

# Executive Summary

Information Systems Advisory Committee Meeting, September 12, 2023

**Board of Governors Meeting, September 27, 2023**

## TECHNOLOGY INFRASTRUCTURE, SOFTWARE, AND PROFESSIONAL AND STAFF AUGMENTATION SERVICES – PART 1

### 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 spend described 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 1) is primarily focused on anticipated purchases from January – April 2024. A second Action Item (Part 2) will be primarily focused on anticipated purchases from May – December 2024 and will be presented at the December 2023 Board of Governors Meeting.

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-seven 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

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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.

This Action Item requests contracting approval in the amount of \$24,547,149 under the following three spend categories: Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. The estimated contract spend is \$7,399,367 for Infrastructure, \$9,442,312 for Software, and \$7,705,470 for Professional and Staff Augmentation Services, as further provided in Attachment A, Line-Item Summary. Two of these are a New Purchase<sup>1</sup> that exceed \$100,000, which is listed below in the applicable category.

Beginning with the December 2022 Omnibus, 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 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<sup>2</sup> unless there would be an adverse impact by not completing the purchase<sup>3</sup>. 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. Since inception of the new purchase process, there have not been any New Purchases introduced outside of the Action Item that required approval by the Board Chair.

## 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
- General Services Administration Multiple Award Schedule
- 43210000-23-OMNIA-ACS-TX Technology Solutions, Products and Services

<sup>1</sup> A New Purchase means an item associated with new-to-Citizens technology in support of an initiative.

<sup>2</sup> 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.

<sup>3</sup> For example, a mandatory, required, or high priority initiative that could be delayed or could not otherwise be timely started or completed.

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- 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
- 78131804-17-01 Document Management Services
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated spend for the Infrastructure spend category is \$7,399,367, as further provided in the Line-Item Summary. Within the Infrastructure spend category, there are no New Purchases that exceed \$100,000.

## Software

Expenditures under the Software 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
- General Services Administration Multiple Award Schedule
- 43210000-23-OMNIA-ACS-TX Technology Solutions, Products 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-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)
- 43230000-NASPO-16-ACS Cloud Solutions
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated spend for the Software spend category is \$9,442,312, as further provided in the 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
51	Demand Forecasting & Capacity Planning Tool	\$416,000
67	Help Desk and Support Automation Tool	\$150,000

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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.

- 15-15-0019-01 through 15-15-0019-24 Contingent Staffing Services (Citizens-Procured Contracts)
- General Services Administration Multiple Award Schedule
- 43210000-23-OMNIA-ACS-TX Technology Solutions, Products 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-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)
- 43230000-NASPO-16-ACS Cloud Solutions
- 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 spend for the Professional and Staff Augmentation Services spend category is \$7,705,470, as further provided in the Line-Item Summary. Within the Professional and Staff Augmentation Services spend category, there are no New Purchases that exceed \$100,000.

## **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 1**

Contracting approval in the amount of \$24,547,149 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

- 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
- General Services Administration Multiple Award Schedule – end dates vary by contract under GSA MAS

	<ul style="list-style-type: none"> <li>• 43210000-23-OMNIA-ACS-TX Technology Solutions, Products And Services – May 31, 2024, with up to two years of optional renewals</li> <li>• 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services – October 31, 2023, with optional renewals available through April 30, 2028</li> <li>• 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services – October 31, 2023</li> <li>• 43220000-NASPO-19-ACS Data Communications Products and Services – September 30, 2024, with up to two years of optional renewals</li> <li>• 43230000-15-01 Microsoft Premier Support and Consulting Services – August 24, 2024</li> <li>• 43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR) – April 24, 2027, with two 1-year renewal options</li> <li>• 43230000-NASPO-16-ACS Cloud Solutions – September 15, 2026</li> <li>• 78131804-17-01 Document Management Services – August 21, 2026</li> <li>• 80101500-20-1 Management Consulting Services – February 29, 2024, with up to three years of optional renewals</li> <li>• 80101507-21-STC Information Technology Independent Verification and Validation Services – December 15, 2024, with up to three years of optional renewals</li> <li>• 80101507-STC-ITSA Information Technology Staff Augmentation – October 1, 2023, with up to two years of optional renewals</li> <li>• 80111600-21-STC Temporary Staffing Services – July 31, 2024, with up to three years of optional renewals</li> <li>• 80111623-19-ACS Procurement Acquisition Support Services – June 5, 2024, with one 1-year renewal option</li> <li>• 81141902-21-NASPO-ACS Information Technology Research and Advisory Services – January 18, 2024, with two 1-year renewal options</li> <li>• 81141902-VITA-18-ACS Information Technology Research and Advisory Services – March 13, 2024, with one 1-year renewal option</li> <li>• 90121702-20-ACS On-Demand Remote Interpreting And Document Translation – November 3, 2023, with one 1-year renewal options</li> <li>• SUNCOM Voice, Data, Wiring and Cabling, and Conference Services (Because the vendor is a state agency, no end date applies to this contract source.)</li> </ul>
<b>Budgeted Item</b>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>This Action Item requests \$24,547,149 in approved contract spend. \$24,111,341 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 2024 and will be included in the upcoming 2024 budget request that will be submitted to the Board for approval in</p>

	December 2023. The remaining \$435,808, which is for purchases planned in 2024 having a contract term extending beyond 2024, 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 2015 and were procured consistent with the laws, policies, and procedures in effect at the time.																																																						
Contract Amount	<p>The projected contract spend by category is summarized below, with a more detailed breakdown in the Executive Summary and Attachment A, Line-Item Summary.</p> <table><tr><th colspan="2">Summary Contract Spend by Category</th></tr><tr><td>Infrastructure</td><td>\$7,399,367</td></tr><tr><td>Software</td><td>\$9,442,312</td></tr><tr><td>Professional and Staff Augmentation Services</td><td>\$7,705,470</td></tr><tr><td>TOTAL</td><td>\$24,547,149</td></tr></table> <p>The table below illustrates which contract vehicles are anticipated to be utilized by spend category.</p> <table><tr><th></th><th>Infrastructure</th><th>Software</th><th>Professional and Staff Augmentation Services</th></tr><tr><td>Contract Number and Name</td><td></td><td></td><td></td></tr><tr><td>15-15-0019-01 through 15-15-0019-24 Citizens' Contingent Staffing Services (Citizens-Procured Contracts)</td><td></td><td></td><td>✓</td></tr><tr><td>180233-001-ACS and 180233-002-ACS Oracle Products and Services</td><td>✓</td><td>✓</td><td></td></tr><tr><td>General Services Administration Multiple Award Schedule</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>43210000-23-OMNIA-ACS-TX Technology Solutions, Products And Services</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>43220000-NASPO-19-ACS Data Communications Products and Services</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>43230000-15-01 Microsoft Premier Support and Consulting Services</td><td></td><td>✓</td><td>✓</td></tr><tr><td>43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)</td><td></td><td>✓</td><td>✓</td></tr></table>	Summary Contract Spend by Category		Infrastructure	\$7,399,367	Software	\$9,442,312	Professional and Staff Augmentation Services	\$7,705,470	TOTAL	\$24,547,149		Infrastructure	Software	Professional and Staff Augmentation Services	Contract Number and Name				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	✓	✓		General Services Administration Multiple Award Schedule	✓	✓	✓	43210000-23-OMNIA-ACS-TX Technology Solutions, Products 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		✓	✓	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)		✓	✓
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43210000-23-OMNIA-ACS-TX Technology Solutions, Products And Services	✓	✓	✓																																																				
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	43230000-NASPO-16-ACS Cloud Solutions		✓	✓
	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			✓
	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>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> <ul style="list-style-type: none"> <li>a) Authorize the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1 contracts for an amount not to exceed \$24,547,149, as set forth in this Action Item; and,</li> <li>b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.</li> </ul>			
<b>Board Recommendation from Committee</b>	<p>If approved at its September 12, 2023 meeting, the Information Systems Advisory Committee recommends that the Board of Governors:</p> <ul style="list-style-type: none"> <li>a) Approve the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1 contracts for an amount not to exceed \$24,547,149, as set forth in this Action Item; and,</li> <li>b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.</li> </ul>			
<b>Contact</b>	Kelly Booten, Chief Operating Officer			

Information Systems Advisory Committee Meeting, September 12, 2023  
**Board of Governors Meeting, September 27, 2023**  
Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 1  
Attachment A - Line-Item Summary

Line	Description	Existing Contract Vehicle or Anticipated Future Vehicle	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	Network Hardware - Checkpoint Firewalls at DCs	43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services	Data Center	Infrastructure	\$1,500,000	\$1,500,000	1	C	Refreshing end of life firewall components after seven years.
2	Communications - Data circuits	GSA MAS	Telecommunications	Infrastructure	\$1,031,847	\$1,031,847	1	C	Provides connectivity between data centers and office buildings.
3	Communications - Long Distance and IVR	GSA MAS	Telecommunications	Infrastructure	\$776,090	\$776,090	1	C	Telephony services.
4	Communications - Mobile Voice and Data Services	43220000-NASPO-19-ACS Data Communications Products and Services	Telecommunications	Infrastructure	\$529,360	\$529,360	1	C	
5	Network Hardware - Infrastructure	43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services	Data Center	Infrastructure	\$510,000	\$510,000	1	C	
6	Communications - Claims Adjusters Voicemail Boxes	SUNCOM Voice, Data, Wiring and Cabling, and Conference Services	Telecommunications	Infrastructure	\$374,400	\$374,400	1	C	
7	Storage Components	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Enterprise Storage	Infrastructure	\$300,000	\$300,000	1	C	
8	Communications - PBX Hardware Maintenance	GSA MAS	Telecommunications	Infrastructure	\$264,576	\$264,576	1	C	
9	Space for Data Center Transformation	GSA MAS	Data Center	Infrastructure	\$242,000	\$242,000	1	C	
10	Communications - Route Services and Data Circuits	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Telecommunications	Infrastructure	\$239,200	\$239,200	1	C	
11	Network Support and Maintenance	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Data Center	Infrastructure	\$208,100	\$208,100	1	C	
12	On-Prem HP Platform Refresh	43230000-NASPO-16-ACS Cloud Solutions	Data Center	Infrastructure	\$200,000	\$40,000	5	C	
13	Virtual Desktop Infrastructure	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Asset Management	Infrastructure	\$200,000	\$200,000	1	C	
14	Network Hardware - Wi-Fi access points	GSA MAS	VTC	Infrastructure	\$106,000	\$106,000	1	C	
15	Field Service Vehicle Maintenance	GSA MAS	Enterprise Resiliency	Infrastructure	\$98,800	\$98,800	1	C	
16	Hardware Support and Maintenance	43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services	Data Center	Infrastructure	\$62,400	\$62,400	1	C	
17	Professional Services	43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services	Data Center	Infrastructure	\$52,000	\$52,000	1	C	
18	Office Conferencing Equipment	SUNCOM Voice, Data, Wiring and Cabling, and Conference Services	Telecommunications	Infrastructure	\$52,000	\$52,000	1	C	

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Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 1  
Attachment A - Line-Item Summary

Line	Description	Existing Contract Vehicle or Anticipated Future Vehicle	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
19	Claims Service Vehicle	GSA MAS	Enterprise Resiliency	Infrastructure	\$52,000	\$17,334	3	C	
20	Cloud Network Connectivity	43230000-NASPO-16-ACS Cloud Solutions	Data Center	Infrastructure	\$50,000	\$50,000	1	C	
21	Hardware Components	SUNCOM Voice, Data, Wiring and Cabling, and Conference Services	Telecommunications	Infrastructure	\$44,096	\$44,096	1	C	
22	Hardware Support and Maintenance	GSA MAS	Telecommunications	Infrastructure	\$43,680	\$43,680	1	C	
23	Field Service Vehicle Maintenance	GSA MAS	Enterprise Resiliency	Infrastructure	\$41,600	\$41,600	1	C	
24	Network Hardware Component	43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services	Data Center	Infrastructure	\$35,000	\$35,000	1	C	
25	Hardware Components	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Data Center	Infrastructure	\$31,200	\$31,200	1	C	
26	Satellite Internet Service	GSA MAS	Enterprise Resiliency	Infrastructure	\$31,200	\$31,200	1	C	
27	Field Service Vehicle Maintenance	GSA MAS	Enterprise Resiliency	Infrastructure	\$31,200	\$31,200	1	c	
28	Rental Service for Heavy Duty Trucks (CAT)	GSA MAS	Enterprise Resiliency	Infrastructure	\$31,200	\$10,400	3	c	
29	Cloud Network Connectivity	43220000-NASPO-19-ACS Data Communications Products and Services	Data Center	Infrastructure	\$29,129	\$29,129	1	C	
30	Communications	SUNCOM Voice, Data, Wiring and Cabling, and Conference Services	Telecommunications	Infrastructure	\$29,104	\$29,104	1	C	
31	Telephony Software	GSA MAS	Telecommunications	Infrastructure	\$27,560	\$27,560	1	C	
32	Communications	43220000-NASPO-19-ACS Data Communications Products and Services	Telecommunications	Infrastructure	\$26,000	\$26,000	1	C	
33	Data Center Components	43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services	Data Center	Infrastructure	\$25,000	\$25,000	1	C	
34	Trailer video security	GSA MAS	Enterprise Resiliency	Infrastructure	\$20,800	\$6,934	3	C	

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Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 1  
Attachment A - Line-Item Summary

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35	Wireless/Mobility Hardware Components	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Asset Management	Infrastructure	\$17,000	\$17,000	1	C	
37	Satellite and network hosting for field operations.	GSA MAS	Enterprise Resiliency	Infrastructure	\$15,600	\$15,600	1	N	
36	Telephony Software	SUNCOM Voice, Data, Wiring and Cabling, and Conference Services	Telecommunications	Infrastructure	\$15,600	\$15,600	1	C	
38	IT Asset Management Tools	GSA MAS	Enterprise Resiliency	Infrastructure	\$14,560	\$14,560	1	N	
39	Professional Services for infrastructure components	43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services	Data Center	Infrastructure	\$9,371	\$9,371	1	C	
40	Shipping Expenses	GSA MAS	Data Center	Infrastructure	\$8,820	\$8,820	1	C	
41	Telephony Software	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Telecommunications	Infrastructure	\$5,200	\$5,200	1	C	
42	Network Support and Maintenance	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Data Center	Infrastructure	\$4,410	\$4,410	1	C	
43	Shipping Expenses	GSA MAS	Data Center	Infrastructure	\$3,308	\$3,308	1	C	
44	Network Support and Maintenance	GSA MAS	Telecommunications	Infrastructure	\$3,308	\$3,308	1	C	
45	Telephony Software	43220000-NASPO-19-ACS Data Communications Products and Services	Telecommunications	Infrastructure	\$3,120	\$3,120	1	C	
46	Telephony Software	43220000-NASPO-19-ACS Data Communications Products and Services	Telecommunications	Infrastructure	\$2,205	\$2,205	1	C	
47	Communications	SUNCOM Voice, Data, Wiring and Cabling, and Conference Services	Telecommunications	Infrastructure	\$1,323	\$1,323	1	C	

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Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 1  
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Line	Description	Existing Contract Vehicle or Anticipated Future Vehicle	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
48	Cloud Infrastructure - Compute	43230000-NASPO-16-ACS Cloud Solutions	Cloud Services	Software	\$2,000,000	\$2,000,000	1	C	Infrastructure as a Service (cloud computing) annual cost.
49	Application Performance Monitoring	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Services	Software	\$500,000	\$500,000	1	C	
50	Application Middleware Software Component	GSA MAS	Enterprise Applications	Software	\$420,000	\$420,000	1	C	
51	Demand Forecasting & Capacity Planning Tool	GSA MAS	Enterprise Services	Software	\$416,000	\$416,000	1	N	These tools enable effective strategic planning practices through the ability to accurately forecast the size, cost, and impact of multiple options and in-turn, compare each, in order to inform funding decisions.
52	Network Support and Maintenance	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Data Center	Software	\$400,400	\$400,400	1	C	
53	Network Management Software Component	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Data Center	Software	\$400,400	\$400,400	1	C	
54	Productivity Software	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$400,000	\$400,000	1	C	
55	Cloud based Customer Service Software	180233-001-ACS - Oracle Products and Services	Enterprise Applications	Software	\$364,000	\$364,000	1	C	
56	Agile SaaS Software	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Enterprise Applications	Software	\$364,000	\$364,000	1	C	
57	Java Long Term Support	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Enterprise Applications	Software	\$359,799	\$359,799	1	C	
58	Vulnerability and Compliance Management Software as a Service	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	IT Security	Software	\$301,600	\$301,600	1	C	
59	Business Analytics Service	GSA MAS	Enterprise Applications	Software	\$276,000	\$92,000	3	C	
60	Robotics Process Automation (RPA) Software	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$249,600	\$249,600	1	C	
61	Claims Vendor Management Tool	GSA MAS	Enterprise Applications	Software	\$223,600	\$223,600	1	C	
62	Software Support	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$208,000	\$208,000	1	C	
63	Security Operations Software	GSA MAS	IT Security	Software	\$182,000	\$182,000	1	C	
64	Value Stream Engineering Software	GSA MAS	Enterprise Applications	Software	\$176,904	\$176,904	1	C	
65	Storage Components Software	GSA MAS	Enterprise Storage	Software	\$171,600	\$171,600	1	C	
66	Application Server and Database software	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$161,200	\$161,200	1	C	
67	Help Desk and Support Automation Tool	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Cloud Services	Software	\$150,000	\$150,000	1	N	This tool helps automate manual work in IT Operations, which leads to better customer service, quicker time to market, and reduction of tickets.

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68	Development Tools	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Data Center	Software	\$119,600	\$119,600	1	C	
69	Rating Engine Software	GSA MAS	Enterprise Applications	Software	\$116,002	\$116,002	1	C	
70	Application Utilities software	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$114,400	\$114,400	1	C	
71	User Data Backups	43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services	Enterprise Storage	Software	\$104,000	\$104,000	1	C	
72	Productivity Software	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$104,000	\$104,000	1	C	
73	Team Health & Performance Tooling	GSA MAS	Enterprise Applications	Software	\$93,600	\$93,600	1	C	
74	Storage Software Subscription	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Storage	Software	\$90,000	\$90,000	1	C	
75	Telephony Software	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Telecommunications	Software	\$67,600	\$67,600	1	C	
76	Log Analysis tools	43230000-NASPO-16-ACS Cloud Solutions	Data Center	Software	\$67,600	\$67,600	1	C	
77	Cloud Management of On prem services	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	IT Security	Software	\$62,400	\$62,400	1	N	
78	Infrastructure Utilities	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Asset Management	Software	\$52,000	\$52,000	1	C	
79	Software for Enterprise Architecture	GSA MAS	Enterprise Applications	Software	\$52,000	\$52,000	1	C	
80	Application Security Software	GSA MAS	IT Security	Software	\$52,000	\$52,000	1	C	
81	Training Subscription	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Knowledge and Skills	Software	\$52,000	\$52,000	1	C	
82	Cloud Based PaaS Services	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$52,000	\$52,000	1	C	
83	Cross Team Planning Tool	GSA MAS	Enterprise Services	Software	\$44,928	\$44,928	1	C	
84	E-Signature Tool	GSA MAS	Enterprise Applications	Software	\$43,160	\$43,160	1	C	
85	Software Support	43220000-NASPO-19-ACS Data Communications Products and Services	Enterprise Applications	Software	\$41,600	\$41,600	1	C	
86	Network Management Software - Firewall Analyzer	43230000-NASPO-16-ACS Cloud Solutions	Data Center	Software	\$39,000	\$39,000	1	C	
87	Data Center Software	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Data Center	Software	\$35,277	\$35,277	1	C	
88	Network Support and Maintenance	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Data Center	Software	\$29,120	\$29,120	1	C	

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89	HR Software - learning and development tool	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Asset Management	Software	\$26,000	\$26,000	1	C	
90	Database Utilities	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Enterprise Applications	Software	\$22,880	\$22,880	1	C	
91	Network Management Software	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Data Center	Software	\$21,416	\$21,416	1	C	
92	Bulk Email Service/Software	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$20,800	\$20,800	1	C	
93	Scheduling Software	GSA MAS	Data Center	Software	\$20,800	\$20,800	1	C	
94	Change Auditing Tool	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Enterprise Applications	Software	\$18,720	\$18,720	1	C	
95	DevOps Software - Development Pipeline Tool	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Asset Management	Software	\$15,600	\$15,600	1	C	
96	Miscellaneous Security Software	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	IT Security	Software	\$15,600	\$15,600	1	C	
97	User Support Software	GSA MAS	Data Center	Software	\$13,229	\$13,229	1	C	
98	Process Engineering Tool	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Enterprise Applications	Software	\$12,916	\$4,306	3	C	
99	Telephony Software	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Telecommunications	Software	\$11,024	\$11,024	1	C	
100	Security Tools	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Enterprise Applications	Software	\$10,400	\$10,400	1	C	
101	Application Utilities Software	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Enterprise Applications	Software	\$10,400	\$10,400	1	C	
102	Monitoring Tool	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$10,400	\$10,400	1	C	
103	Performance Testing Tool	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$10,400	\$10,400	1	C	
104	E-Signature Tool	GSA MAS	Enterprise Applications	Software	\$9,220	\$9,220	1	C	
105	SharePoint Administration Tool	43230000-15-01 Microsoft Premier Support and Consulting Services	Enterprise Applications	Software	\$5,200	\$5,200	1	C	
106	Data governance software	GSA MAS	Enterprise Architecture	Software	\$5,200	\$5,200	1	C	
107	E-Signature Tool	GSA MAS	Enterprise Applications	Software	\$5,029	\$5,029	1	C	

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108	Conference Room Software - component	43230000-23-NASPO-16-ACS Software Value Added Reseller (SVAR)	VTC	Software	\$4,160	\$4,160	1	C	
109	Development Tools	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Enterprise Applications	Software	\$3,859	\$3,859	1	C	
110	Productivity Software	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Asset Management	Software	\$3,859	\$3,859	1	C	
111	E-Signature Tool	GSA MAS	Enterprise Applications	Software	\$3,352	\$3,352	1	C	
112	Workforce Engagement Software	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Asset Management	Software	\$2,080	\$2,080	1	C	
113	Communications	43220000-NASPO-19-ACS Data Communications Products and Services	Telecommunications	Software	\$1,040	\$1,040	1	C	
114	E-Signature Tool	GSA MAS	Enterprise Applications	Software	\$838	\$838	1	C	
115	Domain Name Registration Fees	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	Data Center	Software	\$500	\$500	1	C	

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116	Staff Augmentation Services	15-15-0019-01 - 15-15-0019-24 Contingent Staffing Services Agreement	Staff Augmentation	Professional and Staff Augmentation Services	\$3,126,492	\$3,126,492	1	C	Contingent Staff to support enterprise initiatives by business division:  Claims - [Enterprise Litigation Management, Catastrophe Support, Claims Administration System Digital Transformation, Fraud Analytics]: \$732K Underwriting and Agency Services - [Policy Center support, Regulatory Changes, Cloud Migration]: \$1M Citizens Eligibility Reimagined: \$406K Identity & Access Management: \$329K Performance Assurance: \$160k Technology Flagship initiatives: \$150k Data analytics and Engineering: \$200K Helpdesk Support: \$150k
117	Staff Augmentation Task Order Services	15-15-0019-01 - 15-15-0019-24 Contingent Staffing Services Agreement	Staff Augmentation	Professional and Staff Augmentation Services	\$2,000,000	\$2,000,000	1	C	Task Order based professional services for systems development and maintenance.
118	Professional Services for Cloud Application Services	GSA MAS	Enterprise Applications	Professional and Staff Augmentation Services	\$572,000	\$572,000	1	C	Development support for enterprise resource planning software.
119	Professional Services for Application Development	GSA MAS	Enterprise Applications	Professional and Staff Augmentation Services	\$500,000	\$500,000	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).
120	Staff Augmentation Service	15-15-0019-01 - 15-15-0019-24 Contingent Staffing Services Agreement	Staff Augmentation	Professional and Staff Augmentation Services	\$299,520	\$299,520	1	C	Augment staff for Business Continuity Tool and Security Operations Optimization.
121	Managed Security Service Provider	15-15-0019-01 - 15-15-0019-24 Contingent Staffing Services Agreement	IT Security	Professional and Staff Augmentation Services	\$260,000	\$260,000	1	C	
122	Research and Advisory Services Subscription	81141902-VITA-18-ACS Information Technology Research and Advisory Services	Knowledge and Skills	Professional and Staff Augmentation Services	\$166,388	\$166,388	1	C	Total cost is \$357,683. Purchase is split between multiple cost centers.
123	Professional Services for Software Implementation	GSA MAS	Enterprise Resiliency	Professional and Staff Augmentation Services	\$156,000	\$156,000	1	C	Continuation of professional services for implementation of the Business Continuity Tool.
124	Research and Advisory Services Subscription	81141902-VITA-18-ACS Information Technology Research and Advisory Services	Knowledge and Skills	Professional and Staff Augmentation Services	\$85,799	\$85,799	1	C	Total cost is \$357,683. Purchase is split between multiple cost centers.
125	Professional Services for Cloud Application	43230000-15-01 Microsoft Premier Support and Consulting Services	Enterprise Applications	Professional and Staff Augmentation Services	\$78,000	\$78,000	1	C	
126	Professional Services - infrastructure - audit remediation	GSA MAS	Enterprise Services	Professional and Staff Augmentation Services	\$50,000	\$50,000	1	C	

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127	Professional Services - Infrastructure - Telephony Integrations	GSA MAS	Enterprise Services	Professional and Staff Augmentation Services	\$50,000	\$50,000	1	C	
128	Penetration Testing Professional services	GSA MAS	IT Security	Professional and Staff Augmentation Services	\$50,000	\$50,000	1	C	
129	Research and Consulting Services	GSA MAS	Knowledge and Skills	Professional and Staff Augmentation Services	\$50,000	\$50,000	1	C	
130	Professional Services	GSA MAS	Telecommunications	Professional and Staff Augmentation Services	\$44,096	\$44,096	1	C	
131	Research and Advisory Services Subscription	81141902-VITA-18-ACS Information Technology Research and Advisory Services	Knowledge and Skills	Professional and Staff Augmentation Services	\$37,884	\$37,884	1	C	Total cost is \$357,683. Purchase is split between multiple cost centers.
132	License Compliance Advisory and Audit Defense Support	GSA MAS	Enterprise Applications	Professional and Staff Augmentation Services	\$32,000	\$32,000	1	C	
133	Professional Services	GSA MAS	Data Center	Professional and Staff Augmentation Services	\$26,000	\$26,000	1	C	
134	Research and Advisory Services Subscription	81141902-VITA-18-ACS Information Technology Research and Advisory Services	Knowledge and Skills	Professional and Staff Augmentation Services	\$22,537	\$22,537	1	C	Total cost is \$357,683. Purchase is split between multiple cost centers.
135	Research and Advisory Services Subscription	81141902-VITA-18-ACS Information Technology Research and Advisory Services	Knowledge and Skills	Professional and Staff Augmentation Services	\$22,537	\$22,537	1	C	Total cost is \$357,683. Purchase is split between multiple cost centers.
136	Research and Advisory Services Subscription	81141902-VITA-18-ACS Information Technology Research and Advisory Services	Knowledge and Skills	Professional and Staff Augmentation Services	\$22,537	\$22,537	1	C	Total cost is \$357,683. Purchase is split between multiple cost centers.
137	Professional Services	GSA MAS	Staff Augmentation	Professional and Staff Augmentation Services	\$20,800	\$6,934	3	C	
138	Professional Services for infrastructure components	GSA MAS	Data Center	Professional and Staff Augmentation Services	\$12,480	\$12,480	1	C	
139	Training Subscription	180233-001-ACS - Oracle Products and Services	Enterprise Applications	Professional and Staff Augmentation Services	\$10,400	\$10,400	1	C	
140	Professional Services for infrastructure components	GSA MAS	Enterprise Services	Professional and Staff Augmentation Services	\$10,000	\$10,000	1	C	
					<b>\$24,547,149</b>	<b>\$24,111,341</b>			