



**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

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**SCOPE**

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

- 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

The scope of the IT Services Statewide Term Contract is listed but not limited to the below services for Agencies within the State of North Carolina as defined in Table 1:

**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

Table 1: Scope of IT Services Statewide Term 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 related 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).

### **ABNORMAL QUANTITY ORDERS**

There is no Abnormal Quantity provision for this State Term Contract.

### **ORDERING INSTRUCTIONS**

All service requests must be submitted to [submit2.StatewideIT@its.nc.gov](mailto:submit2.StatewideIT@its.nc.gov) along with a Statement of Work describing the required deliverables (see **Statement of Work Requests** below). A Statement of Work template is [available here](#) and is also available on the 920S webpage at <https://it.nc.gov/documents/contract-920s-it-services>

Agencies should provide estimated budget for IT Service when submitting SOW. Agency to advise if this IT Service needs is part of a registered project with the EPMO.

Statements of Work will be sent electronically directly to the eligible vendors on this contract that are prequalified to provide the desired services. Responses will be evaluated and award will be made to the Vendor whose offer provided the best value to the State.

## VENDOR CONTACT INFORMATION PER IT SERVICE

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## Statement of Work Requests Process

- Step 1.** The agency identifies the IT Service need and prepares a Statement of Work that is submitted to the Statewide IT Procurement Office which will be assigned to a Contract Specialist.
- Step 2.** The Statewide IT Procurement Office receives and reviews the Statement of Work. 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 giving the vendors a minimum of 10 days to respond.
- Step 4.** The vendors, if they choose to respond, 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.
- Step 7.** The Statewide IT Procurement Office receives and reviews the Award Recommendation. 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 an authorization to award letter.
- Step 9.** The using agency will issue the contract award and notify the awarded Vendor.

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

It is important that the person writing the Statement of Work be very familiar with the master IFB contract. The Statement 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 Statement of Work complies with the contract to which the eligible vendors have already agreed.

## IT SERVICES AWARD RECOMMENDATION MEMO:

The Award Recommendation document is significant because it explains the agency's evaluation methodology and recommended award of the vendor to all the vendors who applied, as well as to all other interested parties. Before the award authorization is sent to the agency, the Statewide IT Procurement Office must approve the Award Recommendation.

The purpose of the Award Recommendation is to convey who the recommended vendor is and why, giving a review of the project and the evaluation criteria. It is important that the agency explain how the recommended vendor met the evaluation criteria and surpassed its competitors to be chosen. The Award Recommendation is done in memo format and has specified headings, which are demonstrated in the following outline.

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### AGENCY LETTERHEAD

#### MEMORANDUM

**TO:** Statewide IT Strategic Sourcing Office  
**FROM:** *Purchasing Officer of Agency*  
**DATE:** *Date Memo Sent*  
**SUBJECT:** *Project Name - Recommended Vendor and Justification*

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#### **Overview**

*In the Overview section, provide a general review of the Statement of Work and project description. Number of bids received; from whom; etc.*

#### **Evaluation Process**

*In the Evaluation Process section, provide a detailed description of the process used in selecting the project's recommended vendor. Evaluation methodology (should correspond with the stated evaluation criteria in the Statement of Work); etc. Attach documentation that supports the decision. This may include spreadsheets, graphs, and other supporting data.*

#### **Selection Justification**

*In this section, provide a detailed explanation demonstrating the reasons why the recommended vendor was selected and showing how the vendor met the evaluation criteria and surpassed others in the evaluation process. (You must attach your evaluation process and analysis, such as an evaluation matrix and reference checks, to this memorandum.)*

#### **Recommended Vendor**

*Provide the name of the vendor being recommended for award; the amount to be awarded and the contract term.*

#### **HISTORY**

2019-10-15 Removed cost and duration restriction.  
2019-11-18 Revised instructions.  
2019-11-20 Added vendors and revised instructions.

-end-