



Ellucian Company L.P.
4 Country View Road, Malvern, PA 19355, USA

Order Form

Created Date: August 5, 2015

Client Information

Client Name: Metropolitan State University of Denver
Underlying Agreement: This Services Order Form (“Order Form”) amends the latest Software License & Services Agreement or General Terms and Conditions Agreement (as applicable) between the parties, as previously amended (“Agreement”).

HOURLY SERVICES TABLE:

Description	Service Amount	Rate (valid for 1 year)	Fee
Degree Works Upgrade Services	72 person-hours	\$220 per person-hour	\$15,840
Project Management Services	11 person-hours	\$220 per person-hour	\$2,420
TOTAL HOURLY SERVICES FEE:			\$18,260

Services fees and reimbursable expenses (as provided for in the Agreement) will be invoiced on a monthly, as provided/as incurred basis. Ellucian personnel rendering services bill for travel time, preparation time, and follow-up time. For a more detailed description of these services, see the Scope of Services attached as Attachment A.

Project Dependencies:

1. Client will assign a project leader who will lead the project at the Client’s site and be the main point of contact for Ellucian throughout the implementation.
2. Client will identify and provide access to the appropriate IT and application staff members to work with Ellucian throughout the implementation process. Client staff will complete preparation activities prior to all service engagements.
3. Client will test all delivered functionality/configurations/set-up in a mutually agreed upon timeline.
4. Client will document processes, decisions and end user training materials.
5. All work associated with this project will be developed for latest releases.
6. All services will be provided remotely unless explicitly stated as onsite.
7. Client will have all necessary hardware onsite and operational. Client will have all required software installed, other than software to be installed by Ellucian, as specifically scoped herein.
8. Client will provide Ellucian with access to appropriate software and functionality in compliance with Client’s security and access policies and provide Ellucian access to their servers via a Virtual Private Network (VPN) connection that is supplied by SecureLink. Client will notify Ellucian of any firewall/connection issues that could cause a delay in the delivery of the service.
9. Client will ensure that the software release on the Client system is up-to-date and all updates released by Ellucian have been loaded into the appropriate environments as specified. No major upgrades will be introduced into the environment during the course of the implementation except as agreed during project planning activities.

By the execution of this Order Form, each party represents and warrants that it is bound by the signature of its respective signatory. The Agreement, as amended by this non-cancelable Order Form, remains unchanged and in full force and effect. In executing this Agreement, Client has not relied on the availability of either any future version of any Baseline Component System, or any future software product.

Metropolitan State
University of Denver
Administrator: TJ

If printed, please sign and date this document, then scan and return to
CustomerResponseCenter@ellucian.com

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Ellucian

By: Joan B Haynes

Print Name: Joan Haynes

Title: Director, Contracts Administration

Date Signed: 8/5/2015

Client

By: _____

Print Name: _____

Title: _____

Date Signed: _____

Client

Billing Contact Information

Name: _____

Address: _____

City, State, Zip: _____

The last date of signature is the "Execution Date" of this Order Form.



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Attachment A

Degree Works 4.1.x Upgrade Scope of Service

Service Description

Engagement	Engagement Description	Estimated Ellucian Hours
Pre-Install Planning and Technical Call	Remote Service – to establish the basic system infrastructure and confirm the general scope of the upgrade services.	1
Perform 4.1.4 Upgrade (+ Patches)	Remote Service – includes Java-based Web applications configuration	25
Functional Java-based Web applications Setup	Remote Service	4
Functional training	Train staff on the specifics of the 4.1.x upgrade including the Web-based UI for Sure Code, Shepentry, and the Student Education Planner.	16
Web Design Updates (formerly known as localizations)*	Reapply DW user interface design and configuration. This is optional and can be done if the client is not able to update the DW user interface. Hours include preparation, reintegration, knowledge transfer and engagement report.	26
Total Hours:		72

Client Responsibilities:

- Establish the project plan and project team
- Provide the infrastructure to support the upgraded software (e.g., servers, personal computers, and network, Oracle database);
- Provide SSH access to servers;
- Provide appropriate campus resources to support the upgrade;
- Provide adequate training facilities during the implementation;
- Process any required business practice changes;
- Test the Degree Works system for accuracy;
- Provide any configuration/system changes outlined in the 4.1.x Installation Guide.

* Re-application of web changes will be scoped to what can be done in the hours assigned. The Service Provider will review the list of preferred changes with the client and prioritize the list for completion. All changes that cannot be completed in the assigned hours will become the responsibility of the client. The hours included in this SOW are what the Service Provider deems appropriate for the standard set of web design changes and should meet the needs for most clients.

** OS change or recompiling in 64-bit



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Please note: when you want to create a new Degree Works environment on another machine you may lose your audit history. When the source machine has a different OS from the target machine the historic audits created on the source machine and stored in the database cannot be accessed on the target machine. For example, if you are setting up a new production environment on Linux and your old production machine was Sun Solaris then those audits that were created on Sun Solaris cannot be viewed in the new environment on Linux. These historic audits are essentially lost.

This same issue occurs if audits were created in one environment compiled in 32-bit and an attempt is made to access the audit from a 64-bit environment – even if the OS is the same in both environments. If you are considering creating a new 64-bit production environment or simply want to now recompile your current environment in 64-bit mode you need to be aware that historic audits will be lost. (The same is true if you are switching from 32-bit to 64-bit.)

Out of Scope:

- If original web design changes do not include changes to the new-generation Student Educational Planner and Template Management, those will be considered out of scope and not included in the standard 26-hour service. If Client desires web design changes to those components then an additional custom estimate will be provided.