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
Contract Administrator	Allison Howard Email: allison.howard@nc.gov

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.

Email 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.

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.

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 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.

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

Vendor
22nd Century Technologies, Inc.
Accenture LLP
Advanced Digital System, Inc.
Apex Systems LLC
Attain Partners
CapTech Ventures, Inc.
Computer Aid, Inc.
Comter System Inc
CSG Government
D2SOL Inc
Daring Systems, Inc.
DataStaff, Inc.
Deloitte LLP
DRMP, Inc.
Elegant Enterprise-Wide Solutions, Inc.
Ernst & Young LLP
eSystems, Inc.
HNTB North Carolina, P.C.
IIT, Inc.
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.
Makers365 LLC

NewSouth Technologies, Inc.
Nexsolv, Inc.
PiTech Solutions, Inc.
Portland Webworks, Inc. dba GovWebWorks
Public Consulting Group LLC
Random Bit LLC
RightDirection Technology Solutions LLC
Slalom, Inc.
Spruce Technology, Inc.
System Soft Technologies, Inc.
TekSystems Global Services, LLC
The Evolvers Group LLC
Trace3 LLC
Trecom Systems Group, Inc.
Trinity Technology Group, Inc.
VHB Engineering NC, P.C.
VNuIT LLC
World Wide Technology LLC
ZDAAS LLC

DIGITAL/WEBSITE

Vendor
22nd Century Technologies, Inc.
Accenture LLP
Attain Partners
CapTech Ventures, 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
IIT, Inc.
International Business Machines, Inc.
Infojini, Inc.
Information Resource Group, Inc.
Johnson, Mirmiran & Thompson, Inc.
KPMG LLP
Lullabot, Inc.
McKinsey & Company, Inc. Washington D.C.
Makers365 LLC
PiTech Solutions, Inc.
Slalom, Inc.
Spruce Technology, Inc.
V Group, Inc.
ZDAAS LLC

ELECTRONIC CONTENT MANAGEMENT

Vendor
22nd Century Technologies, Inc.
Accenture LLP
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
System Soft Technologies, Inc.
Trinity Technology Group, Inc.

GEOGRAPHIC INFORMANTION SYSTEMS (GIS)

Vendor
22nd Century Technologies, Inc.
AECOM Technical Services of NC, 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.
IIT, Inc
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
Cherry Bekaert Advisory LLC
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
Trecom Systems Group, Inc.
vTech Solutions, Inc.

IT APPLICATION DEVELOPMENT

Vendor
22nd Century Technologies, Inc.
Accenture LLP
Advanced Digital System, Inc.
AECOM Technical Services of NC, Inc.
Apex Systems LLC
Attain Partners
Blue Raster LLC
CapTech Ventures, Inc.
Cherry Bekaert Advisory LLC
Computer Aid, Inc.
CSG Government
D2SOL Inc
DataStaff, 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

PiTech Solutions, Inc.
Presidio Networked Solutions LLC
Public Consulting Group LLC
Resolvit Resources LLC
RightDirection Technology Solutions LLC
RKV Technologies, Inc.
Slalom, Inc.
Softchoice, Inc.
Spruce Technology, Inc.
System Soft Technologies, Inc.
TekSystems Global Services, LLC
The Evolvers Group LLC
Trinity Technology Group, Inc.
VHB Engineering NC, P.C.
VNuIT LLC

MICROSOFT DYNAMICS CRM

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

PROCESS IMPROVEMENT

Vendor
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.
Trecom Systems Group, Inc.
ZDAAS LLC

CLOUD IMPLEMENTATION SERVICES AND CLOUD INTEGRATION SERVICES

Vendor
22nd Century Technologies, Inc.
Accenture LLP
Ahead, Inc.
Aligned Technology Group, Inc.
Apex Systems LLC
Blue Raster 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
Random Bit LLC
RightDirection Technology Solutions LLC
RockITData LLC
RSM US LLP
Softchoice, Inc.
Spruce Technology, Inc.
TekSystems Global Services, LLC
vTech Solutions, Inc.
VHB Engineering NC, P.C.
World Wide Technology LLC

SERVICENOW PLATFORM SUPPORT SERVICES

Vendor
22nd Century Technologies, Inc.
Accenture LLP
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
World Wide Technology LLC

HISTORY

07-09-2026	Removed the HUB requirement due to the NC Legislature's elimination of the HUB Office.
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.