

**MASTER SERVICES AGREEMENT**  
**AGREEMENT #C0004034**

This Master Services Agreement (“MSA”) is made and entered into as of the date the last authorized signature is affixed hereto by Joanne E. Jensen (“Contractor”) and Virginia Commonwealth University, a corporation and an institution of higher education of the Commonwealth of Virginia, (“VCU”). Contractor and VCU are sometimes referred to as a “Party” and collectively as the “Parties.”

**RECITALS**

WHEREAS, Contractor provides various copywriting, art direction /graphic design and video production services; and

WHEREAS, VCU desires to use copywriting, art direction/graphic design and video production services on an as-needed and optional-use basis; and

WHEREAS, Contractor is willing to offer copywriting, art direction/graphic design and video production services to VCU in the manner described herein.

**NOW, THEREFORE**, in consideration of the mutual promises set forth herein and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1. **CONTRACT DOCUMENTS.** The contract documents are integrated and shall consist of:
  - a) Master Services Agreement
  - b) Appendix II – Offeror Response Form
  - c) RFP#: 171187234EC in its entirety (incorporated herein by reference)

All of the foregoing, together, form the “Contract”. Should a conflict arise among the foregoing, Master Services Agreement, Appendix II – Offeror Response Form, and RFP#: 171187234EC in its entirety, this MSA shall control.

2. **SERVICES.** Contractor shall provide to VCU Copywriting Services as set forth in “Conditions of Award” in Appendix II, and any statements of work or similar document later agreed upon between the Parties.

3. **ENTIRE AGREEMENT.** This Master Services Agreement (MSA), including Appendix II will serve as the complete MSA between Contractor and VCU. The contract between Contractor and VCU (the “Contract”) includes this MSA and statements of work (SOW) or other similar documents (collectively, the “contract documents”). In the event of a conflict among the contract documents, the order of precedence will be: this MSA first and then the SOW or other similar documents.

4. **TERM and RENEWAL OF CONTRACT.** The term of this MSA commences on the Effective Date and ends on August 31, 2025. This MSA will renew upon mutual agreement of authorized representatives for both parties, unless otherwise terminated, under the terms and conditions for two (2) additional two (2) year periods until August 31, 2029.

5. **EFFECTIVE DATE.** This MSA is binding on the date that the last authorized signature is affixed.

6. FEE. VCU shall pay Contractor a fee in accordance with Appendix II as agreed between the Parties. Unless set forth otherwise in Appendix II, all invoices shall be paid following receipt of a proper invoice, services rendered, or goods delivered, whichever is later pursuant to and in accordance with § 42-45 of the *Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth*.

7. DEPOSIT. VCU shall not be required to pay a security deposit.

8. TERMINATION. VCU may terminate this MSA with or without cause with sixty (60) days prior written notice to Contractor. VCU shall pay any outstanding fees due for Services performed up to the termination date. If Contractor breaches this MSA, in addition to any other rights or remedies, VCU may terminate this MSA without prior notice.

9. WORK MADE FOR HIRE. VCU is engaging the services of Contractor to provide Services as described herein for or on behalf of VCU. Contractor recognizes and agrees that all work and products that Contractor creates or develops within the scope of this MSA will be Work Made for Hire that belongs to VCU and will remain the property of VCU. VCU will exclusively own, solely and completely, any work, deliverable, process, product, idea, concept, or social media page – whether such may be protected by intellectual property laws or not – that Contractor creates, conceives or develops, in whole or in part, within the scope of this MSA. To the extent that Contractor's work for VCU may not be deemed a Work Made For Hire, Contractor hereby assigns all of its ownership, interest and intellectual property rights in such works completely and exclusively to VCU.

10. INSURANCE. Contractor certifies that it has and shall maintain the following insurance coverages for the term of this MSA and that all such insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

- a. COMMERCIAL GENERAL LIABILITY. \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. VCU must be named as an additional insured and so endorsed on the policy.
- b. PROFESSIONAL LIABILITY. \$1,000,000 per occurrence.
- c. AUTOMOBILE LIABILITY, where applicable. \$1,000,000 combined single limit.
- d. CYBER SECURITY LIABILITY, where applicable. \$5,000,000 per occurrence.

11. CONFIDENTIALITY. Contractor may obtain confidential and proprietary information from VCU during the performance of the services under this MSA. Such confidential and proprietary information may be disclosed in writing, orally or contained via any other media. "Confidential Information" is defined as any information designated as confidential by VCU, including but not limited to information about VCU personnel and students of VCU to the extent such information is not available to the public domain in accordance with the laws of the Commonwealth of Virginia and the Family and Education Records Privacy Act (FERPA).

Contractor agrees that all Confidential Information shall be held in the strictest confidence and shall not be used for purposes other than its business with VCU. Contractor agrees not to release, copy or discuss in any format any Confidential Information. Contractor shall disclose Confidential Information only to its officers, directors, or employees with a specific need to know who are held to the confidentiality standards of this MSA. Contractor shall not disclose, publish or otherwise

reveal any Confidential Information received from VCU to any other party whatsoever, except with the specific prior written authorization of VCU.

Upon the completion of the services and upon request of VCU, Contractor shall return all Confidential Information received in written format, including copies or reproductions of or other media containing Confidential Information within seven (7) calendar days of such request. At Contractor's option, any such documents or other media developed by Contractor containing Confidential Information may be destroyed by Contractor provided that Contractor provides VCU a written acknowledgement that all media containing Confidential Information has been destroyed by Contractor.

12. ADVERTISING. All advertising and promotion materials, whether print or electronic, that display a VCU trademark, logo, or otherwise refers to VCU must be reviewed and approved by VCU's Division of University Relations prior to use. VCU retains all rights, title and interest to its trademarks, logos and other intellectual property.

13. LIMITATION OF LIABILITY.

- a. THE TOTAL CUMULATIVE LIABILITY OF VCU, ITS OFFICERS, EMPLOYEES AND AGENTS IN CONNECTION WITH THIS MSA OR IN CONNECTION WITH ANY GOODS, SERVICES, ACTIONS OR OMISSIONS RELATING TO THIS MSA, SHALL NOT UNDER ANY CIRCUMSTANCE EXCEED PAYMENT OF THE MAXIMUM PURCHASE PRICE. REGARDLESS OF ANY PROVISION HEREIN, CONTRACTOR SHALL BE LIABLE FOR ALL PERSONAL INJURY AND PROPERTY DAMAGE RESULTING FROM CONTRACTOR, ITS AGENTS, OFFICERS, DIRECTORS, AND AFFILIATES NEGLIGENCE, GROSS NEGLIGENCE, OR WILLFUL MISCONDUCT.
- b. Contractor shall be liable for the actual damages caused by the negligence of itself, its officers, employees and agents in connection with this MSA or in connection with any goods, services, actions, or omissions relating to this MSA.

14. INDEMNITY. Contractor agrees to indemnify, defend, and hold harmless VCU, the Commonwealth of Virginia, and their officers, employees and agents from any claim, damage, liability, injury, expense or loss, including defense costs and attorneys' fees, arising from Contractor's negligence under this MSA. Accordingly, VCU shall promptly notify Contractor of any claim or action brought against VCU in connection with this MSA. Upon such notification, and at the request and direction of VCU and/or the Office of the Attorney General, Contractor will immediately defend any such claim or action pursuant to the provisions and requirements of § 2.2-514 of the *Code of Virginia (Virginia Code)*.

15. REGULATIONS. During the performance of this MSA, Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of Contractor. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. Contractor, in all solicitations or advertisements for employees placed by or on behalf of Contractor, will state that Contractor is an equal opportunity employer; and (2) Contractor agrees to (a) provide a drug-free workplace for Contractor's employees; (b) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (c) state in all

solicitations or advertisements for employees placed by or on behalf of Contractor that Contractor maintains a drug-free workplace; and (d) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

16. FORCE MAJEURE. Neither Party will be responsible for any losses resulting from delay or failure in performance resulting from any cause beyond either Party's reasonable control, including without limitation, war, strikes or labor disputes, civil disturbances, fires, natural disasters, pandemics, including if VCU, in its sole discretion, must close a campus location or take other restrictive actions due to concerns related to the COVID-19 pandemic or acts of God. If the delay or failure in the performance of the Party claiming Force Majeure continues for thirty (30) days or more, then the Party not claiming Force Majeure may terminate this MSA by written notice to the other Party without penalty. Any funds paid will be reimbursed pro rata based on Services not provided.

17. GOVERNING LAW AND FORUM. This MSA shall be construed, governed, and interpreted pursuant to the laws of the Commonwealth of Virginia without regard to choice of law principles. Contractor agrees that all disputes arising under this MSA will be brought before a court of competent jurisdiction located in Richmond, Virginia. VCU does not waive its right to jury trial.

18. SOVEREIGN IMMUNITY. VCU is an agency of the Commonwealth of Virginia and is afforded the protection of sovereign immunity under Virginia law. Any claims against VCU or the Commonwealth of Virginia are subject to the requirements established under Virginia law for bringing such claims against VCU or the Commonwealth of Virginia, including the Virginia Tort Claims Act (*Virginia Code* §§ 8.01-195.1 et seq.) and other applicable statutes relating to claims against the Commonwealth or its agencies. Notwithstanding any other provision, nothing in this MSA shall be deemed to be or construed as a waiver of VCU's or the Commonwealth of Virginia's sovereign immunity, or any other applicable requirements under Virginia law for bringing claims against VCU or the Commonwealth of Virginia.

19. ENTIRE AGREEMENT. This Master Services Agreement (MSA) and Appendix II will serve as the complete contract between Contractor and VCU. The contract between Contractor and VCU may include statements of work (SOW), a data protection addendum (DPA), or other similar documents as necessary. In the event of a conflict among the contract documents, the order of precedence will be: this MSA, Appendix II, if applicable, the DPA, SOW, and then the RFP.

20. MISCELLANEOUS. This MSA may be executed in any number of counterparts, each of which shall be deemed an original, but all such counterparts together shall constitute but one and the same instrument. The relationship between VCU and Contractor created by this MSA is that of independent contractors. Nothing contained herein shall be construed as constituting any other relationship between VCU and Contractor. Contractor shall not assign this MSA to another party without the written consent of VCU. The conditions and covenants herein contained shall inure to the benefit of and are binding upon the parties hereto, their personal representatives, successors and permitted assigns. As a registered vendor in eVA and/or RealSource, Contractor is responsible for the security of its portal account, including restricting access to it, maintaining the confidentiality of login information, and taking any other actions necessary to protect the security of the Contractor's account. VCU will not be responsible for a third party's fraudulent collection of VCU payments due to the Contractor's failure to update or protect its account information.

20. NOTICES. All notices, requests, demands and other communications which are required or permitted to be given under this MSA shall be in writing and shall be deemed to have been duly given upon the delivery or receipt thereof, as the case may be, if delivered personally or sent by

registered or certified mail, return receipt requested, postage prepaid, to the respective Party hereto.

**Contractor:**

Joanne E. Jensen  
3207 Forest Hill Avenue  
Richmond, VA 23225  
back2mejej@gmail.com

**VCU:**

Virginia Commonwealth University  
Procurement Services  
912 W. Grace Street, 5<sup>th</sup> Fl  
Richmond, VA 23284  
procurement\_services@vcu.edu

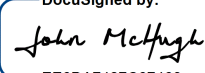
IN WITNESS WHEREOF, the Parties to this MSA by their duly authorized representatives have executed this MSA the day and year below.

**Virginia Commonwealth University**

**Joanne E. Jensen**

Name: John McHugh

Name: Joanne E. Jensen

Signature:   
DocuSigned by:  
EE6DA7427C67466...

Signature:   
DocuSigned by:  
C950960CA824472...

Title: Director, Procurement Services

Title: Contractor

Date: 5/8/2024

Date: 5/7/2024



# VCU Procurement Services

## APPENDIX II

### OFFEROR RESPONSE FORM

RFP 171187234EC – COPYWRITING, ART DIRECTION/GRAPHIC DESIGN AND VIDEO PRODUCTION SERVICES

#### 1. General Information

- A. Contractor Name: Joanne E. Jensen
- B. Street Address: 3207 Forest Hill Avenue
- C. City: Richmond
- D. State: VA
- E. Zip Code: 23225
- F. Phone Number: 804-677-8775
- G. Email Address: back2mejej@gmail.com
- H. Brief history of the firm:

In May of 2023, I retired from Virginia Commonwealth University after 27 years, where I served in many capacities, specifically as a communications professional. I was the first Director of Communications for VCU's Division of Strategic Enrollment Management and Student Success, performing that role from 2013 to 2022. Before being promoted to this role, I served as the leading communications professional for the Office of Admissions. In the year before my retirement, I served as Special Assistant to the Senior Associate Vice President for the Division.

Now, after retiring and taking a brief sabbatical, I am offering contractual services for project-based work as a freelance writer, researcher, editor, and member of strategic creative teams.

In addition to the 27 years as a full-time employee with VCU, I served as the Director of the Summer Writing Center and taught English composition as a graduate teaching assistant while earning my graduate degree in English. Upon graduating, I worked as an adjunct instructor for VCU and the University of Richmond before accepting full-time employment with VCU.

- I. Client Reference List: (Provide at least one business reference)

Reference Name: Sybil C. Halloran

Contact: VCU Division of Strategic Enrollment Management and Student Success

Address: 821 W. Franklin St., Richmond, VA 23284

Phone #: 804-828-6125

E-mail address: schallor@vcu.edu

Description and date(s) and services provided: Sybil Halloran was my direct supervisor from 2006 to 2023. We were colleagues in the VCU Office of Admissions before her promotion to Director of Admissions in 2006. I worked closely with her and other professionals within the Office of Admissions to develop and implement communications plans and strategies to support recruitment efforts, increase enrollment, and enhance the University's image and overall student profile.

I supervised creative and communications staff, and collaborated with the University's internal creative marketing team. Together, we created publications, websites, videos, social media, and digital ads. As director of communications for the Division, our team supported all initiatives targeting specific audiences, and promoted student success and retention through various multichannel communications and events. In these capacities, I wrote content for and oversaw staff writing blog posts, social media content, recruitment publications, and electronic communications, including email and websites.

I worked with external vendors and internal staff from multiple areas within the University to implement and manage two different CRM systems for the Office of Admissions and the Division (at different times during my tenure).

I initiated and oversaw the purchase, development, and implementation of VCU's virtual campus tour to increase interest in VCU, particularly in out-of-state markets. This virtual tour proved to be essential for recruitment during the COVID 19 pandemic when the University did not host on-campus events.

My team was an essential part of the Division's creation and implementation of the VCU Student Services Financial Management Center, the University's hub for students, parents and families, and alumni to receive information and counseling about financial literacy, financial aid, and money management.

During the two-plus years of the COVID pandemic, I served on the University's COVID communications planning team, collaborating with key University officials to create and disseminate timely and relevant messaging to prospective and current students, as well as members of the internal and external community.

J. Experience

Provide Curriculum vitae, Resumes or capabilities statement for all personnel that may be assigned to the University. Include relevant experience or certifications. You may attach additional pages.

## Professional Experience

### Virginia Commonwealth University, Richmond, Virginia

- **Special Asst. to the Sr. Assoc. VP for VCU Strategic Enrollment Management and Student Success**
- **May - May 2023**
  - Supported initiatives intended to further grow and support student enrollment, engagement, and retention at VCU.
  - Wrote, reviewed, and updated key communications content, tools, and data used by various SEMSS departments
  - Refined the SEMSS website and available information and review marketing publications
- **Director, Student Communications, VCU Strategic Enrollment Management and Student Success**
- **July 2013–May 2022**
  - Served as the leader of a six-member team of content creators, writers, and website and graphic design professionals.
  - Created targeted, programmatic communications based on data analysis of markets and trends.
  - Collaborated with all areas of SEM to develop and implement communications plans.
  - Managed development and design of websites and publications for SEM.
  - Oversaw the implementation and overall management of the CRM system.
- **Director, Admissions Marketing and Recruitment Communications**
- **July 2012 –July 2013**
- **Associate Director, Admissions**
- **July 2004 –July 2012**
- **Assistant Director, Admissions**
- **February 1999-July 2004**

Served in various roles responsible for all aspects of communications for Admissions.

- Supervised a team of college admissions recruiters/admissions counselors.
- Supervised and oversaw on-campus university-wide recruitment events, including the university's visitors center.
- Developed and implemented recruitment programs and events for prospective undergraduate freshman and transfer students, and international and graduate students.
- Managed development and design of websites and publications for admissions recruitment.
- Oversaw the implementation and management of the CRM system for recruitment communications tracking.
- Created targeted, programmatic communications with students based on data analysis of markets and trends.
- Oversaw direct mail processes.

## Teaching Experience

### **Virginia Commonwealth University, Richmond, Virginia**

Instructor, English Composition, August 1997-May 1999

### **University of Richmond, School of Continuing Studies, Richmond, Virginia**

Instructor, Professional Communications, August 1998-May 1999

Taught the concepts and processes related to writing and researching in academic and business settings:

- Nonfiction writing and personal essays.
- Critical analysis and research writing.
- Annotations, documentation, Stylebooks (MLA, AP, APA).
- Proposal writing, researched reports, business letters, memos, emails, and resumes.

## Presentations

- Halloran, S., Hamm, B, Jensen, J., Hiort-Wright, S., J., Rankin, D., Vernon, M. (November, 2016). AACRAO SEM Conference. Session Title: It Takes a Village: Summer Programs for Incoming First-Year Students.
- Dougherty, L., Halloran, S., Hamm, B., Jensen, J., Rankin, D. (March, 2016). AACRAO Annual Meeting. Session Title: It Takes a Village: Offering Summer Programs.
- Jensen, J. (April 2015). AACRAO Annual Meeting. Poster Presentation Title: Creating a Culture of Student Success
- Jensen, J., Vawter, B. (March, 2014). AACRAO Annual Meeting. Session Title: Playing Nice with Others: Working with your in-house marketing team to get the most from creative people in a linear way.

## Publications

- Crews, S. and **Jensen, J.** (2015) *The Transfer Handbook: Promoting Student Success*. Chapter 5: Recruiting Transfer Students.

## Memberships

- American Association of Collegiate Registrars and Admissions Officers, 2010 – 2022
- American Marketing Association, 2017-present

## Education

VIRGINIA COMMONWEALTH UNIVERSITY

Master of Arts in English, Writing and Rhetoric (1998)

VIRGINIA COMMONWEALTH UNIVERSITY

Bachelor of Arts, English major, Writing minor (1996)



## K. Other

Provide any other information the University should consider in evaluating the firm's proposal:

My experience is multi-faceted and vast. My institutional knowledge of VCU and understanding of the challenges facing higher education will be an asset to any team I work with at the University.

As a communications professional, it is important to understand the challenges that your client faces as well as the audience(s) they target. In addition, it's essential to know the client's brand, style, and voice. I'm very familiar with VCU's brand, style, and voice, and it was an integral part of my job to be sure communications complied with them. My work with VCU exposed me to several different iterations of the University's brand. In addition, I'm well-versed in AP Style and the rules and importance of meeting web standards and ADA Compliance.

Today more than ever, higher education faces considerable challenges — from skepticism about the value and necessity of a college education; to changing needs and expectations of the global workforce; to the very real pressures of budget constraints, rising tuition costs, and overall college expenses. Changing demographics, fewer traditional students, and more competition from other institutions create additional challenges.

I believe that communication can help to address these challenges, not only through creating brand awareness that focuses on the University's unique characteristics, but through storytelling. The key purpose of communication is to create a relationship with the audience. Stories highlighting student successes, University achievements, and alumni accomplishments serve to build a bond with students, parents, and families. Providing details about University resources, sharing information about degree programs and various fields of study, and increasing awareness of the many career paths available to them will demonstrate how a college degree is a worthwhile investment for their future.

## 2. eVirginia (eVA) Registration Status

- A. Is Contractor currently [eVA](#) registered and active:  Yes  No

## 3. Small, Women, and Minority Owned Business Information: (Complete A-E)

- A. Small:  Yes  No
- B. Minority-Owned:  Yes  No
- C. Women-Owned:  Yes  No
- D. Virginia DSBSD Certified:  Yes  No
- E. Virginia [DSBSD](#) Certification #: [Click or tap here to enter text.](#)

## 4. Conditions of Award

Please check each box below confirming agreement with the conditions of award. Terms that contain a check box must be checked to confirm acceptance.

- A. [RealSource](#) Registration
- The Contractor agrees to maintain or become registered as a vendor within the VCU RealSource Vendor Registration network upon being invited to register.
- B. Detailed Scope of Work
- The Contractor will provide a detailed statement of work prior to any project, summarizing specific services, deliverables, delivery dates and cost – without additional terms or conditions requiring VCU signature. VCU has a signatory authority policy that allows only specified individuals to sign contracts.

C. Purchase Orders

- The Contractor will accept a VCU issued Purchase Order as the commitment to start a project and will not start work on a project until a Purchase Order is received.

D. Invoicing

- The Contractor agrees to invoice in accordance with the procedures outlined on the VCU Purchase Order.

E. Payment Method **(Check the box AND select an option from the dropdown)**

VCU is migrating away from processing payments via paper check and strongly encourages the use of our electronic payment options.

- ACH - Paymode-X Premium (Net 20)

F. Early Payment Discount (EPD): **(Check the box AND select an option from the dropdown)**

- N/A

G. Fees

The following pricing / fees will be charged for the Services. The fee structure includes rates charged for all personnel or service that may be provided to VCU.

The base hourly rate is \$75/hr; however, fees for larger and/or long-term projects may be based on the scope of the entire project. All fees will be discussed, negotiated, and agreed upon before the work starts.

VCU prefers fully loaded rates inclusive of travel and expenses. If travel and expenses must be charged separately, the Contractor must receive written approval from VCU before initiating travel to any VCU campus or location. For travel that is approved in writing by VCU, Contractor shall submit its reasonable out-of-pocket expenses to VCU. Travel expenses must be clearly documented in the form of receipts. VCU shall reimburse Contractor for its reasonable out-of-pocket expenses in accordance with, and limited by, the VCU Travel Guidelines & Procedures. VCU reserves the right to dispute the reasonableness of, and reject, any travel expense. Contractor shall adhere to VCU's current guidance for on-campus visits available at <https://together.vcu.edu/>

- H.  The Contractor shall be able to provide the goods and services as described in IV. Statement of Needs.

**5. Proprietary or Confidential Information:**

- A. The Contractor's proposal contains proprietary or confidential information.:  Yes  No
- B. If Contractor answered "Yes" above, provide additional details.

Click or tap here to enter text.

Note: See RFP, Section "Confidential / Proprietary Data and Information" for more information.

**6. Acceptance**

This document will be incorporated into the Master Services Agreement (MSA) between your Firm and the VCU. The contract between your Firm and VCU may include statements of work, a data protection addendum, or other similar documents as necessary. The MSA will have precedence over all other contract documents.

Contractor Name: Joanne E. Jensen

Authorized Officer/Signatory: Joanne E. Jensen

Title: Owner

Authorized Officer/Signatory Email Address: back2mejej@gmail.com

Date: 12/19/2023

- Electronic Signature:** By typing the name of the firm's authorized representative/signatory into the field above, the firm certifies that it is providing a binding "Electronic Signature" and further specifically validates that the individual affixing the Electronic Signature below is fully authorized to bind the firm with respect to the goods, services, pricing, terms and conditions listed herein. **No award will be made without a fully executed MSA.**