



Rockwell Automation Contract Renewal

To renew support for another year, please review this quote and instructions below.

If no changes are required, please follow the purchase order instructions outlined in Section 2.3.

If changes are required before purchase, please contact your local Rockwell Automation Distributor.

Rockwell Automation Services Agreement - Renewal

FIXED PRICE PROPOSAL

3801007213

Dupage County Public Work
Woodridge, IL

Date of Issue: Friday, May 30, 2025
Quotation #: 340035 (RA Approval - QXSK10533A)

Presented to:
Dupage County Public Work
7900 Route 53
Woodridge, IL 60517-3277
United States

Proposed by:
Revere Electric Supply Co
8807 187th St
Mokena, IL 60448-7706
United States

*Rockwell Automation
5470 S. Howell Avenue
Milwaukee, WI 53207
United States*

expanding **human** possibility®

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1 Rockwell Automation Statement of Work for Services

This proposal is offered to Revere Electric Supply Co for resale to Dupage County Public Work (“Customer”).

1.1 TechConnectSM Support Agreement

This TechConnectSM Support Agreement (“Agreement”) allows plants to be connected to Rockwell Automation’s world-class phone and electronic technical support.

Rockwell Automation’s technical support team will provide assistance with installing, configuring and maintaining equipment and software, obtaining current software updates, diagnosing and fixing operating problems, or performing basic programming tasks.

1.1.1 Agreement Term

Agreement Coverage Period: Thursday, May 29, 2025 to Sunday, May 28, 2028

1.1.2 TechConnectSM Support Levels

Product Family	Description	Support Level	Service Level
9800-DC8AUTOA	Automation Control Hardware	Product Support	8 x 5 M-F
9800-DC8HMICOM	HMI Software	Product Support	8 x 5 M-F
9800-DC8INFAUT	Information Automation Software	Product Support	8 x 5 M-F

Table 1: TechConnectSM Support Levels

1.1.3 Product Coverage Details

Rockwell Automation will provide TechConnectSM Support coverage to Customer for the Rockwell Automation Product Families & software serial numbers listed below. Please ensure the following information is complete and includes any new “Software Maintenance” products you wish to add to this support agreement.

Hardware Type
Automation Control Hardware

Product Family & Software Serial Numbers	Description	Install Count
9800-DC8AUTOA	Automation Control Hardware	
9310-WED200ENE		1

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Product Family & Software Serial Numbers	Description	Install Count
1835225672	Studio 5000 Logix Emulate ESD S/W	1
9324-RL0300ENE		2
1012101501	RSLogix 500 Standard Edn ESD S/W	1
1012260536	RSLogix 500 Standard Edn ESD S/W	1
9324-RLD700NXENE		1
2022199649	Studio 5000 Professional Edition ESD S/W	1
9326-LGXARCHENE		1
2075132374	Studio 5000 Architect ESD S/W	1
9357-CNETL3		1
1163261242	RSNetWorx For ControlNet ESD Software	1
9357-DNETL3		3
1235004118	RSNetWorx For DeviceNet ESD Software	1
1235038189	RSNetWorx For DeviceNet ESD Software	1
1235303022	RSNetWorx For DeviceNet ESD Software	1
9357-ENETL3		1
1669238187	RSNetWorx For EtherNet ESD Software	1
9800-DC8HMICOM	HMI Software	
9355-RSLETENE		1
1884021051	Lnx Ent FT Serv - FT Activation EN sfw	1
9355-WABGWENE		1
1006008607	RSLinx Classic Gateway ESD S/W	1
9355-WABOEMENE		3
1005020952	RSLinx Classic OEM ESD S/W	1
1005247166	RSLinx Classic OEM ESD S/W	1
1005247167	RSLinx Classic OEM ESD S/W	1
9701- VWSS000CW10LENE		2
3782006029	FT View SE Svr Unl W/10 RW Cli ESD S/W	1
3782006030	FT View SE Svr Unl W/10 RW Cli ESD S/W	1
9701- VWSS000LSECENE		2
4057000156	FT View SE Svr Unl RSLinxScndry ESD S/W	1
4057000157	FT View SE Svr Unl RSLinxScndry ESD S/W	1
9701-VWSTENE		1
2529088510	FT View Studio SE FT View Ent EN ESD S/W	1
9800-DC8INFAUT	Information Automation Software	
9515-ASTCAP0100E		2
2743013626	FT AssetCentre 100 Assets ESD Software	1
2743013627	FT AssetCentre 100 Assets ESD Software	1
9515-ASTDRINVENE		1
3691003560	FTAssetCentre Asset Inv Agent ESD SW	1
9515-ASTDRROKENE		1
2741015918	FT AssetCentre Disaster Recovery ESD S/W	1
9515-ASTSRVRENE		1
2740018597	FT AssetCentre Server 1 User Lic ESD S/W	1
9518-HDLENE		5
2804011822	FT Historian Datalink 1 User Lic ESD S/W	1
2804011823	FT Historian Datalink 1 User Lic ESD S/W	1
2804011824	FT Historian Datalink 1 User Lic ESD S/W	1

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Product Family & Software Serial Numbers	Description	Install Count
2804011825	FT Historian Datalink 1 User Lic ESD S/W	1
2804011826	FT Historian Datalink 1 User Lic ESD S/W	1
9518-HSEADV		1
3326006089	FT Historian SE Adv Server ESD Software	1

Note: If changes to the TechConnectSM Support Product Coverage Details above are required, please contact your local Rockwell Automation sales office or Allen-Bradley® authorized distributor to request an updated proposal.

1.1.4 TechConnectSM Support Information

1.1.4.1 TechConnectSM Support Options

Rockwell Automation offers progressive levels of support to meet your business needs; see table below for all available support level options. Please refer to *Table 1: TechConnectSM Support Levels* regarding support levels included in this Statement of Work.

Support Level	Support Services Description
Application Support	<p>You are partnered with a team of technical support engineers who are uniquely designated to support your key applications. This team visits your site, becomes familiar with the applications, and gathers system drawings and documentation. This team will become an extension of your support staff, providing technical account management and scheduled consulting time.</p> <p>Application Support includes the support elements of Product Support, System Support and the following support elements:</p> <p>Real-time, Application-Level Support <i>Designated support team / Dedicated telephone and email / Documentation and case familiarization / Application knowledge management / Periodic performance reviews</i></p> <p>Surveillance and Alarming Options <i>Device and/or process monitoring and alarming at Rockwell Automation facility or remotely / Access to historical data for troubleshooting</i></p> <p>Application-Level Administration Option <i>Emergency backup / Performance tuning / Guaranteed field service call-out</i></p>
System Support	<p>System Support allows your calls to be routed to a group of technical support engineers with proven expertise in Rockwell Automation control systems. You will work with an engineer who manages your case through resolution and follow-up.</p> <p>System Support includes the support elements of Product Support, and the following support elements:</p> <p>Real-time, System-Level Support <i>Standard product and programming software / Advanced software / Proactive follow up / Single-point resolution</i></p> <p>Advanced Engineering Expertise</p>

Support Level	Support Services Description
	<p><i>Get support from system-level support engineers that have multiple years of experience in the industrial automation industry</i></p>
Product Support	<p>As often as Customer needs require, you can contact Rockwell Automation technical support engineers for real-time phone support. Our engineers have deep knowledge of our products, software and legacy hardware and can use remote desktop technology to help troubleshoot or assist in the configuration of products quickly.</p> <p>Product Support includes the support elements of Self-Assist Support, and the following support elements:</p> <p>Real-Time, Product-Level Support <i>Standard product and programming software / Telephone and live chat support available in 20 languages / Remote desktop troubleshooting</i></p> <p>Learning+ Subscription Available for Purchase <i>Highly interactive learning featuring lessons, software simulations, and demonstration videos to help reinforce learning concepts. Available on any tablet or PC using Chrome, Safari, IE, Edge or Firefox. Each course has a knowledge assessment, requiring 80% to pass. Upon successful completion of the course, a learner will be awarded CEUs (where applicable).</i></p> <p>Live View <i>An enhanced support experience connecting you with Rockwell Automation Technical experts leveraging a live video feed and augmented reality annotations.</i></p> <p>Software Maintenance II <i>Software update media / Emergency software replacement</i></p>
Self-Assist Support	<p>Take advantage of the Knowledgebase, an online resource for technical information, support, and assistance. The Knowledgebase can assist in increasing productivity by finding solutions to technical questions more quickly - saving both time and money. The KnowledgeBase is maintained by the same engineers who provide TechConnectSM Support and is updated with the hardware and software solutions from actual support cases. These updates are incorporated dynamically. Self-Assist includes the following support elements:</p> <p>Welcome Kit <i>Essential support agreement information / Support authorization number / Local support telephone number / User guide</i></p> <p>Digital Assist Library <i>Cloud-hosted augmented reality library of work instructions. Leverage augmented reality to walk through the proper steps to complete tasks related to the repair and maintenance of Allen-Bradley hardware</i></p> <p>Software Maintenance I <i>Software update downloads</i></p> <p>Online Support Centre Access <i>Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email</i></p>

1.1.4.2 Definitions of Common Terms Used in Services

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Technical Phone Support: Rockwell Automation phone support provides technical assistance for installation, configuration, troubleshooting, diagnosis, basic instruction programming and best practice recommendations. With an unlimited phone support agreement, Customer can call as often as needed throughout the term of your Agreement. Standard hours of coverage are 8:00 AM to 5:00 PM Monday – Friday (based on your local calling time; Rockwell Automation observed holidays excluded). Information on Rockwell Automation observed holidays can be found via the Knowledgebase in article #QA33258 (https://rockwellautomation.custhelp.com/app/answers/answer_view/a_id/819086/redirect).

Case Handling: Rockwell Automation handles cases that require further investigation as a priority with automatic escalation procedures, and call Customer back to provide a progress update if an answer is not immediately available.

Case Resolution Follow-up: For cases where Rockwell Automation could not confirm resolution on the initial call, Customer will receive a proactive follow-up within one business day (target response) to confirm that the problem was resolved or continue troubleshooting, if necessary.

1.1.4.3 Product Families

Rockwell Automation groups products into product families, making it simpler to deliver integrated support for hardware and software, including older and discontinued products. The lists available at the following link are not comprehensive; however, they illustrate how products are classified.

[TechConnect Support Product Family Coverage | Rockwell Automation | US](https://www.rockwellautomation.com/en-us/capabilities/industrial-maintenance-support/product-application-support/remote-support/product-family-coverage.html)

<https://www.rockwellautomation.com/en-us/capabilities/industrial-maintenance-support/product-application-support/remote-support/product-family-coverage.html>

1.1.5 Learning+ Subscription (Optional)

1.1.5.1 Solution Description

Rockwell Automation offers Learning+, an online training platform accessible on any internet enabled device. Options offered for sale include either short term access to a single automation course or an annual subscription. An annual Learning+ subscription provides modular, self-paced lessons, on-demand webinars, and unlimited access to scheduled Virtual Instructor Led Training Courses.

1.1.6 Changes to Agreement

1.1.6.1 Updates to Supported Software Installed Base

Support included with new Licenses purchased during the agreement term are not covered by this scope of work. Each new software purchase includes an independent support contract which may be co-termed with your TechConnect anniversary date. Renewal of these purchases will occur in the Rockwell Automation commerce portal as a separate agreement.

Please work with your Rockwell Automation Customer Success Manager during each TechConnect renewal to consolidate and extend existing contracts to your next TechConnect renewal date.

1.1.6.2 Upgrade Options

Updates to existing TechConnectSM Support Agreement and/or upgrades must be custom quoted by Rockwell Automation. Customer has the following upgrade options:

Coverage Level: Product and System Support agreements can be upgraded to 24x7x365 coverage (e.g., 8:00AM – 5:00PM to 24x7x365), which provides the option to call at any time, including weekends and holidays.

Support Level: Customer may upgrade support levels (e.g., Product Support to System Support) during the term of an existing agreement.

1.1.6.3 Changes to Scope

Contact your local Rockwell Automation sales representative if any adjustments are required during Agreement term, such as:

- Adding or removing a site from support
- Moving supported equipment and software to another supported facility
- Closing a plant and selling to another entity
- Changes shall not be effective unless agreed beforehand in writing by and between the Parties.

1.1.6.4 Reinstatement Policy

If Customer does not renew their contract until after the expiration date of the contract, the Customer has the following options to reinstate their support:

- a. If an agreement is not renewed on time and it has been less than 12 months since expiration, the renewed agreement will be backdated to the original expected start date and a 10% fee¹ will be added to the cost of the renewal.
- b. If an agreement is not renewed on time and it has been longer than 12 months since expiration, the support agreement will be priced as a new agreement with current price levels and any previous discounts will not be applied.
- c. For software packages that are removed from support and later reinstated, often referred to as “frozen” and “unfrozen,” a 30% premium will be applied to each piece of software which carries a fee for maintenance as part of the TechConnectSM program.

Note: There is a grace period of 10 days after the date of the Agreement expiration during which Customer can still access support. If Customer renews after the expiration date of the Agreement, the policy above applies regardless of this grace period.

1.1.7 Product Coverage Exclusions

Rockwell Automation products excluded from TechConnectSM Support coverage under this Agreement (if applicable) are listed below:

1.2 Customer Responsibilities

¹ If Customer’s TechConnectSM Support Agreement has never included support for the product family in question, then the commercial “waive reinstatement” program applies for the respective packages.

1.2.1 Maintenance, Electrical, and Operations Staff

When applicable, Customer will provide dedicated and available appropriate personnel knowledgeable in the process, operation, control system, and facility layout to assist Rockwell Automation personnel during onsite visits. They will remain onsite and available as necessary for project and/or safety reasons.

1.2.2 System Maintenance and Use

Customer is responsible for (i) the overall performance and overall design of the machine or manufacturing system, including safety features failure modes; (ii) properly using, calibrating, operating, monitoring and maintaining the products and system consistent with all Rockwell Automation or third-party provided instructions, warnings, recommendations, and product and system documentation; (iii) ensuring that properly trained personnel use, operate and maintain the products and system at all times; (iv) staying informed of product updates and alerts and implementing all updates and fixes; (v) notifying Rockwell Automation of any problems with the products or system; and (vi) all other factors affecting the products or system that are outside of the direct control of Rockwell Automation.

1.2.3 Access to the System

Customer will make the applicable processes and/or systems available to Rockwell Automation personnel during the mutually agreed upon schedule for services and equipment implementation as described in this Statement of Work.

1.3 Assumptions, Clarifications and Exceptions

The following assumptions, clarifications and exceptions have been made by Rockwell Automation in the development of this Statement of Work:

Reference	Assumptions (A), Clarifications (C) and Exceptions (E)
A1	Safety. All aspects of mechanical, electrical, and process safety are responsibilities of Customer.
A2	Installation. If applicable, all mechanical and electrical installation is to be provided and managed by Customer and their selected Contractor.
C1	Quotation Scope. Any elements not explicitly outlined within this Statement of Work are not included in the deliverables for this Rockwell Automation Services Agreement.
C2	Documentation. All project and system documentation will be in English and furnished in electronic format unless otherwise stated. Translation into other languages is not included in this Statement of Work.
C3	RoHS. Customer supplied/specified products will meet all applicable material restrictions as defined in RoHS. If it does not, Customer will notify Rockwell Automation prior to shipment of Customer supplied/specified products to Rockwell Automation. To the extent permitted by applicable law, Customer will indemnify Rockwell Automation against any third-party claim arising out of Rockwell Automation's use of Customer supplied/specified products.
C4	Existing Devices. Customer represents that any existing operator, machine-mounted, or field devices that are in use or are to be reused are in good working order and will be repaired or replaced by Customer when required. Repair and/or replacement of damaged devices is not included in Rockwell Automation's Statement of Work.
C5	Documented Change Request (DCR) Process. Changes to this scope of work requested by Customer throughout the duration of the Support Agreement will be identified and communicated through project management at Rockwell Automation. Estimates for the material costs, labor, and schedule impacts will be prepared when a change in scope is identified. Refer to the Rockwell Automation Changes provision for additional terms.

C6	<p>Customer Specific Requirements. This proposal does not include Customer specific requirements or onsite activities such as Customer or site specific safety training, background checks, health-related testing or vaccinations, international work visas, and copies of expense receipts. Rockwell Automation must be made aware of any such requirements prior to contract award. Costs for associated time and expenses incurred while complying with such requirements will be at Customer expense.</p>
C7	<p>Infectious Disease Planning. Rockwell Automation is committed to health, safety, and doing all we can to maintain a high level of service for our customers. We are committed to communicating with you about the impact that an infectious disease and any related governmental restrictions may have on the deployment of our personnel and delivery of the project and truly appreciate your cooperation and understanding.</p> <p>The Parties acknowledge and agree that they will be excused from performance, or delay in performance, of their obligations under this purchase order, regardless of whether a contract is currently in place governing the parties' relationship, to the extent that either Party is unable to perform such obligations due to the effects of a known infectious disease affecting that Party and/or third parties, including, without limitation, logistics and materials suppliers.</p>
C8	<p>On-site Working Hours. Rockwell Automation Standard working hours may differ by country. Contact your local Rockwell Automation Distributor or Sales Office to obtain current local standard working hours.</p>
C9	<p>Stand-by time is defined as time spent on-site waiting for completion of customer activities. This includes, but is not limited to, waiting for correction of construction, installation, and wiring or piping errors, and other delays beyond the control of, or not within, Rockwell Automation's specific responsibilities. Stand by time will be invoiced separately at applicable time and expense rates.</p>
C10	<p>Work Site Safety. Customer is responsible for assuring a safe and secure work environment, compliant with relevant local, state, provincial, and nationally recognized standards and regulations, for work at the site.</p>
C11	<p>Safety and Substance Abuse. Rockwell Automation will comply with its own Substance Abuse Policy which meets the intent of the DRUG FREE WORKPLACE Act and all other legal requirements regarding drug testing. A copy of this policy can be supplied upon request.</p>
C12	<p>Ethics and Compliance. All of Rockwell Automation's employees and every person who performs work for, or on behalf of Rockwell Automation are treated with respect and dignity. Rockwell Automation has a no-tolerance policy for discrimination, harassment, and zero tolerance for workplace violence and weapons. Please see the PartnerNetwork Code of Conduct and the Rockwell Automation Global Policy People for further details.</p> <p>https://www.rockwellautomation.com/en-us/company/about-us/sustainability/ethics-compliance.html.</p>
C13	<p>Third Party Software. This Statement of Work may include third party software that is subject to third party license terms ("Third Party Software"). Customer's right to use such Third Party Software as part of or in connection with the Work is subject to any applicable acknowledgements and license terms accompanying such Third Party Software contained therein. If there is a conflict between the licensing terms of such Third Party Software and this Statement of Work, the licensing terms of the Third Party Software shall prevail in connection with the related Third Party Software.</p>
C14	<p>Information Security Standards</p> <p>In the performance of all Work pursuant to this Agreement and Statement of Work, Customer and Rockwell Automation will comply with the following standards and practices:</p> <p>Data Transmission</p> <p>Customer agrees that all transmission or exchange of sensitive data with Rockwell Automation shall take place using secure, industry acceptable, standards (e.g., password-protected, using a complex password; encrypted WinZip sent via e-mail, or, for large files, an encrypted file transfer service; physical media such as paper/DVD sent securely; or another equally secure means of transport). If Customer requires Rockwell Automation to use Customer specified system, the security of the data in transit and at rest once sent from Rockwell Automation is Customer's sole responsibility.</p>

	<p>Customer-Provided Hard Disk If Rockwell Automation personnel are required to use Customer provided hard disks, Customer agrees to provide the hard disk with designated backup and recovery processes and in encrypted form, using commercially supported or industry standard open-source encryption solutions. The Customer must use commercially reasonable efforts to prevent the Customer-provided hard disk from introducing any malicious software into Rockwell Automation’s systems. These efforts shall include, but are not limited to, the use of anti-virus and/or anti-malware and the regular deployment of security patches to remediate any vulnerabilities.</p> <p>Remote Access Remote access by Rockwell Automation’s personnel into Customer’s control system(s) must be accomplished in accordance with either Customer or Rockwell Automation procedures, whichever is more stringent. If Customer requires Rockwell Automation personnel to use Customer-specified procedures, the security of the connection/session is Customer’s sole responsibility, and Customer is solely responsible for logging activities of all users accessing the Customer’s system.</p>
C15	<p>Cybersecurity for Solutions. Sub-contractors and/or third-party vendors will follow any applicable industry best practices and/or guidelines for cybersecurity and data protection with regard to IEC 62443 2-4.</p>
C16	<p>Personal Data. To the extent Rockwell Automation processes personal data in the performance of the services under this Statement of Work, such processing of personal data will be conducted in accordance with the Data Processing Addendum ("DPA") available at https://www.rockwellautomation.com/en-us/company/about-us/legal-notice/data-processing-addendum.html.</p>
C17	<p>Customer Information. Rockwell Automation will share with its authorized distributor or partner of record Customer Data collected under this Agreement pursuant to the terms herein and the Rockwell Automation Privacy and Cookies Policy located at https://www.rockwellautomation.com/en-us/company/about-us/legal-notice/privacy-and-cookies-policy.html.</p>
C18	<p>Customer Success Publication. Sharing customer success stories helps position customers as leaders among companies pursuing excellence in their industrial operations. Customer agrees that Rockwell Automation can reference and disclose Customer’s name and logo in internal and external marketing materials and will share only the solutions and services purchased, Customer industry, location, and general results through a customer success story. Rockwell Automation will make no claims that Customer endorses the product or solution, and the success story will be used for marketing purposes only.</p>

1.4 TechConnectSM - Termination for Convenience

Either party may terminate this Agreement with a prior written 30-day notice.

1.5 Rockwell Automation Commitment for Sales Through Distribution

The Rockwell Automation Commitment for Sales Through Distribution (the “Commitment Terms”) found at <https://www.rockwellautomation.com/en-us/company/about-us/legal-notice/commitment-for-sales-through-distribution.html> covers purchases by Distributor’s customer (“Customer”) from Distributor of the Products and Services described and integrated pursuant to this Statement of Work to be provided by Rockwell Automation, Inc. and/or its affiliates. The Commitment Terms apply directly to Customer and Rockwell Automation.



Accepted.

Customer: _____

Date: _____

2 Distributor Commercial Terms

2.1 Pricing Summary

Revere Electric Supply Co's price is based on the Statement of Work set forth in Section 1 above. All prices are in USD.

Item	Product	Price
1	9800-DC8AUTOA <i>Automation Control Hardware, Product Support, 8 x 5 M-F, 1-4 Total Devices</i>	3,060.00
2	9800-DC8HMICOM <i>HMI Software, Product Support, 8 x 5 M-F</i>	41,175.00
3	9800-DC8INFAUT <i>Information Automation Software, Product Support, 8 x 5 M-F</i>	27,855.00
4	9800-REINSTATE1 <i>End User Contract Reinstatement Fee</i>	2,403.00

TOTAL PRICE:

USD 72,090.00

LEARNING+ SUBSCRIPTION (OPTIONAL): Web hosted, self-paced training courses including virtual classroom sessions are available for customers with an active TechConnect support agreement, as either single course access or annual subscription to all course content available in the Rockwell Automation Digital Learning Library. Please add the net amount for the Learning+ option desired in the correct quantity of desired users to your renewal PO.

Catalog Number	Description	List Price per User
LP-3TC	Learning+ 1 Class available for 3 months	USD 820.00
LP-SU1	Learning+ Single User Subscription	USD 4,940.00

2.2 Invoicing Schedule

Billed annually

2.3 Purchase Order Instructions

Please Issue a Single Purchase Order to: Revere Electric Supply Co
Ref: Proposal # 3801007213

Purchase order should match the value and term proposed above. If a purchase order received does not match the term of the agreement, pricing will be subject to annual price adjustments.

2.4 Distributor Terms and Conditions of Sale

<https://www.revereelectric.com/new-customer-credit-application>