

# ACTION ITEM

Information Services Advisory Committee Meeting, June 05, 2018  
Board of Governors Meeting, June 20, 2018

<b>CONTRACT ID:</b>	<b>Centerpoint Managed Cloud Support Services Oracle Advanced Customer Services (ACS) Reseller: DLT Solutions, LLC Contract Name: Oracle Products, Services, and Solutions Contract No. 81112000-US-16-ACS</b>
<b>BUDGETED ITEM</b>	Yes. Funding was approved in the June 2016 Action Item 05Ba – ERP Software and Services and has been included in the 2018 Centerpoint Operating Budget.
<b>CONTRACT AMOUNT</b>	\$181,806.77
<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 Managed Cloud Support services for an initial six (6) month contract period, beginning July 1, 2018. Implementation of Centerpoint, which is Citizens' Oracle Fusion integrated enterprise resource planning system, is expected to be completed in August 2018. Maintenance of the system for the already implemented modules are more than Citizens anticipated. Citizens' current production support capacity is consumed by the demands of the ongoing implementation, post production support, and mandatory Oracle software maintenance releases and upgrades. To meet those demands, which may vary, Citizens believes it prudent to outsource a portion of these services.</p> <p>Managed Cloud Support services provided by Oracle ACS includes the resolution of assigned production support work, review and assessment of impacts from monthly/quarterly patches required by Oracle, the facilitation of service requests from creation to resolution to address Oracle software bugs identified by Citizens, and other maintenance and support services that might be needed to support Centerpoint.</p>
<b>CONTRACT TERM(S)</b>	July 1, 2018 thru December 31, 2018
<b>PROCUREMENT METHOD</b>	<p>Citizens Purchasing Policy No. 501 authorizes the use of any State Term Contract or Alternate Contract Source approved for use by the Florida Department of Management Services (DMS).</p> <p>On February 1, 2017, the DMS approved the use of the Oracle Products, Services, and Solutions contract via DLT Solutions, LLC as an Alternate Contract Source as authorized by subsection 287.042(16), Florida Statutes.</p>
<b>RECOMMENDATION</b>	<p>Staff requests the Citizens Information Services Advisory Committee approve and recommend the Citizens Board of Governors:</p> <ul style="list-style-type: none"><li>a) Approve the purchase of Oracle ACS Managed Cloud Support from DLT Solutions, LLC via the DMS approved Alternate Contract Source Contract No. 81112000-US-16-ACS for six (6) months in the amount of \$181,806.77; and,</li><li>b) Authorize staff to take any other appropriate or necessary action consistent with this Action Item.</li></ul>

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<b>CONTACTS</b>	Kelly Booten, Chief of Systems and Operations Aditya Gavvala, Vice President – IT Services & Delivery, Systems & Operations Administration Stephen Guth, Vice President – Vendor Management Office
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