

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

Request: The State Board is asked to approve \$1,399,743.65 for a one-year contract with Blackboard, Inc. for licenses for the System Office and 19 community colleges for the Blackboard® Learn Learning Management System (LMS); system-wide Blackboard Student Services online helpdesk; and Blackboard Collaborate for the System Office; for the period July 1, 2017, through June 30, 2018. This is the second year of the contract with an option to renew for one additional year. The cost of Blackboard Learn LMS licenses is \$775,787.39; Blackboard Student Services (online helpdesk) is \$597,257.82; and Blackboard Collaborate is \$26,698.44.

Background: In March 2010, the System Office started supporting 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 negotiates 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 helpdesk 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, with 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 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 term 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/deletion 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.

The NCCC System Office and the following 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	Southwestern Community College
Forsyth Technical Community College	Wake Technical Community College
Gaston College	

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 \$1,399,743.65 for the period July 1, 2017, through June 30, 2018.

Fund Source and Availability: Funding is contingent on FY 2017-18 State General Fund appropriation.

Contact:

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