EXCEPTIONS TO PROPOSAL, TERMS, CONDITIONS AND SOLUTIONS REQUEST

Form C

Company Name: Dude Solutions, Inc. dba SchoolDude & FacilityDude

Note: **Original must be signed** and inserted in the inside front cover pouch.

Any exceptions to the Terms, Conditions, Specifications, or Proposal Forms contained herein shall be noted in writing and included with the proposal submittal. Proposer acknowledges that the exceptions listed may or may not be accepted by NJPA and may or may not be included in the final contract. NJPA may clarify exceptions listed here and document the results of those clarifications in the appropriate section below.

Section/page	Term, Condition, or Specification	Exception	NJPA ACCEPTS
8. General Terms and Conditions, item 8.5, page 30	Jurisdiction : Any claims pertaining to this RFP and any resulting Contract that develop between NJPA and any other party must be brought forth only in courts in Todd County in the State of Minnesota unless otherwise agreed to.	Dude Solutions respectfully request that the controlling jurisdiction to be North Carolina.	
8. General Terms and Conditions, Item 8.8, page 31	Indemnity: Each party agrees it will be responsible for its own acts and the result thereof to the extent authorized by law and shall not be responsible for the acts of the other party and the results thereof. NJPA's liability shall be governed by the provisions of the Minnesota Tort Claims Act, Minnesota Statutes, Section §3.736, and other applicable law.	Dude Solutions respectfully request that the provision be modified with "Each party agrees it will only be responsible for ***its own negligent acts and omissions*** and the result thereof to the extent authorized by law..."	NJPA Accepts
Form A, Item 24	Identify any geographic areas or NJPA market segments of the United States you will NOT be	SchoolDude (excluding FacilityDude) will not provide products or services thru NJPA to the following 25 states:	NJPA Accepts

	fully serving through the proposed contract.	AZ, CA, CO, CT, FL, IN, IA, KS, KY, MA, MI, MO, MT, NE, NJ, NM, ND, OH, OR, PA, TX, VA, WA, WI, WY.	

Proposer's Signature:

Date: 10/30/2015

NJPA's clarification on exception/s listed above:

*Any proposed exception not explicitly accepted by NJPA is hereby rejected and not made part of the contract.

Contract Award
RFP #110515

FORM D

Formal Offering of Proposal
(To be completed Only by Proposer)

PUBLIC SECTOR ADMINISTRATIVE-RELATED SOFTWARE SOLUTIONS & TECHNOLOGY SERVICES
In compliance with the Request for Proposal (RFP) for PUBLIC SECTOR ADMINISTRATIVE-RELATED SOFTWARE SOLUTIONS & TECHNOLOGY SERVICES the undersigned warrants that I/we have examined this RFP and, being familiar with all of the instructions, terms and conditions, general specifications, expectations, technical specifications, service expectations and any special terms, do hereby propose, fully commit and agree to furnish the defined equipment/products and related services in full compliance with all terms, conditions of this RFP, any applicable amendments of this RFP, and all Proposer's Response documentation. Proposer further understands they accept the full responsibility as the sole source of responsibility of the proposed response herein and that the performance of any sub-contractors employed by the Proposer in fulfillment of this proposal is the sole responsibility of the Proposer.

Company Name: Dude Solutions, Inc. dba SchoolDude & FacilityDude Date: 10/30/2015

Company Address: 11000 Regency Parkway, Suite 110,

City: Cary State: NC Zip: 27518

Contact Person: Melissa Buchanan Title: Contract Administrator

Authorized Signature (ink only): _____

Scott V. Carpenter _____
(Name printed or typed)

Form E

Contract Acceptance and Award

(To be completed only by NJPA)

NJPA #110515 PUBLIC SECTOR ADMINISTRATIVE-RELATED SOFTWARE SOLUTIONS & TECHNOLOGY SERVICES

Dude Solutions, Inc. dba SchoolDude & FacilityDude
Proposer's full legal name

Your proposal is hereby accepted and awarded. As an awarded Proposer, you are now bound to provide the defined product/equipment and services contained in your proposal offering according to all terms, conditions, and pricing set forth in this RFP, any amendments to this RFP, your Response, and any exceptions accepted or rejected by NJPA on Form C.

The effective start date of the Contract will be December 15, 20 15 and continue for four years from the board award date. This contract has the consideration of a fifth year renewal option at the discretion of NJPA.

National Joint Powers Alliance® (NJPA)

NJPA Authorized signature: _____ Dr. Chad Coauette
NJPA Executive Director (Name printed or typed)

Awarded this 15th day of December, 20 15 **NJPA Contract Number # 110515-SDI**

NJPA Authorized signature: _____ Scott Veroner
NJPA Board Member (Name printed or typed)

Executed this 15th day of December, 20 15 **NJPA Contract Number # 110515-SDI**

Proposer hereby accepts contract award including all accepted exceptions and NJPA clarifications identified on FORM C.

Vendor Name Dude Solutions, Inc.

Vendor Authorized signature: _____ Scott V. Carpenter
(Name printed or typed)

Title: Sr. VP, Sales

Executed this 11th day of January, 20 16 **NJPA Contract Number # 110515-SDI**

Form F

PROPOSER ASSUARANCE OF COMPLIANCE

Proposal Affidavit Signature Page

PROPOSER'S AFFIDAVIT

The undersigned, representing the persons, firms and corporations joining in the submission of the foregoing proposal (such persons, firms and corporations hereinafter being referred to as the "Proposer"), being duly sworn on his/her oath, states to the best of his/her belief and knowledge:

1. The undersigned certifies the Proposer is submitting their proposal under their true and correct name, the Proposer has been properly originated and legally exists in good standing in its state of residence, that the Proposer possesses, or will possess prior to the delivery of any equipment/products and related services, all applicable licenses necessary for such delivery to NJPA members agencies nationally, and that they are authorized to act on behalf of, and encumber the "Proposer" in this Contract; and

2. To the best of my knowledge, no Proposer or Potential Proposer, nor any person duly representing the same, has directly or indirectly entered into any agreement or arrangement with any other Proposers, Potential Proposers, any official or employee of the NJPA, or any person, firm or corporation under contract with the NJPA in an effort to influence either the offering or non-offering of certain prices, terms, and conditions relating to this RFP which tends to, or does, lessen or destroy free competition of the Contract sought for by this RFP; and

3. The Proposer or any person on his/her behalf, has not agreed, connived or colluded to produce a deceptive show of competition in the manner of the proposal or award of the referenced contract; and

4. Neither the Proposer nor any officer, director, partner, member or associate of the Proposer, nor any of its employees directly involved in obtaining contracts with the NJPA or any subdivision of the NJPA, has been convicted of false pretenses, attempted false pretenses or conspiracy to commit false pretenses, bribery, attempted bribery or conspiracy to bribe under the laws of any state or federal government for acts or omissions after January 1, 1985; and

5. The Proposer has examined and understands the terms, conditions, scope, contract opportunity, specifications request and other documents of this solicitation and that any and all exceptions have been noted in writing and have been included with the proposal submittal; and

6. If awarded a contract, the Proposer will provide the equipment/products and/or services to qualifying members of the NJPA in accordance with the terms, conditions, scope of this RFP, Proposer offered specifications and other documents of this solicitation; and

7. The undersigned, being familiar with and understand the expectations requested and outlined in this RFP under consideration, hereby proposes to deliver through valid requests, Purchase Orders or other acceptable forms ordering and procurement by NJPA Members. Unless otherwise indicated, requested and agreed to on a valid purchase order per this RFP, only new, unused and first quality equipment/products and related services are to be transacted with NJPA Members relating to an awarded contract; and

8. The Proposer has carefully checked the accuracy of all proposed products/equipment and related services and listed total price per unit of purchase in this proposal to include shipping and

delivery considerations. In addition, the Proposer accepts all general terms and conditions of this RFP, including all responsibilities of commitment as outlined and proposed; and

9. In submitting this proposal, it is understood that the right is reserved by the NJPA to reject any or all proposals and it is agreed by all parties that this proposal may not be withdrawn during a period of 90 days from the date proposals were opened regarding this RFP; and

10. The Proposer certifies that in performing this Contract they will comply with all applicable provisions of the federal, state, and local laws, regulations, rules, and orders; and

11. The Proposer understands that submitted proposals which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "nonpublic" will not be accepted by NJPA. Pursuant to Minnesota Statute §13.37 only specific parts of the proposal may be labeled a "trade secret." All proposals are nonpublic until the contract is awarded; at which time, both successful and unsuccessful vendors' proposals become public information.

12. The Proposer understands and agrees that NJPA will not be responsible for any information contained within the proposal.

13. By signing below, the Proposer understands it is his or her responsibility as the Vendor to act in protection of labeled information and agree to defend and indemnify NJPA for honoring such designation. Proposer duly realizes failure to so act will constitute a complete waiver and all submitted information will become public information; additionally failure to label any information that is released by NJPA shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

[The rest of this page has been left intentionally blank. Signature page below]

By signing below, Proposer is acknowledging that he or she has read, understands and agrees to comply with the terms and conditions specified above.

Company Name: Dude Solutions, Inc. dba SchoolDude & FacilityDude

Contact Person for Questions: Melissa Buchanan

(Must be individual who is responsible for filling out this Proposer's Response form)

Address: 11000 Regency Parkway, Suite 110

City/State/Zip: Cary, NC 27518

Telephone Number: (877) 868-3833

Fax Number: 800-216-3063

E-mail Address: sandy@schooldude.com

Authorized Signature: SVC

Authorized Name (typed): Scott V. Carpenter

Title: Senior Vice President of Sales

Date: 10/30/2015

Notarized

Subscribed and sworn to before me this 29th day of October, 2015

Notary Public in and for the County of Wake State of North Carolina

My commission expires: May 2, 2017

Signature: Linda P Lowery

LINDA P LOWERY NOTARY PUBLIC HARNETT COUNTY, N.C.

Form P

PROPOSER QUESTIONNAIRE
Payment Terms, Warranty, Products/Equipment/Services, Pricing and Delivery, Industry Specific

Proposer Name: Dude Solutions, Inc. dba SchoolDude & FacilityDude

Questionnaire completed by: Sandy King

Payment Terms and Financing Options

1) Identify your payment terms if applicable. (Net 30, etc.)

   Payment terms are Net 30.

2) Identify any applicable leasing or other financing options as defined herein.

   Not Applicable.

3) Briefly describe your proposed order process for this proposal and contract award. (Note: order process may be modified or refined during an NJPA member's final Contract phase process).
   a. Please specify if you will be including your dealer network in this proposal. If so, please specify how involved they will be. (For example, will he Dealer accept the P.O.?), and how are we to verify the specific dealer is part of your network?

   A new order is received when a purchase order is given by the client. The new order is sent immediately to our Client Care representative who in turn activates the products(s) within 24 hours of receiving the order. The client is also contacted within 48 hours by the Client Care representative to secure a training date(s) to begin implementing their purchased solutions. A Client Service analyst is assigned to do the training and contacts the client prior to their scheduled session to discuss any special needs, etc for the training. Pre-training workbooks are set out along with directions on how to attend the training online using our webcast services. A follow-up call is done one week after the training session by the Client Service analyst to see how the client is progressing after the training.

4) Do you accept the P-card procurement and payment process?

   Our credit card system accepts Visa/Mastercard, Amex and Discover.

Warranty

5) Describe, in detail, your Manufacture Warranty Program including conditions and requirements to qualify, claims procedure, and overall structure.
6) Do all warranties cover all products/equipment parts and labor?
7) Do warranties impose usage limit restrictions?
8) Do warranties cover the expense of technicians travel time and mileage to perform warranty repairs?
9) Please list any other limitations or circumstances that would not be covered under your warranty.
10) Please list any geographic regions of the United States for which you cannot provide a certified technician to perform warranty repairs. How will NJPA Members in these regions be provided service for warranty repair?

For item #5 through #10 in the Warranty section above, Dude Solutions' conditions of use are governed by our online conditions of use statement available at: http://www.schooldude.com/terms and https://facilitydude.com/privacy-terms-of-use/

Equipment/Product/Services, Pricing, and Delivery

11) Provide a general narrative description of the equipment/products and related services you are offering in your proposal.

MaintenanceEssentials Pro is a cloud-based collaborative facilities management solution that simplifies the work order and preventive maintenance process, empowering your team with the benchmarking data, best practices coaching, and mobile tools necessary to guide your team to success into the future. It includes:

- Corrective Maintenance
  - Work order requests can be submitted from anywhere, reducing emails, phone calls, and hallway requests.
  - Automatically route, prioritize, and rank work order requests in real time by project, location, and budget.
- Preventive Maintenance
  - Schedule recurring maintenance and PM tasks and identify problems before they become an emergency.
  - Reduce costs by 2 to 10 cents a square foot by increasing energy efficiency, and reduce emergency work orders by 60%.
- Mobile Applications
  - Keep your team motivated and accountable with easy access to everything they need, right from their mobile devices.
  - Save time and increase productivity by accurately tracking time on-task – turn windshield time into wrench turning time.
- Facilities Best Practices Coaching
  - Your Account Manager – an education operations expert – is here to help you succeed and uncover opportunities to maximize your school's operations.
- Executive Facilities Reports & Presentations
  - Automatically generate your KPIs into a professional PowerPoint you can present to your leadership team.
- Facilities Key Performance Indicators
  - Our KPI platform gives you one dashboard to see how your team is doing and where you can improve, measure progress, and prove value.
- Facilities Trend & Comparative Data
  - Track your progress benchmarks over time and compare your performance to others in your region with comprehensive heat mapping.
- Best Practices Community
  - We offer the educations industry's only dedicated operations management online community. Communicate and collaborate with your peers and subject matter experts from across the globe.
- Facilities Resources & Templates
  - Your MyDude portal provides dynamic access to resources (videos, blogs, case studies, forums, help guides) specific to your school's success journey.
- Premier Onboarding & Legendary Support
  - We're here for you from Day 1 with top-notch implementation to help you get up and running. And we're always here with answers and training whenever you need us.
- Innovations & Enhancements
  - Capture the power of technology for your team with the latest enhancements and innovations available to help your institution keep improving each day.

InventoryDirect – On-Demand inventory management tool that helps you streamline your process for requesting, ordering, issuing, and tracking inventory items. (InventoryDirect will work as a standalone module but does tie in with MaintenanceDirect and PMDirect) Features include:

- Manages inventory items by category types: mechanical, custodial, tools, technology, instructional, and food services
- Tracks all inventory transactions, including issues, receipts, returns, adjustments, orders and transfers
- Allows inventory to be issued to a location, project, work order or employee
- Records receipt of inventory to pools, including item number, tax, supplier item ID, budget code, invoice and PO number
- Includes inventory catalog for easily viewing, selecting and printing lists of inventory items by category
- Enables requesters to select items from inventory catalogs and submit inventory requests online
- Automatically emails requesters with inventory request receipts and updates of order status changes
- Allows material safety datasheets to be linked to inventory item records
- Includes interactive calendar for reorders, tasks and reminders
- Automatically displays a list of items that need to be reordered, including supplier, suggested reorder quantity and last order date
- Enables users to request quotes for inventory items from multiple suppliers while reordering
- Tracks inventory items stored in multiple pools, including aisle and bin number and reorder points
- Tracks detailed information on inventory items, including unit of issue, contract status, supplier, average or fixed cost, tag number for tools, and backorder quantity

****IDWireless** – wireless inventory management tool that enables you to issue, receive, transfer, adjust and return inventory items using any handheld, Internet ready device through integration with InventoryDirect *(functionality included)*

Critical Alarm Automation - A communication bridge that allows your building management system (BMS) to create vital work orders in MaintenanceDirect (MD).

CAA can help you manage:

- Nuisance Alarms: Many BMS systems send many alarms throughout the day. They can become a nuisance and often the very important ones are missed. CAA is designed to notify you only of events you have defined as urgent.
- Documentation and Accountability: CAA creates a Work Order in MaintenanceDirect and follows your business rules and practices for notifications. BMS systems alone cannot do that. Detailed information of who is handling the critical/urgent alerts is at your fingertips. CAA is designed so all that information is documented and readily available via MD.
- Dispatch Vendors/Staff: CAA via MD will allow you to dispatch vendors/staff for preapproved work for critical events, without any further intervention. With BMS alone, you would have to intervene in all cases.
- Verification: CAA monitors the status of all work orders it creates to verify someone responded to the request. BMS only notify. CAA notifies, documents, and VERIFIES response.
- Escalation: CAA has escalation of notification. If the original party does not respond, CAA+MD will escalate the condition until it reaches someone who will respond. It does this and documents each step of the process.

CapitalForecastDirect – Online capital forecasting solution used to forecast facility needs and justify funding requests. Capital forecasting is essential to ensuring that your facilities and maintenance budgets are met every year; it helps reduce risk by ensuring that needed maintenance is properly prioritized; and it allows you to accurately forecast future facility requirements.

- Centralizes data by importing previous assessments
- Groups work by systems, locations, and building components

- Prioritizes and ranks impacts
- Forecasts long-range facility impacts
- Builds lists of future needs and estimated costs through renewal modeling
- Illustrates year-by-year trends

EventEssentials Pro is a cloud-based collaborative event management solution that simplifies the facility scheduling and community use process, providing your educational institution with tools to process online payments and data to benchmark progress, plus the best practices coaching necessary to guide your team to success. It includes:

- Facility Scheduling
  - Recoup approximately $18 per student by implementing a cost recovery program and improving coordination of support resources
  - Automate the scheduling process and eliminate scheduling conflicts, ultimately saving your staff's time and maximizing your building's efficiency
- Community Use
  - Improve customer service by automating communication and feedback with community members using an online portal for all event requests
  - Recover $5 per student annually and 10 minutes per event by improving efficiency and communication with external groups
- Online Payments
  - Save valuable time and money through a new online payment system. Online payments improve collections by 10% and save $2 per student per event.
- Events Best Practices Coaching
  - Your Account Manager – an education operations expert – is here to help you succeed and uncover opportunities to maximize your school's operations.
- Executive Events Reports & Presentations
  - Automatically generate your KPIs into a professional PowerPoint you can present to your leadership team.
- Events Key Performance Indicators
  - Our KPI platform gives you one dashboard to see how your team is doing and where you can improve, measure progress, and prove value.
- Events Trend & Comparative Data
  - Track your progress benchmarks over time and compare your performance to others in your region with comprehensive heat mapping.
- Best Practices Community
  - We offer the educations industry's only dedicated operations management online community. Communicate and collaborate with your peers and subject matter experts from across the globe.
- Events Resources & Templates
  - Your MyDude portal provides dynamic access to resources (videos, blogs, case studies, forums, help guides) specific to your school's success journey.
- Premier Onboarding & Legendary Support
  - We're here for you from Day 1 with top-notch implementation to help you get up and running. And we're always here with answers and training whenever you need us.
- Innovations & Enhancements
  - Capture the power of technology for your team with the latest enhancements and innovations available to help your school keep improving each day.

UtilityEssentials is a cloud-based energy management solution, integrated with ENERGY STAR®, that tracks, audits and analyzes utility consumption and cost to identify savings opportunities. It includes:

UtilityDirect: Online utility management and reporting tool that audits, tracks and analyzes utility consumption and costs to identify savings opportunities.

- Tracks and monitors bills for electric, fuel oil, propane, water, natural gas, sewer, trash/waste, and more
- Enables simple comparison and analysis of utility billing data
- Checks bills fifteen different ways to identify usage and cost problems
- Allows energy usage and cost comparisons by square foot between similar buildings
- Enables simple creation and evaluation of utility usage and cost budgets

ConserveDirect: Online energy tracking and conservation tool that integrates with UtilityDirect to provide information about your utility spending, including greenhouse gases, Energy Star® ratings and utility use.

- Reduces energy usage and spending
- Eliminates duplicate data entry into Energy Star's Portfolio Manager
- Improves communication by sharing your energy performance in easy to understand language
- Accessible from anywhere via the internet or mobile devices
- Pulls all data automatically from UtilityDirect (no entry duplication)

CrisisManager is a cloud-based mobile safety platform that gets your plans out of binders and into the hands of the people who need it.

- Publish custom safety plans to smartphones. Get the plans out of binders and on the one device that the people in your school are never without.
- Update plans as often as you need, without the endless time and expense required to reprint.
- Provide efficient communication to keep students safe. Mobile access to plans helps staff respond to any eventuality, knowing they have the latest information in their hands.
- Complement existing communications. Retain master hard copies and use alert systems—but CrisisManager provides an immediate, updatable, definitive source of your plans.

ITDirect is a powerful, online technology incident and help desk management tool that streamlines the entire technology workflow process, from incident request to resolution. Features include:

- Manages incidents for computers, audio visual and telecomm equipment
- Enables requesters to submit incidents and check status online
- Features enhanced routing with programmable logic for managing and automating incident approval and assignment
- Helps requesters identify problems at point of request through troubleshooting questionnaires
- Features work queues to group requests by problem type and automatically route and assigning incidents
- Enables technicians to receive and complete incidents via a wireless/mobile device through integration with ITWireless (sold separately)
- Enables easy import of existing inventory of IT assets
- Tracks detailed asset information including assignment, history, configuration, related incidents and default priority
- Includes online IT discussion board for peer problem solving and role-based public knowledge base for requester self-help
- Integrates with FSDirect facility scheduling system (sold separately) to enable requesters to submit technology requests for event setup
- Integrates with MaintenanceDirect work order management system (sold separately) to provide "one stop shopping" for staff to submit either facility or IT work requests

ITWireless is a wireless/mobile help desk management tool that enables IT staff to receive and complete technology incidents via a wireless/mobile device. Features include:

- Enables IT staff to receive, process and complete incidents via a wireless/mobile device
- Allows IT staff to record transactions for labor hours
- Enables IT staff to search and sort through their incidents
- Requires ITDirect technology help desk management system *(sold separately)*

ITAMDirect is a powerful, online IT asset management tool that streamlines all aspects of IT asset administration, from monitoring and reporting to planning and life cycle costing. Features include:

- Gathers and reports information about technology assets on your network, including hardware, installed software and software utilization
- Gathers and reports information about IP-discoverable peripherals (printers, routers, scanners, projectors, etc.)
- Identifies location, manufacturer, CPU, BIOS, RAM, adapters (including MAC and IP addresses), network, disks/partitions, operating systems, and software
- Manages all computer assets across multiple platforms (including Windows, Macintosh, Unix, Linux, Novell, etc.)
- Provides an accurate database of all hardware and software assets
- Monitors assets at the component level and generates alerts (based on your specifications) for missing assets
- Tracks software licenses and usage for optimum license management and compliance
- Automatically generates alerts for license agreement violations
- Manages installed software and generates alerts when unauthorized software is discovered
- Tracks the cost of upgrading versus replacement for developing upgrade and replacement plans
- Tracks warranty expiration dates and number of computer assets under warranty
- Tracks vendor service contract end dates and how many assets are assigned to the contract
- Enables proactive IT support by generating alerts before problems occur (e.g., low hard drive space)

Global Solutions:

MaintenanceDirect Global – optional MaintenanceDirect functionality for aggregating work order related information from individual organizations into a state level or organization-wide view for analysis and reporting (sold separately)

PMDirect Global – optional PMDirect functionality for aggregating preventive maintenance information from individual organizations into a state level or organization-wide view for analysis and reporting (sold separately)

UtilityDirect Global – optional UtilityDirect functionality for aggregating utility bill information from individual organizations into a state level or organization-wide view for analysis and reporting (sold separately)

MaintenanceEdge

The powerful Work Order tool is the linchpin of the MaintenanceEdge suite. This module enables you to receive and assign work requests, schedule and manage maintenance for techs or vendors, automatically record labor and purchase transactions, and access all your data via built-in performance reports. Programmable logic allows you to automate the approval and assignment of work requests.
Benefits Include:

- Enables requesters to submit and track the status of work requests and check the status of work request online
- Automatically notifies requesters of updates via e-mail as work is assigned and completed
- Features enhanced routing with programmable logic for managing and automating approval and assignment of work requests
- Allows technicians to receive and complete work online
- Notifies technicians with new work assignments via email (including email to text pagers and cell phones)
- Enables technicians to record notes, set reminders and email supervisors from a work order
- Associates budget codes, projects, and equipment with work orders
- Tracks all email related to each work order, including system generated notifications
- Includes interactive calendar for allocating resources and scheduling – displays corrective, PM and event related work by all employees or individuals
- Records transactions for labor and purchases
- Allows files to be attached to work orders for quick reference
- Convenience - Access your work order data online anytime, anywhere, from any computer
- Productivity - Reduce data entry and phone calls for work requests
- Customer Satisfaction - Automated communication keeps your customers in the loop
- MaintenanceEdge includes many reporting options to give you simple "click and go" capabilities. This provides quick reports and detailed reporting options wherever you are working within the system, based on the information you are viewing at that time. Report options include graphs (bar charts, pie charts and other options) and tabular reports in HTML or PDF format. Additional reports are available in Microsoft Excel format.
- Our tool offers over 200 pre-built reports. Our advanced search tool allows you to further customize your own reports. You can take it a step further and have custom reports automatically sent to your email on a recurring basis.
- Work order reports can be broken down by date, locations, technicians, project codes, priority, budget codes, equipment and much more.

Capital Forecast

Capital Forecast also integrates with MaintenanceEdge bridging the gap between your capital planning and operational maintenance programs to enhance your overall facility management capabilities.
Benefits Include:

- Automatically updates your live capital forecast with real-time maintenance costs by integrating with your work order process (requires MaintenanceEdge Work Order)
- Easily generates customizable reports for analyzing capital budgets and expenditures
- Provides access to your capital forecast data anytime, anywhere from any computer via the web
- Reduces risk by ensuring that needs are properly prioritized
- Ability to create long-range capital plans
- "Project based" estimating approaches as well as "asset modeling" in which deficient building components are identified for deferred maintenance
- Tools and reports to assist in justifying funding requests by tracking the cost of correcting deferred maintenance

- Allow for vendor estimates to be recorded as well as estimates based upon previous experience
- Allow for multiple approaches for resolving line items of capital plans
- Ability to create and use custom estimating tools
- Update the capital plan live with corrective costs from related work orders
- In work order process derived from capital plan items, identify the following: Completion dates,
- Estimated vs. Actual hours, Labor and Material transactions for each work order, Trade, Budget and other codes
- Simplify long-range planning for future capital needs
- Ability to easily generate customizable reports for analyzing capital impacts
- Build histories related to projects and items identified for resolution
- Forecast potential cost impacts of not performing work
- Show comparison of estimated costs of renovation vs. new construction of buildings
- Easily manage plans and associated budgets
- MaintenanceEdge is an online work order management tool that streamlines your work order process from beginning to completion, including request generation, completion status tracking, and reporting.

InventoryEdge

Inventory management is a complex responsibility that can cause even skilled administrators or shrewd building owners to lose sleep over shortages, overstocking, clutter, and waste. InventoryEdge has the tools that you need to streamline requesting, ordering, issuing, and tracking inventory. It organizes all these features into a single, web-based platform so that "business as usual" means having what you need when you need it. InventoryEdge communicates with MaintenanceEdge to track inventory items required for preventive maintenance tasks giving you a total suite to manage your facilities.

Inventory
Inventory simplifies inventory management with better record keeping and automated reporting. It tracks all inventory transactions, including issues, receipts, returns, adjustments, orders and transfers. It allows inventory to be allocated to a location, project, work order or employee.

InventoryEdge also comprised of the Inventory Wireless enables you to use the dynamic tools of Inventory with your smart phone or other wireless scanning device.

UtilityTrac Plus

UtilityTrac Plus stands alone as one of the most intuitive and easy to use utility tracking tools on the market. We work with you to import 2 years of historical billing data into your account so that you can identify and analyze areas for improvement right away. Facility benchmarking, weather normalization, and the ability to interface with Energy STAR Portfolio Manager are just a few of the features you'll find with UtilityTrac Plus.

Facility Schedule

Facility Schedule is an online facility scheduling tool for managing facility usage requests and requirements, tracking event schedules, and accounting for usage expenses.

Integrate with MaintenanceEdge (sold separately) and enable event service providers to create work requests for tracking event setup labor and materials. You can also automatically integrate your approved facility events schedule with your Building Management System to condition space for after-hours use through Facility Schedule Automation™ (sold separately).

- Enables event requesters to check facility availability and submit usage requests

- Enables event requesters to request equipment and services
- Automatically routes usage requests to approval managers
- Automatically emails event service providers regarding event setup requirements
- Allows booking of single or multiple rooms at a location for a single event or recurring event schedule
- Displays facility use events on interactive calendar, including location, start time and status
- Tracks facility usage costs with billing, payment and usage summary
- Tracks contact information for groups using facilities, including permits, contracts, and insurance policies
- Community Use: Provides a public events guest view and enables registered community users to submit facility requests online

Safety Center

Safety Center is a mobile safety solution that focuses on improving your company's emergency preparedness by giving you the power to easily publish your emergency plans and send them out to your staff and other stakeholders. Then, update your emergency plans whenever you need to, while refining your emergency response system saving your organization time and money and giving you peace of mind.

Mobile311

Mobile311 lets you manage crews who work in the field all day. They need to know what work they have waiting for them nearby. Supervisors need to know where their units are currently and where they are headed. With one touch, crews out in the field can record location and type of work, and that information is instantly uploaded to a real-time map for supervisors. Communication between those in the field and the office is streamlined so information can be shared easily.

- View, manage, and create work requests
- Flag tool easily inputs work orders directly to map—one touch records location and type of work
- View and print detailed reports and maps
- Citizens can submit work requests with photos and locations
- Attach photos and recordings to work requests for richer data
- Utilizes the phone's GPS to accurately mark locations
- Collect GIS asset data with a mobile device
- Integrate your GIS data so you can leverage the data you have already invested in
- No software to install—we securely host data so that it is accessible from any computer or device with an internet connection

ConnectGIS

ConnectGIS makes it possible for any size organization to publish their GIS information in a convenient web portal. This tool provides a professional looking portal for easy and intuitive use by citizens and powerful online management tools for GIS professionals.

- Collapsible panels allow for a full window map view
- Numbered search results make data points easily identifiable
- Easily turn on or off layers or groups of layers with a single click
- Email annotated map screenshots
- Overview map allows for quick navigation around map
- Custom login profiles control who has access to what maps
- Hyperlink to external data (photos, tax forms, blueprints, websites, databases, etc.)
- Export to Excel and other file formats
- Compatible with mobile devices
- Advanced GIS capabilities: create geo-referenced screenshots, measure tool, zoom by scale, and Ajoiner search

12) Provide a general narrative description of your pricing model identifying how the model works (line item and/or published catalog percentage discount).

Dude Solutions' pricing structure is set up as an annual subscription with a one-time QuickStart fee which pays for unlimited training and support for anybody at your school as long as you use the product.

13) Please quantify the discount range presented in this response pricing as a percentage discount from MSRP/published list.

The discount of 13% off of product list price and 8% off of Quick Start services is Dude Solutions' volume discount based on selling multiple schools within the Cooperative.

14) Provide an overall proposed statement of method of pricing for individual line items, percentage discount off published product/equipment catalogs and/or category pricing percentage discount with regard to all equipment/products and related services and being proposed. Provide a SKU number for each item being proposed.

See response to item #13 above.

15) Propose a strategy, process, and specific method of facilitating "Sourced Equipment/Products and/or related Services" (AKA, "Open Market" items or "Non-Standard Options").

Not applicable.

16) Describe your NJPA customer volume rebate programs, as applicable.

Not applicable. See response to item #13 above.

17) Identify any Total Cost of Acquisition (as defined herein) cost(s) which is **NOT** included "Pricing" submitted with your proposal response. Identify to whom these charges are payable to and their relationship to Proposer.

Dude Solutions offers Onsite services at additional cost per day plus travel and expenses, depending on the level of skill required to perform those services. Our traditional competitors who install their software systems on the client premise require many other additional total costs in order to match our solutions, including costs for hardware (servers), operating systems, database licenses, IT personnel cost and time, and ongoing support. These costs should be considered to evaluate the total cost of ownership of our solutions vs. alternative installed client-server based systems.

18) If freight, delivery or shipping is an additional cost to the NJPA member, describe in detail the complete shipping and delivery program.

There is no shipping as Dude Solutions' applications are delivered as SaaS via the Internet on servers hosted by Dude Solutions in a secured and monitored location.

19) As an important part of the evaluation of your offer, indicate the level of pricing you are offering.
Prices offered in this proposal are:

_____a. Pricing is the same as typically offered to an individual municipality, Higher Ed or school district.

___ X ___b. Pricing is the same as typically offered to GPOs, cooperative procurement organizations or state purchasing departments.

_____c. Better than typically offered to GPOs, cooperative procurement organizations or state purchasing departments.

_____d. Other; please describe.

20) Do you offer quantity or volume discounts?

_____ YES __ X ___ NO Outline guidelines and program.

The discount of 13% off of product list price and 8% off of Quick Start services is SchoolDude's volume discount based on selling multiple school districts within the Cooperative.

21) Describe in detail your proposed exchange and return program(s) and policy(s).

Dude Solutions offers the ability for our clients to cancel their service at any time and for any reason and receive a prorated refund for their annual fees (does not include onetime training QuickStart fees) for the remaining months of unused services. And, there is a 60 day full refund period during the first year of the agreement.

Software	Full refund within 60 days of purchase. Prorated refund after 60 days.
Training	Full refund within 60 days of purchase.
Startup configuration and installation	Full refund within 60 days of purchase on startup configuration. Installation is not applicable.
Additional Services	Data conversion services from existing legacy system not refundable. Onsite training available as necessary and we will credit online training fees to this if online training is not successful. Onsite training is not refundable. Professional Services (Implementation, Success, Project Management, etc.) are not refundable.

To the extent that those rules and regulations do not directly conflict, our standard terms and conditions will apply.

Terms of Service:

- Initial Term: one year
- Automatic invoicing will occur at the end of each term.
- Training and startup assistance are available in an online format and through telephone support as indicated on our website.
- Technical support is available from 8am to 6pm Eastern Standard Time. Please call (877) 868-3833 for technical support.
- Applicable sales taxes are in addition to the quoted price. If the organization is tax exempt, please fax a copy of your Tax Exemption Certificate to 866-299-7821 or email it to accounting@schooldude.com
- Proposal valid for 60 days.
- Payment: Terms are net 30 days.
- Daily backup of data, backups transferred offsite daily, and 24/7 server monitoring in a dedicated data center environment.
- Although the terms of this document control, all other conditions of use can be found at: http://www.schooldude.com/terms and https://facilitydude.com/privacy-terms-of-use/

Payment and Delivery Terms:

- If within 60 days of order you are not completely satisfied, you can cancel your service for a full refund.
- SchoolDude.com solutions are delivered for the client to access within 24 hours of the order.
- SchoolDude.com will contact you within 48 hours to schedule your QuickStart startup and training services
- Payment terms are Net 30.

22) Specifically identify those shipping and delivery and exchange and returns programs as they relate to Alaska and Hawaii and any related off shore delivery of contracted products/ equipment and related services

See response to item #21 above.

23) Please describe any self-audit process/program you plan to employ to verify compliance with your anticipated contract with NJPA. Please be as specific as possible.

Dude Solutions holds ourselves accountable to high internal standards. We have a process in place that has centralized cooperative compliance and oversight to a single team which allows us to centrally manage pricing, compliance, and auditing. This team understands the terms of the contract and has control of maintaining contract pricing. We are able to provide reporting to NJPA regarding contract activity. Corrective measures include issuing credits if necessary directly to the participating Member.

Industry-Specific Items

24) Demonstrate your company's ability to serve NJPA's national membership base:
   a. How many states do you have current customers in that fall within NJPA's membership verticals (governmental, educational and not-for-profits)?

      25 states for SchoolDude (Educational) and all 50 states for FacilityDude (Other Verticals except Educational).

   b. List the states in which your company is not currently doing governmental, educational, and not-for-profit business in? Explain why.

      None.

25) In which states (if any) does your company currently have restrictions that prohibit you from selling in those states? Explain those restrictions.

None.

26) Demonstrate your company's ability to provide transparent pricing for all costs associated with a potential purchase, including license fees, travel, training, support, implementation, ongoing service, annual maintenance, system updates, upgrades, and enhancements.

Dude Solutions will provide new revised price books to NJPA every year.

27) List the departments within an NJPA Member's operation that your software system targets (i.e., state government, city government, county government, K-12, higher education, non-for-profit, utilities, special districts, and other).

Maintenance & Operations, IT, Community Use, Safety, Business Operations, Energy, and Utility.

28) Demonstrate your company's ability to provide:
   a. online help and support

      Dude Solutions' Client Service Center is simply the best in the business, and we have a measured client satisfaction rating that exceeds 98%. Our policies require our toll free technical support hotline to be answered by a live person before the third ring, and our clients' issues should be resolved within two hours. Additionally, our clients receive unlimited toll free telephone technical support, as well as technical support via email or online chat. Also, there are no additional charges or support contracts. Our team has more experience than any team on the planet in serving you, the educational facilities professional. Our team has served nearly 7,000 client educational institutions helping to implement preventive maintenance, work order processing, and facility scheduling solutions.

Dude Solutions' subscriptions are renewable upon each year.

There are no additional charges or support contracts. Our clients receive unlimited toll free telephone technical support, as well as technical support via email (96% of the email to support@SchoolDude.com is answered within 1 hour) or online chat.

Hours of operation are Monday – Friday, 8am to 6pm EST. Toll-free number is 877-883-8337.

Dude Solutions Client Service Center Mission Statement

"The Client Service Center is committed to empowering our clients by being readily available with personalized solutions to enhance their business processes. With our passion for service and client success, we strive to make Dude Solutions the preferred choice of the educational facilities market."

Dude Solutions measures client services by subscription renewals, client satisfaction surveys and the Net Promoter Score. At Dude Solutions, we are committed to client success. 87% of Dude Solutions clients would recommend us to their friends and colleagues. Our team is some of the most experienced facilities, event, energy and IT management professionals in the industry. As a Dude Solutions client, you are backed by the industry's largest library of information and best practices, all at your fingertips.

b. single input of data that can be shared with other modules without duplicate entry

SchoolDude web-based applications are hosted solutions. Many data components are shared between SchoolDude applications to prevent redundancy, yet allow ability to determine if current record from one application should be used in another.

c. real time data and information

Dude Solutions applications are delivered as Software as a Service (SaaS).

d. system and user documentation and training manuals

Product manuals for each security user role are provided under the HELP link in all SchoolDude products. Clients may download and photocopy these Adobe Acrobat Reader (PDF) documents as required by their personnel. Any revisions made to product documentation and training materials is free. Clients are notified of all updates and how to access the newest versions via email.

e. rigorous on-site training and support

Dude Solutions conducts training via internet and teleconferencing systems. This process allows Dude Solutions clients to start using their products immediately. Unlimited training sessions cover a range of topics. Each session is tailored to match attendants' needs. Many products are broken down into multiple sessions to correspond with the implementation of the software. With proper management, a Dude Solutions client can start receiving and processing regular and PM work orders, incidents, and inventory within one day.

- Training is included in the annual cost and is unlimited and provided via phone and online. Dude Solutions utilizes a web-conferencing application allowing us to share desktops and view the same information between parties. Because all of Dude Solutions' modules/applications are totally on-demand, we are able to view the same information the client sees simultaneously. Dude Solutions has several approaches to training that ultimately are determined by the client. Dude Solutions will provide as many training sessions as necessary so clients have the ability to "train the trainer" or simply allowing Dude Solutions to train all parties involved.

- Dude Solutions is currently developing on-line tutorials, however, since training is unlimited we recommend scheduling a training session for each user and/or simply calling in to our Client Services Center.

- Training workbooks will be sent to the clients prior to training. These training workbooks ask poignant questions, preparing clients for the first training sessions resulting in a higher rate of success during implementation. Manuals for each role and module/application are also available online once logged in the system.

Dude Solutions will work with the institution to come up with a detailed training session upon award of contract.

f. capacity for unlimited users to work simultaneously
Unlimited concurrent users.

g. role-based security permissions
Dude Solutions system is role-based with unlimited users at no extra charges.

h. periodic password changes

User accounts are created by any user with an Administrative role. The Administrator can specify what level of access and permissions each user has. The Administrator can deny access at any time. New users are required to change their password upon logging into the system for the first time.

i. software/system integration across customer (NJPA Member) departments—both within your company and across competitors' systems

Several of Dude Solutions products interacts with each other but we do not directly integrate with 3rd party systems. For products like Critical Alarm Automation and FacilitySchedule Automation, they do interact with the client's BAS system.

29) Provide the percentage of your total annual revenue derived from administrative-related software sales to governmental, educational, and not-for-profit entities. (This includes revenue from software, services, maintenance, and other sources.)

	2014 YTD
K-12 (public & private), Educational Service Agencies	53%
Higher Education Institutions	7%
Counties, Cities, Townships, Villages	18%
States	0.3%
Other Public Sector & Non-profits	3%
Private Sector	18%

30) What percentage of your revenue is derived from each of the following: software license fees, maintenance fees, professional services/consulting, and SaaS revenue?
2014: SaaS – 89.6% ; QS – 6.8% ; Services – 1.9% ; Other (Mostly SchoolDude/FacilityDude University) – 1.7% ; License Fees – 0%

31) What is your company's annual research and development investment for public sector administrative-related software, both in terms of financial investment and the total number of employees dedicated to the R&D function? How much of your R&D is the result of customer requests (enhancement, new functionality)?

Dude Solutions is committed to the continued improvement and enhancement of our products and services to better serve the education market. Our current product roadmap includes quarterly releases which include functionality based on client requests and changing market needs. Research is underway to bring a number of exciting enhancements and new solutions to the education market that will enable our clients to be more responsive to their market needs while delivering more value to their installed base. These enhancements include solutions for mobile users, improvements to our core products to improve usability, provide greater flexibility for clients both large and small as well as introducing new solutions to the market. Key Performance Indicators and survey tools will allow clients to evaluate operational performance as compared to their peer group. Our product development team consists of approximately 61 employees.

32) How many of your employees work in each of the following areas: sales and marketing, product development, client service, client support, other (describe)?

As of October 2015,

- Sales = 179
- Marketing = 27
- Client Service = 119
- Product Development (Technology) = 61
- Admin = 39

33) Provide the number of offices and their locations for your organization.

Dude Solutions headquarter office is located at 11000 Regency Parkway, Suite 110, Cary, NC 27518. SchoolDude also has offices located in ME, GA, WI, and CA.

34) Provide statistics detailing the number of employees your company has added over the past five years.

- 2011 = 37
- 2012 = 56
- 2013 = 0
- 2014 = 120
- 2015 = 79 thru 10/13/15

35) Provide the average employee tenure for your technical support team.

The average tenure is approximately 3 years for the CSC team.

36) Describe your market share in the public sector administrative-related software space.

For the past 15 years, SchoolDude has become the education market leader in EAM, delivering mission critical applications entirely via the web. Today, SchoolDude assists more than one million education professionals from more than 7,000 institutions.

37) How many organizations have implemented the solutions that you are proposing in this RFP?

Nearly 10,000 Dude Solutions' clients conduct more than 15 million transactions each day, helping them save time and money.

38) How many organizations are still running your solutions with active maintenance and support contracts (i.e., lifetime customer retention)?

See response to #37 above.

39) How many governmental, educational, and not-for-profit organizations have implemented your solutions in the past 12 months?

Dude Solutions added approximately 1130 new clients last year.

40) Describe the customer industries you serve and provide the percentage of annual revenue for each vertical.

	2014 YTD
K-12 (public & private), Educational Service Agencies	53%
Higher Education Institutions	7%
Counties, Cities, Townships, Villages	18%
States	0.3%
Other Public Sector & Non-profits	3%
Private Sector	18%

41) Which of the sub-categories in Section 3.17.1.1 (if any) does your company's portfolio of product offerings include?

Work Orders, Analytics

Signature: _____ Date: 10/30/2015