

STATE BOARD OF COMMUNITY COLLEGES
Contract for Supplemental Support of College Information System (CIS)
FY 2021-22

Request: The State Board of Community Colleges is requested to approve an amount not to exceed \$600,000 to utilize the existing managed services contract for supplemental support with the North Carolina customizations of the College Information System (CIS) template.

Strategic Plan Reference(s):

Theme: System Effectiveness

Goal 4: To advance organizational effectiveness, operations, and decision-making in order to support a cohesive system of nimble, empowered and community-driven colleges.

- Objective 4.1: Ensure that colleges within the System have access to technology and related infrastructure in order to meet student and institutional needs.

Background: The CIS is, and has been since its inception, based on the Ellucian Colleague® application with customizations to support North Carolina specific reporting requirements. The CIS maintains the student record and other faculty, staff, and institutional information at our 58 community colleges. Since late October 2021, the System Office has received four key staff members' notice of separation. Three of the four staff members are critical to supporting these North Carolina customizations. Ellucian provides updates to Colleague several times a year, and the customizations must be incorporated in each release prior to being used by the colleges.

A Managed Services Contract was established to provide comprehensive expertise in the areas of CIS administration of the Ellucian Colleague application, database, underlying database application services, operating systems, and security support for the CIS through selected vendors. Ferrilli and CampusWorks, Inc. currently are the selected vendors for this contract. On July 16, 2021, the SBCC approved "Contract for Migration and Support of College Information System (CIS) in the Cloud" to expedite Cloud migrations.

Rationale: The System Office wants to utilize the Managed Services Contract to provide the necessary knowledge, skills and ability while the System Office recruits new permanent staff. The contractors will incorporate the North Carolina customizations for each release of Colleague, to then be made available to the colleges while the positions are transitioned to the new hires. This support will ensure that colleges receive necessary updates for Colleague and assist with the transition for new staff.

Method of Procurement: In accordance with the procurement practices of the State of North Carolina, approval for the Managed Services Contract, as an Agency Specific Contract, was awarded by the NC Department of Information Technology. Approval for the services provided by Ferrilli is contingent upon State Board approval.

Contract Amount and Time Period: The service period is from December 1, 2021, through June 30, 2023, for an amount not to exceed \$600,000.

Fund Source and Availability: Funding is available from the IT project budget code 26802, which is used for upgrading the existing CIS.

Contact(s):

Patrick Fleming
Senior Vice President & Chief Information Officer