

CONTRACT MODIFICATION AGREEMENT

Date: July 2, 2013

Contract No.: 12-221-0013-HRS – Hosted SaaS for Housing and Residence Life

Issued By: OLD DOMINION UNIVERSITY
Department of Material Management
4401 Powhatan Avenue, Suite 111
Norfolk, VA 23529-0308

Contractor: StarRez, Incorporated

This Contract Modification Agreement is entered into pursuant to Section V. "General Terms and Conditions", Paragraph N. "Changes to the Contract" (page 10), as follows:

DESCRIPTION OF MODIFICATION:

WHEREAS, the parties hereto entered into that certain Residential Housing Management Solution ("RHMS") contract #12-221-0013-KMH dated July 2, 2012, whereby Contractor was granted exclusive rights to provide the required services and licensed software products in accordance with the information and requirements contained in that certain Request for Proposal #12-221-0013-KMH;

WHEREAS, to date the Contractor has worked collaboratively with the with the Client to develop implementation and integration requirements, and as necessary appropriate business and operational processes to ensure the successful hosting and use of Contractor's proposed Residential Housing Management Solution;

WHEREAS, the Client desires to expand the collaborative effort by increasing the overall efficiency of RHMS through additional application modules and integration services;

WHEREAS, the Contractor has the experience, knowledge, and tools to provide the desired modules and integration services;

WHEREAS, the parties hereto desire to expand and modify the Agreement and its provisions pursuant to the terms set forth herein;

WITNESSETH that Contractor and the Client, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

1. Customer Software License Profile:

- a. Applicable License Agreement dated: 07/02/2012
- b. Number of beds: 4600
- c. Number of workstations: 100

2. Modules and Interfaces:

- a. Additional Online Application Process:
 - i. Additional Unique Online Applications
 - 1) Options are available to expand your system to manage additional application types

- 2) An additional online application is required when there are a number of differences between the steps that a student would follow when applying for housing
- 3) This can depend on a number of variables, such as buildings; learning communities; combined with the student's classification (freshman, upperclassman, etc.)
- 4) Examples of Optional Application Process Types:
- 5) Undergraduate Applications, Returning Residents, Graduate Applications, Family Housing Applications, Greek Housing Applications, Spring Only Applications and other Specialized Applications.
- 6) Implementation services included.

NOTE: Customizations are available on request and must be scoped and priced according to requirements

b. Early Arrival Portal Process:

- i. Allow student to update information on booking record requesting an early arrival:
- ii. Early Arrival Request Date
- iii. Early Arrival Reason
- iv. Status of Request
- v. Cancellation of Request (if applicable)
- vi. Implementation services included.

c. Cancellation Portal Pages:

- i. Add two additional pages to all three current application processes;
- ii. Pages will include:
 - 1) Cancellation reason; and
 - 2) Document upload functionality to upload supporting documentation for cancellation request.
- iii. Implementation services included.

d. Room Inventory Management:

- i. Room Inventory Management:
 - 1) Completely manage all of the room inventory items and track the condition changes using this module.
 - 2) An Inventory Wizard guides users through the setup and addition of new inventory items, as well as modifies or removes all inventory items in bulk
 - 3) User defined item types and complete details of item serial codes, brand, model, and purchase details, ensure accurate listings
 - 4) Comprehensive built-in reporting provides detailed reports for the status of items, audit trail history and more
- ii. Resident Web Inventory Self-Service:
 - 1) Residents can view room inventory and room condition reports online 24x7
 - 2) Residents can login to view the current inventory and condition of their room
 - 3) They can agree to the current room inventory condition report and comment on condition of items.

e. Mobile Room Inventory for Staff:

- i. Native iOS App for iPhone, iPod Touch or iPad
- ii. Mobile Room Inspections allows your staff to update the room inventory details during the room inspection process.
- iii. Damages can be recorded and processed for charging

NOTE: Pre-requisite Room Inventory Module

f. Visitor Tracking:

- i. The Visitor Tracking module includes the three key functions for:
 - 1) "Reserve Visitor";
 - 2) "Visitor Arrival"; and
 - 3) "Visitor Departure" tracking.
- ii. The visitor tracking helps manage which resident the visitor is linked to, the arrival/departure dates, along with status and identity information.
- iii. The solution will enable access to a range of powerful reports (through the Report Generator and Dashboard) for:
 - 1) Visitor Activity Details
 - 2) Setup filters and Dashboard to manage alerts for residents that exceed visitor policies.

g. Damage Fee Responsibility Form:

- i. Custom Web Form updating entry and/or entry note data; and
- ii. Implementation services included.

h. Damage Assessment Appeals Form:

- i. Custom Web Form updating entry and/or entry note data; and
- ii. Implementation services included.

3. **Training and Consulting:**

- a. Remote set-up, configuration and installation of new processes, web forms, and modules; and
- b. Up to 2 days of remote training and consulting services.

4. **Versioning:**

- a. Contractor can build and deliver customizations only working over 3 major versions:
 - i. The next upcoming release (preferred);
 - ii. The current release; or
 - iii. The release previous to the current one.
- b. Contractor cannot build customizations over releases older than previous to current one.
- c. It is Client's responsibility to confirm versioning status with Contractor's account manager prior to requesting associated services.

5. **Terms and Conditions:**

- a. The terms and conditions of current contract and license agreements shall apply to this modification, unless otherwise stated herein.

6. **Pricing:**

- a. Software License as specified in Section 2.a.-h. - \$71,900.00
- b. Annual Maintenance on Software License Fees - \$12,942.00
- c. Services - \$ 3,000.00 (waived – loyalty discount)

7. **Payment Terms:**

- a. Twenty-five percent (25%) discount total license fee and first year maintenance total of \$84,842.00 for a net cost of \$63,272.00, if modification is signed on or before July 15, 213;
 - b. Fifty percent (50%) deposit billed and payable net 30 days after final execution of modification agreement.
8. Except for the changes provided herein, all other terms and conditions of the original Agreement remain unchanged and in full force and effect, as originally submitted, negotiated and agreed to between Client and Contractor.

CONTRACTOR:
StarRez, Incorporated

By: David A. Meale
David Meale

Title: President

Date: July 3, 2013

CLIENT:
Old Dominion University

By: Robert L. Fenning
Robert L. Fenning

Title: Vice President, Administration & Finance

Date: 7/2/13