

# ACTION ITEM

Information Systems Advisory Committee Meeting, March 27, 2018  
**Board of Governors Meeting, April 11, 2018**

<p><b>CONTRACT ID:</b></p>	<p><b>Business Continuity Services – Workspace and Technology (ITN No.: 17-0025)</b>                  Recommended vendor: Agility Recovery Solutions, Inc.</p>										
<p><b>BUDGETED</b></p>	<p>Yes. Funding for the requested business continuity services is included in the 2018 Annual Operating Budget. Funding for each of the remaining years in the contract term will be budgeted in the appropriate subsequent budgeting year.</p>										
<p><b>CONTRACT AMOUNT</b></p>	<p>The contract amount is \$6,024,540. For the purposes of this Action Item, the contract amount is based on a fixed, annual retainer fee over the 10-year term plus estimated contingency costs on an as incurred basis only and are only incurred in response to a declared event.</p> <p>The annual retainer fee is as follows:</p> <table border="1" data-bbox="500 894 1528 1066"> <thead> <tr> <th>Annual Retainer Fee</th> <th>Total Over Base Term (5 years)</th> <th>Total Over Renewal Term (5 years)</th> <th>Total Over Base + Renewal Term (10 years)</th> </tr> </thead> <tbody> <tr> <td>\$202,454</td> <td>\$1,012,270</td> <td>\$1,012,270</td> <td>\$2,024,540</td> </tr> </tbody> </table> <p>Estimated contingency costs are identified below and are based on the declaration of two events over the 10-year term. An example of an event would be if Jacksonville’s Non-weather Center is unusable for six months causing a need for temporary business continuity workspace and technology. Estimated contingency costs include transportation fees, ancillary charges, usage based charges and pass-through costs, subject to event declarations and Citizens’ needs at the time, and therefore may fluctuate in cost from year-to-year.</p> <table border="1" data-bbox="513 1339 1511 1493"> <tr> <td style="text-align: center;"><b>Estimated Contingency Costs based on usage, by event, if incurred, over the life of the contract.</b></td> </tr> <tr> <td style="text-align: center;">\$4,000,000</td> </tr> </table>	Annual Retainer Fee	Total Over Base Term (5 years)	Total Over Renewal Term (5 years)	Total Over Base + Renewal Term (10 years)	\$202,454	\$1,012,270	\$1,012,270	\$2,024,540	<b>Estimated Contingency Costs based on usage, by event, if incurred, over the life of the contract.</b>	\$4,000,000
Annual Retainer Fee	Total Over Base Term (5 years)	Total Over Renewal Term (5 years)	Total Over Base + Renewal Term (10 years)								
\$202,454	\$1,012,270	\$1,012,270	\$2,024,540								
<b>Estimated Contingency Costs based on usage, by event, if incurred, over the life of the contract.</b>											
\$4,000,000											
<p><b>CONTRACT TERM(S)</b></p>	<p>The contract term will have a five (5) year base term. Contract may be renewed for up to an additional five (5) years.</p>										

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<b>PURPOSE/SCOPE</b>	<p>This Action Item requests Citizens Board of Governors approval to authorize staff to enter into a contract with the vendor identified above to provide alternative workspace and technology services for immediate, short-term, and long-term continuity and recovery needs to remain operational and to continue providing critical services to its customers during a disruption. The services are required to support a worst-case scenario (Jacksonville's non-weather center is unavailable during a Catastrophe Operations event). The solution is structured to be scalable to support normal and critical day-to-day operations as well as support requirements when Citizens is at maximum capacity for Claims Catastrophe Operations.</p> <p>The proposed vendor will provide the following functional and technical capabilities on an as needed basis:</p> <ul style="list-style-type: none"><li>• Office space with tables, chairs, laptops, telephones for each seat, internet access, and conference and break rooms within buildings in multiple Jacksonville locations.</li><li>• Mobile office space with generators, satellite communications (wire/wireless), desk, chairs, personal computers, telephony, and printing/copying capabilities.</li><li>• Personal computers, satellite communications, and / or generators as-needed in addition to and separate from those provided with the alternate space options described above.</li></ul> <p>The services provided per event will be dependent on the identified needs at the time of the event.</p>
<b>PROCUREMENT METHOD</b>	<p>On November 16, 2017, Citizens issued Invitation to Negotiate (ITN) No. 17-0025, Business Continuity Services – Workspace and Technology. Two responses were received and evaluated, with both being advanced to negotiations.</p> <p>On March 26, 2018, the negotiation team recommended an award to the follow vendor:</p> <ul style="list-style-type: none"><li>• Agility Recovery Solutions, Inc.</li></ul>
<b>RECOMMENDATION</b>	<p>The Citizens Information Services Advisory Committee recommends the Citizens Board of Governors:</p> <ol style="list-style-type: none"><li>a) Approve the contract for the Business Continuity Services – Workspace and Technology (ITN No.: 17-0025 Action Item to the recommended vendor Agility Recovery Solutions, Inc. not to exceed \$6,024,540; and</li><li>b) Authorize staff to take any appropriate or necessary actions consistent with this Action Item.</li></ol>

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<b>CONTACTS</b>	Kelly Booten, Chief, Systems and Operations Robert Sellers, VP, Chief Technology Officer Stephen Guth, VP, Vendor Management Office
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