



CONTRACT MODIFICATION


Date: March 6, 2024
Contract #: UCPJMU6512
Service: Customer Relationship Management System
Modification #: Five
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 #4, dated February 5, 2024, hereby modifies UCPJMU6512 Negotiation Summary Attachment A Statement of Work for the referenced narrative and pricing sections therein.

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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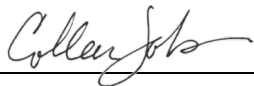
Vince Salvato

Name (print)

Managing Director

Title *Date Signed*

James Madison University

By: 

Colleen Johnson, CUPO

Name (print)

Lead Commodity Contract Officer
& Project Manager

Title *Date Signed* 3/7/2024



February 5, 2024

James Madison University
800 South Main Street
Harrisonburg, VA 22807

Dear Robin Bryan,

This Change Order #4 for Admissions Extension (“Change Order”), effective as of the last date of signature here below, describes changes to the Statement of Work (the “SOW”), dated January 24, 2023, entered by and between Huron Consulting Services LLC (“Huron”) and James Madison University (“Client”), entered pursuant to that certain Master Services Agreement, Consulting Services Agreement, effective January 25, 2023 (the “Agreement”). The Admissions Workstream of the SOW set forth below are hereby amended as follows:

Objectives and Scope

The purpose of this Change Order is to define the scope and add the required budget needed to extend the recruiting and admissions workstream by 6 weeks. This extension is needed to configure additional enhancements for the recruiting, admissions, orientation, and student success org. (<https://jamesmadisonuniversity1.my.salesforce.com>).

Enhancement items identified during the prior recruiting, admissions, and orientation phase as of 02/03/2024 will be added to the SOW scope. The following Admissions and Orientation high priority requirement items are being added to the SOW project scope:

- Create one (1) custom object for Territory management to store manually uploaded recruiter and region data [ID-1]
- Configure 25 total reports Salesforce reports, which includes 16 custom report types and/or joined reports [ID-2]
- Create one (1) custom touch points object and one (1) custom automation to update timeline with “Touch Points” customization. This customization will include: RFI, Purchased List, Application, Event Registration (visits/lists), Campaign Member, Test Scores [ID-5]
- Create one (1) Application history custom object to track application updates [ID-8]
- Configure Staging Table and one (1) Apex class to allow guest user access to Education Cloud fields [ID-15]
- Configure two (2) additional checklist items for “Declare Major” and “Enrollment Quiz”. To support automated checklist completion, Huron will configure one (1) Omni Component customization and two (2) checklist Flows [ID-20]
- Configure close date to prevent student action on a checklist item [ID-132]
- Configure checklist item close date in relation to orientation date [ID-133]
- Create Event email automation (up to 2 journeys with up to 8 workflow elements each) and 4 additional email templates [ID-40] & [ID-109]
 - Emails/SMS/etc is sent out to attendees at specific intervals to remind said attendees about events. Need to be able to send the following types of comms:
 - Registration Confirmation
 - Waitlist Communications



- Reminders/Parking Info
 - Post-Event
 - Emergency Communications
- Create 2 additional Case queues with 4 additional record types [ID-81]
- Customization to filter events and share/display event records as needed by up to 6 additional elements (e.g., major, student type, groups, etc...) [ID-99]
- Create Case request process for high-school counselor with up to 3 Case types, 2 queues, 2 Experience Cloud pages [ID-129]
- Mobile app setup for event check-in process [ID-108]
- Custom Omni Component (1) and related metadata (3) for “declare your major process” [ID-110]
- Create one Custom Screen Flow for Enrollment Quiz [ID-112]
- Create and configure the following additional Experience Cloud pages for Admissions and/or Orientation business processes (9)
 - Home page (Orientation/Post Matriculation)
 - Checklist
 - RFI
 - Contact Us
 - Enrollment Quiz
 - Declare a Major
 - Appointment Request (Scheduler OOS)
 - Blackthorn Event for Orientation
 - Blackthorn Event for Admissions

Our Services

Huron will provide staffing, according to the staffing chart below, to complete work identified in this Change Order

Approach

Huron will continue the project and extend the project budget and timeline by 6 weeks to increase the build, test, and deployment phases of the project.

Your Responsibilities

Client will continue with the responsibilities outlined in the SOW.

Assumptions

- Custom objects will include one record type and up to 20 fields.
- Custom objects and record types will be added to existing profiles and permission sets
- Record types will include one page layout
- Experience Cloud pages will use default templates, components, and page layouts



Fees & Expenses

This Change Order amends the SOW Fees & Expenses by adding \$241,800 to the total SOW Cost. The below table provides a breakdown of the additional Cost:

Workstream	Role	Remote Rate	Hours	Cost
Admissions	Solution Architect	\$305	240	\$73,200
Admissions	Technical Architect	\$305	240	\$73,200
Admissions	Developer (offshore)	\$75	240	\$18,000
Admissions	BA (offshore)	\$65	240	\$15,600
Admissions	BA	\$230	120	\$27,600
Admissions	Program Manager	\$285	120	\$34,200
			Total Change Order Cost	\$241,800

New Resource Plan

The table below reflects the following resource changes:

1. The SA Role for the Enterprise Assessment billed through February is now charged as the Engagement Lead. The hourly rate remains the same.
2. Engagement Lead hours (25) have been removed from the final weeks of the project to cover current overage due to the last onsite visit.
3. Extension of the Advancement project reallocated developer hours and fees to extend the overall conversion effort. This was a \$0 net change that placed hours where needed on resources for the conversion efforts, which is on the critical path. Please reference lines 33 and 35 for this change.
4. Total Budget decreased \$25 after the \$241,800 Change Order amount was executed. This was due to the rounding of resource hours. New Budget Total: \$5,891,565.00.

New Resource Plan (3.4.24)					
No.	Worsktream	Role	Remote Rate	Hours	Cost
1	Enterprise	Engagement Director	305	343.5	\$ 104,767.50
2	Enterprise	Program Manager	285	1019	\$ 290,415.00
3	Enterprise	Marketing Architect	305	93	\$ 28,365.00
4	Enterprise	Marketing Solution Architect	285	480	\$ 136,800.00
5	Enterprise	Marketing Developer	65	280	\$ 18,200.00
6	Enterprise	Marketing Analyst	230	320	\$ 73,600.00
7	Enterprise	Assessment Solution Architect	305	283.5	\$ 86,467.50
8	Enterprise	Assessment Business Analyst	285	302	\$ 86,070.00
9	Student Success	Engagement Lead	305	135	\$ 41,175.00
10	Student Success	Project Manager	285	520	\$ 148,200.00
11	Student Success	Solution Architect	305	854	\$ 260,470.00
12	Student Success	Business Analyst	230	1024	\$ 235,520.00
13	Student Success	BA/QA/Tester	60	780	\$ 46,800.00
14	Student Success	Business Analyst	60	257	\$ 15,420.00
15	Admissions	Engagement Lead	305	130	\$ 39,650.00
16	Admissions	Solution Architect	305	1120	\$ 341,600.00
17	Admissions	Project Manager	285	520	\$ 148,200.00
18	Admissions	Business Analyst	230	520	\$ 119,600.00
19	Admissions	Technical Lead	230	780	\$ 179,400.00
20	Admissions	Technical Architect	305	240	\$ 73,200.00
21	Admissions	Developer	75	640	\$ 48,000.00
22	Admissions	Business Analyst	65	1264	\$ 82,160.00
23	Advancement	Engagement Lead	305	360	\$ 109,800.00
24	Advancement	Project Management	285	1742	\$ 496,470.00
25	Advancement	Solution Architect	285	1280	\$ 364,800.00
26	Advancement	Technical Architect	305	1184	\$ 361,120.00
27	Advancement	Technical Architect	95	1440	\$ 136,800.00
28	Advancement	Business Analyst	230	2494	\$ 573,620.00
29	Advancement	Business Analyst	230	520	\$ 119,600.00
30	Advancement	Developer	65	1140	\$ 74,100.00
31	Advancement	Developer	60	640	\$ 38,400.00
32	Advancement	Business Analyst	210	480	\$ 100,800.00
33	Advancement	Developer	60	0	\$ -
34	Advancement	Technical Lead	75	1200	\$ 90,000.00
35	Advancement	Developer	60	0	\$ -
36	Advancement	Quality Assurance	60	2459	\$ 147,540.00
37	Advancement	CRM-A Architect	285	400	\$ 114,000.00
38	Advancement	CRM-A Associate	230	400	\$ 92,000.00
39	Advancement	Affinaquest SME Pool	225	0	\$ -
40	Integration	Solution Architect	285	631	\$ 179,835.00
41	Integration	Tech Architect-Dev Manager-Boomi	65	728	\$ 47,320.00
42	Integration	Developer - Boomi	65	2219	\$ 144,235.00
43	Integration	Developer	65	524	\$ 34,060.00
44	Integration	Quality Assurance	65	969	\$ 62,985.00
					\$ 5,891,565.00




PHASE	ESTIMATE
Workstream 1: Enterprise-wide Functionality (includes Integrations total)	\$ 1,293,120.00
Workstream 2: Advising	\$ 747,585.00
Workstream 3: Advancement	\$ 2,819,050.00
Workstream 4: Admissions	\$ 1,031,810.00
	\$ 5,891,565.00

* * *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 SOW 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.

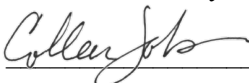
Very truly yours,

HURON CONSULTING SERVICES LLC

By:  85A1296BB0F24B4...

Acknowledged and Accepted:

James Madison University

By: 

Title: Lead Commodity Contract Officer & Project Manager

Date: 3/7/2024