

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

Request: The State Board is asked to approve \$6,120,456 for a new Enhancement and Support Services Agreement (ESSA) with Ellucian, Inc. for software maintenance, enhancements, and support services to support the College Information System (CIS) during FY 2016-2017. This contract is for the period July 1, 2016, through June 30, 2017.

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 \$5,354,460 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 evaluation required the addition of Financial Aid Self Service, a module necessary to guide students through the process of applying for and accepting financial aid, which is required by the 58 North Carolina Community Colleges. This component was added to the Software Maintenance and Enhancements at a cost of \$97,662.

The Extended 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 which provides an unlimited number of calls during the hours of 8am-8pm Monday-Friday to the Ellucian 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 Expert (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) Regional Delivery Director 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 Department of Information Technology Contracts and Strategic Sourcing.

Contract Amount and Time Period: The contract for the period July 1, 2016, through June 30, 2017, will be a maximum of \$6,120,456. The current year cost represents a 5.16% increase, or \$300,180, over last year's contract cost of \$5,820,276. This increase includes the addition of the Financial Aid Self Service module. The North Carolina Community College System continues to operate under 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 Source and Availability: Funding is contingent upon the availability of FY 2016-17 State General Fund appropriation.

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