

CONSENT ITEM

Information Systems Advisory Committee September 13, 2016
Board of Governors Meeting, September 28, 2016

CONTRACT ID:	Telecommunication Network and Services - Extension Citizens Contract Number: 0908003100 Recommended vendor: AT&T
BUDGETED	\$80,000 of the cost of these services were included in the 2016 budget approved by the Board of Governors during the Board meeting held on December 9, 2015. The amount of \$1,300,000 will be included in the budget request for 2017.
CONTRACT AMOUNT	Estimated cost for two (2) six-month extensions is \$1,380,000 for the period Dec 10, 2016 through Dec 10, 2017.
CONTRACT HISTORY	<p>On January 29, 2009, the Citizens' Board of Governors approved consent agenda item 03D entitled Telecommunication Network and Services for a term of seven (7) years with AT&T. The award to AT&T was the result of the issuance of Invitation to Negotiate No. 08-0031. The resulting Contract No. 0908003100 will expire on December 10, 2016.</p> <p>In efforts to replace this contract, Citizens engaged the Department of Management Services, Division of Telecommunication for assistance to identify a State of Florida contract vendor that had the ability to provide the services required to support Citizens and its policy holders. On July 15, 2016, the Division of Telecommunication issued a Request for Pricing to all State of Florida contract vendors. Five (5) contract vendors submitted pricing. Four (4) contract vendors have been invited to present their services to an evaluation team whose members represent experts from Citizens and the Division of Telecommunications.</p> <p>Staff are confident that one of the vendors who responded to the Division of Telecommunication request for pricing will be able to meet Citizens' requirements. However, staff is concerned that the procurement and transition cannot be accomplished before the current contract expires on December 10, 2016. Therefore, approval is requested to extend Contract No. 0908003100 for two (2) six-month extensions, if required, to complete the procurement and transition.</p>
CONTRACT TERM(S)	Approval is requested to extend the above referenced contract for six-months with the option to extend the contract for an additional six months if necessary.
PURPOSE/SCOPE	<p>This project is for the continuation of services of Citizens expiring telecommunication service contract. The current support contract expires December 10, 2016. This request is to extend the contract for up to 12-months to enable time required to procure and transition the below services:</p> <ul style="list-style-type: none">• Inbound/Outbound Long Distance Service• Call Detail Reporting for Long Distance Services• Virtual Interactive Voice Response System• Long Distance Circuits

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	These services are critical to Citizens' daily business operations and are utilized by the Customer Care Center; Human Resources; Communications; Citizens' policyholders; and, other 3rd party vendors.
PROCUREMENT METHOD	In accordance with the Citizens' Purchasing Policy, Citizens will utilize the contract procurement methods identified and approved by the Florida Department of Management Services.
RECOMMENDATION	The Citizens ISAC and Citizens Board of Governors is requested to review and approve spend authority in the amount of \$1,400,000 for this purchase.
CONTACTS	Robert Sellers, VP IT Infrastructure & Operations Mario Andre, Director IT Infrastructure Bill Stancill, Manager Vendor Management Office