



**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, 2019 through September 30, 2024
Three (3) 1-year renewal options

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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 shall be 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

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

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)

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)

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)

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

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

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

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.

NC DOA STC 918B [918B - Procurement of Acquisition Support Services \(PASS\) | NC DOA](#)

Procurement of Acquisition Support Services (PASS)

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

- Acquisition Planning
- Market Research
- Solicitation & Award
- Contract Management
- Competition & Closeout
- Full Domain Experience
- Organization & Process Improvement
- Policy
- Project & Program Management
- Secure Environment Contracts
- Strategic Planning
- Quantitative or Qualitative Requirements or Resource Analysis & Assessments
- Manpower Programs
- Program Evaluation
- Training
- Category Management

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 in the Ariba Sourcing Tool Library.

AGENCIES NOT USING THE ARIBA SOURCING TOOL

SOWs must be submitted to submit2.StatewideIT@its.nc.gov with a cc to Allison.Howard@nc.gov

Email Allison.Howard@nc.gov for the SOW template and any 920S contract questions.

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

The Agency should create the project in Touchdown.

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.

STATEMENT OF WORK REQUEST PROCESS

- Step 1.** The agency identifies the IT Service need and with the assistance of their **Project Manager** prepares the Statement of Work that is submitted **by the Agency's Procurement Department** using the Ariba Sourcing Tool or submit2.StatewideIT@its.nc.gov. The required reviews of the SOW by **DIT EO, DIT EA, DIT EPMO and DIT ESRMO**, if applicable, will be completed in the Ariba Sourcing Tool.
- Step 2.** The SOW will be reviewed and approved by multiple DIT Departments in the Ariba Sourcing Tool, or manually if not using the Tool. If the SOW is not complete or not in compliance with NC procurement regulations or other contract terms and conditions, it will be denied in the Ariba Sourcing Tool which will force the return of the document to the Agency's Procurement Department for modification and resubmittal.
- Step 3.** The Procuring Entity will email, the Statewide reviewed and approved, Statement of Work to the five (5) selected prequalified vendors in the category indicated in the SOW.
- Step 4.** The vendors, if they choose to respond, will prepare a response to the Statement of Work and submit it to the using agency utilizing the format structure required by the agency in the Statement of Work.
- Step 5.** The using agency evaluates the Statement of Work Responses using the "best value" method and criteria stated in the Statement of Work.
- Step 6.** After evaluating the Statement of Work Responses, the agency then prepares the Award Recommendation and submits it for review and approval using the Ariba Sourcing Tool or to Allison.Howard@NC.gov.
- Step 7.** After notice of award recommendation approval, the using agency 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 Statement of Work. 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

Vendor	Vendor
HUB	NON-HUB
22nd Century Tech	Accenture
Chags Health Information Technology LLC	Advanced Digital System
DatamanUSA LLC	Apex Systems LLC
DataStaff Inc.	Attain
IIT Inc.	CapTech Ventures
Incapsulate LLC	Computer Aid, Inc.
PiTech Solutions Inc	Comter System Inc
Random Bit LLC	Coolsoft LLC
RightDirection Technology Solutions	CSG Government
System Soft Technologies	D2SOL Inc
Trecom Systems Group Inc	Daring Systems
World Wide Technology, LLC	Deloitte
	Devcare Solutions
	DRMP
	Elegant Enterprise-Wide solutions
	Ernst & Young
	eSystems
	GeoDecisions, (Gannett Fleming)
	HNTB North Carolina, P.C.
	International Business Machines (IBM)
	Impact Makers
	Infomerica Inc
	Information Resource Group Inc
	Infosys Public Svcs
	Insight Public Sector
	IPCS

	KCI Associates of NC
	Makers365
	NewSouth Tech Inc
	Nexsolv Inc
	Planet Technologies Inc.
	Portland Webworks (dba GovWebWorks)
	RMSource
	Slalom
	Spruce Technology
	Stratice Consulting
	Sydata
	TEKsystems
	The Evolvers Group
	Timmons Group
	Trace3
	Trinity Technology Group
	VHB Engineering NC, P.C.
	VuNIT
	WSP USA
	ZDAAS LLC

DIGITAL/WEBSITE

Vendor	Vendor
HUB	NON-HUB
22nd Century Tech	Accenture
Chags Health Information Technology LLC	Attain
IIT Inc	CapTech Ventures
PiTech Solutions Inc	CGI
DatamanUSA LLC	Deloitte
	DRMP
	Elegant Enterprise-Wide solutions
	Ernst & Young
	eSystems
	GeoDecisions, division of Gannett Fleming
	Gateway Solutions
	HNTB North Carolina, P.C.
	International Business Machines (IBM)
	Infojini
	Information Resource Group Inc
	IPCS
	Johnson, Mirmiran & Thompson, Inc.
	Makers365
	Michael Baker International Inc
	Portland Webworks (dba GovWebWorks)
	RMSource
	SingleStone
	Slalom

	Spruce Technology
	Sydata
	Timmons Group
	WSP USA
	ZDAAS LLC

ELECTRONIC CONTENT MANAGEMENT

Vendor	Vendor
HUB	NON-HUB
22nd Century Tech	Accenture
System Soft Technologies	Advanced Digital System
	Attain
	CGI
	Cherry Bekaert Advisory LLC
	Ciber Global
	Coolsoft LLC
	Deloitte
	Elegant Enterprise-Wide Solutions
	Ernst & Young
	International Business Machines (IBM)
	ImageSoft
	IPCS
	Johnson, Mirmiran & Thompson, Inc.
	Michael Baker International Inc
	RMSource
	Trinity Technology Group
	WSP USA

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

Vendor	Vendor
HUB	NON-HUB
22nd Century Tech	AECOM
IIT Inc	Arora Engineers
	Atlas Geographic Data, Inc
	Avineon, Inc.
	Blue Raster LLC
	Computer Aid, Inc.
	Delasoft
	Dewberry Engineers Inc.
	DRMP
	Elegant enterprise-wide solutions
	GeoDecisions, division of Gannett Fleming
	Geo Owl LLC
	Gateway Solutions
	Geographic Technologies Group (GTG)
	GIS Solutions

	HNTB North Carolina, P.C.
	Infosys Public Services
	IPCS
	Johnson, Mirmiran & Thompson, Inc.
	KCI Associates of NC
	Michael Baker International Inc
	Moffatt & Nichol
	North River Geographic System Inc
	Optimal Geo
	Patrick Engineering Inc
	Timmons Group
	Trinity Technology Group
	VHB Engineering
	VuNIT
	WSP USA

INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

Vendor	Vendor
HUB	NON-HUB
Trecom Systems Group Inc	Cherry Bekaert Advisory LLC
	Computer Aid, Inc.
	CSG Government
	Deloitte
	Ernst & Young
	First Data Government Solutions
	Maximus
	Public Consulting Group

IT APPLICATION DEVELOPMENT

Vendor	Vendor
HUB	NON-HUB
22nd Century Tech	Accenture
Chags Health Information Technology LLC	Advanced Digital System
DatamanUSA LLC	Aecom Technical Services of NC, Inc.
DataStaff Inc	Apex Systems LLC
Incapsulate	Attain
PiTech Solutions Inc	Blue Raster LLC
RightDirection Technology Solutions	CapTech Ventures
System Soft Technologies	Cherry Bekaert Advisory LLC
	Computer Aid, Inc.
	Coolsoft LLC
	CSG Government
	D2SOL Inc
	Deloitte
	DRMP
	Elegant enterprise-wide solutions
	Ernst & Young

	eSystems
	First Data Government Solutions
	GeoDecisions, division of Gannett Fleming
	HNTB North Carolina, P.C.
	International Business Machines (IBM)
	Infosys Public Services
	Information Resource Group Inc
	Insight Public Sector
	IPCS
	Johnson, Mirmiran & Thompson, Inc.
	Michael Baker International Inc
	NewSouth Technologies Inc
	Paylt LLC
	Portland Webworks (dba GovWebWorks)
	Presidio Networked Solutions LLC
	Resolvit Resources
	RKV Technologies Inc
	RMSource
	SingleStone
	Slalom
	Spruce Technology
	Stratice Consulting
	Sydata
	TEKsystems
	The Evolvers Group
	Timmons Group
	Trinity Technology Group
	VHB Engineering NC, P.C.
	VuNIT

MICROSOFT DYNAMICS CRM

Vendor	Vendor
HUB	NON-HUB
22nd Century Tech	Accenture
IIT Inc	CapTech Ventures
	Deloitte
	Devcare Solutions
	Elegant enterprise-wide solutions
	Ernst & Young
	International Business Machines (IBM)
	Infomerica Inc
	Planet Technologies
	SingleStone
	Spruce Technology
	Stratice Consulting
	Trecom Systems Group Inc
	Trinity Technology Group

	ZDAAS LLC
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PROCESS IMPROVEMENT

Vendor	Vendor
HUB	NON-HUB
Trecom Systems Group Inc	Accenture
	Apex Systems LLC
	Computer Aid, Inc.
	CSG Government
	Deloitte
	Ernst & Young
	International Business Machines (IBM)
	IPCS
	NewSouth Technologies Inc
	ZDAAS LLC

CLOUD IMPLEMENTATION SERVICES AND CLOUD INTEGRATION SERVICES

Vendor	Vendor
HUB	NON-HUB
22nd Century Tech	Apex Systems LLC
Chags Health Information Technology LLC	Blue Raster LLC
Random Bit LLC	CapTech Ventures
RightDirection Technology Solutions LLC	Ernst & Young, LLP
World Wide Technology, LLC	GeoDecisions, a Division of Gannett Fleming Inc.
	International Business Machines
	NewSouth Technologies, Inc.
	Planet Technologies Inc.
	Presidio Networked Solutions LLC
	RMsource, Inc.
	Spruce Technology, Inc.
	TEKsystems, Inc.
	Timmons Group, Inc.
	VHB Engineering NC, P.C.

SERVICENOW PLATFORM SUPPORT SERVICES

Vendor	Vendor
HUB	NON-HUB
22nd Century Tech	Ahead, Inc.
World Wide Technology, LLC	Apex Systems LLC
	Computer Aid, Inc.
	Ernst & Young, LLP
	Spruce Technology, Inc.
	TEKsystems, Inc.

HISTORY

- 06-0502023 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 category 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.
- 2021-10-07 Changed contact for Slalom from Mike Walker to Steve Boughton.
- 2019-10-15 Removed cost and duration restriction.
- 2019-11-18 Revised instructions.
- 2019-11-20 Corrected vendors information and revised instructions.
- 2020-03-03 Correct vendor information.
- 2020-04-16 Correct vendor information.
- 2020-09-11 Correct vendor information.