



## CONTRACT MODIFICATION

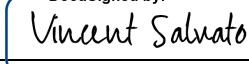
**Date:** December 6, 2023  
**Contract #:** UCPJMU6512  
**Service:** Customer Relationship Management System  
**Modification #:** Three  
**Issued By:** James Madison University Ph: 540-568-3137  
Colleen Johnson, Lead Commodity Contract Officer &  
Project Manager Fx: 540-568-7935  
**Contractor:** Huron Consulting Services  
Attn: Vince Salvato  
550 W. Van Buren Street  
Chicago, IL 60607  
**Contract Administrator:** Robin Bryan, Information Technology

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

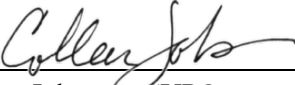
The attached Huron Change Order, dated November 3, 2023, hereby modifies UCPJMU6512 Negotiation Summary Attachment A Statement of Work for the referenced narrative and pricing sections.

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

### **Huron Consulting Services**

DocuSigned by:  
**By:**   
Vince Salvato 85A1296BB0F24B4...  
\_\_\_\_\_  
Name (print)  
Managing Director  
\_\_\_\_\_  
Title Date Signed

### **James Madison University**

**By:**   
Colleen Johnson, CUPO  
\_\_\_\_\_  
Name (print)  
12/6/23  
Lead Commodity Contract Officer & Project Manager  
\_\_\_\_\_  
Title Date Signed

November 3, 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 Admissions Workstream in current timeline for sub-section "Workstream 4: Admissions" of the SOW. The SOW is amended as follows:

**Amended Section: Fees and Expenses:**

This amendment of Fees and Expenses reflects an increase in Solution Architect hours from half-time to full-time. In addition, a line was temporarily moved from the Enterprise-wide workstream to Admissions to provide additional configuration support. This will ensure that the project is able to meet the current timeline.

Adjustments that increased the SA hours are due to findings that were identified during our discovery phase. This increase of hours will be focused on the following to meet the original timeline and scope:

- Assist JMU with Salesforce configuration for first year advisor assignment functionality by
  - Building out the functionality in Salesforce based on agreed upon requirements and design
  - Up to 120 hours of Salesforce configuration, test, and deployment for advisor assignments based on requirements
  - Reviewing design and noting changes based on potential future needs of advisor assignments
- Maintain advisor assignments and ensure those assignments are consistent with the current configuration and PeopleSoft integration
- Add regular build reviews at the end of each sprint, up to 6, to help ensure JMU admissions and orientation teams gain insight into the implementation
- Additional time necessary to build reports based on report information provided in discovery.
  - Huron will build up to 4 custom report types for associated admissions reports
  - Additional 6 Salesforce reports for a total of 16
- Add up to 5 custom page layouts
- Increase training to 12 hours for up to 15 people
- Produce up to 5 job aids (i.e., 1- to 2-page documents) to assist with email and event items
- Additional 3 event templates for a total of 6
- Admissions related configuration of Einstein Activity Capture and Office365 plugin layout

- Solution coordination with Marketing Cloud (MC) to ensure emails are sent through the proper source and the Blackthorn Event objects have proper MC data extensions
- Additional 3 email templates for a total of 8. Email templates will be coordinated with the MC implementation to determine where templates should be used.

**Edit Section From:**

PHASE	ESTIMATE
Workstream 1: Enterprise-wide Functionality	\$1,393,700
Workstream 2: Advising	\$723,590.00
Workstream 3: Advancement	\$2,818,399
Workstream 4: Admissions	\$567,700
	\$5,503,390

**Edit Section To:**

PHASE	ESTIMATE
Workstream 1: Enterprise-wide Functionality	\$1,327,140
Workstream 2: Advising	\$723,590.00
Workstream 3: Advancement	\$2,818,399
Workstream 4: Admissions	\$780,660
	\$5,649,790

The net increase in fees of \$146,400 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. The line moved debited \$66,560 from Workstream 1 and credited it to Workstream 4.

**Section From:**

Resource Plan (8/21/23)				
Worskstream	Role	Remote Rate	Hours	Cost
Enterprise	Engagement Director	\$305	400	\$122,000
Enterprise	Program Manager	\$285	1018.94	\$290,398
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	256.5	\$78,233
Enterprise	Assessment Business Analyst	\$285	302	\$86,070
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
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	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
Integration	Integration Tech Architect (Dev Manager)-Boomi	\$65	1710.67	\$111,193
Integration	Integration Developer-Boomi	\$65	1709.23	\$111,100
Integration	Developer	\$65	1720.00	\$111,800
Integration	Quality Assurance	\$65	917.23	\$59,620
Integration	Business Analyst	\$65	1555.49	\$101,107
				\$5,503,390

**Edit Section To:**

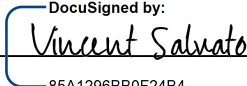
New Resource Plan (11/2/23)				
Worskstream	Role	Remote Rate	Hours	Cost
Enterprise	Engagement Director	\$305	400	\$122,000
Enterprise	Program Manager	\$285	1018.94	\$290,398
Enterprise	Marketing Architect	\$305	176	\$53,680
Enterprise	Marketing Solution Architect	\$285	480	\$136,800
Enterprise	Marketing Developer	\$65	280	\$18,200
Enterprise	Marketing Analyst	\$230	320	\$73,600
Enterprise	Assessment Solution Architect	\$305	256.5	\$78,233
Enterprise	Assessment Business Analyst	\$285	302	\$86,070
Student Success	Engagement Lead	\$305	118	\$35,990
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Admissions	Engagement Lead	\$305	100	\$30,500
Admissions	Solution Architect	\$305	880	\$268,400
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
Admissions	Business Analyst	\$65	1024.00	\$66,560
Advancement	Engagement Lead	\$305	360	\$109,800
Advancement	Project Manager	\$285	1640	\$467,400
Advancement	Solution Architect	\$285	1144.91	\$326,299
Advancement	Technical Architect	\$305	1088.8525	\$332,100
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
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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	0	\$0
Integration	Solution Architect	\$285	630.50	\$179,693
Integration	Integration Tech Architect (Dev Manager)-Boomi	\$65	728.00	\$47,320
Integration	Integration Developer-Boomi	\$65	2218.23	\$144,185
Integration	Developer	\$65	523.49	\$34,027
Integration	Quality Assurance	\$65	968.23	\$62,935
				\$5,649,790

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.

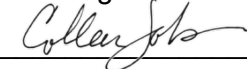
Please indicate your agreement to this Change Order by signing and returning to Huron a copy of this letter. We appreciate the opportunity to be of service to you.

Very truly yours,

HURON CONSULTING SERVICES LLC

By:  85A1296BB0F24B4...

Acknowledged and Accepted: JAMES MADISON UNIVERSITY

By:  Colleen Johnson

Title: Lead Commodity Contract Officer & Project Manager

Date: 12/6/2023