

CONTRACT ID:**Technology Infrastructure, Software, Professional Services, and Staff Augmentation**

Contracting approval in the amount of \$29,771,560, as further described herein, is requested for a broad array of technology goods and services under the categories of Infrastructure, Software (inclusive of cloud computing), Professional Services, and Staff Augmentation that are available under existing Citizens-procured contracts and State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services. As explained in further detail under the Contract Amount section later in this Consent Item, Citizens is seeking Board approval to utilize the following contract vehicles:

Citizens-Procured Contracts

- 15-15-0019-01 through 15-15-0019-24 Contingent Staffing Services, having a term of December 21, 2015 – December 20, 2020, with five 1-year renewals.

State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services

Note that the following contracts have varying terms through to December 31, 2020. These State Term Contracts and Alternate Contract Sources were previously authorized by the Board for use by Citizens.

- 252-GSA Schedule 70 Information Technology Equipment, Software, and Services
- 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
- 43220000-WSCA-14-ACS Data Communications Products and Services
- 43230000-15-01 Microsoft Premier Support and Consulting Services
- 43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services
- 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)
- 43230000-NASPO-16-ACS Cloud Solutions
- 52161500-ACS-16-1 Audio and Video Equipment and Accessories
- 600-000-11-1 Multifunction Products, Printers, Facsimile Equipment, Scanners, Related Software, Supplies, and Services
- 80101507-SA-15-01 Information Technology Staff Augmentation Services
- 81112000-US-16-ACS Oracle Products, Services, and Solutions
- 973-000-14-1 Management Consulting Services

CONSENT ITEM

Information Systems Advisory Committee November 27, 2018
Board of Governors Meeting, December 12, 2018

	<ul style="list-style-type: none"> • 991-268-11-1 Information Technology Disaster Recovery Services • SUNCOM (State Term Contract previously approved by Board) Voice, Data, Wiring and Cabling, and Conference Services 												
<p>BUDGETED</p>	<p>Funding for the requested technology Infrastructure, Software, Professional Services, and Staff Augmentation in the amount of \$16,502,908 is included in the 2019 budget. For purchases having a contract term extending beyond 2019, the funding for subsequent contract years will be budgeted in the appropriate budget year.</p>												
<p>CONTRACT AMOUNT</p>	<p>The projected estimated contract spend by category is summarized below and further explained in the following narrative. Amounts may vary by changes in business needs or priorities, availability of required goods or services, cost center, contract, vendor, or alternate vendors and may be substituted based on specific requirements, performance assessment, or cost. In order to be in a position to negotiate more advantageous pricing, longer term purchases that would result in reduced costs and more advantageous terms have been included in the total cost where appropriate.</p> <table border="1" data-bbox="423 991 1279 1249"> <thead> <tr> <th colspan="2">Summary Contract Spend by Category</th> </tr> </thead> <tbody> <tr> <td>Infrastructure</td> <td>\$ 5,247,336</td> </tr> <tr> <td>Software</td> <td>\$ 19,368,581</td> </tr> <tr> <td>Professional Services</td> <td>\$ 3,131,780</td> </tr> <tr> <td>Staff Augmentation</td> <td>\$ 2,023,863</td> </tr> <tr> <td>TOTAL</td> <td>\$ 29,771,560</td> </tr> </tbody> </table> <p><u>Infrastructure</u></p> <p>Expenditures under the Infrastructure spend category will utilize one or more of the State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services listed below. At the time of expenditure, Citizens staff will utilize the contract vehicle that best meets the business needs of Citizens.</p> <ul style="list-style-type: none"> • 252-GSA Schedule 70 Information Technology Equipment, Software, and Services • 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services • 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services • 43220000-WSCA-14-ACS Data Communications Products and Services • 43230000-NASPO-16-ACS Cloud Solutions • 52161500-ACS-16-1 Audio and Video Equipment and Accessories • 600-000-11-1 Multifunction Products, Printers, Facsimile Equipment, Scanners, Related Software, Supplies, and Services • 81112000-US-16-ACS Oracle Products, Services, and Solutions 	Summary Contract Spend by Category		Infrastructure	\$ 5,247,336	Software	\$ 19,368,581	Professional Services	\$ 3,131,780	Staff Augmentation	\$ 2,023,863	TOTAL	\$ 29,771,560
Summary Contract Spend by Category													
Infrastructure	\$ 5,247,336												
Software	\$ 19,368,581												
Professional Services	\$ 3,131,780												
Staff Augmentation	\$ 2,023,863												
TOTAL	\$ 29,771,560												

- 991-268-11-1 Information Technology Disaster Recovery Services
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated 2019 contract spend for Infrastructure is \$5,247,336. Of that amount, estimates of projected material expenditures include: \$3,014,400 for data circuits, long distance, on-demand conferencing, adjuster voice-mail boxes, and telephone switch maintenance and support (the majority of these projected expenditures are anticipated to be purchased under the SUNCOM contract); \$461,400 for network hardware, maintenance, and support; \$400,000 for server maintenance and support; \$332,532 for Catastrophe Response Center communications hardware, maintenance, support, and services; and, \$319,200 for storage maintenance and support.

Software

Expenditures under the Software spend category will utilize one or more of the State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services listed below. At the time of expenditure, Citizens staff will utilize the contract vehicle that best meets the business needs of Citizens.

- 252-GSA Schedule 70 Information Technology Equipment, Software, and Services
- 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
- 43220000-WSCA-14-ACS Data Communications Products and Services
- 43230000-15-01 Microsoft Premier Support and Consulting Services
- 43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services
- 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)
- 43230000-NASPO-16-ACS Cloud Solutions
- 52161500-ACS-16-1 Audio and Video Equipment and Accessories
- 600-000-11-1 Multifunction Products, Printers, Facsimile Equipment, Scanners, Related Software, Supplies, and Services
- 81112000-US-16-ACS Oracle Products, Services, and Solutions
- 991-268-11-1 Information Technology Disaster Recovery Services
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

The estimated 2019 contract spend for Software is \$19,368,581. Of that amount, estimates of projected material expenditures for software (including cloud services), maintenance, and support include: \$5,634,753 (over a 3-year term) for Microsoft end user and system software; \$3,083,915 (over varying multi-year terms) for document management software; \$1,634,552 (over a 5-year term) for system software development capabilities (such as Java); \$1,279,536 (over a 3-year term) for a request management system (for use by IT and other Citizens' departments to monitor and

track requests for support); \$1,080,000 (over a 3-year term) for user identity and access management; \$930,590 for Oracle-related end user and system software; \$734,000 (over varying multi-year terms) for IT security-related software; \$602,000 for cloud migration and platform software; and, \$525,000 (over a 5-year term) for enterprise video software.

Professional Services

Expenditures under the Professional Services spend category will primarily utilize one or more of the State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services listed below. At the time of expenditure, Citizens staff will utilize the contract vehicle that best meets the business needs of Citizens.

- 252-GSA Schedule 70 Information Technology Equipment, Software, and Services
- 43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services
- 43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services
- 43220000-WSCA-14-ACS Data Communications Products and Services
- 43230000-15-01 Microsoft Premier Support and Consulting Services
- 43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services
- 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)
- 43230000-NASPO-16-ACS Cloud Solutions
- 52161500-ACS-16-1 Audio and Video Equipment and Accessories
- 600-000-11-1 Multifunction Products, Printers, Facsimile Equipment, Scanners, Related Software, Supplies, and Services
- 80101507-SA-15-01 Information Technology Staff Augmentation Services
- 81112000-US-16-ACS Oracle Products, Services, and Solutions
- 973-000-14-1 Management Consulting Services
- 991-268-11-1 Information Technology Disaster Recovery Services
- SUNCOM Voice, Data, Wiring and Cabling, and Conference Services

In order to provide additional flexibility in sourcing professional services, Citizens may, in addition to the above State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services, utilize one or more of the following Citizens-procured contracts. These contracts were originally procured in 2015 under RFP 15-0019 Contingent Staffing Services and approved by the Board via Action Item on December 9, 2015, for an estimated annual spend of \$1,500,000 annually.

- 15-15-0019-01 through 15-15-0019-24 Contingent Staffing Services

The estimated 2019 contract spend for Professional Services is \$3,131,780. Of that amount, estimates of projected material expenditures include: \$756,000 (over a 3-year term) for managed security services; \$420,000 for implementation of a request management system (for use by IT and other Citizens' departments to monitor and track requests for support); \$365,000 for Centerpoint (Citizens' enterprise resource planning system) managed services; \$300,000 for cloud migration strategy and advisory services; and, \$225,000 data storage and archival services.

Staff Augmentation

Expenditures under the Staff Augmentation spend category (which includes contingent workers) will primarily utilize one or more of the Citizens-procured contracts listed below. These contracts were originally procured in 2015 under RFP 15-0019 Contingent Staffing Services and approved by the Board via Action Item on December 9, 2015, for an estimated annual spend of \$1,500,000 annually.

- 15-15-0019-01 through 15-15-0019-24 Contingent Staffing Services

In order to provide additional flexibility in sourcing contingent workers, Citizens may, in addition to the above Citizens-procured contracts, utilize one or more of the following State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services listed below.

- 252-GSA Schedule 70 Information Technology Equipment, Software, and Services
- 80101507-SA-15-01 Information Technology Staff Augmentation Services
- 43230000-15-01 Microsoft Premier Support and Consulting Services

The estimated 2019 contract spend for Staff Augmentation is \$2,023,863. Of that amount, estimates of projected material expenditures include: \$857,757 for IT operations; \$344,400 for application development; \$330,048 for IT shared services (for example, IT testing and quality assurance); and, \$240,458 for information services (for example, database administration services).

Anticipated expenditures by spend category and by contract vehicle are summarized below.

CONSENT ITEM

Information Systems Advisory Committee November 27, 2018
Board of Governors Meeting, December 12, 2018

	Contract Number and Name	Infrastructure	Software	Professional Services	Staff Augmentation
	15-15-0019-01 through 15-15-0019-24 Citizens' Contingent Staffing Services			✓	✓
	252-GSA Schedule 70 Information Technology Equipment, Software, and Services	✓	✓	✓	✓
	43210000-US-16-ACS Technology Products, Services, Solutions, and Related Products and Services	✓	✓	✓	
	43211500-WSCA-15-ACS Computer Equipment, Peripherals, and Services	✓	✓	✓	
	43220000-WSCA-14-ACS Data Communications Products and Services	✓	✓	✓	
	43230000-15-01 Microsoft Premier Support and Consulting Services		✓	✓	✓
	43230000-15-02 Licensing Solutions Providers (LSP) of Microsoft Software and Services		✓	✓	
	43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR)		✓	✓	
	43230000-NASPO-16-ACS Cloud Solutions	✓	✓	✓	
	52161500-ACS-16-1 Audio and Video Equipment and Accessories	✓	✓	✓	
	600-000-11-1 Multifunction Products, Printers, Facsimile Equipment, Scanners, Related Software, Supplies, and Services	✓	✓	✓	
	80101507-SA-15-01 Information Technology Staff Augmentation Services			✓	✓
	81112000-US-16-ACS Oracle Products, Services, and Solutions	✓	✓	✓	
	973-000-14-1 Management Consulting Services			✓	
	991-268-11-1 Information Technology Disaster Recovery Services	✓	✓	✓	
	SUNCOM (State Term Contract previously approved by Board) Voice, Data, Wiring and Cabling, and Conference Services	✓	✓	✓	
CONTRACT HISTORY	Citizens' Purchasing Policy approved by the Board authorizes Citizens to utilize State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services.				

CONSENT ITEM

Information Systems Advisory Committee November 27, 2018
Board of Governors Meeting, December 12, 2018

CONTRACT TERM(S)	<ul style="list-style-type: none">• State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services: varying terms of December 13, 2018 – December 31, 2020.• Citizens' Contingent Worker Contracts: term of December 21, 2015 – December 20, 2020, with five 1-year renewals.
PURPOSE/SCOPE	This Consent Item seeks Board approval to purchase technology Infrastructure, Software, Professional Services, and Staff Augmentation which have been identified as being required to support Citizens' business needs.
PROCUREMENT METHOD	As described under the Contract ID section earlier in this Consent Item and consistent with Citizens' Purchasing Policy, expenditures hereunder shall be made utilizing Citizens-procured contracts and State Term Contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services.
RECOMMENDATION	Staff recommends the Information Services Advisory Committee: a) Approve this Consent Item totaling \$29,771,560; and, b) Authorize staff to take any appropriate or necessary actions consistent with this Consent Item.
CONTACTS	Kelly Booten, Chief Systems and Operations Robert Sellers, VP & Chief Technology Officer Aditya Gavvala, VP IT Services and Delivery Stephen Guth, VP Vendor Management Office