

Executive Summary

Information Systems Advisory Committee Meeting, November 28, 2023

Board of Governors Meeting, December 6, 2023

TECHNOLOGY INFRASTRUCTURE, SOFTWARE, AND PROFESSIONAL AND STAFF AUGMENTATION SERVICES – PART 2

Topic

Enterprise Operations is requesting contracting approval for a broad array of technology-related 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 (“Line-Item Summary”).

History

Since 2009, Citizens has requested Board approval for technology-based 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 (Omnibus Part 2) is primarily focused on anticipated purchases from May - December 2024. At the September 27, 2023 Board of Governors Meeting, the Omnibus Part 1 was approved which was primarily focused on anticipated purchases from January – April 2024.

This Omnibus approach to Board approval of Technology Infrastructure, Software, and Professional and Staff Augmentation purchases is crucial for a variety of considerations. Volume is one consideration for this approach. Without this one item, Enterprise Operations would take upwards of seventeen 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 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 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 evaluates the request, and, if appropriate, initiates a procurement of the requested products or services consistent with Citizens’ Purchasing Policy, State of Florida procurement laws, State Term Contracts, and Alternate Contract Sources approved by the State of Florida Department of Management Services. Each procurement

Executive Summary

Information Systems Advisory Committee Meeting, November 28, 2023

Board of Governors Meeting, December 6, 2023

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 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 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 \$8,036,124 under the following three spend categories: Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. The estimated contract spend is \$605,760 for Infrastructure, \$6,992,364 for Software, and \$438,000 for Professional and Staff Augmentation Services, as further provided in the Line-Item Summary. Four of these are a New Purchase¹ that exceed \$100,000, which is listed below in the applicable category.

Beginning with the December 2022 Omnibus, approval of New Purchases is 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 Chair² unless there would be an adverse impact by not completing the purchase³. 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 that exceeded the threshold requiring additional approval and reporting to the Board Chair and Board.

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 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-NASPO-ACS Computer Equipment, Peripherals, and Related Services
- 43210000-23-OMNIA-ACS Technology Products, Solutions, and Related Services

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.

Executive Summary

Information Systems Advisory Committee Meeting, November 28, 2023

Board of Governors Meeting, December 6, 2023

- 43210000-23-OMNIA-ACS-TX Technology Solutions, Products and Services
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
- 43220000-NASPO-19-ACS Data Communications Products and Services
- 52161500-23-NASPO-ACS Audio Visual Equipment and Supplies
- 78131804-17-01 Document Management Services
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated spend for the Infrastructure spend category is \$605,760, 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 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-NASPO-ACS Computer Equipment, Peripherals, and Related Services
- 43210000-23-OMNIA-ACS Technology Products, Solutions, and Related Services
- 43210000-23-OMNIA-ACS-TX Technology Solutions, 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-ACS 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 \$6,992,364, 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
15	Data Warehouse Software for Citizens Business Insurance Suite	\$350,000
21	Post Composition Document Software	\$120,000

Executive Summary

Information Systems Advisory Committee Meeting, November 28, 2023

Board of Governors Meeting, December 6, 2023

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 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-NASPO-ACS Computer Equipment, Peripherals, and Related Services
- 43210000-23-OMNIA-ACS Technology Products, Solutions, and Related Services
- 43210000-23-OMNIA-ACS-TX Technology Solutions, 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-ACS 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
- 80101507-21-STC-ITSA Information Technology Staff Augmentation
- 80101507-22-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 Voice, Data, Wiring and Cabling, and Conference Services

The estimated spend for the Professional and Staff Augmentation Services spend category is \$438,000, as further provided in the Line-Item Summary. Within the Professional and Staff Augmentation Services spend category, the following are New Purchases that exceed \$100,000:

Line Number Within the Line-Item Detail	Item Description	Item Value
67	Implementation Services for Demands Services and Capacity Planning Tool	\$135,000
68	Solicitation Management Software Implementation Services	\$128,000

Executive Summary

Information Systems Advisory Committee Meeting, November 28, 2023

Board of Governors Meeting, December 6, 2023

Additional Approval for Omnibus Part 1

This Action Item also requests approval of three additional DMS Approved Contract Sources for Omnibus Part 1. These three contracts were not included in the Omnibus Part 1 Action Item in September because the contracts were not yet available from the Florida Department of Management Services. If approved as part of this Action Item, these contracts will be added to the list of DMS Approved Contract Sources authorized for use in accordance with Omnibus Part 1, as follows:

- 43210000-23-OMNIA-ACS Technology Products, Solutions, and Related Services (Infrastructure, Software, and Professional and Staff Augmentation Services)
- 52161500-23-NASPO-ACS Audio Visual Equipment and Supplies (Infrastructure)
- 80101507-22-STC-ITSA Information Technology Staff Augmentation (Professional and Staff Augmentation Services)

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.

<p>Purpose/Scope</p>	<p>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.</p>
<p>Contract ID</p>	<p>Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 2</p> <p>Contracting approval in the amount of \$8,036,124 is requested to provide for a broad array of technology goods and services under the spend categories of Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. Staff requests Board approval to utilize the following contract sources as needed to best provide for the business needs of Citizens:</p> <p><u>Citizens-Procured Contracts</u></p> <ul style="list-style-type: none"> 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 <p><u>State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services</u></p> <p>The following contract vehicles have end dates which may be extended by the lead contracting entity.</p> <ul style="list-style-type: none"> 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
- 43210000-23-NASPO-ACS Computer Equipment, Peripherals, and Related Services – June 30, 2025, with up to three years of optional renewals
- 43210000-23-OMNIA-ACS Technology Products, Solutions and Related Services – April 30, 2026, with up to two years of optional renewals
- 43210000-23-OMNIA-ACS-TX Technology Solutions, Products and Services – May 31, 2024, with up to two years of optional renewals
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services – January 31, 2024
- 43220000-NASPO-19-ACS Data Communications Products and Services – September 30, 2024, with up to two years of optional renewals
- 43230000-15-01 Microsoft Premier Support and Consulting Services – August 24, 2024
- 43230000-23-NASPO-ACS Software Value Added Reseller (SVAR) – April 24, 2027, with two 1-year renewal options
- 43230000-NASPO-16-ACS Cloud Solutions – September 15, 2026
- 52161500-23-NASPO-ACS Audio Visual Equipment and Supplies – September 30, 2024
- 78131804-17-01 Document Management Services – August 21, 2026
- 80101500-20-1 Management Consulting Services – August 31, 2024, with up to three years of optional renewals
- 80101507-21-STC Information Technology Independent Verification and Validation Services – December 15, 2024, with up to three years of optional renewals
- 80101507-21-STC-ITSA Information Technology Staff Augmentation – December 31, 2023, with up to two years of optional renewals
- 80101507-22-STC-ITSA Information Technology Staff Augmentation – December 31, 2023
- 80111600-21-STC Temporary Staffing Services – July 31, 2024, with up to three years of optional renewals
- 80111623-19-ACS Procurement Acquisition Support Services – June 5, 2024, with one 1-year renewal option
- 81141902-21-NASPO-ACS Information Technology Research and Advisory Services – January 18, 2024, with two 1-year renewal options
- 81141902-VITA-18-ACS Information Technology Research and Advisory Services – March 13, 2024, with one 1-year renewal option
- 90121702-20-ACS On-Demand Remote Interpreting and Document Translation – November 3, 2024
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services (Because the vendor is a state agency, no end date applies to this

	<p>contract source.)</p> <p>This Action Item also requests approval of three additional DMS Approved Contract Sources for the previously approved Action Item for Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1. These three contracts were not included in the Action Item in September because the contracts were not yet available from the Florida Department of Management Services. If approved as part of this Action Item, these contracts will be added to the list of DMS Approved Contract Sources approved for contracting in accordance with the Part 1 Action Item, as follows:</p> <ul style="list-style-type: none"> • 43210000-23-OMNIA-ACS Technology Products, Solutions, and Related Services (Infrastructure, Software, and Professional and Staff Augmentation Services) • 52161500-23-NASPO-ACS Audio Visual Equipment and Supplies (Infrastructure) • 80101507-22-STC-ITSA Information Technology Staff Augmentation (Professional and Staff Augmentation Services) 										
<p>Budgeted Item</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>This Action Item requests \$8,036,124 in approved contract spend. \$6,372,124 of that amount is for the purchase of technology-related goods and services that are planned to be procured for 2024 and are included in the 2024 budget request being submitted to the Board for approval at this December 6, 2023 meeting. The remaining \$1,664,000, which is for purchases planned in 2024 having a contract term extending beyond 2024, will be budgeted in the appropriate budget year.</p>										
<p>Procurement Method</p>	<p>Consistent with Citizens’ Purchasing Policy and state procurement laws, State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services (“DMS Approved Contract Sources”) may be utilized by Citizens. The referenced Citizens-procured contracts were originally approved by the Board in 2015 and were procured consistent with the laws, policies, and procedures in effect at the time.</p>										
<p>Contract Amount</p>	<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 border="1" data-bbox="511 1619 1528 1793"> <thead> <tr> <th colspan="2">Summary Contract Spend by Category</th> </tr> </thead> <tbody> <tr> <td>Infrastructure</td> <td>\$605,760</td> </tr> <tr> <td>Software</td> <td>\$6,992,364</td> </tr> <tr> <td>Professional and Staff Augmentation Services</td> <td>\$438,000</td> </tr> <tr> <td>TOTAL</td> <td>\$8,036,124</td> </tr> </tbody> </table>	Summary Contract Spend by Category		Infrastructure	\$605,760	Software	\$6,992,364	Professional and Staff Augmentation Services	\$438,000	TOTAL	\$8,036,124
Summary Contract Spend by Category											
Infrastructure	\$605,760										
Software	\$6,992,364										
Professional and Staff Augmentation Services	\$438,000										
TOTAL	\$8,036,124										

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
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-NASPO-ACS Computer Equipment, Peripherals, and Related Services	✓	✓	✓
43210000-23-OMNIA-ACS Technology Products, Solutions and Related Services	✓	✓	✓
43210000-23-OMNIA-ACS-TX Technology Solutions, 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-ACS Software Value Added Reseller (SVAR)		✓	✓
43230000-NASPO-16-ACS Cloud Solutions		✓	✓
52161500-23-NASPO-ACS Audio Visual Equipment and Supplies	✓		
78131804-17-01 Document Management Services	✓		
80101500-20-1 Management Consulting Services			✓
80101507-21-STC Information Technology Independent Verification and Validation Services			✓
80101507-21-STC-ITSA Information Technology Staff Augmentation			✓
801011507-22-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	✓	✓		✓
Contract Terms	<ul style="list-style-type: none"> • Citizens' Contingent Staffing Services Contracts have a term of December 21, 2015 – December 20, 2023, with two 1-year renewals • DMS Approved Contract Sources have varying terms as described in the Contract ID section above 				
Committee Recommendation	<p>Staff proposes that the Information Systems Advisory Committee review, and if approved recommend the Board of Governors:</p> <ol style="list-style-type: none"> Authorize the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 2 contracts for an amount not to exceed \$8,036,124, as set forth in this Action Item; Authorize three newly available DMS Approved Contract Sources authorized for use under the previously approved Action Item for Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1, as set forth in this Action Item; and, Authorize staff to take any appropriate or necessary action consistent with this Action Item. 				
Board Recommendation from Committee	<p>If approved at its November 28, 2023 meeting, the Information Systems Advisory Committee recommends that the Board of Governors:</p> <ol style="list-style-type: none"> Authorize the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 2 contracts for an amount not to exceed \$8,036,124, as set forth in this Action Item; Authorize three newly available DMS Approved Contract Sources for use under the previously approved Action Item for Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1, as set forth in this Action Item; and, Authorize staff to take any appropriate or necessary action consistent with this Action Item. 				
Contact	Kelly Booten, Chief Operating Officer				

Information Systems Advisory Committee Meeting, November 28, 2023

Board of Governors Meeting, December 6, 2023

Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 2
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	User Hardware	43210000-23-NASPO-ACS Computer Equipment, Peripherals, and Related Services	Asset Management	Infrastructure	\$300,000	\$300,000	1	C	Refresh aged user laptops / monitors and other end user hardware.
2	On-Prem Storage Support and Maintenance	43210000-23-OMNIA-ACS Technology Products, Solutions and Related Services	Enterprise Storage	Infrastructure	\$83,200	\$83,200	1	C	
3	On-Prem Backup Hardware Support and Maintenance	43210000-23-OMNIA-ACS Technology Products, Solutions and Related Services	Enterprise Storage	Infrastructure	\$67,600	\$67,600	1	C	
4	Professional Services - infrastructure - HVAC maintenance	GSA MAS Information Technology	Data Center	Infrastructure	\$56,160	\$56,160	1	C	
5	On-Prem Tape Backup Device Support and Maintenance	43210000-23-OMNIA-ACS Technology Products, Solutions and Related Services	Enterprise Storage	Infrastructure	\$46,800	\$46,800	1	C	
6	Field Service Vehicle - Communication Equipment Maintenance	GSA MAS Information Technology	Enterprise Resiliency	Infrastructure	\$20,800	\$20,800	1	C	
7	Field Service Vehicle Trailer Maintenance & Equipment	GSA MAS Information Technology	Enterprise Resiliency	Infrastructure	\$18,200	\$18,200	1	C	
8	Service Plan for Satellite TV (CAT Field)	GSA MAS Information Technology	Enterprise Resiliency	Infrastructure	\$9,880	\$9,880	1	C	
9	Claims Communication/Collab Hardware	52161500-23-NASPO-ACS Audio Visual Equipment and Supplies	Telecommunications	Infrastructure	\$3,120	\$3,120	1	C	

Information Systems Advisory Committee Meeting, November 28, 2023

Board of Governors Meeting, December 6, 2023

Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 2
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
10	Document Repository Software	GSA MAS Information Technology	Enterprise Applications	Software	\$1,560,000	\$520,000	3	C	3 year renewal of Document Repository Software
11	Document Intake Software	GSA MAS Information Technology	Enterprise Applications	Software	\$936,000	\$312,000	3	C	3 year renewal of Document Intake Software
12	Current Application Middleware Software (Used for System Integrations)	180233-001-ACS - Oracle Products and Services	Enterprise Applications	Software	\$690,530	\$690,530	1	C	Citizens Middleware Integration Platform
13	IT Service Management Software (Change, Asset, Ticketing)	GSA MAS Information Technology	Enterprise Applications	Software	\$416,000	\$416,000	1	C	Current IT Service Management software annual subscription.
14	Virtualization Software Licenses	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Data Center	Software	\$400,000	\$400,000	1	C	Virtualization Management Software Licenses
15	Data Warehouse Software for Citizens Business Insurance Suite	GSA MAS Information Technology	Software	Software	\$350,000	\$350,000	1	N	Additional software required to support Citizens Business Insurance Suite Datawarehouse
16	Current Application Middleware Software Component (Used For System Integrations)	GSA MAS Information Technology	Enterprise Applications	Software	\$294,032	\$294,032	1	C	Current Citizens Managed File Transfer annual subscription.
17	Security Software Component - Privileged Access	GSA MAS Information Technology	Enterprise Applications	Software	\$208,000	\$208,000	1	C	Current Citizens Privileged Access Management Software annual renewal.
18	Governance, Risk and Compliance Software	43230000-NASPO-16-ACS Cloud Solutions	IT Security	Software	\$132,588	\$132,588	1	C	Current Citizens Governance Risk and Security annual Subscription renewal
19	File Sharing Software	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Enterprise Storage	Software	\$125,000	\$125,000	1	C	Storage Platform to accommodate PIF growth
20	Cloud Backup Software/Service	GSA MAS Information Technology	Enterprise Storage	Software	\$124,800	\$124,800	1	C	Backup and recovery software subscription renewal
21	Post Composition Document Software	GSA MAS Information Technology	Enterprise Services	Software	\$120,000	\$120,000	1	N	This software will allow Citizens to manage files based on envelope size and other business rules to more efficiently allocate work, therefore reducing print/mail postage costs.
22	Text Messaging Service	43220000-NASPO-19-ACS Data Communications Products and Services	Cloud Services	Software	\$109,200	\$109,200	1	C	Spend estimated for the continued use of text messaging services.
23	HR Module of ServiceNow	GSA MAS Information Technology	Enterprise Applications	Software	\$100,013	\$100,013	1	C	Current Human Resources module for ticketing system annual renewal.
24	On-Prem Backup/Recovery Software	GSA MAS Information Technology	Enterprise Storage	Software	\$98,800	\$98,800	1	C	
25	Virtual Desktop/Application Delivery Software	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$95,000	\$95,000	1	C	
26	Cloud Usage Financial Management Software	43230000-NASPO-16-ACS Cloud Solutions	Cloud Services	Software	\$85,000	\$85,000	1	C	
27	Security Software Toolkit Expansion	GSA MAS Information Technology	IT Security	Software	\$80,000	\$80,000	1	N	
28	Software Testing Tool	GSA MAS Information Technology	Software	Software	\$78,000	\$78,000	1	C	
29	File Sharing Software 1	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Enterprise Storage	Software	\$75,000	\$75,000	1	C	
30	Artificial Intelligence Software Research and Experimentation	GSA MAS Information Technology	Enterprise Architecture	Software	\$75,000	\$75,000	1	N	
31	Digital Accessibility Software	43210000-23-OMNIA-ACS Technology Products, Solutions and Related Services	Asset Management	Software	\$75,000	\$75,000	1	C	
32	Solicitation Management Software	GSA MAS Information Technology	Enterprise Services	Software	\$70,000	\$70,000	1	N	
33	Business Continuity Management Software	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Enterprise Resiliency	Software	\$60,000	\$60,000	1	C	
34	Virtual Collaboration Tool - Flowcharting and Diagramming	GSA MAS Information Technology	Enterprise Services	Software	\$52,000	\$52,000	1	N	
35	Modern Requirements for DevOps	GSA MAS Information Technology	Enterprise Services	Software	\$52,000	\$52,000	1	C	
36	Platform Monitoring Software 1	43230000-NASPO-16-ACS Cloud Solutions	Enterprise Applications	Software	\$50,000	\$50,000	1	C	
37	Data governance software	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Enterprise Architecture	Software	\$50,000	\$50,000	1	N	
38	Reporting & Anti Ransomware	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Enterprise Storage	Software	\$50,000	\$50,000	1	C	

Information Systems Advisory Committee Meeting, November 28, 2023
 Board of Governors Meeting, December 6, 2023
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 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
39	Vulnerability Management Software - Workstations	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	IT Security	Software	\$41,600	\$41,600	1	C	
40	Database Monitoring Tool	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$36,920	\$36,920	1	C	
41	Geolocation Software	GSA MAS Information Technology	Enterprise Applications	Software	\$36,400	\$36,400	1	C	
42	DevOps Software - SaaS Software Deployment	GSA MAS Information Technology	Enterprise Applications	Software	\$31,200	\$31,200	1	C	
43	Security Software Component - Application Security	GSA MAS Information Technology	Enterprise Applications	Software	\$26,000	\$26,000	1	C	
44	Training Subscription - Online Professional Books	GSA MAS Information Technology	Knowledge and Skills	Software	\$26,000	\$26,000	1	C	
45	Developer Productivity Tool - Integrated Development Editor	GSA MAS Information Technology	Data Center	Software	\$23,317	\$23,317	1	C	
46	Cybersecurity Risk Rating Services - Scorecard Reporting	GSA MAS Information Technology	IT Security	Software	\$17,680	\$17,680	1	C	
47	Mainframe Support and Maintenance	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Data Center	Software	\$15,600	\$15,600	1	C	
48	Security Software	GSA MAS Information Technology	IT Security	Software	\$15,600	\$15,600	1	C	
49	Geolocation Software - Address Verification	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$12,480	\$12,480	1	C	
50	Unified Compliance Framework	GSA MAS Information Technology	IT Security	Software	\$11,440	\$11,440	1	C	
51	Business Analytics Service	43210000-23-OMNIA-ACS Technology Products, Solutions and Related Services	Enterprise Applications	Software	\$11,440	\$11,440	1	C	
52	Conference Room Software	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Data Center	Software	\$10,400	\$10,400	1	C	
53	DevOps Software - Software Library Repository	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$10,400	\$10,400	1	C	
54	System Management Software - Component 1	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Data Center	Software	\$8,320	\$8,320	1	C	
55	HR Software - Document Editor Plugin	43210000-23-OMNIA-ACS Technology Products, Solutions and Related Services	Asset Management	Software	\$7,280	\$7,280	1	C	
56	Server Software Support - Linux Support	43210000-23-NASPO-ACS Computer Equipment, Peripherals, and Related Services	Data Center	Software	\$6,240	\$6,240	1	C	
57	Application Development Utilities	GSA MAS Information Technology	Enterprise Applications	Software	\$6,240	\$6,240	1	C	
58	Vulnerability Management Software - External Scanning	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	IT Security	Software	\$5,200	\$5,200	1	C	
59	Developer Productivity Tool - Application Development Editor Plugin	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Enterprise Applications	Software	\$4,160	\$4,160	1	C	
60	Facility Drafting Software - Drawing/Layout Tool	43210000-23-OMNIA-ACS Technology Products, Solutions and Related Services	Asset Management	Software	\$3,744	\$3,744	1	C	
61	Software Development Tool - Infrastructure - Component 1	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Data Center	Software	\$3,640	\$3,640	1	C	
62	Asset Management Software Support Tool	43210000-23-OMNIA-ACS Technology Products, Solutions and Related Services	Asset Management	Software	\$3,120	\$3,120	1	C	
63	Presentation Software (2 Licenses)	GSA MAS Information Technology	Enterprise Services	Software	\$1,872	\$1,872	1	C	
64	Tool for Assisting in Written Communication (10 Licenses)	GSA MAS Information Technology	Enterprise Services	Software	\$1,820	\$1,820	1	C	
65	Network Management Software - Component 3	43210000-23-NASPO-ACS Computer Equipment, Peripherals, and Related Services	Data Center	Software	\$1,248	\$1,248	1	C	
66	Network Management Software - Component 4	43230000-23-NASPO-ACS Software Value Added Reseller (SVAR)	Data Center	Software	\$1,040	\$1,040	1	C	

Information Systems Advisory Committee Meeting, November 28, 2023

Board of Governors Meeting, December 6, 2023

Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 2
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
67	Implementation Services for Demand Services and Capacity Planning Tool	GSA MAS Information Technology	Enterprise Services	Professional and Staff Augmentation Services	\$135,000	\$135,000	1	N	This is implementation services for the capacity planning software included in Omnibus Part 1.
68	Solicitation Management Software Implementation Services	GSA MAS Information Technology	Enterprise Services	Professional and Staff Augmentation Services	\$128,000	\$128,000	1	N	Implementation services for the solicitation management software included as a separate line item.
69	Professional Services to Assist with AI Research or Proof of Concept Projects	GSA MAS Information Technology	Enterprise Architecture	Professional and Staff Augmentation Services	\$75,000	\$75,000	1	N	
70	Professional Services for Enterprise Architecture	15-15-0019-01 - 15-15-0019-24 Contingent Staffing Services Agreement	Enterprise Architecture	Professional and Staff Augmentation Services	\$50,000	\$50,000	1	C	
71	AppDev Employee Training	GSA MAS Information Technology	Knowledge and Skills	Professional and Staff Augmentation Services	\$50,000	\$50,000	1	C	
					\$8,036,124	\$6,372,124			