



**STATE OF NORTH CAROLINA  
DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)  
STATEWIDE IT PROCUREMENT OFFICE**

Statewide IT Contract Number **920S - IT Specialty Services**

Bid / Solicitation Number DIT 401105/ITS-400343

Contract Award Type CONVENIENCE

Current Effective Dates October 1, 2025 through September 30, 2027  
No Optional Renewal Terms

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**SCOPE**

The purpose of the IT Services State Term Contract is to provide qualified Vendors to Agencies across the State to supplement in-house staff to provide the following IT Services Projects.

- Agile Services
- Digital Website Services
- Electronic Content Management Services
- Geographical Information Systems (GIS) Services
- Independent Verification and Validation (IV&V) Services
- IT Application Development Services
- Microsoft Dynamics Customer Relationship Management (CRM) Services
- Process Improvement Services
- Cloud Implementation Services and Cloud Integration Services
- ServiceNow Platform Support Services

**THIS CONTRACT HAS NO SPENDING LIMIT**

**ABNORMAL QUANTITY**

There is no Abnormal Quantity provision for this contract.

**NEITHER SOFTWARE, HARDWARE NOR CLOUD LICENSES/SUBSCRIPTIONS CAN BE PROCURED WITH THIS CONTRACT.**

The contract is a Statewide IT **CONVENIENCE** Contract for the use of Executive State Agencies and non-Executive State Agencies as permitted by law. This is not a mandatory IT Statewide Term Contract. Non-Executive State Agencies include the North Carolina University System and its member campuses, Instructional components of the Department of Public Instruction, Instructional components of the North Carolina Community College System, as well as local (municipal and county) governments.

Agencies with the need to acquire services not covered by this contract are required to follow the State of North Carolina IT procurement rules, consistent with [09 N.C.A.C. 06 A& B](#) and established procedures of the Department of Information Technology (DIT).

## Scope IT Specialty Services State Term Contract

### Agile Services

**Definition:** Agile values and principles promote a cultural shift within an organization using collaboration, respect, continuous improvement, and frequent delivery of value to customers. Agile is supported by various frameworks and methodologies that incorporate the elements of incremental delivery and continuous feedback.

**Examples of included services:**

- Agile Transformation: strategies, roadmaps, assessments, metrics/tools, training, coaching, mentoring, knowledge transfer, pilots, Organizational Change Management (OCM), proof of maturity.
- Transformation Operating Models: adoption, pilot, expansion, change, governance, continuous improvement.
- Frameworks and Methodologies: Scrum, DevOps, DevSecOps, eXtreme Programming (XP), Scaled Agile Framework (Safe), Kanban, Crystal.

### Digital/Website Services

**Definition:** Website is a collection of pages, documents, images, files and other electronic resources connected to the internet and delivered via the World Wide Web. Other relevant digital properties include web applications, apps published on mobile devices, as well existing and emerging channels.

**Examples of included services:**

- Websites such as government organization, blogs, brochure, program, marketing campaign, and ecommerce.
- Web applications such as dashboards, payment/transactions, forms and workflow, content management systems, and portals.
- Native applications running on mobile devices (i.e. iOS, Android).
- Chatbots.
- Smart speakers.
- Miscellaneous digital channels (watches, appliances, IOT).

### Electronic Content Management (ECM) Services

**Definition:** The primary focus of Enterprise Content Management (ECM) is on capabilities that blend formal document management, rich information governance controls and process capabilities. Key use cases are back-office processing (such as invoice processing), business process applications, document management and records management. ECM platforms are often considered by organizations as part of a digital business strategy.

**Examples of included services:**

- Web Service Integration.
- Document Scanning and Conversion.
- Capture for SharePoint.
- Vertical Application Support.

## Geographic Information Systems (GIS) Services

**Definition:** A geographic information system (GIS) is a system designed to capture, store, manipulate, analyze, manage, and present all types of geographical data. The key word to this technology is Geography – this means that some portion of the data is spatial. In other words, data that is in some way referenced to locations on the earth.

### Examples of included services:

- Planning services.
- Spatial data development and conversion services.
- Spatial application development and implementation services.
- Spatial technical services to include geospatial analysis, integration, assimilation, geospatial modeling, and model development, provide GIS Training, provide cartographic and visualization development and support, and provide geocomputation development and support.

## Independent Verification and Validation (IV&V) Services

**Definition:** Verification and Validation are independent procedures that are used together for in-depth analysis by checking that a product, service, or system meets requirements, independent oversight of SDLC processes and specifications and that it fulfills its intended purpose.

### Examples of included services:

- Validation of software design to meet system needs/requirements.
- Traceability of safety critical requirements.
- Design analysis of selected critical algorithms.
- Code analysis of mission-critical software components and the independent oversight and assessment of systems development life cycle (SDLC) processes (such as issue and risk management, requirements analysis, testing, data conversion etc.).

## IT Application Development Services

**Definition:** Application Development is the development of **new applications** which may be mainframe, server, network-based, web-based or a combination. The requirements for new applications may require interfaces to existing applications.

### Examples of included services:

- Web application development.
- Mobile application development.
- Service oriented architecture (SOA).
- Researching.
- Analyzing.
- Gathering requirements.
- Designing.
- Programming.
- Testing.
- Documenting and implementing.
- Applying changes to the software language and/or database in which the application is written.
- Providing corrections for production or any changes needed and participation in disaster recovery planning and documentation.

## **Microsoft Dynamics CRM Services**

**Definition:** Microsoft Dynamics CRM is a customer relationship management software package developed by Microsoft. Dynamics CRM is a server-client application, which, like Microsoft SharePoint, is primarily an IIS-based web application which also supports extensive web services interfaces.

### **Examples of included services:**

- Dynamics solution development and support, training, upgrade testing of existing solutions, report and view generation and security role creation.
- Dynamics workflow development.
- Flow creation and deployment.
- Migration to the Unified Interface.
- Development of connections to API's and other existing applications.
- Solution documentation, project planning and project management.

## **Process Improvement Services**

**Definition:** Process Improvement is the proactive task of identifying, analyzing and improving upon existing business processes within an organization. This service can help organizations identify the right solution(s) to fix problems when a solution has yet to be identified. It can also help identify problems and improvement opportunities within business process that may not be performing at desired performance levels.

### **Examples of included services:**

- DMAIC (an acronym for Define, Measure, Analyze, Improve and Control) refers to a data-driven improvement cycle used for improving, optimizing and stabilizing business processes and designs.
- DMAIC improvement cycle is the framework used to drive Lean Six Sigma projects.
- Process mapping, problem solving (fishbone diagram and 5-whys), data analysis, project prioritization, and change management.

## **Cloud Implementation Services and Cloud Integration Services**

**Definition:** Cloud Implementation Services and Cloud Integration Services addresses the skills and disciplines required for Cloud Services from assessment, consulting, strategy planning, integration, mapping, and implementation needed to move State entities into a Cloud environment.

### **Examples of included services:**

- Implementation and/or Planning.
- Integration and/or Planning.
- Migration and/or Planning.
- System Assessments to Cloud.
- Cloud Platform Optimization Services and Planning.

## **ServiceNow Platform Support Services**

**Definition:** ServiceNow Platform Support Services addresses the skills and disciplines required for ServiceNow Platform services from assessment, consulting, strategy planning, workflow planning, integration, and implementation for the ServiceNow Platform.

**Examples of included services:**

- Implementation and/or Planning.
- Integration and/or Planning.
- Migration and/or Planning.
- System Assessments to Cloud.
- Cloud Platform Optimization Services and Planning.

**FOR INFORMATION PURPOSES ONLY**

**NC DOA STC 8010A - Procurement of Acquisition Support Services (PASS)**

**Procurement of Acquisition Support Services (PASS)** [8010A Procurement of Acquisition Services](#)

This contract covers procurement of **IT and Non-IT** acquisition support services in the following areas:

- Subcategory 1 - Procurement Strategy/Strategy Plan
- Subcategory 2- Independent Government Cost Estimate
- Subcategory 3- Specifications/Scope of Work Review
- Subcategory 4- Market Research
- Subcategory 5- Cost & Pricing Analysis
- Subcategory 6- Solicitation Review or Preparation
- Subcategory 7- Source Selection
- Subcategory 8- Cost Realism Analysis
- Subcategory 9- Contract Development/Contract Formation
- Subcategory 10- Contract Management
- Subcategory 11- Vendor Performance Evaluation Program

This is a **convenience** contract for state agencies, departments, institutions, universities, community colleges, and non-mandatory entities, including schools and local governments.

**PROCUREMENT SUBMITTAL INSTRUCTIONS**

**AGENCIES USING THE Ariba SOURCING TOOL**

As of January 23, 2022, all SOWs must be submitted using the Tool.

THE REQUIRED SOW TEMPLATE IS AVAILABLE at the same location as this web summary.

**AGENCIES NOT USING THE Ariba SOURCING TOOL**

SOWs must be submitted to [Allison.Howard@nc.gov](mailto:Allison.Howard@nc.gov).

Email [Allison.Howard@nc.gov](mailto:Allison.Howard@nc.gov) with any 920S contract questions.

All Agencies should provide the estimated project budget amount to DIT Statewide with the SOW.

The procuring entity will be required to email the SOW to a **minimum of five (5) prequalified vendors** in the category identified in the SOW.

**One of the five (5) vendors must be a HUB vendor if there are HUB vendors in the category.**

If there are no HUB vendors in the category the five (5) vendor requirement for receipt of the SOW remains.

The Vendors selected for receipt of the SOW will be the only Vendors allowed to respond with a Statement of Work for performance of the requested services.

**The names of the prequalified vendors selected for receipt of the SOW must be provide to DIT Statewide with the draft SOW.**

SOW responses will be forwarded to the Agency, University, Local Government or Other Public Entity's procurement personnel, who must be identified on the front page of the distributed SOW.

That person should oversee the evaluation of the SOW responses and submittal of the award recommendation to DIT Statewide with the emails showing reviews of the award recommendation by DIT EA, DIT EPMO and DIT ESRMO.

### **SCOPE OF WORK (SOW) REQUEST PROCESS**

**Step 1.** The agency identifies the IT Service need and with the assistance of their **NCDIT Project Manager**, if needed, prepares the Scope of Work that **must** be submitted **by the Agency's Procurement Department** using the Ariba Sourcing Tool. Entities without access to the Ariba Sourcing Tool should submit their SOW using the [Allison.Howard@nc.gov](mailto:Allison.Howard@nc.gov).

The required reviews of the SOW by, **DIT EA, DIT EPMO and DIT ESRMO** will be completed in the Ariba Sourcing Tool. Entities who do not use the Ariba Sourcing Tool must obtain their required reviews before and submit their reviews with their SOW.

**Step 2.** If the SOW is incomplete or non-compliant with procurement regulations or other contract terms and conditions, NCDIT Statewide will return in the Ariba Sourcing Tool or via email for those entities not able to use the Tool, the SOW to the Agency's/Entity's Procurement Department for revision.

**Step 3.** Once NCDIT Statewide approves the SOW for distribution, the procuring agency/entity can either email the SOW to a minimum of five (5) category vendors, including one (1) HUB vendor, or to all category vendors.

The Ariba Sourcing Tool is an alternate vehicle for SOW distribution. However, if using the Tool, the SOW must be distributed to all vendor contacts listed in the email distribution list for the category. The list is provided to the procuring agency/entity by NCDIT Statewide upon approval of the SOW for distribution.

**Step 4.** Vendors are required to submit their response, Statement of Work, to the using Agency/Entity's Procurement Department contact identified in the Scope of Work.

**Step 5.** The using agency/entity will evaluate the Vendor's Statement of Work using the "best value" method and evaluation criteria stated in the Scope of Work.

**Step 6.** After evaluating the Statement of Work, the agency/entity will then prepare and submit an award recommendation, with all required supporting bid documents, to NCDIT Statewide using the Ariba Sourcing Tool or via email to [Allison.Howard@NC.gov](mailto:Allison.Howard@NC.gov).

**Step 7.** After receiving a Certification of Award from NCDIT Statewide, the using agency/entity will issue the contract award to the selected vendor and notify all other participating vendors of the contract award.

**DIT Statewide must be provided with a fully executed copy of the contract.**

**Additionally, each agency is responsible for managing public records requests involved in the purchasing process conducted under the 920S IT Specialty Services Contract. This includes all records necessary to fully document the procurement process in accordance with this contract and NC Statutes.**

#### **THE STATEMENT OF WORK:**

The Scope of Work is essentially the "who," "what," "when," and "why" of the project. It conveys the vision, purpose, and specific requirements of the project, specific deliverables to be provided by the vendor as well as the criteria that will be used in evaluating the vendors' responses.

The Scope of Work also must precisely describe the content and format of the Statement of Work Response expected from the prospective vendors.

**It is important that the person writing the Scope of Work be very familiar with the master IFB contract and Amendment.** The Scope of Work is an extension of this original solicitation. Familiarity with the master IFB contract and all of its terms and conditions will eliminate repetition and ensure that the Scope of Work complies with the contract terms that the eligible vendors have already agreed to.

### **920S IT SPECIALTY SERVICES PROJECT VENDOR LIST**

#### **AGILE**

<b>Vendor</b>	<b>Vendor</b>
<b>HUB</b>	<b>NON-HUB</b>
22nd Century Technologies, Inc.	Accenture LLP
DataStaff, Inc.	Advanced Digital System, Inc.
IIT, Inc.	Apex Systems LLC
Makers365 LLC	Attain Partners
PiTech Solutions, Inc.	CapTech Ventures, Inc.
Random Bit LLC	Computer Aid, Inc.
RightDirection Technology Solutions LLC	Comter System Inc
System Soft Technologies, Inc.	CSG Government
Trecom Systems Group, Inc.	D2SOL Inc
World Wide Technology LLC	Daring Systems, Inc.
	Deloitte LLP
	DRMP, Inc.
	Elegant Enterprise-Wide Solutions, Inc.
	Ernst & Young LLP
	eSystems, Inc.
	HNTB North Carolina, P.C.
	International Business Machines, Inc.
	Impact Makers, Inc.
	Information Resource Group, Inc.
	Infosys Public Services, Inc.
	Insight Public Sector, Inc.
	KCI Associates of NC, P.A.

	KPMG LLP
	McKinsey & Company, Inc. Washington D.C.
	NewSouth Technologies, Inc.
	Nexsolv, Inc.
	Portland Webworks, Inc. dba GovWebWorks
	Public Consulting Group LLC
	Slalom, Inc.
	Spruce Technology, Inc.
	TekSystems Global Services, LLC
	The Evolvers Group LLC
	Trace3 LLC
	Trinity Technology Group, Inc.
	VHB Engineering NC, P.C.
	VNuIT LLC
	ZDAAS LLC

## DIGITAL/WEBSITE

Vendor	Vendor
HUB	NON-HUB
22nd Century Technologies, Inc.	Accenture LLP
IIT, Inc.	Attain Partners
Makers365 LLC	CapTech Ventures, Inc.
PiTech Solutions, Inc.	CGI Technologies and Solutions Inc.
	Deloitte LLP
	Dominion Digital, Inc. dba Singlestone
	DRMP, Inc.
	Elegant Enterprise-Wide Solutions, Inc.
	Ernst & Young LLP
	eSystems, Inc.
	Gateway Solutions, Inc.
	HNTB North Carolina, P.C.
	ICF Incorporated LLC
	International Business Machines, Inc.
	Infojini, Inc.
	Information Resource Group, Inc.
	Johnson, Mirmiran & Thompson, Inc.
	KPMG LLP
	Lullabot, Inc.
	McKinsey & Company, Inc. Washington D.C.
	Slalom, Inc.
	Spruce Technology, Inc.
	V Group, Inc.
	ZDAAS LLC



**ELECTRONIC CONTENT MANAGEMENT**

<b>Vendor</b>	<b>Vendor</b>
<b>HUB</b>	<b>NON-HUB</b>
22nd Century Technologies, Inc.	Accenture LLP
System Soft Technologies, Inc.	Advanced Digital System, Inc.
	Attain Partners
	CGI Technologies and Solutions Inc.
	Cherry Bekaert Advisory LLC
	HTC Global Services, Inc.
	Deloitte LLP
	Docufree, Inc.
	Elegant Enterprise-Wide Solutions, Inc.
	Ernst & Young LLP
	International Business Machines, Inc.
	Johnson, Mirmiran & Thompson, Inc.
	KPMG LLP
	SimpliGov LLC
	Starpoint Inc. dba Starpoint Global Services
	Trinity Technology Group, Inc.

**GEOGRAPHIC INFORMATION SYSTEMS (GIS)**

<b>Vendor</b>	<b>Vendor</b>
<b>HUB</b>	<b>NON-HUB</b>
22nd Century Technologies, Inc.	AECOM Technical Services of NC, Inc.
IIT, Inc.	Atlas Geographic Data, Inc
	Avineon, Inc.
	Blue Raster LLC
	Computer Aid, Inc.
	Delasoft, Inc.
	Dewberry Engineers, Inc.
	DRMP, Inc.
	Elegant Enterprise-Wide Solutions, Inc.
	Geo Owl LLC
	Gateway Solutions, Inc.
	Geographic Technologies Group Inc.
	HNTB North Carolina, P.C.
	Infosys Public Services, Inc.
	Johnson, Mirmiran & Thompson, Inc.
	KCI Associates of NC, P.A.
	Kisinger Campo & Associates, Inc.
	KPMG LLP
	Moffatt & Nichol, Inc.
	North River Geographic System, Inc.
	Spatial Focus LLC
	Trinity Technology Group, Inc.
	VHB Engineering, N.C., P.C.
	VNuIT LLC

## INDEPENDMENT VERIFICATION AND VALIDATION (IV&V)

Vendor	Vendor
HUB	NON-HUB
Trecom Systems Group, Inc.	Cherry Bekaert Advisory LLC
vTech Solutions, Inc.	Computer Aid, Inc.
	CSG Government
	Deloitte LLP
	Ernst & Young LLP
	First Data Government Solutions, LP
	KPMG LLP
	Maximus Human Services, Inc.
	McKinsey & Company, Inc. Washington D.C.
	NTT Data Americas, Inc.
	Public Consulting Group LLC
	Tech Valley Talent LLC

## IT APPLICATION DEVELOPMENT

Vendor	Vendor
HUB	NON-HUB
22nd Century Technologies, Inc.	Accenture LLP
DataStaff, Inc.	Advanced Digital System, Inc.
PiTech Solutions, Inc.	AECOM Technical Services of NC, Inc.
RightDirection Technology Solutions LLC	Apex Systems LLC
System Soft Technologies, Inc.	Attain Partners
	Blue Raster LLC
	CapTech Ventures, Inc.
	Cherry Bekaert Advisory LLC
	Computer Aid, Inc.
	CSG Government
	D2SOL Inc
	Deloitte LLP
	Dominion Digital, Inc. dba Singlestone
	DRMP, Inc.
	Elegant Enterprise-Wide Solutions, Inc.
	Ernst & Young LLP
	eSystems, Inc.
	First Data Government Solutions, LP
	HNTB North Carolina, P.C.
	International Business Machines, Inc.
	Infosys Public Services, Inc.
	Information Resource Group, Inc.
	Insight Public Sector, Inc.
	Johnson, Mirmiran & Thompson, Inc.
	KPMG LLP
	McKinsey & Company, Inc. Washington D.C.
	NewSouth Technologies, Inc.
	PayIt LLC
	Presidio Networked Solutions LLC
	Public Consulting Group LLC
	Resolvit Resources LLC

	RKV Technologies, Inc.
	Slalom, Inc.
	Softchoice, Inc.
	Spruce Technology, Inc.
	TekSystems Global Services, LLC
	The Evolvers Group LLC
	Trinity Technology Group, Inc.
	VHB Engineering NC, P.C.
	VNuIT LLC

## **MICROSOFT DYNAMICS CRM**

<b>Vendor</b>	<b>Vendor</b>
<b>HUB</b>	<b>NON-HUB</b>
22nd Century Technologies, Inc.	Accenture LLP
IIT, Inc.	CapTech Ventures, Inc.
Trecom Systems Group, Inc.	Deloitte LLP
	Dominion Digital, Inc. dba Singlestone
	Elegant Enterprise-Wide Solutions, Inc.
	Ernst & Young LLP
	International Business Machines, Inc.
	KPMG LLP
	Planet Technologies, Inc.
	RSM US LLP
	Slalom, Inc.
	Spruce Technology, Inc.
	Trinity Technology Group, Inc.
	ZDAAS LLC

## **PROCESS IMPROVEMENT**

<b>Vendor</b>	<b>Vendor</b>
<b>HUB</b>	<b>NON-HUB</b>
Trecom Systems Group, Inc.	Accenture LLP
	Apex Systems LLC
	Computer Aid, Inc.
	CSG Government
	Deloitte LLP
	Ernst & Young LLP
	International Business Machines, Inc.
	McKinsey & Company, Inc. Washington D.C.
	NewSouth Technologies, Inc.
	ZDAAS LLC

## **CLOUD IMPLEMENTATION SERVICES AND CLOUD INTEGRATION SERVICES**

<b>Vendor</b>	<b>Vendor</b>
<b>HUB</b>	<b>NON-HUB</b>
22nd Century Technologies, Inc.	Accenture LLP
Random Bit LLC	Ahead, Inc.
RightDirection Technology Solutions LLC	Aligned Technology Group, Inc.

RockITData LLC	Apex Systems LLC
vTech Solutions, Inc.	Blue Raster LLC
World Wide Technology LLC	CapTech Ventures, Inc.
	Deloitte LLP
	Ernst & Young LLP
	ICF Incorporated LLC
	International Business Machines, Inc.
	KPMG LLP
	McKinsey & Company, Inc. Washington D.C.
	NewSouth Technologies, Inc.
	NTT Data Americas, Inc.
	Planet Technologies, Inc.
	Presidio Networked Solutions LLC
	Public Consulting Group LLC
	RSM US LLP
	Softchoice, Inc.
	Spruce Technology, Inc.
	TekSystems Global Services, LLC
	VHB Engineering NC, P.C.

## SERVICENOW PLATFORM SUPPORT SERVICES

Vendor	Vendor
HUB	NON-HUB
22nd Century Technologies, Inc.	Accenture LLP
World Wide Technology LLC	Ahead, Inc.
	Apex Systems LLC
	Computer Aid, Inc.
	Deloitte LLP
	Ernst & Young LLP
	ICF Incorporated LLC
	KPMG LLP
	NTT Data Americas, Inc.
	Servos LLC
	Spruce Technology, Inc.
	TekSystems Global Services, LLC

## HISTORY

01-26-2026	Updated the NC DOA STC 8010A - Procurement of Acquisition Support Services (PASS) informational language.
12-02-2025	Vendor security updates.
10-02-2025	Contract renewal and removal of vendors who did not respond and who the state chose not to renew.
05-07-2025	Updated Vendor List (Attain Partners).
04-01-2025	Update Vendor List.
10-10-2024	Renewal Amendment updates. Makers365 LLC classified as a HUB Vendor after receipt of NC HUB Certificate. Incapsulate LLC removed because acquired by Accenture LLP.
06-13-2024	Added TekSystems Global Services, LLC assignment from TekSystems, Inc.
06-13-2024	Added Docufree, Inc. assignment from Advanced Imaging Systems, Inc.
03-21-2024	Added Tech Valley Talent and designated RockitData LLC as a HUB vendor.
03-01-2024	Added 2023 Open Enrollment awarded vendors.
06-05-2023	Received RightDirection Technology Solutions LLC's HUB Certification letter.

04-14-2023	Added 2022 Open Enrollment awarded vendors. Also Cloud Implementation and Integration and ServiceNow Platform Support categories added and awarded.
02-16-2023	Updated Vendor contact information.
01-27-2023	Update the Web Summary to reflect the required use of the Ariba Sourcing Tool, as of January 23, 2023, for submittal of the SOWs.
10-05-2022	Add the two new categories and updated the SOW submittal process to prequalified vendors.
07-25-2022	Highlighted and moved HUB Vendors to the top of vendor listing for each category.