Technology Infrastructure, Software, and Professional and Staff Augmentation Services

Kelly Booten, Chief Operating Officer

CITIZENS
PROPERTY INSURANCE CORPORATION

1. Within the Omnibus Executive Summary, list all new purchase[1] items and identify as being equal to or exceeding $100,000 or below $100,000 at the same level of description as contained in the Line-Item Summary.
2. For new purchase items equal to or exceeding $100,000, Board members shall have the ability to request such line-items be "pulled" from the Omnibus for further discussion at the Board meeting.
3. For new purchase items estimated to be equal to or exceeding $100,000 but that subsequently have a threshold cost more than 15% or $50,000 greater (whichever is greater) of the estimated amount, such items shall be purchased subject to the timely approval of the Board chair[2] unless there would be an adverse impact by not completing the purchase.[3] Purchase items exceeding the described threshold shall be reported to the Board at the next Board meeting.
4. For new purchase items estimated to be below $100,000 but that subsequently have a threshold cost equal to or greater than $100,000 shall be subject to the same approval, exception, and reporting rules as described in Item #3.
5. Line-Item Summary.
   a) Include a new / continuity of service[4] purchase indicator.
   b) Include with the Omnibus and publicly post with the Action Item.
6. Line-Item Detail.
   a) Make available to Board members upon request.

[1]A new purchase means an item associated with new-to-Citizens technology in support of an initiative.
[2]For each such new purchase item request and to assist in expediting the Board chair's review, Citizens staff shall prepare a justification for the purchase and an explanation of how the incremental threshold spend would be funded.
[3]For example, a mandatory, required, or high priority initiative that could be delayed or could not otherwise be timely started or completed.
[4]A continuity of service purchase means an item associated with current Citizens technology and shall include a change in vendors, a change in items, or an item that enhances the support of continuity of services.

2022 vs 2023

	2022	2023	Diff
TOTAL	**$26,415,120**	**$31,104,582**	**($4,689,462)**

Summary

- New Initiatives required additional contingent staff and professional services.
  - Citizens Reimagined, Fraud analytics, Unified Communications, Litigation Management, Identity & Governance, Enterprise Integration Platform as a Service, etc
- PIF growth required additional licenses for software, additional hardware capacity and additional staff to support.
- Talent acquisition challenges put additional pressure on contingent staff budget.

Part I Comparison (approved at September 2022 Board meeting)

Category	2022	2023	2022 vs. 2023
Infrastructure	$4,955,926	$6,684,344	($1,728,418)
Software	$9,132,134	$5,995,410	$3,136,724
Pro Svcs + Staff Aug	$3,144,497	$6,255,607	($3,111,110)
TOTAL	$17,232,557	$18,935,361	($1,702,804)

Part II Comparison

Category	2022	2023	2022 vs. 2023
Infrastructure	$1,380,474	$2,903,785	($1,523,310)
Software	$5,555,086	$6,513,255	($958,169)
Pro Svcs + Staff Aug	$2,247,003	$2,752,181	($505,178)
TOTAL	$9,182,563	$12,169,221	($2,986,658)

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TOTAL	**$17,232,557**	**$18,935,361**	**($1,702,804)**

ADDITIONS
- [Infrastructure] Disaster Recovery Center 3yr Renewal : $1.3M
- [Infrastructure]: Added FSV Related: $350k
- [Software] VMWare: $500k
- [Software]: Annual Increase: $680k (4%)
- [Staff Aug]: Contract Workforce: $2M (projects, staffing challenges, increased demands)

DROPS
- Multi year renewals in 2022 (Microsoft: $4.8M, Ephesoft: $625k, Liferay: $593k)

Part II Comparison

Category	2022	2023	2022 vs. 2023
Infrastructure	$1,380,474	$2,903,785	($1,523,310)
Software	$5,555,086	$6,513,255	($958,169)
Pro Svcs + Staff Aug	$2,247,003	$2,752,181	($505,178)
TOTAL	$9,182,563	$12,169,221	($2,986,658)

ADDITIONS

- [Infrastructure] Out of support HP hardware upgrade: $1.5M over 5-year term.
- [Software] Azure 2023 (part 1: $750k. part 2: $1.05k; total: $1.8M) compared to Azure 2022 (part 1: $0; part 2: $300k, total: $300k). $1.5M increase is due to migration of production workloads and data warehouse to cloud in 2023.
- [Software] Integration Platform migration $600k.
- [Prof Service and Staff]: Staff Aug 2023 (part 1: $4.3M, part 2: $2.3M, total: $6.6M) compared to Staff Aug 2022 (part 1: $1.9M, part 2: $1.4M, total: $3.3M). The increase ($3.3M) is to support major initiatives as outlined in next slide.

2023 Contingent Staff inclusion by Omnibus parts

2023 Contractor Inclusion in Omnibus Part I & Part II

Division	Budgeted for in 2023	2023 Part I (approved at Sept BOG)	2023 Part II (to be approved at Dec BOG)	Total	Projects Supported
Claims	6	$1,027,250	$180,000	$1,207,250	Litigation Management, Catastrophe Support, Adjuster Onboarding Administration System, Fraud Analytics, Claims Invoice System, Claims Correspondence
Underwriting and Agency Services	10	$1,737,757	$502,181	$2,239,938	Electronic Policy Distribution, Policy Growth System enhancements, Policy Center support, Florida Market Assistance Program, Cloud Migration
Identity and Access Management	2	$341,952		$341,952	Security - Privileged Access Management System
Citizens Reimagined Initiative	3		$580,000	$580,000	Citizens Eligibility Reimagined implementation
Performance Testing (Catastrophe / PIF Scenarios)	2	$166,400	$200,000	$366,400	Performance Assurance
Accounting and Finance	1	$249,600		$249,600	Accounting System (BillingCenter®) Enhancement Backlog
IT Operations (DevOps)	1	$187,200		$187,200	Continuous Integration and DevOps Automation
Systems Integrations	1		$250,000	$250,000	System Integration Migration to Replacement Platform
Audit Remediation and Cloud Migration	3		$600,000	$600,000	Audit Remediation Projects, Cloud Migration
Data and Analytics	1	$208,000		$208,000	Advanced Analytics requests from areas
IT Operations (Desktop Refresh)	1	$72,800	$41,600	$114,400	Desktop Refresh / Laptop Provisioning
Security	1	$299,500	$0	$299,500	Security Operations
Totals	**32**	**$4,290,459**	**$2,353,781**	**$6,644,240**	

Executive Summary

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. Approval is requested for the purchases listed in Attachment A, Line-Item Summary.

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 for additional lead time for item approvals during the March 25, 2020 Board of Governors Meeting.

Detailed Explanation

This Action Item (Part II) is primarily focused on anticipated purchases from May – December 2023. At the September 27, 2022 Board of Governors Meeting, the Omnibus Part I was approved which was primarily focused on anticipated purchases from January - April 2023.

This Action Item requests contracting approval in the amount of $12,169,221 under the following three spend categories: Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. The estimated contract spend is $2,903,785 for Infrastructure, $6,513,255 for Software, and $2,752,181 for Professional and Staff Augmentation Services, as further provided in Attachment A, Line-Item Summary. Two of these are New Purchases[1] that exceed $100,000, which are listed below for each category.

Board approval of New Purchases is requested subject to additional oversight processes. If the New Purchase approved by the Board is estimated to equal or exceed $100,000 per the attached Line-Item Summary, and the final purchase cost exceeds the Line-Item Summary estimate by more than 15% or $50,000 (whichever is greater), the purchase is subject to timely approval of the Board Chair[2] unless

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[1] A New Purchase means an item associated with new-to-Citizens technology in support of an initiative.

[2] For each such New Purchase item request and to assist in expediting the Board chair's review, Citizens staff shall prepare a justification for the purchase and an explanation of how the incremental threshold spend would be funded.

Executive Summary

there would be an adverse impact by not completing the purchase[3]. Purchase items exceeding the described threshold shall be reported to the Board at the next Board meeting. If the final purchase cost of a New Purchase line-item estimated to be below $100,000 ultimately is equal to or greater than $100,000, this additional oversight process also applies. Purchases must be within the overall spend authority for this Action Item, though the additional oversight processes are specific to New Purchases. For other line-items that are not New Purchases, the final purchase cost may be adjusted by Citizens staff 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
- 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 $2,903,785, as further provided in Attachment A, Line-Item Summary. Within the Infrastructure spend category, the following are New Purchases:

Line Number Within the Line-Item Detail	Item Description	Item Value
3	Hybrid Work Environment Hardware	$294,840

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

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[3] For example, a mandatory, required, or high priority initiative that could be delayed or could not otherwise be timely started or completed.

Executive Summary

Information Systems Advisory Committee Meeting, November 29, 2022

Board of Governors Meeting, December 7, 2022

- 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 $6,513,255, as further provided in Attachment A, Line-Item Summary. Within the Software spend category, the following are New Purchases that exceed $100,000:

Line Number Within the Line-Item Detail	Item Description	Item Value
38	Business Continuity Management Software	$100,000

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

Executive Summary

- 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 $2,752,181, as further provided in Attachment A, Line-Item Summary. Within the Professional and Staff Augmentation Services spend category, there are no New Purchases that exceed $100,000.

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

Table 1 – Budget Year 2022 to 2023 Omnibus Comparison

Budget Year	Title	Total Amount	Infrastructure	Software	Professional and Staff Augmentation 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
2023	Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II	$12,169,221	$2,903,785	$6,513,255	$2,752,181

Contracting approval is requested for the list of contracts specified within the Action Item, for the purchases provided in Attachment A, Line-Item Summary. 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 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 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

Executive Summary

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.

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	**Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part II** Contracting approval in the amount of $12,169,221 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

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

- 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) – December 31, 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

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

	• SUNCOM Voice, Data, Wiring and Cabling, and Conference Services (Because the vendor is a state agency, no end date applies to this contract source.)
Budgeted Item	☒Yes ☐No This Action Item requests $12,169,221 in approved contract spend. $10,989,822 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 are included in the 2023 budget request being submitted to the Board for approval at this December 7, 2022 meeting. The remaining $1,179,399, which is for purchases planned in 2023 having a contract term extending beyond 2023, will be budgeted in the appropriate budget year.
Procurement Method	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.
Contract Amount	The projected contract spend by category is summarized below, with a more detailed breakdown in the Executive Summary and Attachment A, Line-Item Summary. <table><tr><td colspan="2">**Summary Contract Spend by Category**</td></tr><tr><td>Infrastructure</td><td>$2,903,785</td></tr><tr><td>Software</td><td>$6,513,255</td></tr><tr><td>Professional and Staff Augmentation Services</td><td>$2,752,181</td></tr><tr><td>**TOTAL**</td><td>$12,169,221</td></tr></table>

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

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	✓	✓	
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			✓

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

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 (State Term Contract) Voice, Data, Wiring and Cabling, and Conference Services	✓	✓	✓	

Contract Terms	• Software License Agreement with Guidewire has a term of July 21, 2011 – July 20, 2023, with eight 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	Staff proposes that the Information Systems Advisory Committee review, and if approved recommend the Board of Governors: a) Authorize the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part I contracts for an amount not to exceed $12,169,221, 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	If approved at its November 29, 2022 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 I contracts for an amount not to exceed $12,169,221, as set forth in this Action Item; and, b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.
Contact	Kelly Booten, Chief Operating Officer

Line	Description	Grouping	Omnibus Category	Estimated Omnibus Amount (Estimated Procurement Amount x Estimated Contract Term)	Anticipated First Year Budget Amount (Estimated Omnibus Amount / Estimated Contract Term)	Estimated Contract Term (Years)	(N)ew or (C)ontinuity of Service	Comments for Line items ≥ $100,000
1	Server Hardware Components	Data Center	Infrastructure	$1,250,000	$250,000	5	C	Provides for an upgrade for out of support on-premises hardware. This is $1.25M over 5 years. That is $250k per year. Includes hardware upgrade, support, and maintenance.
2	On-prem Storage Support and Maintenance	Enterprise Storage	Infrastructure	$494,000	$494,000	1	C	Current on-premises storage platform annual support.
3	Hybrid Work Environment Hardware	Asset Management	Infrastructure	$294,840	$294,840	1	N	Provides for updates to technology in the existing training rooms so large training sessions or conferences can be scheduled over Zoom/Teams in a hybrid setting. Provide mobile stations to host similar conferences from out of office. Includes break-out capability.
4	Office Conferencing Equipment	Telecommunications	Infrastructure	$104,000	$104,000	1	C	Provides for upgrade of the technology in existing Citizens conference rooms in Jacksonville and Tallahassee offices, so staff can communicate and collaborate using Microsoft Teams with audio/video capability.
5	On-prem Backup Hardware Support and Maintenance	Enterprise Storage	Infrastructure	$98,800	$98,800	1	C	
6	AppDev Employee Training	Knowledge and Skills	Infrastructure	$92,040	$92,040	1	C	
7	Network Hardware - Wi-Fi Controllers	VTC	Infrastructure	$85,000	$85,000	1	C	
8	On-prem Storage Support and Maintenance	Enterprise Storage	Infrastructure	$77,876	$77,876	1	C	
9	On-prem Backup Hardware Support and Maintenance	Enterprise Storage	Infrastructure	$67,600	$67,600	1	C	
10	User Computing Components - Peripherals	Asset Management	Infrastructure	$66,800	$66,800	1	C	
11	Professional Services - infrastructure - HVAC maintenance	Data Center	Infrastructure	$56,160	$56,160	1	C	
12	Network Hardware Support and Maintenance - virtual clients	Data Center	Infrastructure	$41,600	$41,600	1	C	
13	Claims Service Vehicle	Enterprise Resiliency	Infrastructure	$36,400	$12,134	3	C	
14	Cloud Network Connectivity	Data Center	Infrastructure	$29,129	$29,129	1	C	

Line	Description	Grouping	Omnibus Category	Estimated Omnibus Amount (Estimated Procurement Amount x Estimated Contract Term)	Anticipated First Year Budget Amount (Estimated Omnibus Amount / Estimated Contract Term)	Estimated Contract Term (Years)	(N)ew or (C)ontinuity of Service	Comments for Line items ≥ $100,000
15	Claims Service Vehicle Support (power and configuration)	Enterprise Resiliency	Infrastructure	$26,000	$8,667	3	C	
16	Field Service Vehicle - Communication Equipment Maintenance	Enterprise Resiliency	Infrastructure	$20,800	$20,800	1	C	
17	Mobile Voice/Data Services	Telecommunications	Infrastructure	$20,640	$20,640	1	C	
18	Field Service Vehicle Trailer Maintenance & Equipment	Enterprise Resiliency	Infrastructure	$18,200	$18,200	1	C	
19	Wireless/Mobility Hardware Components	Asset Management	Infrastructure	$10,000	$10,000	1	C	
20	Service Plan for Satellite TV (CAT Field)	Enterprise Resiliency	Infrastructure	$7,280	$7,280	1	C	
21	Virtual Fax Services	Telecommunications	Infrastructure	$3,500	$3,500	1	C	
22	Claims Communication/Collab Hardware	Telecommunications	Infrastructure	$3,120	$3,120	1	C	

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23	Cloud Infrastructure - Compute	Cloud Services	Software	$1,050,000	$1,050,000	1	C	This is supplemental to the approved Part 1 to align with the budget. Several production systems and Citizens Data Warehouse are on schedule to migrate to the Cloud Platform in 2023.
24	Current Application Middleware Software (used for System Integrations)	Enterprise Applications	Software	$690,530	$690,530	1	C	Current Citizens Integration Platform annual software renewal.
25	Policyholder Portal Software (myPolicy)	Enterprise Applications	Software	$520,000	$520,000	1	C	Current PolicyHolder Portal Software annual software renewal.
26	IT Service Management Software (Change, Asset, Ticketing)	Enterprise Applications	Software	$416,000	$416,000	1	C	Current IT Service Management software annual subscription.
27	Network Management Software - component 2	Data Center	Software	$353,684	$353,684	1	C	Current Network Management Software annual renewal cost.
28	Future Application Middleware Software Component 1	Enterprise Applications	Software	$300,000	$300,000	1	C	Asynchronous System Integrations are planned to migrate from the current main integration platform (Oracle) to Azure/Queue services in 2023.
29	Future Application Middleware Software Component 2	Enterprise Applications	Software	$300,000	$300,000	1	C	Synchronous Systems Integrations are planned to migrate from the current main integration platform (Oracle) to existing vendor Jitterbit in 2023. Jitterbit is currently used only for myAgency system.
30	Current Application Middleware Software Component (used for System Integrations)	Enterprise Applications	Software	$271,440	$271,440	1	C	Current Citizens Managed File Transfer annual subscription.
31	Security Software Component - Privileged Access	Enterprise Applications	Software	$260,000	$260,000	1	C	Current Citizens Privileged Access Management Software annual renewal.
32	Enterprise Architecture Tooling	Enterprise Architecture	Software	$202,800	$67,600	3	C	Current Citizens Enterprise Architecture Tool.
33	Virtual Desktop/Application Delivery Software	Enterprise Applications	Software	$185,000	$185,000	1	C	Additional spend needed to enable remote Citizens system access for additional staff/vendors due policy growth (independent adjusters, business process outsourced vendors and call center staff).
34	Cloud Backup/Recovery Software	Cloud Services	Software	$150,000	$150,000	1	C	Additional spend needed support the back up and recovery of the increased data volumes due to policy growth.
35	Vulnerability and Compliance Management Software as a Service #Audit	IT Security	Software	$130,000	$130,000	1	C	Provides for purchase of replacement software for vulnerability and compliance management for monitoring infrastructure in place of Rapid 7 Insight VM which is not fit for purpose.
36	Text Messaging Service	Cloud Services	Software	$109,200	$109,200	1	C	Spend estimated for the continued use of text messaging services for 2023 text messaging needs.
37	HR Module of ServiceNow	Enterprise Applications	Software	$100,013	$100,013	1	C	Current Human Resources module for ticketing system annual renewal.
38	Business Continuity Management Software	Enterprise Resiliency	Software	$100,000	$100,000	1	N	Business Continuity Software to automate BCP creation and storage as well as provide central accessibility.
39	Cloud Backup Software/Service	Enterprise Storage	Software	$93,600	$93,600	1	C	

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40	Team Health & Performance Tooling	Enterprise Applications	Software	$93,600	$93,600	1	C	
41	On-prem Backup/Recovery Software	Enterprise Storage	Software	$89,440	$89,440	1	C	
42	Cloud Usage Financial Management Software	Cloud Services	Software	$85,000	$85,000	1	C	
43	Software Testing Tool 1	Enterprise Architecture	Software	$78,000	$78,000	1	C	
44	Digital Accessibility Software	Asset Management	Software	$75,000	$75,000	1	C	
45	File Sharing Software 1	Enterprise Applications	Software	$75,000	$75,000	1	C	
46	Cloud File Sharing Software (legacy)	Data Center	Software	$62,400	$62,400	1	C	
47	Software for Enterprise Architecture	Enterprise Applications	Software	$52,000	$52,000	1	C	
48	Demand Forecasting & Capacity Planning Tool	Enterprise Services	Software	$52,000	$52,000	1	N	
49	Virtual Collaboration Tool - whiteboarding	Enterprise Services	Software	$52,000	$52,000	1	N	
50	Platform Monitoring Software 1	Enterprise Applications	Software	$50,000	$50,000	1	C	
51	Network Management Software - Firewall Analyzer	Data Center	Software	$39,000	$39,000	1	C	
52	Geolocation Software	Enterprise Applications	Software	$36,400	$36,400	1	C	
53	Database Monitoring Tool	Enterprise Applications	Software	$36,192	$36,192	1	C	
54	DevOps Software - SaaS software deployment	Enterprise Applications	Software	$31,200	$31,200	1	C	
55	Training Subscription - online professional books	Knowledge and Skills	Software	$26,000	$26,000	1	C	
56	HR Software - learning and development tool	Asset Management	Software	$26,000	$26,000	1	C	
57	Security Software Component - application security	Enterprise Applications	Software	$26,000	$26,000	1	C	
58	Developer Productivity Tool - integrated development editor	Data Center	Software	$23,317	$23,317	1	C	
59	Network Management Software - Packet Broker Software	Data Center	Software	$21,416	$21,416	1	C	

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60	Conference Room Software - Conference Bridging Software	Data Center	Software	$20,800	$20,800	1	C	
61	Database Replication Software	Data Warehouse	Software	$20,800	$20,800	1	N	
62	Cybersecurity Risk Rating Services - ScoreCard Reporting	IT Security	Software	$17,680	$17,680	1	C	
63	Security Software	IT Security	Software	$15,600	$15,600	1	C	
64	Mainframe Support and Maintenance	Data Center	Software	$15,600	$15,600	1	C	
65	DevOps Software - Development Pipeline Tool	Asset Management	Software	$15,000	$15,000	1	C	
66	Geolocation Software - Address Verification	Enterprise Applications	Software	$12,480	$12,480	1	C	
67	Unified Compliance Framework	IT Security	Software	$11,440	$11,440	1	C	
68	Bulk Email Service/Software	Enterprise Applications	Software	$10,400	$10,400	1	C	
69	Conference Room Software	Data Center	Software	$10,400	$10,400	1	C	
70	DevOps Software - source control system	Enterprise Applications	Software	$10,400	$10,400	1	C	
71	DevOps Software - software library repository	Enterprise Applications	Software	$10,400	$10,400	1	C	
72	HR Software - Document Editor Plugin	Asset Management	Software	$7,280	$7,280	1	C	
73	Server Software Support - Linux Support	Data Center	Software	$6,240	$6,240	1	C	
74	Application Development Utilities	Enterprise Applications	Software	$6,240	$6,240	1	C	
75	Reporting & Analytics Tool - Component 1	Enterprise Applications	Software	$5,720	$5,720	1	C	
76	Tool to Assist with Building Visual Roadmaps	Enterprise Services	Software	$5,200	$2,600	2	N	
77	Vulnerability Management Software	IT Security	Software	$5,200	$5,200	1	C	
78	Cloud Management Software - Document Collaboration	Enterprise Applications	Software	$5,200	$5,200	1	N	
79	Requirements documentation tool pilot license (10)	Enterprise Services	Software	$5,200	$5,200	1	N	

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80	System Management Software - component 1	Data Center	Software	$4,160	$4,160	1	C	
81	Resiliency Health Check	Enterprise Resiliency	Software	$4,155	$4,155	1	C	
82	Facility Drafting Software - drawing/layout tool	Asset Management	Software	$3,744	$3,744	1	C	
83	Software Development Tool - infrastructure - component 1	Data Center	Software	$3,640	$3,640	1	C	
84	Conference Room Software - component	VTC	Software	$3,224	$3,224	1	C	
85	Developer Productivity Tool - application development editor plugin	Enterprise Applications	Software	$3,120	$3,120	1	C	
86	Security Software - Virtual Software Plugin	IT Security	Software	$2,600	$2,600	1	C	
87	Asset Management Software Support Tool 1	Asset Management	Software	$2,600	$2,600	1	C	
88	Workforce Engagement Software	Asset Management	Software	$2,080	$2,080	1	C	
89	Telephony Reporting Software	Telecommunications	Software	$1,632	$1,632	1	C	
90	Network Management Software - Component 3	Data Center	Software	$1,248	$1,248	1	C	
91	Network Management Software - Component 4	Data Center	Software	$1,040	$1,040	1	C	
92	Domain Name Registration Fees	Data Center	Software	$500	$500	1	C	

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93	Staff Augmentation Service - Application Development	Staff Augmentation	Professional and Staff Augmentation Services	$2,312,181	$2,312,181	1	C	Contingent Staff to support enterprise initiatives by business division: Claims - [Litigation Management, Catastrophe Support, Adjuster Onboarding Administration System, Fraud Analytics, Claims Invoice System, Claims Correspondence] - $180k Underwriting and Agency Services - [Electronic Policy Distribution, Policy Growth System enhancements, Policy Center support, Florida Market Assistance Program, Cloud Migration] : $502,181 Citizens Eligibility Reimagined: $580k Performance Assurance: $200k System Integrations Migration: $250k Audit Remediation and Cloud Migration: $600k
94	Professional Services for Application Development	Enterprise Applications	Professional and Staff Augmentation Services	$200,000	$200,000	1	C	Professional Services needed for current product upgrades (Document Repository, and Document Intake software), Insurance Suite enhancements, Security Software enhancements, Integrations, Robotics Process Automation, and IT Operations).
95	Professional Services - infrastructure - Hybrid Workplace Support	Staff Augmentation	Professional and Staff Augmentation Services	$58,240	$58,240	1	N	
96	Professional Services - infrastructure - audit remediation	Enterprise Services	Professional and Staff Augmentation Services	$50,000	$50,000	1	N	
97	Professional Services - Infrastructure - Telephony Integrations	Enterprise Services	Professional and Staff Augmentation Services	$50,000	$50,000	1	N	
98	Staff Augmentation for Desktop Refresh Support	Staff Augmentation	Professional and Staff Augmentation Services	$41,600	$41,600	1	N	

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99	ITIL Virtual Security Team Training and Certification	Knowledge and Skills	Professional and Staff Augmentation Services	$17,680	$17,680	1	N	
100	Professional Services - infrastructure - audio/video equipment	Data Center	Professional and Staff Augmentation Services	$12,480	$12,480	1	C	
101	Professional Services - infrastructure - conference support	Enterprise Services	Professional and Staff Augmentation Services	$10,000	$10,000	1	N	
				$12,169,221	$10,989,822			