

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

**Request:** The State Board is asked to approve \$5,560,741 for a new Enhancement and Support Services Agreement (ESSA) with Ellucian, Inc. for software maintenance, enhancements, and support services to support the College Information Systems (CIS) during FY 2014-2015. This contract is for the period July 1, 2014 through June 30, 2015.

**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 and enhancements included in this contract will cost an amount not to exceed \$4,794,745 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 software 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 provides unlimited number of calls during the hours of 8am-8pm Monday-Friday to the 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 consulting 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 Expertise (SME) consulting and support to provide onsite and remote application support, software update support, staff skills development, etc.
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 contract for the period July 1, 2014 through June 30, 2015 will be a maximum of \$5,560,741. The current year cost represents a 6.84% increase, or \$355,863, over last year's contract cost of \$5,204,878. This represents a change in the technical support provided by Ellucian. Ellucian transitioned all customers, including the North Carolina Community College System, to the Maintenance Advantage Program. The current agreement limits technical support to 20 hours per month. The new program provides an unlimited number of calls during the hours of 8am-8pm Monday-Friday to the 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.

**Fund Availability:** Funding is contingent upon the availability of FY 2014-2015 State General Fund appropriation.

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