



## CONTRACT MODIFICATION

**Date:** June 06, 2024  
**Contract #:** UCPJMU6512  
**Service:** Customer Relationship Management System  
**Modification #:** Seven  
**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 June 4, 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:** Vinco Salvato  
Vince Salvato (Jun 6, 2024 23:20 GMT+1)  
\_\_\_\_\_  
Vince Salvato  
\_\_\_\_\_  
*Name (print)*  
Managing Director 06/06/24  
\_\_\_\_\_  
*Title* *Date Signed*

### **James Madison University**

**By:** Colleen Johnson  
Colleen Johnson (Jun 6, 2024 16:40 EDT)  
\_\_\_\_\_  
Colleen Johnson, CUPO  
\_\_\_\_\_  
*Name (print)* 06/06/24  
Lead Commodity Contract Officer & Project Manager  
\_\_\_\_\_  
*Title* *Date Signed*



June 4, 2024

James Madison University  
800 South Main Street  
Harrisonburg, VA 22807

Dear Robin Bryan,

This Change Order 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 13 weeks. This extension is needed to support the current Salesforce Education Cloud build and provide additional enhancements for the recruiting, admissions, orientation, and student success org (<https://jamesmadisonuniversity1.my.salesforce.com>).

Support and enhancement items will be identified by JMU the 13-week period for recruiting, admissions, and orientation. JMU will be responsible for prioritizing and managing the project. Huron staff will support items requested by JMU so long as they can be achieved within the hours available.

#### Our Services

Huron will provide staffing, according to the staffing chart below, to provide support for the Salesforce student org environment.

#### Approach

Huron will continue the project and extend the project budget and timeline by 13 weeks to increase the support phases of the project.

#### Your Responsibilities

- Client will continue with the responsibilities outlined in the SOW.
- Client will prioritize and manage project oversight of staff and escalate issues to the JMU engagement lead as needed

#### Assumptions

- Client will provide prioritization and management oversight of Huron staff.
- Client will request time estimates for work as needed and Huron staff will provide basic hours estimates to complete work as requested.
- Client will use a project tracking mechanism, e.g., Smartsheets or Azure DevOps, to track work items and effort.



- Huron will build out items for use in the Student Salesforce org and these support hours are dedicated to the student Education Cloud build.
- Marketing Cloud and integrations is not included for the build items
- Huron will provide best effort hours estimates prior to executing work if, and when, requested by JMU. Otherwise, Huron assumes that JMU requests that the work be done during the allotted staff time in this Change Order.

#### Fees & Expenses

This Change Order amends the SOW Fees & Expenses by adding \$199,296 to the total SOW Cost.

The below table provides a breakdown of the additional Cost:

Workstream	Role	Remote Rate	Hours	Cost
Admissions/SS Support	Solution Architect	\$305	256	\$78,080
Admissions/SS Support	Technical Architect	\$305	256	\$78,080
Admissions/SS Support	Developer (offshore)	\$75	256	\$19,200
Admissions/SS Support	BA (offshore)	\$65	256	\$16,640
Admissions/SS Support	Program Manager	\$285	25.6	\$7,296
			Total Change Order Cost	\$199,296

#### **New Resource Plan**

The table below reflects the following resource changes:

1. The budget will be increased by \$199,296 as the Change Order amount is executed.
2. Resources assigned by Huron will consist of the same resources that have been involved with JMU's implementation, since inception.
3. Hours were allocated to existing resources to account for the two-week extension on the Advancement workstream, new end date of 11/15/24. These hours were dedicated to the online giving build but have been allocated across the core team. Hours were also shifted to the QA analyst resource due to additional effort needed. This is a \$0 change.

No.	Worskstream	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	1782.5263	\$ 508,020.00
25	Advancement	Solution Architect	285	1320.5263	\$ 376,350.00
26	Advancement	Technical Architect	305	1225.3115	\$ 373,720.00
27	Advancement	Technical Architect	95	1440	\$ 136,800.00
28	Advancement	Business Analyst	230	2567.0435	\$ 590,420.00
29	Advancement	Business Analyst	230	520	\$ 119,600.00
30	Advancement	Developer	65	1140	\$ 74,100.00
31	Advancement	Developer	60	360	\$ 21,600.00
32	Advancement	Business Analyst	210	230	\$ 48,300.00
33	Advancement	Developer	60	0	\$ -
34	Advancement	Technical Lead	75	1200	\$ 90,000.00
35	Advancement	Developer	60	0	\$ -
36	Advancement	Quality Assurance	60	2739	\$ 164,340.00
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	729	\$ 207,765.00
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	262	\$ 17,030.00
44	Integration	Quality Assurance	65	798	\$ 51,870.00
45	Admissions/Student Success Support	Solution Architect	305	256	\$ 78,080.00
46	Admissions/Student Success Support	Technical Architect	305	256	\$ 78,080.00
47	Admissions/Student Success Support	Developer	75	256	\$ 19,200.00
48	Admissions/Student Success Support	Business Analyst	65	256	\$ 16,640.00
49	Admissions/Student Success Support	Program Manager	285	25.6	\$ 7,296.00
					\$6,090,646.00



PHASE	ESTIMATE
Workstream 1: Enterprise-wide Functionality (includes Integrations total)	\$ 1,292,905.00
Workstream 2: Advising	\$ 747,585.00
Workstream 3: Advancement	\$ 2,819,050.00
Workstream 4: Admissions	\$ 1,031,810.00
Workstream 5: Admissions/SS Support	\$ 199,296.00
	\$ 6,090,646.00

\* \* \*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: Vince Salvato  
Vince Salvato (Jun 6, 2024 23:20 GMT+1)  
Title: Managing Director  
Date: 06/06/24

Acknowledged and Accepted:

JAMES MADISON UNIVERSITY

By: Colleen Johnson  
Colleen Johnson (Jun 6, 2024 16:40 EDT)  
Title: Lead Commodity Contract Officer & PM  
Date: 06/06/24