

CONSENT ITEM

Information Systems Advisory Committee March 14, 2017
Board of Governors Meeting, March 29, 2017

CONTRACT ID:	Telecommunication Network and Services - Extension Citizens Contract Number: 0908003100 Recommended vendor: AT&T
BUDGETED	These services were included in the 2017 budget approved by the Board of Governors during the Board meeting held on December 7, 2016. The amount of \$ 1,300,000 was approved for budget year 2017.
CONTRACT AMOUNT	Estimated cost for one (1) six-month extension is \$730,000 for the period from June 11, 2017 through December 10, 2017.
CONTRACT HISTORY	<p>On January 29, 2009, the Citizens' Board of Governors approved consent agenda item 03D entitled Telecommunication Network and Services for a term of seven (7) years with AT&T. The award to AT&T was the result of the issuance of Invitation to Negotiate No. 08-0031. The resulting Contract No. 0908003100 expired on December 10, 2016. On September 28, 2016, Citizens' Board of Governors approved a six-month extension for \$730,000, for the continuation of services through the completion of the solicitation process, which extended the contract until June 10, 2017.</p> <p>In efforts to replace this contract, Citizens engaged the Department of Management Services, Division of Telecommunication for assistance to identify a State of Florida contract vendor that had the ability to provide the services required to support Citizens and its policy holders. On July 15, 2016, the Division of Telecommunication issued a Request for Pricing to all State of Florida contract vendors. Five (5) contract vendors submitted pricing. Four (4) contract vendors presented their services to an evaluation team whose members represent experts from Citizens and the Division of Telecommunications. After these meetings it was decided that AT&T would be the best partner for this service.</p> <p>At this time AT&T and DMS are working out the final details of their agreement. Staff is confident that they will come to an agreement in the near future. However, staff is concerned that the procurement and transition cannot be accomplished before the current contract expires on June 10, 2017. Therefore, approval is requested to extend Contract No. 0908003100 for one additional (1) six-month extension to complete the procurement and transition.</p>
CONTRACT TERM(S)	Approval is requested to extend the above referenced contract for six-months through December 10, 2017.
PURPOSE/SCOPE	<p>This project is for the continuation of services of Citizens expiring telecommunication service contract. The current support contract expires June 10, 2017. This request is to extend the contract for up to six months to enable time required to procure and transition the below services:</p> <ul style="list-style-type: none">• Inbound/Outbound Long Distance Service• Call Detail Reporting for Long Distance Services

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	<ul style="list-style-type: none">• Virtual Interactive Voice Response System• Long Distance Circuits <p>These services are critical to Citizens' daily business operations and are utilized by the Customer Care Center; Human Resources; Communications; Citizens' policyholders; and, other 3rd party vendors.</p>
PROCUREMENT METHOD	In accordance with the Citizens' Purchasing Policy, Citizens will utilize the contract procurement methods identified in Section 287.057(12).
RECOMMENDATION	Citizens' staff requests the Information Services Advisory Committee approve and recommend the Citizens Board of Governors: <ul style="list-style-type: none">a) Approve contract extension from June 11, 2017 to December 10, 2017 for the amount of \$730,000, andb) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.
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