

STATE BOARD OF COMMUNITY COLLEGES
Service Agreement for College Information System
Enhancement and Support Services Agreement
FY 2017-18

Request: The State Board is asked to approve a new three-year Enhancement and Support Services Agreement (ESSA) with Ellucian, Inc. for software maintenance, enhancements, and support services to support the College Information System (CIS). This contract is for the three-year period from July 1, 2017, through June 30, 2020 (or for the three-year period commencing on the date of award of the contract, whichever is later) for an amount not to exceed \$ [REDACTED] and includes the ability for NCCCS to amend the contract within State requirements to remove individual line items to reduce cost over the three-year period.

Background: The North Carolina Community College System's "College Information System" (CIS) has been in ongoing operation and maintenance since completion of its system-wide implementation in March 2008. The CIS provides each of the 58 community colleges with an Enterprise Resource Planning (ERP) platform focused on the higher education operating environment. It includes a range of information management applications, including but not limited to core financials, human resources, registration and administration, curriculum management, and student information services. The System Office (SO) maintains additional ERP instances for customization of the Vendor's base template to enable colleges and the SO to meet federal and State of NC education and financial reporting requirements.

Rationale: The contract consists of two major costing components: 1. Subject Matter Expert Support, Advisement Services and Technical Support; and 2. Enhancement and Support Services.

The Subject Matter Expert, Advisement Services and Technical Support included in the contract will cost [REDACTED] and is comprised of the following components:

1. 20 days of onsite technical advisement services to the System Office.
2. 120 days of onsite training for System Office and community college staff members.
3. 40 days of Subject Matter Expert (SME) advisement and support to provide onsite and remote application support, software update support, staff skills development, etc.
4. An onsite, full time (40 hours/week) Ellucian Regional Delivery Director to represent NCCCS interests inside Ellucian and to coordinate community college staff, Ellucian corporate staff and Ellucian non-resident staff providing services in North Carolina.

Each of the above components renew on an annual basis.

The Enhancement and Support Services included in the contract will cost [REDACTED] for the three-year period and are comprised of the following major components:

1. The Ellucian Maintenance Advantage Program which provides an unlimited number of calls during the hours of 8am-8pm Monday-Friday to the Ellucian call center for

- technical support including providing information, assistance, research, and troubleshooting in response to NCCCS' reported questions and problems regarding the supported software.
2. Maintenance for the supported software necessary to ensure operation in material conformance with the user documentation electronically accessible with the supported software.
 3. Any revisions, updates, and enhancements of the supported software together with related electronically accessible documentation.

A review of the typical services and support provided by Ellucian to the System precipitated discussions for a three-year contract instead of a one-year contract with two one-year options to renew. The three-year contract will provide a [REDACTED]. [REDACTED]

[REDACTED] This year, the SO also obtained the cost of specific line items that comprise the Enhancement and Support Services portion of the contract to allow for a more simplified determination of the impact of removal of specific services as the CIS is modernized or transitioned to a replacement ERP system in the future.

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 period is July 1, 2017, through June 30, 2020, with a cost [REDACTED]. See Table 1 for specific breakdown of the cost for each contract year.

Fund Source and Availability: Funding is contingent upon the availability of FY 2017-18 State General Fund appropriation, and the availability of funds for each year thereafter.

Contact(s)

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**TABLE 1
Breakdown of Contract Cost by Year
College Information Systems
Enhancement and Support Services Agreement**

Description	Qty/Hrs	Estimate (\$)	Total (\$)
2017-18	12 months		
Subject Matter Expert Support, Advisement Services, and Technical Support		\$ [REDACTED]	
Enhancement & Support Services		\$ [REDACTED]	
Year 1 Total			\$ [REDACTED]
2018-19	12 months		
Subject Matter Expert Support, Advisement Services, and Technical Support		\$ [REDACTED]	
Enhancement & Support Services		\$ [REDACTED]	
Year 2 Total			\$ [REDACTED]
2019-20	12 months		
Subject Matter Expert Support, Advisement Services, and Technical Support		\$ [REDACTED]	
Enhancement & Support Services		\$ [REDACTED]	
Year 3 Total			\$ [REDACTED]
GRAND TOTAL			\$ [REDACTED]