



CONTRACT MODIFICATION

Date: August 28, 2023
Contract #: UCPJMU6512
Service: Customer Relationship Management System
Modification #: Two
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 August 18, 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: 
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Vince Salvato

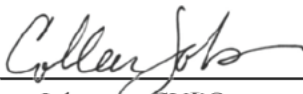
Name (print)

Managing Director

Title

Date Signed

James Madison University

By: 
Colleen Johnson, CUPO

Name (print)

Buyer Senior

Title

8/28/23

Date Signed

August 18, 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, as previously amended, 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]

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]

Automations

- [Redacted]

Capabilities

Salesforce Scheduler Configuration

- [Redacted]
- [Redacted]
- [Redacted]
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Care Plans Configuration

- [Redacted]
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Alerts Configuration

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Interactions Configuration

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Timelines Configuration

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Case Management Configuration

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Testing Scope

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Training Scope

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

Deployment & Support Scope

- [REDACTED]
- [REDACTED]

Project Management Scope

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

Workstream 2 Assumptions

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

Deliverables

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

Deliverable	Description
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Timeline



Amended Section: Integration & Testing Deliverables, Page 13

[REDACTED]

Edit Section To:

[REDACTED]

Amended Section: Project Initiation, Page 18

[REDACTED]

Amended Section: General Project Support, Page 26

[REDACTED]

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
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Edit Section To:

PHASE	ESTIMATE
Workstream 1: Enterprise-Wide Functionality	\$1,393,700
Workstream 2: Advising	\$723,590
Workstream 3: Advancement	\$2,818,400
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:

Workstream	Role	Remote Rate	Hours	Cost
Enterprise	Engagement Director	\$305	400	\$122,000.00
Enterprise	Program Manager	\$285	1260	\$359,100.00
Enterprise	Change Management	\$305	400	\$122,000.00
Enterprise	Marketing Architect	\$305	176	\$ 53,680.00
Enterprise	Marketing Solution Architect	\$285	480	\$136,800.00
Enterprise	Marketing Developer	\$65	280	\$ 18,200.00
Enterprise	Marketing Analyst	\$230	320	\$ 73,600.00
Enterprise	Assessment Solution Architect	\$305	240	\$ 73,200.00
Enterprise	Assessment Business Analyst	\$285	240	\$ 68,400.00
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	QA/Tester	\$60	100	\$ 6,000.00
Admissions	Engagement Lead	\$305	100	\$ 30,500.00
Admissions	Solution Architect	\$305	400	\$122,000.00
Admissions	Project Manager	\$285	400	\$114,000.00
Admissions	Business Analyst	\$230	740	\$170,200.00
Admissions	Technical Lead	\$230	400	\$ 92,000.00
Admissions	Developer	\$75	520	\$ 39,000.00
Advancement	Engagement Lead	\$305	360	\$109,800.00
Advancement	Project Management	\$285	1440	\$410,400.00
Advancement	Solution Architect	\$285	1200	\$342,000.00
Advancement	Technical Architect	\$305	720	\$219,600.00
Advancement	Technical Architect	\$95	1440	\$136,800.00
Advancement	Business Analyst	\$230	2400	\$552,000.00
Advancement	Business Analyst	\$230	520	\$119,600.00
Advancement	Developer	\$65	1600	\$104,000.00
Advancement	Developer	\$60	240	\$ 14,400.00
Advancement	Business Analyst	\$210	480	\$100,800.00
Advancement	Developer	\$60	960	\$ 57,600.00
Advancement	Technical Lead	\$75	1200	\$ 90,000.00
Advancement	Developer	\$60	960	\$ 57,600.00
Advancement	Quality Assurance	\$60	2400	\$144,000.00
Advancement	CRM-A Architect	\$285	400	\$114,000.00
Advancement	CRM-A Associate	\$230	400	\$ 92,000.00
Advancement	Affinaquest SME Pool	\$225	500	\$112,500.00
Integration	Solution Architect	\$305	120	\$ 36,600.00
Integration	Technical Architect	\$285	840	\$239,400.00
Integration	Developer	\$65	1720	\$111,800.00
Integration	Quality Assurance	\$65	640	\$ 41,600.00
Integration	Business Analyst	\$65	1720	\$111,800.00
				\$5,377,455

Edit Section To:

Worsktream	Role	Remote Rate	Hours	Cost
Enterprise	Engagement Director	\$305	400	\$122,000.00
Enterprise	Program Manager	\$285	1018.94	\$290,397.90
Enterprise	Marketing Architect	\$305	176	\$53,680.00
Enterprise	Marketing Solution Architect	\$285	480	\$136,800.00
Enterprise	Marketing Developer	\$65	280	\$18,200.00
Enterprise	Marketing Analyst	\$230	320	\$73,600.00
Enterprise	Assessment Solution Architect	\$305	256.5	\$78,232.50
Enterprise	Assessment Business Analyst	\$285	302	\$86,070.00
Student Success	Engagement Lead	\$305	118	\$35,990.00
Student Success	Project Manager	\$285	520	\$148,200.00
Student Success	Solution Architect	\$305	824	\$251,320.00
Student Success	Business Analyst	\$230	976	\$224,480.00
Student Success	BA/QA/Tester	\$60	780	\$46,800.00
Student Success	Business Analyst	\$60	280	\$16,800.00
Admissions	Engagement Lead	\$305	100	\$30,500.00
Admissions	Solution Architect	\$305	400	\$122,000.00
Admissions	Project Manager	\$285	400	\$114,000.00
Admissions	Business Analyst	\$230	740	\$170,200.00
Admissions	Technical Lead	\$230	400	\$92,000.00
Admissions	Developer	\$75	520	\$39,000.00
Advancement	Engagement Lead	\$305	360	\$109,800.00
Advancement	Project Manager	\$285	1640	\$467,400.00
Advancement	Solution Architect	\$285	1144.91	\$326,299.35
Advancement	Technical Architect	\$305	720	\$219,600.00
Advancement	Technical Architect	\$95	1440	\$136,800.00
Advancement	Business Analyst	\$230	2400	\$552,000.00
Advancement	Business Analyst	\$230	520	\$119,600.00
Advancement	Developer	\$65	1600	\$104,000.00
Advancement	Developer	\$60	240	\$14,400.00
Advancement	Business Analyst	\$210	480	\$100,800.00
Advancement	Developer	\$60	960	\$57,600.00
Advancement	Technical Lead	\$75	1200	\$90,000.00
Advancement	Developer	\$60	960	\$57,600.00
Advancement	Quality Assurance	\$60	2400	\$144,000.00
Advancement	CRM-A Architect	\$285	400	\$114,000.00
Advancement	CRM-A Associate	\$230	400	\$92,000.00
Advancement	Affinaquest SME Pool	\$225	500	\$112,500.00
Integration	Solution Architect	\$285	140	\$39,900.00
Integration	Integration Tech Architect (Dev Manager)-Boomi	\$65	1710.67	\$111,193.55
Integration	Integration Developer-Boomi	\$65	1709.23	\$111,099.95
Integration	Developer	\$65	1720	\$111,800.00
Integration	Quality Assurance	\$65	917.23	\$59,619.95
Integration	Business Analyst	\$65	1555.48923	\$101,106.80
				\$5,503,390.00

The revised Workstream Roles, Remote Rates, Hours, Costs, and total budget included in this Change Order encompass the following:

- Additional Hours and Costs needed for the Student Success workstream scope and timeline modifications.
- Various adjustments to the Workstream Role Remote Rates, Hours, and Costs that are a result of workstream resource shifting within the overall program. A history of Workstream resource shifting is recorded in the Program budget tracking tool.
- Remote Rate change for the Integration workstream Solution Architect role. This Remote Rate has decreased from \$305 to \$285 per hour. This rate was decreased as a result of a resource shift in June 2023 with the purpose to provide JMU with additional support for the Integrations workstream. This rate change did not impact the overall budget.

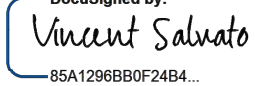
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This Change Order constitutes the entire understanding between Client and Huron with respect to the foregoing changes, supersedes all prior oral and written communications with respect to such changes, and may be amended, modified or changed only in 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: 
85A1296BB0F24B4...

Acknowledged and Accepted:

JAMES MADISON UNIVERSITY

By: 

Title: Buyer Senior

Date: 8/28/23