



Service Level Proposal



Prepared on: May 7, 2019

Version 1.0

Prepared for the City of Seguin, Texas, to assist in obtaining information regarding costs for implementing and maintaining a Title II Complete, 5 users deployment with optional customization and importing of legacy data.

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Vendor Information

Vendor Contact Information

This proposal is being submitted by Trent Sunahara, Chief Strategy Officer for BlueDAG LLC. Our offices are located at 2999 Gold Canal Dr., Rancho Cordova, 95670. BlueDAG can be reached by phone at 916-473-9444, or via email at sales@bluedag.com.

Attestation by Vendor

I, Trent Sunahara, the submitter of this response, certify the information in this response is true and accurate to the best of my knowledge at the time of the submittal, May 7, 2019.

Pricing Expiration

This proposal, including Listed Services, Pricing, and Estimated time frames are good for 90 days from the Prepared Date.

Mission Statement

BlueDAG is comprised of a team of exceptional people, dedicated to the overall success of our clients. It is this dedication that allows us to deliver solutions that meet or exceed our client's needs.

Firm Description

At BlueDAG, we combine innovative technologies with the accessibility compliance expertise proffered by our Executive team. Our mission is to create superior products and conduct implementations that our clients can rely upon.

BlueDAG's core product is hosted in a SOC 2 and HIPPA compliant Tier 3 datacenter, located in Rancho Cordova, CA. All of the development infrastructure utilized by BlueDAG is housed at this same facility. The data center includes a two tier power backup system, a highly redundant network, and extensive security and climate controls. These high standards of service allow us to provide a web based application that delivers security and availability at a superior level. BlueDAG itself was developed by our in-house team of developers and industry experts, and represents years of research and effort.

Our Executive team includes members who have worked to ensure compliance with accessibility standards for over 20 years. These experts in the evolving world of accessibility requirements use their skills and knowledge to provide training and certification: at classes which they host, by invitation at major universities, and as members of professional organizations. Their knowledge of the Americans with Disabilities Act as well as the mechanics of achieving compliance is integrated into every product BlueDAG develops.

Listed Services

BlueDAG, LLC (the “Vendor”) is proposing to complete the following services for the City of Seguin, Texas, (the “Entity”) in order to meet the needs outlined in prior meetings with the Entity.

Title II Complete Product Package

- Deployment of a Title II Complete server instance within Vendor datacenter
 - Hosting of BlueDAG instance
 - Daily, Monthly, and Annual Backups of Entity’s BlueDAG data
 - Network and power monitoring
- Creation of Entity identified user accounts
- Training of Entity staff on included Features of the package via webinar, teleconference, screen sharing events, and/or onsite training (optional) at Entity location(s):
 - Activity Training:
 - Grievances
 - Evaluations
 - Projects
 - Notices
 - Transition Plan
 - Self-Evaluations
 - *Fast Finder*
 - Mobile Application Usage Training
 - Report Training
 - Grievance Report
 - Evaluation Report
 - Annual Grievance Report
 - Table CSV Exports
 - Shapefile Export
 - Administration Training:
 - Subscriber Details
 - My Users
 - My Jurisdictions
 - My Customers
 - My Requesters
 - My Departments
 - Custom Standards
 - Custom Findings
 - Custom Checklists
 - Facility Owners
 - Letters
 - Report Titles
- Ongoing updates of Non-Custom ADA standards, Non-Custom Findings, and Non-Custom Default Checklists

Concurrent User Licensing

The Concurrent User Licensing (“CU”) model allows the Entity to license the Software for an Entity-specified number of simultaneous users, within the limitations of minimums and maximums set forth herein. The CU licensing model allows the entity to create unique user accounts at a ratio of three (3) user accounts for each CU license. All created Entity user accounts will have full access to the system in accordance to the permissions granted to their user account by the Entity, but no more than the number of CUs specified in the Entity’s Master Service Agreement (“MSA”) may maintain active logins to the Software at any one time. Entity can elect to upgrade their CU licensing to include more CUs, within the limitations of minimums and maximums set forth herein.

Support

Standard ongoing support of Entity’s active users is included in the base annual license at up to two (2) hours per active user per month. Unused hours are not carried over to the next month. Standard support hours are 9 AM – 4 PM Pacific Standard Time, Monday – Friday, excluding California State and Federal Holidays. Support window is four hours. Support is provided via email and phone. A ticketing system is used internally within the Vendor’s support group to track and ensure resolution of Entity’s support needs. If needed, additional Support options can be quoted to better meet Entity’s needs.

Consulting Credits

Consulting credits are bundled with the product and user tier proposed herein. Consulting credits may be used for customization, development of new/custom functions and features, integration with third-party applications, and importation of legacy data. Each credit equals one hour of consulting time. The proposed product and user tier includes 40 consulting credits, to be used as described herein at the client’s discretion. If needed, additional consulting work purchased at the rate of \$200 per hour.

Custom Development

Custom development is an available option with this package. Custom development is any code development which either adds to, or modifies functionality of, the base product, or Custom Standards, Findings, or Checklists not managed by Entity Administrators. The hourly rate for custom development work is \$200. All custom development will be quoted in estimated hours to complete the requested work, with a “not to exceed” total cost. Entity approval of custom development quote is required before custom development begins.

Importation of Legacy Data

Importation of legacy data into BlueDAG is an available option with this package. The hourly rate for legacy data importation work is \$200. All data import services will be quoted in estimated hours to complete the requested work, with a “not to exceed” total cost once the scope and file structure of the import are known. Entity approval of importation quote is required before custom development begins. Importation of legacy data can include, but is not limited to:

- Importation of legacy Evaluation (inspection) and barrier findings data into existing BlueDAG Fields
- Importation of legacy Grievance data into existing BlueDAG Fields
- Importation of legacy customer records and/or building owner records

Support	
Local Backups at Vendor locations (Included)	Daily, Monthly, and Annual Backups of Entity BlueDAG data
<i>Additional backup options available if needed by Entity</i>	TBD
Software Training Webinars (Included)	BlueDAG University Webinars, Onboarding Webinars up to 2hrs per user
Software Training Onsite at Entity Location (Optional)	\$100 per hour + per diem as allowed. Travel and accommodations expenses TBD will apply when required.
Standard Ongoing Support (Included)	2 hours/per month/active user
Support Response	8x5 PST 4hr Response Email and Phone
<i>Additional Ongoing Support Options Available if needed by Entity</i>	TBD

*Custom Optional Development cost quotes are estimated and may be amended, subject to Entity review and acceptance once Discovery phase has been completed. Hours referenced are for development hours directly applied towards completion of the custom work and do not indicate a timeline for completion.

Estimated Timeline

Vendor estimates the following timeline(s) for completion of the Listed Services

All estimates for time are in calendar days from the date of receipt of funds and executed agreements. Time estimates are subject to change based on Entity availability and other factors. Customization work is not included in this estimated timeline.

Implementation (Day 1 – 60)

- Deployment of Entity BlueDAG server instance within Vendor datacenter
- Creation of Entity identified user accounts.

Go Live (Day 61)

- Training of key Entity staff via webinar and screen sharing events, or if selected, onsite training.
- Full system online, subscription access and support for 12 months, subscription is up for renewal one year from this date.