



**Date of Board Meeting:** January 20, 2026

**Subject:** Utilizing Doctums for report development

**Recommendation:** Approve Service Order from Doctums to support report development

**Background and Rationale:**

Per the Master Service Agreement dated August 18, 2025 and the recent Service Order from Doctums Global LLC in October 2025, WCJC has been utilizing Doctums for report development and functional support during the College's transition to the Banner SaaS environment.

This Service Order covers the creation of the remaining 46 reports outlined in the form. Doctums holds a cooperative purchasing contract, which allows the College to forego the formal bidding processes.

The services quoted by Doctums include:

- Report development: 300 hours @ \$190/hr

**Budgetary Implications:** \$57,000 (to be transferred from the MIS fund)

**Strategic Priority Alignment:**

☐ Student Success

☐ Community Impact

☒ Resource Optimization

☒ Institutional Excellence

**Resource Personnel:** Kettida Vasiknanon; Vice President of Information Technology

**Approval:**

Kettida  
Vasiknanon

Digitally signed by Kettida  
Vasiknanon  
Date: 2025.12.11 11:24:10  
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Cabinet-Level Member

President

**Exhibit A**  
**Services Order Form**

This work order is pursuant to the 2025 MASTER SERVICE AGREEMENT ("Agreement") established between Wharton County Junior College ("Client") and Doctums Global, LLC ("Doctums"). All terms and conditions in the Agreement are applicable in this Work Order as if written out fully below. In addition, and notwithstanding anything to the contrary of the Agreement, the payment terms governing this Work Order shall be specified as herein.

**Hourly Services**

Doctums will provide Client with the time and materials services identified in the Hourly Services Table below. These are not "Fixed Fee" or "Not to Exceed" services, but are time and materials services for which Client will pay Doctums for services rendered at the hourly rate provided for in the table below:

**Hourly Services Table<sup>1</sup>**

Description <sup>2</sup>	Estimated Hours	Hourly Rate	Fee <sup>3</sup>
Argos and Insights Reporting Services	300	\$190.00	\$57,000.00
<b>Total Estimated Hourly Services Fees</b>			<b>\$57,000.00</b>

**NOTES TO HOURLY SERVICES TABLE:**

<sup>1</sup> The pricing contained in this proposal is valid for 30 days from the date of the proposal.

<sup>2</sup> A detailed description of these Services is included in the Project Definition and Approach section of this document.

<sup>3</sup> The number of hours specified in the table with an associated hourly rate has a "Fee" that is a good faith estimate based on the information available to Doctums at the time of execution of this Agreement. The total amount the client will pay for services (Fee) will vary based on the actual number of hours required to complete the services and the rate that is applicable during the year that those services are rendered.

**Additional Hourly Services**

Should Client request additional hours beyond those included in the services above for additional services, Doctums will provide the Client with time and materials services at the hourly rate identified in the Hourly Services Table below, during the period specified in that table. These are not "Fixed Fee" or "Not to Exceed" services, but are time and materials services for which Client will pay Doctums for services rendered at the hourly rate provided for in the table below:

**Additional Hourly Services Table**

Description	Hourly Rate
Executive Consultant	\$250.00
Practice Lead	\$220.00
Sr. Consultant	\$190.00

**Payment Terms – Time and Materials Services:** Doctums will invoice Client 50% upon contract signature and 50% at the completion of this Statement of Work.

**Payment Terms – Expenses and Other Charges:** Travel and living expenses are additional. Doctums will invoice Client monthly for such reimbursable expenses and other applicable charges on an as-incurred basis in arrears, and payment will be due net 30 from receipt of invoice.

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("Client")

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Name

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Title

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Date

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("Doctums")  
Jonathan Fry

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Name  
SVP of Sales and Partnerships

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Title

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Date



**Exhibit B**  
**Statement of Work**

This Statement of Work ("SOW") identifies services that Doctums Global, LLC ("Doctums") will perform for Wharton County Junior College ("Client") pursuant to the order for Services agreed to by the parties ("Order Form") which references the Subscription Services Agreement or other applicable agreement entered into by the parties (the "Agreement").

Doctums will enable and support the Client to deliver on the Scope of Work outlined below. The objective of this Statement of Work is to define the scope, activities, roles and responsibilities, and timeline necessary to successfully execute this project. This SOW defines the scope and deliverables for a successful implementation of the Services.

Doctums' tasks and deliverables which are described hereunder are collectively referred to as the "Services". In addition to Doctums' responsibilities, this SOW also describes certain tasks and deliverables which are the responsibility of the Client and that are required to be provided by the Client in order to facilitate and enable Doctums' delivery of the Professional Services.

As specified in the Order Form and in this SOW, certain Services are provided on a time and materials basis and others are provided on a subscription basis. With respect to Services which are provided on a time and materials basis, the Order Form sets forth estimated hours for various categories of Services, and those hours of work effort will be expended towards the rendering of the corresponding Services described in this SOW. The hours specified in the Order Form for time and materials services are estimates only and Client shall pay for the actual hours expended by Doctums hereunder in the provision of such Services. For those Services provided on a subscription basis, client will be billed monthly for scheduled services as described in the attached Statement of Work. Any tasks, deliverables or services which are not described in this SOW are out of scope and Doctums shall have no obligation to provide any such services absent a separate amendment, work order or similar written agreement entered into between the parties (which would set forth, among other items, the additional fees due for such supplemental services). Doctums will have no obligations in connection with any Services other than those obligations expressly identified for the applicable component of Services in this SOW.

The Services to be provided hereunder are based on the implementation of the Doctums Services available at the time of execution of the Agreement. Any changes or additions to the scope of the mutually agreed upon services will be managed through the Doctums Engagement Manager and Client's designated contact through the Doctums change order process.

### **Scope of Work**

The items below relate to the various Doctums Services Client has purchased.

<b>Engagement</b>	<b>Service Summary and High-Level Tasks</b>
Advisory Services: Argos and Insights Reporting	<p>During this project, Doctums consultants will provide time and materials hours of consulting not to exceed 300 hours to Client in support of creating and/or running reports in Argos and Insights. During this time, subject matter experts (SMEs) in these areas will be available to support Client with identified tasks associated with the 46 reports identified by Client, with details below:</p> <p>Finance-AR</p> <ul style="list-style-type: none"><li>• 23 reports: 9 assumed to be in Argos; 1 does not have a report path, but presumed to be Argos; 13 MS Query based</li></ul> <p>HR</p> <ul style="list-style-type: none"><li>• 22 reports: all presumed to be in Argos</li></ul> <p>Payroll</p> <ul style="list-style-type: none"><li>• 1 report with Argos report folders paths</li></ul> <p>46 total reports: 33 Argos Reports; 13 not Argos that are assumed possible to recreate in Insights</p>

### **Service Assumptions:**

- Doctums consultants will work at the direction of the designated project lead during the course of this engagement.
- Doctums consultants will be available to Client during normal central time zone business hours.
- Meetings will be booked a minimum of 48 hours in advance with Doctums to ensure consultant availability.
- Client staff will provide Doctums consultants with previously collected project information to allow for proper planning and meeting preparation work.
- Client will make all required staff and resources available for the scheduled engagements.
- All work will be performed remotely, using video conferencing tools.
- If on site work is required or requested by Client, it will need to be approved in advance by the identified Client project leader and the Doctums Project Manager; any on site work required or requested by client will incur travel costs that will be invoiced separately.
- Based on the information provided by Client, we have estimated the number of hours based on the following assumptions. Should these assumptions change, the number of estimated hours needed to complete this project may increase or decrease.
- Argos reports will be converted to Argos and SQL reports will be converted to Insights.

### **Scope assumptions:**

- All needed data resides in the Insights Data Warehouse

- The Argos data connection for the Insights Data Warehouse exists and functions correctly
- Argos report formatting remains unchanged whenever possible
- The 46 reports in the inventory do not include any dashboards

**Client Responsibilities:**

- Work with Doctums to determine expectations and timeline.
- Team members will attend all sessions related to their area.
- Assigned tasks will be completed by the defined deadlines.

**Out of Scope:**

- Any customizations to in-service application modules required to support the processing and/or creation of reports, are out of scope for this project.
- Rewriting reports into a different reporting solution than the source report, for example converting an Argos report to an Insights report.
- Modification of existing Client developed software and applications.