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November 2, 2016

TO: All IUC-PG Member Institutions
 TeamDynamix

**Contract UN16-087
 Service & Project Portfolio Management Software
 TeamDynamix**

This contract is for Service & Project Portfolio Management Software for the State of Ohio Institutions of Higher Education as represented on the Inter-University Council of Ohio Purchasing Group (IUC-PG) member roster.

The term of this contract shall commence on October 1st, 2016 and shall terminate on December 31, 2018. This agreement may be cancelled by the IUC-PG at any time, with or without cause. The IUC-PG reserves the right to extend the contract to match any extension established by the procuring institution.

This agreement is based upon a contract established by Bowling Green State University. This agreement was originally bid by Bowling Green State University and has now been extended to, and absorbed by, the IUC-PG. The provisions expressed in the TeamDynamix RFP response, the Bowling Green State University agreement, and the IUC-PG negotiated changes and clarifications, have been incorporated and made a part of this contract and will be made available to those IUC-PG members that choose to participate.

Participation in this contract is completely voluntary for any IUC-PG member wishing to participate in this program. Participating members should contact TeamDynamix for specific price quotations. Participating members will then contact the supplier to set up their program, establish their ordering process and ensure that they will be given the IUC-PG pricing.

Contact Information:

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 Columbus, Ohio 43215

TeamDynamix Jason Ehmann
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Administrative Fee: *Supplier will provide to the Inter-University Council Purchasing Group (IUC-PG), a Contract Administrative Fee (CAF), to be calculated quarterly, which is equivalent to one-half of one percent (.50%) of the total invoiced amounts to all IUC-PG members under this Agreement during the previous quarter. These fees are to offset the expenses of the IUC-PG in administering this Agreement and are disclosed to and approved by its Members. The selected supplier(s) is required to complete its Quarterly Usage Reports on-line through the IUC-PG website. The Administrative Fee due shall be made payable to The Inter-University Council Purchasing Group and sent to the following address within 30 days from the end of each quarter: IUCPG, C/O Inter-University Council of Ohio, Attention: Cindy McQuade, 10 West Broad Street, Suite 450, Columbus, OH 43215.*

_____(Signature on File)_____
 Dave Jeffers, CFO
 TeamDynamix

_____(Signature on File)_____
 Jennifer March-Wackers, CPPO
 Executive Director, IUC-PG

The Public Universities of Ohio

- | | | | |
|-------------------------|--------------------------------|-----------------------------|--------------------------------------|
| Kent State University | Bowling Green State University | Central State University | Cleveland State University |
| Ohio University | | Miami University | Northeastern Ohio Medical University |
| The University of Akron | | Shawnee State University | The Ohio State University |
| | | The University of Toledo | University of Cincinnati |
| | Wright State University | Youngstown State University | |

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TeamDynamix: The Right Fit for higher Education

TeamDynamix, or “TDX,” is a single platform for service delivery (with an integrated portal, service catalog and knowledge base), resource capacity planning, project and portfolio management.

TDX is designed specifically for Higher Ed and it represents a philosophically different choice from corporate solutions. The focus is on work management and resource optimization across campus: IT, facilities, resident life, HR, marketing and more.

For most college and university IT teams, demands are evolving more quickly, clients are more mobile, more demanding, and resources are more constrained than the private sector. There also tends to be an increased sharing of resources across multiple functions. For this reason, the primary focus is on **effective and optimal resource management to drive a culture of successful fulfillment of the Institution’s value-add work endeavors.**

We believe that our philosophy aligns with all IUC-PG member’s core needs.

TDX Approach

At TDX, we understand that you are not a Fortune 500 company. We understand the importance of the higher education mission and the challenges you face. TDX strives to support the higher education mission of improving the student experience by displaying a clear set of values and beliefs aimed at helping your IT institution become more effective and more efficient:

The pace of change is accelerating. In order to be relevant, and stay relevant, we must be capable of quickly and efficiently adapting to the emerging needs of each student. TDX, with the guidance of peer Colleges and Universities throughout North America, has created a highly configurable platform configured for the now, and is scalable for the future. The TDX thought process = technology is an enabler. Technology should be capable of changing with you, without overwhelming your budget.

The campus experience is a single experience. Solutions should provide “One Ecosystem” to simplify all service delivery, resource management, project and portfolio management, and provide an exceptional experience for students.

Improving the Student Experience makes an impact. Your mission needs to be supported by technology that is easy to use, easy to own, and easy to operate. Staff and funds should be focused on serving clients, while being freed from inefficient processes and excessive administrative burdens for the service management platform.

TDX Customer Community & Network

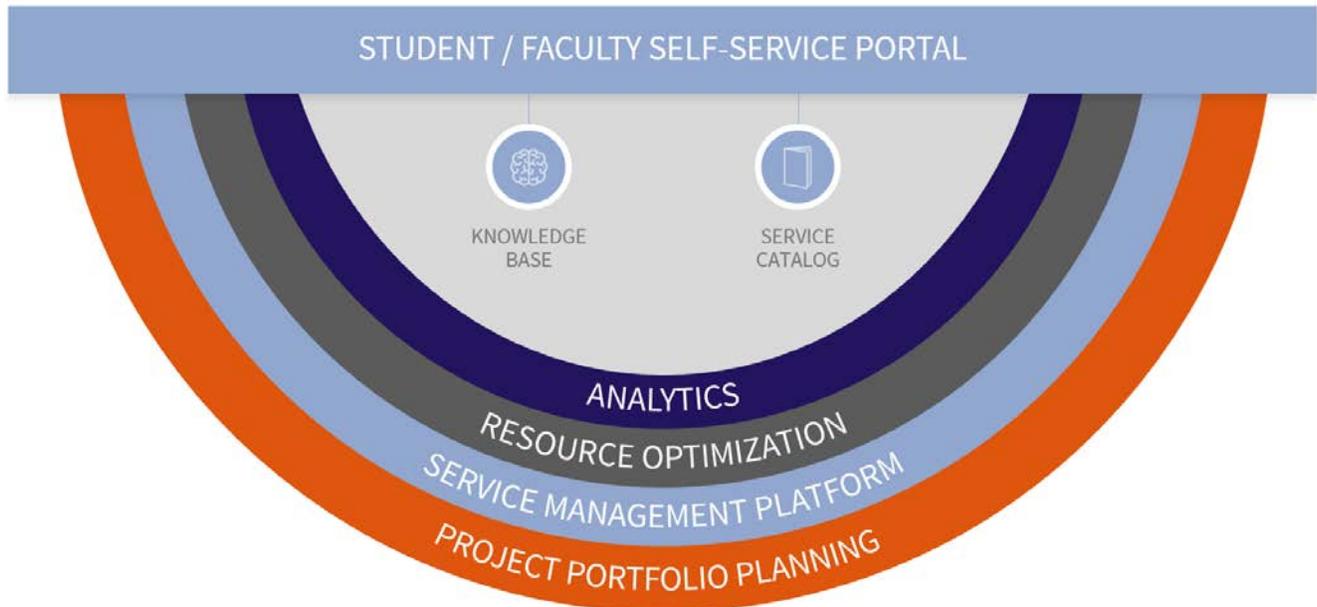
TDX solutions power the best and brightest colleges and universities in achieving their mission. Whether large, small, 2-year, 4-year, public or private, TDX provides one simple ecosystem to manage all projects and services across campus. By joining this community, you will have access to a network of practitioners via the online community and in-person events.

Below please find a sampling of our customer base:

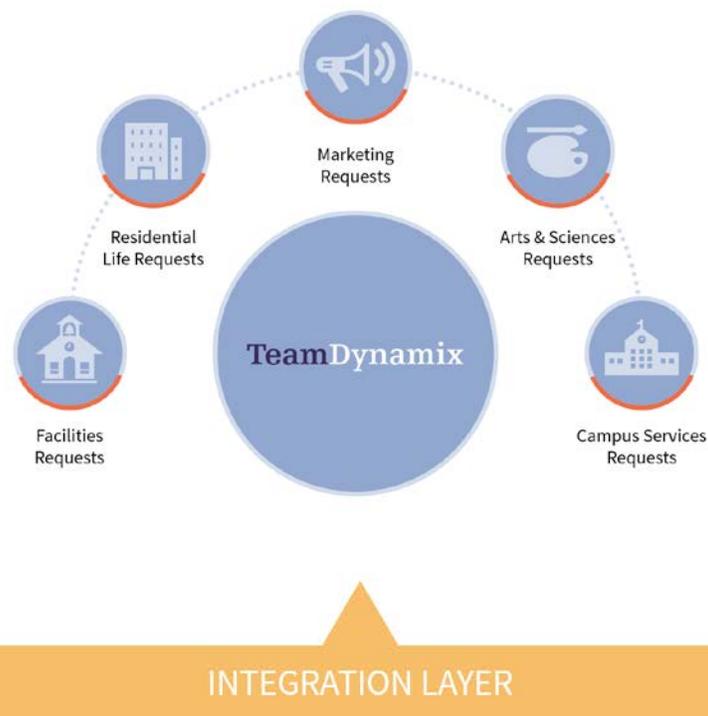


A Single Platform for Work Management

TDX offers a single, fully integrated platform designed specifically for work management in the campus setting. It integrates ITSM with Project Portfolio Management (PPM) and offers the ability to expand the ITSM services across the campus to address areas such as Facilities, Resident Life, Admissions, HR and more.



Extending Beyond IT to Service the Entire Campus



“TDX transformed the way we service our students and faculty. We are more efficient in how we operate and we can now offer a public facing portal with a service catalog and knowledge base. Our student experience rankings have immediately improved and we are able to contribute on a more strategic level.”

- Brett Williams, Manager
Technology Support Unit and Help Desk University of Wyoming
Information Technology Client Support Services

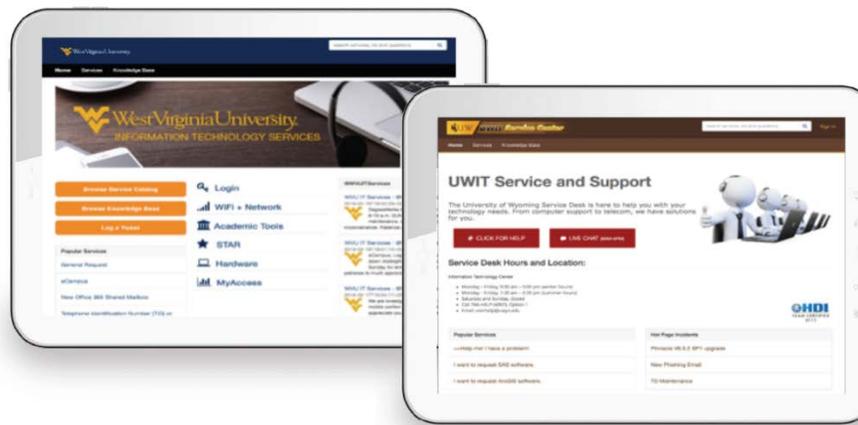
Evolving Your Student Portal

The TDX Portal can be used to customize the student experience while extending value across the organization. TDX consultants can work with you to build out the portal and to integrate it to other campus wide websites or services.

A client portal for the students can evolve far beyond the basic IT service application. It is possible to build out basic workflows for every single interaction point – all from one central location. Imagine a hub where a student can easily:

- Get help with an IT issue
- Manage housing requests
- Schedule meetings
- Request a transcript
- Submit facility maintenance requests
- Monitor a campus project virtually

TDX will help you build out this portal with integrated self-service capabilities.



Each year thousands of new students arrive on campus – each with the expectation that they will be supported as they go through the next most formative years. Their entire college experience rests on the ability of the school to nurture, encourage, and inspire – and the IT organization is very much at the center of this mission.

Service Catalog

The service catalog is the front door to your department, organization, or institution. It is a way for you to communicate the services and activities performed by your team, thus delivering value to your consumers. Yet, as you well know, building out the catalog can take time. You can benefit from working with your dedicated resource to extend the capabilities of your department, while also driving up your ability to satisfy requests via a self-service portal.

Knowledge Base

Share knowledge across the IT department and across campus. Create, edit, and view the organization’s collective knowledge, in one, organized spot. Enhance self-service by making the campus Knowledge Base accessible to students, faculty, and staff.

Proven Implementation Methodology

The Professional Services team can offer the shared best practices of hundreds of implementations across various Higher Ed institutions. This experience has allowed us to refine our implementation program to help shape the most effective implementation program for your school.

Project Methodology

TDX consultants will train your organization on the fundamentals of project management: how to initiate, plan, and execute a project that meets objectives and satisfies stakeholders. Aligned with the Project Management Institute (PMI®) Guide to the Project Management Body of Knowledge (PMBOK® Guide), this workshop delivers, step-by-step, the ability for students to plan and execute projects. Working within our fun, challenging, and interactive project scenarios, students will learn and apply the methods and best practices of project management.

The proprietary TDX Project Environment Maturity Model (PEMM) approach results in a clear understanding of as-is state, desired state, and a clear path to achieve the desired end state. The PEMM method fully considers the client's cultural, technical, and process maturity levels in order to right-fit an implementation plan that will succeed. The approach provides the PMO leadership team with a simple, visual strategic plan to help build support internally, quickly deliver value, and consistently mature.

Design, Configure, Calibrate

Phase 1A – Access: “What does good look like?” The team will work with you to conduct an evaluation of current and future processes, service levels, workflows, and defined success metrics. This is an important step as it is used to align the project roll-out to your campus strategy and vision.

Phase 2A – Configure: “Alignment to vision.” During this phase, we work with you to tailor the environment to meet your specific needs. We can leverage pre-configured workflows, introduce approaches used at other institutions, and take these starting points to help guide you. With a fully configurable system, we do not need to engage in scripting or coding which means that we can also build upon the initial workflows over time as you mature in your service delivery.

Phase 3A – Transfer: “Campus Readiness.” Knowledge transfer is one of the most critical steps in a technology deployment project. This goes beyond the pre go-live user training to include strategic planning and documentation around everything from how to expand service delivery across the campus (to facilities, admissions, HR and more) to creating the right dashboards and analytics required to effectively communicate the value of the IT organization.

Go-Live: During the go-live, TDX Services will be there with you. We will continue to manage the project and consider this just another milestone in a broader initiative. It is not a time to walk away. We treat this as an opportunity to calibrate and fine-tune the solution as it goes into production.

Post Go-Live

Phase 1B – Optimize: “How’s it going?” During this phase we evaluate usage and adoption. We track performance and workflow effectiveness and will work with you to calibrate and optimize the solution to fit into your daily operations. This is a standard and pivotal step in the project plan.

Phase 2B – Normalize: “Your new normal.” Once optimized, the solution now becomes a core backbone to your operations – it facilitates your operations and it becomes part of your culture. It can also be used strategically to expand service, enhance student experiences, and bring additional value to the organization. Using the solution strategically will become part of your DNA. TDX Services can stay with you well into the future. With our managed services offering, we can be part of your team.

Integration Services

TDX consultants will help fully integrate your back-end and existing systems with TDX solutions. Our integration consulting specialists work with you to integrate TDX with internal systems already in use. If you need to integrate with Ellucian, SAP, Oracle, SalesForce, MS Outlook, or other internal / external systems, TDX has trained experts to meet your integration goals. In addition, there are standard interfaces to BOMGAR for remote access and Kaseya for end-point management.

Private Cloud

TDX offers flexible deployment options including On Premises, SaaS and Private Cloud. TDX hosts all customers in a highly secure and compliant Microsoft Azure environment. For organizations that seek to operate in a dedicated environment but do not wish to install locally, TDX can host the solution in a dedicated Private Cloud.

Ongoing Support and Peer Networking

From the moment you start with TDX, you will be introduced to a knowledgeable Professional Services team. This team will work with you to first outline the project goals, then to design and configure the system to meet these goals. The team will also stay with you during the implementation and beyond, including a phased knowledge transfer period.

TDX Support Team

After the go-live, there will be continued engagements to calibrate and optimize the system. Once this is completed, you will be transitioned to the support organization. The support organization literally and figuratively sits between services and engineering. They will operate as your first line of assistance.

TDX Online Portal & Academy

We invite all customers to join the TDX Community – which is an online virtual environment for customers. This platform offers the opportunity to connect 1:1 as well as in specific forums. Educational material is also regularly shared on this site.

In addition, the TDX Academy will become available to you. This is a topic-based monthly forum where TDX pros will go over a specific topic for improved usage, then all participants will be able to interact on that topic as desired.

TDX User Conference

Each year TDX brings together hundreds of practitioners and TDX team members for a multi-day conference. The conference includes sessions from customers highlighting best practices for optimal usage. The event also includes sessions on what is new in the product as well as an open forum with TDX executives and product leads. This offers a voice to the customer and a great networking experience. In addition, there are a number of side groups that meet throughout the year including focus groups and the advisory board.

TDX Focus Groups

As an outcome to each user conference, all attendees are invited to join specific focus groups in order to help direct future investment and product direction. As a member you will meet regularly to give feedback on specific functionality including detailed requirements.

TDX Advisory Board

The TDX Advisory Board meets monthly to discuss best practices and emerging trends. At each meeting various schools will share how they are using the system. Following the presentation, the group is invited to open a discussion on the topic. This approach allows schools to optimize their usage of the system as well as internal processes and policies.

Extended Support with Managed Services

Many schools are finding that in order to alleviate resource constraints, they are able to work with a partner who can take on a range of work from basic user administration to building out of workflows, dashboards and client portals. A true partner that is aligned with the longer term vision.

TDX offers the ability to optimize your services by extending your team with a dedicated resource that can help free up your time by managing basic activities or enhancing your service management output by leveraging our domain expertise:

- User Administration
- Client Portal Creation / Build-outs
- Dashboards & Reporting
- Workflow Configuration

Client Portal Adoption

A client portal for the students can evolve far beyond the basic IT ticketing application. It is possible to build out basic workflows for every single interaction point – all from one central location. Imagine a hub where a student can:

- Get help with an IT issue
- Request a transcript
- Manage housing request
- Submit facility maintenance requests
- Schedule meetings
- Access Service Catalog / Knowledge Base

TDX can work with you to build out this platform and vision.

Custom Dashboards & Reports

Transparency and visibility within higher education is critical. The search for cost savings, efficiencies and success stories is never-ending. Within TDX, you can easily create widgets and dashboards to put information at the fingertips of your students, faculty, and broader IT organization.

TDX can work with you to create and build custom dashboards with nothing but a little input from you.

User Administration

IT Professionals within Higher Education face the challenge of trying to stay ahead, while working with unpredictable funding cycles. In order to have a meaningful impact on the productivity and experience of their students, teachers, and administrative operators, the IT organization must be free from constraints. The managed services offering helps our clients focus on what is really important—educating and preparing our future generations.

- Activate / Manage Users
- Create / Manage Tags
- Security Rules
- Instructional Locations
- Manage User Groups
- Time & Expenses Reports

IUC-PG pricing

This IUC-PG price agreement is based on the pricing provided to Bowling Green State University contract BSSU6057, dated April 1, 2015, herein attached as Exhibit B. Pricing is based on a 36 month agreement with a \$10,000 minimum charge. Each participating IUC-PG member will work with Team Dynamix to develop their total price according to their need of the license types outlined in Appendix A and following the pricing schedule in Exhibit B for initial (pages 2 and 3, Exhibit B) and additional licenses (#3.a., page 5, Exhibit B).

Bowling Green State University
Kent State University
Ohio University
The University of Akron
Wright State University

The Public Universities of Ohio

Central State University
Miami University
Shawnee State University
The University of Toledo
Youngstown State University

Cleveland State University

Northeastern Ohio Medical University
The Ohio State University
University of Cincinnati

Appendix A

License Type Overview

The table below details each license type's capabilities.

User License Types	Key Capabilities (What They Can Do)	Key Limitations (What they can't do)
Enterprise	Full capabilities for all modules.	No limitations – the Enterprise license is for full access Service Management & Project Portfolio Management. <i>Note: TDX contemplates a full spectrum of permissions for this license type to allow for more granular access levels.</i>
Technician	Technicians can manage every aspect of the ticketing lifecycle with full access to the ticketing application for both help desk and operational tracking functions. Technicians also have full Team Member license capabilities.	Service desk technicians are focused on managing tickets and incidents that are entered in the help desk or operational work queues. The service desk technician cannot access non-ticket related reporting, portfolio planning, financial reporting and project planning tools. <i>Note: Technicians are limited to actual work queues and do not have access to back-end configuration, analysis, finance, workload balancing, and portfolio planning at the top level (note: they can be assigned tasks and workflow will be enabled to alert them).</i>
Student Technician	Student Technicians can manage every aspect of the ticketing lifecycle with full access to the ticketing application for both help desk and operational tracking functions. Technicians also have full Team Member license capabilities.	Service desk technicians are focused on managing tickets and incidents that are entered in the help desk or operational work queues. The service desk technician cannot access non-ticket related analysis reporting, portfolio planning, financial reporting and project planning tools. Student Technicians are defined as resources that work less than or equal to 30 hours per week. <i>Note: Technicians are limited to actual work queues and do not have access to back-end configuration, analysis, finance, workload balancing, and portfolio planning at the top level (note: they can be assigned tasks and workflow will be enabled to alert them).</i>
Team Member	Ability to update task, issue, and risk information. This includes tracking time, expenses, and status against tasks, issues, and risks. Team Members will also have the ability to create issues and upload/download project documentation.	Team Members are focused on executing the work to which they have been assigned and logging the operational work which they complete. Team members cannot create or manage projects plans, access portfolio planning and run analysis reports. <i>Note: Team Members are for Project Portfolio Planning deployment only and are limited to viewing and working on specific tasks / issues / risks on a project.</i>

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