

STATE BOARD OF COMMUNITY COLLEGES

**Contract Amendment with Center Dynamics, LLC
for the Small Business Center Network's
Client Relationship Management System**

Request:

The State Board is requested to approve a contract amendment with Center Dynamics USA , LLC, the vendor currently used for the delivery of a client relationship management system for the Small Business Center Network, to upgrade the current client management system software from Center IC to Center Ex. The modification would increase the current year contract by \$64,950 and renewal years by \$18,000.

Background:

In 2007 the State Board approved a multi-year contract with Center Dynamics to provide a client management system for the Small Business Center Network. Since that time, the vendor has fulfilled all aspects of the contract and the software system, CenterIC, has performed well. CenterIC has proved to be a valuable tool in managing SBC clients and has reliably captured and reported both output and outcome data such as the number of clients counseled and number of jobs created/retained.

Rationale for Contract Modification:

In early 2010, Governor Purdue announced the creation of a Small Business Commission by Executive Order. Scott Daugherty, the Executive Director of the University's Small Business Technology Development Center (SBTDC) was named Commissioner. Dr. George Millsaps, State Director of the Community College's Small Business Center Network (SBCN) was named Assistant Commissioner. One of the primary functions of this Commission is to coordinate small business assistance services across state government.

Prior to the end of calendar year 2010, SBTDC will be upgrading their client management system from CenterIC to CenterEX. This upgrade will provide additional features, client interaction, and analytical tools. The SBCN is requesting to upgrade to CenterEX in order to have the two client management systems remain comparable and consistent with the Governor's desire to coordinate state level small business resources.

Key additional functionalities of CenterEX will allow the SBCN to have a searchable statewide combined event calendar, provide online counseling, utilize integrated surveys, move to a paperless client management process, and analyze statewide, center and director performance.

Method of Procurement:

In accordance with the procurement practice of the State of North Carolina, approval is being sought by outside purchasing authorities. Approval of the contract by the State Board is contingent upon approval by the State IT Procurement Office. The vendor was originally selected through a competitive bid process.

Contract Amount and Time Period:

The recommended contract modification with Center Dynamics will run from December 1, 2010, to November 30, 2011 and shall consist of the following:

Center EX Client Extensions	\$57,000
Additional Center License	950
Analytics	2,000
One-time set up fee connecting to College Google check-out Accounts	2,500
Two on-line introduction and deployment webinars and on-line video	<u>2,500</u>
Total Contract Modification Cost:	\$64,950

With these modifications, the total six year contract amount will be \$329,130.

Fund Source and Availability:

Funds for this project are included in the 2010-2011 State General Fund appropriations for the Small Business Center Network.

Contact Persons:

Dr. George Millsaps, State Director
Small Business Center Network
Engagement and Strategic Innovation