



## CONTRACT RENEWAL LETTER

**Date:** April 03, 2024  
**Contract #:** UCPJMU4135  
**Service:** Information Technology Management System  
**Renewal Period:** 6/16/2024 to 6/15/2025  
**Renewal #:** 7 of 7 One-Yr  
**Issued By:** James Madison University  
Colleen Johnson, Lead Commodity Contract Officer  
& Project Manager 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:** Alison Waide, 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 2.7% 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.

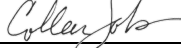
### **Avante Solutions**

**By:**   
Steven Waxler

*Name (print)*

President April 4, 2024  
*Title Date Signed*

### **James Madison University**

**By:**   
Colleen Johnson, CUPO

*Name (print)*

4/3/2024  
Lead Commodity Contract Officer & Project Manager  
*Title Date Signed*

**Contract #:** UCPJMU4135

**Contractor:** Avante Solutions

**Renewal Period:** 6/16/2024 - 6/15/2025

**Commodity:** Information Technology Management System

**Upland Software Product Pricing**

Item	Unit Cost	Units	Annual Fee*
RightAnswers Subscription fee – Annual Fee per License	\$348.00	100	\$34,800

\*Already paid through June 15, 2025

**Ivanti/Sharewell Service Management Licensing Pricing**

**A. Perpetual/Purchased License Model Pricing:**

Item	Unit Cost
Cherwell Service Management/ Ivanti Neurons for ITSM	\$3,896.38/license for 1-24 concurrent licenses \$3,256.66/license for 25-99 concurrent licenses \$2,907.73/licenses for 100-199 concurrent licenses +199 concurrent licenses priced upon request
Annual Maintenance & Support	\$697.86/license for 1-24 concurrent license(s) \$581.54/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	\$31,949.97 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 \$10,649.99/annual fee.)
Optional – Additional Hosted Non-production Environment (one (1) included in subscription)	\$15,974.99 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 \$3,256.66/per license. If 75 more licenses are purchased at a later date, the cost would be \$3,256.66/each for 74 of the licenses and 1 license at \$2,907.73). 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 (monthly)	\$127.90/license for 1-24 concurrent licenses \$110.49/license for 25-99 concurrent licenses \$104.68/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 \$31,949.97 annual fee is applicable.
Encryption at Rest	Standard Encryption at Rest Included in Subscription Cost (Optional additional TDE layered encryption at rest is \$10,649.99/annual fee.)
Optional – Additional Hosted Non-production Environment <i>(one (1) included in subscription)</i>	\$15,974.99 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 \$8,723.19 plus additional \$872.32 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 of \$218.08 to the actual partial hours performed. 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 \$218.08 (\$1,744.64/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 \$276.23 (\$2,209.84/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.