



CONTRACT RENEWAL LETTER

Date: March 13, 2023
Contract #: UCPJMU4135
Service: Information Technology Management System
Renewal Period: 6/16/2023 to 6/15/2024
Renewal #: 6 of 7 One-Yr
Issued By: James Madison University
 Colleen Johnson, Buyer Senior Ph: 540-568-3137
 Fx: 540-568-7935

Contractor: Avante Solutions
 Attn: Steven Waxler
 738 W, Jackson Blvd
 Chicago, IL 60661 Ph: 866-282-6831

Contract Administrator: Robin Bryan, Information Technology

Description of Renewal Notice:

In accordance with the renewal provision of the original contract all terms, conditions, and specifications of the original contract remain the same during the contract renewal period, along with any modifications that have been incorporated up until this point. The contract pricing will increase by 3.7% in accordance with the "other services" category of the CPI-W. An updated pricing schedule is attached to this renewal.

All invoices shall be submitted within sixty days of contract renewal term expiration as well as for each subsequent contract renewal period. Any invoices submitted after the sixty day period will not be processed for payment.

Return one executed renewal notice to my attention within ten days.

Avante Solutions

By: 

 Steven Waxler

Name (print)

 President 3/24/2023

Title Date Signed

James Madison University

By: 

 Colleen Johnson, CUPO

Name (print)

 Buyer Senior 3/15/2023

Title Date Signed

Contract #: UCPJMU4135
Contractor: Avante Solutions
Renewal Period: 6/16/2023 - 6/15/2024
Commodity: Information Technology Management System

Service Management Licensing Pricing

A. Perpetual/Purchased License Model Pricing:

Item	Unit Cost
Cherwell Service Management/ Ivanti Neurons for ITSM	\$3,793.94/license for 1-24 concurrent licenses \$3,171.04/license for 25-99 concurrent licenses \$2,831.29/licenses for 100-199 concurrent licenses +199 concurrent licenses priced upon request
Annual Maintenance & Support	\$679.51/license for 1-24 concurrent license(s) \$566.25/license for 25-199 concurrent licenses +199 concurrent licenses priced upon request
If Cherwell/Ivanti hosts system, the following charges will be applicable:	
Annual Hosting Fee	\$31,110.00 Annual Fee for modern hosting option. The hosting service includes 2 environments, 1 production and 1 non-production– note the legacy hosting service is no longer offered
Encryption at Rest	Standard Encryption at Rest Included (Optional additional TDE layered encryption at rest is \$10,370.00/annual fee.)
Optional – Additional Hosted Non-production Environment <i>(one (1) included in subscription)</i>	\$15,555.00 per instance
The Cherwell/Ivanti license pricing is based on the number of licenses purchased and, after the initial purchase, the number of licenses currently owned. (Example: the purchase of 25 initial licenses would be \$3,171.04/per license. If 75 more licenses are purchased at a later date, the cost would be \$3,171.04/each for 74 of the licenses and 1 license at \$2,831.29). The same applies to Annual Maintenance and Support pricing.	

B. Subscription License Model Pricing:

Item	Unit Cost
Cherwell Service Management/Ivanti Neurons for ITSM Subscription Fee <i>(monthly)</i>	\$124.54/license for 1-24 concurrent licenses \$107.59/license for 25-99 concurrent licenses \$101.93/licenses for 100-199 concurrent licenses +199 concurrent licenses priced upon request
Annual Maintenance & Support	Included in Subscription Cost
Annual Hosting Fee	Included in Subscription Cost For new purchases only. Perpetual licenses customers that convert to the subscription license model who would like to convert from on-premise installation to Cherwell/Ivanti hosted service the \$31,110.00 annual fee is applicable.

Encryption at Rest	Standard Encryption at Rest Included in Subscription Cost (Optional additional TDE layered encryption at rest is \$10,370.00/annual fee.)
Optional – Additional Hosted Non-production Environment <i>(one (1) included in subscription)</i>	\$15,555.00 per instance
Subscription pricing is based on a three-year subscription term and shall be invoiced annually in advance of the subscription year.	

C. **Optional Reservation Manager Module:** comprehensive loan equipment management system that shall catalog, track, and manage the check-in and check-out of loan equipment.

- 1) One-time fee of \$8,493.86 plus additional \$849.39 annual maintenance and support for both licensing models.

D. **Avante Professional Services Pricing:**

- 1) Contractor shall invoice the Purchasing Agency monthly for actual time that work was performed by prorating the associated hourly rate (for example: 5.6 hours of work @\$212.35/hour shall = \$1,189.16). The Purchasing Agency will not prepay for Professional Services.
- 2) The Professional Services rate for all work performed offsite at the Contractor’s place(s) of business (not at the location of the Purchasing Agency) shall be invoiced at the hourly rate of \$212.35 (\$1,698.80/per day).
- 3) The Professional Services rate for all work performed onsite at James Madison University (JMU) shall be invoiced at the hourly rate of \$268.97 (\$2,151.76/per day). The onsite hourly rate shall include all travel and reimbursables to perform work on JMU campus.
- 4) Professional Services onsite hourly rates for Purchasing Agencies (other than JMU) accessing this contract cooperatively shall be negotiated and mutually agreed to in writing between the parties.