

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

Request: The State Board is asked to approve \$520,500 for the first year of a two-year renewal of a 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.

By choosing the option of a two-year renewal contract, the system office saves \$25,000 in the first year and reduces the second year renewal rate to a 4% increase instead of a 5% increase. The contract amount for 2013-14 is \$94,822 less than in 2012-13 due to contract negotiations.

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 one year, the online helpdesk contract with Blackboard in the amount of \$520,500 for the period of July 1, 2013, through June 30, 2014.

Fund Source and Availability: Funding is contingent upon FY 2013-14 State General Fund appropriations for online helpdesk services.

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