

Executive Summary

Information Systems Advisory Committee Meeting, December 8, 2020

Board of Governors Meeting, December 16, 2020

Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II

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 took 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. The Action Item for Part I was approved by the Board on September 23, 2020. Part I was primarily focused on anticipated purchases in January – April 2021 and was approved by the Board in the amount of \$15,397,676, with contract spend by category as follows: Infrastructure - \$6,453,422; Software - \$5,210,321; and, Professional and Staff Augmentation Services - \$3,733,933. Now, at this December 16, 2020 meeting, we are seeking approval of a second Action Item, Part II, that is primarily focused on anticipated purchases in May – December 2021. Of the \$15,397,676 contract spend previously approved by the Board for Part I, \$13,147,754 is included in the 2021 budget request submitted to the Board for approval. For purchases having a contract term extending beyond 2021, funding for subsequent contract years will be budgeted in the appropriate budget year. The reason for the contract spend and budget amount being different is due to timing: as examples, the contract spend for certain items may span more than one year (for multi-year contracts) or the contract starts mid-year versus the beginning of the year.

This Action Item requests contracting approval in the amount of \$11,185,785 under the following three spend categories: Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. The estimated contract spend is \$733,402 for Infrastructure, \$8,898,551 for Software, and \$1,553,832 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. Of the \$11,185,785 contract spend approval requested for Part II, \$9,741,595 is included in the 2021 budget request submitted to the Board for approval. For purchases having a contract term extending beyond 2021, funding for subsequent contract years will be budgeted in the appropriate budget year. In total, for Part I and II combined, the contract spend is \$26,583,461 and the corresponding 2021 budget amount is \$22,889,349.

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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 Action Item also requests approval to add 43230000-NASPO-16-ACS Cloud Solutions, to the list of alternative source contracts approved for contracting under the Part I Action Item approved by the Board on September 23, 2020. This contract was recently authorized by the 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 the two omnibus Action Items, Enterprise Operations would take upwards of fifty-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 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 II Action Item will be presented at the Information Systems Advisory Committee Meeting on December 8, 2020 and will be reported on during the December 16, 2020 Citizens Board of Governors' meeting.

Recommendation:

- a) approve this Technology Infrastructure, Software, and Professional and Staff Augmentation Services -- Part II Action Item totaling \$11,185,785;
- b) approve the recently authorized alternate contract source 43230000-NASPO-16-ACS Cloud Solutions, for contracting pursuant to the previously approved Action Item for Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I; and,
- c) 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 II

Contracting approval in the amount of \$11,185,785, 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. This Action Item also requests approval to add 43230000-NASPO-16-ACS Cloud Solutions, to the list of alternative source contracts approved for contracting under the Part I Action Item approved by the Board on September 23, 2020. This contract was recently authorized by the Florida Department of Management Services.

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

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	<p>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)</p> <ul style="list-style-type: none">• 43230000-NASPO-16-ACS Cloud Solutions – September 30, 2026• 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	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Funding for the requested technology infrastructure and related services, software and related services, and professional and staff augmentation services in the amount of \$9,741,595 are included in the 2021 budget request being submitted to the Board at this December 2020 meeting. For purchases having a contract term extending beyond 2021, funding for subsequent contract years will be budgeted in the appropriate budget year.</p>

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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 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	<p>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.</p> <table border="1" data-bbox="511 779 1528 953"><thead><tr><th colspan="2">Summary Contract Spend by Category</th></tr></thead><tbody><tr><td>Infrastructure</td><td>\$733,402</td></tr><tr><td>Software</td><td>\$8,898,551</td></tr><tr><td>Professional and Staff Augmentation Services</td><td>\$1,553,832</td></tr><tr><td>TOTAL</td><td>\$11,185,785</td></tr></tbody></table> <p>Anticipated expenditures by spend category are summarized in the narrative below.</p> <p><u>Infrastructure</u></p> <p>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.</p> <ul style="list-style-type: none">• 180233-001-ACS and 180233-002-ACS Oracle Products and Services• 252-GSA Schedule 70 Information Technology Equipment, Software, and Services• 43230000-NASPO-16-ACS Cloud Solutions• 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	Summary Contract Spend by Category		Infrastructure	\$733,402	Software	\$8,898,551	Professional and Staff Augmentation Services	\$1,553,832	TOTAL	\$11,185,785
Summary Contract Spend by Category											
Infrastructure	\$733,402										
Software	\$8,898,551										
Professional and Staff Augmentation Services	\$1,553,832										
TOTAL	\$11,185,785										

The estimated contract spend for the Infrastructure spend category is \$733,402. Of that amount, estimates of projected material expenditures for infrastructure and related services include: \$273,021 for data center needs (such as cooling preventative maintenance, hardware maintenance, and break/fix support); \$166,000 for enterprise storage needs including back up, recovery, and archiving hardware maintenance and tape device maintenance; \$118,633 for telecommunications needs (such as mobile text archiving and teleworker phone and internet service fees).

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
- 43230000-NASPO-16-ACS Cloud Solutions
- 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 \$8,898,551. Of that amount, estimates of projected material expenditures for software (including cloud services), maintenance, and support include: \$4,413,750 for enterprise applications (comprised of such items as \$1,029,866 for document storage,

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\$926,420 for document capture and processing, \$663,971 for special information type data storage, \$520,000 for policyholder information portal, \$329,173 for digital workflow management, \$160,000 for robotics process automation, automated testing platform, \$70,000 for video cloud platform, and \$75,000 for application security tool); \$1,500,000 for Microsoft enterprise agreement; \$845,417 for IT security (such as access management, application management, and external vulnerability management); and, \$340,080 for firewall maintenance.

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
- 43230000-NASPO-16-ACS Cloud Solutions
- 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

The estimated contract spend for the Professional and Staff Augmentation Services spend category is \$1,553,832. Of that amount, estimates of projected material expenditures include: \$797,854 for staff augmentation services (such as robotics process automation, Guidewire development, Salesforce development, technical operations center, floor, and hardware support); and, \$538,734 for information security (such as data loss prevention security implementation, application security software and training, and managed detection and response services).

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	✓	✓	✓
	43230000-NASPO-16-ACS Cloud Solutions	✓	✓	✓
	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.
Recommendation	<p>This Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II Action Item will be presented at the Information Systems Advisory Committee meeting on December 8, 2020 and will be reported on during the December 16, 2020 Citizens Board of Governors' meeting.</p> <p>Recommendation:</p> <ul style="list-style-type: none">a) approve this Technology Infrastructure, Software, and Professional and Staff Augmentation Services -- Part II Action Item totaling \$11,185,785;b) approve the recently authorized alternate contract source 43230000-NASPO-16-ACS Cloud Solutions, for contracting pursuant to the previously approved Action Item for Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I; and,c) 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