

STATE BOARD OF COMMUNITY COLLEGES
Contract for Moodle® Hosting Services
FY 2021-22

Request: The State Board of Community Colleges is requested to approve funds for a one-year contract with two one-year options to renew for fiscal year 2021-22 of the Moodle® learning management system (LMS), Open LMS, software and hosting services in an amount not to exceed (NTE) \$850,000.

Strategic Plan Reference:

Theme: Student Interest and Access

Goal 3: Identify and reduce access barriers for all prospective students, particularly among underserved populations.

- Objective 2: Promote more flexible scheduling and instructional delivery formats to reach non-traditional students.

Background: In March 2010, the NCCCS decided to support two learning management systems for the 58 community colleges: Blackboard®, a licensed LMS, and Moodle, an open source LMS. On June 8, 2018, the State Board of Community Colleges approved FC 02 for a three-year contract for \$2,682,224.49 to Blackboard Inc. Funding for this contract provides a 24x7x365 integrated course management solution, hosted hardware, application administration, administrator help desk support, and training to sustain the centralized Moodle implementation. This contract also provides consistency of services and training across the system, while still allowing branding of the online course delivery for the local college. In April 2020, Blackboard Inc. sold this business to Learning Technologies Group, Inc. (LTG). LTG delivers Moodle services via the Internet as a SaaS (Software as a Service) offering and includes the computing power, data storage, and Moodle expertise that the colleges need to operate independently. NCCCS bundled services into the Moodle contract to provide full functionality for online instruction.

Under the existing terms of the contract, NCCCS is assessed a user subscription update fee for the addition (or subtraction) of users and storage incurred over the course of the year at each college. During the pandemic, online learning technology provided a critical capability for colleges to deliver on their commitment to the students and the student experience. Our Open LMS vendor enabled us to quickly adapt to meet the rising need to support students online. By April 1, 2020, we increased our student/faculty user base by 61%, with an additional 75% the following year, resulting in a new total user base of more than 230,000 users.

As a result, overage charges accrued for FY 2020-21, some of which were paid from COVID Relief funds. The table below provides contract information on the Moodle Open LMS contract and overage payments.

Open LMS Contract FY 2020-21 Costs

FY 2020-21 Costs	Users	Storage	Cost
2020-21 Base Contract	132,838	14TB	\$832,228
Overage Paid with COVID Relief Funds in December 2020	81,107	15TB	\$546,642
Deferred Overage	19,010	43TB	\$286,060
FY 2020-21 Totals	232,955	72TB	\$1,664,930

Rationale: This contract was put in place as a comprehensive LMS solution that scales to the System's needs. Currently, the System Office and 32 colleges use the Moodle SaaS contract. In addition to the Moodle application, the contract provides Ally accessibility software, SafeAssign™ plagiarism software, Collaborate web-conferencing software, Conduit integration to the Colleague® student information system and IntelliBoard analytics. This full-service contract provides colleges with the necessary tools they need to support student learning.

The contract recommended for FY 2021-22 sets the user base at 139,000 active users and provides 18TB of storage for the colleges utilizing this Moodle SaaS contract. Colleges will be assessed for overages in users and storage based on increases that exceed their pre-pandemic allotment. This full-service contract is charged \$6.00 per user, and \$4,000 per TB of additional storage.

Open LMS Contract FY 2021-22

Time Period	Users	Storage	Cost
2021-22 Base Contract	139,000	18TB (14TB incl. + 4TB addl.)	
	\$834,000	\$16,000	\$850,000

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 is contingent upon approval by the State Department of Information Technology Contracts and Strategic Sourcing.

Contract Amount and Time Period: The contract period will be from July 1, 2021, through June 30, 2022, for an amount not to exceed \$850,000.

Fund Source and Availability: Funding is contingent upon FY 2021-22 State General Fund appropriation.

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