

Executive Summary

Information Systems Advisory Committee Meeting, September 8, 2020

Board of Governors Meeting, September 23, 2020

TECHNOLOGY INFRASTRUCTURE, SOFTWARE, AND PROFESSIONAL AND STAFF AUGMENTATION SERVICES – PART I

Topic

Enterprise Operations is requesting contracting approval for a broad array of technology goods and services under the spend categories of Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. This contracting approval is requested for purchases through the list of contracts specified in the Action Item, which includes certain existing Citizens-procured contracts as well as certain State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services. At the time of expenditure, Citizens staff will select the approved contract that provides the best value and meets the business needs of Citizens.

History

Since 2009, Citizens has requested Board approval for technology goods and services via an “omnibus” approach, i.e., overall approval of combined items via a single Action or Consent Item. Historically, Citizens’ request has been presented to the Board in December seeking contracting authority for the following calendar year. However, this year, Citizens is taking a two-part approach in an effort to provide further lead-time, transparency, and opportunity for review and questions by the Board in alignment with the Board’s request during the March 25, 2020 Board of Governors Meeting. This current Action Item (Part I) is primarily focused on anticipated purchases in January – April 2021. A second Action Item (Part II) will be primarily focused on anticipated purchases in May – December 2021 and will be presented at the December 2020 Board of Governors Meeting.

This Action Item requests contracting approval in the amount of \$15,397,676 under the following three spend categories: Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. The estimated contract spend is \$6,453,422 for Infrastructure, \$5,210,321 for Software, and \$3,733,933 for Professional and Staff Augmentation Services. The Action Item also includes more detailed breakdowns of anticipated expenditure within each of these three categories. Amounts may vary by changes in business needs or priorities, availability of required goods or services, cost center, contract, or vendor.

Contracting approval is requested for the list of contracts specified within the Action Item. These contracts are existing Citizens-procured contracts and State Term Contracts and Alternative Contract Sources approved by the State of Florida Department of Management Services.

This omnibus approach to Board approval of Technology Infrastructure, Software, and Professional and Staff Augmentation purchases is crucial within the information technology space for a variety of reasons. Volume is one consideration for this approach. Without this one item, Enterprise Operations would take upwards of thirty-four separate Action Items for Board approval in its place. Transparency is another consideration for this approach. While Citizens seeks Board approval for purchases in excess of \$100,000, this omnibus approach allows transparency to spend under these contracts at lesser thresholds. Finally, urgent and critical needs are another consideration for this approach. While Citizens maintains a thorough and robust planning and budgeting process, unplanned support, maintenance, or professional services are sometimes necessary to ensure business continuity and operations within the

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organization. This omnibus approach provides for the essential prior Board approval to move forward with these purchases quickly and efficiently using the approved contracts and spend.

Recommendation

This Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I Action Item will be presented at the Information Systems Advisory Committee Meeting on September 8, 2020 and will be reported on during the September 23, 2020 Citizens Board of Governors' meeting.

Recommendation:

- a) approve this Action Item totaling \$15,397,676; and,
- b) authorize staff to take any appropriate or necessary action consistent with this Action Item.

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- | | |
|--|--|
| <input checked="" type="checkbox"/> Contract – New | <input type="checkbox"/> Committee or Board Minutes |
| <input type="checkbox"/> Contract – Amendment of Contract Terms | <input type="checkbox"/> Product Changes |
| <input type="checkbox"/> Contract – Additional Spend | <input type="checkbox"/> Other _____ |

Contract ID	Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I
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Contracting approval in the amount of \$15,397,676, as further described herein, is requested for a broad array of technology goods and services under the spend categories of Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services that are available under existing Citizens-procured contracts and State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services. As explained in further detail under the Contract Amount section later in this Action Item, Citizens is seeking Board approval to utilize the following Citizens-procured contracts and other State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services as needed:

Citizens-Procured Contracts

- 11-09-0131-01 Software License Agreement with Guidewire, having a term of July 21, 2011 – July 20, 2021, with ten 1-year renewals
- 11-09-0131-02 Consulting Services Agreement with Guidewire, having a term of July 21, 2011 – July 20, 2023, with one 3-year renewal
- 15-15-0019-01 through 15-15-0019-24 Contingent Staffing Services, having a term of December 21, 2015 – December 20, 2020, with five 1-year renewals

State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services

Note that the following contract vehicles have varying end dates as described below, which may be extended by the lead contracting entity.

- 180233-001-ACS and 180233-002-ACS Oracle Products and Services – November 30, 2023, with up to 5-years of renewals available
- 252-GSA Schedule 70 Information Technology Equipment, Software, and Services – End dates vary by contract under GSA Schedule 70 (In accordance with the State of Florida Department of Management Services Alternate Source Instructions, Citizens will purchase commodities and contractual services from State Term Contracts procured by the State of Florida Department of Management Services that are listed in this section, if available, prior to utilizing 252-GSA Schedule 70)

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	<ul style="list-style-type: none">• 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services – April 30, 2021, with two 1-year renewal options• 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services – July 31, 2021• 43220000-NASPO-19-ACS Data Communications Products and Services – September 30, 2024, with two 1-year renewal options• 43220000-WSCA-14-ACS Data Communications Products and Services – May 31, 2021• 43230000-15-01 Microsoft Premier Support and Consulting Services – August 24, 2024• 43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services – January 31, 2022• 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR) – April 7, 2021, with up to 3-years of renewals available• 44000000-NASPO-19-ACS NASPO Copier and Management Print Services – December 31, 2021, with three 1-year renewals• 52161500-ACS-16-1 Audio and Video Equipment and Accessories – April 14, 2021• 80101507-IVV-15-1 Information Technology Independent Verification and Validation – June 8, 2021• 81141902-VITA-18-ACS Information Technology Research and Advisory Services – March 13, 2021• 973-000-14-1 Management Consulting Services – January 14, 2021• SUNCOM Voice, Data, Wiring and Cabling, and Conference Services (products and services provided to Citizens through the Florida Division of State Technology) – No defined end date
Budgeted Item	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>Funding for the requested technology infrastructure and related services, software and related services, and professional and staff augmentation services in the amount of \$13,147,754 will be included in the upcoming 2021 budget request that will be submitted to the Board for approval in December 2020. For purchases having a contract term extending beyond 2021, funding for subsequent contract years will be budgeted in the appropriate budget year.</p>
Procurement Method	As described under the Contract ID section earlier in this Action Item and consistent with Citizens' Purchasing Policy, expenditures hereunder shall be made utilizing Citizens-procured contracts and State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of

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Management Services. Citizens' Purchasing Policy approved by the Board authorizes Citizens to utilize State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services.

Contract Amount

The projected contract spend by category is summarized below and further explained in the following narrative. Amounts may vary by changes in business needs or priorities, availability of required goods or services, cost center, contract, or vendor. In order to be in a position to negotiate more advantageous pricing, longer term purchases that would result in reduced costs and more advantageous terms have been included in the total cost where appropriate.

Summary Contract Spend by Category	
Infrastructure	\$6,453,422
Software	\$5,210,321
Professional and Staff Augmentation Services	\$3,733,933
TOTAL	\$15,397,676

Anticipated expenditures by spend category are summarized in the narrative below.

Infrastructure

Expenditures under the Infrastructure spend category will utilize one or more of the State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services as set forth in the Contract ID section, the table below, and as listed below. At the time of expenditure, Citizens staff will select the contract identified in this Action Item that provides the best value and meets the business needs of Citizens.

- 180233-001-ACS and 180233-002-ACS Oracle Products and Services
- 252-GSA Schedule 70 Information Technology Equipment, Software, and Services
- 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
- 43220000-NASPO-19-ACS Data Communications Products and Services
- 43220000-WSCA-14-ACS Data Communications Products and Services
- 44000000-NASPO-19-ACS NASPO Copier and Management Print Services
- 52161500-ACS-16-1 Audio and Video Equipment and Accessories
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated contract spend for the Infrastructure spend category is \$6,453,422. Of that amount, estimates of projected material expenditures for infrastructure and related services include: \$3,360,995 for telecommunications needs (such as data circuits, long distance, on-demand conferencing, adjuster voice-mail boxes, and

telephone switch maintenance and support); \$1,979,757 for data center needs (such as rent for the Winter Haven disaster recovery site, hardware, electrical and hardware maintenance, and equipment transport services); \$431,288 for computing platforms (such as computer equipment refreshes and proof-of-concept support); \$251,160 for enterprise resiliency (such as field service vehicle maintenance and enhancements); \$234,395 for a research and advisory services subscription to Gartner Services; and, \$195,827 for enterprise storage.

Software

Expenditures under the Software spend category will utilize the Citizens-procured contract and one or more of the State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services as set forth in the Contract ID section, the table below, and as listed below. At the time of expenditure, Citizens staff will select the contract identified in this Action Item that provides the best value and meets the business needs of Citizens.

- 11-09-0131-01 Software License Agreement with Guidewire (Citizens-procured contract)
- 180233-001-ACS and 180233-002-ACS Oracle Products and Services
- 252-GSA Schedule 70 Information Technology Equipment, Software, and Services
- 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
- 43220000-NASPO-19-ACS Data Communications Products and Services
- 43220000-WSCA-14-ACS Data Communications Products and Services
- 43230000-15-01 Microsoft Premier Support and Consulting Services
- 43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services
- 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)
- 44000000-NASPO-19-ACS NASPO Copier and Management Print Services
- 52161500-ACS-16-1 Audio and Video Equipment and Accessories
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated contract spend for the Software spend category is \$5,210,321. Of that amount, estimates of projected material expenditures for software (including cloud services), maintenance, and support include: \$4,053,773 for enterprise applications (such as development tools, office productivity and other end user productivity tools, operating system and monitoring, project management and

work tracking, rules and rating software, and virtual cloud computing and virtualization); \$579,760 for data center and cloud services (including networking and monitoring tools); \$395,200 for information security; and \$142,442 for telecommunications.

Professional and Staff Augmentation Services

Expenditures under the Professional and Staff Augmentation Services spend category (which includes contingent workers) will utilize one or more of the Citizens-procured contracts and State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services as set forth in the Contract ID section, the table below, and as listed below. At the time of expenditure, Citizens staff will select the contract identified in this Action Item that best meets the business needs of Citizens.

- 11-09-0131-02 Consulting Services Agreement with Guidewire (Citizens-procured contract)
- 15-15-0019-01 through 15-15-0019-24 Contingent Staffing Services (Citizens-procured contracts)
- 252-GSA Schedule 70 Information Technology Equipment, Software, and Services
- 43210000-US-16-ACS Technology Products, Services, Solutions,
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
- 43220000-NASPO-19-ACS Data Communications Products and Services
- 43220000-WSCA-14-ACS Data Communications Products and Services
- 43230000-15-01 Microsoft Premier Support and Consulting Services
- 43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services
- 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)
- 44000000-NASPO-19-ACS NASPO Copier and Management Print Services
- 52161500-ACS-16-1 Audio and Video Equipment and Accessories
- 80101507-IVV-15-1 Information Technology Independent Verification and Validation
- 81141902-VITA-18-ACS Information Technology Research and Advisory Services
- 973-000-14-1 Management Consulting Services and Related Products and Services
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

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The estimated contract spend for the Professional and Staff Augmentation Services spend category is \$3,733,933. Of that amount, estimates of projected material expenditures include: \$1,829,797 for staff augmentation services (such as cloud migration, data modeling, Guidewire development, identity and access management, quality system support, and Salesforce development); \$800,800 for information security; \$572,000 for enterprise resource planning system managed services; \$242,840 for enterprise applications and services (such as enterprise architecture consulting and Microsoft professional services); and, \$218,400 for data analytics support.

As a summary, the table on the following page illustrates which contract vehicles are anticipated to be utilized by spend category.

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	Infrastructure	Software	Professional and Staff Augmentation Services
Contract Number and Name			
11-09-0131-01 Software License Agreement with Guidewire (Citizens-Procured Contract)		✓	
11-09-0131-02 Consulting Services Agreement with Guidewire (Citizens-Procured Contract)			✓
15-15-0019-01 through 15-15-0019-24 Citizens' Contingent Staffing Services (Citizens-Procured Contracts)			✓
180233-001-ACS and 180233-002-ACS Oracle Products and Services	✓	✓	
252-GSA Schedule 70 Information Technology Equipment, Software, and Services	✓	✓	✓
43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	✓	✓	✓
43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services	✓	✓	✓
43220000-NASPO-19-ACS Data Communications Products and Services	✓	✓	✓
43220000-WSCA-14-ACS Data Communications Products and Services	✓	✓	✓
43230000-15-01 Microsoft Premier Support and Consulting Services		✓	✓
43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services		✓	✓
43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)		✓	✓
44000000-NASPO-19-ACS NASPO Copier and Management Print Services	✓	✓	✓
52161500-ACS-16-1 Audio and Video Equipment and Accessories	✓	✓	✓
80101507-IVV-15-1 Information Technology Independent Verification and Validation			✓
81141902-VITA-18-ACS Information Technology Research and Advisory Services			✓
973-000-14-1 Management Consulting Services			✓
SUNCOM (State Term Contract) Voice, Data, Wiring and Cabling, and Conference Services	✓	✓	✓

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Contract Term(s)	<ul style="list-style-type: none">• Software License Agreement with Guidewire has a term of July 21, 2011 – July 20, 2021, with ten 1-year renewals• Consulting Services Agreement with Guidewire has a term of July 21, 2011 – July 20, 2023, with one 3-year renewal• Citizens' Contingent Staffing Services Contracts have a term of December 21, 2015 – December 20, 2020, with five 1-year renewals• State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services have varying terms as described in the Contract ID section above
Purpose/Scope	This Action Item seeks Board approval to purchase technology infrastructure and related services, software and related services, and professional and staff augmentation services which have been identified by Citizens staff as being required to support Citizens' business needs.
Committee Recommendation	Staff proposes that the Information Systems Advisory Committee review and approve for consideration by the Board of Governors to: <ul style="list-style-type: none">a) approve this Action Item totaling \$15,397,676; and,b) authorize staff to take any appropriate or necessary action consistent with this Action Item.
Board Recommendation	If approved at its September 8, 2020 meeting, the Information Systems Advisory Committee recommends that the Board of Governors: <ul style="list-style-type: none">a) approve this Action Item totaling \$15,397,676; and,b) authorize staff to take any appropriate or necessary action consistent with this Action Item.
Contacts	Kelly Booten, Chief Operating Officer Robert Sellers, VP & Chief Technology Officer Aditya Gavvala, VP IT Services and Delivery Stephen Guth, VP Enterprise Services