

**STATE BOARD OF COMMUNITY COLLEGES**  
**Contract Renewal for Learning Management System Online Helpdesk Services**

**Request:** The State Board is asked to approve \$541,320 for the second year of a two-year renewal contract with Blackboard Student Support Services for learning management system (LMS) online helpdesk services and support to students and faculty in the NC Community Colleges.

**Rationale:** Online help desk services have been provided for the NCCCS colleges by the System Office since 2006. Blackboard Student Services provides 24/7/365 technical end user support for the Blackboard Learn and Moodle systems to the North Carolina Community Colleges. Blackboard Student Services Contact Center Solutions for the North Carolina Community College System include Support Portal and Knowledge Base, including real time e-Chat, and toll-free phone support. Colleges use the online helpdesk for technical questions and problem resolution related to LMS and learning technologies, login assistance, student enrollment, and related technical issues.

Blackboard offers a fully hosted, web-based knowledge base designed to encourage self-service and empower users to maximize the value of their teaching and learning environment. One fully customized support service desk has been implemented for each of the community colleges utilizing the Blackboard Student Support Services for LMS.

Due to contract negotiations and opting for a two-year renewal contract, the system office saved \$94,822 in the first year compared to FY 2012-13. The contract amount for 2014-15 is \$74,002 less than we paid in FY 2012-13.

**Method of Procurement:** In accordance with the procurement practice of the State of North Carolina (09 NCAC 06B.1301), there is no requirement for competition or approval by outside purchasing authorities for information technology subscriptions for printed materials or online services.

**Contract Amount and Time Period:** The State Board is asked to renew for year two, the online helpdesk contract with Blackboard in the amount of \$541,320 for the period of July 1, 2014, through June 30, 2015.

**Fund Source and Availability:** Funding is contingent upon FY 2014-15 State General Fund appropriations for online helpdesk services.

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