



**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, 2025
Two (2) Optional One (1) Year 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.

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 at the same location as this web summary.

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 with 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.

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 submit2.StatewideIT@its.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 not using 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 Statement of Work using the "best value" method and 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 receipt of 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	Vendor
HUB	NON-HUB
22nd Century Technologies, Inc.	Accenture LLP
Chags Health Information Technology LLC	Advanced Digital System, Inc.
DatamanUSA LLC	Apex Systems LLC
DataStaff, Inc.	CapTech Ventures, Inc.
IIT, Inc.	Computer Aid, Inc.
Makers365 LLC	Comter System Inc
PiTech Solutions, Inc.	Coolsoft LLC
Random Bit LLC	CSG Government
RightDirection Technology Solutions LLC	D2SOL Inc
System Soft Technologies, Inc.	Daring Systems, Inc.
Trecom Systems Group, Inc..	Deloitte LLP
World Wide Technology LLC	Devcare Solutions LTD
	DRMP, Inc.
	Elegant Enterprise-Wide Solutions, Inc.
	Ernst & Young LLP
	eSystems, Inc.
	GeoDecisions 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.
	IPCS, 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
	RMSource, Inc.
	Slalom, Inc.
	Spruce Technology, Inc.
	Stratice LLC
	TekSystems Global Services, LLC
	The Evolvers Group LLC
	Timmons Group, Inc.
	Trace3 LLC
	Trinity Technology Group, Inc.
	VHB Engineering NC, P.C.
	VNuIT LLC
	WSP USA, Inc.
	ZDAAS LLC

DIGITAL/WEBSITE

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

	Michael Baker International, Inc.
	RMSource, Inc.
	Slalom, Inc.
	Spruce Technology, Inc.
	Timmons Group, Inc.
	V Group, Inc.
	WSP USA, Inc.
	ZDAAS LLC

ELECTRONIC CONTENT MANAGEMENT

Vendor	Vendor
HUB	NON-HUB
22nd Century Technologies, Inc.	Accenture LLP
System Soft Technologies, Inc.	Advanced Digital System, Inc.
	CGI Technologies and Solutions Inc.
	Cherry Bekaert Advisory LLC
	HTC Global Services, Inc.
	Coolsoft LLC
	Deloitte LLP
	Docufree, Inc.
	Elegant Enterprise-Wide Solutions, Inc.
	Ernst & Young LLP
	International Business Machines, Inc.
	IPCS, Inc.
	Johnson, Mirmiran & Thompson, Inc.
	KPMG LLP
	Michael Baker International, Inc.
	RMSource, Inc.
	SimpliGov LLC
	Starpoint Inc. dba Starpoint Global Services
	Trinity Technology Group, Inc.
	WSP USA, Inc.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

Vendor	Vendor
HUB	NON-HUB
22nd Century Technologies, Inc.	AECOM Technical Services of NC, Inc.
IIT, Inc.	Arora Engineers, 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.
	GeoDecisions Inc.
	Geo Owl LLC
	Gateway Solutions, Inc.

	Geographic Technologies Group Inc.
	GIS Solutions, Inc.
	HNTB North Carolina, P.C.
	Infosys Public Services, Inc.
	IPCS, Inc.
	Johnson, Mirmiran & Thompson, Inc.
	KCI Associates of NC, P.A.
	Kisinger Campo & Associates, Inc.
	KPMG LLP
	Michael Baker International, Inc.
	Moffatt & Nichol, Inc.
	North River Geographic System, Inc.
	Spatial Focus LLC
	Timmons Group, Inc.
	Trinity Technology Group, Inc.
	VHB Engineering, N.C., P.C.
	VNuIT LLC
	WSP USA, Inc.

INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

Vendor	Vendor
HUB	NON-HUB
Trecom Systems Group, Inc.	Berry, Dunn, McNeil & Parker, LLC
vTech Solutions, Inc.	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

IT APPLICATION DEVELOPMENT

Vendor	Vendor
HUB	NON-HUB
22nd Century Technologies, Inc.	Accenture LLP
Chags Health Information Technology LLC	Advanced Digital System, Inc.
DatamanUSA LLC	Aecom Technical Services of NC, Inc.
DataStaff, Inc.	Apex Systems LLC
PiTech Solutions, Inc.	Blue Raster LLC
RightDirection Technology Solutions LLC	CapTech Ventures, Inc.
System Soft Technologies, Inc.	Cherry Bekaert Advisory LLC
	Computer Aid, Inc.
	Coolsoft LLC
	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
	GeoDecisions Inc.
	HNTB North Carolina, P.C.
	International Business Machines, Inc.
	Infosys Public Services, Inc.
	Information Resource Group, Inc.
	Insight Public Sector, Inc.
	IPCS, Inc.
	Johnson, Mirmiran & Thompson, Inc.
	KPMG LLP
	McKinsey & Company, Inc. Washington D.C.
	Michael Baker International, Inc.
	NewSouth Technologies, Inc.
	Paylt LLC
	Presidio Networked Solutions LLC
	Public Consulting Group LLC
	Resolvit Resources LLC
	RKV Technologies, Inc.
	RMSource, Inc.
	Slalom, Inc.
	Softchoice, Inc.
	Spruce Technology, Inc.
	Stratice LLC
	TekSystems Global Services, LLC
	The Evolvers Group LLC
	Timmons Group, Inc.
	Trinity Technology Group, Inc.
	VHB Engineering NC, P.C.
	VNuIT LLC

MICROSOFT DYNAMICS CRM

Vendor	Vendor
HUB	NON-HUB
22nd Century Technologies, Inc.	Accenture LLP
IIT, Inc.	CapTech Ventures, Inc.
Trecom Systems Group, Inc.	Deloitte LLP
	Devcare Solutions LTD
	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.
	Stratice LLC
	Trinity Technology Group, Inc.
	ZDAAS LLC

PROCESS IMPROVEMENT

Vendor	Vendor
HUB	NON-HUB
Trecom Systems Group, Inc.	Accenture LLP
	Apex Systems LLC
	Berry, Dunn, McNeil & Parker, LLC
	Computer Aid, Inc.
	CSG Government
	Deloitte LLP
	Ernst & Young LLP
	International Business Machines, Inc.
	IPCS, Inc.
	McKinsey & Company, Inc. Washington D.C.
	NewSouth Technologies, Inc.
	ZDAAS LLC

CLOUD IMPLEMENTATION SERVICES AND CLOUD INTEGRATION SERVICES

Vendor	Vendor
HUB	NON-HUB
22nd Century Technologies, Inc.	Accenture LLP
Chags Health Information Technology LLC	Ahead, Inc.
Random Bit LLC	Aligned Technology Group, Inc.
RightDirection Technology Solutions LLC	Application Software Technology LLC
RockITData LLC	Apex Systems LLC
vTech Solutions, Inc.	Blue Raster LLC
World Wide Technology LLC	CapTech Ventures, Inc.
	Deloitte LLP
	Double Line, Inc.
	Ernst & Young LLP
	GeoDecisions Inc.
	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
	RMSource, Inc.
	RSM US LLP
	Softchoice, Inc.
	Spruce Technology, Inc.

	TekSystems Global Services, LLC
	Timmons Group, Inc.
	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
	Jade Global, Inc.
	KPMG LLP
	NTT Data Americas, Inc.
	Servos LLC
	Spruce Technology, Inc.
	TekSystems Global Services, LLC

HISTORY

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 RokitData 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.
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.