



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

Statewide IT Contract Number	920S - IT Services
Bid / Solicitation Number	ITS-400343
Contract Award Type	CONVENIENCE
Current Effective Dates	October 1, 2019 through September 30, 2022 Two 1-year renewal options
Contract Administrator	Allison Howard Email: allison.howard@nc.gov Tel: 919-754-6670

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

THIS CONTRACT HAS NO SPENDING LIMIT

ABNORMAL QUANTITY

There is no Abnormal Quantity provision for this contract.

NEITHER SOFTWARE, HARDWARE NOR CLOUD SERVICES 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 Services Statewide Term Contract

Agile

Definition: Agile's 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

PROCUREMENT SUBMITTAL INSTRUCTIONS

All service requests must be submitted to allison.howard@nc.gov along with a Statement of Work describing the required deliverables (see **Statement of Work Requests** below).

SOW SUBMITTAL MUST BE FROM THE PROCUREMENT DEPARTMENT OF THE AGENCY/UNIVERSITY/LOCAL GOVERNMENT OR OTHER PUBLIC ENTITY.

THE REQUIRED SOW TEMPLATE IS AVAILABLE ON THE 920S WEBPAGE.

The draft SOW along with emails showing reviews of the SOW by DIT EA, DIT EPMO and DIT ESRMO must be included in the initial submission to DIT Statewide and with the award recommendation after SOW response evaluation.

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

Agency should create the project in Touchdown.

The Statement of Work will be sent electronically to all prequalified vendors in the category identified in the SOW.

SOW responses will be forwarded to the Agency, University, Local Government or Other Public Entity's procurement personnel, who will 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 prepares a Statement of Work that is submitted **by the Agency's Procurement Department** to the Statewide IT Procurement Office. Also required are the email reviews of the SOW by **DIT EA, DIT EPMO and DIT ESRMO**
- Step 2.** The Statewide IT Procurement Office receives and reviews the Statement of Work and the email reviews. If it is not complete or not in compliance with NC procurement regulations or other contract terms and conditions, it is returned to the agency for modification.
- Step 3.** The Statewide IT Procurement Office will issue the Statement of Work to the eligible Vendors on the contract via email.
- 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 to the Statewide IT Procurement Office along with a copy of all responses and supporting evaluation documentation i.e., BAFOs and clarifications etc. Also required are the reviews of the award recommendation by **DIT EA, DIT EPMO and DIT ESRMO**.
- Step 7.** The Statewide IT Procurement Office along with DIT Legal will review the Award Recommendation, supporting documentation and review emails. If it is incomplete, it is sent back to the agency for modification.
- Step 8.** When award recommendation is approved, the using agency will receive an e-mail notification from the Statewide IT Procurement Office with a Certification of Award.
- Step 9.** The using agency will issue the contract award and notify all Vendors of the contract award.

After award is made to the vendor, each agency is required to send a copy of the executed Statement of Work to the Statewide IT Procurement Office.

Additionally, each agency is responsible for managing public records involved in the purchasing process conducted under the IT 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. 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.

IT SERVICES VENDOR LIST

AGILE

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HUB		
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MICROSOFT DYNAMICS CRM

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HISTORY

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.