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| Professional Services Proposal |
| Dr. Corey Schou |
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| This proposal is valid for a period of 90 days from the above date. |



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# Introduction

The purpose of this document is to define the goals, scope, and important details supporting the delivery of professional services related to one or more projects defined in the Project Areas section. This document is used by Idaho State University to provide services estimates applicable to the current stage of a project.

# Proposal Terms & Usage

Idaho State University (“ISU”) is pleased to provide the following estimate for professional services related to the use of the BonesX® Software (“Custom Solution”) for Corey Schou (“Customer”) and Idaho State University’s Nuclear Engineering and Health Physics Department (“Nuclear Engineering Department”) as shown in the Description of Services section of this document.

This proposal describes the services offered to Customer in conjunction with the use of the Custom Solution for Customer. The content of this document is subject to review and revision by both ISU and Customer. After this proposal has been mutually reviewed and agreed to by both ISU and Customer, this proposal will be attached to a services contract and delivered to Customer for final review and signature.

Once executed by both ISU and Customer, the ISU solution delivery team will contact Customer to discuss project logistics and potential start dates. Once a project start date has been determined, resources will be assigned and scheduled to begin delivery of the services described in this proposal.

# Project Areas

### Project 1 – BonesX

*Scope*

To provide Dr. Corey Schou with a working module of specified custom solution. The specifications for the custom solution product are outlined below. The final product will be property of Idaho State University who will own the rights for distribution of the product.

*Services*

Implementation of the Custom Solution from a web browser

*Deliverables*

Custom Solution, Custom Solution Administration Guide, Custom Solution User Guide;

*Assumptions*

This proposal is based upon the below assumptions being true. If for some reason these assumptions prove not to be true, this could result in a scope change and may have an impact on the proposed cost and timeline to deliver.

1. ISU will be provided with image files by the customer which can be used to create the custom solution
2. Web based custom solution will be able to rotate, zoom, separate cross sections of image, and change opacity of the individual sections;
3. Custom Solution will use a Leap Motion human interface;
4. The existing process will be modified with the new interface options;
5. Custom Solution will still require the agreed upon Software modules/licenses;
6. Professional services will be performed remotely if needed;
7. It is the Customer’s responsibility to ensure that ISU consultants will be able to remotely and independently access their environment;
8. Changes to the scope of the project will be documented in a Project Change Order which will be executed by the Customer;
9. This proposal does not include periodic updates to the solution once it has been deployed in the live environment.  If the customer requires updates to the solution, they would be billable and a new agreement with ISU would need to be executed.

# Description of Services

The types of services outlined below are included in one or more of the project areas covered in this services proposal, and are encompassed in ISU’s standard engagement methodology. Please refer to the specific project described in the Project Areas section of this document to determine which of these services are in scope for a particular project.

1. **Implementation Services**

Services include the implementation of a solution per agreed upon solution requirements which have been identified during the discovery phase.

1. Configuration of the solution substantially in accordance with the mutually agreed upon documentation;
2. Testing Software modules and/or functionality implemented, per solution requirements;
3. User testing kickoff;
4. Issue support for solution testing;
5. Modification of documentation for administrative use;
6. Installation, setup, and migration of Custom Solution into the following environments;
   * 1. Test;
     2. Production
7. Preparation for go-live; and
8. Go live support.

# Description of Deliverables

The types of deliverables outlined below are included in one or more of the project areas covered in this services proposal, and are encompassed in ISU’s standard engagement methodology. Please refer to the specific project described in the Project Areas section of this document to determine which of these deliverables are in scope for a particular project.

1. **Custom Solution:**
   1. The implementation of the requirements defined in the Custom Solution Software Requirements Specification created during discovery; and
   2. The Custom Solution provided is not covered by maintenance and support services. ISU cannot guarantee that the Custom Solution will be compatible with future releases of the Custom Solution. Customer is responsible for costs involved in the migration of the Custom Solution to future releases of the Custom Solution. Assistance from ISU can be requested on a time and materials basis to help with these efforts under the terms of a separate services contract.
2. **Custom Solution Administration Guide:**
   1. Delivered upon completion of the custom solution;
   2. Outlines installation and administration of the customer solution; and
   3. Intended to be used by the customer in administering the solution after the completion of the project.
3. **Custom Solution User Guide:**
   1. Delivered upon completion of the custom solution;
   2. Outlines use of the customer solution; and
   3. Intended to be used by the customer in using the solution after the completion of the project.

# Pricing Estimate

Customer acknowledges that the services estimated are based solely on the information provided to ISU and referenced in the above project area(s).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Name** | **Estimate Type** | **Total Project Hours** | **# of Resources** | **Amount** |
| BonesX | Time and Materials | 900 | 10 | 90,000.00 USD |
| **Total** |  |  |  | **90,000.00 USD** |

# Key Assumptions

The cost estimates were created using the following assumptions:

1. Customer is responsible for the training of Customer’s end users;
2. Customer will have a system administrator that will or has attended system administrator training for the Custom Solution, and will participate actively in the entire project lifecycle for knowledge transfer. The Customer system administrator will support the Custom Solution environments and solutions at the completion of the project;
3. Project start date(s) are subject to a mutually agreed upon schedule after execution of contract;
4. The above pricing estimate includes estimated services fees only;
5. Where applicable, travel time for services personnel is charged at ½ (one half) applicable services rates and will not exceed eight (8) hours per one-way trip;
6. Where applicable, travel expenses are not included in this estimate and will be charged separately; and
7. Each deliverable created during this project will use ISU’s standard deliverable templates. Customer requested changes to the deliverable template may increase project costs or introduce timeline delays.

# Customer Responsibilities/Obligations

To facilitate ISU’s performance of the above services, Customer agrees, at a minimum, to provide the following:

**Network Environment:**

1. A properly configured processing environment;
2. All necessary components including, but not limited to, power, lighting, network connections and environment controls deemed necessary for the proper functioning of the system;
3. Installation and support of all hardware and operating, database, and application software; and
4. Customer will provide systems access and include third-party vendors or subject /technical matter experts as required.

**Personnel:**

ISU recognizes that the following resources are critical for the success of this project:

1. Collaboration with ISU resources on the project schedule deliverable;
2. Coordination of key departmental decision maker(s), subject matter expert(s), end-user representative(s), third party software application resources, project team representative(s) related to the project area, steering committee, project sponsorship;
3. Facilitate timely decision making and resolution of issues;
4. Coordination of Customer resources for the testing and regression testing cycles of the configured Custom Solution;
5. Tracking and reporting test results;
6. Arrange for physical workspace and tools (desks, meeting rooms, training rooms, conference phones, etc.) for duration of the project to accommodate scheduled onsite activities;
7. Availability of Customer’s business process owners;
8. Availability of Customer’s technical resources responsible for the Custom Solution;
9. At least one (1) Database Administrator (“DBA”) / Information Technology (“IT”) representative to assist with the installation with regards to network and system administration;
10. At least one (1) Software Administrator to assist in establishing network rights to appropriate disk groups on Customer’s file servers for Customer’s users; and
11. Availability of Customer’s resource to coordinate the above listed resources.

The parties acknowledge and agree that the absence of the foregoing environment or personnel may result in the delay of the performance and completion of the services.

**Third Party Interest: Nuclear Engineering Department**

The Nuclear Engineering Department is acknowledged with its interest in the Custom Solution. This third party has agreed to the following additional key assumptions along with those outlined in the above \*Key Assumptions on page 7:

1. The Nuclear Engineering Department will provide a sample stack of tagged image file format (“TIFF”) images based on what it The Nuclear Engineering Department wants to have the Custom Solution to work with.
2. The Nuclear Engineering Department will provide a contact to represent its interest for the duration of the project lifecycle. ISU will be able to contact the representative for further specifications for the Custom Solution and additional TIFF image samples if need be.
3. The Nuclear Engineering Department must approve changes it wants through the Customer who will make a change order.

\*The Nuclear Engineering Department will not be required to provide a system administrator as outlined in bullet “b” of the key assumptions.

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| **Approved** |
| ISU Department of Nuclear Engineering and Health Physics |
|  |
| *Signature* |
|  |
| *Print or Type Name* |

*Title Date*

|  |  |  |
| --- | --- | --- |
| **Approved** |  | **Approved** |
| ISU Department of Computer Informatics and Computer Science |  | ISU Senior Computer Science Class |
|  |  |  |
| *Signature* |  | *Signature* |
|  |  |  |
| *Print or Type Name* |  | *Print or Type Name* |
| *Title Date* |  | *Title Date* |