

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

Aditya Gavvala, Chief Information Officer



Background

Omnibus Consent 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.

- Consent Item (Part 1) is primarily focused on anticipated purchases from Jan – Apr 2026 – presented at Sept 2025 BOG
- Consent Item (Part 2) will be focused on anticipated purchases from May – Dec 2026 – presented at Dec 2025 BOG

The projected spend in each of these parts is categorized into Technology Infrastructure, Software, and Professional Services & Staff Augmentation Services.

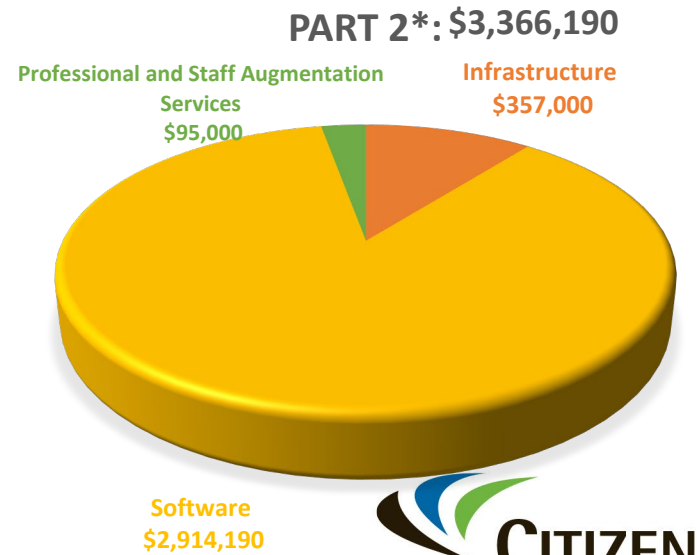
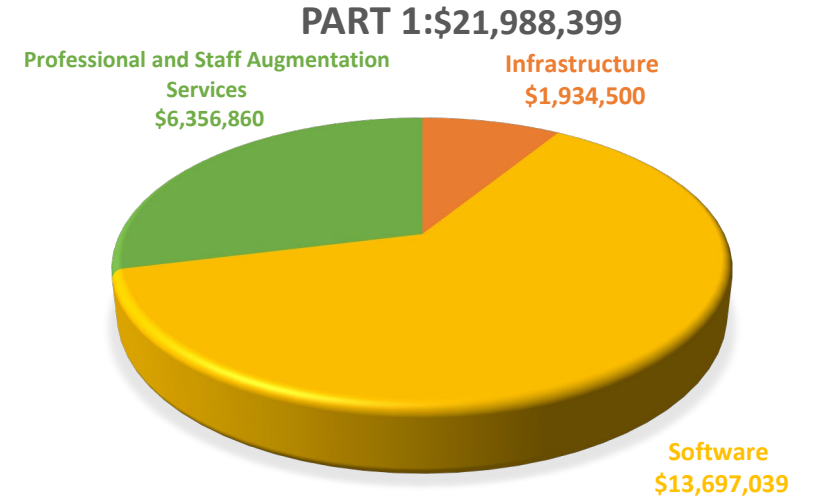
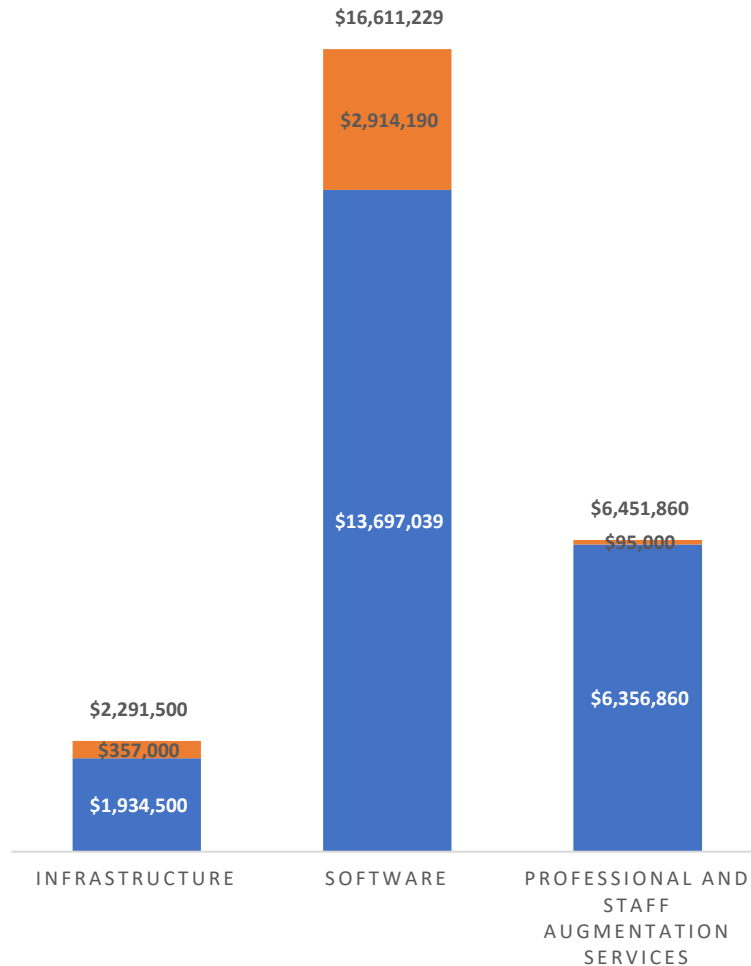
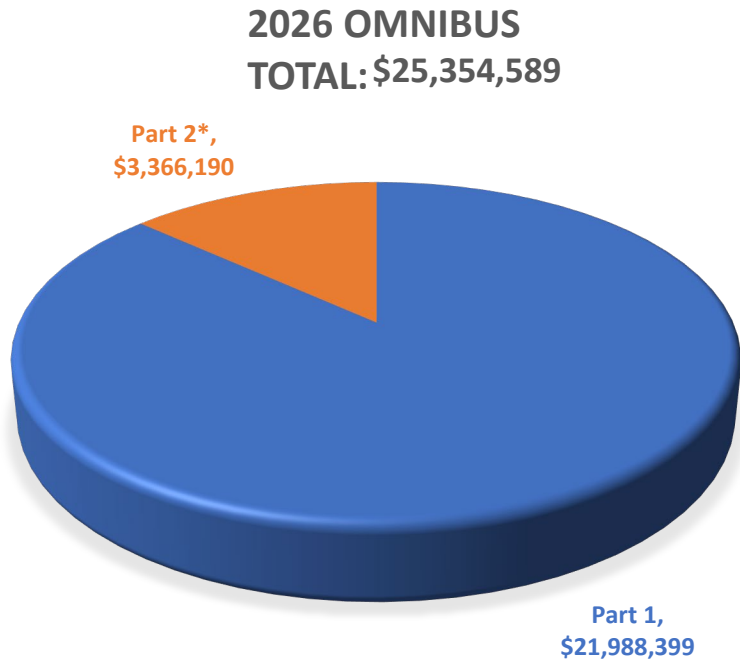
- The Infrastructure category groups all line items related to the spend associated with Technology Hardware, Network Infrastructure, Telephony, Connectivity, Data Center, Storage, etc.
- The Software category groups all line items related to Systems Software, Software as a Service, Infrastructure Software, Cloud Computing, Operations Software, Platform Software, and tools.
- The Professional & Staff Augmentation Services category includes spend related to technology-related services from systems development and support vendors, software platform vendors, infrastructure service vendors, and staffing vendors.



2026 Omnibus Summary

2026 OMNIBUS - BY CATEGORY

■ Part 1 ■ Part 2*



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

2025 vs 2026 Omnibus – By Category

Total Omnibus (2025 vs 2026)

Total Omnibus

	Part 1			Part 2			Total			
	2025	2026	2026-2025	2025	2026	2026-2025	2025	2026	2026-2025	
Infrastructure	\$3,174,450	\$1,934,500	(\$1,239,950)	\$511,760	\$357,000	(\$154,760)	\$3,686,210	\$2,291,500	(\$1,394,710)	✓
Software	\$14,292,770	\$13,697,039	(\$595,731)	\$4,430,742	\$2,914,190	(\$1,516,552)	\$18,723,512	\$16,611,229	(\$2,112,283)	✓
Professional and Staff Augmentation Services	\$7,695,612	\$6,356,860	(\$1,338,752)	\$95,000	\$95,000	\$0	\$7,790,612	\$6,451,860	(\$1,338,752)	✓
Total	\$25,162,832	\$21,988,399	(\$3,174,433)	\$5,037,502	\$3,366,190	(\$1,671,312)	\$30,200,334	\$25,354,589	(\$4,845,745)	✓

Omnibus 2026 - By Division

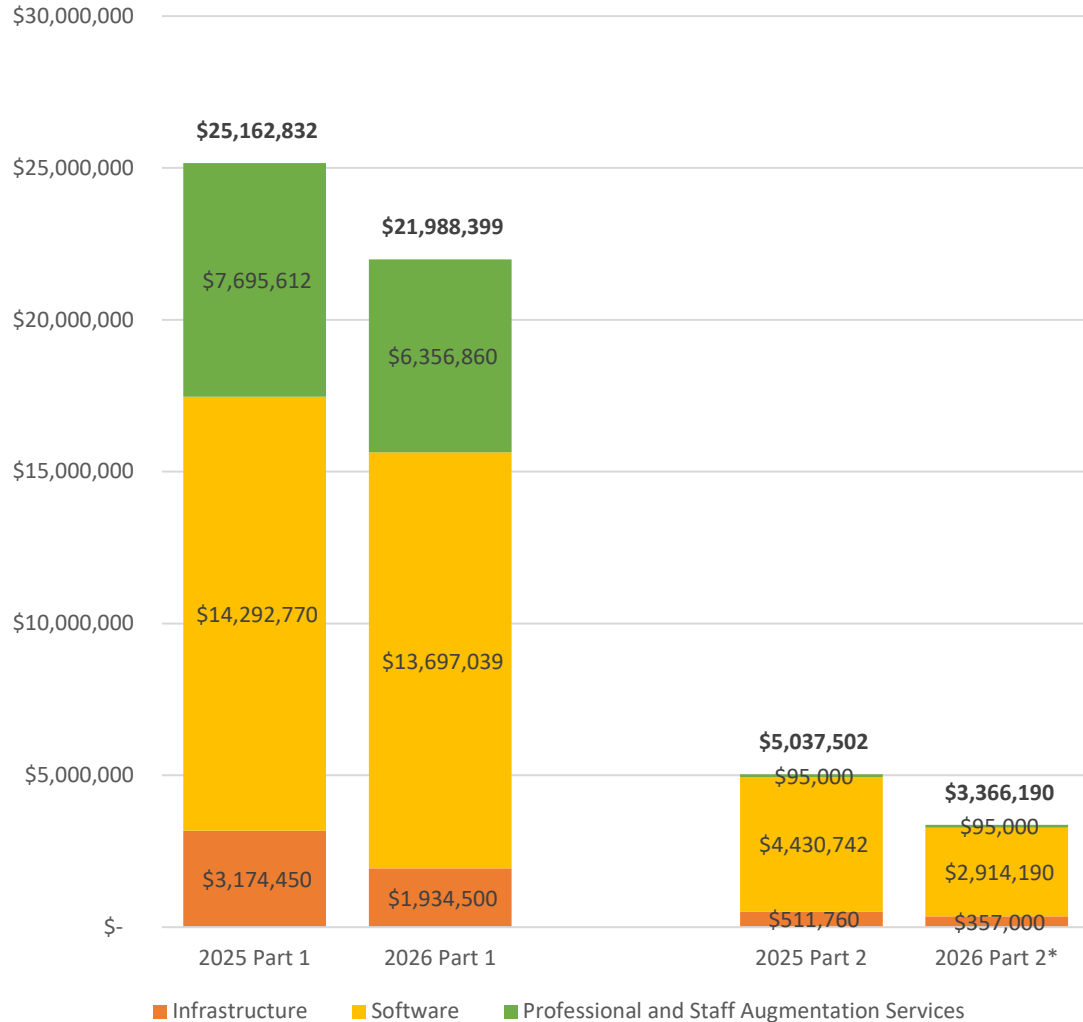
Division	Part 1			Part 2			Total			
	2025	2026	2026-2025	2025	2026	2026-2025	2025	2026	2026-2025	
Admin Services	\$1,018,436	\$799,245	(\$219,191)	\$739,227	\$570,805	(\$168,422)	\$1,757,663	\$1,370,050	(\$387,613)	✓
Financial Services	\$463,812	\$428,054	(\$35,758)	\$95,000	\$99,200	\$4,200	\$558,812	\$527,254	(\$31,558)	✓
General Counsel	\$1,376,720	\$1,505,900	\$129,180	\$528,691	\$563,875	\$35,184	\$1,905,411	\$2,069,775	\$164,364	▲
Insurance Ops	\$413,920	\$204,900	(\$209,020)	\$0	\$0	\$0	\$413,920	\$204,900	(\$209,020)	✓
Internal Audit	\$80,000	\$80,000	\$0	\$0	\$0	\$0	\$80,000	\$80,000	\$0	✓
IT	\$21,809,944	\$18,970,300	(\$2,839,644)	\$3,674,584	\$2,132,310	(\$1,542,274)	\$25,484,528	\$21,102,610	(\$4,381,918)	✓
Total	\$25,162,832	\$21,988,399	(\$3,174,433)	\$5,037,502	\$3,366,190	(\$1,671,312)	\$30,200,334	\$25,354,589	(\$4,845,745)	✓



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

2025 vs 2026 Omnibus

2025 vs 2026 Omnibus



Differences in Totals between 2025 and 2026

- **Software \$2.1m-**
 - Multi-year renewals completed in 2025: \$1.25m-
 - License reduction and legacy software elimination: \$0.85m-

- **Infrastructure: \$1.4m-**
 - Reduction in data center services, telecom and data circuits: \$0.95m-
 - Retirement of legacy infrastructure: \$0.45m-

- **Professional Services & Staff Augmentation: \$1.34m-**
 - Multi-year renewals completed in 2025 : \$750k-
 - Optimized infrastructure, operations and staffing services: \$590k-



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

Executive Summary

Information Systems Advisory Committee Meeting, September 9, 2025

Board of Governors Meeting, September 24, 2025

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

Topic

Citizens is requesting approval to purchase a broad array of technology-related goods and services through State Term Contracts and Alternate Contract Sources approved by the Florida Department of Management Services (“DMS Approved Contract Sources”) and Citizens-procured contracts resulting from ITN 24-0007 for Contingent Workforce Staffing Services. These purchases include Technology Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation Services. At the time of expenditure, Citizens staff will select from available contracts based on best value to Citizens.

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 by aggregating contract needs and presenting for Board approval in a combined action. 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 Consent Item (Part 1) is primarily focused on anticipated purchases from January – April 2026. A second Consent Item (Part 2) will be primarily focused on anticipated purchases from May – December 2026 and will be presented at the December 2025 Board of Governors Meeting.

This approach for obtaining Board approval of Technology Infrastructure, Software, and Professional and Staff Augmentation purchases is crucial for a variety of considerations. Efficiency is one consideration for this approach. Citizens would need thirty-one separate Consent Items for Board approval in place of this single Part 1 Consent Item. Transparency is another consideration for this approach. While Citizens seeks Board approval for purchases in excess of \$100,000, this combined approach provides greater 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 Consent Item provides the necessary Board authority for Citizens staff to move forward with critical purchases timely and efficiently using the approved contracts and spend.

To complete a procurement authorized by this Consent Item, Citizens staff will make a request to Vendor Management and Purchasing department (“VMAP”). VMAP then validates the procurement request against the budget prior to conducting the procurement. Each procurement decision is based upon applicable “best value” selection criteria that includes price, vendor experience, quality, functionality, integration, indirect costs, and delivery/implementation timelines.

This Consent Item requests contracting approval under the following three spend categories: Infrastructure, Software (inclusive of cloud computing), and Professional and Staff Augmentation

Executive Summary

Information Systems Advisory Committee Meeting, September 9, 2025

Board of Governors Meeting, September 24, 2025

Services. Based on current projections, the estimated spend by category is \$1,934,500 for Technology Infrastructure, \$13,697,039 for Software, and \$6,356,860 for Professional and Staff Augmentation Services. These projections are based on planned purchases that may be adjusted for changes in business needs. Changes to these purchases are subject to business justification and available budget.

At the time of expenditure, Citizens staff will select the contract that provides the best value to Citizens. Citizens may select from a DMS Approved Contract Source available at the time of purchase or a Citizens' procured contract resulting from ITN 24-0007 for Contingent Workforce Staffing Services.

Recommendation

The recommendation is included in the Consent Item.

ACTION ITEM

New Contract

Contract Amendment

Other _____

CONSENT ITEM

New Contract

Contract Amendment

Existing Contract Extension

Existing Contract Additional Spend

Previous Board Approval _____

Other- Continuation of Services

Action Items: Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

Move forward as Consent: This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

Consent Items: Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

Purpose/Scope	This Consent Item seeks Board approval to purchase a broad array of technology-related goods and services through State Term Contracts and Alternate Contract Sources approved by the Florida Department of Management Services (“DMS Approved Contract Sources”) and Citizens-procured contracts (ITN 24-0007) for Contingent Workforce Staffing Services. These purchases include Technology Infrastructure, Software, and Professional and Staff Augmentation Services.
Contract ID	Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1 DMS Approved Contract Sources Citizens procured contracts (ITN 24-0007) for Contingent Workforce Staffing Services
Budgeted Item	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No This Consent Item requests approval for the purchase of technology-related goods and services planned to be procured for 2026 and will be included in the 2026 budget being submitted to the Board for approval in December 2025. Purchases planned for 2026 with a contract term extending beyond 2026 will be budgeted in the appropriate budget year.
Procurement Method	The Citizens procured contracts for Contingent Workforce Staffing Services were procured through ITN 24-0007. 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. At the time of expenditure, Citizens will select from available contracts based on best value to Citizens.										
Contract Amount	<p>Based on current projections, the estimated spend by category is summarized below. As operational needs are dependent on variable factors, such as hurricane response needs and policies in force, actual expenditures may vary from current projections.</p> <table border="1"> <thead> <tr> <th colspan="2">Projected Contract Spend by Category</th> </tr> </thead> <tbody> <tr> <td>Infrastructure</td> <td>\$1,934,500</td> </tr> <tr> <td>Software</td> <td>\$13,697,039</td> </tr> <tr> <td>Professional and Staff Augmentation Services</td> <td>\$6,356,860</td> </tr> <tr> <td>TOTAL</td> <td>\$21,988,399</td> </tr> </tbody> </table>	Projected Contract Spend by Category		Infrastructure	\$1,934,500	Software	\$13,697,039	Professional and Staff Augmentation Services	\$6,356,860	TOTAL	\$21,988,399
Projected Contract Spend by Category											
Infrastructure	\$1,934,500										
Software	\$13,697,039										
Professional and Staff Augmentation Services	\$6,356,860										
TOTAL	\$21,988,399										
Contract Terms	The contract sources have varying terms and may authorize purchases that extend beyond expiration of the contract source.										
Committee Recommendation	<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"> a) Authorize Citizens to contract for technology-related goods and services as set forth in this Consent Item for Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1; and, b) Authorize staff to take any appropriate or necessary action consistent with this Consent Item. 										
Board Recommendation from Committee	<p>If approved at its September 9, 2025 meeting, the Information Systems Advisory Committee recommends that the Board of Governors:</p> <ul style="list-style-type: none"> a) Authorize Citizens to contract for technology-related goods and services as set forth in this Consent Item for Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1; and, b) Authorize staff to take any appropriate or necessary action consistent with this Consent Item. 										
Contact	Aditya Gavvala, Chief Information Officer										