

CITY OF CHICO

P.O. BOX 3420 CHICO, CA 95927-3420

PURCHASE ORDER / PAYMENT AUTHORIZATION / CLAIM

March 1, 2021			Date Check Required	3. Odote/Bid Reference (Complete if Applicable) Per Agreement/Amendment Dated Bid Quote Summary Attached Sole Source/Vendor Approval Attached Rotational Vendor			
5. Annual Master Encumber Payment Authorization Confirming 6. Budgeted (Attach Budget to Actual Reporting Budgeted Supplemental Appropriation No Approved Request for Over-Expenditure				ual Report)	7. For Contractor's Retention C Held by City Paid to Escrow Agent		
City of P.O. B Chico, REQUIRE 9. VENDOR John Build	TO (Point of E f Chico fox 3420 , CA 95927-342 ED DELIVERY /CLAIMANT (N son Contro ling Efficien Woodmere om, CA 956	DATE: lame and Ado ols, Inc. ncy, Brance e Rd, Ste 1	dress) PEID N		ACCOUNT(S) CHARGED: 801/50034-933-4800	\$33,220.89	
T O ISC	, e, r 330		11. ORDER / CLAIM (Sub	ject to conditions in Section	n 13.)	30"3"	
QUANTITY ORDERED	UNIT	INV.	DESCRIPTION	NC	PRICE PER UNIT	TOTAL PRICE	
			Pump Replacement at City Hall (W Consultant will change out both he This will include new fittings and is also change out gas pressure regul on-line, Contractor will test and ve Quote #: 1-1ANAME5F * Taxes not included in quote. Authorized pursuant to CMC Section Pricing per Sourcewell Contract #0 Pump Replace Consultant will change out both he Contract #0 Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement at City Hall (W Consultant Section A) Pump Replacement A) Pump Replacement A)	ot water circulation pumps. Solation valves. Contractor will lators. Once everything is back ery proper operation. on 3.08.06 B.7. 130817-JHN		33,220.89	
			Description (14 Ch	aracters)	Subtotal	\$ 33,220.89	
to FIN	NANCE OF	FICE, P.O	ail your invoice with this Purchase O J. Box 3420, Chico, CA 95927-3420 DINT OF DELIVERY, AS SPECIFIE	D. Unless otherwise stated,	□ Sales Tax □ Use Tax		
/\LL	THOLD ALL		JINI JE DELIVENT, AU OFECIFIE	D IN OLUTION O. ADOVE.			

12. Approvals

A. Claimant (Authorized Signature)

NO EXCEPTIONS.

B. Dept. Head (Authorized Signature)

C. City Manager (Authorized Signature)

TOTAL 🖈

\$ 33,220.89

13. NOTICE TO VENDOR

ACCEPTANCE OF THIS ORDER/CLAIM BY VENDOR/CLAIMANT NAMED HEREON CONSTITUTES VENDOR'S/CLAIMANT'S AGREEMENT TO AND ACCEPTANCE OF THE FOLLOWING LISTED

- 1. Claimant (Section 12A) certifies that upon claimant's personal knowledge the items and amounts set forth are true and correct, that no part thereof has been paid by the City of Chico, and that the amount claimed is justly due.
- 2. Void unless signed by City Manager or the authorized representative in Section 12C, above. Changes of any kind from items specified in Section 11, above, are not authorized unless approved in writing by City Manager prior to shipping.
 Invoices must reflect only those items stipulated in Section 11, above, which have been shipped. Payment will not be made by City of Chico until goods or services ordered have been satisfactorily received.
- Back ordered items may not be billed on invoice. Invoices must be rendered no later than date of shipment, Invoices must reflect Purchase Order Number appearing on this Order. All goods, material, and supplies delivered must clearly indicate Purchase Order Number on outside of package.

 Payment will be made with approval from receiving department for items received/services rendered within 30 days of receipt of invoice or as specified by contract.
- 5. The City Manager reserves the right to cancel from this order any or all item(s) not delivered by the delivery date specified in Section 8, above, unless written notice of vendor's inability to comply with the requirement is forwarded to and accepted by the City Manager.
- 6. Unless otherwise stated, all prices are F.O.B. point of delivery as specified in Section 8, above. 7. The City of Chico reserves the right to reject any or all item(s) delivered which do not conform to specifications reflected above or which have been damaged in transit. Such goods will be returned at sole risk, cost, and expense of vendor.



CITY OF CHICOP.O. BOX 3420 CHICO, CA 95927-3420

ENCUMBERED

PURCHASE ORDER / PAYMENT AUTHORIZATION / CLAIM

No.141547

March 1, 2021		Per Agreement/Amendment Dated Bid Quote Summary Attached Sole Source/Vendor Approval Attache Rotational Vendor	DIAN DIAN DIAN DIAN DIAN DIAN DIAN DIAN	O&M/mb	
5. Annual Master Encumber Payment Authorization Confirming	6. Budgeted (Attach Budget to Actual R Budgeted Supplemental Appropriation No.	6 Budgeted (Attach Budget to Actual Report) Budgeted			
8. DELIVER TO (Point of Delivery Destination City of Chico P.O. Box 3420 Chico, CA 95927-3420 REQUIRED DELIVERY DATE: 9. VENDOR/CLAIMANT (Name and Address Johnson Controls, Inc.	PEID NO.	933-000-8801/5003		\$33,220.89	
Building Efficiency, Branch 1 103 Woodmere Rd, Ste 110 Folsom, CA 95630	11. ORDER / CLAIM (Subject	to conditions in Section	13)	ec.	
QUANTITY UNIT INV.	DESCRIPTION	TO CONTINUE OF THE CONTINUE OF	PRICE	TOTAL PRICE	
OHDERED CONTROL OF THE PROPERTY OF THE PROPERT	Pump Replacement at City Hall (Water Consultant will change out both hot withis will include new fittings and isolated so change out gas pressure regulator on-line, Contractor will test and very populate #: 1-1ANAMESF Taxes not included in quote. Authorized pursuant to CMC Section 3 Pricing per Sourcewell Contract #0308 Pump Replacem Description (14 Characte	ater circulation pumps. tion valves. Contractor will rs. Once everything is back proper operation. 0.08.06 B.7. 17-JHN	PER UNIT	33,220.89	
to FINANCE OFFICE, P.O. B	ox 3420, Chico, CA 95927-3420. U	invoice with this Purchase Order Number noted thereon 9420, Chico, CA 95927-3420. Unless otherwise stated, DELIVERY, AS SPECIFIED IN SECTION 8, ABOVE.		\$ 33,220.89	
A. Claimant (Authorized Signature)	12. Ap B. Dept, Head (Author	provals	ty Manager (Authorized Signa	ature)	
A. Mainair (Authorized Signature)	Jacque,	July Vis	Mark	mo	
	13. CERTIFICATION (D	oes not apply to Claim)			
satisfactorily, or u that payment	for services ordered and reflected in Sec is authorized in this instance in advance accordingly, I hereby certify that payment olumn in Section 11 above.	of receipt of goods or services	(e.g. equipment maintena	nce, subscriptions,	
Date	and the Minney	Ву			
		Auth	orized Dept./Officer Signature		



CITY OF CHICO

P.O. BOX 3420 CHICO, CA 95927-3420

DIIDCHAC	E ODDED /	/ PAVMENT AUTHORIZATION / CLAUM

ENCUMBERED No.141547

March 1, 2021				2. Date Crieck Required 3. Quote/Bid Reference (Complete II applicable) 2. Per Agreement/Amendment Dated 2. Bid Quote Summary Attached 3. Quote/Sement/Amendment Dated 4. Per Agreement/Amendment Dated 5. Sole Source/Vendor Approval Attached 6. Rotational Vendor			PWD/O&M/mb		
5. U Annual Encumb Paymer Confirm	ber nt Authorizatio	n y		6 Budgeted (Attach Budget to Actual Report) □ Budgeted □ Supplemental Appropriation No. □ Approved Request for Over-Expenditure Attached			7. For Contractor's Retention Only: ☐ Held by City ☐ Paid to Escrow Agent ☐ Paid to Contractor		
Gity of P.O. Bo Chico, BEQUIRE 9. VENDOR/ Johns Buildi 103 V	Chico ox 3420 CA 95927-342 D DELIVERY CLAIMANT (N GON Contro	ame and Addre ols, Inc. ncy, Branch e Rd, Ste 110	ss) 110 0	PEID NO		933-000-880	1/50034-933		\$33,220.89
QUANTITY				11. ORDER / CLAIM (Subje		ons in Section			40
ORDERED	UNIT	INV.	111	DESCRIPTIO	N		PRICE PER UN		TOTAL PRICE
to FIN	ANCE OF	FICE, P.O. E FOB POII	Consul This w also ch on-line Quote * Taxe Author Pricing	Replacement at City Hall (Waltant will change out both horill include new fittings and ischange out gas pressure regular, Contractor will test and verwell test	t water circulat plation valves. Once every proper opera in 3.08.06 B.7. 80817-JHN ement vacters) der Number no. Unless othen	ion pumps. Contractor will rything is back tion. oted thereon wise stated,	Subtotal Sales Ta Use Tax	ах	\$ 33,220.89
			-	12	Approvals				
A. Claimant (Authorized Signature) B. Dept., Head (Authorized Signature) C. City Manager (Authorized Signature) 13. REMARKS (Indicate below any comments appropriate to this order)									
)		☐ Finance Oft☐ City Clerk _☐ Planning O☐ Police Dept	er fice ffice	Order to:		☐ Fire Dept ☐ Personnel Office ☐ Park ☐ Airport ☐ City Attorney ☐ Community Dev	elopment		
FORM REV. 1/0	3						100		



Pump replacement

Quote Prepared by Ryan Pettit
03/03/2021



PROPOSAL

Account Information

Bill To:

CITY OF CHICO

ATTN AP 10613 P O BOX 3420

CHICO CA USA 95927

Quote Reference Number:

1-1ANAME5F

Project Name:

Pump replacement CHICO CITY HALL

Site:

411 MAIN STREET

CHICO CA 95928-6252

Branch Info:

JOHNSON CNTRL SACRMNT RENO BKRFLD FRSNO CB - 0N0M

Attn: Tom Varga

Customer Information

Name:

Tom Varga

This proposal is hereby accepted and Johnson Controls is authorized to proceed with the work, subject to credit approval By Johnson Controls, Inc. Milwaukee, WI.

We propose to furnish the materials and/or perform the work below for the net price of: \$33,220.89

This proposal is valid through: 03/26/2021

1

CITY OF CHICO

Johnson Controls Inc.

Signature:	pacques flutto fis-	Signature:	
Name:	Jacques Vos	Name:	
Title:	Pacilities Manager	Title:	
Date:	March 3, 2021	Date:	
P0:	141547	-	

Proposal Overview

Benefits/Scope of Work:

We will be changing out both hot water circulation pumps. This will include new fittings and isolation valves. We will also be changing out gas pressure regulators. Once everything is back online we will test and verify proper operation.

Exclusions:

- 1.Labor or material not specifically described above is excluded from this proposal. 2.Unless otherwise stated, any and all overtime labor is excluded from this proposal.
- 3. Applicable taxes or special freight charges are excluded from this proposal

(IMPORTANT): This proposal incorporates by reference the terms and conditions which are attached to this document. All work is to be performed Monday through Friday during normal Johnson Controls, Inc. (JCI) business hours unless otherwise noted. This proposal, or any accepted alternates, are hereby accepted by Customer, and JCI is authorized to proceed with the work; subject, however, to credit approval by JCI, Milwaukee, Wisconsin.

TERMS AND CONDITIONS

By accepting this proposal, Customer agrees to be bound by the following terms and conditions:

- 1. SCOPE OF WORK. This proposal is based upon the use of straight time labor only. Plastering, patching, and painting are excluded. Disinfecting of chiller condenser and cooling tower water systems and components for biohazards, such as but not limited to Legionella, are excluded unless otherwise specifically stated in this agreement. In-line duct and piping devices, including, but not limited to valves, dampers, humidifiers, wells, taps, flow meters, orifices, etc., if required hereunder to be furnished by JCI, shall be distributed and installed by others under JCI's supervision but at no additional cost to JCI. Customer agrees to provide JCI with required field utilities (electricity, toilets, drinking water, project hoist, elevator service, etc.) without charge. JCI agrees to keep the job site clean of debris arising out of its own operations. Customer shall not back charge JCI for any costs or expenses without JCI's written consent. Unless specifically noted in the statement of the scope of work or services undertaken by JCI under this agreement, JCI's obligations under this agreement expressly exclude any language or provision of the agreement elsewhere contained which may authorize or empower the Customer to change, modify, or alter the scope of work or services to be performed by JCI and shall not operate to compel JCI to perform any work relating to Hazards or Biohazards, such as but not limited to Legionella, without JCI's express written consent.
- 2. INVOICE AND PAYMENTS. JCI may invoice Customer monthly for all materials delivered to the job site or to an off-site storage facility and for all work performed on-site and off-site. Customer shall pay JCI at the time Customer signs this agreement an advance payment equal to 10% of the contract price, which advance payment shall be credited against the final payment (but not any progress payment) due hereunder. Payment is due to JCI upon Customer's receipt of JCI's invoice and shall be paid by Customer within 30 days. Invoicing disputes must be identified by Customer in writing within 21 days of the date of the invoice. Payment of any disputed amounts are due and payable upon resolution of such dispute. All other amounts remain due within 30 days. Failure to make payments when due will give JCI, without prejudice to any other right or remedy, the right to: (i) stop performing any services, withhold deliveries of equipment and other materials, terminate or suspend any unpaid software licenses, and/or terminate this agreement; and (ii) charge Customer interest on the amounts unpaid at a rate equal to the lesser of one and one half (1.5) percent per month or the maximum rate permitted under applicable law, until payment is made in full. Customer will pay all of JCI's reasonable collection costs (including legal fees and expenses). In the event of Customer's default, the balance of any outstanding amounts will be immediately due and payable. Lien waivers will be furnished upon request, as the work progresses, to the extent payments are received.
- 3. MATERIALS. If the materials or equipment included in this proposal become temporarily or permanently unavailable for reasons beyond the control and without the fault of JCI, then in the case of such temporary unavailability, the time for performance of the work shall be extended to the extent thereof, and in the case of permanent unavailability, JCI shall (a) be excused from furnishing said materials or equipment, and (b) be reimbursed for the difference between the cost of the materials or equipment permanently unavailable and the cost of a reasonably available substitute therefore.
- * EQUIPMENT WARRANTY. JCI warrants that equipment manufactured or labeled by JCI shall be free from defects in material and workmanship arising from brmal usage for a period of one year. Only if JCI installs or furnishes a piece of equipment under this agreement, and that equipment is covered by a warranty from a manufacturer other than JCI, JCI will transfer the benefits of that manufacturer's warranty to Customer. All transportation charges incurred in connection with the warranty for equipment and/or materials not installed by JCI shall be borne by Customer. These warranties shall not extend to any equipment that has been abused, altered, misused or repaired by Customer or third parties without the supervision of and prior written approval of JCI, or if JCI serial numbers or warranty date decals have been removed or altered. Customer must promptly report any failure of the equipment to JCI in writing.
- 5. LIMITED WARRANTY. JCI warrants its workmanship or that of its agents (Technicians) in relation to installation of equipment for a period of ninety (90) days from date of installation. Customer shall bear all labor costs associated with replacement of failed equipment still under JCI's equipment warranty or the original manufacturer's warranty, but outside the terms of this express labor warranty. All warranty labor shall be executed on normal business days during JCI normal business hours. These warranties do not extend to any equipment which has been repaired by others, abused, altered, or misused in any way, or which has not been properly and reasonably maintained. THESE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THOSE OF MERCHANTABILITY AND FITNESS FOR A SPECIFIC PURPOSE. UNDER NO CIRCUMSTANCES SHALL JCI BE LIABLE FOR ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES ARISING FROM OR RELATING TO ANY DEFECT IN MATERIAL OR WORKMANSHIP OF EQUIPMENT OR THE PERFORMANCE OF SERVICES. JCI makes no and specifically disclaims all representations or warranties that the services, products, software or third party product or software will be secure from cyber threats, hacking or other similar malicious activity.
- 6. LIABILITY. To the maximum extent permitted by law, in no event shall JCI and its affiliates and their respective personnel, suppliers and vendors ("JCI Parties") be liable to you or any third party under any cause of action or theory of liability even if advised of the possibility of such damages, for any: (a) special, incidental, consequential, punitive, or indirect damages; (b) lost profits, revenues, data, customer opportunities, business, anticipated savings, or goodwill; (c) business interruption; or (d) data loss or other losses arising from viruses, ransomware, cyber-attacks or failures or interruptions to network systems. In any case, the entire aggregate liability of the JCI Parties under this proposal for all damages, losses, and causes of action (whether in contract, tort (including negligence), or otherwise) shall be limited to the amounts payable to JCI hereunder.
- 7. TAXES. The price of this proposal does not include duties, sales, use, excise, or other taxes, unless required by federal, state, or local law. Customer shall pay, in addition to the stated price, all taxes not legally required to be paid by JCI or, alternatively, shall provide JCI with acceptable tax exemption certificates. JCI shall provide Customer with any tax payment certificate upon request and after completion and acceptance of the work.
- 8. DELAYS. JCI shall not be liable for any delay in the performance of the work resulting from or attributed to acts of circumstance beyond JCI's control, including but not limited to; acts of God, fire, riots, labor disputes, conditions of the premises, acts or omissions of the Customer, Owner, or other Contractors or delays caused by suppliers or subcontractors of JCI, etc.
- 9. COMPLIANCE WITH LAWS. JCI shall comply with all applicable federal, state, and local laws and regulations, and shall obtain all temporary licenses and permits required for the prosecution of the work. Licenses and permits a permanent nature shall be procured and paid for by the Customer.
- 10. PRICING; PAYMENT. JCI may increase prices upon notice to the Customer to reflect increases in material and labor costs. Customer shall pay all invoices when due in accordance with the payment terms provided for herein, and such payment is a condition precedent to JCI's obligation to provide products or perform rvices hereunder. In issuing any purchase order related to or arising out of this proposal and notwithstanding any language to the contrary therein, Customer acknowledges and agrees that any and all JCI invoices for an amount greater than \$25,000 shall be paid via wire transfer, check or money order, and that



Customer shall not make, nor will JCI accept, payment in excess of \$25,000 in the form of a credit card, debit card, or other similar payment device.

- 11. DISPUTES. All disputes involving more than \$15,000.00 shall be resolved by arbitration in accordance with the rules of the American Arbitration Association. The prevailing party shall recover all legal costs and attorneys' fees incurred as a result. Nothing here shall limit any rights under construction lien laws.
- 32. INSURANCE. Insurance coverage in excess of JCI's standard limits will be furnished when requested and required. No credit will be given or premium paid by JCI for insurance afforded by others.
- 13. INDEMNITY. The Parties hereto agree to indemnify each other from any and all liabilities, claims, expenses, losses or damages, including attorney's fees which may arise in connection with the execution of the work herein specified and which are caused, by the negligent act or omission of the indemnifying Party.
- 14. CUSTOMER RESPONSIBILITIES. Customer is solely responsible for the establishment, operation, maintenance, access, security and other aspects of its computer network ("Network") and shall supply Johnson Controls secure Network access for providing its services. Products networked, connected to the internet, or otherwise connected to computers or other devices must be appropriately protected by Customer and/or end user against unauthorized access. Customer is responsible to take appropriate measures, including performing back-ups, to protect information, including without limit data, software, or files (collectively "Data") prior to receiving the service or products.
- 15. FORCE MAJEURE. JCI shall not be liable, nor in breach or default of its obligations under this proposal, for delays, interruption, failure to render services, or any other failure by JCI to perform an obligation under this proposal, where such delay, interruption or failure is caused, in whole or in part, directly or indirectly, by a Force Majeure Event. A "Force Majeure Event" is a condition or event that is beyond the reasonable control of JCI, whether foreseeable or unforeseeable, including, without limitation, acts of God, severe weather (including but not limited to hurricanes, tornados, severe snowstorms or severe rainstorms), wildfires, floods, earthquakes, seismic disturbances, or other natural disasters, acts or omissions of any governmental authority (including change of any applicable law or regulation), epidemics, pandemics, disease, viruses, quarantines, or other public health risks and/or responses thereto, condemnation, strikes, lock-outs, labor disputes, an increase of 5% or more in tariffs or other excise taxes for materials to be used on the project, fires, explosions or other casualties, thefts, vandalism, civil disturbances, insurrection, mob violence, riots, war or other armed conflict (or the serious threat of same), acts of terrorism, electrical power outages, interruptions or degradations in telecommunications, computer, network, or electronic communications systems, data breach, cyber-attacks, ransomware, unavailability or shortage of parts, materials, supplies, or transportation, or any other cause or casualty beyond the reasonable control of JCI. If JCI's performance of the work is delayed, impacted, or prevented by a Force Majeure Event or its continued effects, JCI shall be excused from performance under this proposal. Without limiting the generality of the foregoing, if JCI is delayed in achieving one or more of the scheduled milestones set forth in this proposal due to a Force Majeure Event, JCI will be entitled to extend the relevant completion date by the amount of time that JCI was delayed as a result of the Force Majeure Event, plus such additional time as may be reasonably necessary to overcome the effect of the delay. To the extent that the Force Majeure Event directly or indirectly increases JCI's cost to perform the services, Purchaser is obligated to reimburse JCI for such increased costs, including, without limitation, costs incurred by JCI for additional labor, inventory storage, expedited shipping fees, trailer and equipment rental fees, subcontractor fees or other costs and expenses incurred by JCI in connection with the Force Majeure Event.
- 16. OCCUPATIONAL SAFETY AND HEALTH. The Parties hereto agree to notify each other immediately upon becoming aware of an inspection under, or any alleged violation of the, Occupational Safety and Health Act relating in any way to the project or project site.
- 17. ONE-YEAR CLAIMS LIMITATION. No claim or cause of action, whether known or unknown, shall be brought against JCI more than one year after the claim first arose. Except as provided for herein, JCI's claims must also be brought within one year. Claims for unpaid contract amounts are not subject to the one-year limitation.
- /8. JCI CONNECTED EQUIPMENT SERVICES. Certain equipment sold hereunder includes by default JCI's Connected Equipment Services. Connected Equipment Services is a data-analytics and monitoring Software platform that uses a cellular or network connection to gather equipment performance data to assist JCI in advising Customer on (and Customer in better understanding) such equipment's health, performance or potential malfunction. If Customer's equipment includes Connected Equipment Services, such services will be on by default and the remote connection will continue to connect to Customer's Equipment through the full equipment lifecycle, unless Customer specifically requests in writing that JCI disable the remote connection or JCI discontinues or removes such remote connection. For more information on whether your particular equipment includes Connected Equipment Services, a subscription to such services and the cost, if any, of such subscription, please see your applicable order, quote, proposal, or purchase documentation or talk to your JCI sales representative. If Customer's equipment includes Connected Equipment Services, JCI will provide a cellular modern or other gateway device ("Gateway Device") owned by JCI or Customer will supply a network connection suitable to establish a remote connection with Customer's applicable equipment to permit JCI to use Connected Equipment Services to perform first-year and extended warranty services as well as other services, including troubleshooting, quarterly health reports, remote diagnostic and monitoring and aftermarket services. For certain subscriptions, Customer will be able to access equipment information from a mobile or smart device using Connected Equipment Service's mobile or web app. Any Gateway Devices provided hereunder shall remain JCI's property, and JCI may upon reasonable notice access and remove such Gateway Device and discontinue services in accordance with the Software Terms. If Customer does not permit JCI to connect via a connection validated by JCI for the equipment and a service representative must therefore be dispatched to the Customer site, then the Customer will pay JCI at JCI's then-current standard applicable contract regular time and/or overtime rate for services performed by the service representative. JCI disclaims any obligation to advise Customer of any possible equipment error or malfunction. Customer acknowledges that, while Connected Equipment Services generally improve equipment performance and services, Connected Equipment Services does not prevent all potential malfunction, insure against all loss or guarantee a certain level of performance and that JCI shall not be responsible for any injury, loss, or damage caused by any act or omission of JCI related to or arising from the monitoring of the equipment under Connected Equipment Services.
- 19. SOFTWARE AND DIGTAL SERVICES. Use, implementation, and deployment of the software and hosted software products ("Software") offered under these terms shall be subject to, and governed by, JCI's standard terms for such Software and Software related professional services in effect from time to time at https://www.johnsoncontrols.com/techterms (collectively, the "Software Terms"). Applicable Software Terms are incorporated herein by this reference. Other than the right to use the Software as set forth in the Software Terms, JCI and its licensors reserve all right, title, and interest (including all intellectual property rights) in and to the Software and improvements to the Software. The Software that is licensed hereunder is licensed subject to the Software Terms and not sold. If there is a conflict between the other terms herein and the Software Terms, the Software Terms shall take precedence and govern with respect to rights and responsibilities relating to the Software, its implementation and deployment and any improvements thereto.
- 20. ENTIRE AGREEMENT. This proposal, upon acceptance, shall constitute the entire agreement between the parties and supersedes any prior representations or understandings.
- 21. CHANGES. No change or modification of any of the terms and conditions stated herein shall be binding upon JCI unless accepted by JCI in writing.