

Executive Summary

Information Systems Advisory Committee Meeting, December 7, 2021

Board of Governors Meeting, December 15, 2021

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 (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 II) is primarily focused on anticipated purchases in May – December 2022. At the September 22, 2021 Board of Governors Meeting, the Omnibus Part I was approved which was primarily focused on anticipated purchases from January – April 2022.

This Action Item requests contracting approval in the amount of \$9,182,563 under the following three spend categories: Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. The estimated contract spend is \$1,380,474 for Infrastructure, \$5,555,086 for Software, and \$2,247,003 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 2022 to 2021 Omnibus Comparison

	Part I			Part II			Total		
	2022	2021	Difference	2022	2021	Difference	2022	2021	Difference
Infrastructure	\$4,955,926	\$6,453,422	(\$1,497,496)	\$1,380,474	\$733,402	\$647,072	\$6,336,400	\$7,186,824	(\$850,424)
Software	\$9,132,134	\$5,210,321	\$3,921,813	\$5,555,086	\$8,898,551	(\$3,343,465)	\$14,687,220	\$14,108,872	\$578,348
Professional Services	\$3,144,497	\$3,733,933	(\$589,436)	\$2,247,003	\$1,553,832	\$693,171	\$5,391,500	\$5,287,765	\$103,735
TOTAL	\$17,282,557	\$15,397,676	\$1,834,881	\$9,182,563	\$11,185,785	(\$2,003,222)	\$26,415,120	\$26,583,461	(\$168,341)

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 the Omnibus approach, Enterprise Operations would take upwards of twenty-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 Information Technology department (“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, Citizens-Procured Contracts, 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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Recommendation

If approved at its December 7, 2021 meeting, the Information Systems Advisory Committee recommends that the Board of Governors:

- a) Approve the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II contracts for an amount not to exceed \$9,182,563, as set forth in this Action Item; and,
- b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.

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

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	<p>Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II</p> <p>Contracting approval in the amount of \$9,182,563 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:</p> <p><u>Citizens-Procured Contracts</u></p> <ul style="list-style-type: none"> • 11-09-0131-01 Software License Agreement with Guidewire, having a term of July 21, 2011 – July 20, 2022, with four 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

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

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 Multiple Award Schedule (“MAS”), formerly known as 252-GSA Schedule 70, Information Technology Equipment, Software, and Services – End dates vary by contract under GSA MAS (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 MAS)
- 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 Copiers and Managed 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

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

	<ul style="list-style-type: none"> 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 Services – March 13, 2022, with three 1-year renewal options 90121702-20-ACS On-Demand Remote Interpreting and Document Translation – November 3, 2022 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 										
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 \$8,395,363 have been included in the 2022 budget request that is being submitted to the Board for approval at the December 2021 Board of Governors Meeting. For purchases having a contract term extending beyond 2022, funding for subsequent contract years will be budgeted in the appropriate budget year.</p>										
Procurement Method	<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 previously approved by the Board and were procured consistent with the laws, policies, and procedures in effect at the time.</p>										
Contract Amount	<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" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #D9E1F2;"> <th colspan="2" style="text-align: left; padding: 5px;">Summary Contract Spend by Category</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Infrastructure</td> <td style="text-align: right; padding: 5px;">\$1,380,474</td> </tr> <tr> <td style="padding: 5px;">Software</td> <td style="text-align: right; padding: 5px;">\$5,555,086</td> </tr> <tr> <td style="padding: 5px;">Professional and Staff Augmentation Services</td> <td style="text-align: right; padding: 5px;">\$2,247,003</td> </tr> <tr> <td style="padding: 5px;">TOTAL</td> <td style="text-align: right; padding: 5px;">\$9,182,563</td> </tr> </tbody> </table>	Summary Contract Spend by Category		Infrastructure	\$1,380,474	Software	\$5,555,086	Professional and Staff Augmentation Services	\$2,247,003	TOTAL	\$9,182,563
Summary Contract Spend by Category											
Infrastructure	\$1,380,474										
Software	\$5,555,086										
Professional and Staff Augmentation Services	\$2,247,003										
TOTAL	\$9,182,563										

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

Infrastructure

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.

- 180233-001-ACS and 180233-002-ACS Oracle Products and Services
- 252-GSA MAS 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
- 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 \$1,380,474. Of that amount, estimates of projected material expenditures for infrastructure and related services include: \$591,760 for enterprise storage needs (such as backup, recovery, and archiving, and enterprise data and cloud solutions such as for Citizens' storage platform); \$331,240 for asset management needs (such as wireless presentation devices, hybrid workplace conference room set-ups, and field underwriter equipment); and, \$100,000 for conference room equipment upgrades.

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 MAS Information Technology Equipment, Software, and Services
- 43210000-US-16-ACS Technology Products, Services, Solutions, and

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

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 \$5,555,086. Of that amount, estimates of projected material expenditures for software (including cloud services), maintenance, and support include: \$3,409,369 for enterprise applications (such as system integration, external and internal websites, asset management, and application security); \$1,113,481 for data center (such as software support, application and desktop virtualization and remote access, and network support and maintenance); and, \$542,360 for IT security (such as a cloud security monitoring platform, security incident management and operations, and governance, risk, and compliance).

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 MAS Information Technology Equipment, Software, and Services

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

- 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
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- 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 \$2,247,003. Of that amount, estimates of projected material expenditures include: \$1,389,354 for staff augmentation services (such as customer self-service and electronic document delivery, FMAP and Clearinghouse replacement, holistic inspection automation, robotics process automation, and customer relationship management system support); \$356,720 for information security; and, \$337,000 for enterprise applications (such as application development).

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

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

Contract Number and Name	Infrastructure	Software	Professional and Staff Augmentation Services
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 MAS 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			✓

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

	<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 70%;">80101507-ISA-19-1 Information Technology Staff Augmentation Services</td> <td style="width: 5%;"></td> <td style="width: 5%;"></td> <td style="width: 5%;"></td> <td style="width: 5%; text-align: center;">✓</td> </tr> <tr> <td>80111623-19-ACS Procurement Acquisition Support Services</td> <td></td> <td></td> <td></td> <td style="text-align: center;">✓</td> </tr> <tr> <td>81141902-21-NASPO-ACS Information Technology Research and Advisory Services</td> <td></td> <td></td> <td></td> <td style="text-align: center;">✓</td> </tr> <tr> <td>81141902-VITA-18-ACS Information Technology Research and Advisory Services</td> <td></td> <td></td> <td></td> <td style="text-align: center;">✓</td> </tr> <tr> <td>90121702-20-ACS On-Demand Remote Interpreting and Document Translation</td> <td></td> <td></td> <td></td> <td style="text-align: center;">✓</td> </tr> <tr> <td>SUNCOM (State Term Contract) Voice, Data, Wiring and Cabling, and Conference Services</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> <td></td> <td style="text-align: center;">✓</td> </tr> </tbody> </table>	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	✓	✓		✓
80101507-ISA-19-1 Information Technology Staff Augmentation Services				✓																											
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90121702-20-ACS On-Demand Remote Interpreting and Document Translation				✓																											
SUNCOM (State Term Contract) Voice, Data, Wiring and Cabling, and Conference Services	✓	✓		✓																											
Contract Terms	<ul style="list-style-type: none"> Software License Agreement with Guidewire has a term of July 21, 2011 – July 20, 2022, with four 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, 2023, with two 1-year renewals DMS Approved Contract Sources have varying terms as described in the Contract ID section above 																														
Committee Recommendation	<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"> a) Approve the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II contracts for an amount not to exceed \$9,182,563, as set forth in this Action Item; and, b) Authorize staff to take any appropriate or necessary action consistent with this Action Item. 																														
Board Recommendation from Committee	<p>If approved at its December 7, 2021 meeting, the Information Systems Advisory Committee recommends that the Board of Governors:</p> <ol style="list-style-type: none"> c) Approve the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II contracts for an amount not to exceed \$9,182,563, as set forth in this Action Item; and, d) Authorize staff to take any appropriate or necessary action consistent with this Action Item. 																														
Contacts	Kelly Booten, Chief Operating Officer																														