



## CONTRACT MODIFICATION

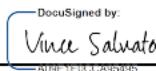
**Date:** July 28, 2023  
**Contract #:** UCPJMU6512  
**Service:** Customer Relationship Management System  
**Modification #:** One  
**Issued By:** James Madison University Ph: 540-568-3137  
 Colleen Johnson, Buyer Senior Fx: 540-568-7935  
**Contractor:** Huron Consulting Services  
 Attn: Vince Salvato  
 550 W. Van Buren Street  
 Chicago, IL 60607  
**Contract Administrator:** Robin Bryan, Information Technology

### **Description of Modification Notice:**

The attached Huron Change Order, dated July 25, 2023, hereby modifies UCPJMU6512 Negotiation Summary Attachment A Statement of Work for the referenced narrative and pricing sections.

Except as provided herein, all terms and conditions of Contract Number UCPJMU6512, remain unchanged and in full force and effect.

### **Huron Consulting Services**

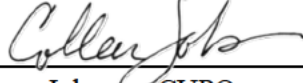
By:   
 \_\_\_\_\_  
 Vince Salvato  
 \_\_\_\_\_  

*Name (print)*
*7/28/2023*

*Managing Director*
*Date Signed*

*Title*
*Date Signed*

### **James Madison University**

By:   
 \_\_\_\_\_  
 Colleen Johnson, CUPO  
 \_\_\_\_\_  

*Name (print)*
*7/28/2023*

*Buyer Senior*
*Date Signed*

*Title*
*Date Signed*

July 25, 2023

James Madison University  
800 South Main Street  
Harrisonburg, VA 22807

This Change Order ("Change Order"), effective as of the last date of signature below, describes changes to ATTACHMENT A - Statement of Work #1 (the "SOW"), signed January 24, 2023, entered by and between Huron Consulting Services LLC ("Consultant") and James Madison University ("University"), entered pursuant to that certain Consulting Services Agreement, effective January 25, 2023 ("Agreement").

This Change Order incorporates the additional time, scope, and budget required to complete the Undergraduate Discovery and Design for sub-section "Workstream 2: Academic Advising, Student Success, Early Alerts ("Advising") of the SOW. The SOW is amended as follows:

**Amended Section: Workstream 2: Academic Advising, Student Success, Early Alerts ("Advising"), Pages 8 - 11**

This Section shall be replaced in its entirety with the following:

**Workstream 2: Advising and Student Success Capabilities**

Huron will implement Salesforce's Education Cloud (EDC) in a new Salesforce environment and support business capabilities covering appointment scheduling, interactions, timeline summaries, alerts, and case management. Groups in scope are: First Year Advising, College of Business (CoB), College of Health and Behavioral Studies (CHBS), Pre-Professional Programs, Dean of Students Madison Cares, and Student Success and Enrollment Analytics.

**Discovery and Design Scope**

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

**Configuration Process Scope**

## Core Set Up, SSO, Users and Security, Salesforce Inbox and Calendar Syncing, Mogli

### *Education Cloud (EDC) Data / Data Model Configuration*

- [REDACTED]
  - [REDACTED]
  - [REDACTED]
  - [REDACTED]
- [REDACTED]
- [REDACTED]
  - [REDACTED]

### *Single Sign On (SSO) configuration*

- [REDACTED]
  - [REDACTED]
    - [REDACTED]
  - [REDACTED]
  - [REDACTED]

### *Salesforce Inbox for Outlook email and calendar integration*

- [REDACTED]
  - [REDACTED]
- [REDACTED]

### *Enable Mogli in Salesforce for SMS / text messaging*

- [REDACTED]

### *Page Layouts and Security*

- [REDACTED]
  - [REDACTED]
    - [REDACTED]
    - [REDACTED]
    - [REDACTED]
    - [REDACTED]
    - [REDACTED]

### *Report, Dashboards, and List Views*

- [REDACTED]
- [REDACTED]
  - [REDACTED]

- [REDACTED]

*Automations*

- [REDACTED]  
[REDACTED]

Capabilities

Salesforce Scheduler Configuration

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
  - [REDACTED]
  - [REDACTED]
  - [REDACTED]
- [REDACTED]
- [REDACTED]

Care Plans Configuration

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
  - [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Alerts Configuration

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



## Interactions Configuration



## Timelines Configuration



## Case Management Configuration



- 
- | Government          | Percentage |
|---------------------|------------|
| Current government  | 85%        |
| Previous government | 15%        |

Group	Bar 1	Bar 2	Bar 3
1	95%	100%	30%
2	95%	98%	15%
3	95%	93%	90%
4	95%	90%	80%
5	95%	90%	85%
6	95%	90%	80%
7	95%	90%	85%
8	95%	90%	80%
9	95%	90%	85%
10	95%	90%	80%
11	95%	90%	85%
12	95%	90%	80%

• [REDACTED]

[REDACTED]

- [Redacted]
- [Redacted]
- [Redacted]

Deployment & Support Scope

- [Redacted]
- [Redacted]
- [Redacted]

Project Management Scope

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Workstream 2 Assumptions

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Deliverables

Huron will provide the following deliverables as part of the implementation process:

[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]

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Timeline



Amended Section: Integration & Testing Deliverables, Page 13

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**Edit Section To:**

**Amended Section: Project Initiation, Page 18**

**Amended Section: General Project Support, Page 26**

**Amended Section: Fees and Expenses, Pages 29 - 30**

**Edit Section From:**

PHASE	ESTIMATE
Workstream 1: Enterprise-Wide Functionality	\$1,568,180
Workstream 2: Advising	\$464,475
Workstream 3: Advancement	\$2,777,100
Workstream 4: Admissions	\$567,700
	\$5,377,455

**Edit Section To:**

PHASE	ESTIMATE
Workstream 1: Enterprise-Wide Functionality	\$1,446,180
Workstream 2: Advising	\$712,410
Workstream 3: Advancement	\$2,777,100
Workstream 4: Admissions	\$567,700
	\$5,503,390

The net increase in fees of \$125,935 will be applied to the total project budget and will be invoiced in a time and materials manner in accordance with the Statement of Work and Master Services Agreement.

**Edit Section From:**

Worsktream	Role	Remote Rate	Hours	Cost
Enterprise	Engagement Director	\$305	400	\$122,000
Enterprise	Program Manager	\$285	1260	\$359,100
Enterprise	Change Management	\$305	400	\$122,000
Enterprise	Marketing Architect	\$305	176	\$53,680
Enterprise	Marketing Solution Architect	\$285	480	\$136,800
Enterprise	Marketing Developer	\$65	280	\$18,200
Enterprise	Marketing Analyst	\$230	320	\$73,600
Enterprise	Assessment Solution Architect	\$305	240	\$73,200
Enterprise	Assessment Business Analyst	\$285	240	\$68,400
Student Success	Engagement Lead	\$305	95	\$28,975.00
Student Success	Project Manager	\$285	380	\$108,300.00
Student Success	Solution Architect	\$305	480	\$146,400.00
Student Success	Business Analyst	\$230	760	\$174,800.00
Student Success	BA/QA/Tester	\$60	100	\$6,000.00
Admissions	Engagement Lead	\$305	100	\$30,500
Admissions	Solution Architect	\$305	400	\$122,000
Admissions	Project Manager	\$285	400	\$114,000
Admissions	Business Analyst	\$230	740	\$170,200
Admissions	Technical Lead	\$230	400	\$92,000
Admissions	Developer	\$75	520	\$39,000
Advancement	Engagement Lead	\$305	360	\$109,800
Advancement	Engagement Lead	\$285	1440	\$410,400
Advancement	Solution Architect	\$285	1200	\$342,000
Advancement	Technical Architect	\$305	720	\$219,600
Advancement	Technical Architect	\$95	1440	\$136,800
Advancement	Business Analyst	\$230	2400	\$552,000
Advancement	Business Analyst	\$230	520	\$119,600
Advancement	Developer	\$65	1600	\$104,000
Advancement	Developer	\$60	240	\$14,400
Advancement	Business Analyst	\$210	480	\$100,800
Advancement	Developer	\$60	960	\$57,600
Advancement	Technical Lead	\$75	1200	\$90,000
Advancement	Developer	\$60	960	\$57,600
Advancement	Quality Assurance	\$60	2400	\$144,000
Advancement	CRM-A Architect	\$285	400	\$114,000
Advancement	CRM-A Associate	\$230	400	\$92,000
Advancement	Affinaquest SME Pool	\$225	500	\$112,500
Integration	Solution Architect	\$305	120	\$36,600
Integration	Technical Architect	\$285	840	\$239,400
Integration	Developer	\$65	1720	\$111,800
Integration	Quality Assurance	\$65	640	\$41,600
Integration	Business Analyst	\$65	1720	\$111,800
				\$5,377,455

## Edit Section To:

Worskstream	Role	Remote Rate	Hours	Cost
Enterprise	Engagement Director	\$305	400	\$122,000
Enterprise	Program Manager	\$285	1260	\$359,100
Enterprise	Marketing Architect	\$305	176	\$53,680
Enterprise	Marketing Solution Architect	\$285	480	\$136,800
Enterprise	Marketing Developer	\$65	280	\$18,200
Enterprise	Marketing Analyst	\$230	320	\$73,600
Enterprise	Assessment Solution Architect	\$305	240	\$73,200
Enterprise	Assessment Business Analyst	\$285	240	\$68,400
Student Success	Engagement Lead	\$305	118	\$35,990.00
Student Success	Project Manager	\$285	520	\$148,200.00
Student Success	Solution Architect	\$285	824	\$234,840.00
Student Success	Business Analyst	\$230	976	\$224,480.00
Student Success	BA/QA/Tester	\$65	780	\$50,700.00
Student Success	Business Analyst	\$65	280	\$18,200.00
Admissions	Engagement Lead	\$305	100	\$30,500
Admissions	Solution Architect	\$305	400	\$122,000
Admissions	Project Manager	\$285	400	\$114,000
Admissions	Business Analyst	\$230	740	\$170,200
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Integration	Quality Assurance	\$65	640	\$41,600
Integration	Business Analyst	\$65	1720	\$111,800
				\$5,503,390



\* \* \*

This Change Order constitutes the entire understanding between Client and Huron with respect to the foregoing changes, supersedes all prior oral and written communications with respect to such changes, and may be amended, modified or changed only in writing when signed by both parties. Except as expressly modified herein, all other terms and conditions of the Statement of Work and the Agreement remain unchanged.

Please indicate your agreement to this Change Order by signing and returning to Huron a copy of this letter. We appreciate the opportunity to be of service to you.

Very truly yours,

HURON CONSULTING SERVICES LLC

By:  \_\_\_\_\_  
DocuSigned by:  
Vince Salvato  
403C1E0C0A3993

Acknowledged and Accepted:

JAMES MADISON UNIVERSITY

By:  \_\_\_\_\_

Title: Buyer Senior

Date: 7/28/2023