

STATE BOARD OF COMMUNITY COLLEGES
Contract for College Information System
Software Maintenance and Support Services – Ellucian

Request: The State Board is asked to approve a new Enhancement and Support Services Agreement (ESSA) with Ellucian, Inc. for software maintenance and support services to support the College Information Systems (CIS) project during FY 2013-2014 with total costs not to exceed \$5,204,878. This contract is for the period July 1, 2013 through June 30, 2014.

Background: The North Carolina Community College System’s CIS project has been in ongoing maintenance and operations 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: The software maintenance included in this contract will cost an amount not to exceed \$4,476,886 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.

These components are reviewed annually for applicability with the CIS. This year’s review identified a software module no longer in use by the 58 Community Colleges or the System Office CIS: Blackboard 6.0.10 Interface (formerly IMS Instructional Management System interface). This software module was removed from the 2013-2014 ESSA and resulted in a cost avoidance of \$96,454 or 2.15%.

The software support services included in this contract will cost an amount not to exceed \$727,992 and are comprised of the following components:

1. 20 hours of monthly call center 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 consulting services to the System Office (10 per ½ year).
3. 60 days of onsite training for System Office and community college staff members.
4. 40 days of Subject Matter Expertise (SME) consulting and support to provide onsite and remote application support, software update support, staff skills development, etc. These days are to be used in 5 day increments focusing on a single business area.
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.

These components are reviewed annually for applicability for providing required technical support, consulting and training. This year’s review identified the amount of hours and days contained in the contract are adequate to provide required software support services 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 State Board is asked to approve a contract for Software Maintenance and Support Services with Ellucian, Inc. in the amount not to exceed \$5,204,878 for the period July 1, 2013 through June 30, 2014. The current year cost represents a 5.07% increase, or \$251,346, over last year's contract cost of \$4,953,532. This increase is two-fold: the Ellucian Extensible Ecosystem (XE) technology (a new software development architecture adopted by Ellucian Incorporated to increase efficiencies bringing new technologies to market) and Colleague Student Planning, a self-service academic planning tool that will help students progress more effectively to a degree.

Fund Availability: Funding is contingent upon the availability of FY 2013-2014 State General Fund appropriation.

Contact:

Bruce Humphrey
Associate Vice President of Information Resources & Technology and Chief Information Officer
Dr. Sandra Williams
Senior Vice President and Chief of Technology Solutions and Distance Learning