



CONTRACT RENEWAL LETTER

Date: September 17, 2025
Contract #: UCPJMU6767
Service: IT Consulting Services
Renewal Period: 12/11/2025 to 12/10/2026
Renewal #: 2 of 4 One-Yr
Issued By: James Madison University
Katie Forsyth, Buyer Senior Ph: 540-568-5113
Fx: 540-568-7935

Contractor: HyperGen, Inc
Attn: Sherry Dyer
7810 Carvin Street
Roanoke, VA 24019 Ph: 800-497-3744 x350

Contract Administrator: Robin Bryan, Information Technology


Description of Renewal Notice:

In accordance with the renewal provision of the original contract all terms, conditions, and specifications of the original contract remain the same during the contract renewal period, along with any modifications that have been incorporated up until this point. The contract pricing is attached to this renewal. In addition, the attached PeopleSoft Bulk Services (with additional rates) and Remote Support Protocol are hereby incorporated into this contract.

All invoices shall be submitted within sixty days of contract renewal term expiration as well as for each subsequent contract renewal period. Any invoices submitted after the sixty day period will not be processed for payment.

Return one executed renewal notice to my attention within ten days.

HyperGen, Inc

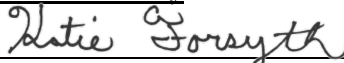
By: 

Sherry Dyer

Name (print)
VP of Sales 09 / 19 / 2025

Title Date Signed

James Madison University

By: 

Katie Forsyth,

Name (print)
Buyer Senior 9/18/2025

Title Date Signed

Contract #: UCPJMU6767
Contractor: HyperGen, Inc
Renewal Period: 12/11/2025 to 12/10/2026
Commodity: IT Consulting Services

- Contractor’s pricing schedule for the Purchasing Agency is as follows:
 (All prices are in US Dollars and per hour rates)

Oracle Core Technologies	Onsite	Offsite
Sr. Functional Lead	165.00	160.00
Senior Engineer	145.00	140.00
Engineer	125.00	120.00

Oracle/PeopleSoft Enterprise Solutions	Onsite	Offsite
Sr. Functional Lead	165.00	160.00
Senior Engineer	145.00	140.00
Engineer	125.00	120.00

Microsoft Azure and M365	Onsite	Offsite
Project Manager	145.00	115.00
Senior Engineer	145.00	115.00
Engineer	145.00	115.00

Security and Federation Services	Onsite	Offsite
Project Manager	145.00	115.00
Senior Engineer	145.00	115.00
Engineer	145.00	115.00

Desktop and Mobile Device Management	Onsite	Offsite
Project Manager	145.00	115.00
Senior Engineer	145.00	115.00
Engineer	145.00	115.00

Cisco Tech., Infrastructure Support, and Visualization	Onsite	Offsite
Project Manager	145.00	115.00
Senior Engineer	145.00	115.00
Engineer	145.00	115.00

Audio Visual Technologies	Onsite	Offsite
Project Manager	145.00	115.00
Senior Engineer	145.00	115.00
Engineer	145.00	115.00

See also attached PeopleSoft Bulk Services additional pricing.

- Onsite pricing shall be inclusive of all travel costs.
- Billable hours shall be for actual work hours on authorized projects/tasks rounded to the quarter hour. Billable hours shall not include travel time.
- Contractor shall provide detailed invoicing to include project title, number of hours worked onsite and/or offsite, role of individual(s) performing the work, and specific tasks performed.
- The University may also request that these services be provided as a fixed-fee project, as would be mutually agreed to prior to services being rendered, with deliverables billed upon completion of milestones.

6. The University may also request that these services be provided as a monthly subscription service, as would be mutually agreed to prior to services being rendered, with deliverables determined by monthly service requirements.
7. The Purchasing Agency reserves the right to reject any assigned personnel at any time with or without cause. Contractor shall provide a suitable replacement within a timely manner.
8. Contractor has disclosed all potential fees. Additional charges will not be accepted.

PEOPLESOFT BULK SERVICES

PeopleSoft® Technical and Functional consultant services on a per call basis or for selected tasks provided by the client to our remote services team. Scope of Work to be mutually executed between parties to engage the below option for bulk rate purchase and purchase order issued by Commonwealth of Virginia for right to work/project commencement.

BULK PURCHASE HOURS RATE:

The development tasks include, but are not limited to, the following areas:

- PeopleTools Upgrades*
- PeopleSoft Application Upgrades*
- Implementations/Data Conversion*
- Applying Tax Updates, patches, Fixes & Bundles*
- PeopleSoft Update Manager (PUM) for 9.2 clients*
- PeopleSoft Administration*

PeopleSoft Development:

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> • Fields • Records • Pages • Components • Component Interface • Menus • PeopleCode | <ul style="list-style-type: none"> • Mass Change • Application Engine • Application Package • Web Services • Integration Broker • Workflow • Approvals Workflow Engine | <ul style="list-style-type: none"> • EDI • SQR • COBOL • XML Publisher • Crystal Reports • PS Query • Business Interlink |
|--|---|---|

Other Development:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Java • C++ • C# • VB .Net • HTML/HTML 5 • CSS | <ul style="list-style-type: none"> • JavaScript • MS SharePoint • ASP.Net • PeopleSoft Interfaces to External Systems • Technical Support for Client Staff Members for Production Support |
|--|--|

Additional services are available yet may be offered at an alternate rate than what is proposed in the Bulk Purchase Hours Rate section below. Services shown above with an asterisk (*) may require minimal client-side assistance.

Our Bulk Purchase plan allows clients the option of receiving up-front discounts for Onshore Remote Technical Services with the flexibility to utilize the hours purchased at any time within a 12-month period from first invoice. A minimum purchase of 500 hours is required in order to take advantage of HyperGen's discounted Bulk Purchase Hour Software Support. HyperGen offers several Bulk Purchase Hour Support packages. Each 500-hour increment receives an hourly discount.¹ Please see table below.

BULK HOURS	TOTAL	STANDARD PRICING	SAVINGS WITH BULK PURCHASE
500 hours	\$57,500.00	\$60,000.00	\$ 2,500.00
1000 hours	\$110,000.00	\$120,000.00	\$ 10,000.00

1500 hours	\$157,500.00	\$180,000.00	\$ 22,500.00
------------	--------------	--------------	--------------

¹Development tasks listed above may be charged at a multiplier rate based upon the resource utilized. Please see Senior Level Onshore Remote Services section.

HyperGen assigns Resource Types based on the level of support required to support a service request. In the event of a resource availability issue, or at the request of the client, a higher-level Resource Type may be utilized to support a service request.

SENIOR LEVEL ONSHORE REMOTE SERVICES AVAILABLE:

The following tasks are not part of the development tasks that are included in the Bulk Purchase of hours:

Remote Service Management

- Design Architecture
- Planning
- Scheduling
- Resource Management
- Monitoring
- Plan Execution
- Managing overall project(s)

Technical Analysis

- Technical Business Process Design
- Requirements Gathering
- Specifications Development
- System/Application Architect
- Test Plan/Script/Case development and execution (PTF's)
- Technical Configuration and Setup
- Advanced Troubleshooting²

If you utilize any of the Senior Level Onshore Remote Services they will be deducted from your Bulk Hours according to the multiplier chart as follows:

RESOURCE	MULTIPLIER RATE
Technical Lead	X 1.25 per hour
Functional Lead	X 1.50 per hour
Remote Services Manager / Sr. Consultant	X 1.50 per hour

²Reactive support for upgrades, training, and training materials are not available through our Bulk Hours plan. Please contact your Account Executive for additional options.

INVOICING:

HyperGen shall submit invoices to Client for the Bulk Purchase of hours. If Bulk hours are consumed prior to the completion of a 12-month period from first invoice, additional hours can be purchased based upon the current discounted rate.

REMOTE SUPPORT PROTOCOL

INFORMATION AND HOURS

HyperGen Inc.
7810 Carvin Street
Roanoke, VA 24019
Phone: (800) 497-3744

Support Hours:
Monday - Friday, 8:00 a.m. – 5:30 p.m. EST
(Excluding Corporate Holidays)

NEW ISSUE PROCEDURE

Primary Contact:

- Please call the above phone numbers and select Option 8, then Option 1 for Technical Support. After hours calls Severity 2 or higher will be automatically routed to the on-call staff member using this option.
- Email your request to your Primary Point of Contact (PPOC).

Corporate Contacts:

Account Executives

- Sherry Dyer: ext. 350 | dyers@hypergeninc.com
- Turner King: ext. 630 | kingt@hypergeninc.com

Remote Services Contacts:

Remote Services Managers

- Chris Lewis: ext. 7063 | Chris.Lewis@hypergeninc.com
- Roblyn Brand: ext. 460 | brandr@hypergeninc.com

EMERGENCY CALL PROCEDURES

To ensure HyperGen can appropriately respond to your emergencies, the following procedures must be adhered to:

Procedure
<ol style="list-style-type: none">1) Call (800) 497-3744 EXT. 8, Option 1 <i>Leave a Voicemail - Notifications will be sent to all Remote Services Managers</i>2) Email: RemoteServicesManagers@hypergeninc.com3) Call your PPOC.4) Email your Account Executive <p>Execute All of the Above in a Production Outage</p>

SEVERITY DEFINITIONS

Service requests may be submitted by you either via email or by telephone. On-Demand Hourly Service clients will be referred to as Silver level partners in respect to the Service Level Agreements detailed below. Also, our Monthly Service and Bulk Hour Purchase clients will be referred to as Gold level and will receive elevated call status when reporting support issues. The service request severity level is selected by you and HyperGen Remote Service staff and should be based on the following severity definitions:

Severity 1 Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour for Gold Level clients. Silver Level clients will be provided a response time of within two (2) hours for Severity 1 issues. 24 Hour Commitment to Severity 1 Service Requests: HyperGen will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide HyperGen with a contact during this 24x7 period, either on site or by pager, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from HyperGen Remote Services Department.

Severity 2 You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3 You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4 You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

Service Request Response Guidelines: Reasonable efforts will be made to respond to service requests per the following guidelines:

- 90% of Severity 1 service requests submitted by Gold Level clients will be responded to within 1 hour (available 24x7) by dialing (800) 497-3744 Option 8, then Option 1. Silver Level clients will be provided a response time of within two (2) hours for Severity 1 issues.
- 90% of Severity 2 service requests submitted by Gold Level clients will be responded to within 2.5 local business hours. Silver Level clients will be provided a response time of within five (5) hours.
- 90% of Severity 3 service requests submitted by all client levels will be responded to within the next local business day.
- 90% of Severity 4 service requests submitted by all client levels will be responded to within the next local business day.

HyperGen Inc. provides the right of our clients to request an alternate consultant for the performance of the project services via notification in writing.

Member Level	Severity 1: Response Time	Severity 2: Response Time	Severity 3: Response Time	Severity 4: Response Time
Gold Level	1 hour	2.5 business hours	Next local business day	Next local business day
Silver Level	2 hours	5 hours	Next local business day	Next local business day

COVERED ENVIRONMENTS

Environment	Description	Coverage
PRODUCTION	Production level data is housed in this environment. Transaction Level Data is maintained here and this is the Prime environment.	All Severity Levels are available to Client. Change Management Procedures apply. HyperGen will interact with MOS on client's behalf to resolve issues and outages.
REPORT*	Reporting Environments are utilized for Daily, Weekly, and Quarterly Reporting	Severity Level 2 and down. Escalation to Severity 1 allowed with contact to PPOC. Remains under change management procedure as required for SARBOX requirements.
QA / TEST	Environment utilized for Testing and Quality Assurance.	Severity level 2 and down. Change Management Procedures apply.
DEVELOPMENT	Primary Development Environment available to HyperGen development team.	Severity Level 2 and down.
DEMO	Demonstration Database is a delivered Application Environment that is required for researching issues and required by MOS for priority support.	
*Not all customers have a "REPORTS" DB. We offer support for this environment as well as others.		

Title	JMU Contract Renewal
File name	FOIA_UCPJMU6767_RENEWAL2.pdf
Document ID	813180f169ac443a500c65cd832fb2d282d71a84
Audit trail date format	MM / DD / YYYY
Status	● Signed

Document History



SENT

09 / 19 / 2025
07:05:03 UTC-4

Sent for signature to Sherry Z. Dyer (dyers@hypergeninc.com) from legal@hypergeninc.com
IP: 68.230.251.128



VIEWED

09 / 19 / 2025
07:09:10 UTC-4

Viewed by Sherry Z. Dyer (dyers@hypergeninc.com)
IP: 174.206.60.128



SIGNED

09 / 19 / 2025
07:09:25 UTC-4

Signed by Sherry Z. Dyer (dyers@hypergeninc.com)
IP: 174.206.60.128



COMPLETED

09 / 19 / 2025
07:09:25 UTC-4

The document has been completed.