

# Executive Summary

Information Systems Advisory Committee Meeting, August 30, 2022

Board of Governors Meeting, September 21, 2022

## 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 2020, Citizens’ Omnibus request had been presented to the Board in December seeking contracting authority for the following calendar year. Beginning in 2021, Citizens began taking a two-part approach to align with the Board’s request during the March 25, 2020 Board of Governors Meeting.

### Detailed Explanation

This Action Item (Part I) is primarily focused on anticipated purchases in January – April 2023. A second Action Item (Part II) will be primarily focused on anticipated purchases in May – December 2023 and will be presented at the December 2022 Board of Governors Meeting.

This Action Item requests contracting approval in the amount of \$18,935,361 under the following three spend categories: Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. The estimated contract spend is \$6,684,344 for Infrastructure, \$5,995,410 for Software, and \$6,255,607 for Professional and Staff Augmentation Services. 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.

### 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
- GSA MAS Information Technology
- 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services

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- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
- 43220000-NASPO-19-ACS Data Communications Products and Services
- 52161500-ACS-16-1 Audio and Video Equipment and Accessories
- 78131804-17-01 Document Management Services
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated contract spend for the Infrastructure spend category is \$6,684,344. Of that amount, estimates of projected material expenditures for infrastructure and related services include: \$2,781,938 for telecommunications needs (such as data circuits, telephone and long distance, mobile voice and data services, on-demand conferencing, and adjuster voice-mail boxes); \$1,437,360 for data center and field service vehicle storage and rental; \$1,186,969 for hardware service and maintenance needs; \$340,650 for a research and advisory services subscription; \$166,371 for operations and maintenance needs such as data center electrical maintenance, equipment transport services, and field service vehicle resiliency; and, the remaining \$771,056 is for various less material expenditures.

## 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
- GSA MAS Information Technology
- 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-NASPO-16-ACS Cloud Solutions
- 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)
- 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 \$5,995,410. Of that amount, estimates of projected material expenditures for software (including cloud services), maintenance, and support include: \$3,128,273 for enterprise applications (Java support, agile project management, video platform, and application server and database); \$1,984,626 for data center (including network support and maintenance, user data backups, and log analysis tools); \$419,582 for information operations; and, the remaining \$462,929 is for various less material expenditures.

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## 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)
- GSA MAS Information Technology
- 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-NASPO-16-ACS Cloud Solutions
- 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)
- 52161500-ACS-16-1 Audio and Video Equipment and Accessories
- 80101500-20-1 Management Consulting Services
- 80101507-21-STC Information Technology Independent Verification and Validation Services
- 80101507-STC-ITSA Information Technology Staff Augmentation Services
- 80111600-21-STC Temporary Staffing 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 \$6,255,607. Of that amount, estimates of projected material expenditures include: \$4,290,479 for staff augmentation services (such as application development, security configuration, big data analytics, and tier II operations support); \$1,202,000 for enterprise applications (such as enterprise resources planning managed services, Microsoft professional services, and application development); \$518,232 for information security professional services; and, the remaining \$244,896 is for various less material expenditures.

To provide a comparison to the Omnibus spend for the 2022 budget year, Table 1 denotes the total Omnibus amount and a breakdown of the three spend categories.

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Table 1 – Budget Year 2022 to 2023 Omnibus Comparison

Budget Year	Title	Total Amount	Infrastructure	Software	Professional Services
2022	Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I	\$17,232,557	\$4,955,926	\$9,132,134	\$3,144,497
2022	Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II	\$9,182,563	\$1,380,474	\$5,555,086	\$2,247,003
2023	Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I	\$18,935,361	\$6,684,344	\$5,995,410	\$6,255,607

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 forty 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 technology purchases timely and efficiently using the approved contracts and spend.

To effect a procurement under the Omnibus, Citizens' staff make 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 a technology procurement request and to ensure that the spend associated with such a request is consistent with the Omnibus, VMAP requires a procurement justification, the budgeted amount, and a line-item number that corresponds to the Omnibus line-item detail from Citizens' staff. VMAP then validates the technology 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.

## Recommendation

The recommendation is included in the 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 \$18,935,361 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, 2023, with eight 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
- GSA MAS Information Technology (formerly 252-GSA Schedule 70 Information Technology Equipment, Software, and Services) – end dates vary by contract under GSA MAS IT
- 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 – February 28, 2023
- 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-NASPO-16-ACS Cloud Solutions – September 30, 2026
- 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR) – September 30, 2022
- 52161500-ACS-16-1 Audio and Video Equipment and Accessories – April 14, 2023
- 78131804-17-01 Document Management Services – August 21, 2026
- 80101500-20-1 Management Consulting Services – February 29, 2024
- 80101507-21-STC Information Technology Independent Verification and Validation Services – December 15, 2024
- 80101507-STC-ITSA Information Technology Staff Augmentation – October 1, 2023
- 80111600-21-STC Temporary Staffing Services – July 31, 2024
- 80111623-19-ACS Procurement Acquisition Support Services – June 5, 2023, with two 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, 2023, with two 1-year renewal options
- 90121702-20-ACS On-Demand Remote Interpreting And Document Translation – November 3, 2022, with two 1-year renewal options
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services (Because the vendor is a state agency, no end date applies to this

	contract source.)										
<p><b>Budgeted Item</b></p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>This Action Item requests \$18,935,361 in approved contract spend. \$17,541,155 of that amount is for the purchase of technology infrastructure and related services, software and related services, and professional and staff augmentation services that are planned to be procured for 2023 and will be included in the upcoming 2023 budget request that will be submitted to the Board for approval in December 2022. The remaining \$1,394,206, which is for purchases planned in 2023 having a contract term extending beyond 2023, 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 2015 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, with a more detailed breakdown in the Executive Summary. 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="509 1262 1528 1440"> <thead> <tr> <th colspan="2"><b>Summary Contract Spend by Category</b></th> </tr> </thead> <tbody> <tr> <td>Infrastructure</td> <td>\$6,684,344</td> </tr> <tr> <td>Software</td> <td>\$5,995,410</td> </tr> <tr> <td>Professional and Staff Augmentation Services</td> <td>\$6,255,607</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>\$18,935,361</b></td> </tr> </tbody> </table>	<b>Summary Contract Spend by Category</b>		Infrastructure	\$6,684,344	Software	\$5,995,410	Professional and Staff Augmentation Services	\$6,255,607	<b>TOTAL</b>	<b>\$18,935,361</b>
<b>Summary Contract Spend by Category</b>											
Infrastructure	\$6,684,344										
Software	\$5,995,410										
Professional and Staff Augmentation Services	\$6,255,607										
<b>TOTAL</b>	<b>\$18,935,361</b>										

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	✓	✓	
GSA MAS Information Technology	✓	✓	✓
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-NASPO-16-ACS Cloud Solutions		✓	✓
43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)		✓	✓
52161500-ACS-16-1 Audio and Video Equipment and Accessories	✓	✓	✓
78131804-17-01 Document Management Services	✓		
80101500-20-1 Management Consulting Services			✓
80101507-21-STC Information Technology Independent Verification and Validation Services			✓
80101507-STC-ITSA Information Technology Staff Augmentation			✓
80111600-21-STC Temporary Staffing Services			✓
80111623-19-ACS Procurement Acquisition Support Services			✓
81141902-21-NASPO-ACS Information Technology Research and Advisory Services			✓

	<table border="1"> <tr> <td data-bbox="503 300 1299 359">81141902-VITA-18-ACS Information Technology Research and Advisory Services</td> <td data-bbox="1299 300 1380 359"></td> <td data-bbox="1380 300 1461 359"></td> <td data-bbox="1461 300 1542 359">✓</td> </tr> <tr> <td data-bbox="503 359 1299 422">90121702-20-ACS On-Demand Remote Interpreting and Document Translation</td> <td data-bbox="1299 359 1380 422"></td> <td data-bbox="1380 359 1461 422"></td> <td data-bbox="1461 359 1542 422">✓</td> </tr> <tr> <td data-bbox="503 422 1299 499">SUNCOM (State Term Contract) Voice, Data, Wiring and Cabling, and Conference Services</td> <td data-bbox="1299 422 1380 499">✓</td> <td data-bbox="1380 422 1461 499">✓</td> <td data-bbox="1461 422 1542 499">✓</td> </tr> </table>	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	✓	✓	✓
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, 2023, with eight 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 \$18,935,361, 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>	<p>If approved at its August 30, 2022 meeting, the Information Systems Advisory Committee recommends that the Board of Governors:</p> <ol style="list-style-type: none"> <li>Approve the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I contracts for an amount not to exceed \$18,935,361, 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>Contact</b>	Kelly Booten, Chief Operating Officer												