Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1

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Chief Information Officer

CITIZENS
PROPERTY INSURANCE CORPORATION

Background

Omnibus Action Item is a request for spend authority for a collection of items that are procured through state contracts, GSA or other alternate government approved contracts. Omnibus is presented to the board in two parts.

- Action Item (Part 1) is primarily focused on anticipated purchases from Jan – Apr 2025 – presented at Sept 2024 BoG

- Action Item (Part 2) will be focused on anticipated purchases from May – Dec 2025 – presented at Dec 2024 BoG

The projected spend in each of these parts is categorized into Infrastructure, Software and Professional Services & Staff Augmentation.
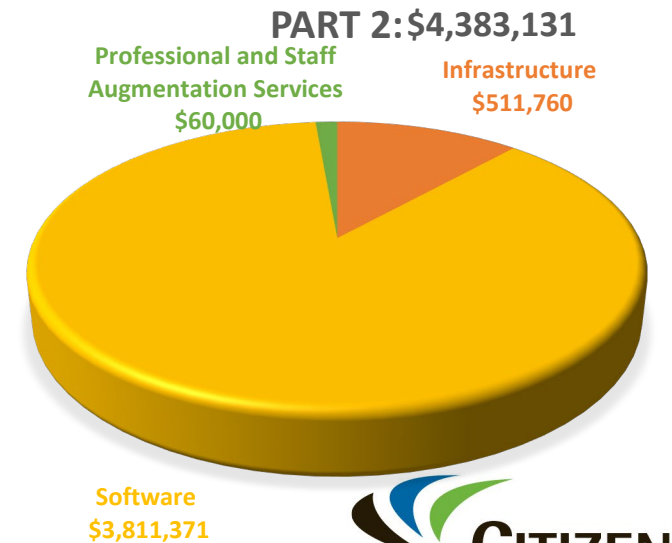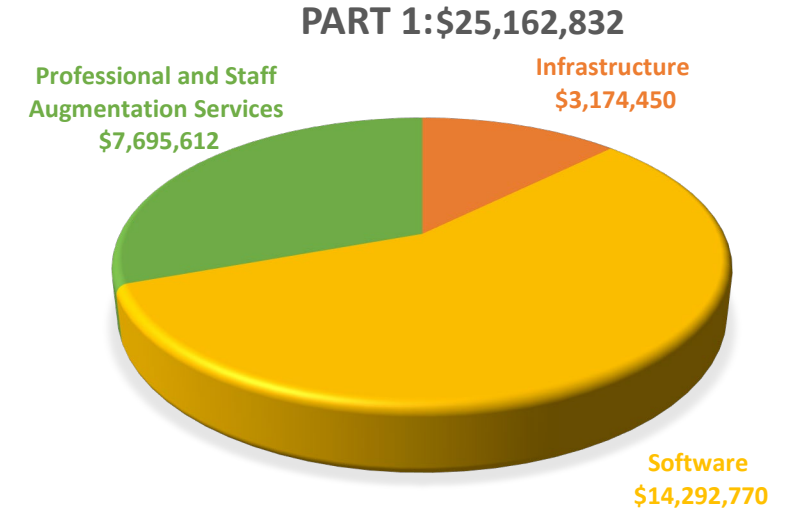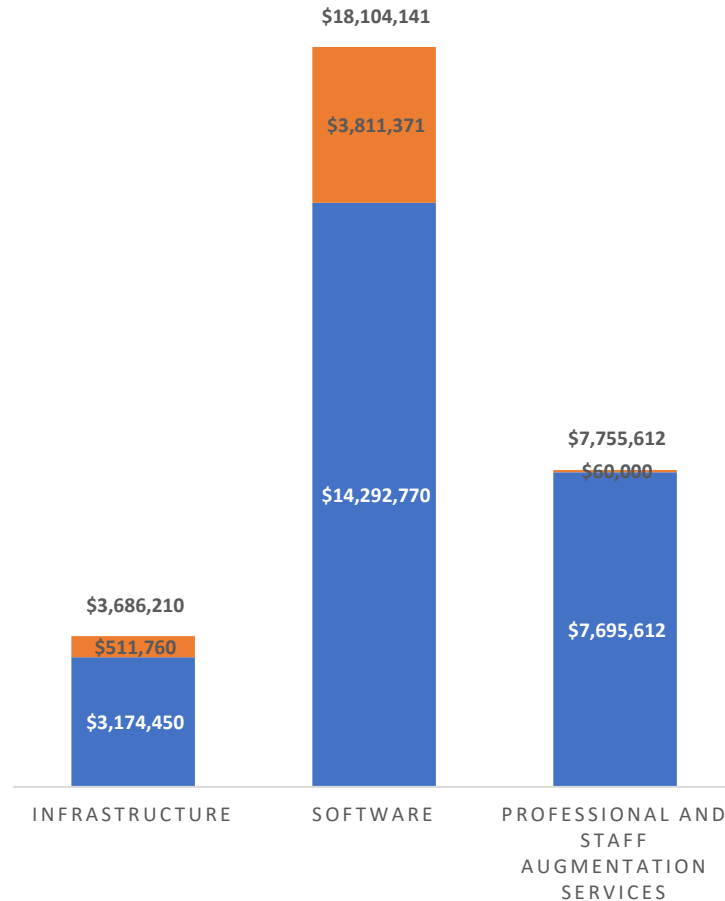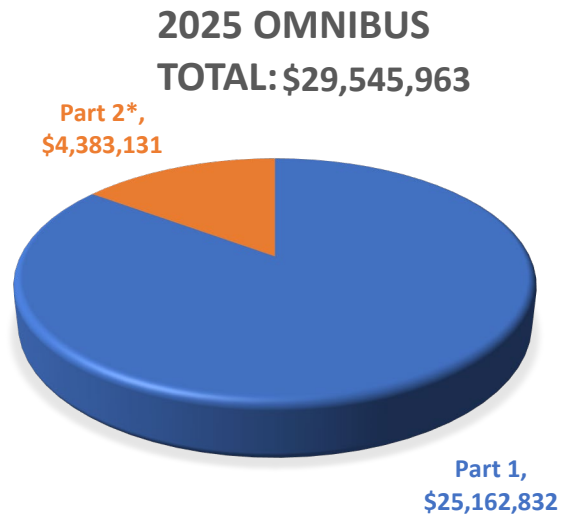
- Infrastructure category groups all line items related to the spend associated with Technology Hardware, Network Infrastructure, Telephony, Connectivity, Data Center, Storage etc.

- Software category groups all line items related to Systems Software, Software as a Service, Infrastructure Software, Cloud Computing, Operations Software, Platform Software and tools.

- Professional Services & Staff Augmentation category includes spend related to technology related services from systems development and support vendors, software platform vendors, infrastructure service vendors, and staffing vendors.

2025 Omnibus Summary

2025 OMNIBUS - BY CATEGORY

■ Part 1 ■ Part 2*

2025 OMNIBUS TOTAL: $29,545,963

Part 2*, $4,383,131

Part 1, $25,162,832

$18,104,141
$3,811,371
$14,292,770

$7,755,612
$60,000
$7,695,612

$3,686,210
$511,760
$3,174,450

INFRASTRUCTURE | SOFTWARE | PROFESSIONAL AND STAFF AUGMENTATION SERVICES

PART 1: $25,162,832

Professional and Staff Augmentation Services $7,695,612

Infrastructure $3,174,450

Software $14,292,770

PART 2: $4,383,131

Professional and Staff Augmentation Services $60,000

Infrastructure $511,760

Software $3,811,371
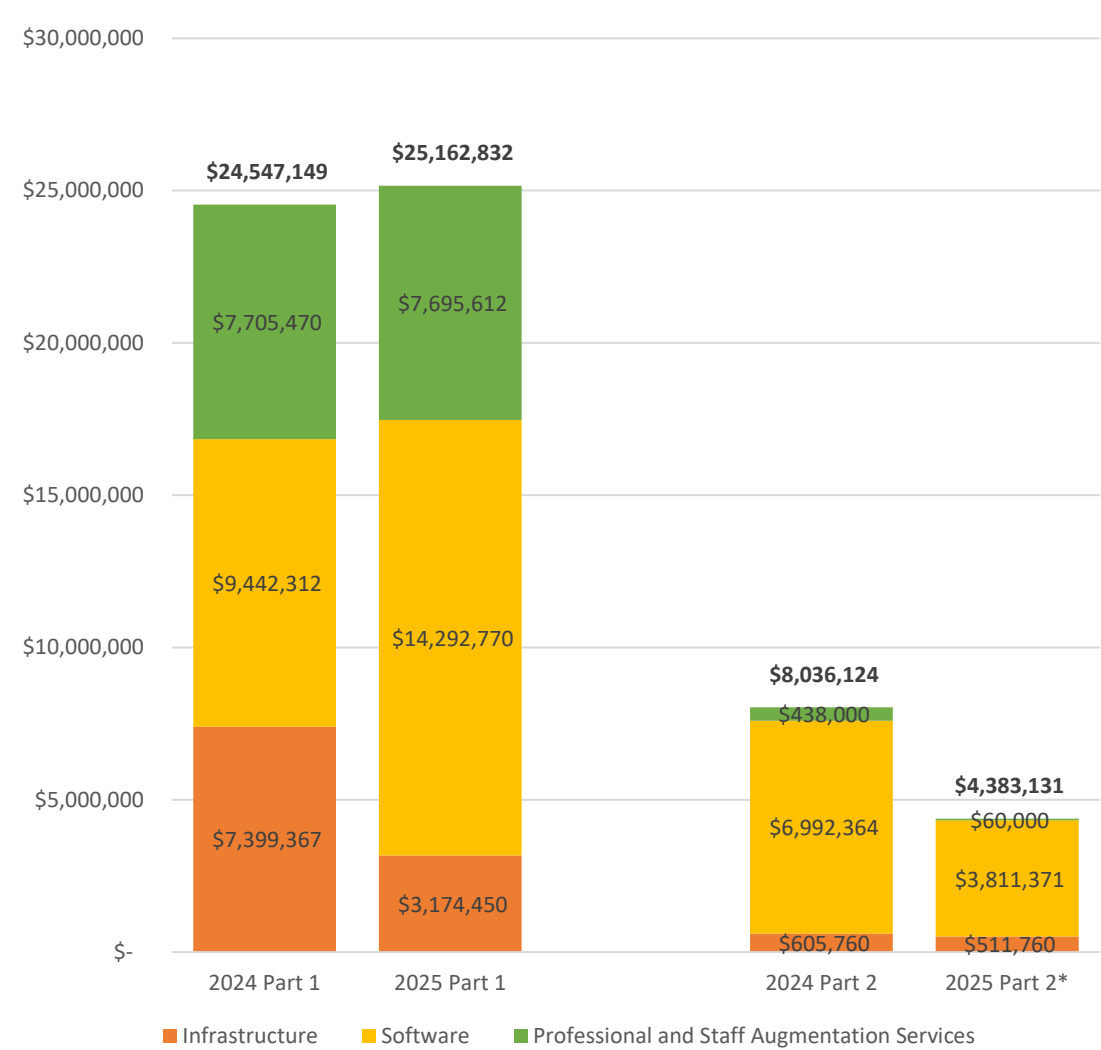
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* Omnibus Part 2 is an estimated amount as of today. Final amounts will be presented to the December Board.

2024 vs 2025 Omnibus – By Category

Total Omnibus (2024 vs 2025)									
Total Omninbus									
	Part 1			Part 2			Total		
	2024	**2025**	**2025-2024**	**2024**	**2025**	**2025-2024**	**2024**	**2025**	**2025-2024**
Infrastructure	$7,399,367	$3,174,450	($4,224,917)	$605,760	$511,760	($94,000)	$8,005,127	$3,686,210	($4,318,917)
Software	$9,442,312	$14,292,770	$4,850,458	$6,992,364	$3,811,371	($3,180,993)	$16,434,676	$18,104,141	$1,669,465
Professional and Staff Augmentation Services	$7,705,470	$7,695,612	($9,858)	$438,000	$60,000	($378,000)	$8,143,470	$7,755,612	($387,858)
Total	**$24,547,149**	**$25,162,832**	**$615,683**	**$8,036,124**	**$4,383,131**	**($3,652,993)**	**$32,583,273**	**$29,545,963**	**($3,037,310)**

Omnibus Part 2 is an estimated amount as of today. Final amounts will be presented to the December Board.

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2024 vs 2025 Omnibus

Chart values:

	2024 Part 1	2025 Part 1	2024 Part 2	2025 Part 2*
Total	$24,547,149	$25,162,832	$8,036,124	$4,383,131
Professional and Staff Augmentation Services	$7,705,470	$7,695,612	$438,000	$60,000
Software	$9,442,312	$14,292,770	$6,992,364	$3,811,371
Infrastructure	$7,399,367	$3,174,450	$605,760	$511,760

Legend: Infrastructure / Software / Professional and Staff Augmentation Services

- **Differences in Totals between 2024 and 2025**
  - Software $1.67m+
    - Existing Microsoft License agreement 3-year renewal in 2025: $6m+
    - Additional multi-year renewals(3) for Portals and Media Platform: $690k+
    - Guidewire Cloud Data Warehouse expense: $180k+
    - Other multi-year renewals completed in 2024 (Document Intake and Repository) & some legacy components (Oracle Middleware, Performance tools, others) not being renewed: $5.2m-
  - Infrastructure: $4.32m-
    - Firewall and Network related renewals completed in 2024: $2.18m-
    - Legacy Telecom is getting retired: $1.47m-
    - On-prem equipment reduction due to cloud migration: $0.67m-
  - Professional Services & Staff Augmentation: $388k-
    - Telecom, Network, Microsoft and some other services completed in 2024: $388k-

- **Differences in Part 1 between 2024 and 2025**
  - Software: $4.85m+
    - Existing Microsoft License agreement 3-year renewal in 2025: $6m+
    - Firewall components, Performance Monitoring tool, other software reduced: $1.15m-
  - Infrastructure: $4.22m-
    - See the explanation above
  - Professional Services & Staff Augmentation: $9.8k-
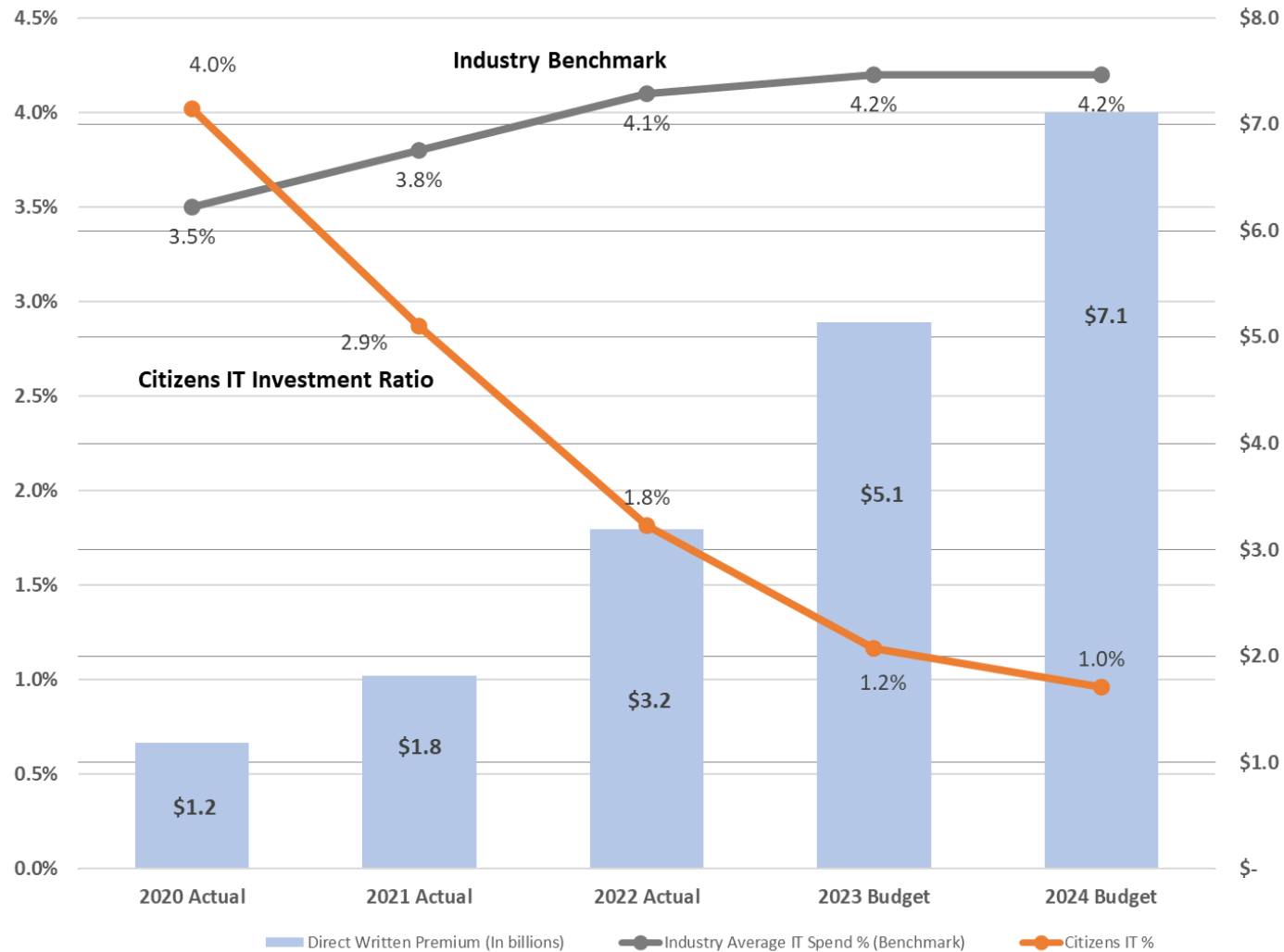   - Reduction in Telecom, Network and other services: $9.8k-

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Omnibus Part 2 is an estimated amount as of today. Final amounts will be presented to the December Board.

Appendix

*Citizens IT investment ratio is the percentage of IT spend to Direct Written Premium (DWP)

*Datos Benchmark for Insurance Industry https://datos-insights.com/reports/property-casualty-insurer-it-budgets-and-projects-2024/

Executive Summary

Information Systems Advisory Committee Meeting, September 17, 2024
Board of Governors Meeting, September 25, 2024

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

Topic

Citizens is requesting contracting approval in the amount of $25,162,832 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 approval is requested for the contract sources in Table 1 below (also referred to as the "Omnibus"). The contracts are State Term Contracts and Alternate Contract Sources approved by the Florida Department of Management Services ("DMS Approved Contract Sources"), as well as certain existing Citizens-procured contracts for contingent staffing services. 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 1) is primarily focused on anticipated purchases from January – April 2025. A second Action Item (Omnibus Part 2) will be primarily focused on anticipated purchases from May – December 2025 and will be presented at the December 2024 Board of Governors Meeting.

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. Citizens would need upwards of forty-one separate Action Items for Board approval in place of the Omnibus approach. A list of those forty-one individual line items in excess of $100,000 are included in Table 2 below. 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 validates the procurement request against the budget and against an Omnibus spend tracker to ensure available spend remains prior to conducting the procurement. Each procurement decision is based upon applicable "best value"

Executive Summary

selection criteria that includes price, vendor experience, quality, functionality, integration, indirect costs, and delivery/implementation timelines.

This Action Item requests contracting approval in the amount of $25,162,832 under the following three spend categories: Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. The estimated contract spend is $3,174,450 for Infrastructure, $14,292,770 for Software, and $7,695,612 for Professional and Staff Augmentation Services, as further provided in the Line-Item Summary. The final purchase cost of individual line items may be adjusted by Citizens staff for changes in business needs or priorities. Purchases must be within the overall spend authority for this Action Item.

Expenditures, by category, will utilize the Citizens-procured and DMS Approved Contract Sources listed in Table 1 below. Approval is also requested for any DMS Approved Contract Source made available by DMS to replace a contract source identified below. At the time of expenditure, Citizens staff will select the contract that provides the best value and meets the business needs of Citizens.

Table 1 – Contract Sources

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 (Alternate Contract Source)	✓	✓	
General Services Administration Multiple Award Schedule (Alternate Contract Source)	✓	✓	✓
43190000-21-SRCWL-ACS Public Safety Communications Technology and Hardware Solutions (Alternate Contract Source)	✓	✓	
43190000-22-NASPO-ACS Public Safety Communications Products, Services, and Solutions (Alternate Contract Source)	✓	✓	
43210000-23-NASPO-ACS Computer Equipment, Peripherals, and Related Services (Alternate Contract Source)	✓	✓	✓
43230000-23-ACS-TX Cloud Services (Alternate Contract Source)		✓	✓
43210000-23-OMNIA-ACS Technology Products, Solutions and Related Services (Alternate Contract Source)	✓	✓	✓
43210000-23-OMNIA-ACS-TX Technology Solutions, Products and Services (Alternate Contract Source)	✓	✓	✓
43230000-23-NASPO-ACS Software Value Added Reseller (SVAR) (Alternate Contract Source)		✓	✓
43230000-NASPO-16-ACS Cloud Solutions (Alternate Contract Source)		✓	✓

Executive Summary

Contract			
43230000-NASPO-16-ACS Oracle Cloud Solution (Alternate Contract Source)		✓	✓
78131804-17-01 Document Management Services (State Term Contract)	✓		
80101500-20-1 Management Consulting Services (State Term Contract)			✓
80101507-21-STC Information Technology Independent Verification and Validation Services (State Term Contract)			✓
80101507-23-STC-ITSA Information Technology Staff Augmentation (State Term Contract)			✓
80111600-21-STC Temporary Staffing Services (State Term Contract)			✓
81141902-VITA-18-ACS Information Technology Research and Advisory Services (Alternate Contract Source)			✓
SUNCOM Voice, Data, Wiring and Cabling, and Conference Services (State Term Contract)	✓	✓	✓

Table 2 – Line Items in Excess of $100,000

Line Number Within the Line-Item Summary	Item Description	Item Value
Infrastructure		
22	Virtual Desktop Infrastructure	$100,000
23	Network Gateway Hardware Maintenance	$198,640
24	Communications - Connectivity	$316,000
25	Communications - Claims Adjusters Voicemail Boxes	$360,000
26	Storage Components	$380,000
27	Communications - Mobile Voice and Data Services	$530,000
28	Communications - Data Circuits	$750,000
Software		
79	Productivity Software	$100,000
80	Application Utilities Software	$114,400
81	Rating Engine Software	$116,002
82	Mail Backup Software	$120,000
83	Value Stream Engineering Software	$141,750
84	Vendor and Contract Management System	$160,000
85	Security Operations Software	$175,000
86	Data Warehouse Software for Citizens Business Insurance Suite	$180,000

Executive Summary

87	Help Desk and Support Automation Tool	$190,000
88	Online Notary Licenses	$190,320
89	Microsoft License Variance	$200,000
90	Microsoft Product Support	$200,000
91	Media Platform Software*	$218,400
92	Claims Vendor Management Tool	$223,600
93	Cloud Data Management	$250,000
94	Robotics Process Automation (RPA) Software	$254,800
95	Agile SaaS Software	$285,000
96	Vulnerability and Compliance Management Software as a Service	$290,000
97	Cloud Based Customer Service Software	$360,000
98	Technical Support for Cisco Resources	$369,720
99	Java Long Term Support	$393,120
100	Application Middleware Software Component	$600,000
101	Cloud Infrastructure - Compute	$2,000,000
102	Microsoft ELA Renewal*	$6,000,000
Professional and Staff Augmentation Services		
120	Consumer & Policy Services Research and Advisory Services	$110,000
121	Procurement Management System Advisory, Implementation, and Configuration Services	$125,000
122	Implementation Services for Demand Services and Capacity Planning Tool	$135,000
123	Professional Services for Infrastructure Teams	$150,000
124	Professional Services for Application Development	$250,000
125	Security & Risk - Staff Augmentation Service	$288,000
126	Security & Risk - Managed Security Service Provider	$304,720
127	Professional Services for Back Office Systems*	$750,000
128	Staff Augmentation Services for Claims Administration System	$1,400,000
129	Staff Augmentation Services for IT Systems & Services	$3,438,492

Denotes a three-year contract term as described in Attachment A – Line-Item Summary

Recommendation

The recommendation is included in the Action Item.

☒ **ACTION ITEM**	☐ **CONSENT ITEM**
☒ **New Contract**	☐ **Contract Amendment**
☐ **Contract Amendment**	☐ **Existing Contract Extension**
☐ **Other**_____	☐ **Existing Contract Additional Spend**
	☐ **Previous Board Approval**_____
	☐ **Other**_____

Action Items: Items <u>requiring</u> 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 <u>not requiring</u> 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 in the amount of $25,162,832 to use the specified contract sources to purchase technology infrastructure and related services, software and related services, and professional and staff augmentation services. The contracts are State Term Contracts and Alternate Contract Sources approved by the Florida Department of Management Services ("DMS Approved Contract Sources") as well as certain existing Citizens-procured contracts for contingent staffing services.
Contract ID	**Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1** Contracting approval in the amount of $25,162,832 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 contract sources identified in Table 1 of the Executive Summary. Approval is also requested for any DMS Approved Contract Source made available by DMS to replace a contract source identified in the Executive Summary.
Budgeted Item	☒Yes ☐No This Action Item requests $25,162,832 in approved contract spend. $20,517,232 of that amount is for the purchase of technology-related goods and services that are planned to be procured for 2025 and will be included in the upcoming 2025 budget request being submitted to the Board for approval in December 2024. The remaining $4,645,600, which is for purchases planned in 2025 having a contract term extending beyond 2025, will be budgeted in the appropriate budget year.

Procurement Method	Citizens procured the contracts for contingent staffing services (15-0019) pursuant to the provisions of 287.057, F.S. All other contracts are DMS Approved Contract Sources procured by the Department of Management Services or other government entity. Citizens is authorized to use DMS Approved Contract Sources under Citizens' Purchasing Policy and Florida law.
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. **Summary Contract Spend by Category** <table><tr><td>Infrastructure</td><td>$3,174,450</td></tr><tr><td>Software</td><td>$14,292,770</td></tr><tr><td>Professional and Staff Augmentation Services</td><td>$7,695,612</td></tr><tr><td>**TOTAL**</td><td>$25,162,832</td></tr></table>
Contract Terms	The contract sources have varying terms as described within each applicable contract and may authorize purchases that extend beyond expiration of the contract source.
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 1 contracts for an amount not to exceed $25,162,832, 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 September 17, 2024 meeting, the Information Systems Advisory Committee recommends that the Board of Governors: a) Authorize the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1 contracts for an amount not to exceed $25,162,832, as set forth in this Action Item; and, b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.
Contact	Aditya Gavvala, Chief Information Officer

Information Systems Advisory Committee Meeting, September 17, 2024
Board of Governor's Meeting, September 25, 2024
Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 1
Attachment A - Line-Item Summary

Line	Description	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)
1	Network Support and Maintenance	Infrastructure	$2,000	$2,000	1
2	Hardware Console Management	Infrastructure	$4,000	$4,000	1
3	Desktop Faxing for UW, CCC and Legal Departments	Infrastructure	$6,000	$6,000	1
4	Data Center Cleaning Services	Infrastructure	$8,000	$8,000	1
5	Shipping Expenses	Infrastructure	$8,000	$8,000	1
6	Data Center Related Repair - Break/Fix	Infrastructure	$10,000	$10,000	1
7	Telephone Service for All Software	Infrastructure	$10,000	$10,000	1
8	Wireless/Mobility Hardware Components	Infrastructure	$10,000	$10,000	1
9	Shipping Expenses	Infrastructure	$12,000	$12,000	1

Information Systems Advisory Committee Meeting, September 17, 2024
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Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 1
Attachment A - Line-Item Summary

10	IT Asset Management Tools	Infrastructure	$14,560	$14,560	1
11	Satellite and Network Hosting for Field Operations	Infrastructure	$15,750	$15,750	1
12	Ad-Hoc Teleconference Service	Infrastructure	$26,000	$26,000	1
13	Field Service Vehicle Maintenance	Infrastructure	$30,000	$30,000	1
14	Rental Service for Heavy Duty Trucks (CAT)	Infrastructure	$30,000	$30,000	1
15	Satellite Internet Service	Infrastructure	$33,000	$33,000	1
16	Telecom Hardware Equipment and Break/Fix	Infrastructure	$40,000	$40,000	1
17	Field Service Vehicle Maintenance	Infrastructure	$42,000	$42,000	1
18	Conference Room Equipment Maintenance	Infrastructure	$50,000	$50,000	1
19	Cloud Network Connectivity	Infrastructure	$53,500	$53,500	1
20	Virtual Infratructure Hardware	Infrastructure	$60,000	$60,000	1

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Attachment A - Line-Item Summary

21	Data Center Utilities - Electirical	Infrastructure	$75,000	$75,000	1
22	Virtual Desktop Infrastructure	Infrastructure	$100,000	$100,000	1
23	Network Gateway Hardware Maintenance	Infrastructure	$198,640	$198,640	1
24	Communications - Connectivity	Infrastructure	$316,000	$316,000	1
25	Communications - Claims Adjusters Voicemail Boxes	Infrastructure	$360,000	$360,000	1
26	Storage Components	Infrastructure	$380,000	$380,000	1
27	Communications - Mobile Voice and Data Services	Infrastructure	$530,000	$530,000	1
28	Communications - Data Circuits	Infrastructure	$750,000	$750,000	1

Information Systems Advisory Committee Meeting, September 17, 2024
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Attachment A - Line-Item Summary

29	Domain Name Registration Fees	Software	$500	$500	1
30	E-Signature Tool for Consumer and Policy Services	Software	$882	$882	1
31	Notify System for CAT Claims	Software	$1,500	$1,500	1
32	Business Analytics Service	Software	$2,800	$2,800	1
33	Inseego Connect Advance Licenses	Software	$3,000	$3,000	1
34	Conference Room Software - Component	Software	$4,000	$4,000	1
35	Screen Capture Tool	Software	$4,400	$4,400	1
36	Workforce Engagement Software	Software	$4,500	$4,500	1
37	E-Signature Tool for Human Resources	Software	$5,000	$5,000	1
38	Secure Communication Over Network	Software	$5,000	$5,000	1
39	SharePoint Administration Tool	Software	$5,000	$5,000	1

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Attachment A - Line-Item Summary

40	Data Governance Software	Software	$5,200	$5,200	1
41	Value Stream Engineering Software	Software	$7,000	$7,000	1
42	User Support Software	Software	$8,500	$8,500	1
43	E-Signature Tool for Vendor Management and Purchasing	Software	$8,812	$8,812	1
44	Network Management Software - Firewall Analyzer	Software	$10,000	$10,000	1
45	Network Traffic Analysis Tool	Software	$10,000	$10,000	1
46	LucidScale and LucidChart licenses for Enterprise Architecture	Software	$10,000	$10,000	1
47	Integrity Assessment/Verification Tooling	Software	$10,000	$10,000	1
48	Training Subscription	Software	$10,000	$10,000	1
49	Application Utilities Software	Software	$10,400	$10,400	1
50	HR Software - Learning and Development Tool	Software	$10,400	$10,400	1

Information Systems Advisory Committee Meeting, September 17, 2024
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Attachment A - Line-Item Summary

51	Performance Testing Tool	Software	$10,400	$10,400	1
52	Software Innovation Tool	Software	$10,400	$10,400	1
53	Bulk Email Service/Software	Software	$12,000	$12,000	1
54	Process Engineering Tool	Software	$12,916	$12,916	1
55	Data Center Software	Software	$15,000	$15,000	1
56	DevOps Software - Development Pipeline Tool	Software	$15,000	$15,000	1
57	Scheduling Software	Software	$20,800	$20,800	1
58	Database Utilities	Software	$22,880	$22,880	1
59	On-Prem Backup/Recovery Software	Software	$24,000	$24,000	1
60	Firewall Maintenance	Software	$25,000	$25,000	1
61	Application Security Software	Software	$26,000	$26,000	1

62	Monitoring Tool	Software	$26,000	$26,000	1
63	Cloud Based PaaS Services	Software	$30,000	$30,000	1
64	Demand Forecasting and Capacity Planning Tool	Software	$30,000	$30,000	1
65	Miscellaneous Security Software	Software	$30,000	$30,000	1
66	Infrastructure Monitoring Tool	Software	$31,200	$31,200	1
67	Change Auditing Tool	Software	$34,320	$34,320	1
68	Application Server Software	Software	$41,600	$41,600	1
69	Cross Team Planning Tool	Software	$44,928	$44,928	1
70	E-Signature Tool for Underwriting and Agency Services	Software	$46,360	$46,360	1
71	Infrastructure Utilities	Software	$50,000	$50,000	1
72	Log Analysis Tools	Software	$50,000	$50,000	1

Information Systems Advisory Committee Meeting, September 17, 2024
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Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 1
Attachment A - Line-Item Summary

73	Application Server and Database Software	Software	$52,000	$52,000	1
74	Training Subscription	Software	$52,000	$52,000	1
75	Cloud Management of On-Prem Services	Software	$60,000	$60,000	1
76	Procurement Management and Associated Software	Software	$70,000	$70,000	1
77	Development Tools	Software	$87,360	$87,360	1
78	Team Health and Performance Tooling	Software	$93,600	$93,600	1
79	Productivity Software	Software	$100,000	$100,000	1
80	Application Utilities Software	Software	$114,400	$114,400	1
81	Rating Engine Software	Software	$116,002	$116,002	1
82	Mail Backup Software	Software	$120,000	$120,000	1
83	Value Stream Engineering Software	Software	$141,750	$141,750	1

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84	Vendor and Contract Management System	Software	$160,000	$160,000	1
85	Security Operations Software	Software	$175,000	$175,000	1
86	Data Warehouse Software for Citizens Business Insurance Suite	Software	$180,000	$180,000	1
87	Help Desk and Support Automation Tool	Software	$190,000	$190,000	1
88	Online Notary Licenses	Software	$190,320	$190,320	1
89	Microsoft license variance	Software	$200,000	$200,000	1
90	Microsoft Product Support	Software	$200,000	$200,000	1
91	Media Platform Software	Software	$218,400	$72,800	3
92	Claims Vendor Management Tool	Software	$223,600	$223,600	1
93	Cloud Data Management	Software	$250,000	$250,000	1
94	Robotics Process Automation (RPA) Software	Software	$254,800	$254,800	1

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

95	Agile SaaS Software	Software	$285,000	$285,000	1
96	Vulnerability and Compliance Management SaaS	Software	$290,000	$290,000	1
97	Cloud Based Customer Service Software	Software	$360,000	$360,000	1
98	Technical Support for Cisco Resources	Software	$369,720	$369,720	1
99	Java Long Term Support	Software	$393,120	$393,120	1
100	Application Middleware Software Component	Software	$600,000	$600,000	1
101	Cloud Infrastructure - Compute	Software	$2,000,000	$2,000,000	1
102	Microsoft ELA Renewal	Software	$6,000,000	$2,000,000	3

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Board of Governor's Meeting, September 25, 2024
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103	Training Subscription	Professional and Staff Augmentation Services	$10,400	$10,400	1
104	Legal Risk and Compliance Research and Advisory Services	Professional and Staff Augmentation Services	$12,000	$12,000	1
105	Professional Services	Professional and Staff Augmentation Services	$20,000	$20,000	1
106	Professional Services for Infrastructure Components	Professional and Staff Augmentation Services	$20,000	$20,000	1
107	Technology Research and Advisory Services Subscription	Professional and Staff Augmentation Services	$30,000	$30,000	1
108	Compliance, Privacy, and Record Management Research and Advisory Services	Professional and Staff Augmentation Services	$32,000	$32,000	1
109	Human Resources Research and Advisory Services	Professional and Staff Augmentation Services	$46,000	$46,000	1
110	Insurance Research Subscription	Professional and Staff Augmentation Services	$50,000	$50,000	1
111	License Compliance Support, Advisory, and Audit Defense Support	Professional and Staff Augmentation Services	$50,000	$50,000	1
112	Penetration Testing Professional services	Professional and Staff Augmentation Services	$50,000	$50,000	1
113	Vendor Management and Purchasing Research and Advisory Services	Professional and Staff Augmentation Services	$50,000	$50,000	1

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114	Security and Resiliency Research and Advisory Services	Professional and Staff Augmentation Services	$50,000	$50,000	1
115	IT Research and Advisory Services Subscription	Professional and Staff Augmentation Services	$50,000	$50,000	1
116	Human Resources Technology Research and Advisory Services	Professional and Staff Augmentation Services	$60,000	$60,000	1
117	Legal Risk and Compliance Research and Advisory Services	Professional and Staff Augmentation Services	$68,000	$68,000	1
118	Chief Information Security Leader Research and Advisory Services Subscription	Professional and Staff Augmentation Services	$71,000	$71,000	1
119	IT Analyst and Advisory Subscription	Professional and Staff Augmentation Services	$75,000	$75,000	1
120	Consumer and Policy Services Research and Advisory Services	Professional and Staff Augmentation Services	$110,000	$110,000	1
121	Procurement Management System Advisory, Implementation, and Configuration Services	Professional and Staff Augmentation Services	$125,000	$125,000	1
122	Implementation Services for Demand Services and Capacity Planning Tool	Professional and Staff Augmentation Services	$135,000	$135,000	1
123	Professional Services for Infrastructure Teams	Professional and Staff Augmentation Services	$150,000	$150,000	1
124	Professional Services for Application Development	Professional and Staff Augmentation Services	$250,000	$250,000	1

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125	Security and Risk - Staff Augmentation Service	Professional and Staff Augmentation Services	$288,000	$288,000	1
126	Security and Risk - Managed Security Service Provider	Professional and Staff Augmentation Services	$304,720	$304,720	1
127	Professional Services for Back Office Systems	Professional and Staff Augmentation Services	$750,000	$250,000	3
128	Staff Augmentation for Claims Administration System	Professional and Staff Augmentation Services	$1,400,000	$1,400,000	1
129	Staff Augmentation for IT Systems and Services	Professional and Staff Augmentation Services	$3,438,492	$3,438,492	1
			$25,162,832	**$20,517,232**	