STATE BOARD OF COMMUNITY COLLEGES
Contract for Learning Management System, Online Helpdesk and Video Conferencing

Request: The State Board is asked to approve $1,395,852.54 for a one-year contract with Blackboard®, Inc for licenses for the North Carolina Community College System Office and 20 community colleges for the Blackboard Learn Learning Management System (LMS); system-wide Blackboard Student Services online helpdesk; and Blackboard Collaborate for the NCCC System Office; for the period July 1, 2016, through June 30, 2017. This is the first year of a contract with an option to renew for two additional years. The cost of Blackboard Learn LMS licenses is $790,069.74. The Blackboard Student Services (online helpdesk) is $579,861.98. The Blackboard Collaborate is $25,920.82.

Background: In March 2010, the North Carolina Community College System Office decided to support two learning management systems for the 58 community colleges: Blackboard, a licensed LMS, and Moodle®, an open source LMS. Each community college chooses the LMS that best suits the needs of that college and the learning community it serves. The System Office provides the contracts for the LMSs and provides support services through training and information resources of the Virtual Learning Community and the NC Learning Object Repository.

Blackboard Student Services online help desk services have been provided for the NCCCS colleges by the System Office since 2006. Blackboard Student Services provides 24/7/365 technical end user support for the Blackboard Learn, Moodle® and Sakai learning management systems. Blackboard Student Services Contact Center Solutions include Support Portal and Knowledge Base, including real time e-Chat, and toll-free phone support. Colleges use the online helpdesk for technical questions and problem resolution related to LMS and learning technologies, login assistance, student enrollment, and related technical issues.

Blackboard offers a fully hosted, web-based knowledge base designed to encourage self-service and empower users to maximize the value of their teaching and learning environment. One fully customized support service desk has been implemented for each of the community colleges utilizing the Blackboard Student Support Services for LMS.

Blackboard Collaborate is a video conferencing software platform used by the NCCC System Office for remote training, meetings, and troubleshooting for the 58 Community Colleges. The use of remote sessions has greatly reduced travel costs associated with training delivery of the Computer Information Systems (CIS) curricula to the community college staff. Additionally, Blackboard Collaborate provides 50GB of MP4 recorded sessions/training sessions.

Rationale for Contract: This contract is a system-wide master terms contract negotiated by North Carolina Community College System Office personnel to realize cost savings for all colleges using Blackboard LMS products and services. Flexibility has been added to this contract to allow for the addition of colleges from the master contract at the time of each annual

renewal. An annual survey each spring of the colleges determines which colleges require a Blackboard license for the following fiscal year.

NCCCS institutions electing to use Blackboard Learn in this contract include:

Beaufort Community College	Halifax Community College
Cape Fear Community College	Johnston Community College
Catawba Valley Community College	Martin Community College
Central Carolina Community College	McDowell Technical Community College
Central Piedmont Community College	Montgomery Community College
Cleveland Community College	Piedmont Community College
Coastal Carolina Community College	Rowan-Cabarrus Community College
Fayetteville Technical Community College	South Piedmont Community College
Forsyth Technical Community College	Southwestern Community College
Gaston College	Wake Technical Community College

Blackboard Student Services online helpdesk provides technical and user support assistance to faculty and students in Blackboard, Moodle and Sakai learning management systems. Assistance is provided through online, telephone, and live chat options which provide ADA compliant services to NCCCS faculty and students.

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 Department of Information Technology Contracts and Strategic Sourcing.

Contract Amount and Time Period: The contract is for the amount of $1,395,853.54 for the period July 1, 2016, through June 30, 2017.

Fund Source and Availability: This contract is funded from the FY 2016-17 State General Fund appropriation, contingent upon availability.

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