



CONTRACT MODIFICATION

Date: September 27, 2024
Contract #: UCPJMU6512
Service: Customer Relationship Management System
Modification #: Eleven
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: Geoffrey Corb
 550 W. Van Buren Street
 Chicago, IL 60607
Contract Administrator: Robin Bryan, Information Technology

Description of Modification Notice:

The attached Huron Change Order, dated September 19, 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 as herefore changed, remain unchanged and in full force and effect.

Huron Consulting Services

By: 

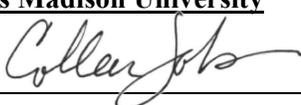
 Geoffrey Corb

Name (print)

 Managing Director *9/27/2024*

Title *Date Signed*

James Madison University

By: 

 Colleen Johnson, CUPO

Name (print) *9/27/2024*

 Lead Commodity Contract Officer & Project Manager

Title *Date Signed*

September 19, 2024
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”).

The SOW is amended as follows:

Amended Section: Timeline, Budget, & Resources:

This Change Order is for an extension on timeline and budget for the Advancement (Workstream 3) CRM Implementation. This change order includes an 8-week extension for go-live critical items. This will involve the build, test, and train-the-trainer training for system users.

During these 8-weeks, the sprint iteration plan is broken up into the following Epics (category blocks) during each of the 2-week iterations. Stories are categorized under each Epic. Story progress, and related information needed to complete tasks will be tracked in the Azure DevOps system. The overall project timeline will be tracked in Smartsheets – as is currently done. Huron and JMU will determine and focus on stories, issues, bugs that are go-live critical under each epic.

Sprint Cadence for Epics

- **Iteration 1**
 - Configuration & bug fixes for Prospect Management
 - *Apsona
 - Security & Permissions
 - Data Conversion – Gift Data, Pledge Data
 - Integrations
- **Iteration 2**
 - Configuration & bug fixes for Bio-Demo
 - Configuration & bug fixes for Gift, including giving summaries/gift clubs
 - Configuration f& bug fixes or Cases
 - *Apsona (Continued)
 - Security & Permissions (Continued)
 - Data Conversion – Gift Data, Pledge Data, Prospect Data
 - Integrations
- **Iteration 3**
 - Configuration & bug fixes for Constituent Engagement, including Engagement Scoring
 - Configuration & bug fixes for Campaign
 - *Apsona (Continued)
 - Security & Permissions (Continued)
 - Data Conversion – Prospect Data, Constituent Engagement
 - Integrations
- **Iteration 4**
 - Remaining go-live configuration and bug fixes from previous iterations
 - Third-Party Applications
 - DonorSearch
 - OnBase
 - Maps
 - *Apsona (Continued)
 - Security & Permissions (Continued)
 - Data Conversion – Remaining items from previous iterations

*Apsona build will consist of multiple iterations. It will deliver the ten (10) templates as defined in the original scope, and be divided among the following areas as determined in each sprint iteration:

- Receipts
- Acknowledgements
- Presidential Profiles
- Reporting

Timeline & Deliverables

The sprint iterations being added are starting September 2, 2024, and continuing through to October 18, 2024. The project timeline for the remaining workstreams are as follows:

9/2 - 9/13: Iteration 1

9/16 - 9/27: Iteration 2

9/30 - 10/11: Iteration 3

10/14 - 10/18: Iteration 4

10/21 - 11/1: Train the trainer

11/4 - 11/15: End user training & 3rd data conversion/sandbox refreshes

11/18 - 12/6: Data validation/bug cleanup after sandbox refreshes

12/9 - 12/19: User Acceptance Testing (UAT)

1/13 - 1/17: Retest fixes from UAT

1/21 – 3/21: Majority of system work by Huron pauses; JMU internally uses this time to align on processes, documentation, and reporting. See bullet below and Conversion-Only Period section.

- During the "pause" prior to go-live, JMU may direct Huron resources to focus on specific items of high importance within the allotted availability (for example Griffin configuring a few Affinaquest page layouts for mobile devices)

3/21 – 4/7: Advance goes down for conversion (technically live after 4/7, but can-do soft go-live to validate)

4/14: Go-Live

Marketing Cloud

- Part of enterprise, anticipated work in October (Pending JMU Final Decisions). Marketing Cloud implementation will continue as part of the Enterprise portion of the project

Integration Extension

Integration hours will be increased by 8 weeks from the end of the current scheduled integration completion until 10/21/2024. Integration hours will be added to complete work previously identified for:

- PeopleSoft

- Student data,
- parent data,
- employee data
- degrees, majors,
- minors,
- financial aid,
- scholarship awards,
- amounts,
- academic structure
- GiveCampus
 - Outbound from Salesforce = Designations, Bio-Demo,
 - Inbound = donors, designations, amount, method
- Paciolin
 - Ticket purchase
 - Gifts made
 - Bio-demo info
- Blackbaud – Madison Scholarship Hub (MSH)
 - Pictures
 - Basic fund information

Conversion-only Period

An additional period will be added for data conversion work while JMU pauses project work for internal operations. During this period only data conversion activities will continue, and the conversion team will remain in reduced hours and capacity to refine the data conversion. The goal is for data to be production ready and close any remaining go-live critical data conversion items. Once the project resumes, loads will take place that facilitate production cutover activities. The project will resume after this period with the current go-live cutover activities. Roles have been updated below to show hours and fees related to this additional period.

Added Resource Cost:

| Workstream | RESOURCE NAME | Bill Rate | TOTAL FEES | TOTAL HRS |
|------------------------------|----------------------------|------------------|----------------------|------------------|
| Advancement | Griffin Homan | \$285 | \$ 45,600.00 | 160 |
| Advancement | Kevin Flaherty | \$285 | \$ 45,600.00 | 160 |
| Advancement | Michael O'Hare | \$230 | \$ 36,800.00 | 160 |
| Advancement | Syed Mohsin Ali Rizvi | \$305 | \$ 48,800.00 | 160 |
| Advancement | Developer-Offshore (Arun) | \$60 | \$ 19,200.00 | 320 |
| Advancement | Joshwin Maggesto | \$285 | \$ 9,120.00 | 32 |
| Integration | Brandon Nielson | \$285 | \$ 45,600.00 | 160 |
| Integration | Developer-Offshore (Vivek) | \$65 | \$ 20,800.00 | 320 |
| | | | \$ 271,520.00 | 1,472 |
| Conversion-only staff | 1/20/25-3/21/25 | | | |
| Workstream | Griffin Homan | \$285 | \$ 12,825.00 | 45 |
| Workstream | Syed Mohsin Ali Rizvi | \$305 | \$ 27,450.00 | 90 |
| Workstream | Developer-Offshore (Arun) | \$60 | \$ 21,600.00 | 360 |
| | | | \$ 61,875.00 | 495 |
| | | Total | \$ 333,395.00 | 1,967 |

Edit Section From:

| 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 | 1360 | \$ 129,200.00 |
| 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 | 1080 | \$ 81,000.00 |
| 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 | Advancement | Developer | 60 | 276.66667 | \$ 16,600.00 |
| 41 | Integration | Solution Architect | 285 | 729 | \$ 207,765.00 |
| 42 | Integration | Tech Architect-Dev Manager-Boomi | 65 | 728 | \$ 47,320.00 |
| 43 | Integration | Developer - Boomi | 65 | 2219 | \$ 144,235.00 |
| 44 | Integration | Developer | 65 | 262 | \$ 17,030.00 |
| 45 | Integration | Quality Assurance | 65 | 798 | \$ 51,870.00 |
| 46 | Admissions/Student Success Support | Solution Architect | 305 | 256 | \$ 78,080.00 |
| 47 | Admissions/Student Success Support | Technical Architect | 305 | 256 | \$ 78,080.00 |
| 48 | Admissions/Student Success Support | Developer | 75 | 256 | \$ 19,200.00 |
| 49 | Admissions/Student Success Support | Business Analyst | 65 | 256 | \$ 16,640.00 |
| 50 | Admissions/Student Success Support | Program Manager | 285 | 25.6 | \$ 7,296.00 |
| | | | | | \$6,090,646.00 |

Edit Section To:

| No. | Workstream | 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 | 1942.5263 | \$ 553,620.00 |
| 25 | Advancement | Solution Architect | 285 | 1525.5263 | \$ 434,775.00 |
| 26 | Advancement | Technical Architect | 305 | 1475.3115 | \$ 449,970.00 |
| 27 | Advancement | Technical Architect | 95 | 1360 | \$ 129,200.00 |
| 28 | Advancement | Business Analyst | 230 | 2727.0435 | \$ 627,220.00 |
| 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 | 1080 | \$ 81,000.00 |
| 35 | Advancement | Developer | 60 | 0 | \$ - |
| 36 | Advancement | Quality Assurance | 60 | 3419 | \$ 205,140.00 |
| 37 | Advancement | CRM-A Architect | 285 | 432 | \$ 123,120.00 |
| 38 | Advancement | CRM-A Associate | 230 | 400 | \$ 92,000.00 |
| 39 | Advancement | Affinaquest SME Pool | 225 | 0 | \$ - |
| 40 | Advancement | Developer | 60 | 276.66667 | \$ 16,600.00 |
| 41 | Integration | Solution Architect | 285 | 889 | \$ 253,365.00 |
| 42 | Integration | Tech Architect-Dev Manager-Boomi | 65 | 728 | \$ 47,320.00 |
| 43 | Integration | Developer - Boomi | 65 | 2539 | \$ 165,035.00 |
| 44 | Integration | Developer | 65 | 262 | \$ 17,030.00 |
| 45 | Integration | Quality Assurance | 65 | 798 | \$ 51,870.00 |
| 46 | Admissions/Student Success Support | Solution Architect | 305 | 256 | \$ 78,080.00 |
| 47 | Admissions/Student Success Support | Technical Architect | 305 | 416 | \$ 126,880.00 |
| 48 | Admissions/Student Success Support | Developer | 75 | 456 | \$ 34,200.00 |
| 49 | Admissions/Student Success Support | Business Analyst | 65 | 256 | \$ 16,640.00 |
| 50 | Admissions/Student Success Support | Program Manager | 285 | 37.6 | \$ 10,716.00 |
| | | | | | \$6,491,261.00 |

***Edit Section To also reflects \$67,220.00 added to UCPJMU6512 in Modification #10 for Group Advising Appointments (Previously referenced as Workstream "Advising" now Included in Admissions/Student Success Support lines 46-50 herein).**

Edit Section From:

| 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 |

Edit Section To:

| PHASE | ESTIMATE |
|---|-----------------|
| Workstream 1: Enterprise-wide Functionality (includes Integrations total) | \$ 1,359,305.00 |
| Workstream 2: Advising | \$ 747,585.00 |
| Workstream 3: Advancement | \$ 3,086,045.00 |
| Workstream 4: Admissions | \$ 1,031,810.00 |
| Workstream 5: Admissions/SS Support | \$ 266,516.00 |
| | \$ 6,491,261.00 |

***Edit Section To also reflects \$67,220.00 added to UCPJMU6512 in Modification #10 for Group Advising Appointments (Previously referenced as Workstream "Advising" now Included in Workstream 5: Admissions/Student Success Support).**

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: _____

Acknowledged and Accepted: JAMES MADISON UNIVERSITY

By: _____

Title: Lead Commodity Contract Officer & Project Manager

Date: 9/27/2024