



- Payment: Terms are net 30 days
- Billing frequency other than annual is subject to additional processing fees
- Automatic invoicing of annual fee will occur at the end of each term unless request for non-renewal is received in writing 30 days prior to renewal date.
- Applicable sales taxes are in addition to the quoted price. If your organization is tax exempt, please email a copy of your Tax Exemption Certificate to accountsreceivable@dudesolutions.com (<mailto:accountsreceivable@dudesolutions.com>)
- Please address purchase order to: Dude Solutions, 11000 Regency Parkway, Suite 110, Cary, NC 27518
- Service dates are scheduled Monday-Friday
- If a service day is rescheduled or cancelled by City Of Sweet Home, then City Of Sweet Home is responsible for any cancellation fees incurred by rescheduling or cancelling travel and living fees.
- Onsite service days rescheduled less than 2 weeks before the scheduled delivery date will incur cancellation fees.
- Services will be scheduled upon written acceptance of the terms and conditions of this proposal.
- We must allow six weeks of lead time from the purchase date for booking service for travel and living purposes.
- Dude Solutions, Inc. maintains the necessary liability coverage for their products and services. Proof of insurance can be provided upon request.
- If within 60 days of order you are not completely satisfied, you can cancel your service for a full refund of subscription fees.
- The terms and conditions ("Terms") of this offer are based upon Dude Solutions, Inc.'s [Online Subscription Agreement \(http://dudesolutions.com/terms\)](http://dudesolutions.com/terms). Acceptance is expressly limited to these Terms. Any additional or different terms proposed by you (including, without limitation, any terms contained in any document incorporated by reference into the Purchase Order) are objected to and rejected and will be deemed a material alteration hereof, unless expressly assented to in writing by DSI.



We are committed to helping you build your knowledge, network and skills – and [University 2019 \(http://www.university2019.com/\)](http://www.university2019.com/) is the best training and professional development for operations management professionals. Join us for four days of intensive training where you can:

- Build a strategic vision for your department and ensure goals align with the mission and vision of your organization.
- Save your organization time and money by investing in the training you need to keep your operations excellent and highly efficient.
- Learn how your peers are successfully overcoming similar challenges so you can be a leader of positive change.
- Receive hands on training and 1on1 guidance from our Client Success experts.



Quick Start

Online support and training is standard with each subscription and includes:

QuickStart is our product implementation service to accelerate time to value. A Dude Client Advisor provides the guidance you need to ensure a smooth transition and boost user adoption. This service includes goal setting, timeline planning, and online training sessions.

Legendary Support Team

Your subscription entitles you to world class support from the Legendary Support Team. From 8 am – 6 pm EST, we're standing by ready to assist with any feature/functionality questions. We promise a live person will answer your call within 3 rings and quickly direct you to a knowledge Advisor. We're committed to responding to all emails sent to [support@dudesolutions.com \(mailto:support@dudesolutions.com\)](mailto:support@dudesolutions.com), within one hour. If you prefer to keep a support dialogue open at your work station, our Advisors are also available via Chat. The Legendary Support Team is dedicated to your success. Our mission is to effectively communicate, efficiently resolve problems, and delight clients with every interaction.

Client Success Team

You have partnered with Dude Solutions because you believe we will deliver overwhelming value to you and your organization. Our Client Success team is dedicated to ensuring you meet the outcomes you and your organization expect by implementing our solutions. You will have the opportunity to work with a member of our Client Success team on an ongoing basis. Your Client Success Representative will be strategic in their efforts to drive results, keeping your success as their primary goal.

Special Terms for ConnectGIS:

- ConnectGIS account setup includes GIS data imports. Files must be provided in a GIS format. Initial data will be loaded within 10 business days of confirmed receipt. Updates to data will be loaded within two business days of confirmed receipt.
- With ConnectGIS, we provide hosting services utilizing ESRI ArcGIS server and the connection to the ConnectGIS portal to provide GIS data over the internet. You can post data twice per month. of Data Storage is included.

Special Terms for Mobile311

- Mobile311 account set up includes pre-population of forms. Files must be provided in electronic format (pdf,excel,.csv)

Terms of Service:

- Proposal has been prepared for City Of Sweet Home
- Proposal expires in 60 days
- Initial Term: 3 months





Solutions - Subscription		Pricing based on
ConnectGIS		9,000 Population
Mobile311 - up to 5 divisions		9,000 Population
Subscription Term: 3 months		Subtotal: \$1,060.83

Implementation & Services	
Mobile311 Consulting Services	
ConnectGIS QuickStart	
Mobile311 - up to 5 divisions QuickStart	
	Subtotal: \$11,650.00
Total Initial Investment	\$12,710.83 USD
Pricing for the First Renewal Term is \$12,730.00	





Software for Smarter Operations

PREPARED FOR

City Of Sweet Home

Gregory Springman
Public Works Director
1140 12th Avenue
Sweet Home, OR 97386

PREPARED BY

Dude Solutions, Inc.

PUBLISHED ON

March 20, 2018





To help make this a no-hassle experience, we have created the Dude Deal, which includes conference registration fees, **4 night's hotel accommodation guaranteed in one of the conference hotels (check-in Saturday, May 4, 2019 and check-out Wednesday, May 8, 2019)**. Your registration also includes:

- Industry specific professional development and leadership workshops
- Beginner and advanced solution training classes
- Peer-led best practices roundtables and panel discussions
- Hands-on solution training
- Sunday Opening General Session & Motivational Keynote Speaker
- Registered conference attendees also receive the following meals included:
 - **Sunday Welcome Reception & Dinner**
 - **Hot breakfast Monday, Tuesday and Wednesday**
 - **Networking lunch on Monday & Tuesday**
 - **Tuesday Client Appreciation Dinner**

The All-Inclusive rate for 4 nights of hotel accommodations and conference registration fee is \$1,695. This rate is available on a first come, first serve basis until we sell out or until December 31, 2018, whichever occurs first.

Policies:

Payment, Cancellations & Substitutions

- Dude Deal Registrations must be paid in full at the time of booking to secure your hotel room.
- Registrations made after February 28, 2019 must be paid in full at the time of registration booking.
- Written cancellations received by [university@dudesolutions.com \(mailto:university@dudesolutions.com\)](mailto:university@dudesolutions.com) before February 28, 2019 receive a full refund. No refunds are issued after this date.
- Conference attendee substitutions will be accepted through March 29, 2019.

Hotel Rooms

- The hotel does require a major credit card at check-in, no exceptions are permitted.

Spouse/Guests

- The \$200 spouse/guest fee is valid for spouses who wish to attend the Sunday and Tuesday evening dinner and networking events. The fee does not entitle the spouse to attend the full conference or other events outside of 2 evening events mentioned above. If you have multiple employees of an organization, they must register for the full conference fee to attend the sessions, the learning lab and all networking events.
- Only 1 guest/spouse per person is permitted.





Signature

Presented to:

Q-84755

March 20, 2018, 2:33:07 PM

Accepted by:

GREG MAHLER

RAY TOWRY

Printed Name

[Handwritten Signature]

[Handwritten Signature]

Signed Name

Mayor

City Manager

Title

Date

