



**CITY OF NOVI CITY COUNCIL
MAY 8, 2023**

SUBJECT: Approval of an annual maintenance contract with SCADA Blocks for assistance with the operation and maintenance of the City's water and sewer SCADA system, in the estimated annual amount of \$35,347.60 and one-time onboarding costs of \$24,850.00. The contract term is two years with three one-year renewal options.

SUBMITTING DEPARTMENT: Department of Public Works, Water & Sewer Division

EXPENDITURE REQUIRED	\$ 32,097.60 Annual Fee \$ 3,250.00 Annual As-needed Work (Estimated) <u>\$ 24,850.00 One-time Onboarding Costs</u> \$ 60,197.60 Total
AMOUNT BUDGETED	\$ 82,398.00
APPROPRIATION REQUIRED	\$ 0
LINE ITEM NUMBER	592-536.00-936.501

BACKGROUND INFORMATION:

The Water & Sewer Division has been working with SCADA Blocks to develop a plan to enhance and improve the City's Supervisory Control and Data Acquisition (SCADA) system, which is utilized by the Water and Sewer Division to operate and monitor the City's water and sewer system. The owner of SCADA Blocks was previously the owner of Integration Services (ICS) LLC., which was responsible for developing and implementing the current SCADA system. Combined with ICS this new company will improve the system by using a cloud-based network which will be more reliable and more accessible over mobile devices. ICS will still be utilized for general maintenance related to system operation and maintenance of equipment.

The proposed contract provides continued support of the SCADA system, including all support, upgrades, and ongoing maintenance required to maintain the SCADA Blocks

servers and infrastructure. Both SCADA Blocks and ICS will provide 24-hour on-call service for emergency situations (equipment or system malfunction).

The standard maintenance items are included in the annual fee of \$32,097.20, with as-needed work completed per the hourly rate provided in the proposal dated August 16, 2022. Staff estimates twenty-five hours of as-needed work requests, for an estimated annual contract amount of \$35,347.60. Additionally, there will be one-time onboarding costs for all new sites added to the SCADA system, per the costs provided in the proposal.

SCADA Blocks was chosen for this maintenance contract due to the familiarity with the design and implementation of the SCADA system, and the expectation they will be an integral part of the continued refinement and expansion of the system's operational controls. This contract would be effective for a period of two years.

RECOMMENDED ACTION: Approval of an annual maintenance contract with SCADA Blocks for assistance with the operation and maintenance of the City's water and sewer SCADA system, in the estimated annual amount of \$35,347.60 and one-time onboarding costs of \$24,850.00. The contract term is two years with three one-year renewal options.



Services and Scope Schedule

Date: August 16th, 2022
 Client: City of Novi, Michigan
 Proposal # 44-909

To: Ben Croy

We are pleased to offer our hosted SCADA Blocks solution. This is a cloud based system which connects to your equipment by a secure VPN over cellular networks. Your application will be hosted in a shared environment. Our servers will collect data from your sites via cellular modem. Your users will need Internet access to connect to the system. We will provide a unique login for each user. The system is accessible from anywhere an Internet connection is available.

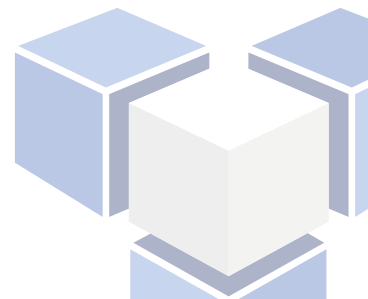
Pricing

Onboarding Costs (materials, design engineering and field startup support):

Description	Due	Total
Completed startup Existing sites	On Startup Completion	\$15,000.00
NV-01 Panel, install & labor	On Startup Completion	\$6800.00
NV-03 Panel install & labor	On Startup Completion	\$1250.00
NV-03/WPBS Antenna upgrades	On Startup Completion	\$1800.00
Total Onboarding Costs		\$24,850.00

Subscription Rate Plans – Commence immediately on completed startup:

Site	Quantity	Annual Rate Per site*	Total
Per Lift Station *Includes new lift station	18	\$1080.00	\$19440.00
Per PRV / Meter Site *Includes NV-01 & NV-03	7	\$1360.80	\$9525.60
Island Lakes, West Park Booster Station	2	\$1566.00	\$3132.00
Annual Subscription Pricing			\$32097.60
300 alarm credits included per site per month			
Additional alarm credit (if required)	1	.015	
Hourly rate for additional services as required			\$130.00
*10% discount for up front annual payment			



Materials we provide

Existing Sites

- SCADA Blocks will not provide any equipment as your existing sites already have a communication infrastructure that we can directly connect to.
- We will take over your existing cellular modems on our cellular accounts, however the modems will remain your property should you choose to discontinue the service at some point in the future.

NV-01

- Control panel, solar panel, battery and associated equipment as required.
- Equipment provided by SCADA Blocks will be warranted for a period of 1 year, thereafter replacement of equipment will be billed on a time and material basis.

NV-03

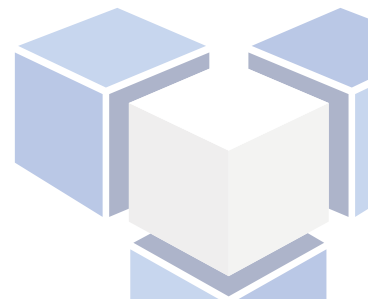
- Control panel, solar panel, battery and associated equipment as required.
- Equipment provided by SCADA Blocks will be warranted for a period of 1 year, thereafter replacement of equipment will be billed on a time and material basis.
- Added additional solar components
- Added WPBS antenna, cable and startup on new antenna.

New Lift Station

- Lift station costs are a best effort estimate based on the proposed design drawings from the installation contractor and the efforts required to integrate SCADA with their proposed equipment. In the event that the provided equipment deviates from the design documents, there may be additional charges for labor and materials to accommodate those changes. **This price does not include electrical installation, will need to be installed and wired by either the installation contractor, or Novi's chosen electrical contractor.**

Engineering and field startup services

- **SCADA Blocks to refine this section after final meeting with Novi to review graphic screens. Intent is to determine Novi's requirements and match them to the best of our capabilities.**
- Screen development based on SCADA Blocks templates to include:
 - System overview for all sites.
 - Lift station screen for each site, Water Screen for each site.
 - Equipment detail for each piece of equipment wired to the control panel. (Pump, level sensor, flow meter, generator.)
 - Run time, start-stop, wet well level, site trends and reports.
 - Flex trends that are user adjustable and provide the ability to export data for further analysis outside SCADA Blocks.
 - Detailed alarm summary and history screens.
 - User management, permissions and notification roster screens for alarming purposes.
 - Various automated reports that are currently available in SCADA Blocks.



- **All features will be based on I/O Currently available in your existing Allen Bradley and Multi-smart controllers.**
- Installation of all equipment provided by SCADA Blocks.

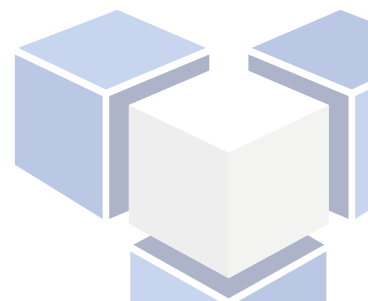
Ongoing maintenance and support

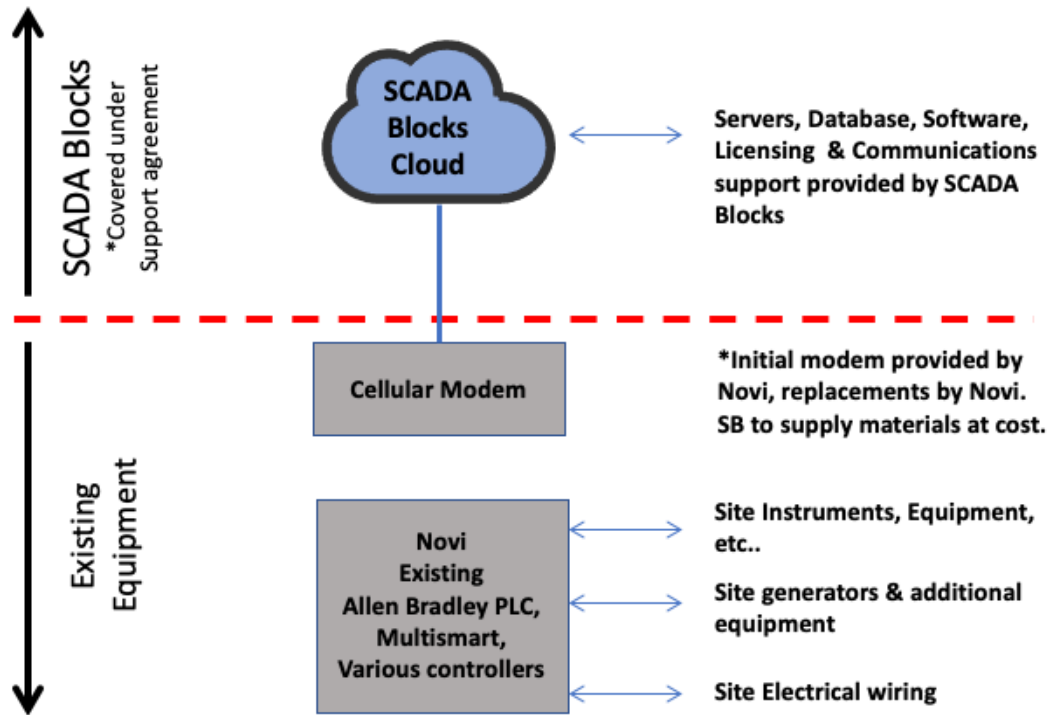
- SCADA Blocks subscription plans include all support, upgrades and ongoing maintenance required to maintain the SCADA Blocks servers and infrastructure. There are no additional costs for these services for the length of the subscription.
- Technical support will be provided as follows for the length of the subscription. Included support will be based on the line of demarcation graphic below. Existing equipment support will be billed at a time and material rate.
 - 24/7 Support with 2 hour response time for critical system issues (Servers are not accessible, not communicating with you remote sites).
 - 7 AM to 5 PM support for non-critical system issues, 4 hours response time.

Monthly Subscription to Include

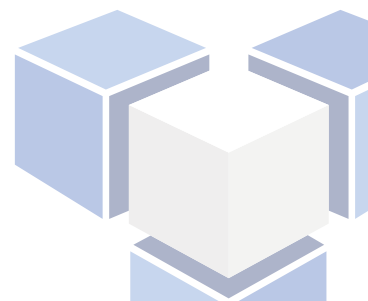
- **SCADA Blocks to refine this section after final meeting with Novi to review graphic screens. Intent is to determine Novi's requirements and match them to the best of our capabilities.**
- Pricing is based on up to 15 users.
- Data will be collected from your sites at 30 second intervals.
- Pricing is based on up to 300 alarms per site per month.
- Data retention period will be 5 years for water sites and 1 year per sewer site. **Note – what is Novi's data retention policy? Is this sufficient?**
- Your stored data will be automatically backed up once per day. It is understood that SCADA Blocks cannot be responsible for corrupt backups.
- Cellular services from a single carrier. SCADA Blocks cannot be held responsible for carrier performance. **We can offer redundant cellular services, we suggest that you consider this option for your most critical sites.**

Line of demarcation





SCADA Blocks owns and maintains the services on it's side of the line of demarcations and Client owns and maintains the services on it's side of the line of demarcation. SCADA Blocks will be responsible for updating and maintaining the software side of the cellular modem in order to maintain connectivity to it's network. SCADA Blocks will not be responsible for the connectivity of cellular carrier. SCADA Blocks will work with the carrier to extent reasonably possible to restore service in the event of an extended outage. Client may need to visit sites to reset modems at SB or carriers request.





Services and Scope Schedule

Terms and conditions of our services will be dictated by SCADA Blocks Master Service Agreement

By executing below, you acknowledge that you have read and understood the Master Service Agreement, Service Level Agreement, Acceptable User Policy and Cybersecurity Policy located at www.SCADABlocks.com/legal (the "Incorporated Agreements"). You agree that the Incorporated Agreements merge with this Schedule and any future Schedule entered into between SCADA Blocks, LLC and you.

Client Representative:

Printed Name

Title

Signature

Date

SCADA Blocks, LLC Representative:

Michael Bak
Printed Name

Managing Member
Title

Signature

Date

