

# Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 2

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Chief Information Officer



# 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 – was approved 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.

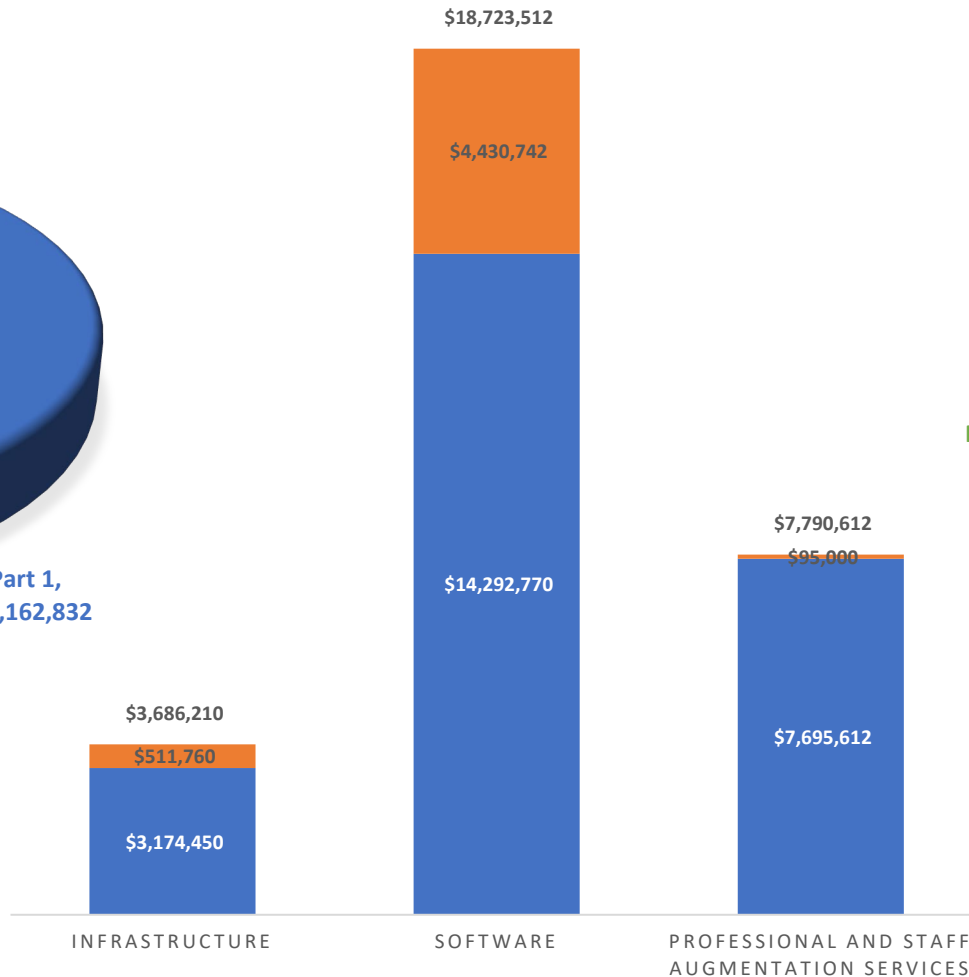
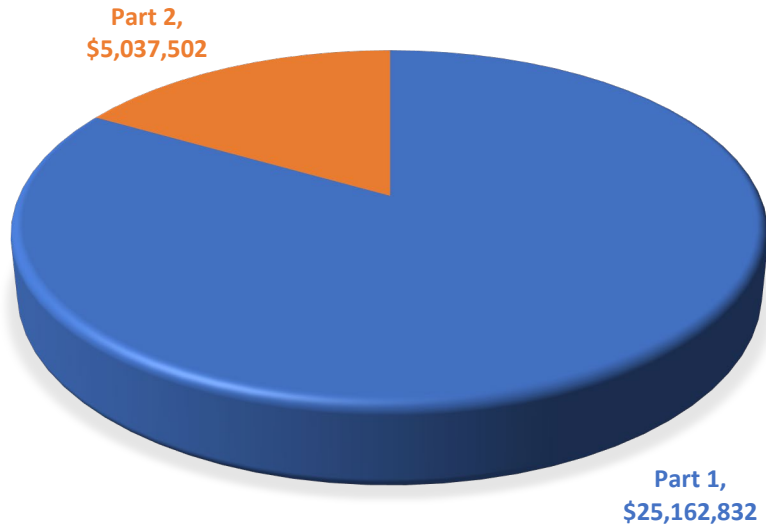
- Infrastructure category groups all line items related to the spend associated with Technology Hardware, Network Infrastructure, Telephony, Connectivity, Data Center, Storage etc.
- Software category groups all line items related to Systems Software, Software as a Service, Infrastructure Software, Cloud 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

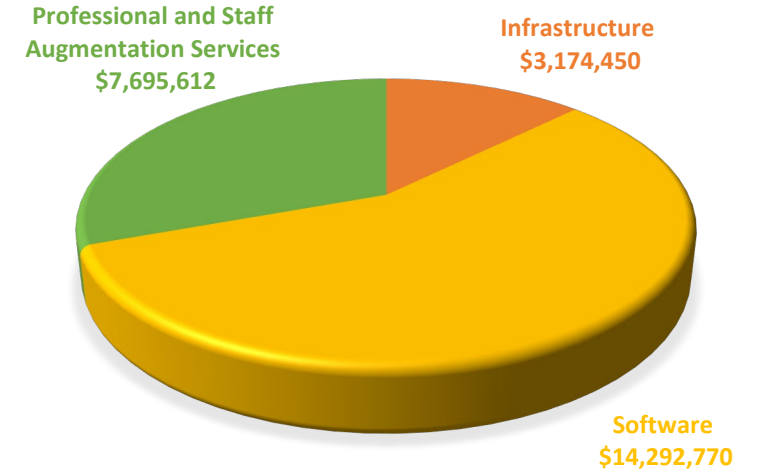
## 2025 OMNIBUS - BY CATEGORY

■ Part 1 ■ Part 2

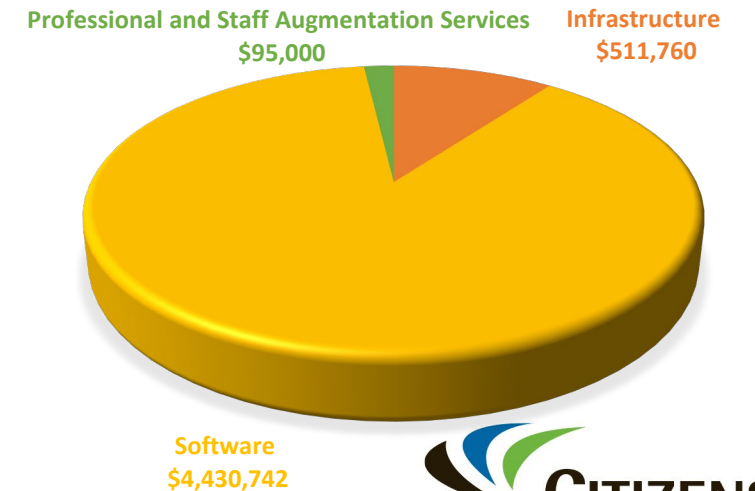
**2025 OMNIBUS  
TOTAL: \$30,200,334**



### PART 1: \$25,162,832



### PART 2: \$5,037,502



# 2024 vs 2025 Omnibus – By Category

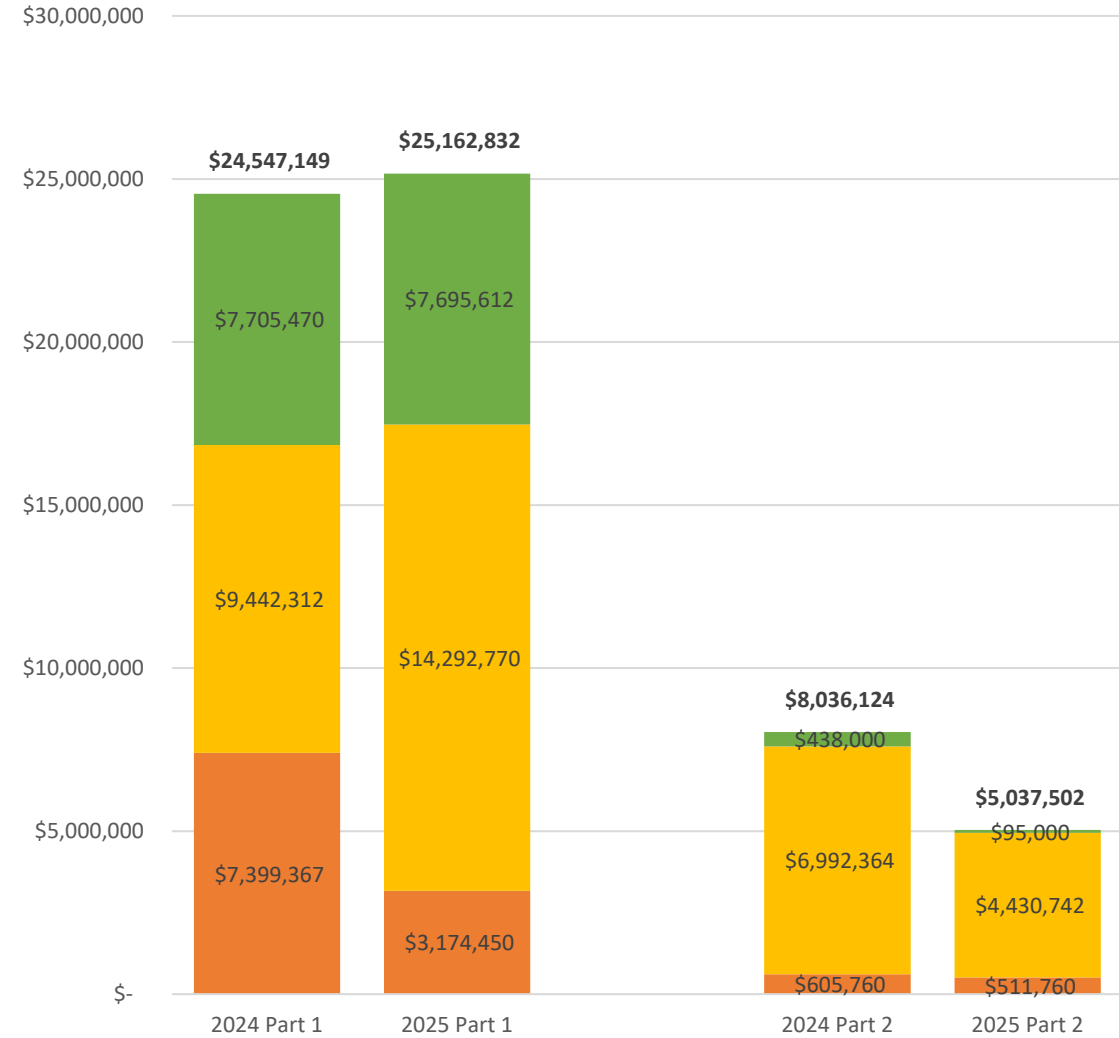
## Total Omnibus (2024 vs 2025)

### Total Omnibus

	Part 1			Part 2			Total		
	2024	2025	2025-2024	2024	2025	2025-2024	2024	2025	2025-2024
<b>Infrastructure</b>	\$7,399,367	\$3,174,450	(\$4,224,917)	\$605,760	\$511,760	(\$94,000)	\$8,005,127	\$3,686,210	(\$4,318,917)
<b>Software</b>	\$9,442,312	\$14,292,770	\$4,850,458	\$6,992,364	\$4,430,742	(\$2,561,622)	\$16,434,676	\$18,723,512	\$2,288,836
<b>Professional and Staff Augmentation Services</b>	\$7,705,470	\$7,695,612	(\$9,858)	\$438,000	\$95,000	(\$343,000)	\$8,143,470	\$7,790,612	(\$352,858)
<b>Total</b>	<b>\$24,547,149</b>	<b>\$25,162,832</b>	<b>\$615,683</b>	<b>\$8,036,124</b>	<b>\$5,037,502</b>	<b>(\$2,998,622)</b>	<b>\$32,583,273</b>	<b>\$30,200,334</b>	<b>(\$2,382,939)</b>

# 2024 vs 2025 Omnibus

2024 vs 2025 Omnibus



## Differences in Totals between 2024 and 2025

- Software \$2.88m+
  - Existing Microsoft ELA multi year renewal (3) hitting in 2025: \$6m+
  - Additional multi-year renewals(3) for Liferay, Kaltura: \$690k+
  - Other multi-year renewals completed in 2024 (Alfresco, Ephesoft) & some legacy components (Oracle SIT, APM tools, others) not being renewed: \$3.81m-
- Infrastructure: \$4.31m-
  - Checkpoint and Network related renewals completed in 2024: \$2.18m-
  - Legacy Telecom is getting retired: \$1.47m-
  - On-prem equipment reduction due to cloud migration: \$0.74m-
- Professional Services & Staff Augmentation: \$65k-
  - Services related to VTC, Network, ACME and some other services completed in 2024: \$65k-

## Differences in Part 2 between 2024 and 2025

- Software: \$2.56m-
  - Multi-year renewals completed in 2024 (Alfresco, Ephesoft): \$2.5m-
- Infrastructure: \$94k-
  - Legacy Backup components not required: \$94k-
- Professional Services & Staff Augmentation: \$343k-
  - Project Implementations completion: \$343k-



# Executive Summary

Information Systems Advisory Committee Meeting, November 19, 2024

Board of Governors Meeting, December 4, 2024

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

### Topic

Citizens is requesting contracting approval in the amount of \$5,037,502 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 the identified Citizens-procured contracts. 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 2025. At the September 25, 2024 Board of Governors Meeting, the Action Item for Omnibus Part 1 was approved which was primarily focused on anticipated purchases from January – April 2025.

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 thirteen separate Action Items for Board approval in place of this single Omnibus Action Item. 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”

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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 \$5,037,502 under the following three spend categories: Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. The estimated contract spend is \$511,760 for Infrastructure, \$4,430,742 for Software, and \$95,000 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**

	Infrastructure	Software	Professional and Staff Augmentation Services
<b>Contract Number and Name</b>			
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)	✓	✓	✓
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-ACS-TX Cloud 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

**Information Systems Advisory Committee Meeting, November 19, 2024**  
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43230000-NASPO-16-ACS Oracle Cloud Solution (Alternate Contract Source)		✓	✓
52161500-24-OMNIA-ACS-TX Audio Visual Equipment, Accessories and Services	✓	✓	✓
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
<b>Infrastructure</b>		
7	End User Computing (Laptops, Monitors, etc.)	\$300,000
<b>Software</b>		
46	File Sharing Software	\$125,000
47	HR Module of ServiceNow	\$130,000
48	Governance, Risk, and Compliance Software	\$148,000
49	Cloud Backup Software/Service	\$195,000
50	Security Software Component - Privileged Access	\$208,000
51	Business Continuity Management Software	\$228,811
52	Digital Accessibility Software	\$250,000
53	Current Application Middleware Software Component (Used for System Integrations)	\$340,000
54	Employee Learning Platform	\$410,810*
55	IT Service Management Software (Change, Asset, Ticketing)	\$416,000
56	Virtualization Software Licenses	\$450,000
57	Document Repository Software	\$472,160**

\*Denotes a two-year contract term as described in Attachment A – Line-Item Summary

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

# Executive Summary

**Information Systems Advisory Committee Meeting, November 19, 2024**  
Board of Governors Meeting, December 4, 2024

## 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><b>Purpose/Scope</b></p>	<p>This Action Item seeks Board approval in the amount of \$5,037,502 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 the identified Citizens-procured contracts.</p>
<p><b>Contract ID</b></p>	<p><b>Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 2</b></p> <p>Contracting approval in the amount of \$5,037,502 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.</p> <p>This Action Item also requests approval of one additional DMS Approved Contract Source for the previously for Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1. This contract was not included in the Action Item in September because the contract was not yet available from the Florida Department of Management Services. If approved as part of this Action Item, this contract will be added to the list of DMS Approved Contract Sources approved for contracting in accordance with the Part 1 Action Item, as follows: 52161500-24-OMNIA-ACS-TX Audio Visual Equipment, Accessories and Services.</p> <p>Approval is also requested for any DMS Approved Contract Source made available by DMS to replace a contract source identified in the Executive</p>

	Summary.										
<b>Budgeted Item</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>This Action Item requests \$5,037,502 in approved contract spend. \$4,517,324 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 2025 budget request being submitted to the Board for approval at this December 4, 2024 meeting. The remaining \$520,178, which is for purchases planned in 2025 having a contract term extending beyond 2025, will be budgeted in the appropriate budget year.</p>										
<b>Procurement Method</b>	The identified Citizens'-procured contracts were procured 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.										
<b>Contract Amount</b>	<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"> <thead> <tr> <th colspan="2">Summary Contract Spend by Category</th> </tr> </thead> <tbody> <tr> <td>Infrastructure</td> <td>\$511,760</td> </tr> <tr> <td>Software</td> <td>\$4,430,742</td> </tr> <tr> <td>Professional and Staff Augmentation Services</td> <td>\$95,000</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>\$5,037,502</b></td> </tr> </tbody> </table>	Summary Contract Spend by Category		Infrastructure	\$511,760	Software	\$4,430,742	Professional and Staff Augmentation Services	\$95,000	<b>TOTAL</b>	<b>\$5,037,502</b>
Summary Contract Spend by Category											
Infrastructure	\$511,760										
Software	\$4,430,742										
Professional and Staff Augmentation Services	\$95,000										
<b>TOTAL</b>	<b>\$5,037,502</b>										
<b>Contract Terms</b>	The contract sources have varying terms as described within each applicable contract and may authorize purchases that extend beyond expiration of the contract source.										
<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 2 contracts for an amount not to exceed \$5,037,502, as set forth in this Action Item;</li> <li>b) Authorize the newly identified, available DMS Approved Contract Source 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,</li> <li>c) Authorize staff to take any appropriate or necessary action consistent with this Action Item.</li> </ul>										

<b>Board Recommendation from Committee</b>	If approved at its November 19, 2024 meeting, the Information Systems Advisory Committee recommends that the Board of Governors: <ul style="list-style-type: none"><li>a) Authorize the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 2 contracts for an amount not to exceed \$5,037,502, as set forth in this Action Item;</li><li>b) Authorize the newly identified, available DMS Approved Contract Source 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,</li><li>c) Authorize staff to take any appropriate or necessary action consistent with this Action Item.</li></ul>
<b>Contact</b>	Aditya Gavvala, Chief Information Officer

Information Systems Advisory Committee Meeting, November 19, 2024

Board of Governors Meeting, December 4, 2024

Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 2

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	Professional Services - Infrastructure - HVAC Maintenance	Infrastructure	\$10,000	\$10,000	1
2	Service Plan for Satellite TV (CAT Field)	Infrastructure	\$10,260	\$10,260	1
3	Field Service Vehicle Trailer Maintenance & Equipment	Infrastructure	\$17,500	\$17,500	1
4	Field Service Vehicle - Communication Equipment Maintenance	Infrastructure	\$20,800	\$20,800	1
5	On-Prem Backup Hardware Support and Maintenance	Infrastructure	\$70,000	\$70,000	1
6	On-Prem Storage Support and Maintenance	Infrastructure	\$83,200	\$83,200	1
7	End User Computing (Laptops, Monitors, etc.)	Infrastructure	\$300,000	\$300,000	1

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Attachment A - Line-Item Summary

8	IP address administration	Software	\$1,100	\$1,100	1
9	Remote access of network devices	Software	\$1,250	\$1,250	1
10	Facility Drafting Software - Drawing/Layout Tool	Software	\$1,600	\$1,600	1
11	Presentation Software (2 Licenses)	Software	\$1,872	\$1,872	1
12	Asset Management Software Support Tool	Software	\$2,600	\$2,600	1
13	HR Software - Document Editor Plugin	Software	\$3,500	\$3,500	1
14	Audio Video design tool	Software	\$3,650	\$3,650	1
15	Environment organizer	Software	\$3,900	\$3,900	1
16	Developer Productivity Tool - Application Development Editor Plugin	Software	\$4,000	\$4,000	1
17	Vulnerability Management Software - External Scanning	Software	\$5,200	\$5,200	1
18	Business Analytics Service	Software	\$5,720	\$5,720	1

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Attachment A - Line-Item Summary

19	DevOps Software - Software Library Repository	Software	\$6,240	\$6,240	1
20	Application Development Utilities	Software	\$6,240	\$6,240	1
21	Server Software Support - Linux Support	Software	\$6,250	\$6,250	1
22	Virtual Collaboration Tool - Flowcharting and Diagramming	Software	\$7,800	\$7,800	1
23	Unified Compliance Framework	Software	\$9,000	\$9,000	1
24	Virtual Desktop/Application Delivery Software	Software	\$10,000	\$10,000	1
25	Artificial Intelligence Software Research and Experimentation	Software	\$10,000	\$10,000	1
26	Geolocation Software - Address Verification	Software	\$12,480	\$12,480	1
27	Cybersecurity Risk Rating Services - Scorecard Reporting	Software	\$17,680	\$17,680	1
28	Developer Productivity Tool - Integrated Development Editor	Software	\$24,960	\$24,960	1
29	Security Software Component - Application Security	Software	\$26,000	\$26,000	1

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Attachment A - Line-Item Summary

30	Training Subscription - Online Professional Books	Software	\$26,000	\$26,000	1
31	Tool for Assisting in Written Communication (10 Licenses)	Software	\$29,995	\$29,995	1
32	Data governance software	Software	\$30,000	\$30,000	1
33	Value Stream Engineering Software	Software	\$35,500	\$35,500	1
34	Geolocation Software	Software	\$36,400	\$36,400	1
35	Vulnerability Management Software - Workstations	Software	\$40,000	\$40,000	1
36	Software Testing Tool	Software	\$45,774	\$45,774	1
37	Hardware Monitoring Tools	Software	\$50,000	\$50,000	1
38	Modern Requirements for DevOps	Software	\$52,000	\$52,000	1
39	Vendor Risk Management Software	Software	\$60,000	\$60,000	1
40	Text Messaging Service	Software	\$65,000	\$65,000	1

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 Attachment A - Line-Item Summary

41	Agile Software	Software	\$71,250	\$71,250	1
42	Disaster recovery cloud data management	Software	\$75,000	\$75,000	1
43	Security Software Toolkit Expansion	Software	\$80,000	\$80,000	1
44	DevOps Software - SaaS Software Deployment	Software	\$90,000	\$90,000	1
45	Reporting & Anti Ransomware	Software	\$99,000	\$99,000	1
46	File Sharing Software	Software	\$125,000	\$125,000	1
47	HR Module of ServiceNow	Software	\$130,000	\$130,000	1
48	Governance, Risk and Compliance Software	Software	\$148,000	\$148,000	1
49	Cloud Backup Software/Service	Software	\$195,000	\$195,000	1
50	Security Software Component - Privileged Access	Software	\$208,000	\$208,000	1
51	Business Continuity Management Software	Software	\$228,811	\$228,811	1

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 Attachment A - Line-Item Summary

52	Digital Accessibility Software	Software	\$250,000	\$250,000	1
53	Current Application Middleware Software Component (Used for System Integrations)	Software	\$340,000	\$340,000	1
54	Employee Learning Platform	Software	\$410,810	\$205,405	2
55	IT Service Management Software (Change, Asset, Ticketing)	Software	\$416,000	\$416,000	1
56	Virtualization Software Licenses	Software	\$450,000	\$450,000	1
57	Document Repository Software	Software	\$472,160	\$157,387	3

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 Attachment A - Line-Item Summary

58	Professional Services for Enterprise Architecture	Professional and Staff Augmentation Services	\$10,000	\$10,000	1
59	Vendor Management Office Research and Advisory Services	Professional and Staff Augmentation Services	\$35,000	\$35,000	1
60	AppDev Employee Training	Professional and Staff Augmentation Services	\$50,000	\$50,000	1

**\$5,037,502**

**\$4,517,324**