

**STATE BOARD OF COMMUNITY COLLEGES**  
**Service Agreement for College Information Systems**  
**Enhancement and Support Services Agreement**

**Request:** The State Board is asked to approve \$5,820,276 for a new Enhancement and Support Services Agreement (ESSA) with Ellucian, Inc. for software maintenance, enhancements, and support services to support the College Information Systems (CIS) during FY 2015-2016. This contract is for the period July 1, 2015 through June 30, 2016.

**Background:** The North Carolina Community College System's CIS project has been in ongoing operations and maintenance since implementation of the system, completed in March 2008. The CIS is an integrated, enterprise software system that meets the administrative, operational, student, and information management needs of the 58 community colleges and the System Office.

**Rationale:** This contract consists of two costing components: Software Maintenance and Enhancements, and Software Support Services.

The Software Maintenance and Enhancements included in this contract will cost an amount not to exceed \$5,054,280 and is comprised of the following components:

1. Maintenance for the supported software necessary to ensure operation in the material conformance with the user documentation electronically accessible with the supported software.
2. Any revisions, updates, and enhancements of the supported software together with related electronically accessible documentation.

The components contained in the Software Maintenance and Enhancements are reviewed each year. This year's review identified that the Telephone Registration Interface was no longer required by the System Office or 58 North Carolina Community Colleges. This component was removed from Software Maintenance and Enhancements at a cost avoidance of \$37,340.

The Software Support Services included in this contract will cost an amount not to exceed \$765,996 and are comprised of the following components:

1. The Ellucian Maintenance Advantage Program provides an unlimited number of calls during the hours of 8am-8pm Monday-Friday to the call center for technical support including providing information, assistance, research, and "trouble shooting" in response to NCCCS' reported questions and problems regarding the supported software.
2. 20 days of onsite technical advisement services to the System Office.
3. 60 days of onsite training for System Office and community college staff members.
4. 40 days of Subject Matter Expertise (SME) advisement and support to provide onsite and remote application support, software update support, staff skills development, etc.
5. An onsite, full time (40 hours/week) Territory Manager to represent NCCCS interests inside Ellucian and to coordinate with community college staff, Ellucian corporate staff and Ellucian non-resident staff providing services in North Carolina.

The components contained in the Software Support Services are reviewed each year. This year's review concluded that the amount of days contained in the contract for technical support, advisement, and training meet software support service requirements for the CIS.

**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 IT Procurement Office.

**Contract Amount and Time Period:** The contract for the period July 1, 2015 through June 30, 2016 will be a maximum of \$5,820,276. The current year cost represents a 4.67% increase, or \$259,535, over last year's contract cost of \$5,560,741. This increase includes regulatory upgrades for each CIS module, including but not limited to significant federal and state compliance configuration updates for the Human Resources and Payroll module pertaining to the Affordable Care Act. The North Carolina Community College System continues to operate under the Ellucian's Maintenance Advantage Program which provides an unlimited number of support center calls during the hours of 8am-8pm Monday-Friday for technical support.

**Fund Availability:** Funding is contingent upon the availability of FY 2015-2016 State General Fund appropriation.

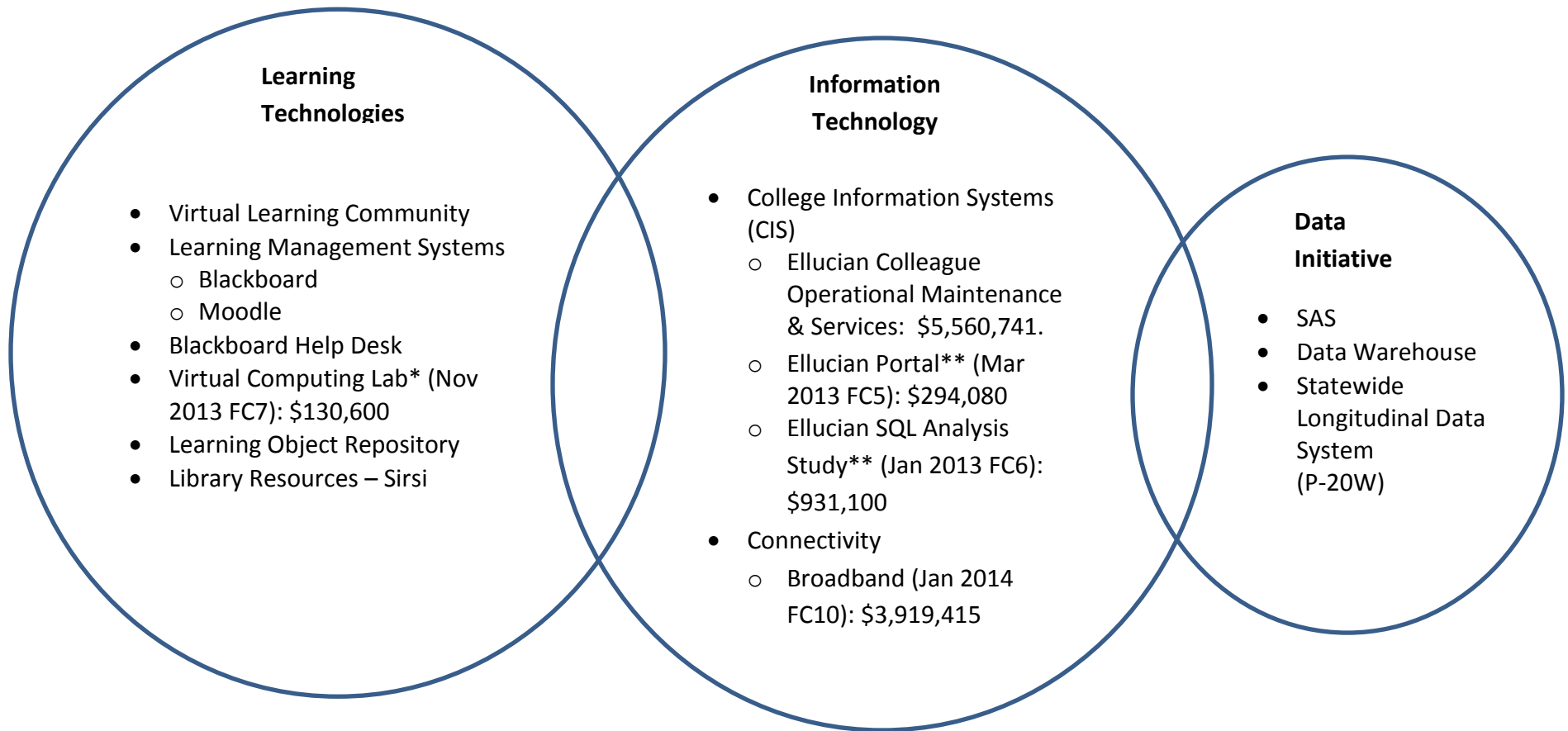
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STATE BOARD OF COMMUNITY COLLEGES

Overview of 2014-15 Technology Activities



\*Crosses Fiscal Year

\*\*Approved/Not Expended

### Overview of 2015-16 Technology Activities

