

**STATE BOARD OF COMMUNITY COLLEGES**  
**Contract for College Information System**  
**Enhancement and Support Services Agreement**  
**FY 2020-2021**

**Request:** The State Board of Community Colleges is asked to approve a one-year option to renew the Enhancement and Support Services Agreement (ESSA) with Ellucian, Inc. for software maintenance, enhancements, and support services to support the College Information System (CIS). This option to renew is for the one-year period from October 1, 2020, through September 30, 2021, for an amount not to exceed \$6,787,003 and includes the ability for NCCCS to amend the contract within State requirements to remove individual line items to reduce cost over the one-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 an amount not to exceed \$829,164 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.

The Enhancement and Support Services included in the contract will cost an amount not to exceed \$5,957,839 for the one-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.

**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 October 1, 2020, through September 30, 2021, with a cost not to exceed of \$6,787,003.

**Fund Source and Availability:** Funding is contingent upon the availability of FY 2020-21 and FY 2021-22 State General Fund appropriation.

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