calculated portal to portal at prevailing rates.
- All travel and living expenses will be invoiced at cost plus 15% as incurred by Novaspect.
- Auto mileage will be invoiced at the IRS rates per mile.

**EQUIPMENT RENTAL CHARGES**

- Control system equipment is available for rental, pricing available upon request.
- Control system test equipment is available for rental
- Combustion Gas Analyzer rental is available for \$1,125/week

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**STANDARD TERMS & CONDITIONS OF SALE**

The proposal to which these Terms and Conditions are attached (the "Proposal"), these Terms and Conditions and any Change Orders (as defined herein) shall constitute the entire agreement between the parties and shall collectively be referred to herein as the "Agreement."

1. **ACCEPTANCE.** ACCEPTANCE OF THIS AGREEMENT BY BUYER WITHIN 30 DAYS OF THE DATE HEREOF (OR SUCH LONGER PERIOD AS NOVASPECT, INC. ("NOVASPECT") SHALL, IN ITS SOLE DISCRETION, AGREE TO IN WRITING) CREATE A CONTRACT BETWEEN NOVASPECT AND BUYER FOR THE PERFORMANCE OF SERVICES ("SERVICES") AND THE SALE OF HARDWARE, SOFTWARE, FIRMWARE AND/OR OTHER PRODUCTS ("GOODS"), EACH AS PARTICULARLY DESCRIBED IN THE PROPOSAL. BY ACCEPTING THIS AGREEMENT WITHIN THE REQUISITE TIME PERIOD, BUYER AGREES TO ACCEPT ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT. TO THE EXTENT BUYER'S PURCHASE ORDER OR ANY OTHER STATEMENT OF BUYER CONTAINS ANY TERMS OR CONDITIONS IN ADDITION TO OR DIFFERENT FROM THE TERMS OF THIS AGREEMENT, SUCH TERMS AND CONDITIONS ARE HEREBY REJECTED BY NOVASPECT AND HEREBY WAIVED BY BUYER AND SUCH TERMS AND CONDITIONS SHALL NOT AFFECT THIS AGREEMENT NOR BE BINDING UPON NOVASPECT ABSENT AN EXPRESS WRITTEN STATEMENT BY NOVASPECT TO THE CONTRARY. THIS AGREEMENT CONSTITUTES THE ENTIRE AGREEMENT AND UNDERSTANDING BETWEEN THE PARTIES WITH RESPECT TO THE SERVICES AND THE DELIVERY OF THE GOODS AND SUPERSEDES ANY OTHER NEGOTIATIONS, AGREEMENTS AND REPRESENTATIONS BETWEEN THE PARTIES, WRITTEN OR ORAL. NO MODIFICATION OF THIS AGREEMENT SHALL BE OF ANY FORCE OR EFFECT UNLESS IN WRITING AND SIGNED BY NOVASPECT. **IN THE EVENT OF ANY CONFLICT BETWEEN THESE TERMS AND CONDITIONS AND THE PROPOSAL, THE TERMS OF THE PROPOSAL SHALL GOVERN. IN THE EVENT OF ANY CONFLICT BETWEEN ANY CHANGE ORDER AND THESE TERMS AND CONDITIONS OR THE PROPOSAL, THE TERMS OF THE CHANGE ORDER SHALL GOVERN.**
2. **AGREEMENT TO MAKE PAYMENT.** Buyer shall pay to Novaspect the fees and purchase prices set forth in the Proposal, as increased or decreased pursuant to any adjustments set forth in any Change Orders (the "Payments"). Any Goods ordered other than those specifically set forth in the Proposal, including additional copies of data/documentation or non-standard data/documentation, shall be priced at Novaspect's prices then in effect.
3. **INVOICES; METHOD OF PAYMENT.** Novaspect shall issue an invoice to Buyer (an "Invoice") each month for the amount due Novaspect, as determined pursuant to the terms of the Proposal. Buyer shall pay to Novaspect the amount set forth in each Invoice within 30 days of receipt of such Invoice. Any amount, which is not paid when due shall bear interest at the rate of 1.5% per month or portion thereof from the date such amount, became due through the date on which payment is received by Novaspect. All payments shall be made without deduction or setoff to Novaspect at the address set forth in the Proposal.
4. **SECURITY.** As security for the purchase price of the Goods, Buyer hereby grants and conveys to Novaspect a purchase money security interest in the Goods. Buyer shall, upon request of Novaspect, sign any financing statements and other instruments requested by Novaspect and shall otherwise cooperate with Novaspect in any manner deemed necessary to evidence, perfect or continue such security interest. The security interest granted to Novaspect shall be terminated only upon payment in full for the Goods.
5. **SCHEDULING.** Buyer understands that any product design services to be performed by Novaspect are unique, extremely complex and involve a great degree of Buyer/Novaspect interaction. The schedule for completion of the Services and delivery of the Goods set forth in the Proposal is a good faith estimate of Novaspect. The time actually required to complete the Services and deliver the Goods will be subject to Buyer availability, Buyer's timely delivery of information described in the Proposal or otherwise requested by Novaspect, the accuracy of such information, unforeseen design issues, design changes and modifications requested by Buyer pursuant to Change Orders, and other matters which generally effect product choice or product design services. Novaspect shall use all commercially reasonable efforts to meet all schedules set forth in the Proposal. Novaspect shall have no liability to Buyer or any other party for any loss or damage arising out of any Service or Good, which is provided later than designated in the Proposal.
6. **DELIVERIES.** Novaspect shall deliver to Buyer the Goods described in the Proposal. All deliveries from Novaspect to Buyer shall be F.O.B. shipping point and title and risk of loss with respect to such deliveries shall pass to Buyer upon delivery to Buyer or representatives of Buyer including, but not limited to, any common or contract carrier, bailee, agent, or employee of Buyer. If Buyer does not accept such F.O.B. delivery, Buyer shall be responsible for all storage charges and other expenses incurred in handling and moving the Goods. Buyer shall pay transit insurance, packaging, handling, shipping and carrier costs associated with the Goods and all sales, use, excise and other taxes levied upon the Goods. Buyer's sole remedy for lost Goods, damage caused during shipment or any delay attributable to shipment shall be an action against the carrier. Buyer agrees to hold Novaspect harmless against any and all penalties, claims, demands, losses, causes of action, suits, judgments, costs and expenses, including reasonable attorneys' and paralegals' fees, of whatever nature arising out of or in connection with the shipment or storage of Goods. Novaspect reserves the right to withhold any and all deliveries in the event Buyer fails to pay any invoice in accordance with its terms or in the event Novaspect has reason to believe Buyer does not have the financial ability to pay any future invoice when due.
7. **CHANGE ORDERS.** In the event that Buyer requests any modifications to the Services or to the type or number of Goods, Novaspect shall, if commercially reasonable, prepare and deliver to Buyer a Change Order Proposal describing such modifications and the changes in the Services and/or Goods necessary to effect such modifications (a "Change Order"). The Change Order will also set forth the additional Payments, if any, and the basis upon which additional Payments will be computed and an estimate of the revised schedule for completion of the Services and delivery of the Goods. After receipt of a Buyer request, verbal or written, for modifications to the Services or to the type or number of Goods, Novaspect may elect not to continue or complete the Services or deliver Goods until Novaspect receives a written authorization to proceed with the additional scope of work. The execution of the written authorization required hereunder by Buyer shall constitute authorization from Buyer for Novaspect to proceed with the Services and delivery of the Goods as modified by the Change Order and Buyer's consent to the increase or decrease in the Payments and the revised schedule set forth in the Change Order.
8. **TERMINATION.** Buyer may, by written notice to Novaspect (a "Termination Notice"), terminate its order for Goods and Services or any portion thereof at any time. Notwithstanding the "Notices" provision hereof, a Termination Notice shall not be effective until actually received by Novaspect (the "Termination Date"). Novaspect shall cease performance of the Services and delivery of the Goods as soon as is reasonably possible following receipt of a Termination Notice. Within 15 days after receipt of a final invoice, Buyer shall pay to Novaspect that portion of the Payments allocated to Services performed through the Termination Date, as determined by Novaspect, plus all expenses and non-cancelable commitments incurred by Novaspect prior to or in connection with such termination including, without limitation, the cost of all Goods and all processing, handling and fabrication costs incurred in connection with the Goods (collectively, the "Termination Payment"). Novaspect shall prepare a final Invoice with respect to the Termination Payment as soon as is practicable following receipt of a Termination Notice.
9. **INDEMNIFICATION.**
  - (a) Novaspect hereby agrees to indemnify and hold Buyer harmless from and against penalties, claims, demands, losses, causes of action, suits, judgments, costs and expenses, including reasonable attorneys' and paralegals' fees from (i) the injury or death of any employee, contractor, subcontractor, agent or other person acting on behalf of or otherwise engaged by Novaspect (a "Novaspect Representative") caused by the negligent act or omission of a Novaspect Representative; and (ii) the injury or death of any person other than a Novaspect Representative caused by the negligent act or omission of a Novaspect Representative; provided however, Novaspect's liability set forth in the preceding clause (ii) shall be limited to the proportionate share of liability caused by the Novaspect Representative vis-a-vis all other parties contributing to the cause of such injury, sickness or death and (iii) any third party claim that the Buyer's use of the Goods or Services as permitted hereunder infringes any United States patent, copyright, trade secret or other intellectual property right. Except for any claim under section 9(a)(iii), in no event shall Novaspect's liability under this paragraph exceed the amount of \$1,000,000.00.
  - (b) Novaspect hereby agrees to indemnify and hold Buyer harmless from and against penalties, claims, demands, losses, causes of action, suits, judgments, costs and expenses, including reasonable attorneys' and paralegals' fees from the damage to or destruction of property caused by the negligent act or omission of a Novaspect Representative in providing the Services. In no event shall Novaspect's liability under this paragraph exceed the amount of \$1,000,000.00.
  - (c) NOTWITHSTANDING ANYTHING CONTAINED HEREIN TO THE CONTRARY, BUYER AGREES THAT NOVASPECT SHALL NOT BE LIABLE TO BUYER FOR ANY DELAY IN PERFORMANCE (UNLESS SPECIFICALLY DEFINED IN THE PURCHASE ORDER'S SCOPE OF WORK SECTION) NOR SHALL NOVASPECT'S LIABILITY IN ANY EVENT EXTEND TO INCLUDE INCIDENTAL, SPECIAL, EXEMPLARY, CONSEQUENTIAL OR PUNITIVE DAMAGES WHETHER OR NOT NOVASPECT HAS BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH CLAIM INCLUDING, WITHOUT LIMITATION, LOSS OF TIME, LOSS OF USE, OR LOSS OF ANTICIPATED PROFITS OR REVENUE.
  - (d) Buyer hereby agrees to indemnify and hold Novaspect harmless from and against any and all penalties, claims, demands, losses, causes of action, suits, judgments, costs and expenses, including reasonable attorneys' and paralegals' fees, of whatever nature arising from (i) the failure of Buyer to keep, perform and observe its obligations hereunder; (ii) any injury, sickness or death of a person other than a Novaspect Representative or damage to property to the extent caused by the negligent act of the Buyer and not caused by the negligent act or omission of a Novaspect Representative; (iii) any injury, sickness or death of a Novaspect Representative caused by the negligent act of the Buyer and not caused by the negligent act or omission of a Novaspect Representative; (iv) the failure of Buyer to comply with and observe all present and future laws, orders, codes, regulations, ordinances, rules and decrees of each governmental agency or instrumentality which may be applicable to the Goods or Buyer's business; (v) any actual or alleged infringement of any third party's intellectual property rights to the extent arising from designs, design information, specifications, processes or formulas supplied by Buyer; and (vi) specifications, design information, processes or other information or representation supplied or made by Buyer which proves to be inaccurate or which was not supplied by Buyer but should have been under the circumstances.
10. **LIMITED WARRANTY.**
  - (a) Novaspect warrants that the Goods shall be fit for the purpose intended provided such purpose has been communicated to Novaspect by Buyer and provided (i) Novaspect has not indicated in a writing delivered to Buyer that it disagrees with Buyer's selection of any such Goods or (ii) the purpose intended has not been affected by (A) improper handling, storage or installation by a person other than a Novaspect Representative, (B) deterioration, corrosion or other adverse affect to the Goods arising from exposure to chemicals, fumes or other environmental variants not known to Novaspect, (C) specifications, design information, under the circumstances, (D) any alterations or repairs not approved by Novaspect or any accident affecting the Goods not caused by a Novaspect Representative or (E) abuse or improper use or maintenance of the Goods. Novaspect's Representatives' oral statements do not constitute warranties and should not be relied upon by Buyer as such. All warranty claims for the particular purpose intended shall be deemed unconditionally waived by Buyer unless Buyer shall notify Novaspect in writing of such alleged breach within one year of delivery of the Goods. Buyer shall afford Novaspect prompt and reasonable opportunity to inspect all Goods as to which any breach of warranty claim is made hereunder. If the requisite notice is provided and the Goods are not fit for Buyer's intended purpose, Novaspect will either replace or repair the Goods or adjust the matter fairly and promptly, but under no circumstances shall Novaspect be liable for any delay in performance nor shall Novaspect's liability in any event extend to include incidental, special, exemplary, consequential or punitive damages whether or not Novaspect has been previously advised of the possibility of such claim including, without limitation, loss of time, loss of use, or loss of anticipated profits or revenue. In no event shall Novaspect's liability under this paragraph exceed the amount of \$1,000,000.00.
  - (b) EXCEPT AS EXPRESSLY SET FORTH IN PARAGRAPH (A) ABOVE, (i) NOVASPECT MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY; AND (ii) BUYER'S SOLE AND EXCLUSIVE REMEDY HEREUNDER SHALL BE LIMITED TO THE WARRANTIES, IF ANY, OF THE ORIGINAL EQUIPMENT MANUFACTURER(S) OF THE GOODS.
11. **DEFAULTS.** In the event that Buyer fails to pay all or any portion of the Payments when the same is due and payable or is otherwise in default of any of its covenants hereunder or fails to

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comply with any of the terms or conditions hereof, or, in Novaspect's reasonable opinion, Buyer's ability to make timely Payments hereunder is impaired, or Buyer becomes insolvent or bankrupt or admits in writing its inability to pay its debts as they mature, or makes an assignment for the benefit of creditors, or bankruptcy, reorganization, arrangement or insolvency proceeding or other proceedings for any relief under any bankruptcy or similar law for the relief of debtors are instituted by or against Buyer, then in any such event Novaspect may, (a) terminate and cancel this Agreement forthwith upon written notice to Buyer, (b) require cash payment, satisfactory security, and/or other assurances before providing further Services and Goods, (c) declare the Termination Payment and all other sums payable to Novaspect hereunder to be immediately due and payable whereupon such amount shall forthwith become immediately due and payable to Novaspect, (d) if full payment for the Goods has not been received, enter upon Buyer's premises or any other place where the Goods are located and repossess all of the Goods without notice, hearing, court order or further process of law and otherwise exercise any rights as a secured party under the Uniform Commercial Code and/or (e) pursue any other remedy available to Novaspect at law or in equity.

**12. RETURN.** Novaspect shall not accept return of the Goods unless it notifies Buyer in writing to the contrary. In the event Novaspect accepts return of the Goods, neither transportation charges for the return of Goods nor any other costs or charges incurred in connection therewith shall be paid by Novaspect unless authorized in advance by Novaspect.

**13. SAFETY WARNINGS/COMPLIANCE WITH LAWS.** Buyer accepts and assumes all liability and responsibility for all safety warnings in connection with the Goods and for compliance of the Goods with all federal, state and local laws.

**14. INSTALLATION.** Buyer shall be responsible for receiving, storing, installing, starting up and maintaining the Goods (unless specifically defined in the purchase order's scope of work section). If requested by Buyer, Novaspect shall provide a quotation for services to assist Buyer in these functions.

**15. BUYER SUPPLIED DATA.** Notwithstanding anything contained herein, to the extent that Novaspect has relied upon any specifications, information or representation of Buyer, whether relating to the operating conditions of Buyer or any other state of affairs impacting the selection or design of the Goods, the provision of the Services or the preparation of the Proposal, which specification, information or representation proves to be inaccurate, Novaspect shall have no liability to Buyer or persons claiming under Buyer resulting from such inaccuracy. In the event of such inaccuracy, Novaspect and Buyer shall modify the Services and/or the selection of the Goods to accommodate the true state of affairs and shall modify the Proposal accordingly including, without limitation, adjusting the Payments and re-establishing time deadlines.

**16. SOFTWARE AND COMPUTER PROGRAMS.** Buyer acknowledges and agrees that Buyer's right to use any software or firmware constituting part of the Goods shall be governed by, and subject to the conditions of, a separate software license agreement. Buyer acknowledges and agrees that all title to the software or firmware constituting part of the Goods shall remain vested in the manufacturer of such software or firmware or the licensor thereof and shall be furnished to and used by Buyer only after execution of, and subject to, such separate license agreement. Buyer's sole and exclusive remedy with respect to any software or firmware provided hereunder shall be limited to the warranties, if any, of the manufacturer or licensor of such software or firmware. Buyer shall have no right to alter, modify, copy or prepare derivative works of any software or firmware except in accordance with such license agreement.

**17. NON-SOLICITATION.** Buyer agrees that during the execution of the Services by Novaspect, and for a period of twelve (12) months after performance of the Services, it will not hire any employee(s) of Novaspect or its project team and will not entice or counsel any such employee(s) to leave Novaspect employ. Buyer agrees that this covenant shall extend to its agents and affiliates. In the event that an employee of Novaspect is hired or leaves the employ of Novaspect in such circumstances, the buyer shall pay Novaspect, as compensation for the cost incurred by Novaspect in recruiting and training the employee, the sum equivalent to six (6) months salary for each employee hired from or leaving the employment of Novaspect.

**18. FORCE MAJEURE.** Novaspect shall not be liable for any failure to perform resulting from acts of God, war, riot, fire, explosion, accident, flood, sabotage, the shortage of or inability to obtain from anticipated sources adequate materials, components, parts or Goods, or transportation facilities, compliance with governmental requests, law, regulations, orders or actions, the breakage or failure of machinery or apparatus, national defense requirements or any other event beyond the reasonable control of Novaspect; or in the event of labor trouble, strike, lockout or injunction affecting Novaspect or its supplies, suppliers or transporters which event makes impractical the provision of the Services or the manufacture, procurement, transportation, delivery, acceptance or use of the Goods. Novaspect shall give written notice to Buyer with reasonable promptness after the occurrence of any such event.

**19. RELATIONSHIP OF PARTIES.** The relationship of the parties shall be that of independent contractors and not as partners or joint ventures. Each party is, and is intended to be, engaged in its own and entirely separate business.  
**20. NOTICES.** All notices and other communications given hereunder shall be in writing and deemed to have been given when (i) personally delivered, (ii) one business day after delivery to a nationally recognized overnight courier service, (iii) upon the written confirmation of receipt following the transmission of a telecopy or (iv) three days after being mailed by certified mail, postage prepaid, to the addresses of Novaspect or Buyer as set forth in the Proposal or to such other addresses as either party may request by notice given in accordance with this paragraph.

**21. GOVERNING LAW; JURISDICTION AND VENUE/LIMITATION PERIOD.** This Agreement shall be governed by and construed in accordance with the laws of the State of Minnesota. NOVASPECT AND BUYER IRREVOCABLY AGREE THAT ALL ACTIONS OR PROCEEDINGS IN ANY WAY, MANNER OR RESPECT, ARISING OUT OF OR FROM OR RELATED TO THIS AGREEMENT OR ANY DOCUMENT, INSTRUMENT OR TRANSACTION IN CONNECTION HEREWITH SHALL BE HEARD OR LITIGATED EXCLUSIVELY IN COURTS HAVING SITUS WITHIN THE CITY OF CHICAGO-ROCHESTER, COUNTY OF COOK OLMSTED, STATE OF ILLINOIS MINNESOTA. NOVASPECT AND BUYER CONSENT AND SUBMIT TO THE PERSONAL JURISDICTION OF ANY LOCAL, STATE OR FEDERAL COURT LOCATED WITHIN SAID CITY, COUNTY AND STATE AND IRREVOCABLY WAIVE ANY RIGHT TO TRANSFER OR CHANGE VENUE OF ANY SUCH ACTION OR PROCEEDING OR OBJECT TO THE JURISDICTION OF ANY SUCH COURT OVER THE PARTIES HERETO. NO ACTION OTHER THAN AN ACTION FOR UNPAID PAYMENTS UNDER THIS AGREEMENT MAY BE BROUGHT BY EITHER PARTY MORE THAN TWO YEARS AFTER THE CAUSE OF ACTION HAS ACCRUED.

**22. COLLECTION/ENFORCEMENT EXPENSES.** In addition to any other amounts due hereunder, Buyer shall reimburse Novaspect for all costs and expenses (including reasonable attorneys' and paralegals' fees and expenses) incurred by Novaspect in collecting any amount due to Novaspect or enforcing any provision of this Agreement. Novaspect shall reimburse Buyer for all costs and expenses (including reasonable attorneys' and paralegals' fees and expenses) incurred by Buyer in collecting any amount due to Buyer or enforcing any provision of this Agreement.

**23. GENERAL PROVISIONS.** Except as expressly set forth herein, any waiver by any party of its rights under this Agreement shall be in writing and signed by the party waiving such right. The failure of either party to enforce any of the provisions of this Agreement or any rights in respect thereto, or to exercise any election herein provided, shall not waive such provisions, rights or elections or subsequent breaches thereof. No course of dealing shall be deemed to constitute a continuing waiver of any breach or default or right or remedy hereunder. Buyer shall not assign its rights or obligations under this Agreement to any party without Novaspect's prior written consent. This Agreement shall be binding upon and inure to the benefit of the parties and their respective representatives, successors and permitted assigns. Except as otherwise stated herein, termination of this Agreement shall not release either party from any liability or obligation which has theretofore accrued and remains to be performed as of the date of such termination. Novaspect shall not assign its rights or obligations under this Agreement to any party without Buyer's prior written consent.



## RESOLUTION

BE IT RESOLVED by the Public Utility Board of the City of Rochester, Minnesota, to approve a one year extension of the Novaspect, Inc. annual service agreement for the Silver Lake Power Plant Control System per the terms and conditions set forth in Novaspect proposal #5642-Rev. 1. The amount of the extension to be \$81,670.00.

Passed by the Public Utility Board of the City of Rochester, Minnesota, this 26<sup>th</sup> day of April, 2011.

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President

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Secretary