



## CONTRACT RENEWAL LETTER

**Date:** March 17, 2020  
**Contract #:** UCPJMU5502  
**Service:** Volunteer Management System  
**Renewal Period:** 5/1/2020 to 4/30/2021  
**Renewal #:** 1 of 9 One-Year  
**Issued By:** James Madison University  
 LeeAnne Beatty Smith, Buyer Senior Ph: 540-568-7523  
 Fx: 540-568-7935  
  
**Contractor:** Avviato, Inc. dba HandsOn Connect Cloud Solutions  
 Attn: Alfredo Boccalandro  
 12157 W. Linebaugh Ave, #332  
 Tampa, FL 33636 Ph: 813-792-5550  
  
**Contract Administrator:** Barry King, University Advancement

### **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 will remain the same and is attached to this renewal.

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.

### **Avviato, Inc. dba HandsOn Connect Cloud**

**Solutions**  
 DocuSigned by:  
 By: Alfredo Boccalandro  
 15B02619905047A...  
 Alfredo Boccalandro

*Name (print)*

CEO 3/24/2020

*Title Date Signed*

### **James Madison University**

By: [Signature]  
 LeeAnne Beatty Smith, CPPB, VCA, CUPO

*Name (print)*

Buyer Senior

*Title Date Signed*



Renewal #1

**Contract #:** UCPJMU5502**Contractor:** Avviato, Inc, dba HandsOn Connect Cloud Solutions**Renewal Period:** 5/1/2020 - 4/30/2021**Commodity:** Volunteer Management System

## 1. Annual Licensing Fees (ongoing)

Product and Services	Standard Cost	Beta Partner Cost
<b>HandsOn Connect Product License and Support &amp; Service Cost (annual). Includes:</b> <ul style="list-style-type: none"> <li>• Product license &amp; Support for 1 year</li> <li>• 5,000 Active Users (volunteers, staff, department staff, partners)</li> <li>• Monthly HandsOn Connect Releases</li> <li>• Weekly HandsOn Connect Live Support Labs</li> <li>• Regularly Scheduled Success Trainings</li> <li>• HandsOn Connect Online Documentation and Support Desk</li> <li>• Test Instance</li> <li>• Additional Salesforce sandboxes (up to 30)</li> </ul>	\$5,000	\$4,000
20,000 additional active users(1) (annual)	\$5,000	\$4,000
Chat and In-App Messaging Module (annual)	\$5,800	\$5,800
Check-in/out Kiosk (annual)	\$1,200	\$1,200
HandsOn Connect Advanced Registration & Signup (annual)	\$1,200	\$1,200
Spanning Backup (annual)	\$750	\$750
4 Salesforce Full (Enterprise) Admin Licenses (annual) Three full admin licenses for the client and one license must be dedicated to HOC	\$1,728	\$1,728
4 Salesforce Platform Admin Licenses (annual) Admin Staff level licenses	\$1,728	\$1,728
<b>Annual Licensing Cost</b>	<b>\$22,406</b>	<b>\$20,406</b>

## 2. Optional Costs



Renewal #1

Product and Services	Cost
Single Sign On (SSO) Shibboleth Integration (one time)	\$2,600
Premium/Priority Support (annual)	\$7,200
Additional Full Admin Licenses (annual per user)	\$432
Additional Training for End Users	\$3,600
Additional Platform Admin Licenses (annual per user)	\$72 to \$432

3. On-Demand Products & Services – Contractor shall provide detailed project quotes (*number of hours to be worked, contracted hourly rates, deliverable(s) to be provided, timelines, total cost*) for the scope of work provided by the Purchasing Agency.

Product and Services	Cost
Subsites: Standalone branded sites using a path URL for partners who want their own landing page.	\$950/year
Minisites: Same as Subsites but also includes their own CMS, Registration, and Sign Up Workflows and Check-in/out Kiosk	\$1,800/year
Verified Volunteers Module (Fees per individual background check transaction from Verified Volunteers, may apply)	\$800/year
Virtual and Ongoing Technical Services (e.g. System Admin, Development, Support, Training)	\$150/hour
Salesforce Admin, Development, Implementation, and Integration services	\$160/hour
General Admin, Development, Implementation, and Integration Services	\$135/hour
Analytics and Metrics Services	\$175/hour
Customer Success Consulting	\$175/hour
General Consulting Services	\$175/hour
Virtual and Ongoing Management Services (e.g. donor management, volunteer management, disaster support).	\$150/hour



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The Purchasing Agency will issue purchase orders that shall authorize the Contractor to proceed with work. There shall be no work permitted under this contract without an agency issued purchase order. Any Purchasing Agency requested change(s) to the project scope of work that will institute a change in cost shall be addressed through an updated project quote and purchase change order; there shall be no increase to the project cost otherwise.

4. There shall be no miscellaneous fees invoiced to the University that have not been identified herein.