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Linking People & Technology for Business Results

August 11, 2004

Adam Kramer
Director, Minneapolis Water Works
250 South 4th Street
Room 206
Minneapolis, MN 55415-1330

Subject: Final Updated MWW SCADA On-line training Resolution

Dear Adam,

EMA offers this Letter of Agreement (LOA) to close out the Cimplicity On-line training amendment to our SCADA contract. This LOA is a restatement of the original "additional Work Authorization" scope items. EMA proposes the following actions that would be provided under the previous contract amendment and that, once completed, would close out that scope of work. EMA understands that all work herein will be coordinated with and approved by the MWW PCS implementation team and that all work will be provided at no additional cost to the City.

This Work Authorization supports the development of training materials, revisions of the training Cimplicity Project, a training center, and the training of MWW staff on the use of MWW's installation of Cimplicity:

1. Develop a training program, including syllabus, handouts and survey forms, for MWW staff. Review materials with the PCS Design Team, Supervisors and the Screen Development Team for approval. Tailor the training program to meet the needs of the end-user. The topics of the training will be screen hierarchy, navigation, color usage, control actions, trending features, and alarm handling.
2. Develop a Cimplicity training "project", including database, security, screens, trends and alarms. The training screens will be similar to the hierarchy, navigation, color usage, control actions, trending features, and alarm handling of the existing MWW control system. Assist MWW with the installation and configure of Cimplicity to operate in the training center. Work with MWW staff on the configuration of each training node with the same Cimplicity training project containing a necessary training database, training screens, historical data collection settings, and alarm settings to simulate the control system at MWW.
3. Conduct a dry-run training session with 6 trainees, selected by the PCS Design Team, Screen Development Team and the Supervisors. Solicit comments and suggestions, and incorporate changes as necessary.
4. Conduct training sessions with operators to refine the materials. EMA will conduct the first session of user-level training with MWW assistance, MWW will conduct the next session with EMA assistance and then MWW will conduct a third session by itself. During this phase the materials and training will not be adjusted, unless gross problems are uncovered. 24 hours
5. Conduct a short-term and a long-term quality survey of the first 3 training sessions. The short-term survey will be conducted at the end of each session. The long-term survey will be conducted 2 weeks after the training session to assess how well the training works in the field. The long-term surveys will be handed out by the Supervisors to the trainees and collected by the Supervisors. The PCS Design Team, Screen Development Team and the Supervisors will meet

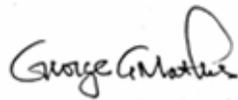
to discuss the survey results and make changes to the training as necessary. Revise the training materials as needed and produce the final training manuals. 16 hours

6. MWW will conduct the remaining training sessions of user-level training. EMA will provide support and document revisions as needed.

Sessions are limited to 4 hours each; including 3 breaks at the hour marks. It is required that the trainees already have had user-level training with Microsoft Windows or are familiar with the Microsoft Windows operating system

Best regards,

EMA, Inc.

A handwritten signature in black ink that reads "George A. Mathes". The signature is written in a cursive style with a large, looped initial "G".

George A. Mathes
President, CEO