

# Executive Summary

Information Systems Advisory Committee Meeting, September 8, 2021

**Board of Governors Meeting, September 22, 2021**

## 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 (also referred to as the “Omnibus”), 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 (“DMS Approved Contract Sources”). 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. Until last year, Citizens’ Omnibus request has been presented to the Board in December seeking contracting authority for the following calendar year. However, beginning in 2021 and continuing 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. This adjustment aligns 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 2022. A second Action Item (Part II) will be primarily focused on anticipated purchases in May – December 2022 and will be presented at the December 2021 Board of Governors Meeting.

This Action Item requests contracting approval in the amount of \$17,232,557 under the following three spend categories: Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. The estimated contract spend is \$4,955,926 for Infrastructure, \$9,132,134 for Software, and \$3,144,497 for Professional and Staff Augmentation Services. The Action Item also includes more detailed breakdowns of estimated expenditure within each of these three categories. The estimated category amounts may be adjusted within the overall Action Item spend authority for changes in business needs or priorities.

To provide a comparison to the Omnibus spend for the 2021 budget year, Table 1 on the following page denotes the total Omnibus amount and a breakdown of the three spend categories.

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Table 1 – Budget Year 2021 to 2022 Omnibus Comparison

Budget Year	Title	Total Amount	Infrastructure	Software	Professional Services
2021	Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I	\$15,397,676	\$6,453,422	\$5,210,321	\$3,733,933
2021	Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II	\$11,185,785	\$733,402	\$8,898,551	\$1,553,832
2022	Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I	\$17,232,557	\$4,955,926	\$9,132,134	\$3,144,497

Contracting approval is requested for the list of contracts specified within the Action Item. The listed contracts include existing Citizens-procured contracts and DMS Approved Contract Sources.

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 considerations. Volume is one consideration for this approach. Without this one item, Enterprise Operations would take upwards of thirty-two 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 collective spend under these contracts by including spend under individual procurements that are beneath the \$100,000 threshold for Board approval. 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 the necessary Board authority for Citizens staff to move forward with critical IT purchases timely and efficiently using the approved contracts and spend.

To effect a procurement under the Omnibus, IT makes a request to Citizens' Vendor Management and Purchasing department ("VMAP"). VMAP then initiates a procurement of the requested products or services consistent with Citizens' Purchasing Policy, State of Florida procurement laws, State Term Contracts, and Alternate Contract Sources approved by the State of Florida Department of Management Services. Each procurement decision is made based upon "best value" selection criteria that includes price, vendor experience, quality, functionality, integration, indirect costs, and delivery/implementation timelines. In order for VMAP to process an IT procurement request and to ensure that the spend associated with such a request is consistent with the Omnibus, VMAP requires IT to submit a procurement justification, the budgeted amount, and a line item number that corresponds to the Omnibus line item detail. VMAP then validates the IT procurement request against the budget and against an Omnibus spend tracker to ensure available spend remains prior to conducting the procurement. Once the procurement is completed and to avoid exceeding the Board's spend approval for the Omnibus, VMAP records and tracks the committed spend.

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Information Systems Advisory Committee Meeting, September 8, 2021  
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## Recommendation

Citizens' Information Systems Advisory Committee approved and recommends the Board of Governors:

- a) Approve the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I contracts for an amount not to exceed \$17,232,557, as set forth in this Action Item; and,
- b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.

**ACTION ITEM**

**New Contract**

**Contract Amendment**

**Other** \_\_\_\_\_

**CONSENT ITEM**

**Contract Amendment**

**Existing Contract Extension**

**Existing Contract Additional Spend**

**Previous Board Approval** \_\_\_\_\_

**Other** \_\_\_\_\_

**Action Items:** Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

**Move forward as Consent:** This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

**Consent Items:** Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

**Purpose/Scope**

This Action Item seeks Board approval to use the specified contract sources 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.

**Contract ID**

**Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I**

Contracting approval in the amount of \$17,232,557 is requested to provide 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. Staff requests Board approval to utilize the following contract sources as needed to best provide for the business needs of Citizens:

Citizens-Procured Contracts

- 11-09-0131-01 Software License Agreement with Guidewire, having a term of July 21, 2011 – July 20, 2022, with nine 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, 2023, with two 1-year renewals

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

The following contract vehicles have end dates 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)
- 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services – April 30, 2023
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services – July 31, 2022
- 43220000-NASPO-19-ACS Data Communications Products and Services – September 30, 2024, with two 1-year renewal options
- 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 Cloud Solutions – September 30, 2026
- 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR) – January 7, 2022
- 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, 2023
- 80101500-20-1 Management Consulting Services – February 29, 2024
- 80101507-IVV-15-1 Information Technology Independent Verification and Validation – December 8, 2021
- 80101507-ISA-19-1 Information Technology Staff Augmentation Services – August 31, 2022
- 80111623-19-ACS Procurement Acquisition Support Services – June 5, 2022, with three 1-year extensions
- 81141902-21-NASPO-ACS Information Technology Research and Advisory Services – January 18, 2024
- 81141902-VITA-18-ACS Information Technology Research and Advisory

	<p>Services – March 13, 2022, with three 1-year renewal options</p> <ul style="list-style-type: none"> <li>• 90121702-20-ACS On-Demand Remote Interpreting And Document Translation – November 3, 2021</li> <li>• SUNCOM Voice, Data, Wiring and Cabling, and Conference Services (products and services provided to Citizens through the Florida Division of State Technology) –Because the vendor is a state agency, no end applies to this contract source</li> </ul>										
<p><b>Budgeted Item</b></p>	<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 \$13,417,878 will be included in the upcoming 2022 budget request that will be submitted to the Board for approval in December 2021. For purchases having a contract term extending beyond 2021, funding for subsequent contract years will be budgeted in the appropriate budget year.</p>										
<p><b>Procurement Method</b></p>	<p>Consistent with Citizens’ Purchasing Policy and state procurement laws, State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services (“DMS Approved Contract Sources”) may be utilized by Citizens. The referenced Citizens-procured contracts were originally approved by the Board in 2011 and were procured consistent with the laws, policies and procedures in effect at the time.</p>										
<p><b>Contract Amount</b></p>	<p>The projected contract spend by category is summarized below. 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. The estimated category amounts below may be adjusted within the overall Action Item spend authority for changes in business needs or priorities.</p> <table border="1" data-bbox="511 1402 1528 1577"> <thead> <tr> <th colspan="2"><b>Summary Contract Spend by Category</b></th> </tr> </thead> <tbody> <tr> <td>Infrastructure</td> <td>\$4,955,926</td> </tr> <tr> <td>Software</td> <td>\$9,132,134</td> </tr> <tr> <td>Professional and Staff Augmentation Services</td> <td>\$3,144,497</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>\$17,232,557</b></td> </tr> </tbody> </table> <p><u>Infrastructure</u></p> <p>Expenditures under the Infrastructure spend category will utilize the DMS Approved Contract Sources listed below. At the time of expenditure, Citizens staff will select the below contract that provides the best value and meets the business needs of Citizens.</p> <ul style="list-style-type: none"> <li>• 180233-001-ACS and 180233-002-ACS Oracle Products and Services</li> <li>• 252-GSA Schedule 70 Information Technology Equipment, Software, and Services</li> </ul>	<b>Summary Contract Spend by Category</b>		Infrastructure	\$4,955,926	Software	\$9,132,134	Professional and Staff Augmentation Services	\$3,144,497	<b>TOTAL</b>	<b>\$17,232,557</b>
<b>Summary Contract Spend by Category</b>											
Infrastructure	\$4,955,926										
Software	\$9,132,134										
Professional and Staff Augmentation Services	\$3,144,497										
<b>TOTAL</b>	<b>\$17,232,557</b>										

- 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
- 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 \$4,955,926. Of that amount, estimates of projected material expenditures for infrastructure and related services include: \$2,793,295 for telecommunications needs (such as data circuits, telephone and long distance, mobile voice and data services, on-demand conferencing, and adjuster voice-mail boxes); \$1,113,969 for hardware service and maintenance needs, including those at the data center, \$312,475 for a research and advisory services subscription; and, \$111,771 for operations and maintenance needs such as data center electrical maintenance, equipment transport services, and field service vehicle resiliency.

#### Software

Expenditures under the Software spend category will utilize the Citizens Procured Contracts and DMS Approved Contract Sources listed below. At the time of expenditure, Citizens staff will select the below contract 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
- 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 Cloud Solutions
- 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 \$9,132,134. Of that amount, estimates of projected material expenditures for software (including cloud services), maintenance, and support include: \$5,510,066 for data center (including Microsoft enterprise application, scheduling software, technical support services, and backup and recovery); \$3,094,018 for enterprise applications (such as document intake, Java support, video platform, and application server and database); and, \$409,760 for information security.

#### Professional and Staff Augmentation Services

Expenditures under the Professional and Staff Augmentation Services spend category (which includes contingent workers) will utilize the Citizens-procured Contracts and DMS Approved Contract Sources listed below. At the time of expenditure, Citizens staff will select the below contract that provides the best value and 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, and Related Products and Services
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
- 43220000-NASPO-19-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 Cloud Solutions
- 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
- 80101500-20-1 Management Consulting Services
- 80101507-IVV-15-1 Information Technology Independent Verification and



Validation

- 80101507-ISA-19-1 Information Technology Staff Augmentation Services
- 80111623-19-ACS Procurement Acquisition Support Services
- 81141902-21-NASPO-ACS Information Technology Research and Advisory Services
- 81141902-VITA-18-ACS Information Technology Research and Advisory Services
- 90121702-20-ACS On-Demand Remote Interpreting and Document Translation
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated contract spend for the Professional and Staff Augmentation Services spend category is \$3,144,497. Of that amount, estimates of projected material expenditures include: \$1,294,961 for staff augmentation services (such as application development, identity and access management, and quality system support); \$963,040 for information security; and, \$780,000 for enterprise applications (such as enterprise resource planning managed services, Microsoft professional services, and enterprise architecture consulting).

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

	Infrastructure	Software	Professional and Staff Augmentation Services
<b>Contract Number and Name</b>			
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	✓	✓	✓

	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 Cloud 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	✓	✓	✓
	80101500-20-1 Management Consulting Services			✓
	80101507-IVV-15-1 Information Technology Independent Verification and Validation			✓
	80101507-ISA-19-1 Information Technology Staff Augmentation Services			✓
	80111623-19-ACS Procurement Acquisition Support Services			✓
	81141902-21-NASPO-ACS Information Technology Research and Advisory Services			✓
	81141902-VITA-18-ACS Information Technology Research and Advisory Services			✓
	90121702-20-ACS On-Demand Remote Interpreting and Document Translation			✓
	SUNCOM (State Term Contract) Voice, Data, Wiring and Cabling, and Conference Services	✓	✓	✓
<b>Contract Terms</b>	<ul style="list-style-type: none"> <li>• Software License Agreement with Guidewire has a term of July 21, 2011 – July 20, 2022, with nine 1-year renewals</li> <li>• Consulting Services Agreement with Guidewire has a term of July 21, 2011 – July 20, 2023, with one 3-year renewal</li> <li>• Citizens' Contingent Staffing Services Contracts have a term of December 21, 2015 – December 20, 2023, with two 1-year renewals</li> <li>• DMS Approved Contract Sources have varying terms as described in the Contract ID section above</li> </ul>			
<b>Committee Recommendation</b>	<p>Staff proposes that the Information Systems Advisory Committee review, and if approved recommend the Board of Governors:</p> <ol style="list-style-type: none"> <li>Authorize the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I contracts for an amount not to exceed \$17,232,557, as set forth in this Action Item; and,</li> <li>Authorize staff to take any appropriate or necessary action consistent with this Action Item.</li> </ol>			

<b>Board Recommendation from Committee</b>	Citizens' Information Systems Advisory Committee approved and recommends the Board of Governors: <ul style="list-style-type: none"><li>a) Approve the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I contracts for an amount not to exceed \$17,232,557, as set forth in this Action Item; and,</li><li>b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.</li></ul>
<b>CONTACTS</b>	Kelly Booten, Chief Operating Officer Robert Sellers, VP & Chief Technology Officer Aditya Gavvala, VP IT Services and Delivery Stephen Guth, VP Enterprise Services Spencer Kraemer, Senior Director, Vendor Management and Purchasing