

**STATE BOARD OF COMMUNITY COLLEGES**  
**Services Agreement with Gartner, Inc.**  
**FY 2019-22**

**Request:** The State Board of Community Colleges is asked to approve a three-year contract with Gartner, Inc. for the purposes of securing technology research and advisory services.

**Strategic Plan Reference:**

Theme: System Effectiveness

Goal 3: Advance organizational effectiveness, operations, and decision making to support a cohesive system of nimble, empowered, and community driven colleges.

- Objective 4.1:

Ensure colleges and the System have access to technology and related infrastructure to meet student and institutional needs.

**Background:** On September 19, 2016, the North Carolina Community College System Office consolidated its two senior IT executive positions into one role, the Senior Vice President/Chief Information Officer of the Technology Solutions & Distance Learning Division. On October 17, 2016, the System Office established and staffed the Enterprise Resource Planning (ERP) Program Management Office (PMO) and tasked the ERP PMO with planning, coordinating, managing and ultimately implementing a new and modernized ERP system for the North Carolina Community College System (NCCCS). These changes enabled the Division to deliver technology systems and services to students, staff, and faculty more efficiently while continuing to define best business processes to meet the evolving demands of the North Carolina Community College System.

**Rationale:** The System Office Technology Solutions & Distance Learning Division Sr. Vice President/Chief Information Officer and ERP PMO require access to technology research and advisory services from a large, vendor neutral information technology center of excellence.

Gartner is a leading information technology research and advisory company and provides the largest base of research analysts and consultants (>2,000). The company advises information technology executives worldwide.

Services provided by Gartner to the System Office Technology Solutions & Distance Learning Division include:

- Vendor neutral technical expertise and assistance to evaluate technology solutions
- Strategic-level leadership expertise in the continuing operations of the ERP PMO
- On-demand access to executive and technical leaders experienced in the design, migration and implementation of cloud-based infrastructure and platform services
- On-demand access to research and analytical services with domain knowledge across the spectrum of technologies employed by the system office and the 58 colleges

**Method of Procurement:** In accordance with the procurement practice of the State of North Carolina, a solicitation was approved for award by the DIT Statewide Procurement Office.

**Contract Amount and Time Period:** The contract amount will not exceed \$460,619 for the period beginning July 1, 2019, through June 30, 2022. Three term payments will be made according to the below schedule.

Description	FY 2019–20	FY 2020–21	FY 2021–22
Executive Program Leadership Team Services for a Leader and a Partner	148,250	153,478	158,891

**Fund Source and Availability:** Funding is contingent on FY 2019-20 General Fund appropriations. Funding for the remaining term is contingent upon the availability of General Fund appropriations for each year thereafter.

**Contact:**

James Parker  
Sr. Vice President, CIO