

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	8,566,164			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	691,259			1000 1
ADMINISTRATIVE TRUST FUND -STATE	11,414,886			2021 1
OPERATING TRUST FUND -STATE	109,721			2510 1
TOTAL POSITIONS.....	119.00			
TOTAL APPRO.....	12,215,866			
=====				
OTHER PERSONAL SERVICES				030000
ADMINISTRATIVE TRUST FUND -STATE	120,249			2021 1
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	325,467			1000 1
ADMINISTRATIVE TRUST FUND -STATE	1,015,278			2021 1
OPERATING TRUST FUND -STATE	6,370			2510 1
TOTAL APPRO.....	1,347,115			
=====				
SPECIAL CATEGORIES				100000
TRANS TO DIV ADM HEARINGS				100565
ADMINISTRATIVE TRUST FUND -STATE	3,264			2021 1
=====				
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE	61,680			1000 1
ADMINISTRATIVE TRUST FUND -STATE	308,112			2021 1
OPERATING TRUST FUND -STATE	50,000			2510 1
-----				

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
TOTAL APPRO.....		419,792		
=====		=====		=====
FLAIR SYSTEM REPLACEMENT				100781
OPERATING TRUST FUND -STATE		5,936,640		2510 1
=====		=====		=====
CLOUD COMP SVCS				100787
ADMINISTRATIVE TRUST FUND -STATE		75,000		2021 1
=====		=====		=====
TRAVEL MANAGEMENT SYSTEM				100788
GENERAL REVENUE FUND -STATE		2,150,000		1000 1
=====		=====		=====
MAIL SERVICES				101089
ADMINISTRATIVE TRUST FUND -STATE		50,004		2021 1
=====		=====		=====
FL HEALTH CARE CONNECTION				102085
OPERATING TRUST FUND -STATE		5,000,000		2510 1
=====		=====		=====
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -STATE		24,338		1000 1
ADMINISTRATIVE TRUST FUND -STATE		20,219		2021 1
-----		-----		-----
TOTAL APPRO.....		44,557		
=====		=====		=====

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS AMOUNT	POS AMOUNT	POS AMOUNT	CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
CONTRACTED LEGAL SERVICES				103884
ADMINISTRATIVE TRUST FUND -STATE	1,391,000			2021 1
=====	=====	=====	=====	
LEASE/PURCHASE/EQUIPMENT				105281
ADMINISTRATIVE TRUST FUND -STATE	22,427			2021 1
=====	=====	=====	=====	
TR/DMS/HR SVCS/STW CONTRCT				107040
GENERAL REVENUE FUND -STATE	1,220			1000 1
ADMINISTRATIVE TRUST FUND -STATE	37,658			2021 1
OPERATING TRUST FUND -STATE	330			2510 1
TOTAL APPRO.....	39,208			
=====	=====	=====	=====	
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
GENERAL REVENUE FUND -STATE	25,695			1000 1
ADMINISTRATIVE TRUST FUND -STATE	270,219			2021 1
TOTAL APPRO.....	295,914			
=====	=====	=====	=====	
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	119.00			
TOTAL ISSUE.....	29,111,036			
TOTAL SALARY RATE.....	8,566,164			
=====	=====	=====	=====	

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: ADMINISTRATION PGM					72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>					72010100
GOV OPERATIONS/SUPPORT					16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>					<u>1602.00.00.00</u>
ESTIMATED EXPENDITURES					1000000
SALARY INCREASE FY 2023-24 -					
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					1001010
SALARY RATE					000000
SALARY RATE.....	427,569				
	=====	=====	=====		
SALARIES AND BENEFITS					010000
GENERAL REVENUE FUND -STATE	29,987				1000 1
ADMINISTRATIVE TRUST FUND -STATE	495,054				2021 1
OPERATING TRUST FUND -STATE	4,768				2510 1
	-----	-----	-----		
TOTAL APPRO.....	529,809				
	=====	=====	=====		
TOTAL: SALARY INCREASE FY 2023-24 -					1001010
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					
TOTAL ISSUE.....	529,809				
TOTAL SALARY RATE.....	427,569				
	=====	=====	=====		

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: ADMINISTRATION PGM							72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>							72010100
GOV OPERATIONS/SUPPORT							16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>							<u>1602.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
CASUALTY INSURANCE PREMIUM							
ADJUSTMENT							1001090
SPECIAL CATEGORIES							100000
RISK MANAGEMENT INSURANCE							103241
GENERAL REVENUE FUND							1000 1
-STATE		15,067-					
	=====		=====		=====		

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
FLORIDA RETIREMENT SYSTEMS				
CONTRIBUTIONS FOR FY 2023-24				1001215
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	8,988			1000 1
ADMINISTRATIVE TRUST FUND -STATE	148,383			2021 1
OPERATING TRUST FUND -STATE	1,429			2510 1
TOTAL APPRO.....	158,800			

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
REALLOCATION OF HUMAN RESOURCES				
OUTSOURCING				1005900
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
ADMINISTRATIVE TRUST FUND -STATE	2,820			2021 1
OPERATING TRUST FUND -STATE	25			2510 1
TOTAL APPRO.....	2,845			
	=====	=====	=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR				
ESTIMATED EXPENDITURES				1600000
AGENCY DISCRETIONARY PAY INCREASE				
FOR FY 2023-24 - EFFECTIVE				
10/1/2023				1600980
SALARY RATE				000000
SALARY RATE.....	459,009			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	4,611			1000 1
ADMINISTRATIVE TRUST FUND -STATE	416,478			2021 1
	-----	-----	-----	
TOTAL APPRO.....	421,089			
	=====	=====	=====	
TOTAL: AGENCY DISCRETIONARY PAY INCREASE				1600980
FOR FY 2023-24 - EFFECTIVE				
10/1/2023				
TOTAL ISSUE.....	421,089			
TOTAL SALARY RATE.....	459,009			
	=====	=====	=====	

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
RA06 RATE ADJ - NO FTE - NO SALARY - NO BENEFITS							
C0003 001		459,009					
C0004 001							
		-----	-----	-----	-----		
TOTAL SALARY RATE		459,009					
		=====	=====	=====	=====		

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF  
 PGM: ADMINISTRATION PGM  
EXECUTIVE DIR/SUPPORT SVCS  
 GOV OPERATIONS/SUPPORT  
EXEC LEADERSHIP/SUPPRT SVC  
 ADJUSTMENTS TO CURRENT YEAR  
 ESTIMATED EXPENDITURES  
 AGENCY DISCRETIONARY PAY INCREASE  
 FOR FY 2023-24 - EFFECTIVE  
 10/1/2023

72000000  
 72010000  
 72010100  
 16  
1602.00.00.00  
 1600000  
 1600980

POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A12 - AGY FIN REQ FY 2024-25

CHANGES TO CURRENTLY AUTHORIZED POSITIONS  
 OTHER SALARY AMOUNT  
 1000 GENERAL REVENUE FUND  
 2021 ADMINISTRATIVE TRUST FUND

4,611  
 416,478  
 -----  
 421,089  
 =====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
STAFFING FOR INCREASED WORKLOAD IN				2103001
THE OFFICE OF GENERAL COUNSEL				040000
EXPENSES				
ADMINISTRATIVE TRUST FUND -STATE	15,715-			2021 1
	=====	=====	=====	

		COL A12	COL A04	COL A05	
		AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
		FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
					CODES
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: ADMINISTRATION PGM					72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>					72010100
GOV OPERATIONS/SUPPORT					16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>					<u>1602.00.00.00</u>
NONRECURRING EXPENDITURES					2100000
FLORIDA HEALTH CARE CONNECTION (FX)					
- PROJECT ASSESSMENT					2103002
SPECIAL CATEGORIES					100000
FL HEALTH CARE CONNECTION					102085
OPERATING TRUST FUND	-STATE	5,000,000-			2510 1
		=====	=====	=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ANNUALIZATION OF ISSUES PARTIALLY FUNDED IN PRIOR YEAR				2600000
ANNUALIZATION OF AGENCY DISCRETIONARY PAY INCREASE FOR FY 2023-24 - THREE MONTHS				
ANNUALIZATION SALARIES AND BENEFITS				2600980
				010000
GENERAL REVENUE FUND -STATE	1,537			1000 1
ADMINISTRATIVE TRUST FUND -STATE	138,826			2021 1
TOTAL APPRO.....	140,363			

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POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A12 - AGY FIN REQ FY 2024-25

CHANGES TO CURRENTLY AUTHORIZED POSITIONS  
 OTHER SALARY AMOUNT

1000 GENERAL REVENUE FUND						1,537
2021 ADMINISTRATIVE TRUST FUND						138,826
						<u>140,363</u>
						=====

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COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AG REQ ANZ				
FY 2024-25	FY 2024-25	FY 2024-25				
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72010000
						72010100
						16
						<u>1602.00.00.00</u>
						3000000
						3009640
						030000
ADMINISTRATIVE TRUST FUND -STATE	130,714					2021 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

ISSUE TITLE: Other Personal Services

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, and cost-effective services.

SUMMARY:

The Department of Management Services (Department) requests \$130,714 in budget authority in the Executive Direction and Support Services budget entity (72010100), within the Administrative Trust Fund (2021) to support temporary staffing needs in the Office of General Counsel, Legislative Affairs, Office of Information Technology, and Finance & Administration to help address special project needs and the volume of work related to the other divisions.

RETURN ON INVESTMENT (ROI):

Other Personal Services (OPS) staff will bring new and valuable resources to the Department as well as provide support to the divisions by conducting research, analyzing documentation, organizing files for legal proceedings, filing pleadings with the courts, reviewing bill analyses that could have an affect on the Department, scanning department files to continue digitization efforts, providing information technology assistance, and assisting with accounting audits. Funding this initiative will also assist in ensuring the retention of current staff and continuation to attract high quality employees.

IMPACT:

Without this funding, it will be difficult to complete initiatives, special projects, alleviate heavy workloads during peak seasons, and retain skilled individuals for temporary needs.

BACKGROUND:

Executive Direction and Support Services provides direction and support to the program areas and entities within the Department of Management Services as required by statute. This service provides financial management, personnel,

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF						72000000
PGM: ADMINISTRATION PGM						72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>						72010100
GOV OPERATIONS/SUPPORT						16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>						<u>1602.00.00.00</u>
WORKLOAD						3000000
OTHER PERSONAL SERVICES						3009640

purchasing, internal audit, legal, legislative, communications, fiscal integrity, planning and budgeting, property management, and technology services for the department (including the Portal System for the state allowing access to State of Florida resources from a single state website).

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY				3620000
ASSET MANAGEMENT SYSTEM INFORMATION				
TECHNOLOGY RESOURCES				36240C0
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
ADMINISTRATIVE TRUST FUND -STATE		175,000		2021 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Asset Management System Information Technology Resources

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, and cost-effective services.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$175,000 in the Executive Direction and Support Services budget entity (72010100), within the Administrative Trust Fund (2021) to implement an Information Technology Service Management (ITSM) solution.

RETURN ON INVESTMENT (ROI):

The Department would expect an annual cost and risk avoidance by purchasing an ITSM system by reducing downtime, improving resource utilization, streamlining processes, and preventing recurring incidents.

IMPACT:

Not implementing an ITSM system could result in increased downtime, inefficient use of resources, inventory and asset management issues, manual and error-prone processes, longer resolution times, decreased efficiencies, and higher costs associated with recurring incidents and unoptimized information technology (IT) service delivery.

BACKGROUND:

An ITSM system encompasses a range of essential features for effective IT service management. The Department does not have an ITSM system and is seeking to acquire one that provides incident management, problem management, change management, service request automation, asset management, configuration management, knowledge management, project management and reporting and analytics in a single out-of-the-box, cloud-based solution. Incident management enables the tracking and timely resolution of IT issues, minimizing disruptions. Problem management helps identify and address root

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: ADMINISTRATION PGM						72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>						72010100
GOV OPERATIONS/SUPPORT						16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>						<u>1602.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY						3620000
ASSET MANAGEMENT SYSTEM INFORMATION						
TECHNOLOGY RESOURCES						36240C0

causes to prevent recurring incidents. Change management ensures controlled and risk-minimized implementation of changes. Service request management automates and streamlines routine user requests. Asset management tracks and optimizes IT assets, ensuring compliance. Configuration management maintains a centralized repository of infrastructure information for accurate decision-making. Knowledge management creates a knowledge base for efficient problem-solving. Service Level Agreement (SLA) establishes and monitors SLAs for quality assurance. Project management capabilities provide oversight and coordination for IT projects, ensuring successful delivery. Reporting and analytics provide insights for continuous improvement. Together, these features will empower the department to deliver high-quality IT services and drive operational efficiency.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
INFORMATION TECHNOLOGY IDENTITY				
MANAGEMENT AND GOVERNANCE SYSTEM				36308C0
EXPENSES				040000
ADMINISTRATIVE TRUST FUND -STATE	455,000	300,000		2021 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Information Technology Identity Management and Governance System

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, and cost-effective services.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$455,000 (\$300,000 NR) in the Executive Direction and Support Services budget entity (72010100), within the Administrative Trust Fund (2021) to implement an information technology identity management and governance system.

RETURN ON INVESTMENT (ROI):

By centralizing user identities and access controls, it enhances security, reducing the risk of data breaches and insider threats. The system streamlines user provisioning and deprovisioning processes, optimizing operational efficiency and reducing administrative costs. Additionally, it ensures compliance with regulatory requirements, avoiding penalties. With improved user experience and productivity, organizations can achieve higher customer satisfaction and revenue generation. The ROI of identity management and governance systems lies in enhanced security, cost avoidance, compliance adherence, and increased business performance.

IMPACT:

As it exists today, the Department will remain vulnerable to additional security incidents and will not be able to monitor and detect without the addition of the requested critical Identity Security and Governance solution. By not funding this request, the Department will also not be able to meet some of the controls identified and addressed in Florida Administrative Rule 60GG-2 or the National Institute of Standards and Technology (NIST) Cybersecurity Framework.

BACKGROUND:

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
INFORMATION TECHNOLOGY IDENTITY				
MANAGEMENT AND GOVERNANCE SYSTEM				36308C0

The Department does not currently have an identity security and governance application. The Department anticipates the application will aid in securing the Department's user access to all systems, data, and applications. Furthermore, an identity security and governance application ensure compliance, operational efficiency, and increased user productivity. Some examples of metrics that the Department expects to realize and that quantify the benefits of this requested information technology resource include reduced time to compile access certification reports, reduced time to review and complete access certifications, reduced number of certifications to review, reduced time to detect and remediate access policy violations, reduced time to compile audit reports information technology (IT)operational efficiency, reduced number of helpdesk incidents relating to passwords, reduced number of helpdesk incidents relating to access requests/changes, quicker helpdesk resolution times, fewer helpdesk escalations, reduced number of access changes performed by application administrators, quicker new hire provisioning, quicker ad hoc access changes and provisioning, quicker approval times on change requests, reduced time to create and maintain roles, quicker deprovisioning of separated employees, orphan account detection, and an expanded number of applications with multi-factor authentication.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
INTEGRATION WITH FLORIDA PLANNING,				
ACCOUNTING, AND LEDGER MANAGEMENT				
(PALM)				41009C0
SPECIAL CATEGORIES				100000
FLAIR SYSTEM REPLACEMENT				100781
ADMINISTRATIVE TRUST FUND -STATE	660,000	660,000		2021 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Integration with Florida Planning, Accounting, and Ledger Management (PALM)

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, and cost-effective services.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget authority of \$660,000 in the Executive Direction and Support Services budget entity (72010100), within the Administrative Trust Fund (2021) to continue funding for the integration of the Florida Accounting Information Resource (FLAIR) System Replacement (PALM).

RETURN ON INVESTMENT (ROI):

This strategic initiative is projected to enhance efficiency significantly for the department by streamlining data integration, automating reconciliations, and reducing manual data management and support requirements. By eliminating duplicate efforts and minimizing errors, we anticipate this integration will facilitate quicker decision-making through real-time financial insights, increasing productivity and ensuring that the data leveraged for decision making is correct.

IMPACT:

If this request is not funded, the Department will not realize the operational efficiency and data accuracy that will result from this integration project. Without this critical investment, manual processes will persist, leading to increased labor costs, ongoing error rates, and delayed financial reporting, ultimately hindering our ability to make informed decisions and potentially compromising compliance.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: ADMINISTRATION PGM						72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>						72010100
GOV OPERATIONS/SUPPORT						16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>						<u>1602.00.00.00</u>
FUNDING DEFICIENCIES TO MEET						
CURRENT LEVEL PROGRAM REQUIREMENTS						4100000
INTEGRATION WITH FLORIDA PLANNING,						
ACCOUNTING, AND LEDGER MANAGEMENT						
(PALM)						41009C0

BACKGROUND:

The updating of our accounting system is imperative for the Department to properly integrate with the Florida PALM system. Our current accounting systems are causing inefficiencies in data management, reporting, and decision-making. This integration project aims to consolidate and harmonize our financial processes, ensuring seamless data flow and real-time insights, and ensuring that our systems are positioned to integrate seamlessly integration with the Florida PALM system. By modernizing these systems, we will eliminate redundancies, reduce error rates, and enhance overall operational efficiency. This integration will not only streamline financial workflows but also position us for future growth and compliance.

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	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: ADMINISTRATION PGM					72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>					72010100
GOV OPERATIONS/SUPPORT					16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>					<u>1602.00.00.00</u>
FUNDING DEFICIENCIES TO MEET					
CURRENT LEVEL PROGRAM REQUIREMENTS					4100000
ADDITIONAL FUNDING IN EXPENSES					
CATEGORY					41010C0
EXPENSES					040000
ADMINISTRATIVE TRUST FUND -STATE	150,000				2021 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Additional Funding in Expenses Category

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

Goal #12: Deliver and promote the development of high-quality, innovative, and cost-effective services.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$150,000 in the Executive Direction and Support Services budget entity (72010100), within the Administrative Trust Fund (2021) to support the increased costs associated with enterprise software licenses and other unplanned operating expenses.

RETURN ON INVESTMENT (ROI):

Increasing the expense budget yields substantial ROI, including enhanced productivity and efficiencies through the acquisition of emerging tools and software applications.

IMPACT:

The Department runs the risk of not meeting its financial obligations to support a fully licensed workforce.

BACKGROUND:

The Office of Information Technology has not requested an increase in the expenses category to cover the increased costs associated with product licenses and other related expenses for many years. The purpose of this request is to cure that issue and provide the Department with the funding it needs to pay for the increased cost of its Microsoft Tenant and other license-related costs.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: ADMINISTRATION PGM				72010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				72010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
TOTAL: EXEC LEADERSHIP/SUPPRT SVC				<u>1602.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	3,309,715			1000
TRUST FUNDS	23,594,159	960,000		2000
TOTAL POSITIONS.....	119.00			
TOTAL PROG COMP.....	26,903,874	960,000		
TOTAL SALARY RATE.....	9,452,742			
	=====	=====	=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>FACILITIES MANAGEMENT</u>							72400100
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SALARY RATE							000000
SALARY RATE.....		13,032,146					
=====							
SALARIES AND BENEFITS							010000
SUPERVISION TRUST FUND -STATE		272.50					
		18,938,114					2696 1
=====							
OTHER PERSONAL SERVICES							030000
SUPERVISION TRUST FUND -STATE		270,709					
							2696 1
=====							
EXPENSES							040000
SUPERVISION TRUST FUND -STATE		5,431,586					
							2696 1
=====							
OPERATING CAPITAL OUTLAY							060000
SUPERVISION TRUST FUND -STATE		323,727					
							2696 1
=====							
SPECIAL CATEGORIES							100000
ACQUISITION/MOTOR VEHICLES							100021
SUPERVISION TRUST FUND -STATE		150,000					
							2696 1
=====							
TR/FDLE-CAPITOL POLICE							100661
SUPERVISION TRUST FUND -STATE		8,064,185					
							2696 1
=====							
CONTRACTED SERVICES							100777
SUPERVISION TRUST FUND -STATE		14,082,170					
							2696 1
=====							

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>FACILITIES MANAGEMENT</u>							72400100
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SPECIAL CATEGORIES							100000
DMS/FACILITIES SECURITY							100854
SUPERVISION TRUST FUND -STATE		1,678,387					2696 1
=====							
INTERIOR REFURBISH / LEASE							100857
SUPERVISION TRUST FUND -STATE		2,500,000					2696 1
=====							
RISK MANAGEMENT INSURANCE							103241
SUPERVISION TRUST FUND -STATE		516,577					2696 1
=====							
STATE UTILITY PAYMENTS							103647
SUPERVISION TRUST FUND -STATE		14,302,406					2696 1
=====							
DEFERRED-PAY COM CONTRACTS							105280
SUPERVISION TRUST FUND -STATE		1,627,007					2696 1
=====							
LEASE/PURCHASE/EQUIPMENT							105281
SUPERVISION TRUST FUND -STATE		97,570					2696 1
=====							
TR/DMS/HR SVCS/STW CONTRCT							107040
SUPERVISION TRUST FUND -STATE		85,624					2696 1
=====							
CAPITOL REPAIRS							108900
SUPERVISION TRUST FUND -STATE		250,000					2696 1
=====							

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
FACILITY SECURITY				108910
ARCHITECTS INCIDENTAL TF -STATE	1,000,000			2033 1
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
SUPERVISION TRUST FUND -STATE	354,897			2696 1
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	272.50			
TOTAL ISSUE.....	69,672,959			
TOTAL SALARY RATE.....	13,032,146			

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
SALARY INCREASE FY 2023-24 -				
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				1001010
SALARY RATE				000000
SALARY RATE.....	649,317			
=====				
SALARIES AND BENEFITS				010000
SUPERVISION TRUST FUND -STATE	787,809			2696 1
=====				
SPECIAL CATEGORIES				100000
TR/FDLE-CAPITOL POLICE				100661
SUPERVISION TRUST FUND -STATE	343,888			2696 1
=====				
TOTAL: SALARY INCREASE FY 2023-24 -				1001010
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				
TOTAL ISSUE.....	1,131,697			
TOTAL SALARY RATE.....	649,317			
=====				

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>FACILITIES MANAGEMENT</u>							72400100
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
CASUALTY INSURANCE PREMIUM							
ADJUSTMENT							1001090
SPECIAL CATEGORIES							100000
RISK MANAGEMENT INSURANCE							103241
SUPERVISION TRUST FUND -STATE		283,449-					2696 1
		=====		=====		=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>FACILITIES MANAGEMENT</u>							72400100
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
FLORIDA RETIREMENT SYSTEMS							1001215
CONTRIBUTIONS FOR FY 2023-24							010000
SALARIES AND BENEFITS							
SUPERVISION TRUST FUND -STATE		218,691					2696 1
=====							
SPECIAL CATEGORIES							100000
TR/FDLE-CAPITOL POLICE							100661
SUPERVISION TRUST FUND -STATE		219,812					2696 1
=====							
TOTAL: FLORIDA RETIREMENT SYSTEMS							1001215
CONTRIBUTIONS FOR FY 2023-24							
TOTAL ISSUE.....		438,503					
=====							

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS AMOUNT	AGY REQ N/R FY 2024-25	POS AMOUNT	AG REQ ANZ FY 2024-25	POS AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>FACILITIES MANAGEMENT</u>							72400100
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
SUPERVISION TRUST FUND -STATE		6,411					2696 1
		=====		=====		=====	

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: FACILITIES PROGRAM					72400000
<u>FACILITIES MANAGEMENT</u>					72400100
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR					
ESTIMATED EXPENDITURES					1600000
AGENCY DISCRETIONARY PAY INCREASE					
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					1600980
SALARY RATE					000000
SALARY RATE.....	313,413				
	=====	=====	=====		
SALARIES AND BENEFITS					010000
SUPERVISION TRUST FUND -STATE	285,864				2696 1
	=====	=====	=====		
TOTAL: AGENCY DISCRETIONARY PAY INCREASE					1600980
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					
TOTAL ISSUE.....	285,864				
TOTAL SALARY RATE.....	313,413				
	=====	=====	=====		

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
RA06 RATE ADJ - NO FTE - NO SALARY - NO BENEFITS							
C0005 001		313,413					
		-----	-----	-----	-----		
TOTAL SALARY RATE		313,413					
		=====	=====	=====	=====		
OTHER SALARY AMOUNT							
2696 SUPERVISION TRUST FUND							285,864
							-----
							285,864
							=====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
IMPROVEMENTS TO FACILITY SECURITY				2103003
SPECIAL CATEGORIES				100000
FACILITY SECURITY				108910
ARCHITECTS INCIDENTAL TF -STATE	1,000,000-			2033 1
	=====	=====	=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>FACILITIES MANAGEMENT</u>							72400100
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
REPLACEMENT OF REAL ESTATE							
DEVELOPMENT AND MANAGEMENT SERVICES							
EQUIPMENT							2103004
OPERATING CAPITAL OUTLAY							060000
SUPERVISION TRUST FUND -STATE			250,000-				2696 1
			=====	=====	=====		

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
EQUIPMENT NEEDS				2400000
REPLACEMENT OF REAL ESTATE				
DEVELOPMENT AND MANAGEMENT SERVICES				
EQUIPMENT				2401010
OPERATING CAPITAL OUTLAY				060000
SUPERVISION TRUST FUND -STATE		250,000		2696 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

ISSUE TITLE: Replacement of Real Estate Development and Management Services Equipment

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 1. Restore and Protect Florida's Environment
- 5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #11: Provide cost-effective, efficient real estate development and management services to our customers in the Department of Management Services (DMS) pool facilities.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$250,000 in the Facilities Management budget entity (72400100) within the Supervision Trust Fund (2696) for the purchase of equipment needed to supplement and replenish the Department's aging equipment used in the provision of mission critical services.

RETURN ON INVESTMENT (ROI):

The acquisition of additional equipment is needed in support of our facilities and maintenance team for maintaining facilities within the Florida Facilities Pool (FFP) in accordance with the bond covenant requirements. It is difficult to quantify the ROI, however the down time from broken or inoperable equipment can lead to significant cost increases for repair and increase tenant disruption.

IMPACT:

Without funding, obsolete, or unsafe equipment needing replaced adds risk to not only the facilities and customers we serve but can also be a safety risk to both employees and visitors in the facilities. The outdated equipment causes significant down time for staff to complete their work and, in some cases, prevents staff from completing tasks due to lack of funding to replace or repair obsolete equipment.

BACKGROUND:

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: FACILITIES PROGRAM						72400000
<u>FACILITIES MANAGEMENT</u>						72400100
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
EQUIPMENT NEEDS						2400000
REPLACEMENT OF REAL ESTATE						
DEVELOPMENT AND MANAGEMENT SERVICES						
EQUIPMENT						2401010

Chapter 255, Florida Statutes defines requirements for how publicly owned buildings are developed, operated, and maintained, including statewide rule related authority for the Department. Sections 255.501 through 255.525, Florida Statutes, comprise the "Building and Facilities Act," which relates specifically to the creation and management of the FFP. This includes implementation of construction appropriations, project management oversight, and building maintenance, leasing, and long-range strategic planning to address the state's future workspace needs. This chapter also authorizes the Department to operate and maintain state-owned structures, defines energy conservation and building sustainability implementation and directs the Department to develop and maintain a state energy management plan. The Department has aging equipment and some with obsolete parts to repair or maintain the requirements as established in the FFP bond covenants. These factors cause a negative cost impact and create a safety liability as well as a higher risk of injury for the Department's staff.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ANNUALIZATION OF ISSUES PARTIALLY FUNDED IN PRIOR YEAR				2600000
ANNUALIZATION OF AGENCY DISCRETIONARY PAY INCREASE FOR FY 2023-24 - THREE MONTHS				
ANNUALIZATION SALARIES AND BENEFITS				2600980
				010000
SUPERVISION TRUST FUND -STATE	95,288			2696 1

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POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A12 - AGY FIN REQ FY 2024-25

CHANGES TO CURRENTLY AUTHORIZED POSITIONS  
 OTHER SALARY AMOUNT  
 2696 SUPERVISION TRUST FUND

95,288  
 -----  
 95,288  
 =====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
WORKLOAD				3000000
OPERATIONS AND MAINTENANCE OF				
BUILDINGS				3000090
SALARY RATE				000000
SALARY RATE.....	160,893			
=====				
SALARIES AND BENEFITS				010000
	3.00			
SUPERVISION TRUST FUND -STATE	240,977			2696 1
=====				
EXPENSES				040000
SUPERVISION TRUST FUND -STATE	32,020	14,792		2696 1
=====				
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
SUPERVISION TRUST FUND -STATE	1,080			2696 1
=====				
TOTAL: OPERATIONS AND MAINTENANCE OF				3000090
BUILDINGS				
TOTAL POSITIONS.....	3.00			
TOTAL ISSUE.....	274,077	14,792		
TOTAL SALARY RATE.....	160,893			
=====				

\*\*\*\*\*

AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

ISSUE TITLE: Operations and Maintenance of Buildings

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #11: Provide cost-effective, efficient real estate development and management services to our customers in the Department of Management Services (DMS) pool facilities.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
						72000000
						72400000
						72400100
						16
						<u>1601.00.00.00</u>
						3000000
						3000090

MANAGEMENT SRVCS, DEPT OF  
 PGM: FACILITIES PROGRAM  
FACILITIES MANAGEMENT  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS  
 WORKLOAD  
 OPERATIONS AND MAINTENANCE OF  
 BUILDINGS

72000000  
 72400000  
 72400100  
 16  
1601.00.00.00  
 3000000  
 3000090

SUMMARY:

The Department of Management Services (Department) requests three (3) Full-Time Equivalent (FTE) positions, salary rate of 160,893, and budget authority of \$274,077 (\$14,792 NR) in the Facilities Management budget entity (72400100), within the Supervision Trust Fund (2696) for additional resources needed for future development of the Capital Circle Office Complex (CCOC). Three (3) FTE are needed to properly diagnose and conduct building maintenance across a growing campus with structures ranging from 13-28 years old. Currently, there are 12 maintenance staff (excluding managers) that range in skillsets from entry level to advanced trades supporting 19 facilities (15 buildings on the main campus, 3 DOR buildings, and First District Court of Appeals). With a full staff, many of the maintenance mechanics service up to 3 buildings daily. This creates a burden on the team dynamic and the campus function if employees take annual or sick leave, or the position is vacant. These positions are needed even while buildings are still in development to properly serve each facility, provide dedicated customer service for each work order, and allow devoted staff to troubleshoot an aging infrastructure with dedicated maintenance personnel per building. The Department has sufficient space to support these positions.

The request for rate over the base for the classifications is due to the necessary skillset required for these positions. The Department requests the standard Expense package for Professional Staff, which includes additional software and computing equipment, as authorized in Appendix E of the Fiscal Year 2024-25 Legislative Budget Request instructions.

RETURN ON INVESTMENT (ROI):

The additional FTEs will allow the Department to take on additional work tasks to maintain CCOC buildings within the Florida Facilities Pool (FFP) to better serve our sister agencies with their needs while allowing the division to improve their ability to assess the many building systems, resulting in improved Capital Planning and long-range projections. The increased staff will assist the department with meeting the increase in workload that cannot be effectively attained at current staffing levels. Studies have consistently shown that investing in proactive maintenance programs can significantly reduce long-term costs. For every dollar spent on preventive maintenance, up to five dollars can be saved in reactive repairs and emergency fixes. In addition, section 255.249 (1), Florida Statutes, states The Department of Management Services shall have responsibility and authority for the custodial and preventive maintenance, repair, and allocation of space of all buildings in the Florida Facilities Pool and the grounds located adjacent thereto. By increasing the number of maintenance employees, we can implement regular inspections, routine maintenance, and timely repairs, preventing minor issues from escalating into major problems that drain resources, funding, and disrupt building operations. CCOC's age of 13-28 years highlights the pressing need for maintenance. Conducting regular maintenance not only extends their lifespan but also helps protect the investment made in constructing and maintaining these structures. Preserving the buildings ensures their continued functionality and aesthetic appeal. Investing in building maintenance not only addresses infrastructure needs but also contributes to job creation and economic growth. According to economic impact studies, for every 10 new maintenance employees hired, an additional 7 indirect jobs are generated in related industries. This multiplier effect stimulates local economies, boosts consumer spending, and enhances community development, ultimately improving the overall quality of life for residents.

IMPACT:

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
WORKLOAD				3000000
OPERATIONS AND MAINTENANCE OF				
BUILDINGS				3000090

Without this funding, the workload and responsibilities would remain the same for current staff who are unable to effectively meet the demand with the volume of buildings and maintenance requirements for this large campus. This can have a negative impact not only on the customers housed in these buildings but also on employee morale and retention. The current level of staffing can result in longer waiting times for customers and insufficient time to address customer needs or complete tasks with the necessary attention to detail that can compromise the quality of service provided. This can lead to lower customer satisfaction, decreased efficiency, and inability to adapt to the changing demands. Higher level management can bring expertise in navigating complex organizational structures, handling larger budgets, and overseeing multiple projects simultaneously. This is crucial for making strategic decisions that align with the Department's goals and objectives that may involve evaluating potential real estate development opportunities, optimizing resource allocation, and ensuring efficient operations. New construction is imminent, and as we witness an upsurge in infrastructure projects, it is crucial that we proactively plan for their long-term care. Neglecting maintenance from the outset can lead to more extensive repairs and costly renovations in the future. By adequately staffing our maintenance teams, we can establish proactive protocols and preventive measures that minimize the risk of deterioration, ultimately saving both time and money. Buildings are not static entities; they are dynamic spaces that require continuous monitoring, upkeep, and repairs. Regular maintenance activities such as plumbing, electrical work, heating and cooling systems, and structural assessments are vital for preserving the safety and functionality of our built environment. By bolstering our maintenance workforce, we can ensure that these critical tasks are promptly and efficiently addressed, minimizing disruptions, and enhancing the quality of life for occupants. Moreover, the inclusion of additional maintenance employees enables us to adopt more sustainable practices. With emerging technologies and energy-efficient solutions, buildings are becoming more complex, demanding specialized knowledge and skills for their proper upkeep. By expanding our maintenance teams, we can embrace these advancements, harness their potential, and optimize the operational efficiency of our buildings, thus reducing environmental impact and promoting a greener future.

**BACKGROUND:**

Currently within the Department's division of Real Estate Development and Management (REDM) there are 16 FTEs dedicated to the maintenance for the 1,974,182 gross sq. ft. CCOC, nearly 1/4 of the Department's portfolio excluding parking structures. The CCOC has grown over the last 28 years with the addition of facilities and sister agency staffing, with the most recent development of the DOR site, FDCA, and SEOC. There is a total of 175 acres that the Department is responsible for within CCOC and has the potential to expand the portfolio footprint by 500,000 sq. ft. within the next 5 years. Each of these facilities requires additional staffing to maintain the modern equipment used to provide services to sister agencies. The positions require certifications or higher skill sets to support the increased workload, but they will also support the ability to grow the needed skillsets of newer and less experienced staff as they work with the more experienced mechanics, leading to a stronger team for future needs. The increased staffing will allow the Department to improve its abilities to assess the many building systems, mitigating break/fix risks, resulting in improved operational costs, and meeting maintenance timelines for the increase in workload that cannot be attained at current staffing levels.

As the CCOC grows and undergoes changes, the complexity of managing its operations, facilities, and resources will increase. The facilities manager receives an average of 125 emails per day, ensuring tenant satisfaction, managing contractors, averaging 26 daily maintenance work orders, and must be engaged in active construction projects. Since 2015,

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
WORKLOAD				3000000
OPERATIONS AND MAINTENANCE OF				
BUILDINGS				3000090

there have been 252 construction projects for the CCOC campus alone. CCOC has become a metropolis for state agencies to thrive and engage with each other. This campus currently houses 16 agency headquarter operations that provide services statewide. During an emergency, executive leadership meeting, or the need for after-hours use, the campus must have the capabilities to operate without fail. Below is a list of positions and estimated requested salaries and benefits totaling \$240,977.

Class Code	Position Title	Total Salaries and Benefits
8618	Deputy Chief of Regional Facilities-DMS	\$109,963
6376	Maintenance Supervisor II	\$ 74,475
6466	Maintenance Mechanic	\$ 56,539
		-----
		\$240,977

In 2000, when the CCOC was newly established, the campus maintained 15 buildings and REDM employed 514 staff. These 514 employees provided support for the portfolio statewide and of those employees, the Department hired 4 maintenance staff to support the 15 buildings. Each time the campus received approval to increase its square footage the Department was granted staffing to support the new duties. In 2009, 3 Department of Revenue buildings were constructed, and the Department hired 4 new maintenance staff. In 2011, the First District Court of Appeals was constructed, and the Department hired 3 new maintenance staff. As we continue urban development in Tallahassee, the new State Emergency Operations Center construction is set to begin FY 2023-24 and the new office building and garage are being designed in FY 2023-24 on the west campus of CCOC. The proposed construction will lead to an increase of nearly 600,000 square feet. The 2023 REDM staffing levels are 289 FTE, which is a reduction of 44% in the last 22 years as the Department continues to grow.

Highlights: Requesting 3 new positions not including the 3 new at the EOC; Current staff 16 FTE, 11 FTE handle daily maintenance needs across 19 aging facilities; 3 proposed buildings to expand the campus; Campus is 28 years old; Campus gross square footage 1,974,182 which is 175 acres; CCOC received 18% of the work orders of the statewide portfolio; CCOC supports 16 state agencies and their missions.

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	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: FACILITIES PROGRAM					72400000
<u>FACILITIES MANAGEMENT</u>					72400100
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
WORKLOAD					3000000
OPERATIONS AND MAINTENANCE OF					
BUILDINGS					3000090

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
NEW POSITIONS							
6466 MAINTENANCE MECHANIC							
N0041 001	1.00	34,655		21,884	56,539	0.00	56,539
6376 MAINTENANCE SUPERVISOR II - SES							
N0040 001	1.00	48,486		25,989	74,475	0.00	74,475
8618 DEPUTY CHIEF OF REGIONAL FACILITIES-DMS							
N0037 001	1.00	77,752		32,211	109,963	0.00	109,963
-----							
TOTALS FOR ISSUE BY FUND							
2696 SUPERVISION TRUST FUND							240,977
	3.00	160,893		80,084	240,977		240,977
	=====	=====	=====	=====	=====		=====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
FEASIBILITY STUDY				4000520
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND				1000 1
-STATE	400,000	400,000		

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:  
 ISSUE TITLE: Feasibility Study

IT COMPONENT? NO

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #11: Provide cost-effective, efficient real estate development and management services to our customers in the DMS pool facilities.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget of \$400,000 in the Facilities Management budget entity (72400100) within General Revenue Fund (1000) to study the feasibility of an enterprise Physical Access Control System (PACS) throughout the Florida Facilities Pool (FFP). A PACS is an electronic security solution designed to regulate and manage access to facilities. PACS enhance security protocols, safeguard valuable assets, and ensure the well-being of both personnel and sensitive information by granting entry exclusively to authorized individuals. The proposed study will be undertaken by a contractor possessing the necessary qualifications and expertise. The study will include needs and risk assessments, technology evaluation, cost analysis, creation of design and construction standards, and an implementation plan. Without improvements to physical security, the operational capabilities of the 31 state agencies and divisions housed within the FFP could face mounting challenges. Ensuring a safe and secure environment is paramount for these entities to effectively carry out their public-facing core missions. The funding for this study is an essential step toward reinforcing the overall security posture and resilience of the FFP.

RETURN ON INVESTMENT (ROI):

A PACS has the potential to be deployed across 102 structures. The key advantages include:

1. Reduced operating costs, enhanced user experience, improved customer satisfaction, and the ability to consolidate diverse data sources for actionable insights.
2. Centralized management with decentralized response provides comprehensive oversight of policies, procedures, privileges, and infrastructure while empowering on site personnel to swiftly respond to unauthorized entry, theft,

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: FACILITIES PROGRAM						72400000
<u>FACILITIES MANAGEMENT</u>						72400100
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE						4000000
FEASIBILITY STUDY						4000520

sabotage, or other security breaches.

3. Rapid individual or global facility lockdowns and adjustments to access control privileges.

4. A single card solution simplifies the complexity of managing multiple access credentials and eliminates the associated maintenance expenses.

5. Detailed audit logs.

IMPACT:

The FFP accommodates 31 state agencies and divisions who play a pivotal role in delivering a wide array of crucial services to the citizens of Florida, encompassing vital domains such as healthcare, education, public safety, transportation, and environmental protection. Effective access control sustains the integrity, security, and operational continuity of FFP operations enabling state agencies to uninterruptedly provide essential services. With thousands of daily visitors, including employees, contractors, and the public, it is crucial to minimize the risk of unauthorized individuals gaining entry to FFP facilities. Unauthorized access poses various threats, including theft, vandalism, sabotage, potential loss of confidential information, and even physical harm to occupants. Physical security is a vital component to cybersecurity. Research conducted by IBM in 2020 revealed that thirty-six percent of cybersecurity attacks originate from within the organization. The same research highlighted that the average cyberattack takes 280 days to contain, incurring an average cost of \$3.86 million. These statistics emphasize the critical importance of implementing effective access control measures to prevent infiltration of the enterprise network by hackers.

BACKGROUND:

Managing physical security, access control, and intrusion detection within the FFP presents a multifaceted challenge. Ownership and distribution of access control systems is fragmented. The Department owns access controls systems in 68 structures, issuing badges at 46. A tenant issues badges at the other 22. Furthermore, tenants own access control systems and issue badges at an addition 26 FFP structures. Security practices and procedures vary between the various agencies responsible for access control as physical security is not their core mission. Within regional facilities outside Tallahassee, Sonitrol, a commercial security company, holds ownership of the access control software.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
CONTROL DEVICE REFRESH - FLORIDA				
FACILITIES POOL				40031C0
SPECIAL CATEGORIES				100000
HVAC DEVICE REFRESH - FFP				100888
GENERAL REVENUE FUND				
-STATE	2,158,500	2,158,500		1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Control Device Refresh - Florida Facilities Pool

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

1. Restore and Protect Florida's Environment
3. Economic Development and Job Creation
5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #11: Provide cost-effective, efficient real estate development and management services to our customers in the DMS pool facilities.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget authority of \$2,158,500, with phased funding over the next five (5) years totaling \$13,500,750 in the Facilities Management budget entity (72400100), within the General Revenue Fund (1000) to refresh tier one Heating, Ventilation, and Air Conditioning (HVAC) devices at 44 buildings within the Florida Facilities Pool (FFP). HVAC control devices in the FFP are used to regulate temperature, humidity, fresh air intake, and airborne contaminants by automatically controlling large pieces of HVAC equipment. Of tier one HVAC control devices in the FFP, 46 percent are obsolete. Acquiring replacement parts for obsolete product lines is challenging, and often impossible. Malfunctioning HVAC control devices can cause overheating and shutdown of critical information technology (IT) equipment leading to data loss, operational disruptions, and denial of services to Florida's citizens. The FFP houses 31 state agencies and divisions whose core mission is to provide vital functions like health, safety, education, and environmental protection to the public. Without adequate funding to refresh outdated HVAC control devices, the efficacy and functionality of these pivotal public services and governmental operations could be compromised.

RETURN ON INVESTMENT (ROI):

Approval of this request will result in the following outcomes:

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72400000
						72400100
						16
						<u>1601.00.00.00</u>
						4000000
						40031C0

MANAGEMENT SRVCS, DEPT OF  
 PGM: FACILITIES PROGRAM  
FACILITIES MANAGEMENT  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS  
 RE-ENGINEERING THE WORKPLACE  
 CONTROL DEVICE REFRESH - FLORIDA  
 FACILITIES POOL

72000000  
 72400000  
 72400100  
 16  
1601.00.00.00  
 4000000  
 40031C0

1. New HVAC control devices provide more consistent climate control. While exact ROI is unquantifiable, numerous studies have shown HVAC control devices can reduce operating costs which will contribute to long-term cost savings for the state. The U.S. General Services Administration reported an average energy reduction of 27 percent through retrofits of HVAC control devices in federal buildings.
2. Investing in newer HVAC controls will reduce the likelihood of cyberattacks and their associated costs, such as financial losses due to data breaches or expenses incurred for recovery and remediation efforts. In 2022, cybercrimes cost Florida an estimated \$845 million which ranks second highest in the United States according to Statista.com.
3. Enhanced comfort and indoor air quality created by new HVAC control devices will foster increased productivity and well-being.
4. The installation and maintenance of new HVAC control devices will create a range of employment opportunities for skilled contractors and technicians. Such opportunities will contribute to the growth and development of the local economy in 17 major markets.

IMPACT:

Outdated HVAC control devices, deemed critical infrastructure by the Department of Homeland Security's Cybersecurity & Infrastructure Security Agency (CISA), pose a challenge to maintaining operations in the FFP. The CISA has observed a drastic uptick in exploitation of Critical Infrastructure systems underscoring the urgent need for updates to mitigate risks and their potential impact on operations. Malfunctioning HVAC control devices can lead to the buildup of carbon dioxide and pollutants. The effects of poor indoor air quality range from reduced cognitive function to heightened infection risk and worsened respiratory conditions. Furthermore, obsolete equipment leads to inefficient operations which harms the environment, increases operational expenses, and intensifies pollution.

BACKGROUND:

Tier one HVAC control device status:

1. Modular Building Controllers: Production 1992-2008. 93 currently in use. End of life was 2015.
2. Floor Level Network Controller: Production 1997-2008. 15 currently in use. End of life was 2015.
3. Modular Equipment Controller: Production 1998-2010). 90 currently in use. End of life was 2017.

198 of 431 HVAC control devices in the FFP are obsolete. Estimated project costs are based on previous bids received in the past two years for similar work plus forecasted rate of inflation in Florida. Priority is given to regional facilities where in-house support from Tallahassee requires approved travel and associated funding. This request is inclusive of all costs to replace the HVAC control devices. There are no one-time procurement costs for software or licenses. There are no anticipated recurring contracted services costs. Maintenance costs are currently funded by \$50,000 recurring in the Expenses (040000) appropriations category.

SCHEDULE:

Year 2024-25 - 10 facilities  
 Year 2025-26 9 facilities

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF						72000000
PGM: FACILITIES PROGRAM						72400000
<u>FACILITIES MANAGEMENT</u>						72400100
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE						4000000
CONTROL DEVICE REFRESH - FLORIDA						
FACILITIES POOL						40031C0

Year 2026-27 7 facilities  
 Year 2027-28 12 facilities  
 Year 2028-29 7 facilities

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
INCREASE STATE UTILITY PAYMENTS				
CATEGORY				4102000
SPECIAL CATEGORIES				100000
STATE UTILITY PAYMENTS				103647
SUPERVISION TRUST FUND				2696
-STATE	3,697,594			1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

ISSUE TITLE: Increase State Utility Payments Category

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #11: Provide cost-effective, efficient real estate development and management services to our customers in the DMS pool facilities.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$3,697,594 in the Facilities Management budget entity (72400100) within the Supervision Trust Fund (2696) to increase the total annual utility budget to \$18 million. This increase is necessary for compounding reasons to sustain payment of utility bills in the Florida Facilities Pool (FFP). Utility rates have steadily increased in the past decade with a projected consistent upward trend. Evolving mission needs of tenant agencies require extended facility operating hours driven by an influx of over 1,200 people migrating to Florida daily. Furthermore, record temperatures have placed an unprecedented demand on our heating, ventilation, and air conditioning systems resulting in higher-than-normal energy consumption to provide comfortable working environments. This utility budget increase is vital for 31 state agencies to provide sustained services supporting public health and safety, assisting vulnerable populations, maintaining government functions, and driving economic growth throughout the state.

RETURN ON INVESTMENT (ROI):

By increasing the utility appropriations category, the Department will be able to effectively pay utility bills for the FFP, thereby preventing temporary closures of state office facilities. This enables state agencies to continue providing essential services that are paramount to fostering public health and safety, safeguarding vulnerable populations, facilitating government functions, and promoting economic growth. State agencies play a pivotal role in delivering a wide array of crucial services to the citizens, encompassing vital domains such as healthcare, education, public safety,

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: FACILITIES PROGRAM						72400000
<u>FACILITIES MANAGEMENT</u>						72400100
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
FUNDING DEFICIENCIES TO MEET						
CURRENT LEVEL PROGRAM REQUIREMENTS						4100000
INCREASE STATE UTILITY PAYMENTS						
CATEGORY						4102000

transportation, and environmental protection.

IMPACT:

The Department incurred a shortfall of approximately \$870,000 in the utility appropriations category for the fiscal year 2022-23, with continued increases anticipated in future years. This shortage poses a significant risk to the uninterrupted operation of essential services and government functions, as it may impede the Department from paying utility bills. The FFP encompasses 31 state agencies and divisions that are dedicated to serving the taxpayers of Florida. These agencies operate regional service centers in 16 major markets, ensuring accessible services to the public. If these agencies are forced to temporarily close due to a lack of commercial power, essential services would be disrupted or halted, adversely impacting the well-being and safety of the citizens. The closure of a state agency, even if it is temporary, can have wide-ranging and significant consequences. The anticipated impacts of such closures include: delayed or impaired government functions, impact on the economy, public health and safety concerns, impact on vulnerable populations.

BACKGROUND:

The Department conducted a comprehensive analysis of monthly utility bills covering a period of 10 consecutive fiscal years starting in 2012. The findings reveal significant cost increases across all rate categories, with a few exceptions. The City of Tallahassee, where 71 the Department-managed structures are located, accounts for 72 percent of the total utility expenditure in the FFP. Following closely is Florida Power and Light, constituting 9.2 percent of the expenditure. Other notable contributors include Orlando Utilities Commission at 5.5 percent, Jacksonville Energy Authority at 3.7 percent, and Tampa Electric Company at 1.6 percent. The structures served by these five providers account for 92 percent of total utility spend. The remaining 17 utility providers collectively represent 8 percent of total utility spend with individual shares ranging from 0.05 percent to 1.5 percent of the total dollar amount. The analysis reveals a clear and persistent pattern of escalating utility rates, underscoring the need for increased utility appropriation. On a positive note, the Department utility expenditures have not increased proportionately with rate changes. Total utility costs, across 12.6 million square feet of real estate in the FFP, have risen a modest 4.8 percent from 2012 to 2022. This achievement can be attributed to the effective implementation of energy conservation measures across the entire portfolio. An increase in the utility appropriations category ensures that utility bills for the FFP can be paid promptly, allowing state office facilities to remain open.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
CAPITAL IMPROVEMENT PLAN				9900000
CODE CORRECTIONS				990C000
FIXED CAPITAL OUTLAY				080000
COMPL/AMER DISABIL ACT				081010
SUPERVISION TRUST FUND				2696 1
-STATE	1,100,000	1,100,000		
	=====	=====	=====	

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AGENCY NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: COMPL/AMER DISABIL ACT IT COMPONENT? NO  
 ISSUE TITLE: Code Corrections

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #11: Provide cost-effective, efficient real estate development and management services for our customers in the Department of Management Services (DMS) pool facilities.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget authority of \$1,100,000 in the Facilities Management budget entity (72400100) within the Supervision Trust Fund (2696) to correct deficiencies within the Florida Facilities Pool (FFP) to comply with the Americans with Disabilities Act (ADA).

RETURN ON INVESTMENT (ROI):

This investment will assist in ensuring that state buildings are within ADA standards with such items as facility access and restroom accessibility.

IMPACT:

Without this funding, there is insufficient budget to address ADA deficiencies within the FFP.

BACKGROUND:

Chapter 255, Florida Statutes defines requirements for how publicly owned buildings are developed, operated, and maintained, including statewide rule related authority for the Department. Sections 255.501 through 255.525, Florida Statutes, comprise the "Building and Facilities Act," which relates specifically to the creation and management of the FFP. This includes implementation of construction appropriations, project management oversight, and building maintenance, leasing, and long-range strategic planning to address the state's future workspace needs. This chapter also authorizes the Department to operate and maintain state-owned structures, defines energy conservation and building sustainability implementation and directs the Department to develop and maintain a state energy management plan.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
CAPITAL IMPROVEMENT PLAN				9900000
CODE CORRECTIONS				990C000
FIXED CAPITAL OUTLAY				080000
LIFE SAFETY PROJ, STW				081400
SUPERVISION TRUST FUND				2696 1
-STATE	800,000	800,000		

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AGENCY NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: LIFE SAFETY PROJ, STW IT COMPONENT? NO  
 ISSUE TITLE: Code Corrections

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #11: Provide cost-effective, efficient real estate development and management services to our customers in the Department of Management Services (DMS) pool facilities.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget authority of \$800,000 in the Facilities Management budget entity (72400100) within the Supervision Trust Fund (2696) to provide funding to address correction of fire, life safety and health deficiencies within the Florida Facilities Pool (FFP).

RETURN ON INVESTMENT (ROI):

This investment helps to ensure state buildings are safe for employees and visitors. This includes replacement of fire alarm systems.

IMPACT:

Without this funding, there is insufficient budget to address the correction of fire, life safety and health deficiencies within the FFP.

BACKGROUND:

Chapter 255, Florida Statutes defines requirements for how publicly owned buildings are developed, operated, and maintained, including statewide rule related authority for the Department. Sections 255.501 through 255.525, Florida Statutes, comprise the "Building and Facilities Act," which relates specifically to the creation and management of the FFP. This includes implementation of construction appropriations, project management oversight, building maintenance, and leasing and long-range strategic planning to address the state's future workspace needs. This chapter also authorizes the Department to operate and maintain state-owned structures, defines energy conservation and building sustainability

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF						72000000
PGM: FACILITIES PROGRAM						72400000
<u>FACILITIES MANAGEMENT</u>						72400100
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
CAPITAL IMPROVEMENT PLAN						9900000
CODE CORRECTIONS						990C000

implementation and directs the Department to develop and maintain a state energy management plan.

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TOTAL: CODE CORRECTIONS						990C000
TOTAL ISSUE.....	1,900,000		1,900,000			
	=====		=====			

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: FACILITIES PROGRAM						72400000
<u>FACILITIES MANAGEMENT</u>						72400100
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
CAPITAL IMPROVEMENT PLAN						99000000
DEBT SERVICE						990D000
FIXED CAPITAL OUTLAY						080000
DEBT SERVICE						089070
FL FACILITIES POOL CLR TF -STATE	2,086,797-					2313 1

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AGENCY NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: DEBT SERVICE IT COMPONENT? NO  
 ISSUE TITLE: Debt Service

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:  
 5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:  
 5. Public Safety

LONG RANGE PROGRAM PLAN:  
 GOAL #11: Provide cost-effective, efficient real estate development and management services to our customers in the Department of Management Services pool facilities.

SUMMARY:  
 The Department of Management Services (Department) requests a decrease in budget authority of (\$2,086,797) in Facilities Management budget entity (72400100) within the Florida Facilities Pool Clearing Trust Fund (2313) based on the decreased debt service obligation for Fiscal Year 2024-25. This decrease in budget authority is to align budget authority with debt service obligations for Fiscal Year 2024-25.

RETURN ON INVESTMENT (ROI):  
 The proposed decrease will continue to allow the Department to meet the debt service obligations of the Florida Facilities Pool (FFP).

IMPACT:  
 Without this decrease in budget authority, the budget authority will not be aligned with the debt service obligations for the FFP for Fiscal Year 2024-25.

BACKGROUND:  
 Debt Service is a series of payments of interest and principal required on a debt over a given period. The Department makes periodic debt service payments to the State Board of Administration (SBA) on outstanding Florida Facilities Pool Revenue Refunding Bonds, Series 2017A for which SBA is the bond trustee.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
CAPITAL IMPROVEMENT PLAN				9900000
ESTIMATED EXPENDITURES - FIXED				
CAPITAL OUTLAY				990I000
FIXED CAPITAL OUTLAY				080000
DEBT SERVICE				089070
FL FACILITIES POOL CLR TF -STATE	16,029,356			2313 1
	=====	=====	=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>FACILITIES MANAGEMENT</u>							72400100
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
CAPITAL IMPROVEMENT PLAN							9900000
ESTIMATED EXPENDITURES - FIXED							
CAPITAL OUTLAY - OTHER							990I100
FIXED CAPITAL OUTLAY							080000
ANNUAL REPAIR/MAINTENANCE							083401
SUPERVISION TRUST FUND    -STATE			6,789,000				2696 1
			=====				

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
CAPITAL IMPROVEMENT PLAN				9900000
MAINTENANCE AND REPAIR				990M000
FIXED CAPITAL OUTLAY				080000
CAP. DEP. - GENERAL				083400
GENERAL REVENUE FUND				1000 1
-STATE	6,300,000	6,300,000		

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AGENCY NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: CAP. DEP. - GENERAL IT COMPONENT? NO  
 ISSUE TITLE: Maintenance and Repair

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #11: Provide cost-effective, efficient real estate development and management services to our customers in the DMS pool facilities.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget of \$6,300,000 in the Facilities Management budget entity (72400100) within the General Revenue fund (1000) to correct statewide general building deficiencies within the Florida Facilities Pool (FFP).

RETURN ON INVESTMENT (ROI):

The continued investment in capital maintenance items in the FFP will provide an efficient and safe environment for both the employees that are housed in the facilities as well as visitors to facilities.

IMPACT:

Without this funding, there is insufficient budget to address the correction of building deficiencies within the FFP. Facilities within the FFP require general building maintenance to include electrical, roofing, plumbing, mechanical, etc. If this issue is not funded, the division will not have the ability to fund critical projects that are necessary for these various building systems.

BACKGROUND:

Chapter 255, Florida Statutes defines requirements for how publicly owned buildings are developed, operated, and maintained, including statewide rule related authority for the Department. Sections 255.501 through 255.525, Florida Statutes, comprise the "Building and Facilities Act," which relates specifically to the creation and management of the FFP. This includes implementation of construction appropriations, project management oversight, and building maintenance,

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>FACILITIES MANAGEMENT</u>				72400100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
CAPITAL IMPROVEMENT PLAN				9900000
MAINTENANCE AND REPAIR				990M000

leasing, and long-range strategic planning to address the state's future workspace needs. This chapter also authorizes our responsibility for the operation and maintenance of state-owned structures, defines energy conservation and building sustainability implementation and directs the Department to develop and maintain a state energy management plan. The Department has statutory oversight for the construction, operation, custodial care, preventive maintenance, repair, alteration, modification, and allocation of space for all buildings in the FFP and administers the state's lease procurement process. The Department provides shared services to state agencies and local governments allowing them to focus on their core mission providing cost-effective real estate management and recommendations for the operation of pool buildings. The Department advises agencies, the Executive Office of the Governor, and the Florida Legislature on fixed capital outlay project needs and manage the costs associated with pool buildings.

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TOTAL: GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	8,858,500	8,858,500		1000
TRUST FUNDS	96,950,503	1,914,792		2000
TOTAL POSITIONS.....	275.50			
TOTAL PROG COMP.....	105,809,003	10,773,292		
TOTAL SALARY RATE.....	14,155,769			
	=====	=====	=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>BUILDING CONSTRUCTION</u>							72400200
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SALARY RATE							000000
SALARY RATE.....	699,987						
=====							
SALARIES AND BENEFITS							010000
ARCHITECTS INCIDENTAL TF -STATE	11.00	1,019,802					2033 1
=====							
EXPENSES							040000
ARCHITECTS INCIDENTAL TF -STATE		122,002					2033 1
=====							
SPECIAL CATEGORIES							100000
CONTRACTED SERVICES							100777
ARCHITECTS INCIDENTAL TF -STATE		46,341					2033 1
=====							
RISK MANAGEMENT INSURANCE							103241
ARCHITECTS INCIDENTAL TF -STATE		7,586					2033 1
=====							
LEASE/PURCHASE/EQUIPMENT							105281
ARCHITECTS INCIDENTAL TF -STATE		1,613					2033 1
=====							
BUILDING RELOCATION							107014
ARCHITECTS INCIDENTAL TF -STATE		3,000,000					2033 1
=====							
TR/DMS/HR SVCS/STW CONTRCT							107040
ARCHITECTS INCIDENTAL TF -STATE		3,599					2033 1
=====							

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>BUILDING CONSTRUCTION</u>							72400200
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
DATA PROCESSING SERVICES							210000
NORTHWEST REGIONAL DC							210023
ARCHITECTS INCIDENTAL TF -STATE		8,342					2033 1
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS							1001000
TOTAL POSITIONS.....	11.00						
TOTAL ISSUE.....	4,209,285						
TOTAL SALARY RATE.....	699,987						

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>BUILDING CONSTRUCTION</u>							72400200
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
SALARY INCREASE FY 2023-24 -							
STATEWIDE 5% PAY INCREASE -							
EFFECTIVE 7/1/2023							1001010
SALARY RATE							000000
SALARY RATE.....		34,999					
		=====					
SALARIES AND BENEFITS							010000
ARCHITECTS INCIDENTAL TF -STATE		42,374					2033 1
		=====					
TOTAL: SALARY INCREASE FY 2023-24 -							1001010
STATEWIDE 5% PAY INCREASE -							
EFFECTIVE 7/1/2023							
TOTAL ISSUE.....		42,374					
TOTAL SALARY RATE.....		34,999					
		=====					

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>BUILDING CONSTRUCTION</u>							72400200
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
CASUALTY INSURANCE PREMIUM							
ADJUSTMENT							1001090
SPECIAL CATEGORIES							100000
RISK MANAGEMENT INSURANCE							103241
ARCHITECTS INCIDENTAL TF -STATE		5,468					2033 1

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AG REQ ANZ				
FY 2024-25	FY 2024-25	FY 2024-25				
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: FACILITIES PROGRAM						72400000
<u>BUILDING CONSTRUCTION</u>						72400200
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES						1000000
FLORIDA RETIREMENT SYSTEMS						1001215
CONTRIBUTIONS FOR FY 2023-24						010000
SALARIES AND BENEFITS						
ARCHITECTS INCIDENTAL TF -STATE	11,656					2033 1
=====						

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: FACILITIES PROGRAM							72400000
<u>BUILDING CONSTRUCTION</u>							72400200
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
ARCHITECTS INCIDENTAL TF -STATE			269				2033 1
	=====		=====		=====		

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: FACILITIES PROGRAM				72400000
<u>BUILDING CONSTRUCTION</u>				72400200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
BUILDING RELOCATION				2103005
SPECIAL CATEGORIES				100000
BUILDING RELOCATION				107014
ARCHITECTS INCIDENTAL TF -STATE	1,000,000-			2033 1
TOTAL: GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
BY FUND TYPE				
	11.00			
TRUST FUNDS.....	3,269,052			2000
SALARY RATE.....	734,986			

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>FEDERAL PROPERTY ASSIST</u>				72600200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	206,532			
=====				
SALARIES AND BENEFITS				010000
4.00				
SURPLUS PROPERTY REVOLV TF-STATE	301,844			2699 1
=====				
EXPENSES				040000
SURPLUS PROPERTY REVOLV TF-STATE	42,791			2699 1
=====				
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
SURPLUS PROPERTY REVOLV TF-STATE	222,445			2699 1
=====				
RISK MANAGEMENT INSURANCE				103241
SURPLUS PROPERTY REVOLV TF-STATE	417			2699 1
=====				
TR/DMS/HR SVCS/STW CONTRCT				107040
SURPLUS PROPERTY REVOLV TF-STATE	1,820			2699 1
=====				
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
SURPLUS PROPERTY REVOLV TF-STATE	1,576			2699 1
=====				
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	4.00			
TOTAL ISSUE.....	570,893			
TOTAL SALARY RATE.....	206,532			
=====				

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>FEDERAL PROPERTY ASSIST</u>				72600200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
SALARY INCREASE FY 2023-24 -				
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				1001010
SALARY RATE				000000
SALARY RATE.....	10,326			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
SURPLUS PROPERTY REVOLV TF-STATE	12,229			2699 1
	=====	=====	=====	
TOTAL: SALARY INCREASE FY 2023-24 -				1001010
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				
TOTAL ISSUE.....	12,229			
TOTAL SALARY RATE.....	10,326			
	=====	=====	=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>FEDERAL PROPERTY ASSIST</u>				72600200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
CASUALTY INSURANCE PREMIUM				
ADJUSTMENT				1001090
SPECIAL CATEGORIES				100000
RISK MANAGEMENT INSURANCE				103241
SURPLUS PROPERTY REVOLV TF-STATE		62		2699 1
	=====	=====	=====	

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AG REQ ANZ				
FY 2024-25	FY 2024-25	FY 2024-25				
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: SUPPORT PROGRAM						72600000
<u>FEDERAL PROPERTY ASSIST</u>						72600200
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES						1000000
FLORIDA RETIREMENT SYSTEMS						
CONTRIBUTIONS FOR FY 2023-24						1001215
SALARIES AND BENEFITS						010000
SURPLUS PROPERTY REVOLV TF-STATE	2,977					2699 1
	=====		=====		=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>FEDERAL PROPERTY ASSIST</u>							72600200
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
SURPLUS PROPERTY REVOLV TF-STATE		136					2699 1
	=====		=====		=====		

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>FEDERAL PROPERTY ASSIST</u>				72600200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
ADDITIONAL POSITIONS FOR				2103025
SPECIALIZED SERVICES				040000
EXPENSES				
SURPLUS PROPERTY REVOLV TF-STATE	5,371-			2699 1
	=====	=====	=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>FEDERAL PROPERTY ASSIST</u>				72600200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
SPECIALIZED SERVICES INFORMATION				
TECHNOLOGY STAFF AUGMENTATION				2103186
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
SURPLUS PROPERTY REVOLV TF-STATE	180,000-			2699 1
=====				
TOTAL: GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
BY FUND TYPE				
	4.00			
TRUST FUNDS.....	400,926			2000
SALARY RATE.....	216,858			
=====				

	COL A12		COL A04		COL A05		CODES
	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>MOTOR VEHIC/WATERCRAFT MGT</u>							72600300
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SALARY RATE							000000
SALARY RATE.....		389,169					
=====							
SALARIES AND BENEFITS							010000
OPERATING TRUST FUND	-STATE	6.00					
		585,672					2510 1
=====							
EXPENSES							040000
OPERATING TRUST FUND	-STATE		58,708				
							2510 1
=====							
SPECIAL CATEGORIES							100000
CONTRACTED SERVICES							100777
OPERATING TRUST FUND	-STATE		68,784				
							2510 1
=====							
FLEET MANAGEMENT SYSTEM							100796
OPERATING TRUST FUND	-STATE		456,000				
							2510 1
=====							
RISK MANAGEMENT INSURANCE							103241
OPERATING TRUST FUND	-STATE		12,956				
							2510 1
=====							
LEASE/PURCHASE/EQUIPMENT							105281
OPERATING TRUST FUND	-STATE		1,247				
							2510 1
=====							
TR/DMS/HR SVCS/STW CONTRCT							107040
OPERATING TRUST FUND	-STATE		2,664				
							2510 1
=====							

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	POS	POS	CODES
	AMOUNT	AMOUNT	AMOUNT	
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>MOTOR VEHIC/WATERCRAFT MGT</u>				72600300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
PAY/EXP/SALE OF AGENCY VEH				107260
OPERATING TRUST FUND -STATE	695,000			2510 1
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
OPERATING TRUST FUND -STATE	30,689			2510 1
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	6.00			
TOTAL ISSUE.....	1,911,720			
TOTAL SALARY RATE.....	389,169			

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>MOTOR VEHIC/WATERCRAFT MGT</u>				72600300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
SALARY INCREASE FY 2023-24 -				
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				1001010
SALARY RATE				000000
SALARY RATE.....	21,372			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
OPERATING TRUST FUND -STATE	27,307			2510 1
	=====	=====	=====	
TOTAL: SALARY INCREASE FY 2023-24 -				1001010
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				
TOTAL ISSUE.....	27,307			
TOTAL SALARY RATE.....	21,372			
	=====	=====	=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>MOTOR VEHIC/WATERCRAFT MGT</u>							72600300
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
CASUALTY INSURANCE PREMIUM							
ADJUSTMENT							1001090
SPECIAL CATEGORIES							100000
RISK MANAGEMENT INSURANCE							103241
OPERATING TRUST FUND							2510 1
-STATE		11,999-					
		=====		=====		=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>MOTOR VEHIC/WATERCRAFT MGT</u>							72600300
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
FLORIDA RETIREMENT SYSTEMS							1001215
CONTRIBUTIONS FOR FY 2023-24							010000
SALARIES AND BENEFITS							
OPERATING TRUST FUND							2510 1
-STATE		9,026					
		=====					

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS AMOUNT	AGY REQ N/R FY 2024-25	POS AMOUNT	AG REQ ANZ FY 2024-25	POS AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>MOTOR VEHIC/WATERCRAFT MGT</u>							72600300
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
OPERATING TRUST FUND							2510 1
-STATE		199					

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	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: SUPPORT PROGRAM					72600000
MOTOR VEHIC/WATERCRAFT MGT					72600300
GOV OPERATIONS/SUPPORT					16
GOVERNMENTAL OPERATIONS					1601.00.00.00
ADJUSTMENTS TO CURRENT YEAR					
ESTIMATED EXPENDITURES					1600000
AGENCY DISCRETIONARY PAY INCREASE					
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					1600980
SALARY RATE					000000
SALARY RATE.....	42,000				
=====					
SALARIES AND BENEFITS					010000
OPERATING TRUST FUND -STATE	44,784				2510 1
=====					
TOTAL: AGENCY DISCRETIONARY PAY INCREASE					1600980
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					
TOTAL ISSUE.....	44,784				
TOTAL SALARY RATE.....	42,000				
=====					

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
RA06 RATE ADJ - NO FTE - NO SALARY - NO BENEFITS							
C0006 001		42,000					
-----							
TOTAL SALARY RATE		42,000					
=====							
OTHER SALARY AMOUNT							
2510 OPERATING TRUST FUND							44,784
							-----
							44,784
							=====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
MOTOR VEHIC/WATERCRAFT MGT				72600300
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ANNUALIZATION OF ISSUES PARTIALLY FUNDED IN PRIOR YEAR				2600000
ANNUALIZATION OF AGENCY DISCRETIONARY PAY INCREASE FOR FY 2023-24 - THREE MONTHS				
ANNUALIZATION SALARIES AND BENEFITS				2600980
				010000
OPERATING TRUST FUND -STATE	14,927			2510 1

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POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A12 - AGY FIN REQ FY 2024-25

CHANGES TO CURRENTLY AUTHORIZED POSITIONS

OTHER SALARY AMOUNT						14,927
2510 OPERATING TRUST FUND						14,927

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
MOTOR VEHIC/WATERCRAFT MGT				72600300
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
WORKLOAD				3000000
ADDITIONAL RESOURCES FOR MOTOR				
VEHICLE WATERCRAFT MANAGEMENT				3005000
SALARY RATE				000000
SALARY RATE.....	161,600			
=====				
SALARIES AND BENEFITS				010000
	3.00			
OPERATING TRUST FUND -STATE	242,998			2510 1
=====				
EXPENSES				040000
OPERATING TRUST FUND -STATE	29,925	13,854		2510 1
=====				
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
OPERATING TRUST FUND -STATE	1,080			2510 1
=====				
TOTAL: ADDITIONAL RESOURCES FOR MOTOR				3005000
VEHICLE WATERCRAFT MANAGEMENT				
TOTAL POSITIONS.....	3.00			
TOTAL ISSUE.....	274,003	13,854		
TOTAL SALARY RATE.....	161,600			
=====				

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? NO  
 ISSUE TITLE: Additional Resources for Motor Vehicles and Watercraft Management.

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #9: Provide timely fleet management of motor vehicles and watercraft.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: SUPPORT PROGRAM						72600000
<u>MOTOR VEHIC/WATERCRAFT MGT</u>						72600300
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
WORKLOAD						3000000
ADDITIONAL RESOURCES FOR MOTOR						
VEHICLE WATERCRAFT MANAGEMENT						3005000

SUMMARY:

The Department of Management Services (Department) requests three Full-Time Equivalent (FTE) positions, salary rate of 161,600 and budget authority of \$274,003 in the Motor Vehicle and Watercraft Management budget entity (72600300) within the Operating Trust Fund (2510) to provide one Office Automation Analyst for enhancement and utilization of the State of Florida's Fleet Management Information System (FleetWave), and two Purchasing Analysts to liaison with agencies enterprise-wide to streamline the procurement and sale of fleet assets.

The current approach to purchasing vehicles for the State is highly decentralized, as each agency must research, prepare, and submit individual Legislative Budget Requests (LBRs) for vehicle purchases. As a result, the administrative workload for the Office of Policy and Budget (OPB) and Legislative staff is increased as research ensues for the individual requests. Approval of individual issues continues the cycle of increased administrative workload as the procurement process unfolds within each agency.

The creation of three FTEs and the budget authority to use the proceeds from vehicle auctions would allow the Department to address these issues.

\*Office Automation Analyst (1): This position would provide enhancement to, and increase utilization of, the Fleet Management Information System, for support of enterprise-wide fleet management.

\*Purchasing Analysts (2): These positions would work with agencies to identify fleet needs, up to two years in advance, to build Legislative Budget Requests as needed, and manage and maintain a healthy enterprise-wide fleet. With the exception of specialized law enforcement vehicles, and other specialized or heavy equipment, the Department would procure all fleet purchases, following the guidelines set forth via Florida Statutes for the competitive procurement process.

The request for rate over the base for the classifications is due to the necessary skillset required for these positions. The Department has sufficient space to support these positions.

RETURN ON INVESTMENT (ROI):

The decentralized approach to vehicle procurement has contributed to inequities within agency fleets, fosters a reactionary approach to procurement, and creates the inability for the state to realize cost savings by leveraging economies of scale. By purchasing vehicles in bulk, directly from manufacturers, significant cost savings could be realized. The Department would leverage its experience in fleet management, procurement, and detailed vehicle inventory and management by utilizing the Department's FleetWave system. Implementation of recommendations of a previous fleet study to centralize purchasing and improve processes will only lead to improved efficiencies and cost savings for the State. Allowing the Department to retain the proceeds from vehicle auctions would offset LBR funding requests.

IMPACT:

The impact is a missed opportunity to leverage the resident fleet management experience in the Department and the capabilities in the recently purchased FleetWave. The investment in FleetWave addressed the first step to modernizing the fleet management process for the State. Centralizing the procurement of the fleet, a unified approach to emerging technologies and evolving industry practices, and better disposal of vehicles will take advantage of this opportunity.

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>MOTOR VEHIC/WATERCRAFT MGT</u>				72600300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
WORKLOAD				3000000
ADDITIONAL RESOURCES FOR MOTOR				
VEHICLE WATERCRAFT MANAGEMENT				3005000

These are among the findings in a previous fleet study.

BACKGROUND:

Pursuant to Chapter 287, Florida Statutes (F.S.), the Department shall obtain the most effective and efficient use of motor vehicles, watercraft, and aircraft for state purposes.

Under the direction of Chapter 287, F.S., the service provided by the Department gives assistance to agencies in the acquisition and management of motor vehicles and equipment through standard lifecycles within the FleetWave System. The Department manages the disposal of all motor vehicles, watercraft and equipment. Also, the Department provides administrative oversight of the vehicle rental contract and the WEX fuel card.

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
NEW POSITIONS							
0830 PURCHASING ANALYST - SES							
N0045 001	1.00	52,800		26,906	79,706	0.00	79,706
N0046 001	1.00	52,800		26,906	79,706	0.00	79,706
2047 OFFICE AUTOMATION ANALYST - SES							
N0044 001	1.00	56,000		27,586	83,586	0.00	83,586
-----							
TOTALS FOR ISSUE BY FUND							
2510 OPERATING TRUST FUND							242,998
	3.00	161,600		81,398	242,998		242,998
	=====	=====	=====	=====	=====		=====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>MOTOR VEHIC/WATERCRAFT MGT</u>				72600300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
TOTAL: GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
BY FUND TYPE				
	9.00			
TRUST FUNDS.....	2,269,967	13,854		2000
SALARY RATE.....	614,141			
	=====	=====	=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>PURCHASING OVERSIGHT</u>							72600400
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SALARY RATE							000000
SALARY RATE.....		3,438,577					
=====							
SALARIES AND BENEFITS							010000
OPERATING TRUST FUND -STATE		50.00					
		4,766,740					2510 1
=====							
OTHER PERSONAL SERVICES							030000
OPERATING TRUST FUND -STATE		10,066					2510 1
=====							
EXPENSES							040000
OPERATING TRUST FUND -STATE		494,249					2510 1
=====							
SPECIAL CATEGORIES							100000
CONTRACTED SERVICES							100777
OPERATING TRUST FUND -STATE		119,447					2510 1
=====							
RISK MANAGEMENT INSURANCE							103241
OPERATING TRUST FUND -STATE		11,478					2510 1
=====							
CONTRACTED LEGAL SERVICES							103884
OPERATING TRUST FUND -STATE		30,000					2510 1
=====							
WEB-BASED E-PROCUREMENT SYS							104502
OPERATING TRUST FUND -STATE		11,000,000					2510 1
=====							

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>PURCHASING OVERSIGHT</u>							72600400
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SPECIAL CATEGORIES							100000
PROJECT MGT PROF TRAINING							104514
OPERATING TRUST FUND -STATE		180,000					2510 1
=====							
LEASE/PURCHASE/EQUIPMENT							105281
OPERATING TRUST FUND -STATE		5,000					2510 1
=====							
TR/DMS/HR SVCS/STW CONTRCT							107040
OPERATING TRUST FUND -STATE		15,652					2510 1
=====							
TR/DEPT OF FINANCIAL SRVCS							109257
OPERATING TRUST FUND -STATE		1,500,000					2510 1
=====							
DATA PROCESSING SERVICES							210000
NORTHWEST REGIONAL DC							210023
OPERATING TRUST FUND -STATE		164,729					2510 1
=====							
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS							1001000
TOTAL POSITIONS.....	50.00						
TOTAL ISSUE.....	18,297,361						
TOTAL SALARY RATE.....	3,438,577						
=====							

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>PURCHASING OVERSIGHT</u>				72600400
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
SALARY INCREASE FY 2023-24 -				
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				1001010
SALARY RATE				000000
SALARY RATE.....	171,933			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
OPERATING TRUST FUND -STATE	207,611			2510 1
	=====	=====	=====	
TOTAL: SALARY INCREASE FY 2023-24 -				1001010
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				
TOTAL ISSUE.....	207,611			
TOTAL SALARY RATE.....	171,933			
	=====	=====	=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>PURCHASING OVERSIGHT</u>							72600400
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
CASUALTY INSURANCE PREMIUM							
ADJUSTMENT							1001090
SPECIAL CATEGORIES							100000
RISK MANAGEMENT INSURANCE							103241
OPERATING TRUST FUND							2510 1
-STATE		1,716-					
		=====		=====		=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>PURCHASING OVERSIGHT</u>							72600400
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
FLORIDA RETIREMENT SYSTEMS							1001215
CONTRIBUTIONS FOR FY 2023-24							010000
SALARIES AND BENEFITS							
OPERATING TRUST FUND							2510 1
-STATE		55,706					
	=====		=====		=====		

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>PURCHASING OVERSIGHT</u>							72600400
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
OPERATING TRUST FUND							2510 1
-STATE		1,172					

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>PURCHASING OVERSIGHT</u>				72600400
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
WORKLOAD				3000000
ADDITIONAL STAFFING FOR STATE				
PURCHASING - MYFLORIDAMARKETPLACE				
(MFMP)				3002210
SALARY RATE				000000
SALARY RATE.....	187,433			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
	3.00			
OPERATING TRUST FUND -STATE	270,795			2510 1
	=====	=====	=====	
EXPENSES				040000
OPERATING TRUST FUND -STATE	36,210	16,668		2510 1
	=====	=====	=====	
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
OPERATING TRUST FUND -STATE	1,080			2510 1
	=====	=====	=====	
TOTAL: ADDITIONAL STAFFING FOR STATE				3002210
PURCHASING - MYFLORIDAMARKETPLACE				
(MFMP)				
TOTAL POSITIONS.....	3.00			
TOTAL ISSUE.....	308,085	16,668		
TOTAL SALARY RATE.....	187,433			
	=====	=====	=====	

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Additional Staffing for State Purchasing - MyFloridaMarketPlace (MFMP)

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

3. Economic Development and Job Creation.

LONG RANGE PROGRAM PLAN:

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
						72000000
						72600000
						72600400
						16
						<u>1601.00.00.00</u>
						3000000
						3002210

MANAGEMENT SRVCS, DEPT OF  
 PGM: SUPPORT PROGRAM  
PURCHASING OVERSIGHT  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS  
 WORKLOAD  
 ADDITIONAL STAFFING FOR STATE  
 PURCHASING - MYFLORIDAMARKETPLACE  
 (MFMP)

72000000  
 72600000  
 72600400  
 16  
1601.00.00.00  
 3000000  
 3002210

GOAL #7: Enhance purchasing processes using MyFloridaMarketPlace.

SUMMARY:

The Department of Management Services (Department) requests three Full-Time Equivalent (FTE) positions, salary rate of 187,433 and budget authority in the amount of \$308,085 (16,668 NR) in the Purchasing Oversight budget entity (72600400), within the Operating Trust Fund (2510) to fund positions for Contract Manager, Utilization Support Specialist, and Billing/Collections Specialist, to support enhancement and utilization of MyFloridaMarketPlace (MFMP), the State of Florida's eProcurement system.

The state launched the next generation of its eProcurement system, MyFloridaMarketPlace (MFMP), beginning in March 2022, with full implementation of the buying and invoicing, sourcing, and contracts modules in July 2022. Because project implementation has been successful, the goal of the MFMP team is to increase utilization and streamline current processes surrounding the contract, both of which would result in greater agency and vendor satisfaction, and an increase in the fees collected to the state from the transaction fee.

The request for rate over the base for the classifications is due to the necessary skillset required for these positions. The Department requests the standard Expense package for Professional Staff, which includes additional software and computing equipment, as authorized in Appendix E of the Fiscal Year 2024-25 Legislative Budget Request instructions. The Department has sufficient space to support these positions.

RETURN ON INVESTMENT (ROI):

\*The Contract Manager position is expected to help avoid risk by providing a dedicated resource to ensure the service provider's compliance with requirements and performance expectations contained in the contract, as well as the division's compliance with contract management standards established by the Department of Financial Services (DFS). This iteration of the MFMP contract has over 30 service level expectations (SLEs). These SLEs are currently split amongst each of the six roles on the team, including two supervisors. Because of the breadth of each SLE, this allocation of work is a necessity; however, with a dedicated contract manager for the MFMP contract, one individual would be responsible completely for managing the contract and would lead to a stronger contract manager presence and increased vendor accountability necessary for such a complex and critical contract.

\*The Utilization Specialist would allow each agency to fully utilize all system functionality of MFMP with a special focus on the sourcing and contracts modules, thereby creating cost efficiencies. This role would also work to increase utilization of MFMP among eligible users not required to use the system, thereby increasing the Department's visibility into related contract spend and transaction fees collected by the state from vendors, resulting in an increase in revenue that would support a lower vendor transaction fee, benefiting both private and public entities.

\*The Billing and Collections Specialist position is expected to help avoid costs by allowing the division to take a more active role in the collection of transaction fees and potentially reduce the number of referrals to collection agencies. Collection agency fees represent an additional cost to the division and a loss of revenue in the trust fund when accounts

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: SUPPORT PROGRAM						72600000
<u>PURCHASING OVERSIGHT</u>						72600400
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
WORKLOAD						3000000
ADDITIONAL STAFFING FOR STATE						
PURCHASING - MYFLORIDAMARKETPLACE (MFMP)						3002210

that have been referred to a collection agency make the delinquent payments directly to the Department, as required by the contracts between the Department of Financial Services (DFS) and the collection agencies. During Fiscal Year 2022-23, the division spent more than \$35,000 on collection agency fees for payments made directly to the Department. Currently, MFMP works with the department's internal billing and collections specialist to process payments. This process has historically proved to be inefficient and has resulted in impacts like delays in payment processing (which have prevented the department from enforcing a contract SLE), customers receiving past due notices or being sent to collections in error, and an increased volume of customers reaching out to the MFMP help desk, resulting in longer wait times for all customers. These issues could be avoided if MFMP were to have its own billing and collections specialist.

IMPACT:

- \*The absence of a dedicated resource to manage the service provider contract increases the potential for noncompliance with contractual requirements and performance expectations to go unnoticed and unaddressed.
- \*State agencies will be unable to fully utilize all MFMP system functionalities to maximize cost efficiencies and new vendor utilization of MFMP among eligible users will remain stagnant, resulting in reduced transaction fee revenue and preventing a reduction in the vendor transaction fee percentage.
- \*Payments to collection agencies will continue, resulting in a multiplied financial impact via a decrease to revenues and an increase to expenditures.

BACKGROUND:

MyFloridaMarketPlace (MFMP) is maintained by the Department in accordance with subsection 287.057(22), Florida Statutes. State agencies are required to use some aspects of the system, while eligible users may utilize the system, but are not required. Effective July 1, 2003, the State of Florida, through Rule 60A-1 of the Florida Administrative Code, instituted a transaction fee for procurement transactions to provide funding for the states electronic procurement system.

Effective July 1, 2023, through June 30, 2024, transaction fees for the use of MFMP are equal to seven-tenths of one percent (0.7%) of the payment issued.

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COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: SUPPORT PROGRAM						72600000
<u>PURCHASING OVERSIGHT</u>						72600400
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
WORKLOAD						3000000
ADDITIONAL STAFFING FOR STATE						
PURCHASING - MYFLORIDAMARKETPLACE						
(MFMP)						3002210

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
NEW POSITIONS							
0818 PURCHASING SPECIALIST							
N0002 001	1.00	70,539		29,498	100,037	0.00	100,037
1566 FINANCIAL SPECIALIST							
N0004 001	1.00	58,447		26,932	85,379	0.00	85,379
5916 PROGRAM CONSULTANT							
N0003 001	1.00	58,447		26,932	85,379	0.00	85,379
-----							
TOTALS FOR ISSUE BY FUND							
2510 OPERATING TRUST FUND							270,795
	3.00	187,433		83,362	270,795		270,795
	=====	=====	=====	=====	=====		=====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>PURCHASING OVERSIGHT</u>				72600400
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
ADDITIONAL RESOURCES FOR				
MYFLORIDAMARKETPLACE (MFMP)				
UTILIZATION				36324C0
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
OPERATING TRUST FUND				
-STATE		274,200		2510 1

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AGENCY ISSUE NARRATIVE:  
 2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Additional Resources for MyFloridaMarketPlace (MFMP) Utilization

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:  
 5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:  
 3. Economic Development and Job Creation

LONG RANGE PROGRAM PLAN:  
 GOAL #7: Enhance purchasing processes using MyFloridaMarketPlace.

SUMMARY:  
 The Department of Management Services (Department) requests budget authority of \$274,200 in the Purchasing Oversight budget entity (72600400), within the Operating Trust Fund (2510) to fund necessary enhancements related to increased system utilization of the State of Florida's eProcurement system, MyFloridaMarketPlace (MFMP).

MFMP is divided into multiple modules, including Buying and Invoicing (B&I), Sourcing, and Contracts. The current MFMP contract allows for \$5B in spend in B&I, and 500 licenses each for the Sourcing and Contract modules. As MFMP shifts from a successful project implementation to operations and utilization, the program expects an increase in usage of all modules.

RETURN ON INVESTMENT (ROI):  
 With approval of this request, the Department completely negates the risk of insufficient budget authority to pay for the state's subscription to the Buying and Invoicing module of the MFMP platform when spend exceeds \$5B annually, which has already occurred in the previous fiscal year. Additionally, by providing more licenses to agency users for modules of MFMP that are designed to streamline agency procurement and contracting processes, one of which is already at capacity one year into go-live, the Department will continue to provide process efficiencies to more agency users that will lead to a more modern and streamlined procurement process.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF						72000000
PGM: SUPPORT PROGRAM						72600000
<u>PURCHASING OVERSIGHT</u>						72600400
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
ADDITIONAL RESOURCES FOR						
MYFLORIDAMARKETPLACE (MFMP)						
UTILIZATION						36324C0

IMPACT:

If this issue is not approved, the Department will not have adequate budget authority to pay for use of the Buying and Invoicing module in MFMP. The fee for this is based on use, which continues to increase. If licensing fees for the Contracts and Sourcing modules are not funded, agencies will be limited the number of licenses they are currently using for the software, which is at capacity. The Department would have to determine which agencies should utilize licenses or redistribute as necessary.

BACKGROUND:

The Department, pursuant to section 287.057(24), Florida Statutes, is required to maintain a program for online procurement of commodities and contractual services and may impose and collect fees for the use of online procurement systems. Buying and invoicing spend has consistently increased every fiscal year and the Department expects this trend to continue, leading to increased transaction fee dollars that can be used to pay for licenses to enhance the user experience in MFMP.

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TOTAL: GOVERNMENTAL OPERATIONS						<u>1601.00.00.00</u>
BY FUND TYPE						
	53.00					
TRUST FUNDS.....	19,142,419		16,668			2000
SALARY RATE.....	3,797,943					
	=====	=====	=====	=====	=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
OFFICE OF SUPPLIER DIVERSI							72600500
GOV OPERATIONS/SUPPORT							16
GOVERNMENTAL OPERATIONS							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SALARY RATE							000000
SALARY RATE.....		245,448					
=====							
SALARIES AND BENEFITS							010000
OPERATING TRUST FUND -STATE	6.00	400,957					2510 1
=====							
EXPENSES							040000
OPERATING TRUST FUND -STATE		55,641					2510 1
=====							
SPECIAL CATEGORIES							100000
CONTRACTED SERVICES							100777
OPERATING TRUST FUND -STATE		11,573					2510 1
=====							
RISK MANAGEMENT INSURANCE							103241
OPERATING TRUST FUND -STATE		833					2510 1
=====							
TR/DMS/HR SVCS/STW CONTRCT							107040
OPERATING TRUST FUND -STATE		3,175					2510 1
=====							
DATA PROCESSING SERVICES							210000
NORTHWEST REGIONAL DC							210023
OPERATING TRUST FUND -STATE		12,019					2510 1
=====							
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS							1001000
TOTAL POSITIONS.....	6.00						
TOTAL ISSUE.....		484,198					
TOTAL SALARY RATE.....		245,448					
=====							

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS AMOUNT	AGY REQ N/R FY 2024-25	POS AMOUNT	AG REQ ANZ FY 2024-25	POS AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>OFFICE OF SUPPLIER DIVERSI</u>							72600500
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
SALARY INCREASE FY 2023-24 -							
STATEWIDE 5% PAY INCREASE -							
EFFECTIVE 7/1/2023							1001010
SALARY RATE							000000
SALARY RATE.....		13,667					
=====							
SALARIES AND BENEFITS							010000
OPERATING TRUST FUND -STATE		16,565					2510 1
=====							
TOTAL: SALARY INCREASE FY 2023-24 -							1001010
STATEWIDE 5% PAY INCREASE -							
EFFECTIVE 7/1/2023							
TOTAL ISSUE.....		16,565					
TOTAL SALARY RATE.....		13,667					
=====							

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>OFFICE OF SUPPLIER DIVERSI</u>							72600500
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
CASUALTY INSURANCE PREMIUM							
ADJUSTMENT							1001090
SPECIAL CATEGORIES							100000
RISK MANAGEMENT INSURANCE							103241
OPERATING TRUST FUND							2510 1
-STATE		124					

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>OFFICE OF SUPPLIER DIVERSI</u>				72600500
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
FLORIDA RETIREMENT SYSTEMS				
CONTRIBUTIONS FOR FY 2023-24				1001215
SALARIES AND BENEFITS				010000
OPERATING TRUST FUND				2510 1
-STATE	4,537			
	=====	=====	=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>OFFICE OF SUPPLIER DIVERSI</u>							72600500
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
OPERATING TRUST FUND -STATE		238					2510 1
=====							
TOTAL: GOVERNMENTAL OPERATIONS							<u>1601.00.00.00</u>
BY FUND TYPE							
TRUST FUNDS.....	6.00	505,662					2000
SALARY RATE.....	259,115						
=====							

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>PRIVATE PRISON MONITORING</u>				72600800
PUBLIC PROTECTION				12
<u>ADULT PRISONS</u>				<u>1206.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	856,039			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	1,185,083			1000 1
OPERATING TRUST FUND -STATE	109,301			2510 1
-----				
TOTAL POSITIONS.....	15.00			
TOTAL APPRO.....	1,294,384			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	95,136			1000 1
OPERATING TRUST FUND -STATE	14,175			2510 1
-----				
TOTAL APPRO.....	109,311			
=====				
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE	11,556			1000 1
=====				
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -STATE	2,184			1000 1
=====				
CONTRACTED LEGAL SERVICES				103884
GENERAL REVENUE FUND -STATE	23,169			1000 1
=====				
ADMINISTRATIVE OVERHEAD				105002
GENERAL REVENUE FUND -STATE	142,823			1000 1
=====				

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>PRIVATE PRISON MONITORING</u>				72600800
PUBLIC PROTECTION				12
<u>ADULT PRISONS</u>				<u>1206.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
LEASE/PURCHASE/EQUIPMENT				105281
GENERAL REVENUE FUND -STATE	2,767			1000 1
PRIVATE PRISON-MAINT/REPAI				105554
OPERATING TRUST FUND -STATE	1,500,000			2510 1
TR/DMS/HR SVCS/STW CONTRCT				107040
GENERAL REVENUE FUND -STATE	4,299			1000 1
OPERATING TRUST FUND -STATE	399			2510 1
TOTAL APPRO.....	4,698			
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
GENERAL REVENUE FUND -STATE	7,669			1000 1
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	15.00			
TOTAL ISSUE.....	3,098,561			
TOTAL SALARY RATE.....	856,039			

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: SUPPORT PROGRAM					72600000
<u>PRIVATE PRISON MONITORING</u>					72600800
PUBLIC PROTECTION					12
<u>ADULT PRISONS</u>					<u>1206.00.00.00</u>
ESTIMATED EXPENDITURES					1000000
SALARY INCREASE FY 2023-24 -					
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					1001010
SALARY RATE					000000
SALARY RATE.....	42,741				
	=====	=====	=====		
SALARIES AND BENEFITS					010000
GENERAL REVENUE FUND -STATE	47,056				1000 1
OPERATING TRUST FUND -STATE	4,338				2510 1
TOTAL APPRO.....	51,394				
	=====	=====	=====		
TOTAL: SALARY INCREASE FY 2023-24 -					1001010
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					
TOTAL ISSUE.....	51,394				
TOTAL SALARY RATE.....	42,741				
	=====	=====	=====		



	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: SUPPORT PROGRAM				72600000
<u>PRIVATE PRISON MONITORING</u>				72600800
PUBLIC PROTECTION				12
<u>ADULT PRISONS</u>				<u>1206.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
FLORIDA RETIREMENT SYSTEMS				
CONTRIBUTIONS FOR FY 2023-24				1001215
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	12,416			1000 1
OPERATING TRUST FUND -STATE	1,144			2510 1
TOTAL APPRO.....	13,560			

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>PRIVATE PRISON MONITORING</u>							72600800
PUBLIC PROTECTION							12
<u>ADULT PRISONS</u>							<u>1206.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
OPERATING TRUST FUND -STATE		30					2510 1
=====							
TOTAL: ADULT PRISONS							<u>1206.00.00.00</u>
BY FUND TYPE							
GENERAL REVENUE FUND		1,534,471					1000
TRUST FUNDS		1,629,387					2000
-----							
TOTAL POSITIONS.....		15.00					
TOTAL PROG COMP.....		3,163,858					
TOTAL SALARY RATE.....		898,780					
=====							

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	2,168,572			
=====				
SALARIES AND BENEFITS				010000
PRETAX BENEFITS TRUST FUND-STATE	445,954			2570 1
STATE EMPLOY LIFE INS TF -STATE	25,189			2667 1
STATE EMPLOY HEALTH INS TF -STATE	2,707,187			2668 1
STATE EMPLOYEES DIS INS TF-STATE	32,979			2671 1
-----				
TOTAL POSITIONS.....	34.00			
TOTAL APPRO.....	3,211,309			
=====				
OTHER PERSONAL SERVICES				030000
PRETAX BENEFITS TRUST FUND-STATE	15,034			2570 1
STATE EMPLOY HEALTH INS TF -STATE	144,103			2668 1
-----				
TOTAL APPRO.....	159,137			
=====				
EXPENSES				040000
PRETAX BENEFITS TRUST FUND-STATE	47,531			2570 1
STATE EMPLOY LIFE INS TF -STATE	1,984			2667 1
STATE EMPLOY HEALTH INS TF -STATE	358,393			2668 1
STATE EMPLOYEES DIS INS TF-STATE	2,875			2671 1
-----				
TOTAL APPRO.....	410,783			
=====				
OPERATING CAPITAL OUTLAY				060000
PRETAX BENEFITS TRUST FUND-STATE	10,000			2570 1
STATE EMPLOY HEALTH INS TF -STATE	8,000			2668 1
-----				
TOTAL APPRO.....	18,000			
=====				

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	POS	POS	CODES
	AMOUNT	AMOUNT	AMOUNT	
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
TRANS TO DIV ADM HEARINGS				100565
STATE EMPLY HEALTH INS TF -STATE	13,058			2668 1
=====				
POST PAYMENT CLAIMS/SVCS				100701
STATE EMPLY HEALTH INS TF -STATE	200,000			2668 1
=====				
CONTRACTED SERVICES				100777
PRETAX BENEFITS TRUST FUND-STATE	348,505			2570 1
STATE EMPLY HEALTH INS TF -STATE	2,559,157			2668 1
-----				
TOTAL APPRO.....	2,907,662			
=====				
WEIGHT LOSS PILOT				100828
STATE EMPLY HEALTH INS TF -STATE	1,500,000			2668 1
=====				
ASO CONTRACT/HEALTH INS				101520
STATE EMPLY HEALTH INS TF -STATE	44,625,034			2668 1
=====				
SSDI CONTRACT				101521
STATE EMPLY HEALTH INS TF -STATE	375,000			2668 1
=====				
PRESCRIPTION DRUG CLMS AD				101530
STATE EMPLY HEALTH INS TF -STATE	4,406,020			2668 1
=====				

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS AMOUNT	POS AMOUNT	POS AMOUNT	CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
TRSP-BND-ADM SVC STW CON				101565
STATE EMPLOY HEALTH INS TF -STATE	6,400,000			2668 1
RISK MANAGEMENT INSURANCE				103241
PRETAX BENEFITS TRUST FUND-STATE	3,916			2570 1
STATE EMPLOY LIFE INS TF -STATE	1,026			2667 1
STATE EMPLOY HEALTH INS TF -STATE	24,505			2668 1
TOTAL APPRO.....	29,447			
CONTRACTED LEGAL SERVICES				103884
STATE EMPLOY HEALTH INS TF -STATE	300,000			2668 1
PMT/EMPL CON/HSA CUSTODIAN				105001
STATE EMPLOY HEALTH INS TF -STATE	3,558,000			2668 1
LEASE/PURCHASE/EQUIPMENT				105281
STATE EMPLOY HEALTH INS TF -STATE	9,235			2668 1
TRSP-BND SVC EMP TRNSF				105870
STATE EMPLOY HEALTH INS TF -STATE	4,500,000			2668 1
TR/DMS/HR SVCS/STW CONTRCT				107040
PRETAX BENEFITS TRUST FUND-STATE	3,836			2570 1
STATE EMPLOY HEALTH INS TF -STATE	14,993			2668 1

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
TOTAL APPRO.....	18,829			
=====		=====		
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
PRETAX BENEFITS TRUST FUND-STATE	3,044			2570 1
STATE EMPLOY HEALTH INS TF -STATE	9,488			2668 1
TOTAL APPRO.....	12,532			
=====		=====		
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	34.00			
TOTAL ISSUE.....	72,654,046			
TOTAL SALARY RATE.....	2,168,572			
=====		=====		

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
WORKFORCE PROGRAMS					72750000
<u>PGM: INS BENEFITS ADMIN</u>					72750200
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES					1000000
SALARY INCREASE FY 2023-24 -					
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					1001010
SALARY RATE					000000
SALARY RATE.....	108,432				
	=====	=====	=====		
SALARIES AND BENEFITS					010000
PRETAX BENEFITS TRUST FUND-STATE	18,332				2570 1
STATE EMPLOY LIFE INS TF -STATE	1,029				2667 1
STATE EMPLOY HEALTH INS TF -STATE	111,252				2668 1
STATE EMPLOYEES DIS INS TF-STATE	1,359				2671 1
	-----	-----	-----		
TOTAL APPRO.....	131,972				
	=====	=====	=====		
TOTAL: SALARY INCREASE FY 2023-24 -					1001010
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					
TOTAL ISSUE.....	131,972				
TOTAL SALARY RATE.....	108,432				
	=====	=====	=====		

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
CASUALTY INSURANCE PREMIUM				
ADJUSTMENT				1001090
SPECIAL CATEGORIES				100000
RISK MANAGEMENT INSURANCE				103241
PRETAX BENEFITS TRUST FUND-STATE	918-			2570 1
STATE EMPLOY LIFE INS TF -STATE	240-			2667 1
STATE EMPLOY HEALTH INS TF -STATE	5,743-			2668 1
TOTAL APPRO.....	6,901-			

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
FLORIDA RETIREMENT SYSTEMS				
CONTRIBUTIONS FOR FY 2023-24				1001215
SALARIES AND BENEFITS				010000
PRETAX BENEFITS TRUST FUND-STATE	5,104			2570 1
STATE EMPLOYEES LIFE INS TF -STATE	287			2667 1
STATE EMPLOYEES HEALTH INS TF -STATE	30,977			2668 1
STATE EMPLOYEES DIS INS TF-STATE	378			2671 1
TOTAL APPRO.....	36,746			

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
REALLOCATION OF HUMAN RESOURCES				
OUTSOURCING				1005900
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
PRETAX BENEFITS TRUST FUND-STATE	287			2570 1
STATE EMPLOY HEALTH INS TF -STATE	1,123			2668 1
TOTAL APPRO.....	1,410			
	=====	=====	=====	

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
WORKFORCE PROGRAMS					72750000
<u>PGM: INS BENEFITS ADMIN</u>					72750200
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR					
ESTIMATED EXPENDITURES					1600000
AGENCY DISCRETIONARY PAY INCREASE					
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					1600980
SALARY RATE					000000
SALARY RATE.....	26,106				
	=====	=====	=====		
SALARIES AND BENEFITS					010000
STATE EMPLOY HEALTH INS TF -STATE	23,734				2668 1
	=====	=====	=====		
TOTAL: AGENCY DISCRETIONARY PAY INCREASE					1600980
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					
TOTAL ISSUE.....	23,734				
TOTAL SALARY RATE.....	26,106				
	=====	=====	=====		

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
RA06 RATE ADJ - NO FTE - NO SALARY - NO BENEFITS							
C0007 001		26,106					
		-----	-----	-----	-----		
TOTAL SALARY RATE		26,106					
		=====	=====	=====	=====		
OTHER SALARY AMOUNT							
2668 STATE EMPLOY HEALTH INS TF							23,734
							-----
							23,734
							=====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
WEIGHT LOSS PILOT PROGRAM				2103026
SPECIAL CATEGORIES				100000
WEIGHT LOSS PILOT				100828
STATE EMPLOY HEALTH INS TF -STATE	1,500,000-			2668 1
	=====	=====	=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
IMPLEMENT ADMINISTRATIVE HEALTH				2103027
ASSESSMENT				040000
EXPENSES				
STATE EMPLOY HEALTH INS TF -STATE	4,492-			2668 1
=====				
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
STATE EMPLOY HEALTH INS TF -STATE	330-			2668 1
=====				
TOTAL: IMPLEMENT ADMINISTRATIVE HEALTH				2103027
ASSESSMENT				
TOTAL ISSUE.....	4,822-			
=====				

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
ADDITIONAL RESOURCES FOR THE				
DIVISION OF STATE GROUP INSURANCE				2103055
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
STATE EMPLOY HEALTH INS TF -STATE	500,000-			2668 1
	=====	=====	=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ANNUALIZATION OF ISSUES PARTIALLY				
FUNDED IN PRIOR YEAR				2600000
ANNUALIZATION OF AGENCY				
DISCRETIONARY PAY INCREASE FOR FY				
2023-24 - THREE MONTHS				
ANNUALIZATION				2600980
SALARIES AND BENEFITS				010000
STATE EMPLOY HEALTH INS TF -STATE	7,912			2668 1

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POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A12 - AGY FIN REQ FY 2024-25

CHANGES TO CURRENTLY AUTHORIZED POSITIONS

OTHER SALARY AMOUNT

2668 STATE EMPLOY HEALTH INS TF						7,912
						-----
						7,912
						=====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
INCREASE PAYMENT OF EMPLOYER'S				
CONTRIBUTION TO HEALTH SAVINGS				
ACCOUNT				4000070
SPECIAL CATEGORIES				100000
PMT/EMPL CON/HSA CUSTODIAN				105001
STATE EMPLOY HEALTH INS TF -STATE	300,000			2668 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? NO  
 ISSUE TITLE: Increase Payment of Employer's Contribution to Health Savings Account

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

4. Health Care

LONG RANGE PROGRAM PLAN:

GOAL #3: Offer a portfolio of employee benefit products and services that are cost-effective while allowing members the option to choose benefit plans that best suit their individual needs.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$300,000 in the Insurance Benefits Administration budget entity (72750200), within the State Employees Health Insurance Trust Fund (2668), to cover recurring funding needs for the transfer of health savings account contributions to the HSA custodian for Fiscal Year 2024-25.

RETURN ON INVESTMENT (ROI):

Meets the requirements of section 110.123(12), Florida Statutes, which authorizes the department to establish health savings accounts for full-time and part-time state employees in association with a health insurance plan option authorized by the Legislature and conforming to the requirements and limitations of federal provisions relating to the Medicare Prescription Drug, Improvement, and Modernization Act of 2003.

IMPACT:

If this issue is not funded, the Department will not be able to meet statutory requirements of section 110.123(12), Florida Statutes and will not be able to cover funding needs for the transfer of health savings accounts contributions to the HSA Custodian for Fiscal Year 2024-25.

BACKGROUND:

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PGM: INS BENEFITS ADMIN</u>						72750200
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE						4000000
INCREASE PAYMENT OF EMPLOYER'S						
CONTRIBUTION TO HEALTH SAVINGS						
ACCOUNT						4000070

Florida law authorizes the Division of State Group Insurance (DSGI) to administer the State Employees' Health Insurance Program. The law provides that the State Group Health Plan, through the state-contracted PPO and HMO High Deductible Health Plans, shall include an HSA feature. The HSA is a vehicle that allows the participant and their employer to contribute to an employee-owned account to pay for qualified health care expenses. Contributions must be transferred from the State Employees' Health Insurance Trust Fund to the HSA custodian for disbursement into the participant's account. Active employees who elect to enroll in an HSA must be participants of either the self-insured PPO High Deductible Health Plan, the fully insured HMO High Deductible Health Plan, or the self-insured HMO High Deductible Health Plan. The employer shall make a monthly contribution to a participant's HSA up to \$41.66 for individual coverage (\$500 per year) or \$83.33 for family coverage (\$1,000 per year). The participant is allowed to make additional contributions to an HSA not to exceed Plan and IRS contribution maximum limits. Estimated enrollment as of June 2023 reflects approximately 5,451 active employees in a High Deductible Health Plan, 3,329 (61.1%) individually enrolled subscribers and 2,122 (38.9%) subscribers with family coverage. The vast majority of subscribers representing this enrollment are entitled to apply for an HSA, or entitled to continue participation in an active account, if the application process has been completed. It is assumed that all High Deductible Health Plan subscribers are entitled to an HSA. Therefore, an increase of \$300,000 in budget authority is required to enable the program to transfer the employer's HSA contributions from the State Employees' Health Insurance Trust Fund to the HSA custodian. A current year budget amendment was submitted to request an increase in Fiscal Year 2022-23. If this issue is not funded, the Department will have to submit another five percent budget amendment in Fiscal Year 2024-25 to request budget authority to allow for the transfer of the employer contributions to the HSA Custodian.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
INDEPENDENT BENEFITS CONSULTANT				4000500
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
STATE EMPLOY HEALTH INS TRF -STATE	500,000	500,000		2668 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? NO  
 ISSUE TITLE: Independent Benefits Consultant

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:  
 5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:  
 4. Health Care

LONG RANGE PROGRAM PLAN:  
 GOAL #3: Offer a portfolio of employee benefit products and services that are cost-effective while allowing members the option to choose benefit plans that best suit their individual needs.

SUMMARY:  
 The Department of Management Services (Department) requests nonrecurring budget authority of \$500,000 in the Insurance Benefits Administration budget entity (72750200), within the State Employees Health Insurance Trust Fund (2668) to obtain an Independent Benefits Consultant with substantial experience in consultation and design of employee benefit programs for large employers and public employers, including experience with plans that qualify as cafeteria plans under s. 125 of the Internal Revenue Code of 1986.

RETURN ON INVESTMENT (ROI):  
 The Independent Benefit Consultant (IBC) will provide recommendations for Division of State Group Insurance (DSGI) program's benefit design and cost structure. Recommendations should include cost containment measures and revision to the program that will improve the member's experience or result in cost avoidance to the state. The IBC will analyze trends in employee benefit programs for large employers and public employers. The IBC will identify innovative benefits and coverage options that will optimize member experience. Information obtained through the IBC will support the state's efforts to maintain a comprehensive benefit package that focuses on coverage of medically necessary services, preventative healthcare care, and overall wellness. Preventative care and other wellness initiatives are key in the long-term health of our members, which results in cost avoidance to the state's health insurance trust fund.

IMPACT:  
 Without this funding, the Department will not receive information that will support the state's efforts to maintain a comprehensive benefit package that focuses on coverage of medically necessary services, preventative healthcare, and

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
INDEPENDENT BENEFITS CONSULTANT				4000500

overall wellness. Also, the Department will not be able to cover funding needs for the support of an Independent Benefits Consultant during Fiscal Year 2024-25.

BACKGROUND:

It is the intent of the Legislature to offer a comprehensive package of health insurance and retirement benefits for state employees, which are provided in a cost-efficient and prudent manner, and to allow state employees the option to choose benefit plans which best suit their individual needs.

Per section 110.12304, F.S, DSGI shall competitively procure an Independent Benefits Consultant with substantial experience in consultation and design of employee benefit programs for large employers and public employers, including experience with plans that qualify as cafeteria plans under s. 125 of the Internal Revenue Code of 1986. The Independent Benefits Consultant shall perform the following: (1) Provide an ongoing assessment of trends in benefits and employer-sponsored insurance that affect the state group insurance program. (2) Conduct a comprehensive analysis of the state group insurance program, including available benefits, coverage options, and claims experience. (3) Identify and establish appropriate adjustment procedures necessary to respond to any risk segmentation that may occur when increased choices are offered to employees. (4) Assist the Department with the submission of any necessary plan revisions for federal review. (5) Assist the Department in ensuring compliance with applicable federal and state regulations. (6) Assist the Department in monitoring the adequacy of funding and reserves for the state self-insured plan. (7) Assist the Department in preparing recommendations for any modifications to the state group insurance program which shall be submitted to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year.

To obtain the services of an Independent Benefits Consultant, the Department is requesting an increase in budget authority in the amount of \$500,000 in the Contracted Services appropriation category. DSGI's annual appropriation is sufficient only to satisfy current on-going contractual obligations.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
POST PAYMENT CLAIMS AUDIT SERVICES				4000820
SPECIAL CATEGORIES				100000
POST PAYMENT CLAIMS/SVCS				100701
STATE EMPLOY HEALTH INS TRF -STATE	800,000			2668 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

ISSUE TITLE: Post Payment Claims Audit Services

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

4. Health Care

LONG RANGE PROGRAM PLAN:

GOAL #3: Offer a portfolio of employee benefit products and services that are cost-effective while allowing members the option to choose benefit plans that best suit their individual needs.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$800,000 in the Insurance Benefits Administration budget entity (72750200), within the State Employees Health Insurance Trust Fund (2668) to cover recurring funding needs to compensate the post payment claims audit vendor for Fiscal Year 2024-25.

The vendor's audit findings have yielded higher amounts of claim overpayments, which has caused the amount calculated for the vendor's compensation to exceed budget authority. Thus, the current level of budget authority of \$200,000 is not adequate to cover recurring funding needs to compensate the post payment claims audit vendor for Fiscal Year 2024-25 and it must increase from \$200,000 to \$1,000,000.

RETURN ON INVESTMENT (ROI):

The Department expects a full return on investment realized by the cost savings generated as a result of the claim overpayments that have been identified by the audit vendor.

IMPACT:

If this issue is not funded, the Department will not be able to meet its contractual obligations with the vendor performing the post payment claims audit services for Fiscal Year 2024-25.

BACKGROUND:

During Fiscal Year 2021-22, Division of State Group Insurance (DSGI) competitively procured for post-payment claims audit

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750200
						16
						<u>1601.00.00.00</u>
						4000000
						4000820

MANAGEMENT SRVCS, DEPT OF  
 WORKFORCE PROGRAMS  
PGM: INS BENEFITS ADMIN  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS  
 RE-ENGINEERING THE WORKPLACE  
 POST PAYMENT CLAIMS AUDIT SERVICES

72000000  
 72750000  
 72750200  
 16  
1601.00.00.00  
 4000000  
 4000820

services and entered into a Post-Payment Claims Audit Services contract with a new audit vendor to conduct a post-payment claims review of the State Employees' Preferred Provider Organization (PPO) and Health Maintenance Organization (HMO) plans established pursuant to section 110.123, Florida Statutes. The contract will cover three (3) audit periods. The audit period is annually beginning July 1 and ending June 30 of the following year. The contract was awarded with an effective date of January 14, 2022. The law requires these services to be compensated from amounts identified by the vendor as claim overpayments made by or on behalf of the health plans and recovered by the vendor.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
BENEFIT EDUCATION TOOL FOR				
EMPLOYEES				40029C0
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
STATE EMPLOY HEALTH INS TRF -STATE	750,000			2668 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Benefit Education Tool for Employees

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

4. Health Care

LONG RANGE PROGRAM PLAN:

GOAL #3: Offer a portfolio of employee benefit products and services that are cost-effective while allowing members the option to choose benefit plans that best suit their individual needs.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$750,000 in the Insurance Benefits Administration budget entity (72750200), within the State Employees Health Insurance Trust Fund (2668) to purchase an online benefits education tool to help inform, educate, and streamline benefit information for approximately 343,735 members, which includes 168,502 subscribers and 175,233 dependents (as of June 2023), as well as state agency human resource offices in the State Employees' Group Insurance Program starting with the year 2025 plan and beyond.

RETURN ON INVESTMENT (ROI):

Members will be able to determine which benefits are most beneficial for them, which in turn, will provide: 1) cost avoidance for the members and the state; 2) a more expansive member education effort; 3) an increase in employee satisfaction; and 4) a more efficient and effective Open Enrollment process. This tool will also lessen the administrative burden on employees within the Division of State Group Insurance (DSGI) and the People First team while affording employees a direct means of communication to receive information which will help them choose the plan that best fits their individual needs.

IMPACT:

In instances where newer, more attractive benefits are available (MA-PD plans as an example), employees will choose to stay the course with their enrolled plan out of fear of change or the lack of understanding how each plan will work for them and their enrolled, eligible dependents.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
						72000000
						72750000
						72750200
						16
						<u>1601.00.00.00</u>
						4000000
						40029C0

MANAGEMENT SRVCS, DEPT OF  
 WORKFORCE PROGRAMS  
PGM: INS BENEFITS ADMIN  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS  
 RE-ENGINEERING THE WORKPLACE  
 BENEFIT EDUCATION TOOL FOR  
 EMPLOYEES

BACKGROUND:

Currently, employees are directed to contact the People First Service Center or each health, dental, vision, or supplemental plan provider directly to obtain detailed information. The Program currently offers one Preferred Provider Organization (PPO) plan, three self-insured Health Maintenance Organization (HMO) plans, one fully insured HMO plan. Both the PPO and HMO options have a standard or high deductible health plan option. A pharmacy benefits manager (PBM) administers the State Employees' Group Insurance drug plan for all active employees as well as retirees who remain insured through one of our self-funded health plans. In addition to health and drug plans, the Department currently offers a vision plan, multiple dental plans, optional and basic life insurance options, savings and spending account options, and a variety of supplemental indemnity plans such as cancer, hospitalization, short-term disability, etc.

Health insurance elections, for both Open Enrollment and midyear qualifying status change events, are recorded by the state's Human Resource Information System administered by the People First Service Center (Alight/NorthgateAriso) (People First). Elections are made either online through People First or by calling People First directly to verbally convey plan elections. The information provided by People First is specific to eligibility and enrollment in available plan options. In addition, this tool could assist prospective and current retirees who are or will become eligible for a Medicare Advantage Prescription Drug Plan (MA-PD) available through our Program in understanding the nuance and benefits of enrolling in a group sponsored MA-PD plan. Increased enrollment in our Program sponsored MA-PD plans directly correlates to increased savings and lower "Other Postemployment Benefits" (OPEB) liability by transferring the risk associated with claims experience/cost for our Medicare eligible retirees wholly to their selected Program MA-PD option.

Annually at the close of each open enrollment period, People First surveys employees and Human Resource Practitioners allowing them to offer feedback on their experience and provide insight in areas of improvement for our Open Enrollment. The 2023 annual survey results showed that at least 30% of respondents would like a guided insurance benefits selection process. Many respondents added "guided insurance benefits" in the additional information field manually and included additional features they would like to see improved. Many of the survey respondents note that it is confusing or difficult to access relevant benefits information about specific Program plans.

Given the extent of benefits changes for active and retired enrollees, the narrow scope of the People First to inform enrollees of changes, and the expected influx of calls from enrollees who need assistance in navigating their benefits selection, DSGI recommends procuring for and contracting with a third-party vendor to provide an online enrollment and decision tools to help educate and assist enrollees in selecting a health benefit that best meets their personal needs. The tool would prompt the user to answer questions about future coverage needs, and visually communicate different options for enrollees. Final benefit elections would continue to be recorded in People First and any tool that is selected would require back-end programming to communicate with People First.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: INS BENEFITS ADMIN</u>				72750200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
TOTAL: GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
BY FUND TYPE				
	34.00			
TRUST FUNDS.....	73,194,097	500,000		2000
SALARY RATE.....	2,303,110			
	=====	=====	=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	11,862,000			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	900,453			1000 1
OPERATING TRUST FUND -STATE	14,803,833			2510 1
OPTIONAL RETIREMENT PRG TF-STATE	316,477			2517 1
POL/FIREMEN PREMIUM TAX TF-STATE	966,845			2532 1
RET HLTH INS SUBSIDY TF -STATE	153,154			2583 1
-----				
TOTAL POSITIONS.....	225.00			
TOTAL APPRO.....	17,140,762			
=====				
OTHER PERSONAL SERVICES				030000
OPERATING TRUST FUND -STATE	734,284			2510 1
OPTIONAL RETIREMENT PRG TF-STATE	15,100			2517 1
-----				
TOTAL APPRO.....	749,384			
=====				
EXPENSES				040000
OPERATING TRUST FUND -STATE	3,178,303			2510 1
OPTIONAL RETIREMENT PRG TF-STATE	28,011			2517 1
POL/FIREMEN PREMIUM TAX TF-STATE	57,139			2532 1
RET HLTH INS SUBSIDY TF -STATE	17,817			2583 1
-----				
TOTAL APPRO.....	3,281,270			
=====				
OPERATING CAPITAL OUTLAY				060000
OPERATING TRUST FUND -STATE	5,000			2510 1
=====				

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
TRANS TO DIV ADM HEARINGS				100565
OPERATING TRUST FUND -STATE		22,851		2510 1
=====		=====		=====
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE		65,500		1000 1
OPERATING TRUST FUND -STATE		7,373,531		2510 1
OPTIONAL RETIREMENT PRG TF-STATE		26,000		2517 1
POL/FIREMEN PREMIUM TAX TF-STATE		238,305		2532 1
RET HLTH INS SUBSIDY TF -STATE		52,700		2583 1
TOTAL APPRO.....		7,756,036		
=====		=====		=====
OVERTIME				102331
OPERATING TRUST FUND -STATE		122,571		2510 1
=====		=====		=====
RISK MANAGEMENT INSURANCE				103241
OPERATING TRUST FUND -STATE		65,550		2510 1
=====		=====		=====
CONTRACTED LEGAL SERVICES				103884
OPERATING TRUST FUND -STATE		168,891		2510 1
=====		=====		=====
LEASE/PURCHASE/EQUIPMENT				105281
OPERATING TRUST FUND -STATE		33,571		2510 1
POL/FIREMEN PREMIUM TAX TF-STATE		2,000		2532 1
TOTAL APPRO.....		35,571		
=====		=====		=====

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
WORKFORCE PROGRAMS					72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>					72750300
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES					1000000
ESTIMATED EXPENDITURES - OPERATIONS					1001000
SPECIAL CATEGORIES					100000
TR/DMS/HR SVCS/STW CONTRCT					107040
GENERAL REVENUE FUND -STATE	2				1000 1
OPERATING TRUST FUND -STATE	64,121				2510 1
OPTIONAL RETIREMENT PRG TF-STATE	1,255				2517 1
POL/FIREMEN PREMIUM TAX TF-STATE	3,941				2532 1
RET HLTH INS SUBSIDY TF -STATE	1,046				2583 1
TOTAL APPRO.....	70,365				
DATA PROCESSING SERVICES					210000
NORTHWEST REGIONAL DC					210023
OPERATING TRUST FUND -STATE	374,454				2510 1
PENSIONS AND BENEFITS					300000
DISAB BENE/JUSTICES/JUDGES					300014
GENERAL REVENUE FUND -STATE	1,438,000				1000 1
FLORIDA NATIONAL GUARD					300021
GENERAL REVENUE FUND -STATE	16,709,011				1000 1
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS					1001000
TOTAL POSITIONS.....	225.00				
TOTAL ISSUE.....	47,939,716				
TOTAL SALARY RATE.....	11,862,000				

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
WORKFORCE PROGRAMS					72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>					72750300
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES					1000000
SALARY INCREASE FY 2023-24 -					
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					1001010
SALARY RATE					000000
SALARY RATE.....	593,089				
	=====	=====	=====		
SALARIES AND BENEFITS					010000
GENERAL REVENUE FUND -STATE	37,402				1000 1
OPERATING TRUST FUND -STATE	615,317				2510 1
OPTIONAL RETIREMENT PRG TF-STATE	13,180				2517 1
POL/FIREMEN PREMIUM TAX TF-STATE	40,180				2532 1
RET HLTH INS SUBSIDY TF -STATE	6,341				2583 1
	-----	-----	-----		
TOTAL APPRO.....	712,420				
	=====	=====	=====		
TOTAL: SALARY INCREASE FY 2023-24 -					1001010
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					
TOTAL ISSUE.....	712,420				
TOTAL SALARY RATE.....	593,089				
	=====	=====	=====		

		COL A12	COL A04	COL A05	
		AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
		FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
-----					
					CODES
MANAGEMENT SRVCS, DEPT OF					72000000
WORKFORCE PROGRAMS					72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>					72750300
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES					1000000
CASUALTY INSURANCE PREMIUM					
ADJUSTMENT					1001090
SPECIAL CATEGORIES					100000
RISK MANAGEMENT INSURANCE					103241
OPERATING TRUST FUND	-STATE	9,744-			2510 1
=====					

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
FLORIDA RETIREMENT SYSTEMS				
CONTRIBUTIONS FOR FY 2023-24				1001215
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	9,820			1000 1
OPERATING TRUST FUND -STATE	161,564			2510 1
OPTIONAL RETIREMENT PRG TF-STATE	3,461			2517 1
POL/FIREMEN PREMIUM TAX TF-STATE	10,550			2532 1
RET HLTH INS SUBSIDY TF -STATE	1,665			2583 1
TOTAL APPRO.....	187,060			

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
WORKFORCE PROGRAMS							72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>							72750300
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
OPERATING TRUST FUND -STATE		4,801					2510 1
OPTIONAL RETIREMENT PRG TF-STATE		94					2517 1
POL/FIREMEN PREMIUM TAX TF-STATE		295					2532 1
RET HLTH INS SUBSIDY TF -STATE		78					2583 1
TOTAL APPRO.....		5,268					

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
WORKFORCE PROGRAMS					72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>					72750300
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR					
ESTIMATED EXPENDITURES					1600000
AGENCY DISCRETIONARY PAY INCREASE					
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					1600980
SALARY RATE					000000
SALARY RATE.....	36,702				
	=====	=====	=====		
SALARIES AND BENEFITS					010000
OPERATING TRUST FUND -STATE	27,831				2510 1
POL/FIREMEN PREMIUM TAX TF-STATE	5,882				2532 1
	-----	-----	-----		
TOTAL APPRO.....	33,713				
	=====	=====	=====		
TOTAL: AGENCY DISCRETIONARY PAY INCREASE					1600980
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					
TOTAL ISSUE.....	33,713				
TOTAL SALARY RATE.....	36,702				
	=====	=====	=====		

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
RA06 RATE ADJ - NO FTE - NO SALARY - NO BENEFITS							
C0008 001		36,702					
C0009 001							
		-----	-----	-----	-----		
TOTAL SALARY RATE		36,702					
		=====	=====	=====	=====		

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>						72750300
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR						
ESTIMATED EXPENDITURES						1600000
AGENCY DISCRETIONARY PAY INCREASE						
FOR FY 2023-24 - EFFECTIVE						
10/1/2023						1600980

POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A12 - AGY FIN REQ FY 2024-25

CHANGES TO CURRENTLY AUTHORIZED POSITIONS

OTHER SALARY AMOUNT						
2532 POL/FIREMEN PREMIUM TAX TF						5,882
2510 OPERATING TRUST FUND						27,831
						<u>33,713</u>
						=====

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		COL A12	COL A04	COL A05	
		AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
		FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
					CODES
MANAGEMENT SRVCS, DEPT OF					72000000
WORKFORCE PROGRAMS					72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>					72750300
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES					2100000
CUSTOMER RELATIONSHIP MANAGEMENT					
SYSTEM (CRM)					2103028
SPECIAL CATEGORIES					100000
CONTRACTED SERVICES					100777
OPERATING TRUST FUND	-STATE	150,000-			2510 1
=====					

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
WORKFORCE PROGRAMS							72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>							72750300
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
ADDITIONAL FUNDING FOR DIVISION OF							2103030
RETIREMENT INFORMATION TECHNOLOGY							100000
SPECIAL CATEGORIES							100777
CONTRACTED SERVICES							
OPERATING TRUST FUND							2510 1
-STATE			75,000-				
=====							



	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
EQUIPMENT NEEDS				2400000
REPLACEMENT OF RETIREMENT BENEFITS				
ADMINISTRATION EQUIPMENT				2401030
SPECIAL CATEGORIES				100000
LEASE/PURCHASE/EQUIPMENT				105281
OPERATING TRUST FUND				
-STATE		70,000		2510 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? NO  
 ISSUE TITLE: Replacement of Retirement Benefits Administration Equipment

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 3. Economic Development and Job Creation
- 6. Public Integrity

LONG RANGE PROGRAM PLAN:

Goal #4: To administer efficient state retirement programs.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$70,000 in the Retirement Benefits Administration budget entity (72750300), within the Florida Retirement System (FRS) Operating Trust Fund (2510), consisting of \$60,000 for leasing mail machine equipment and \$10,000 for two additional multi-functional copiers and additional budget authority to account for future multi-functional copier lease increases.

RETURN ON INVESTMENT (ROI):

This request would result in \$48,046.06 savings in maintenance costs over three years for the Department and will significantly reduce operational risk. In addition, the Department will be able to continue mission critical communications out to 408,000 members every fiscal year.

IMPACT:

If this request is not approved, the Department will be at great risk for not being able to send mission critical correspondence out to members as we do not have the bandwidth to manually fill and label approximately 408,000 envelopes sent out every fiscal year. In addition, maintenance on the Department's aging equipment is almost non-existent and, even if the Department could continue with ongoing maintenance, costs for the maintenance would increase an average of 25% per year that the Department would otherwise continue to pay if it maintained its aging mail room equipment. Finally, the division will be at risk of not having sufficient budget authority for potential increases to the State Term Contract multi-functional lease contract.

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
EQUIPMENT NEEDS				2400000
REPLACEMENT OF RETIREMENT BENEFITS				
ADMINISTRATION EQUIPMENT				2401030

BACKGROUND:

The owned mail equipment in the Department's Division of Retirement is due to reach end-of-life by December 2024. In addition, maintenance costs for the equipment are rapidly increasing due to it becoming obsolete, increased difficulty in finding replacement parts for aged equipment, and incompatibility with newer technologies (e.g., USB 3.0, integrated USPS services).

The Department requests to enter into a three-year lease of new mail equipment, beginning July 1, 2024, consisting of payments from the Lease-Purchase appropriation category at \$4,995.08 per month or \$59,940.96 per year, rounded to \$60,000.

In addition, the Department owns two color copiers that have reached end-of-life which need to be replaced with two leased multifunctional color copiers from the State Term Contract. In addition, the State Term Contract for leasing existing multifunctional copiers ends July 31, 2024. Therefore, the Department needs to request additional budget authority of \$10,000 for potential copier lease increases.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ANNUALIZATION OF ISSUES PARTIALLY				
FUNDED IN PRIOR YEAR				2600000
ANNUALIZATION OF AGENCY				
DISCRETIONARY PAY INCREASE FOR FY				
2023-24 - THREE MONTHS				
ANNUALIZATION				2600980
SALARIES AND BENEFITS				010000
OPERATING TRUST FUND -STATE	9,278			2510 1
POL/FIREMEN PREMIUM TAX TF-STATE	1,960			2532 1
TOTAL APPRO.....	11,238			

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
OTHER SALARY AMOUNT							
2510 OPERATING TRUST FUND							9,278
2532 POL/FIREMEN PREMIUM TAX TF							1,960
							<u>11,238</u>
							=====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
COMPREHENSIVE CONTACT CENTER AS A				
SOLUTION PLATFORM				36311C0
EXPENSES				040000
OPERATING TRUST FUND				
-STATE	1,300,000	300,000		2510 1

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AGENCY ISSUE NARRATIVE:  
 2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Comprehensive Contact Center as a Solution Platform

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:  
 5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:  
 3. Economic Development and Job Creation  
 6. Public Integrity

LONG RANGE PROGRAM PLAN:  
 Goal #4: To administer efficient state retirement programs.

SUMMARY:  
 The Department of Management Services (Department) requests budget authority of \$1,300,000 (\$300,000 NR) in the Retirement Benefits Administration budget entity (72750300), within the Florida Retirement System (FRS) Operating Trust Fund (2510) for the implementation of a comprehensive contact center solution. These services are paid via SUNCOM invoicing which is expended from the Expense appropriation category. This issue requests that the budget be placed in reserve and the specific amount be requested for release upon negotiation of a comprehensive contact center solution. The procurement is anticipated to be completed in the first six months (July-December) of Fiscal Year 2024-25.

RETURN ON INVESTMENT (ROI):  
 A comprehensive, modernized, and intuitive solution will provide for a unified approach to member service interactions, integrating various communication channels with the division's Integrated Retirement Information System (IRIS) to include voice, email, text messaging, self-service, and chat services. The investment in a comprehensive contact center solution is expected to yield significant returns including driving awareness of FRS Pension Plan changes, promoting additional benefits, and leveraging automation. The Department will show an ROI by reducing Contact Center employee training time and improving tracking and analysis of performance metrics thereby leading to operational optimizations. Not only will a unified approach enhance member experience and improve member satisfaction, it will also provide a secure platform for members and employers to interact with the Department's Division of Retirement (division).

With the unified platform, Contact Center agents will be able to track a member's journey through the various

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>						72750300
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
COMPREHENSIVE CONTACT CENTER AS A						
SOLUTION PLATFORM						36311C0

communication channels allowing for a more informed and efficient member experience. The unified platform will reduce the amount of time a member will spend addressing their concern either through chatbot or live agent assistance. Additionally, the comprehensive solution will allow agents to reduce member handle time per interaction creating the ability to assist more members throughout the day. In Fiscal Year 2022-23, Contact Center agents spent almost 2.7 million minutes on approximately 300,000 member interactions. Efficiencies created by the comprehensive solution are likely to reduce per member interaction time by up to 75 seconds per call, from 8.9 minutes to 7.65 minutes per call. The comparison of the total time agents spent interacting with members in the prior fiscal year to the reduced per member interaction time provides the increased opportunity for agents to handle 50,000 additional member interactions per year. With the acquisition of the Comprehensive Contact Center Solution, improvements in system stability and reliability would significantly reduce system down time, allowing agents to return to assisting members in a reduced time frame. Contact Center agents will be able to seamlessly follow a member's communication journey to ensure they are receiving the most efficient, secure, and accurate information regarding their retirement benefits.

IMPACT:

If this request is not funded, the continued use of current Contact Center technologies will limit abilities to provide up-to-date member assistance which may diminish the customer service experience. The existing configuration consisting of four different vendors and more than 12 different telephony and computer technologies creates an environment highly susceptible to system outages, compatibility issues, and extended down time due to the need to troubleshoot issues resulting from an overly complex system. During Fiscal Year 2022-2023, Contact Center agents spent 470.20 hours addressing issues related to technical concerns, system compatibility, licensing, system updates, and waiting for responses from the subject matter experts of various vendors. The time spent managing technical issues is equivalent to over 28,211 minutes that agents are prevented from assisting members, which is equal to over 3,169 unassisted members.

BACKGROUND:

In Fiscal Year 2022-23, the Department completed an IV&V assessment of the division's existing Contact Center system. The results of that assessment validated the significant pain points of the disjointed contact center technologies in place today and provided a list of potential industry-standard contact center replacements that meet the Department's business requirements for a modernized current-technology solution. Subsequently, the Department worked through the Division of Telecommunications Services (SCS) contract. Currently, the Contact Center is using over 12 separate telephony and technology systems to power its limited communication channel approach to member communication and satisfaction. Each separate system requires its own separate licensing and provisioning.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
DEATH MATCH LOOK BACK				36315C0
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
OPERATING TRUST FUND	-STATE	85,000	85,000	2510 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Death Match Look Back

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

Goal #4: To administer efficient state retirement programs.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget authority of \$85,000 in the Retirement Benefits Administration budget entity (72750300), within the Florida Retirement System (FRS) Operating Trust Fund (2510) to initiate a death match search of vested and non-vested terminated members for deaths. Deaths for vested and non-vested terminated members have not been validated for deaths occurring prior to July 1, 2021.

RETURN ON INVESTMENT (ROI):

This request is for a contracted vendor to perform a "look back" for dates of death on all members that are not on payroll (not retired) and that do not have a date of death in the system. By doing this, it ensures future actuarial studies are based on the most accurate available liability projections and prevents the potential for future overpayments. Finding and updating death information for participants that are not on payroll is imperative and leads to more accurate assessment of liabilities. Additionally, accurately reflecting member death records will assist in the division's migration to the cloud.

IMPACT:

If this issue is not funded, deceased member records will continue to be provided to the actuary, potentially creating inaccurate net pension liabilities. This also impacts data storage needs as the Department plans to move from on-premises storage to cloud storage. It is important that data hygiene be initiated for all member records of deceased members prior to the cloud migration for purposes of archiving and reducing cloud storage needs for records of members who are no longer eligible for benefits.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>						72750300
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
DEATH MATCH LOOK BACK						36315C0

BACKGROUND:

In July 2021, the Department's Division of Retirement completed a look back for date of death information for all members receiving a retirement benefit and their option 3 and 4 joint annuitants. This look back reported dates of death that occurred prior to our contract effective date of July 1, 2021, for that population. This look back service did not include the vested and non-vested terminated members not collecting a retirement benefit.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
INCREASE OF CONTRACTED SERVICES FOR				
INFORMATION TECHNOLOGY-DIVISION OF				
RETIREMENT				36336C0
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
OPERATING TRUST FUND				
-STATE		250,000		2510 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Increase of Contracted Services for Information Technology-Division of Retirement

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 3. Economic Development and Job Creation
- 6. Public Integrity

LONG RANGE PROGRAM PLAN:

Goal #4: To administer efficient state retirement programs.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$250,000 in the Retirement Benefits Administration budget entity (72750300), within the Florida Retirement System (FRS) Operating Trust Fund (2510) for the rise in Information Technology (IT) costs and required professional services.

RETURN ON INVESTMENT (ROI):

The requested additional budget authority for addressing the rise in both professional services and technology costs will enable the Department's Division of Retirement (division) to continue support of the: growth in administering state retirement systems, increase in self-service options via FRS Online, and the overall efforts to modernize IT services and infrastructure.

IMPACT:

If this issue is not funded, as IT and other professional services costs within the category increase over the next several years, the Department will be unable to continue the necessary support of administering state retirement systems. Consequently, this would mean implementing annual cost reductions in existing contractual services, such as: FRS system vulnerability assessment and anti-fraud security, independent verification and validation (IV&V), disaster recovery, improved member services including 1099R production, and other professional services such as the FRS annual survey which

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
INCREASE OF CONTRACTED SERVICES FOR				
INFORMATION TECHNOLOGY-DIVISION OF				
RETIREMENT				36336C0

would negatively impact operations and service to the division's members.

BACKGROUND:

In Fiscal Year 2023-24, \$300,000 in recurring funding was allocated to the division specifically for Actuarial Services. Unfortunately, this funding did not address the larger need for increased budget authority for the escalating costs of IT. Over the past decade, a rapid and continuous rise in IT expenditures has been observed, which has been progressively consuming a larger portion of the division's base Contracted Services budget. In Fiscal Year 2013-14, IT costs accounted for \$3,205,681 of a \$4,182,850 budget or 76% of the appropriation category. In Fiscal Year 2023-24, IT budget accounts for more than \$5,979,121.22 of a \$7,373,531 million budget or 81% of the Contracted Services category.

Consequently, the division has arrived at a stage where it cannot fully fund all IT and professional services from the base Contracted Services budget without implementing annual cost reductions in existing needed contractual services. IT and other costs within the category are estimated to increase by another 4% or approximately \$250,000 within the next several years, using up more of the Contracted Services base budget. The amount of this request is demonstrated by taking the current annual recurring budget, not including the IT vendor contract and actuarial budget, and multiplying by 4% which is \$236,991.12 rounded to \$250,000.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
DIVISION OF RETIREMENT - OTHER				
PERSONAL SERVICES				4000040
OTHER PERSONAL SERVICES				030000
OPERATING TRUST FUND				
-STATE	100,000			2510 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? NO  
 ISSUE TITLE: Division of Retirement - Other Personal Services

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 3. Economic Development and Job Creation
- 6. Public Integrity

LONG RANGE PROGRAM PLAN:

Goal #4: To administer efficient state retirement programs.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$100,000 in the Retirement Benefits Administration budget entity (72750300), within the Florida Retirement System (FRS) Operating Trust Fund (2510) due to recent statewide budgetary increases, the need for staff to help address the historical and predictable spikes in call volumes following annual processes, and legislative changes that have significantly increased the volume of work for the division.

RETURN ON INVESTMENT (ROI):

The member services bureaus of the Department's Division of Retirement (division) provide consolidated resources to support the retirement needs of more than 1.2 million members and stakeholders of the FRS. The division now has the capability to capture statistical information related to call volume, wait times, and deflected calls. Deflected calls are those inbound calls that never reach the call queue where they have the opportunity to be answered by an agent. National benchmarking data for state retirement systems closest in size to the FRS, shows the peer average for deflected calls is 20 percent of inbound call volume. Based on current Contact Center staffing, the call queues that distribute phone calls to available agents are often full, leaving no room for additional calls. As a result, the division's percentage of deflected calls average 12.9 percent of inbound call volume during non-peak periods and as high as 36 percent during predictable times of heightened call volume rises.

The division's Contact Center receives more than 425,000 inbound contacts annually. Without the requested increase to the OPS appropriation category, the service level provided to members and other stakeholders will be severely impacted. If

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>						72750300
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE						4000000
DIVISION OF RETIREMENT - OTHER						
PERSONAL SERVICES						4000040

this issue is approved, the additional resources for part-time staffing would be implemented during times of heightened call volume to help mitigate delays in service to members and other stakeholders by funneling lower-level, more routine calls to the OPS staff during event-driven call volume spikes. Having the additional OPS budget authority to adequately pay part-time staff would substantially reduce the number of unanswered calls which is a primary objective. With the additional OPS budget authority, the opportunity will improve for members and stakeholders to speak with a live person the first time that they call, promoting higher and more consistent levels of customer service and satisfaction. Members and stakeholders will have quicker access to information and services, and an enhanced perception of the Department and the division. Finally, using OPS staff as needed during periods of heightened call volume allows a greater number of members and other stakeholders to be served without increasing the number of permanent FTEs.

Additionally, the division's operational sections utilize eight (8) recurring OPS positions to assist in processing workflow and customer service requests.

IMPACT:

Without this additional budget authority, the service level provided to more than 1.2 million FRS members and other stakeholders will continue to be impacted. Members and other stakeholders will experience delays in services and access to information as many calls will go unanswered due to insufficient resources to meet high call volume demand. This will impact the quality and levels of customer service that the division is able to provide and decrease levels of customer satisfaction and their perception of the division and the department.

BACKGROUND:

In Fiscal Year 2016-17, \$225,000 in recurring budget authority was transferred from Salaries and Benefits to the OPS appropriation category within the division's Operating Trust Fund for additional part-time staffing to support the Contact Center to help address the historical and predictable spikes in call volumes following annual processes. At the time, the budget was sufficient to pay 19 OPS \$12.95/hour, working 29 hours/week and 31 weeks/year, or \$221,198.95. Prior to Fiscal Year 2016-17, only \$6,029 was budgeted to the OPS appropriation category which was sufficient to pay five State Retirement Commission (SRC) Commissioners for their time when they meet to adjudicate disputes regarding retirement payments and Special Risk Class membership. With annual adjustments, total recurring OPS budget authority today is \$234,284.

Currently, 19 recurring positions within the Operating Trust Fund are paid \$15/hour, working 29 hours/week and approximately 40 weeks/year, or \$330,600 which is \$96,316 over the Fiscal Year 2024-25 recurring appropriation of \$234,284. Additional recurring budget authority is needed for these OPS staff to work 40 weeks per year to accommodate these increases in the OPS appropriation category to address the historical and predictable spikes in call volumes following annual processes provided below:

\* The annual cost-of-living increase for more than 456,000 retirees is included in the July benefit payment. The call volume spike for this period is from July through the end of August.

\* Retiree Annual Statements (RAS) and the Internal Revenue Service (IRS) Form 1099-R are provided in January each year

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>						72750300
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE						4000000
DIVISION OF RETIREMENT - OTHER						
PERSONAL SERVICES						4000040

to more than 514,000 retirees summarizing their deductions from their pension payments and the required filing forms for federal income tax reporting for the previous calendar year. The call volume spike begins in December in anticipation of this tax information and runs heavily through February with another spike in the first two weeks of April corresponding to the April 15 federal tax filing deadline.

\* Legislative changes affecting member benefits significantly increase the volume of work.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
INTEGRATED RETIREMENT INFO SYSTEM				
(IRIS) INTEGRATION WITH FLORIDA				
PLANNING, ACCOUNTING, AND LEDGER				
MANAGEMENT (PALM)				41002C0
SPECIAL CATEGORIES				100000
FLAIR SYSTEM REPLACEMENT				100781
OPERATING TRUST FUND				
-STATE		175,000	175,000	2510 1
		=====	=====	=====

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Integrated Retirement Info System (IRIS) Integration with Florida Planning, Accounting, and Ledger Management (PALM)

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 3. Economic Development and Job Creation
- 6. Public Integrity

LONG RANGE PROGRAM PLAN:

Goal #4: To administer efficient state retirement programs.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget authority of \$175,000 in the Retirement Benefits Administration budget entity (72750300), within the Florida Retirement System (FRS) Operating Trust Fund (2510) for contracted staff needed to integrate the FRS Integrated Retirement Information System (IRIS) with the Planning, Accounting, and Ledger Management (PALM) system. This issue requests that the funds be placed in reserve. The Department would submit budget amendments requesting release of funds pursuant to the provisions of Chapter 216, Florida Statutes.

RETURN ON INVESTMENT (ROI):

The FRS is the fourth-largest public state retirement system in the nation. It is comprised of more than 1.2 million active and retired employees from more than 1,000 agencies with the state, counties, district school boards, universities, community colleges, cities, metropolitan planning organizations, charter schools, and special districts. The Department's Division of Retirement (division) collects more than \$5 billion annually in employer and employee contributions and manages the annual Retired Payroll of approximately \$13 billion for approximately 485,000 payees.

The division's current business application platform consists of IRIS, Customer Relationship Management (CRM), enterprise

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
INTEGRATED RETIREMENT INFO SYSTEM				
(IRIS) INTEGRATION WITH FLORIDA				
PLANNING, ACCOUNTING, AND LEDGER				
MANAGEMENT (PALM)				41002C0

content management (imaging and workflow), business rules management, correspondence and forms management, an integration approach with other state Information Technology (IT) platforms, member and employer self-service, and internal and external security design. The Department relies on this business application platform to handle all essential business functions for the division, including enrollment, contribution, retirement calculation and benefit payment services, and the facilitation of communication with more than 1,000 employing agencies, more than one million active and retired members of the FRS, and business partners. The application's functionality allows FRS members to go seamlessly from the preliminary stages of employment to the end of employment, including through retirement. The division must also produce a pension annual comprehensive financial report (ACFR) for the state-administered retirement systems that meets the requirements of the Governmental Accounting Standards Board that is relied upon by the State of Florida and all other participating employers to book their portion of the net pension liability. The division's pension ACFR must be published before State of Florida ACFR can be published each year. Integrating IRIS with PALM is crucial to these efforts.

The staff augmentation integrating the IRIS and PALM systems will provide greater efficiencies with improved security, infrastructure, configuration, modern data interfaces and more detailed fiscal management for state agencies.

IMPACT:

Without funding, the system will be unable to interface with the new accounting system, PALM. The system will have to continue to interact with the existing state accounting system, Florida Accounting Information Resource (FLAIR), that is scheduled to be replaced by PALM around January 1, 2026. The Department is one of the pilot agencies. Retirement benefit payments via direct deposit and physical warrants are processed through FLAIR and will transition to PALM. Any failures in this transition could impact the ability to issue retirement benefits timely.

BACKGROUND:

The Florida PALM Project commenced on July 1, 2014, and the Florida PALM team is partnering with agencies to design, build, and implement a standardized, scalable, statewide system that will enhance Florida's business practices and position Florida for future innovation. As the State of Florida implements the new Florida PALM system, each agency business application will need to be integrated with PALM. IRIS currently integrates with FLAIR, the older accounting system in use today. FLAIR is an old mainframe platform and PALM is a modern platform. The integration with PALM will require programming changes to IRIS as the connections between the systems and the basic chart of accounts used by the two systems are very different.

This Legislative Budget Request is to reprogram specific IRIS interfaces to connect to PALM instead of to FLAIR. The Department is a pilot agency and intends to migrate its existing business systems that connect to FLAIR today to the PALM system. FLAIR uses an antiquated batching text file system to process inputs to the system from other business applications. In addition, the chart of accounts is being completely redesigned, necessitating changes to IRIS for various codes such as organization, object code, fund, and general ledger code.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
AMOUNT		AMOUNT		AMOUNT		
						72000000
						72750000
						72750300
						16
						<u>1601.00.00.00</u>
						4100000
						41002C0

MANAGEMENT SRVCS, DEPT OF  
 WORKFORCE PROGRAMS  
PGM: RETIRE BENEFITS ADMIN  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS  
 FUNDING DEFICIENCIES TO MEET  
 CURRENT LEVEL PROGRAM REQUIREMENTS  
 INTEGRATED RETIREMENT INFO SYSTEM  
 (IRIS) INTEGRATION WITH FLORIDA  
 PLANNING, ACCOUNTING, AND LEDGER  
 MANAGEMENT (PALM)

72000000  
 72750000  
 72750300  
 16  
1601.00.00.00  
 4100000  
 41002C0

Even with these changes there will be five remaining interfaces that will still connect to FLAIR as they are related to the Bureau of State Payroll. State Payroll is scheduled to go live in PALM in Wave 3. Based on the current PALM schedule additional budget will be needed for Fiscal Years 2024-25 and 2025-26 to conclude the activities with integrating the remaining IRIS interfaces with PALM.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
INCREASES/DECREASES IN GENERAL				
REVENUE FUNDED PENSIONS AND				
BENEFITS				4105600
PENSIONS AND BENEFITS				300000
FLORIDA NATIONAL GUARD				300021
GENERAL REVENUE FUND				
-STATE	45,178			1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? NO

ISSUE TITLE: Increases/Decreases in General Revenue Funded Pensions and Benefits

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 3. Economic Development and Job Creation
- 6. Public Integrity

LONG RANGE PROGRAM PLAN:

Goal #4: To administer efficient state retirement programs.

SUMMARY:

The Department of Management Services (Department) requests budget of \$45,178 in the Retirement Benefits Administration budget entity (72750300), within the General Revenue Fund (1000) to fund the net increase for pension and benefit payments to the retirees of Disability Benefits to Justices and Judges and the Florida National Guard.

RETURN ON INVESTMENT (ROI):

Funding this issue ensures the uninterrupted payment of General Revenue funded Pensions and Benefits for Disability Benefits to disabled Justices and Judges and adjusts the funding needed for the Florida National Guard pension to a more appropriate level.

IMPACT:

If this issue is not funded, the Department cannot ensure the uninterrupted payment of General Revenue funded Pensions and Benefits for: 1) Disability Benefits to disabled Justices and Judges and 2) the Florida National Guard pension.

BACKGROUND:

Pursuant to Chapters 112, 121, and 250, Florida Statutes, and Specific Acts of the Legislature, the Department of Management Services, Division of Retirement is required to provide General Revenue funded Pensions and Benefits for: 1)

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
						72000000
						72750000
						72750300
						16
						<u>1601.00.00.00</u>
						4100000
						4105600

MANAGEMENT SRVCS, DEPT OF  
 WORKFORCE PROGRAMS  
PGM: RETIRE BENEFITS ADMIN  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS  
 FUNDING DEFICIENCIES TO MEET  
 CURRENT LEVEL PROGRAM REQUIREMENTS  
 INCREASES/DECREASES IN GENERAL  
 REVENUE FUNDED PENSIONS AND  
 BENEFITS

72000000  
 72750000  
 72750300  
 16  
1601.00.00.00  
 4100000  
 4105600

Disability Benefits to disabled Justices and Judges and 2) the Florida National Guard pension. The Division of Retirement accounts for the general revenue dollars paid out annually for monthly pensions and benefits. General Revenue funded pensions and benefits remain in the division's operating budget as pass-through expenditures.

Pensions and Benefits - Disability Benefits to Justices and Judges  
 As provided by section 12(a) of Article V of the State Constitution and section 121.091(4)(j), Florida Statutes, General Revenue is provided to pay pension benefits (including any applicable Cost of Living Adjustment (COLA)) to certain disabled justices and judges, who had at least ten years of service, and who are retired involuntarily due to disability upon recommendation by the judicial qualification commission. The amount of the pension shall not be less than two-thirds of the individual's active salary regardless of the number of years of service. Any employer contributions paid to the Florida Retirement System Trust Fund on behalf of the judge or justice retired under this provision are reverted to General Revenue when this disability benefit payment begins. There are 11 payees as of June 30, 2023.

This request is for a recurring increase of \$45,178 in the General Revenue appropriation to provide the estimated funds for retirement benefit payments to certain disabled justices and judges. Pursuant to the Fiscal Year 2023-24 General Appropriations Act, justices' and other state judges' salaries increased effective July 1, 2023. The number of judges and justices did not change from the previous year. The salary increases for both justices and judges as well as an estimated three (3) percent cost of living adjustment contributed to the increase in the projected estimated appropriation. A total appropriation of \$1,483,178 (\$1,438,000 Fiscal Year 2023-24 base + 45,178 Fiscal Year 2024-25 requested increase) is required to fund the estimated pension benefit payments in Fiscal Year 2024-25.

Pensions and Benefits - Florida National Guard  
 As provided by section 250.22, Florida Statutes, a General Revenue appropriation is provided for the estimated funds for retirement benefit payments to the retired members of the Florida National Guard. A pension benefit is provided for members of the Florida National Guard who are age 62 with 30 years of service in the Florida National Guard. Normal retirement is at age 62 and early retirement is available starting at age 60. This benefit program has been administered by the division since 1972. The retirement benefit amount paid to an individual is one-half of the base pay of the highest rank attained while serving in the Florida National Guard or the federal military forces, reduced by the federal reservist pension benefit received from the federal government for military service. Increases to the amount needed for this item are dependent upon changes to the federal military pay scales, cost-of-living adjustments on federal retirement benefits, and growth in the number of retired participants. There are 732 payees as of June 30, 2023.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
TOTAL: GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	19,205,366			1000
TRUST FUNDS	30,974,483	560,000		2000
TOTAL POSITIONS.....	225.00			
TOTAL PROG COMP.....	50,179,849	560,000		
TOTAL SALARY RATE.....	12,491,791			
	=====	=====	=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PRG: ST PERSON POLICY ADMN</u>				72750400
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	1,450,600			
=====				
SALARIES AND BENEFITS				010000
	19.00			
STATE PERSONNEL SYSTEM TF -STATE	2,006,709			2678 1
=====				
EXPENSES				040000
STATE PERSONNEL SYSTEM TF -STATE	148,749			2678 1
=====				
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
STATE PERSONNEL SYSTEM TF -STATE	3,022,826			2678 1
=====				
RISK MANAGEMENT INSURANCE				103241
STATE PERSONNEL SYSTEM TF -STATE	8,671			2678 1
=====				
CONTRACTED LEGAL SERVICES				103884
STATE PERSONNEL SYSTEM TF -STATE	100,000			2678 1
=====				
LEASE/PURCHASE/EQUIPMENT				105281
STATE PERSONNEL SYSTEM TF -STATE	3,191			2678 1
=====				
TR/DMS/HR SVCS/STW CONTRCT				107040
STATE PERSONNEL SYSTEM TF -STATE	8,233			2678 1
=====				

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PRG: ST PERSON POLICY ADMN</u>				72750400
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
STATE PERSONNEL SYSTEM TF -STATE	23,416			2678 1
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	19.00			
TOTAL ISSUE.....	5,321,795			
TOTAL SALARY RATE.....	1,450,600			

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PRG: ST PERSON POLICY ADMN</u>				72750400
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
SALARY INCREASE FY 2023-24 -				
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				1001010
SALARY RATE				000000
SALARY RATE.....	72,531			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
STATE PERSONNEL SYSTEM TF -STATE	86,826			2678 1
	=====	=====	=====	
TOTAL: SALARY INCREASE FY 2023-24 -				1001010
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				
TOTAL ISSUE.....	86,826			
TOTAL SALARY RATE.....	72,531			
	=====	=====	=====	

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AG REQ ANZ				
FY 2024-25	FY 2024-25	FY 2024-25				
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PRG: ST PERSON POLICY ADMN</u>						72750400
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES						1000000
CASUALTY INSURANCE PREMIUM						
ADJUSTMENT						1001090
SPECIAL CATEGORIES						100000
RISK MANAGEMENT INSURANCE						103241
STATE PERSONNEL SYSTEM TF -STATE	2,027-					2678 1
=====						

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AG REQ ANZ				
FY 2024-25	FY 2024-25	FY 2024-25				
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PRG: ST PERSON POLICY ADMN</u>						72750400
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES						1000000
FLORIDA RETIREMENT SYSTEMS						1001215
CONTRIBUTIONS FOR FY 2023-24						010000
SALARIES AND BENEFITS						
STATE PERSONNEL SYSTEM TF -STATE	22,462					2678 1
=====						



	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
WORKFORCE PROGRAMS					72750000
<u>PRG: ST PERSON POLICY ADMN</u>					72750400
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES					2100000
CLASSIFICATION AND COMPENSATION					
MODEL IMPLEMENTATION AND TRANSITION					
PLAN					2103032
EXPENSES					040000
STATE PERSONNEL SYSTEM TF -STATE	5,326-				2678 1
=====					
SPECIAL CATEGORIES					100000
CONTRACTED SERVICES					100777
STATE PERSONNEL SYSTEM TF -STATE	3,000,250-				2678 1
=====					
TOTAL: CLASSIFICATION AND COMPENSATION					2103032
MODEL IMPLEMENTATION AND TRANSITION					
PLAN					
TOTAL ISSUE.....	3,005,576-				
=====					

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AG REQ ANZ				
FY 2024-25	FY 2024-25	FY 2024-25				
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PRG: ST PERSON POLICY ADMN</u>						72750400
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES						2100000
ENTERPRISE DATA ANALYTICS UNIT						2103033
EXPENSES						040000
STATE PERSONNEL SYSTEM TF -STATE	5,371-					2678 1
=====						

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PRG: ST PERSON POLICY ADMN</u>				72750400
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
CLASSIFICATION MODEL IMPLEMENTATION				
AND TRANSITION PLAN				4005070
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
STATE PERSONNEL SYSTEM TF -STATE		3,150,250		2678 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? NO

ISSUE TITLE: Classification Model Implementation and Transition Plan

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

4.2 Ensure state, regional and local agencies provide collaborative and timely customer service to businesses and workers.

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #1: Provide world-class human resource services based on sound human resource policies, practices, and strategies.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget authority of \$3,150,250 in the State Personnel System Policy Administration budget entity (72750400), within the State Personnel System Trust Fund (2678). Of this amount \$3,000,250 is to contract with vendors to complete the next phase of the previously approved State Personnel System (SPS) Classification System Replacement project. This phase will create the implementation plan for the new classification system. The vendor will produce detailed plans to transition from the current model to the new model and identify statute and rule changes necessary to support the system. The Department also requests \$150,000 to contract with vendors to provide change management services to prepare for and support the successful implementation of the new classification model.

RETURN ON INVESTMENT (ROI):

The Florida Legislature has provided specific goals for the SPS classification and compensation system in section 110.2035, Florida Statutes (F.S.). The Department has invested in the development of a recommendation for an industry proven, best-practice based replacement model that will help effectively manage the needs and achieve the goals of the SPS classification and compensation system. The model will ensure that agencies can effectively recruit, retain, and develop a highly qualified workforce in the most efficient manner possible.

IMPACT:

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PRG: ST PERSON POLICY ADMN</u>				72750400
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
CLASSIFICATION MODEL IMPLEMENTATION				
AND TRANSITION PLAN				4005070

The system will continue to operate under the existing system which has resulted in inefficiencies and ineffectiveness, duplication of effort, and general overall dissatisfaction with the Broadband Classification and Compensation Program among managers and employees. In its current state, the system will continue to be unable to meet its purpose and goals as defined by statute. Agencies will continue to struggle in the efforts to attract, retain, and develop highly qualified employees needed to deliver critical services to the citizens of Florida. Without the consulting and change management services being requested, existing staff would be unable to absorb this project into the current workload as they are already working at maximum capacity and do not have the resources necessary to internally execute a project of this scope and magnitude.

BACKGROUND:

In Fiscal Year 2022-23, the Department conducted a study to identify a replacement model for the existing SPS Classification and Compensation System. The study found that the SPS had been operating a shadow classification and compensation system due to the inability of the statutorily required broadband system to support the proper management of SPS positions.

The 2023 Legislature approved funding for the Department to continue work on the replacement model. While this work is ongoing, the Department will need to start Implementation Planning in Fiscal Year 2024-2025 to align the completion of this project with the launch of the next generation of the HR Information System, People First.

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TOTAL: GOVERNMENTAL OPERATIONS					1601.00.00.00
BY FUND TYPE					
	19.00				
TRUST FUNDS.....		5,568,975			2000
SALARY RATE.....		1,523,131			
	=====	=====	=====		

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
WORKFORCE PROGRAMS							72750000
<u>PRG: PEOPLE FIRST</u>							72750500
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SALARY RATE							000000
SALARY RATE.....		1,171,005					
=====							
SALARIES AND BENEFITS							010000
16.00							
STATE PERSONNEL SYSTEM TF -STATE		1,697,730					2678 1
=====							
OTHER PERSONAL SERVICES							030000
STATE PERSONNEL SYSTEM TF -STATE		8,053					2678 1
=====							
EXPENSES							040000
STATE PERSONNEL SYSTEM TF -STATE		117,946					2678 1
=====							
SPECIAL CATEGORIES							100000
CONTRACTED SERVICES							100777
STATE PERSONNEL SYSTEM TF -STATE		262,075					2678 1
=====							
RISK MANAGEMENT INSURANCE							103241
STATE PERSONNEL SYSTEM TF -STATE		3,205					2678 1
=====							
CONTRACTED LEGAL SERVICES							103884
STATE PERSONNEL SYSTEM TF -STATE		300,000					2678 1
=====							
LEASE/PURCHASE/EQUIPMENT							105281
STATE PERSONNEL SYSTEM TF -STATE		2,860					2678 1
=====							

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PRG: PEOPLE FIRST</u>				72750500
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
STATE PERSONNEL SYSTEM TF -STATE	6,406			2678 1
HUMAN RES SVC/STW CONTRACT				107080
STATE PERSONNEL SYSTEM TF -STATE	30,047,762			2678 1
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
STATE PERSONNEL SYSTEM TF -STATE	11,765			2678 1
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	16.00			
TOTAL ISSUE.....	32,457,802			
TOTAL SALARY RATE.....	1,171,005			

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
WORKFORCE PROGRAMS					72750000
<u>PRG: PEOPLE FIRST</u>					72750500
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES					1000000
SALARY INCREASE FY 2023-24 -					
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					1001010
SALARY RATE					000000
SALARY RATE.....	58,551				
	=====	=====	=====		
SALARIES AND BENEFITS					010000
STATE PERSONNEL SYSTEM TF -STATE	71,573				2678 1
	=====	=====	=====		
TOTAL: SALARY INCREASE FY 2023-24 -					1001010
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					
TOTAL ISSUE.....	71,573				
TOTAL SALARY RATE.....	58,551				
	=====	=====	=====		

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
WORKFORCE PROGRAMS							72750000
<u>PRG: PEOPLE FIRST</u>							72750500
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
CASUALTY INSURANCE PREMIUM							
ADJUSTMENT							1001090
SPECIAL CATEGORIES							100000
RISK MANAGEMENT INSURANCE							103241
STATE PERSONNEL SYSTEM TF -STATE		554					2678 1
	=====		=====		=====		

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AG REQ ANZ				
FY 2024-25	FY 2024-25	FY 2024-25				
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PRG: PEOPLE FIRST</u>						72750500
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES						1000000
FLORIDA RETIREMENT SYSTEMS						1001215
CONTRIBUTIONS FOR FY 2023-24						010000
SALARIES AND BENEFITS						
STATE PERSONNEL SYSTEM TF -STATE	20,854					2678 1
=====						

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
WORKFORCE PROGRAMS							72750000
<u>PRG: PEOPLE FIRST</u>							72750500
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
STATE PERSONNEL SYSTEM TF -STATE		480					2678 1
	=====		=====		=====		

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PRG: PEOPLE FIRST</u>				72750500
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
ADDITIONAL RESOURCES FOR PEOPLE				
FIRST				2103034
EXPENSES				040000
STATE PERSONNEL SYSTEM TF -STATE	5,371-			2678 1
	=====	=====	=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PRG: PEOPLE FIRST</u>				72750500
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
PROCURE CONTRACTOR FOR HUMAN				
RESOURCE PROCUREMENT				2103113
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
STATE PERSONNEL SYSTEM TF -STATE	250,000-			2678 1
CONTRACTED LEGAL SERVICES				103884
STATE PERSONNEL SYSTEM TF -STATE	300,000-			2678 1
TOTAL: PROCURE CONTRACTOR FOR HUMAN				2103113
RESOURCE PROCUREMENT				
TOTAL ISSUE.....	550,000-			

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
PRG: PEOPLE FIRST				72750500
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
WORKLOAD				3000000
SYSTEMS SOLUTION SPECIALIST				30037C0
SALARY RATE				000000
SALARY RATE.....	58,223			
=====				
SALARIES AND BENEFITS				010000
STATE PERSONNEL SYSTEM TF -STATE	1.00	85,108		2678 1
=====				
EXPENSES				040000
STATE PERSONNEL SYSTEM TF -STATE		12,070	5,556	2678 1
=====				
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
STATE PERSONNEL SYSTEM TF -STATE		360		2678 1
=====				
TOTAL: SYSTEMS SOLUTION SPECIALIST				30037C0
TOTAL POSITIONS.....	1.00			
TOTAL ISSUE.....		97,538	5,556	
TOTAL SALARY RATE.....	58,223			
=====				

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: System Solutions Specialist

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

5.3 Strengthen local, regional, and statewide partnerships to accomplish Florida's economic and quality of life & quality places goals.

LINKAGE TO GOVERNOR'S PRIORITIES:

3. Economic Development and Job Creation

6. Public Integrity

LONG RANGE PROGRAM PLAN:

Goal #2: Provide user-friendly, reliable human resource services through People First in the most cost-effective manner.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ ANZ				
FY 2024-25	FY 2024-25	FY 2024-25				
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750500
						16
						<u>1601.00.00.00</u>
						3000000
						30037C0

MANAGEMENT SRVCS, DEPT OF  
 WORKFORCE PROGRAMS  
 PRG: PEOPLE FIRST  
 GOV OPERATIONS/SUPPORT  
 GOVERNMENTAL OPERATIONS  
 WORKLOAD  
 SYSTEMS SOLUTION SPECIALIST

SUMMARY:

The Department of Management Services (Department) requests one Full-Time Equivalent (FTE) position, salary rate of 58,223 and budget authority in the amount of \$97,538 (\$5,556 NR) in the People First budget entity (72750500), within the State Personnel System Trust Fund (2678) for a Senior Management Analyst II (System Solutions Specialist).

The request for rate over the base of the classification is due to the necessary skillsets required for this position. The Department requests the standard Expense package for professional staff, which includes additional software and computing equipment, as authorized in Appendix E of the Fiscal Year 2024-25 Legislative Budget Request instructions. The Department has sufficient space to support this position.

RETURN ON INVESTMENT (ROI):

To ensure the People First team can effectively handle additional responsibilities and provide quality services to job applicants and over 222,000 system users (state employees and state retirees), it is crucial to add a systems solution specialist. This position will mitigate system risks and disruptions, minimize system downtime and associated costs, streamline and expedite agency mass loads, enhance documentation processes, optimize system workflows and releases, improve quality assurance, and increase talent retention while reducing staff burnout.

IMPACT:

Failure to fund this position will lead to increased workload and potential burnout among team members, reduced efficiency causing project delays, compromised work quality, limited capacity for innovation and growth, increased turnover risk, and stakeholder disengagement. Securing funding for this position is vital to mitigate these potential impacts, promote a supportive work environment, and ensure the team's effectiveness in delivering successful outcomes.

BACKGROUND:

People First is the State of Florida's self-service, secure, web-based human resource information system (HRIS), which also serves as the public-facing State of Florida job site. It encompasses the enterprise-wide suite of human resource (HR) and insurance benefit services performed by outsourced service center staff. The primary goals of People First are to provide the state with an employee and manager self-service online tool, streamline and standardize HR transactional processes, and reduce the cost of government. The State of Florida has contracted NorthgateArinso, Inc. (NGA) to maintain the People First System, State of Florida job site, and the People First Service Center. The contract includes appointments and status, time and attendance, insurance benefits administration, classification and organizational management, payroll preparation, performance management, learning management, recruitment, and reporting, including the data warehouse.

The current workload on the People First team, combined with the need for effective communication with human resource and payroll professionals across state agencies and universities, necessitates the addition of a systems solution specialist. This role is crucial due to ongoing major project transformations, including:

The redesign of the payroll preparation process, integrations, and financial-related components of the People First

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
						72000000
						72750000
						72750500
						16
						<u>1601.00.00.00</u>
						3000000
						30037C0

MANAGEMENT SRVCS, DEPT OF  
 WORKFORCE PROGRAMS  
PRG: PEOPLE FIRST  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS  
 WORKLOAD  
 SYSTEMS SOLUTION SPECIALIST

system to integrate with the Florida PALM financial management information system and payroll subsystem.

Procurement planning, requirements development, and procurement execution for the People First systems and services. The People First contract expires on August 21, 2026, and all procurement activities must be completed at least 18 months in advance to allow adequate time for system and service center transition if a different service provider is selected.

This strategic investment will significantly contribute to the efficiency, effectiveness, and success of the state government's human resources management efforts. By funding this position, we can ensure that the People First team can handle the increased workload and maintain the quality of services provided to employees and retirees across the state.

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
NEW POSITIONS							
2225 GOVERNMENT ANALYST II N0048 001	1.00	58,223		26,885	85,108	0.00	85,108
TOTALS FOR ISSUE BY FUND							
2678 STATE PERSONNEL SYSTEM TF							85,108
	1.00	58,223		26,885	85,108		85,108

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PRG: PEOPLE FIRST</u>				72750500
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
FUTURE GENERATION SOLUTION REQUEST				41019C0
SPECIAL CATEGORIES				100000
HUMAN RES SVC/STW CONTRACT				107080
STATE PERSONNEL SYSTEM TF -STATE		1		2678 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Future Generation Solution Request

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 3. Economic Development and Job Creation
- 6. Public Integrity

LONG RANGE PROGRAM PLAN:

Goal #2: Provide user-friendly, reliable human resource services through People First in the most cost-effective manner.

SUMMARY:

The Department of Management Services (Department) requests a \$1 placeholder in the People First budget entity (72750500), within the State Personnel System Trust Fund (2678) to fund the modernizing of the Human Resource (HR) Enterprise Resource Planning (ERP) Cloud Solution and a HR Service Center (known as People First). This request reflects implementation and ongoing costs associated with transitioning to and operating a modernized, cloud-based Human Resource Information System (HRIS) and service center. As a significant enterprise HR system, successful implementation of the next-generation solution will require financial commitment for start-up costs, such as software licensing, set-up, and configurations, as well as funding for support services.

RETURN ON INVESTMENT (ROI):

Investing in the modernization of Florida's HR infrastructure through the adoption of a contemporary Enterprise Resource Planning (ERP) HR solution represents a strategic imperative. This forward-looking investment addresses three pivotal objectives: enhancing data security, optimizing HR personnel efficiency, and elevating data accuracy. These objectives align seamlessly with the Department's statutory obligations as defined in sections 110.116 and 215.93-94, Florida Statutes, all while ensuring exceptional services to a vast user base comprising over 222,000 individuals, including state employees, retirees, and benefit-only entities.

IMPACT:

The existing contract for the current People First solution and service center is set to expire in August 2026.

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PRG: PEOPLE FIRST</u>				72750500
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
FUTURE GENERATION SOLUTION REQUEST				41019C0

Additionally, the current system platform will reach end of life by December 2027.

To ensure business continuity and minimize disruption, a modern, cloud-based solution is necessary. The Department intends to launch a competitive solicitation in 2024 to procure for the services described above. The outcome of that procurement will inform the future solution and actual costs. If not funded, the project schedule will be disrupted and likely result in exponentially increased costs associated with costly support for a system that has reached end of life.

Further, delays in funding may jeopardize the administration of Florida's employee payroll and insurance benefits, including health insurance and the prescription drug plan.

BACKGROUND:

People First is the State of Florida's self-service, secure, web-based human resource information system (HRIS). It serves as the public-facing State of Florida job site and provides an enterprise-wide suite of human resource (HR) and insurance benefit services through outsourced service center staff. The primary goals of People First are to provide the state with an employee and manager self-service online tool, streamline and standardize HR transactional processes, and reduce the cost of government. The State of Florida has contracted with a vendor to maintain the People First System, the State of Florida job site, and the People First Service Center. The contract includes various HR functions such as appointments and status, time and attendance, insurance benefits administration, classification and organizational management, payroll preparation, performance management, learning management, recruitment, and reporting, including the data warehouse. The People First team acts as the contract manager, overseeing performance and ensuring service provider compliance with agreed-upon performance metrics and the delivery of quality services to job applicants and system users.

The State of Florida relies on a 20-year-old system to handle its human resources functions. However, it is crucial to acknowledge that the current SAP solution will reach its end of life in 2027. To ensure uninterrupted HR services and avoid potential disruptions in the future, it is imperative for the state to invest in a modern HR ERP Cloud Solution and HR Service Center. The current fragmented approach leads to inefficiencies, increased costs, data integrity challenges, reporting inaccuracies, and compliance issues. To address these challenges and enhance HR service delivery, the Department intends to procure for the implementation of a comprehensive HR ERP Cloud Solution.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS AMOUNT	POS AMOUNT	POS AMOUNT	CODES
MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
PRG: PEOPLE FIRST				72750500
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ADVANCED TELECOMMUNICATIONS				4200000
PEOPLE FIRST INTEGRATION WITH				
FLORIDA PLANNING, ACCOUNTING, AND				
LEDGER MANAGEMENT (PALM)				42002C0
SPECIAL CATEGORIES				100000
FLAIR SYSTEM REPLACEMENT				100781
STATE PERSONNEL SYSTEM TF -STATE	9,738,208	9,738,208		2678 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: People First Integration with Florida Planning, Accounting, and Ledger Management (PALM)

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

5.3 Strengthen local, regional, and statewide partnerships to accomplish Florida's economic and quality of life & quality places goals.

LINKAGE TO GOVERNOR'S PRIORITIES:

3. Economic Development and Job Creation

6. Public Integrity

LONG RANGE PROGRAM PLAN:

Goal #2: Provide user-friendly, reliable human resource services through People First in the most cost-effective manner.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget authority of \$9,738,208 in the People First budget entity (72750500), within the State Personnel System Trust Fund (2678) to cover the contracted vendor costs and to establish a dedicated remediation team for the People First system to integrate with the Florida PALM financial management information system (FMIS) and payroll subsystem. This will be a multi-year effort.

RETURN ON INVESTMENT (ROI):

Allocating funding for the remediation of the People First system and its seamless integration with Florida PALM offers substantial returns and is a critical priority. Not only is the People First system itself facing its end of life on its current system solution, but also the seamless integration with Florida PALM is necessary for enhanced efficiency and improved fiscal management across state agencies. By also allocating funds for a dedicated remediation team, we can proactively address risks, expedite the implementation timeline, and ensure a smooth transition to the Florida PALM system.

The integration of two Enterprise Resource Planning (ERP) systems, People First and Florida PALM, requires careful orchestration to ensure their successful implementation. It is vital to recognize that both systems need to go live

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
						72000000
						72750000
						72750500
						16
						<u>1601.00.00.00</u>
						4200000
						42002C0

MANAGEMENT SRVCS, DEPT OF  
 WORKFORCE PROGRAMS  
PRG: PEOPLE FIRST  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS  
 ADVANCED TELECOMMUNICATIONS  
 PEOPLE FIRST INTEGRATION WITH  
 FLORIDA PLANNING, ACCOUNTING, AND  
 LEDGER MANAGEMENT (PALM)

72000000  
 72750000  
 72750500  
 16  
1601.00.00.00  
 4200000  
 42002C0

simultaneously, magnifying the complexity of the project. By providing the necessary additional resources, including the dedicated remediation team, we can effectively manage the simultaneous implementation of these two critical ERP systems. This investment will enable us to achieve enhanced security, upgraded infrastructure, streamlined configuration, and modern data interfaces, all of which will result in greater efficiencies and detailed fiscal management for state agencies. It is imperative to recognize the importance of this funding request in strengthening our overall human resource (HR) management capabilities and positioning the state for future success.

IMPACT:

The lack of necessary funding for the integration of the Florida PALM system with People First poses significant risks. It is crucial to acknowledge that both the People First system and the current solution it relies on are nearing their end of life. Without seamless integrations for essential personnel services, such as payroll and insurance benefits, timely and accurate payments for over 105,000 state employees will be at risk, and the insurance benefits coverage for more than 350,000 individuals will be jeopardized.

To mitigate these risks and ensure successful integration, it is imperative to establish a dedicated team focused on remediation and interfacing with Florida PALM. Without such a team, we run the serious risk of encountering delayed implementation, inadequate process documentation, and missed opportunities to optimize and fully leverage the capabilities of the new ERP system. Additionally, the burden on the People First team will increase exponentially, as they will have to manage both the Florida PALM project and other system projects concurrently. This situation can lead to inefficiencies, burnout, and compromised outcomes.

Securing the necessary funding to support the overall orchestration of two ERP systems is crucial. It will enable us to document all the business systems' requirements and ensure their seamless incorporation into the new People First solution during the go-live phase. By investing in a dedicated team and providing adequate resources, we can mitigate risks, streamline processes, and guarantee the successful integration of the Florida PALM system with People First.

BACKGROUND:

People First is the State of Florida's self-service, secure, web-based human resource information system (HRIS), the public-facing State of Florida job site, and the enterprise-wide suite of HR and insurance benefit services as performed by outsourced service center staff. The goal of People First is to provide the state with an employee and manager self-service online tool, to provide services more effectively and efficiently by streamlining and standardizing HR transactional processes, and to reduce the cost of government. The State of Florida contracts with NorthgateArinso, Inc. (NGA), to maintain the People First System, State of Florida job site, and the People First Service Center. The contract includes appointments and status, time and attendance, insurance benefits administration, classification, and organizational management, payroll preparation, performance management, learning management, recruitment, and reporting, including the data warehouse. The People First Division acts as the contract manager to oversee performance and ensure service provider compliance with contract provisions, including agreed-upon performance metrics and delivery of quality services to job applicants and over 222,000 system users (state employees and state retirees).

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	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
WORKFORCE PROGRAMS					72750000
<u>PRG: PEOPLE FIRST</u>					72750500
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
TOTAL: GOVERNMENTAL OPERATIONS					<u>1601.00.00.00</u>
BY FUND TYPE					
	17.00				
TRUST FUNDS.....	41,831,639	9,743,764			2000
SALARY RATE.....	1,287,779				
	=====	=====	=====		

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	POS	POS	CODES
	AMOUNT	AMOUNT	AMOUNT	
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
TELECOMMUNICATIONS SVCS				72900100
GOV OPERATIONS/SUPPORT				16
INFORMATION TECHNOLOGY				1603.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	4,447,967			
=====				
SALARIES AND BENEFITS				010000
COMMUNICATIONS WKG CAP TF -STATE	5,765,525			2105 1
WIRELESS COMM E911 TF -STATE	685,573			2344 1
TOTAL POSITIONS.....	70.00			
TOTAL APPRO.....	6,451,098			
=====				
OTHER PERSONAL SERVICES				030000
COMMUNICATIONS WKG CAP TF -STATE	386,382			2105 1
WIRELESS COMM E911 TF -STATE	155,068			2344 1
TOTAL APPRO.....	541,450			
=====				
EXPENSES				040000
COMMUNICATIONS WKG CAP TF -STATE	653,165			2105 1
WIRELESS COMM E911 TF -STATE	227,636			2344 1
TOTAL APPRO.....	880,801			
=====				
AID TO LOCAL GOVERNMENTS				050000
DIST/COUNTIES-WIRELESS 911				055610
WIRELESS COMM E911 TF -STATE	107,108,582			2344 1
=====				
DIST/SVC PROV-WIRELESS 911				055612
WIRELESS COMM E911 TF -STATE	500,000			2344 1
=====				

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>TELECOMMUNICATIONS SVCS</u>							72900100
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
AID TO LOCAL GOVERNMENTS							050000
DIST/CO-NONWIRELESS E911							055614
WIRELESS COMM E911 TF -STATE		24,567,589					2344 1
=====							
DIST/CO PREPA-WIRELESS 911							055617
WIRELESS COMM E911 TF -STATE		52,240,978					2344 1
=====							
OPERATING CAPITAL OUTLAY							060000
COMMUNICATIONS WKG CAP TF -STATE		46,079					2105 1
=====							
SPECIAL CATEGORIES							100000
G/A-IMPLEMENTATION GRANTS							100197
WIRELESS COMM E911 TF -FEDERL		597					2344 3
=====							
CENTREX & SUNCOM PAYMENTS							100350
COMMUNICATIONS WKG CAP TF -STATE		123,586,638					2105 1
=====							
CONTRACTED SERVICES							100777
COMMUNICATIONS WKG CAP TF -STATE		2,108,404					2105 1
WIRELESS COMM E911 TF -STATE		950,827					2344 1
-----							
TOTAL APPRO.....		3,059,231					
=====							
CLOUD COMP SVCS							100787
COMMUNICATIONS WKG CAP TF -STATE		362,776					2105 1
=====							

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	POS	POS	CODES
	AMOUNT	AMOUNT	AMOUNT	
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
TELECOMMUNICATIONS SVCS				72900100
GOV OPERATIONS/SUPPORT				16
INFORMATION TECHNOLOGY				1603.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
RISK MANAGEMENT INSURANCE				103241
COMMUNICATIONS WKG CAP TF -STATE	14,966			2105 1
CONTRACTED LEGAL SERVICES				103884
WIRELESS COMM E911 TF -STATE	62,159			2344 1
LEASE/PURCHASE/EQUIPMENT				105281
COMMUNICATIONS WKG CAP TF -STATE	3,241			2105 1
WIRELESS COMM E911 TF -STATE	1,845			2344 1
TOTAL APPRO.....	5,086			
FISC CONST COUNT-ERATE TEL				107036
GENERAL REVENUE FUND -STATE	862,013			1000 1
TR/DMS/HR SVCS/STW CONTRCT				107040
COMMUNICATIONS WKG CAP TF -STATE	22,804			2105 1
WIRELESS COMM E911 TF -STATE	952			2344 1
TOTAL APPRO.....	23,756			
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
COMMUNICATIONS WKG CAP TF -STATE	558,899			2105 1
WIRELESS COMM E911 TF -STATE	4,078			2344 1
TOTAL APPRO.....	562,977			

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	70.00			
TOTAL ISSUE.....	320,876,776			
TOTAL SALARY RATE.....	4,447,967			
=====		=====		=====

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
SALARY INCREASE FY 2023-24 -				
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				1001010
SALARY RATE				000000
SALARY RATE.....	222,399			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
COMMUNICATIONS WKG CAP TF -STATE	243,353			2105 1
WIRELESS COMM E911 TF -STATE	28,945			2344 1
	-----	-----	-----	
TOTAL APPRO.....	272,298			
	=====	=====	=====	
TOTAL: SALARY INCREASE FY 2023-24 -				1001010
STATEWIDE 5% PAY INCREASE -				
EFFECTIVE 7/1/2023				
TOTAL ISSUE.....	272,298			
TOTAL SALARY RATE.....	222,399			
	=====	=====	=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>TELECOMMUNICATIONS SVCS</u>							72900100
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
CASUALTY INSURANCE PREMIUM							
ADJUSTMENT							1001090
SPECIAL CATEGORIES							100000
RISK MANAGEMENT INSURANCE							103241
COMMUNICATIONS WKG CAP TF -STATE		6,241					2105 1
	=====						

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
FLORIDA RETIREMENT SYSTEMS				
CONTRIBUTIONS FOR FY 2023-24				1001215
SALARIES AND BENEFITS				010000
COMMUNICATIONS WKG CAP TF -STATE	70,582			2105 1
WIRELESS COMM E911 TF -STATE	8,395			2344 1
TOTAL APPRO.....	78,977			

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
REALLOCATION OF HUMAN RESOURCES				
OUTSOURCING				1005900
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
COMMUNICATIONS WKG CAP TF -STATE	1,707			2105 1
WIRELESS COMM E911 TF -STATE	71			2344 1
TOTAL APPRO.....	1,778			
	=====	=====	=====	

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: TECHNOLOGY PROGRAM					72900000
<u>TELECOMMUNICATIONS SVCS</u>					72900100
GOV OPERATIONS/SUPPORT					16
<u>INFORMATION TECHNOLOGY</u>					<u>1603.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR					
ESTIMATED EXPENDITURES					1600000
AGENCY DISCRETIONARY PAY INCREASE					
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					1600980
SALARY RATE					000000
SALARY RATE.....	40,868				
=====					
SALARIES AND BENEFITS					010000
COMMUNICATIONS WKG CAP TF -STATE	37,786				2105 1
=====					
TOTAL: AGENCY DISCRETIONARY PAY INCREASE					1600980
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					
TOTAL ISSUE.....	37,786				
TOTAL SALARY RATE.....	40,868				
=====					

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
RA06 RATE ADJ - NO FTE - NO SALARY - NO BENEFITS							
C0010 001		40,868					
TOTAL SALARY RATE		40,868					
=====							

OTHER SALARY AMOUNT							
2105 COMMUNICATIONS WKG CAP TF							37,786
							-----
							37,786
							=====

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	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>TELECOMMUNICATIONS SVCS</u>							72900100
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
INCREASE TO E-911 DISTRIBUTIONS TO							
COUNTIES WIRELESS AND PREPAID							
WIRELESS							2103035
AID TO LOCAL GOVERNMENTS							050000
DIST/COUNTIES-WIRELESS 911							055610
WIRELESS COMM E911 TF -STATE		7,427,742-					2344 1
		=====		=====		=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>TELECOMMUNICATIONS SVCS</u>							72900100
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
GRANTS AND AIDS - LOCAL GOVERNMENT							
INFORMATION TECHNOLOGY							
INFRASTRUCTURE							2103038
AID TO LOCAL GOVERNMENTS							050000
G/A-LOCAL GOV IT INFRSTRUC							051080
GENERAL REVENUE FUND							
-STATE		262,250-					1000 1
	=====		=====		=====		

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>TELECOMMUNICATIONS SVCS</u>							72900100
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
FISCALLY CONSTRAINED COUNTIES -							
E-RATE TELECOMMUNICATIONS							2103039
SPECIAL CATEGORIES							100000
FISC CONST COUNT-ERATE TEL							107036
GENERAL REVENUE FUND							1000 1
-STATE		862,013-					
	=====		=====		=====		

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>TELECOMMUNICATIONS SVCS</u>							72900100
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
EMERGENCY 911 CALL ROUTING SYSTEM							2103058
AID TO LOCAL GOVERNMENTS							050000
DIST/CO PREPA-WIRELESS 911							055617
WIRELESS COMM E911 TF -STATE	5,700,000-						2344 1
=====							
SPECIAL CATEGORIES							100000
CONTRACTED SERVICES							100777
WIRELESS COMM E911 TF -STATE	300,000-						2344 1
=====							
TOTAL: EMERGENCY 911 CALL ROUTING SYSTEM							2103058
TOTAL ISSUE.....	6,000,000-						
=====							

		COL A12	COL A04	COL A05	
		AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
		FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
					CODES
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: TECHNOLOGY PROGRAM					72900000
<u>TELECOMMUNICATIONS SVCS</u>					72900100
GOV OPERATIONS/SUPPORT					16
<u>INFORMATION TECHNOLOGY</u>					<u>1603.00.00.00</u>
NONRECURRING EXPENDITURES					2100000
VETO GRANTS AND AIDS - LOCAL					
GOVERNMENT INFORMATION TECHNOLOGY					
INFRASTRUCTURE					2103073
AID TO LOCAL GOVERNMENTS					050000
G/A-LOCAL GOV IT INFRSTRUC					051080
GENERAL REVENUE FUND	-STATE	262,250			1000 1
		=====	=====	=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ANNUALIZATION OF ISSUES PARTIALLY FUNDED IN PRIOR YEAR				2600000
ANNUALIZATION OF AGENCY DISCRETIONARY PAY INCREASE FOR FY 2023-24 - THREE MONTHS				
ANNUALIZATION SALARIES AND BENEFITS				2600980
				010000
COMMUNICATIONS WKG CAP TF -STATE	12,595			2105 1

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POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A12 - AGY FIN REQ FY 2024-25

CHANGES TO CURRENTLY AUTHORIZED POSITIONS

OTHER SALARY AMOUNT

2105 COMMUNICATIONS WKG CAP TF						12,595
						-----
						12,595
						=====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
INCREASE TO E-911 DISTRIBUTIONS TO				
COUNTIES WIRELESS				4000120
AID TO LOCAL GOVERNMENTS				050000
DIST/COUNTIES-WIRELESS 911				055610
WIRELESS COMM E911 TF	-STATE	20,138,679	3,471,945	2344 1

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AGENCY ISSUE NARRATIVE:  
 2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Increase to E-911 Distributions to Counties Wireless

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:  
 5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:  
 5. Public Safety  
 6. Public Integrity

LONG RANGE PROGRAM PLAN:  
 GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:  
 The Department of Management Services (Department) requests budget authority of \$20,138,679 (\$3,471,945 NR) in the Telecommunications Services budget entity (72900100), within the Emergency Communications Number E911 System Trust Fund (2344) to fund the anticipated growth of wireless revenue, the increase in wireless allocation to the counties, the projected shortfall of monthly distributions to counties for Fiscal Year 2023-24, and the increased grant awards to counties.

Revenue from 911 wireless providers continues to increase annually and is projected to increase by 9.09% between Fiscal Year 2023-24 and Fiscal Year 2024-25. In Fiscal Year 2024-25, the disbursements to counties are projected to increase approximately \$7.8 million from the wireless anticipated growth and allocation increase and \$3.2 million in grant increases. Additionally, the projected shortfall of monthly Distributions to Counties Wireless 911 Telephone Systems category for Fiscal Year 2023-24 is \$3.5 million, which is \$4.1 million less than the projected shortfall for Fiscal Year 2022-23. Considering a 30% contingency for growth, \$4.3 million is included to prevent a shortfall during the fiscal year.

RETURN ON INVESTMENT (ROI):  
 This issue is a public life-safety issue. Funding counties 911 services enhances the safety of all of Florida's 22.2 million residents, the estimated 137.6 million annual visitors, and 274,339 public safety-first responders within the

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
INCREASE TO E-911 DISTRIBUTIONS TO				
COUNTIES WIRELESS				4000120

state. The return on investment for public safety 911 services includes improved communications capability provided for state and local public safety emergency responders in the protection of lives and property for Florida's citizens and visitors.

IMPACT:

If this issue is not funded, the Emergency Communications Board will not be able to fulfill its legislative responsibility to oversee the Emergency Communications Trust Fund and disburse all the wireless 911 fees to the counties. The appropriation for the Distribution to Counties - Wireless 911 Telephone Systems category is projected to be exhausted by Fiscal Year 2023-24. The Department will not be able to disburse all collected fee revenues to the counties.

BACKGROUND:

The Florida Emergency Communications Board established by section 365.172(5), Florida Statutes, is charged with the responsibility to administer the 911 fee, deposited in the Emergency Communications Trust Fund, with support and oversight of the division. Division staff receive and process all fees collected from wireless, non-wireless, and prepaid wireless telecommunication devices registered in the State of Florida. Fees collected are reviewed and approved by the Emergency Communications Board for disbursement to individual Florida counties to assist with the cost associated with operating and improving 911 services. The appropriation for the Distribution to Counties - Wireless 911 Telephone Systems category increased for Fiscal Year 2021-22 by \$9,136,820 for anticipated revenue growth, increase in wireless fee allocation, and fund text-to-911 services. For Fiscal Year 2022-23, the appropriation for Distribution to Counties - Wireless 911 Telephone Systems category increased by \$5,515,434 for anticipated revenue growth. For Fiscal Year 2023-24, the appropriation for Distribution to Counties - Wireless 911 Telephone Systems category increased by \$17,103,558, for anticipated revenue growth, the projected shortfall of monthly distributions to counties for Fiscal Year 2022-23, and the increased grant awards to counties. The wireless fee revenue increased 8.2 percent for Fiscal Year 2021-22 and by 8.06 percent for Fiscal Year 2022-23. The revenue projections for the next two years show revenue growth of 9.09 percent and 8.43 percent, respectively. As the number of households that use a traditional telephone line decreases and become a wireless only household, non-wireless revenues will continue to decrease. The wireless disbursements to the counties will increase by approximately \$7.8 million in Fiscal Year 2024-25 due to the increase in the wireless anticipated growth and allocation increase. The projected shortfall of monthly Distributions to Counties Wireless 911 Telephone Systems category for Fiscal Year 2023-24 is \$3.5 million.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
TELECOMMUNICATIONS SVCS				72900100
GOV OPERATIONS/SUPPORT				16
INFORMATION TECHNOLOGY				1603.00.00.00
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
ADDITIONAL STAFFING FOR THE				
DIVISION OF TELECOMMUNICATIONS				4100010
SALARY RATE				000000
SALARY RATE.....	82,750			
=====				
SALARIES AND BENEFITS				010000
	1.00			
COMMUNICATIONS WKG CAP TF -STATE	114,839			2105 1
=====				
EXPENSES				040000
COMMUNICATIONS WKG CAP TF -STATE	14,080	5,556		2105 1
=====				
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
COMMUNICATIONS WKG CAP TF -STATE	360			2105 1
=====				
TOTAL: ADDITIONAL STAFFING FOR THE				4100010
DIVISION OF TELECOMMUNICATIONS				
TOTAL POSITIONS.....	1.00			
TOTAL ISSUE.....	129,279	5,556		
TOTAL SALARY RATE.....	82,750			
=====				

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AGENCY ISSUE NARRATIVE:  
 2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Additional Staffing for the Division of Telecommunications

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:  
 5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:  
 3. Economic Development and Job Creation

LONG RANGE PROGRAM PLAN:  
 GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
						72000000
						72900000
						72900100
						16
						<u>1603.00.00.00</u>
						4100000
						4100010

MANAGEMENT SRVCS, DEPT OF  
 PGM: TECHNOLOGY PROGRAM  
TELECOMMUNICATIONS SVCS  
 GOV OPERATIONS/SUPPORT  
INFORMATION TECHNOLOGY  
 FUNDING DEFICIENCIES TO MEET  
 CURRENT LEVEL PROGRAM REQUIREMENTS  
 ADDITIONAL STAFFING FOR THE  
 DIVISION OF TELECOMMUNICATIONS

services.

SUMMARY:

The Department of Management Services (Department) requests one Full-Time Equivalent (FTE) position, salary rate of 82,750 and budget authority of \$129,279 (\$5,556 NR) in the Telecommunications Services budget entity (72900100), within the Communications Working Capital Trust Fund (2105) for a Communications Engineer position to address increased workloads and staffing limitations in the Bureau of Engineering.

The Bureau of Engineering has been faced with a 25% increase in service requests for technical design and operational support both within the Department and from external customers. In addition, the number of services provided under SUNCOM has grown, creating an increase in requests for technical support. The SUNCOM Communications Services (SCS) voice services contract continues to add additional services to the contract requiring engineering support. MyFloridaNet-2 (MFN-2), the State's current backbone for data communications is planned to be procured in Fiscal Year 2024-25. With the complexity involved in establishing a new statewide network core and reinstallation of existing network connections of approximately 3,500 sites, the Engineering bureau needs support for that service. This increase in workload, combined with major projects such as the procurement and implementation of MyFloridaNet-3 (MFN-3) and renewal/rebid of the SCS contract, an additional FTE would allow the Bureau to maintain its current level of responsiveness.

The request for rate over the base for the classification is due to the technical skillsets required for this position. The Department requests the standard IT professional expense package, which includes additional software and computing equipment, as authorized in Appendix E of the Fiscal Year 2024-25 Legislative Budget Request instructions. The Department has sufficient space to support these positions.

RETURN ON INVESTMENT (ROI):

Funding this issue will ensure that the Bureau of Engineering maintains the current quality of service for existing customers while mitigating the risk of service disruptions for critical agency operations. Maintaining current operations, supporting new services, and conducting a seamless migration to MFN-3 is critical as the State Law Enforcement Radio System, 911 traffic, and the Florida Interoperability Network utilize these services to protect the citizens of Florida.

IMPACT:

If not funded, Department staff resources will be insufficient to support existing services, new services, and the new MFN-3 rebid process and technology which will require the completion of a significant volume and complexity of tasks. The current customers could incur costs associated with delayed response time due to the limitation of current engineering resources. In addition, without the requested expert project resources, implementation of the MFN-3 service will likely be compromised requiring additional Department resources to prepare an extension to the current contract and defer realizing anticipated savings related to the new rate structure.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>TELECOMMUNICATIONS SVCS</u>						72900100
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
FUNDING DEFICIENCIES TO MEET						
CURRENT LEVEL PROGRAM REQUIREMENTS						4100000
ADDITIONAL STAFFING FOR THE						
DIVISION OF TELECOMMUNICATIONS						4100010

BACKGROUND:

As required under section 282.703, Florida Statutes (F.S.), The Division of Telecommunications (DivTel) has established the SUNCOM network, the state enterprise telecommunications system for providing local and long-distance communications services to state agencies, political subdivisions of the state, municipalities, and nonprofit corporations throughout the state of Florida. All state agencies are required by section 282.703, F.S., to use the SUNCOM Network for agency telecommunications services. The SUNCOM MFN-2 and SCS voice services contracts are in the process of adding and deploying additional services such as software-defined wide area network (SD-WAN), satellite internet services for disaster recovery, commercial internet and cloud transport options, and security related requests. The MFN-2 contract will expire in October 2028. To prepare for the expiration, the Department is working on the business case and the MFN-3 procurement. MFN-2 is the state's current backbone for data communications. The State contracts with a service provider to maintain a highly available, robust infrastructure capable of supporting the State's needs for comprehensive voice, video, and data services. MFN-2 is comprised of more than 3,500 data connections serving all of Florida's state agencies as required under section 282.703, F.S., as well as other eligible users. With the complexity involved in establishing a new statewide network core and reinstallation of 3,500 network connections, end of life activities, and capacity planning, the current level of Department staffing is insufficient to support day-to-day services while implementing a new infrastructure of this magnitude. This enterprise service is offered under a multi-year contract which also includes metropolitan area networks. The technology that allows MFN-2 to provide enterprise service is known as Multi-protocol Label Switching (MPLS) and is the current standard for large-scale, statewide enterprise data networks. State agencies are able to establish private, secure, and reliable connections between their in-state offices, between other state agencies, and securely access the public Internet. MFN-2 is managed with strict service level agreements defined by contractual terms which assure the integrity of the network. MFN-3 will maintain the MPLS design but utilize a more comprehensive set of service level agreements and security services. The implementation of MFN-3 requires a complete migration of all existing 3,500 sites.

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POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25						
NEW POSITIONS						
4678 UTILITIES SYSTEM/ENGINEERING SPECIALIST						
N0001 001	1.00	82,750	32,089	114,839	0.00	114,839

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>TELECOMMUNICATIONS SVCS</u>						72900100
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
FUNDING DEFICIENCIES TO MEET						4100000
CURRENT LEVEL PROGRAM REQUIREMENTS						
ADDITIONAL STAFFING FOR THE						4100010
DIVISION OF TELECOMMUNICATIONS						

POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25						
NEW POSITIONS						
TOTALS FOR ISSUE BY FUND						
						114,839
2105 COMMUNICATIONS WKG CAP TF						114,839
1.00	82,750		32,089	114,839		114,839
=====	=====	=====	=====	=====		=====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ADVANCED TELECOMMUNICATIONS				4200000
EMERGENCY 911 CALL ROUTING SYSTEM				42001C0
AID TO LOCAL GOVERNMENTS				050000
DIST/CO PREPA-WIRELESS 911				055617
WIRELESS COMM E911 TF	-STATE	12,000,000	5,700,000	2344 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Emergency 911 Call Routing System

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:  
 5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:  
 3. Economic Development and Job Creation

LONG RANGE PROGRAM PLAN:  
 GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:  
 The Department of Management Services (Department) requests budget authority of \$12,000,000 (\$5,700,000 NR) in the Telecommunications Services budget entity (72900100), within the Emergency Communications Number E911 System Trust Fund (2344) to implement regional call routing solutions, provide a statewide call routing solution overlay to interconnect the seven regions, provide interconnection for individual counties operating separate and disparate non-regional call routing solutions and NG911 Geographic Information System (GIS).

These seven regions consist of multiple counties within nearby geographic locations. This is year five of a multi-year funding request to implement regional call routing systems and create a statewide interconnected call routing system, based on an Emergency Service IP Network (ESInet), and GIS. Additional funding requests will be needed for the next two years to support ongoing Next Generation 911 (NG911) interconnectivity via an ESInet, between regions and individual counties. The funds provided the previous four years funded Regions 1, 3, 4, 5 and 6 for NG911 Geographic Information System (GIS), which is a fundamental element of NG911 call routing solutions. These funds also funded Regions 1 and portions of Regions 2, 3, 4, 5, and 6 NG911 call routing systems based on an ESInet solution.

RETURN ON INVESTMENT (ROI):  
 This is a public life-safety issue. The implementation of a statewide call routing system will facilitate the further implementation of Next Generation (NG) 911 services from legacy emergency call handling equipment and transfer technology to an ESInet based system. This also addresses Public Safety, the safety of first responders, and Ch. 2023-239 Laws of Florida (SB 1418), passed in the 2023 Florida Legislative session, by ensuring public safety communications and

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ADVANCED TELECOMMUNICATIONS				4200000
EMERGENCY 911 CALL ROUTING SYSTEM				42001C0

technology systems are coordinated and interoperable.

IMPACT:

If this issue is not funded and implemented at the state level, the timeline for the statewide call routing and call transfer system will stretch many years into the future. Counties that have migrated to an IP network will have to maintain connections to the old legacy network to transfer calls to adjacent counties that have not made the migration to an ESInet solution. The counties that have made the transition will be burdened with the cost and responsibility of maintaining both the Internet Protocol (IP) network and their old legacy network. Florida's 67 counties are in various states of migration to NG911. Some counties are in the process of building out their county infrastructure and services to implement call routing in their respective counties. Most of the counties in the state do not have the resources to undertake the process of implementing NG911 without Emergency Communications Board assistance. Moreover, if the migration is accomplished county by county, the potential to have multiple versions of this IP network for call routing and transfer, will create a significant challenge in maintaining interoperability between many different networks. Choosing to remain on the current network would be depriving the citizens and visitors of Florida the highest level of public safety possible today.

BACKGROUND:

Florida's legacy 911 infrastructure is over 50 years old and consists of both traditional two-wire landline phone systems and more modern computer-controlled switching equipment; investment in new IP based solutions is needed. The traditional call routing is built on the concept derived from a stationary landline telephone system. Nationwide, approximately 85 percent of 911 calls are initiated by a mobile wireless device. This new infrastructure will allow integration with the Next Generation of 911 communications capabilities. Calls routed on an ESInet backbone can carry not only voice, but text, images, and video. This will provide additional information to First Responders and increase their situational awareness as they respond to calls. This will enhance the safety of all of Florida's 22.2 million residents, the estimated 137.6 million annual visitors, and 274,339 public safety-first responders within the state. As outlined in the State of Florida E911 Board 2022 Annual Report, the Emergency Communications Board has formulated several strategic initiatives. The first two Emergency Communications Board's key strategic initiatives include NG911 Call Routing on a Statewide basis and NG911 Geographic Information System (statewide 911 Mapping System), which are imperative in moving Florida toward NG911. The groundwork for NG911, interoperability, transport, and security are all requirements for a correctly designed and implemented statewide call routing system based on an ESInet. The most important outcomes of such a statewide call routing system are improved access to emergency response services for 911 callers, improved communications for call takers and first responders, and overall increased effectiveness and efficiency of emergency communications response. These outcomes address Public Safety, the safety of first responders, and HB 441 (2019) by ensuring public safety communications and technology systems are coordinated and interoperable. This will provide 911 call centers the ability to transfer a call using an IP based solution to any of the 193 primary, secondary and 54 backup 911 call centers in the state. Once NG911 services are fully implemented in Florida, citizens calling 911 will be able to send multimedia attachments to a call center, which then can be sent to first responders in the field. If needed or requested, a 911 call can be routed to any other 911 call center, as required by HB 441. An NG911 call system will enable quicker response times and reduce the number of calls misrouted that must be transferred to the correct 911 call center. This would allow first responders to respond to a caller in need of services in a more expeditious manner and provide

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>TELECOMMUNICATIONS SVCS</u>						72900100
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
ADVANCED TELECOMMUNICATIONS						4200000
EMERGENCY 911 CALL ROUTING SYSTEM						42001C0

additional situational awareness for the first responders. Currently in Florida there are both 911 grant funded IP regional routing projects and counties collaborating on new IP regional routing projects. Region 1 has been awarded grants for both call routing system and NG911 Geographic Information System (GIS) (statewide 911 Mapping System). Region 3, some of Region 5 and the majority of Region 6 were awarded grants in Fiscal Year 2022-23 for regional NG911 GIS projects. The remaining Region 6 counties and most of the Region 5 counties will be applying for grants for a NG911 GIS project in Fiscal Year 2023-24. Regions 3, 4, and 5 are expected to request grant funding for NG911 call routing projects in Fiscal Year 2024-25. Region 2 is expected to apply for grant funding for both NG911 call routing systems and GIS in Fiscal Years 2024-25 and 2025-26. The counties in region 7 are independently moving to NG911 and may possibly submit a regional grant during Fiscal Year 2024-25. Full Implementation of statewide NG911 system is contingent on full implementation of GIS and Call Routing in the seven regions. Almost half of the counties continue to operate on legacy systems that require upgrading to take full advantage of IP based technologies with the latest NG911 standards. Most of the 28 rural counties fall into this category. The evolution of a statewide enhanced 911 system will provide connectivity ability to these regional routing projects, establishing a network of networks. SB1418, passed in the 2023 legislative session, requires the Department to update the call transfer plan and forecast costs associated with moving all legacy public safety answering points (PSAPs) to NG911, as well as sustaining all PSAPs in an NG911 environment.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
TRANSFER APPROPRIATIONS BETWEEN CATEGORIES				4300000
REALIGN BUDGET AUTHORITY IN THE DIVISION OF TELECOMMUNICATIONS - ADD				4300210
AID TO LOCAL GOVERNMENTS				050000
DIST/COUNTIES-WIRELESS 911				055610
WIRELESS COMM E911 TF -STATE	2,000,000			2344 1

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AGENCY ISSUE NARRATIVE:  
 2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Realign Budget Authority in the Division of Telecommunications - ADD

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:  
 5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:  
 5. Public Safety  
 6. Public Integrity

LONG RANGE PROGRAM PLAN:  
 GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:  
 The Department of Management Services (Department) requests to realign budget authority of \$2,000,000 between categories in the Telecommunications Services budget entity (72900100), within the Emergency Communications Number E911 System Trust Fund (2344) to fund the anticipated growth of wireless revenue and the increase in allocation to the counties in addition to increased grant awards to counties.

Revenue from 911 wireless providers continues to increase annually and is projected to increase by 9.09% between Fiscal Year 2023-24 and Fiscal Year 2024-25. Effective July 1, 2023, the wireless fee distributed monthly to counties increased to 95% and the Emergency Communications Board no longer reimburses wireless providers for the costs incurred to deliver enhanced 911 services. In Fiscal Year 2024-25, the disbursements to counties are projected to increase approximately \$7.8 million from the wireless anticipated growth and allocation increase and \$3.2 million in grant increases. Additionally, the projected shortfall of monthly Distributions to Counties Wireless 911 Telephone Systems category for Fiscal Year 2023-24 is \$3.5 million.

Please see companion issue #4300270 also filed in Budget Entity 72900100, Program Component 1603.00.00.00. This is a net zero request.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	FY 2024-25	AGY REQ N/R	FY 2024-25	AG REQ ANZ	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>TELECOMMUNICATIONS SVCS</u>						72900100
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
TRANSFER APPROPRIATIONS BETWEEN CATEGORIES						4300000
REALIGN BUDGET AUTHORITY IN THE DIVISION OF TELECOMMUNICATIONS - ADD						4300210

RETURN ON INVESTMENT (ROI):

This issue is a public life-safety issue. Funding counties 911 services enhances the safety of all of Florida's 22.2 million residents, the estimated 137.6 million annual visitors, and 274,339 public safety-first responders within the state. The return on investment for public safety 911 services includes improved communications capability provided for state and local public safety emergency responders in the protection of lives and property for Florida's citizens and visitors.

IMPACT:

If this issue is not funded, the Emergency Communications Board will not be able to fulfill its legislative responsibility to oversee the Emergency Communications Number E911 System Trust Fund and disburse all the wireless 911 fees to the counties. The appropriation for the Distribution to Counties - Wireless 911 Telephone Systems category is projected to be exhausted by Fiscal Year 2023-24. The Department will not be able to disburse all collected fee revenues to the counties.

BACKGROUND:

The Florida Emergency Communications Board established by section 365.172(5), Florida Statutes (F.S.), is charged with the responsibility to administer the 911 fee, deposited in the Emergency Communications Number E911 System Trust Fund, with support and oversight of the division. Division staff receive and process all fees collected from wireless, non-wireless, and prepaid wireless telecommunication devices registered in the State of Florida. Fees collected are reviewed and approved by the Emergency Communications Board for disbursement to individual Florida counties to assist with the cost associated with operating and improving 911 services. The appropriation for the Distribution to Counties - Wireless 911 Telephone Systems category increased for Fiscal Year 2021-22 by \$9,136,820 for anticipated revenue growth, increase in wireless fee allocation, and fund text-to-911 services. For Fiscal Year 2022-23, the appropriation for Distribution to Counties - Wireless 911 Telephone Systems category increased by \$5,515,434 for anticipated revenue growth. For Fiscal Year 2023-24, the appropriation for Distribution to Counties - Wireless 911 Telephone Systems category increased by \$17,103,558 for anticipated revenue growth, the projected shortfall of monthly distributions to counties for Fiscal Year 2022-23, and the increased grant awards to counties. The wireless fee revenue increased 8.2 percent for Fiscal Year 2021-22 and by 8.06 percent for Fiscal Year 2022-23. The revenue projections for the next two years show revenue growth of 9.09 percent and 8.43 percent, respectively. As the number of households that use a traditional telephone line decreases and become a wireless only household, non-wireless revenues will continue to decrease. The wireless disbursements to the counties will increase by approximately \$7.8 million in Fiscal Year 2024-25 due to the increase in the wireless anticipated growth and allocation increase. The projected shortfall of monthly Distributions to Counties Wireless 911 Telephone Systems category for Fiscal Year 2023-24 is \$3.5 million.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS AMOUNT
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
TRANSFER APPROPRIATIONS BETWEEN CATEGORIES				4300000
REALIGN BUDGET AUTHORITY IN THE DIVISION OF TELECOMMUNICATIONS - DEDUCT				4300270
AID TO LOCAL GOVERNMENTS				050000
DIST/SVC PROV-WIRELESS 911				055612
WIRELESS COMM E911 TF -STATE	500,000-			2344 1
DIST/CO-NONWIRELESS E911				055614
WIRELESS COMM E911 TF -STATE	1,500,000-			2344 1
TOTAL: REALIGN BUDGET AUTHORITY IN THE DIVISION OF TELECOMMUNICATIONS - DEDUCT				4300270
TOTAL ISSUE.....	2,000,000-			

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Realign Budget Authority in the Division of Telecommunications - DEDUCT

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 5. Public Safety
- 6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests to realign budget authority of \$2,000,000 between categories in the Telecommunications Services budget entity (72900100), within the Emergency Communications Number E911 System Trust Fund (2344) to fund the anticipated growth of wireless revenue and the increase in allocation to the counties, in addition to increased grant awards to counties.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>TELECOMMUNICATIONS SVCS</u>						72900100
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
TRANSFER APPROPRIATIONS BETWEEN CATEGORIES						4300000
REALIGN BUDGET AUTHORITY IN THE DIVISION OF TELECOMMUNICATIONS - DEDUCT						4300270

Revenue from 911 wireless providers continues to increase annually and is projected to increase by 9.09% between Fiscal Year 2023-24 and Fiscal Year 2024-25. Effective July 1, 2023, the wireless fee distributed monthly to counties increased to 95% and the Emergency Communications Board no longer reimburses wireless providers for the costs incurred to deliver enhanced 911 services. In Fiscal Year 2024-25, the disbursements to counties are projected to increase approximately \$7.8 million from the wireless anticipated growth and allocation increase and \$3.2 million in grant increases. Additionally, the projected shortfall of monthly Distributions to Counties Wireless 911 Telephone Systems category for Fiscal Year 2023-24 is \$3.5 million.

Please see companion issue #4300210 also filed in Budget Entity 72900100, Program Component 1603.00.00.00. This is a net zero request.

RETURN ON INVESTMENT (ROI):

This issue is a public life-safety issue. Funding counties 911 services enhances the safety of all of Florida's 22.2 million residents, the estimated 137.6 million annual visitors, and 274,339 public safety-first responders within the state. The return on investment for public safety 911 services includes improved communications capability provided for state and local public safety emergency responders in the protection of lives and property for Florida's citizens and visitors.

IMPACT:

If this issue is not funded, the Emergency Communications Board will not be able to fulfill its legislative responsibility to oversee the Emergency Communications Number E911 System Trust Fund and disburse all the wireless 911 fees to the counties. The appropriation for the Distribution to Counties - Wireless 911 Telephone Systems category is projected to be exhausted by Fiscal Year 2023-24. The Department will not be able to disburse all collected fee revenues to the counties.

BACKGROUND:

The Florida Emergency Communications Board established by section 365.172(5), Florida Statutes (F.S.), is charged with the responsibility to administer the 911 fee, deposited in the Emergency Communications Number E911 System Trust Fund, with support and oversight of the division. Division staff receive and process all fees collected from wireless, non-wireless, and prepaid wireless telecommunication devices registered in the State of Florida. Fees collected are reviewed and approved by the Emergency Communications Board for disbursement to individual Florida counties to assist with the cost associated with operating and improving 911 services. The appropriation for the Distribution to Counties - Wireless 911 Telephone Systems category increased for Fiscal Year 2021-22 by \$9,136,820 for anticipated revenue growth, increase in wireless fee allocation, and fund text-to-911 services. For Fiscal Year 2022-23, the appropriation for Distribution to Counties - Wireless 911 Telephone Systems category increased by \$5,515,434 for anticipated revenue growth. For Fiscal Year 2023-24, the appropriation for Distribution to Counties - Wireless 911 Telephone Systems category increased by \$17,103,558 for anticipated revenue growth, the projected shortfall of monthly distributions to counties for

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>TELECOMMUNICATIONS SVCS</u>						72900100
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
TRANSFER APPROPRIATIONS BETWEEN						
CATEGORIES						4300000
REALIGN BUDGET AUTHORITY IN THE						
DIVISION OF TELECOMMUNICATIONS -						
DEDUCT						4300270

Fiscal Year 2022-23, and the increased grant awards to counties. The wireless fee revenue increased 8.2 percent for Fiscal Year 2021-22 and by 8.06 percent for Fiscal Year 2022-23. The revenue projections for the next two years show revenue growth of 9.09 percent and 8.43 percent, respectively. As the number of households that use a traditional telephone line decreases and become a wireless only household, non-wireless revenues will continue to decrease. The wireless disbursements to the counties will increase by approximately \$7.8 million in Fiscal Year 2024-25 due to the increase in the wireless anticipated growth and allocation increase. The projected shortfall of monthly Distributions to Counties Wireless 911 Telephone Systems category for Fiscal Year 2023-24 is \$3.5 million.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
INFORMATION TECHNOLOGY RESOURCES				4700000
COMMUNICATIONS SERVICE				
AUTHORIZATION AND BILLING SYSTEM				
(CSAB) MANAGEMENT CONSULTING				
SERVICES				47007C0
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
WIRELESS COMM E911 TF				2344 1
-STATE	315,685			

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Communications Service Authorization and Billing System (CSAB) Management Consulting Services

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$315,685 in the Telecommunications Services budget entity (72900100), within the Emergency Communications Trust Fund (2344), to hire two additional consultants to work on multiple communications systems projects. The Communications Service Authorization and Billing System (CSAB) System projects include Public Safety systems under development for deployment as well as continued maintenance and enhancement on current CSAB systems applications.

RETURN ON INVESTMENT (ROI):

Funding additional consultants will ensure the Communications Service Authorization and Billing System (CSAB) team has the resources to cross-train on existing applications while still allowing new change requests to be fulfilled in a timely manner and new projects to be completed. Retaining current consultants will ensure that the CSAB, Public Safety, and Engineering teams will maintain the current quality of mission critical telecommunication services for customers.

IMPACT:

Without adequate funding, the additional workload will strain current resources, which may cause delays in operations and increase turnaround time for service and enhancement requests. Retention of current staff in management consulting positions will not be possible, and areas would have to compromise by hiring less experienced candidates at lower pay

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
INFORMATION TECHNOLOGY RESOURCES				4700000
COMMUNICATIONS SERVICE				
AUTHORIZATION AND BILLING SYSTEM				
(CSAB) MANAGEMENT CONSULTING				
SERVICES				47007C0

levels. This scenario would lead to significant delays in work functions as new staff members require training and time to learn the systems they are to support. It is crucial to secure funding to retain experienced staff and maintain efficient operations without compromising service quality and response times.

BACKGROUND:

As required under section 282.703, Florida Statutes (F.S.), The Division of Telecommunications (DivTel) has established the SUNCOM network, which provides mission critical telecommunications services to state agencies, political subdivisions of the state, municipalities, and nonprofit corporations throughout the state of Florida. Since its establishment in 1975 and the implementation of its first multi-agency local phone system, DivTel has used various legacy IT systems for its consolidated ordering and billing process. To integrate the necessary functionality provided by these legacy systems, the Communications Service Authorization and Billing System (CSAB) was developed in-house with contractors and existing resources. In lieu of paying an annual maintenance fee for the CSAB software, contractors maintain the system and provide enhancements as requested. As new service contracts are added to CSAB, new functionality may be required to support them. As licensing or manpower required by legacy applications lapse, CSAB's skilled developers and modern ecosystem can absorb them. In addition to the increase of service requests and multiple planned enhancements to current system applications, the CSAB team will begin work on automating all applications used by DivTel's Customer Service Bureau, which will create efficiencies and decrease response time. As required under section 365.172(5), F.S., the Florida Emergency Communications Board is charged with the responsibility to administer the 911 fee, deposited in the Emergency Communications Number E911 System Trust Fund, with support and oversight of DivTel. The Emergency Communications Board expanded the 911 Grant program to assist counties in the transition to NG911 and to encourage text-to-911 service implementation. This has increased the number of grants processed by staff. During Fiscal Year 2022-23, to eliminate the manual process and provide counties and staff a simplified and reliable grant system, the Department began development of a web-based portal for 911 fee collections, grant applications, and grant reimbursement requests. The Department would like to continue this progression by migrating additional manual processes such as the Text-to-911 reimbursement program, call handling system maintenance reimbursement program, and county surveys and plans held in multiple internal databases to the web-based portal. When implemented, these systems will improve the efficiency of operations for the 911 staff and the counties. Pursuant to section 282.709(1)(b), F.S., which states "the Department shall bear the overall responsibility for the design, engineering, acquisition, and implementation of the statewide radio communications system and for ensuring the proper operation and maintenance of all common system equipment", the Department operates the Statewide Law Enforcement Radio System (SLERS) providing life safety and public safety services to citizens, businesses, and visitors to the state of Florida. The Department entered into multiple tower lease agreements during Fiscal Year 2021-22. There are 210 towers as part of the SLERS network of which 167 have been assigned to the Department. The timeline for the P25 SLERS system upgrade projects that in October 2024, DMS will take over 55 State of Florida owned towers from the L3 Harris Corporation. The Department will be responsible for tracking inventory, site surveys, vendor payments, accounts receivable, generating invoices and collections to these customers. There is a need to securely manage the SLERS radio tower leasing and finance data in a secured CSAB portal for internal management. The CSAB portal will be a centralized and stable database for storing crucial financial information, including monthly cost breakdowns, invoice details, and

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>TELECOMMUNICATIONS SVCS</u>						72900100
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
INFORMATION TECHNOLOGY RESOURCES						4700000
COMMUNICATIONS SERVICE						
AUTHORIZATION AND BILLING SYSTEM						
(CSAB) MANAGEMENT CONSULTING						
SERVICES						47007C0

requisitions. It will also offer secure access and robust reporting capabilities, ensuring efficient financial management while prioritizing data security. The CSAB portal is a valuable tool that streamlines processes and enhances accuracy in SLERS tower management. The consultants funded with this request will have expertise in programming, software configuration, migration planning and technical support. The consultants will be responsible for coordinating with internal staff and external customers to facilitate and provide application maintenance and enhancements for both CSAB, Engineering, and Public Safety projects.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
INFORMATION TECHNOLOGY RESOURCES				4700000
EMERGENCY 911 PUBLIC SAFETY				
ANSWERING POINTS UPGRADE				47009C0
AID TO LOCAL GOVERNMENTS				050000
DIST/CO PREPA-WIRELESS 911				055617
GENERAL REVENUE FUND				
-STATE	18,800,000	18,800,000		1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Emergency 911 Public Safety Answering Points Upgrade

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

3. Economic Development and Job Creation

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget of \$18,800,000 in the Telecommunications Services budget entity (72900100), within the General Revenue Fund (1000) to implement the upgrade of all 911 public safety answering points (PSAPs) within the state to allow the transfer of an emergency call from one local, multijurisdictional, or regional E911 system to another local, multijurisdictional, or regional E911 system in the state. The transfer should include voice, text message, image, video, caller identification information, location information, and additional standards based 911 call information. This is a nine-year multi-funding request to implement the emergency communications plan by December 30, 2033. Additional funding requests will be needed for the next eight years to implement the plan.

RETURN ON INVESTMENT (ROI):

This is a public life-safety issue. The implementation of the upgrade of all 911 Florida PSAPs to allow the transfer of an emergency call from one local, multijurisdictional, or regional E911 system to another local, multijurisdictional, or regional E911 system in the state. This also addresses Public Safety, the safety of first responders, and Ch. 2023-239 Laws of Florida (SB 1418), passed in the 2023 Florida Legislative session, by ensuring public safety communications and technology systems are coordinated and interoperable.

IMPACT:

This is a life-safety issue. If this issue is not funded, the emergency communications plan will not be implemented by

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AG REQ ANZ				
FY 2024-25	FY 2024-25	FY 2024-25				
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72900000
						72900100
						16
						<u>1603.00.00.00</u>
						4700000
						47009C0

MANAGEMENT SRVCS, DEPT OF  
 PGM: TECHNOLOGY PROGRAM  
TELECOMMUNICATIONS SVCS  
 GOV OPERATIONS/SUPPORT  
INFORMATION TECHNOLOGY  
 INFORMATION TECHNOLOGY RESOURCES  
 EMERGENCY 911 PUBLIC SAFETY  
 ANSWERING POINTS UPGRADE

December 30, 2033.

BACKGROUND:

Florida's legacy 911 infrastructure is over 50 years old and consists of both traditional two-wire landline phone systems and more modern computer-controlled switching equipment. Nationwide, approximately 85 percent of 911 calls are initiated by a mobile wireless device. The modern Internet Protocol (IP) based solutions infrastructure allow integration with the Next Generation of 911 communications capabilities. Calls routed on a new infrastructure can carry not only voice, but text, images, and video. This will provide additional information to First Responders and increase their situational awareness as they respond to calls. This will enhance the safety of all of Florida's 22.2 million residents, the estimated 137.6 million annual visitors, and 274,339 public safety-first responders within the state. The passage of SB 1418, in the 2023 Florida Legislative session, extended the date by which the Division of Telecommunications (division) within the Department of Management Services must develop a plan to upgrade 911 public safety answering points and specifying components of the required plan. The division shall develop a plan by December 30, 2023, to upgrade all 911 public safety answering points within the state to allow the transfer of an emergency call from one local, multijurisdictional, or regional E911 system to another local, multijurisdictional, or regional E911 system in the state by December 30, 2033. Such transfer should include voice, text message, image, video, caller identification information, location information, and additional standards based 911 call information. The plan must prioritize the upgrade of PSAPs based on the population served by each PSAP, the capability of a jurisdiction or region to modernize PSAPs beyond legacy 911 infrastructure, and the ability of a jurisdiction or region to address interoperability between PSAPs. The plan must identify and address the projected costs of providing these transfer capabilities and project the ability of each county to meet operational costs based on disbursement of funds under section 365.173(2)(a), (b), and (c), Florida Statutes.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
INFORMATION TECHNOLOGY RESOURCES				4700000
TELECOMMUNICATIONS MANAGEMENT				
CONSULTING SERVICES				4700900
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
COMMUNICATIONS WKG CAP TF -STATE		315,685		2105 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Telecommunications Management Consulting Services

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$315,685 in the Telecommunications Services budget entity (72900100), within the Communications Working Capital Trust Fund (2105) to continue funding Telecommunications Management Consulting positions.

With state term contracts due to be renegotiated, the Department anticipates a requested increase to currently funded management consulting contracts within the Division of Telecommunications Engineering bureau. Management consultants under this request provide technical services and support that are essential to the operation of SUNCOM and Public Safety services.

RETURN ON INVESTMENT (ROI):

Retaining consultants will ensure that the Communications Service Authorization and Billing System (CSAB), Public Safety, and Engineering teams will maintain the current quality of mission critical telecommunication services for customers.

IMPACT:

Without adequate funding, the retention of current staff in management consulting positions will not be possible, and areas would have to compromise by hiring less experienced candidates at lower pay levels. This scenario would lead to significant delays in work functions as new staff members require training and time to learn the systems they are to support. The increased workload on remaining resources would strain operations, resulting in longer turnaround times for

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>TELECOMMUNICATIONS SVCS</u>				72900100
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
INFORMATION TECHNOLOGY RESOURCES				4700000
TELECOMMUNICATIONS MANAGEMENT				
CONSULTING SERVICES				4700900

service and enhancement requests. It is crucial to secure funding to retain experienced staff and maintain efficient operations without compromising service quality and response times.

BACKGROUND:

As required under section 282.703, Florida Statutes (F.S.), The Division of Telecommunications (DivTel) has established the SUNCOM network, which provides mission critical telecommunications services to state agencies, political subdivisions of the state, municipalities, and nonprofit corporations throughout the state of Florida. Since its establishment in 1975 and the implementation of its first multi-agency local phone system, DivTel has used various legacy IT systems for its consolidated ordering and billing process. To integrate the necessary functionality provided by these legacy systems, CSAB was developed in-house with contractors and existing resources. In lieu of paying an annual maintenance fee for the CSAB software, contractors maintain the system and provide enhancements as requested. As new service contracts are added to CSAB, new functionality may be required to support them. As licensing or manpower required by legacy applications lapse, CSAB's skilled developers and modern ecosystem are able to absorb them. Pursuant to section 282.709(1)(b), F.S., which states "the Department shall bear the overall responsibility for the design, engineering, acquisition, and implementation of the statewide radio communications system and for ensuring the proper operation and maintenance of all common system equipment", the department operates the Statewide Law Enforcement Radio System providing life safety and public safety services to citizens, businesses, and visitors to the state of Florida. Management consultants funded with this request have expertise in programming, software configuration, migration planning, program planning, engineering, contracting, and/or and technical support. Consultants are integrated into several critical bureaus within the DivTel.

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TOTAL: INFORMATION TECHNOLOGY				<u>1603.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	18,800,000	18,800,000		1000
TRUST FUNDS	339,896,024	9,177,501		2000
TOTAL POSITIONS.....	71.00			
TOTAL PROG COMP.....	358,696,024	27,977,501		
TOTAL SALARY RATE.....	4,793,984			
=====				

	COL A12		COL A04		COL A05		CODES
	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>WIRELESS SERVICES</u>							72900200
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SALARY RATE							000000
SALARY RATE.....		1,103,804					
=====							
SALARIES AND BENEFITS							010000
		14.00					
LAW ENFORCEMENT RADIO TF -STATE		1,361,319					2432 1
=====							
OTHER PERSONAL SERVICES							030000
LAW ENFORCEMENT RADIO TF -STATE		94,022					2432 1
=====							
EXPENSES							040000
LAW ENFORCEMENT RADIO TF -STATE		286,351					2432 1
=====							
AID TO LOCAL GOVERNMENTS							050000
G/A - LOCAL GOV EMCY COMM							051075
GENERAL REVENUE FUND -STATE		4,800,000					1000 1
=====							
OPERATING CAPITAL OUTLAY							060000
LAW ENFORCEMENT RADIO TF -STATE		22,000					2432 1
=====							
SPECIAL CATEGORIES							100000
CONTRACTED SERVICES							100777
LAW ENFORCEMENT RADIO TF -STATE		5,035,301					2432 1
=====							
FLORIDA INTEROPER NETWORK							100831
GENERAL REVENUE FUND -STATE		1,250,000					1000 1
=====							

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
WIRELESS SERVICES							72900200
GOV OPERATIONS/SUPPORT							16
INFORMATION TECHNOLOGY							1603.00.00.00
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SPECIAL CATEGORIES							100000
MUTUAL AID BUILD-OUT							100832
GENERAL REVENUE FUND -STATE		120,000					1000 1
RISK MANAGEMENT INSURANCE							103241
LAW ENFORCEMENT RADIO TF -STATE		1,815					2432 1
CONTRACTED LEGAL SERVICES							103884
LAW ENFORCEMENT RADIO TF -STATE		250,000					2432 1
SW LAW ENF RADIO CONTR PMT							104486
LAW ENFORCEMENT RADIO TF -STATE		19,000,000					2432 1
SLERS TOWER LEASES							104488
GENERAL REVENUE FUND -STATE		13,438,942					1000 1
FIRST NET SUBSCRIPTIONS							104495
GENERAL REVENUE FUND -STATE		2,200,000					1000 1
LEASE/PURCHASE/EQUIPMENT							105281
LAW ENFORCEMENT RADIO TF -STATE		2,229					2432 1
REPLACEMENT RADIOS							106710
GENERAL REVENUE FUND -STATE		6,000,000					1000 1

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>WIRELESS SERVICES</u>				72900200
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
LAW ENFORCEMENT RADIO TF -STATE	5,206			2432 1
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
LAW ENFORCEMENT RADIO TF -STATE	2,626			2432 1
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	14.00			
TOTAL ISSUE.....	53,869,811			
TOTAL SALARY RATE.....	1,103,804			

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>WIRELESS SERVICES</u>							72900200
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
SALARY INCREASE FY 2023-24 -							
STATEWIDE 5% PAY INCREASE -							
EFFECTIVE 7/1/2023							1001010
SALARY RATE							000000
SALARY RATE.....		55,069					
		=====					
SALARIES AND BENEFITS							010000
LAW ENFORCEMENT RADIO TF -STATE		65,196					2432 1
		=====					
TOTAL: SALARY INCREASE FY 2023-24 -							1001010
STATEWIDE 5% PAY INCREASE -							
EFFECTIVE 7/1/2023							
TOTAL ISSUE.....		65,196					
TOTAL SALARY RATE.....		55,069					
		=====					

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>WIRELESS SERVICES</u>							72900200
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
CASUALTY INSURANCE PREMIUM							
ADJUSTMENT							1001090
SPECIAL CATEGORIES							100000
RISK MANAGEMENT INSURANCE							103241
LAW ENFORCEMENT RADIO TF -STATE		484					2432 1
	=====		=====		=====		

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>WIRELESS SERVICES</u>							72900200
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
FLORIDA RETIREMENT SYSTEMS							1001215
CONTRIBUTIONS FOR FY 2023-24							010000
SALARIES AND BENEFITS							
LAW ENFORCEMENT RADIO TF -STATE		15,874					2432 1
	=====		=====		=====		

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>WIRELESS SERVICES</u>							72900200
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
LAW ENFORCEMENT RADIO TF -STATE		390					2432 1
	=====		=====		=====		

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>WIRELESS SERVICES</u>				72900200
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
STATEWIDE LAW ENFORCEMENT RADIO				
SYSTEM (SLERS) STAFF AUGMENTATION				
AND INDEPENDENT VERIFICATION AND				
VALIDATION SERVICES				2103041
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
LAW ENFORCEMENT RADIO TF -STATE	1,152,490-			2432 1

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>WIRELESS SERVICES</u>							72900200
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
GRANTS AND AIDS - LOCAL GOVERNMENT							
EMERGENCY COMMUNICATIONS							2103115
AID TO LOCAL GOVERNMENTS							050000
G/A - LOCAL GOV EMCY COMM							051075
GENERAL REVENUE FUND							
-STATE		6,992,334-					1000 1
		=====		=====		=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>WIRELESS SERVICES</u>							72900200
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
RADIO REPLACEMENT - STATEWIDE LAW							2103129
ENFORCEMENT RADIO SYSTEM							100000
SPECIAL CATEGORIES							106710
REPLACEMENT RADIOS							
GENERAL REVENUE FUND							1000 1
-STATE		6,000,000-					
	=====		=====		=====		

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>WIRELESS SERVICES</u>							72900200
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
VETO GRANTS AND AIDS - LOCAL							
GOVERNMENT EMERGENCY COMMUNICATIONS							2103131
AID TO LOCAL GOVERNMENTS							050000
G/A - LOCAL GOV EMCY COMM							051075
GENERAL REVENUE FUND							
-STATE		2,192,334					1000 1
		=====		=====		=====	

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>WIRELESS SERVICES</u>							72900200
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
STATEWIDE LAW ENFORCEMENT RADIO							2103198
SYSTEM WORKLOAD INCREASE							040000
EXPENSES							
LAW ENFORCEMENT RADIO TF -STATE		5,371-					2432 1
	=====		=====		=====		

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>WIRELESS SERVICES</u>				72900200
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
STATEWIDE LAW ENFORCEMENT RADIO				
SYSTEM (SLERS) STAFF AUGMENTATION				
AND INDEPENDENT VERIFICATION AND				
VALIDATION SERVICES				40014C0
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
LAW ENFORCEMENT RADIO TF -STATE	1,669,899	1,169,899		2432 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Statewide Law Enforcement Radio System (SLERS) Staff Augmentation and Independent Verification and Validation Services

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 3. Economic Development and Job Creation
- 5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests budget authority of \$1,669,899 (\$1,169,899 NR) in the Wireless Services budget entity (72900200), within the Law Enforcement Radio System Trust Fund (2432) for Independent Verification and Validation (IV and V) services and management consulting to provide resources to manage the process to upgrade the existing Statewide Law Enforcement Radio System (SLERS) to P25 and support for conveyed towers.

The project management consulting continuation includes project management, technical management and support, and tower support for conveyed towers. As required by section 282.0051(4), Florida Statutes (F.S.), IV and V services are required to verify the new system is built in the best interest of the state.

RETURN ON INVESTMENT (ROI):

The Statewide Law Enforcement Radio System (SLERS) provides critical life safety communications services for state and local public safety agencies in all 67 counties, and includes over 122,800 statewide miles, and extends 25 miles offshore. The system provides public safety communications for police, fire, and emergency medical services for all Florida residents and approximately 137.6 million annual visitors. The current radio system serves all state agencies,

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>WIRELESS SERVICES</u>						72900200
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
RE-ENGINEERING THE WORKPLACE						4000000
STATEWIDE LAW ENFORCEMENT RADIO SYSTEM (SLERS) STAFF AUGMENTATION AND INDEPENDENT VERIFICATION AND VALIDATION SERVICES						40014C0

has over 24,000 radios in patrol cars, boats, motorcycles, and aircraft for first responders in the state. The monetary return on investment will be through robust project monitoring of a critical public safety asset and its improved service delivery.

By outsourcing radio tower leasing services for conveyed (owned) radio towers, the Department gains access to a team of professionals with specialized expertise and extensive experience in the telecommunications and tower leasing industry, which mitigates the risk of non-compliance and penalties. Their knowledge of compliance with regulatory requirements, market trends, industry best practices, marketing abilities and lease negotiations will enable the Division of Telecommunications to make well-informed decisions to maximize tower assets.

**IMPACT:**

The Department will not have the appropriate resources to manage the implementation and migration of the updated SLERS, or to contract with an independent party to provide an objective assessment of products and processes throughout the project management lifecycle or to ensure the acceptance of conveyed radio towers.

**BACKGROUND:**

This is a public life-safety issue which will provide funding for appropriate resources to manage the upgrade of the new SLERS, and IV and V from an independent party to provide an objective assessment of products and processes throughout the project management lifecycle. This funding will allow for the renewal of the existing SLERS upgrade and IV and V contracts. During the 2021 Legislative Session, under the authority of section 282.709(a), F.S., the legislature directed the Department to complete a new fifteen-year contract to provide and upgrade SLERS to an interoperable public safety Land Mobile Radio (LMR) radio system with the current vendor and provide a timeframe for the conveyance of communications towers to the Department. Per contract DMS-20/21-162, Section 17., "Within sixty (60) calendar days of the earlier of: July 1, 2026; final acceptance of the SLERS-2 upgrade pursuant to the process in Attachment D, Statement of Requirements for the P25 System; or notice of Contract termination, the Contractor shall convey all Conveyed Towers, along with the Communications System and SLERS-2, to the Department in their "as is" condition, free and clear of all liens and encumbrances, at no cost to the Department." The current estimated project completion date is during the Fall of 2024. Fifty (50) towers will then be owned by the Department and shall landlord all the equipment and space lessees on the radio towers. The Department, under section 282.0051(4), F.S., is required to perform project oversight on all state agency information technology projects that have total project costs of \$10 million or more and that are funded in the General Appropriations Act or any other law. As enacted by 60GG-1.009 (8), Florida Administrative Code, IV and V must be employed for any project that meets the criteria for oversight. The Department will purchase IV and V services in compliance with section 287.056, F.S., or procure such services in a manner consistent with Florida procurement laws. The project management consulting continuation includes the following:

\*Project Manager/Project Leader - Lead the Project team, develop Project Management Plan for build-out/migration phase, accountable for successful delivery of milestones within period permitted, monitor contractor performance and documentation of progress and deliverables.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>WIRELESS SERVICES</u>						72900200
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
RE-ENGINEERING THE WORKPLACE						4000000
STATEWIDE LAW ENFORCEMENT RADIO						
SYSTEM (SLERS) STAFF AUGMENTATION						
AND INDEPENDENT VERIFICATION AND						
VALIDATION SERVICES						40014C0

\*Technical Project Manager - Subject matter expertise in all technical aspects of the projects; oversee all project management activities and ensure technical requirements are addressed, inspect contractor deliverables, lead coverage testing plan, and advise Department on build-out progress.

\*Technical Support: Construction Network Engineer - Project management and technical subject matter expertise during solution planning, build-out, implementation, and installation of equipment.

\*Technical Support: Radio Network Engineer - Provide radio transition subject matter expertise to the Department during regional planning and system migration.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>WIRELESS SERVICES</u>				72900200
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
ADDITIONAL RESOURCES FOR THE				
DIVISION OF TELECOMMUNICATIONS				4100090
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND				
-STATE	6,000,000			1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Additional Resources for the Division of Telecommunications

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 3. Economic Development and Job Creation
- 5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests budget of \$6,000,000 in the Wireless Services budget entity (72900200), within the General Revenue Fund (1000) to fund the Statewide Law Enforcement Radio System (SLERS) tower maintenance, inspections, and insurance for conveyed towers. The Department, under section 282.709(3)(a), Florida Statutes (F.S.), was required to enter into a contract with the operator of the statewide radio communications system on January 1, 2021, which included the conveyance of the communications towers to the Department. Upon conveyance, the title and all risk of loss or damage shall pass to the Department. Inspections, structural analysis and remediation, and maintenance are necessary to maintain the structural integrity of each tower and adhere to industry safety standards.

RETURN ON INVESTMENT (ROI):

Public safety communications systems and networks improve communications capability, allowing the state and local public safety emergency responders to fulfill their missions more effectively and efficiently in the protection of lives and property for Floridians and visitors. The regular inspection and maintenance of radio communications towers is needed to ensure long-term usage of the conveyed sites for the SLERS and other users of the sites. The insurance is needed to avoid a large cost to the state should an unforeseen event or disaster cause severe or catastrophic damage to a tower site.

IMPACT:

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>WIRELESS SERVICES</u>				72900200
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
ADDITIONAL RESOURCES FOR THE				
DIVISION OF TELECOMMUNICATIONS				4100090

This is a life-safety issue. Failure to fund the inspection, maintenance, and insurance for the conveyed towers and equipment may result in the inability to provide long-term radio system coverage of the SLERS. SLERS users and public safety emergency responders will be unable to communicate.

BACKGROUND:

The Department operates the Statewide Law Enforcement Radio System under the authority of section 282.709(1)(b), Florida Statutes (F.S.), providing life safety and public safety services to citizens, businesses, and visitors to the state of Florida. The Department, under section 282.709, F.S., was required to enter into a contract with the operator of the statewide radio communications system, which included the conveyance of the communications tower to the Department. Upon conveyance, the title and all risk of loss or damage shall pass to the Department. Maintenance and inspections are necessary in order to maintain the structural integrity of each tower and adhere to industry safety standards. Per the contract, the Department is to take ownership of the conveyed assets within 60 calendar days of final acceptance of the SLERS-2 upgrade or July 1, 2026. The upgrade is projected to be complete in Fiscal Year 2024-25. To ensure the towers remain usable long-term and are held to industry standards, the tower must be inspected and maintained regularly. Insurance is needed to avoid a large cost to the state should an unforeseen event or disaster cause severe or catastrophic damage to a tower site.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>WIRELESS SERVICES</u>				72900200
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ADVANCED TELECOMMUNICATIONS				4200000
INCREASE TO STATEWIDE LAW				
ENFORCEMENT RADIO SYSTEM TOWER				
LEASES				42022C0
SPECIAL CATEGORIES				100000
SLERS TOWER LEASES				104488
GENERAL REVENUE FUND				
-STATE	575,495			1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Increase to Statewide Law Enforcement Radio System Tower Leases

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 3. Economic Development and Job Creation
- 5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests budget of \$575,495 in the Wireless Services budget entity (72900200), within the General Revenue Fund (1000) for the radio tower leases assigned to the Department during the 2021 Legislative session from the current operator of the Statewide Law Enforcement Radio System (SLERS). Due to the annual cost escalation calculator that projects the Fiscal Year 2024-25 need, there will be a budgetary shortfall in the Statewide Law Enforcement Radio System Tower Leases category (104488) unless additional appropriation is received.

RETURN ON INVESTMENT (ROI):

Public safety communications systems and networks improve communications capability allowing the state and local public safety emergency responders to fulfill their missions more effectively and efficiently in the protection of lives and property for Florida's citizens and visitors.

IMPACT:

This is a life-safety issue. The SLERS will not operate within the state and SLERS users and public safety emergency responders will be unable to communicate in the regional areas if this issue is not funded.

BACKGROUND:

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	FY 2024-25	AGY REQ N/R	FY 2024-25	AG REQ ANZ	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>WIRELESS SERVICES</u>						72900200
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
ADVANCED TELECOMMUNICATIONS						4200000
INCREASE TO STATEWIDE LAW						
ENFORCEMENT RADIO SYSTEM TOWER						
LEASES						42022C0

Pursuant to section 282.709(1)(b), Florida Statutes, which states, "the Department shall bear the overall responsibility for the design, engineering, acquisition, and implementation of the statewide radio communications system and for ensuring the proper operation and maintenance of all common system equipment", the Department operates the Statewide Law Enforcement Radio System providing life safety and public safety services to citizens, businesses, and visitors to the State of Florida. The Department entered into various tower lease agreements during Fiscal Year 2021-22. There are 210 towers as part of the SLERS network, of which 167 have been assigned to the Department. The Fiscal Year 2023-24 General Revenue appropriation in the Statewide Law Enforcement Radio System Tower Leases category (104488) to pay for the radio towers leases for SLERS is \$13,438,942; current escalation calculations indicate the Fiscal Year 2024-25 appropriation need will be \$14,014,437, an increase of \$575,495.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS AMOUNT	POS AMOUNT	POS AMOUNT	CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>WIRELESS SERVICES</u>				72900200
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
CAPITAL IMPROVEMENT PLAN				9900000
SPECIAL PURPOSE				990S000
FIXED CAPITAL OUTLAY				080000
SLERS TOWERS - DMS MGD				089978
GENERAL REVENUE FUND				1000 1
-STATE	2,000,000	2,000,000		

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AGENCY NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: SLERS TOWERS - DMS MGD IT COMPONENT? YES  
 ISSUE TITLE: Fixed Capital Outlay SLERS Towers DMS MGD

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

- 3. Economic Development and Job Creation
- 5. Public Safety

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget of \$2,000,000 in the Wireless Services budget entity (72900200), within the General Revenue Fund (1000) for the relocation and/or reconstruction of Statewide Law Enforcement Radio System (SLERS) public safety communications systems and networks to replace the Elocke (X1017) leased tower.

RETURN ON INVESTMENT (ROI):

Public safety communications systems and networks improve communications capability allowing the state and local public safety emergency responders to fulfill their missions more effectively and efficiently in the protection of lives and property for Floridians and visitors. The building and maintenance of radio communications towers would reduce long-term costs associated with the continuing escalation of tower leasing costs.

IMPACT:

This is a life-safety issue. Failure to fund the Elocke SLERS radio communications tower and equipment may result in the inability to provide long-term radio system coverage of the SLERS radio system in that region and the state. SLERS users and public safety emergency responders will be unable to communicate.

BACKGROUND:

The Department operates the Statewide Law Enforcement Radio System (SLERS), under the authority of section 282.709(1)(b),

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>WIRELESS SERVICES</u>				72900200
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
CAPITAL IMPROVEMENT PLAN				9900000
SPECIAL PURPOSE				990S000

Florida Statutes, providing life safety and public safety services to citizens, businesses, and visitors to the state of Florida. The Elocke SLERS tower, located in Santa Rosa County, is currently leased by L3 Harris. The tower owner will not agree to the transference of the lease to the Department without a substantial rent increase. As all SLERS sites are important to the continued functionality of the system, the Department is requesting funds to cover the relocation of the equipment on this tower to a new site, if necessary, to avoid a substantial increase in lease cost at the expiration of the current term, which is set to expire in 2026 with no option to renew. These funds are being requested now to provide enough time to secure a new site and complete all the necessary steps to construct a new tower prior to the lease expiration of the Elocke tower site.

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TOTAL: INFORMATION TECHNOLOGY				<u>1603.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	25,584,437	2,000,000		1000
TRUST FUNDS	26,654,851	1,169,899		2000
TOTAL POSITIONS.....	14.00			
TOTAL PROG COMP.....	52,239,288	3,169,899		
TOTAL SALARY RATE.....	1,158,873			
=====	=====	=====		

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
OFFICE OF THE STATE CIO							72900700
GOV OPERATIONS/SUPPORT							16
INFORMATION TECHNOLOGY							<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SALARY RATE							000000
SALARY RATE.....		6,972,883					
=====							
SALARIES AND BENEFITS							010000
GENERAL REVENUE FUND -STATE		70.00					
		9,582,469					1000 1
=====							
OTHER PERSONAL SERVICES							030000
GENERAL REVENUE FUND -STATE		196,897					1000 1
=====							
EXPENSES							040000
GENERAL REVENUE FUND -STATE		1,250,297					1000 1
=====							
SPECIAL CATEGORIES							100000
CONTRACTED SERVICES							100777
GENERAL REVENUE FUND -STATE		1,184,299					1000 1
=====							
CYBERSECURITY RESILIENCY							100815
GENERAL REVENUE FUND -STATE		35,000,000					1000 1
=====							
RISK MANAGEMENT INSURANCE							103241
GENERAL REVENUE FUND -STATE		5,804					1000 1
=====							
LEASE/PURCHASE/EQUIPMENT							105281
GENERAL REVENUE FUND -STATE		7,102					1000 1
=====							

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
OFFICE OF THE STATE CIO				72900700
GOV OPERATIONS/SUPPORT				16
INFORMATION TECHNOLOGY				<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
GENERAL REVENUE FUND -STATE	22,325			1000 1
QUALIFIED EXPENDITURE				200000
LOCAL CYBERSECURITY GRANT				200075
GENERAL REVENUE FUND -STATE	40,000,000			1000 1
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	70.00			
TOTAL ISSUE.....	87,249,193			
TOTAL SALARY RATE.....	6,972,883			

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>OFFICE OF THE STATE CIO</u>							72900700
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
SALARY INCREASE FY 2023-24 -							
STATEWIDE 5% PAY INCREASE -							
EFFECTIVE 7/1/2023							1001010
SALARY RATE							000000
SALARY RATE.....		348,644					
=====							
SALARIES AND BENEFITS							010000
GENERAL REVENUE FUND -STATE		418,273					1000 1
=====							
TOTAL: SALARY INCREASE FY 2023-24 -							1001010
STATEWIDE 5% PAY INCREASE -							
EFFECTIVE 7/1/2023							
TOTAL ISSUE.....		418,273					
TOTAL SALARY RATE.....		348,644					
=====							

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>OFFICE OF THE STATE CIO</u>							72900700
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
CASUALTY INSURANCE PREMIUM							
ADJUSTMENT							1001090
SPECIAL CATEGORIES							100000
RISK MANAGEMENT INSURANCE							103241
GENERAL REVENUE FUND							1000 1
-STATE		3,435					
	=====		=====		=====		

		COL A12	COL A04	COL A05	
		AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
		FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
		-----			CODES
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: TECHNOLOGY PROGRAM					72900000
<u>OFFICE OF THE STATE CIO</u>					72900700
GOV OPERATIONS/SUPPORT					16
<u>INFORMATION TECHNOLOGY</u>					<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES					1000000
FLORIDA RETIREMENT SYSTEMS					
CONTRIBUTIONS FOR FY 2023-24					1001215
SALARIES AND BENEFITS					010000
GENERAL REVENUE FUND	-STATE	111,470			1000 1
		=====	=====	=====	

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: TECHNOLOGY PROGRAM					72900000
OFFICE OF THE STATE CIO					72900700
GOV OPERATIONS/SUPPORT					16
INFORMATION TECHNOLOGY					1603.00.00.00
ADJUSTMENTS TO CURRENT YEAR					
ESTIMATED EXPENDITURES					1600000
AGENCY DISCRETIONARY PAY INCREASE					
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					1600980
SALARY RATE					000000
SALARY RATE.....	164,521				
=====					
SALARIES AND BENEFITS					010000
GENERAL REVENUE FUND					
-STATE	155,422				1000 1
=====					
TOTAL: AGENCY DISCRETIONARY PAY INCREASE					1600980
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					
TOTAL ISSUE.....	155,422				
TOTAL SALARY RATE.....	164,521				
=====					

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
RA06 RATE ADJ - NO FTE - NO SALARY - NO BENEFITS							
C0011 001		164,521					
TOTAL SALARY RATE		164,521					
=====							
OTHER SALARY AMOUNT							
1000 GENERAL REVENUE FUND							155,422
							-----
							155,422
							=====

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	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: TECHNOLOGY PROGRAM							72900000
<u>OFFICE OF THE STATE CIO</u>							72900700
GOV OPERATIONS/SUPPORT							16
<u>INFORMATION TECHNOLOGY</u>							<u>1603.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
LOCAL GOVERNMENT CYBERSECURITY							
TECHNICAL ASSISTANCE GRANTS							2103209
QUALIFIED EXPENDITURE							200000
LOCAL CYBERSECURITY GRANT							200075
GENERAL REVENUE FUND							
-STATE							
		40,000,000-					1000 1
		=====					

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>OFFICE OF THE STATE CIO</u>				72900700
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ANNUALIZATION OF ISSUES PARTIALLY				
FUNDED IN PRIOR YEAR				2600000
ANNUALIZATION OF AGENCY				
DISCRETIONARY PAY INCREASE FOR FY				
2023-24 - THREE MONTHS				
ANNUALIZATION				2600980
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND				
-STATE	51,808			1000 1

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POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A12 - AGY FIN REQ FY 2024-25

CHANGES TO CURRENTLY AUTHORIZED POSITIONS  
 OTHER SALARY AMOUNT  
 1000 GENERAL REVENUE FUND

51,808  
 -----  
 51,808  
 =====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>OFFICE OF THE STATE CIO</u>				72900700
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
STATE ENTERPRISE INFORMATION				
TECHNOLOGY				3610000
ENTERPRISE CYBERSECURITY RESILIENCY				36109C0
SPECIAL CATEGORIES				100000
CYBERSECURITY RESILIENCY				100815
GENERAL REVENUE FUND				
-STATE		15,000,000		1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Enterprise Cybersecurity Resiliency

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests budget of \$15,000,000 in the Office of the State Chief Information Officer budget entity (72900700) within the General Revenue Fund (1000) to continue and expand enterprise cybersecurity initiatives. If approved, the total recurring funding in the Enterprise Cybersecurity Resiliency category will increase to \$50,000,000.

The requested funding will ensure the continuation of currently funded baseline cybersecurity initiatives without interruption and permits implementation of new cybersecurity initiatives to enhance information sharing across state agencies, and further prioritize and mitigate vulnerabilities to state technology resources. Although we are continually optimizing our approach, additional funding is needed to accommodate increases of telemetry data storage and analysis as enterprise agencies continue to adopt solutions and integrate with the State Cybersecurity Operations Center (CSOC). This is critical for the analytical work necessary to uncover threats, analyze attack patterns, and safeguard enterprise data and digital assets.

RETURN ON INVESTMENT (ROI):

The Department has demonstrated an ability to build economies of scale for enterprise agency capabilities that it can pass on to agencies with no additional fees. Our focus in FY 24/25 will continue to optimize the tools we have, leverage big data analysis to secure the enterprise at scale, and support maturing of agency cybersecurity programs and defensive

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>OFFICE OF THE STATE CIO</u>						72900700
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
STATE ENTERPRISE INFORMATION						3610000
TECHNOLOGY						36109C0
ENTERPRISE CYBERSECURITY RESILIENCY						

capabilities enterprise-wide.

IMPACT:

If this request is not funded, cybersecurity tools and services will be limited to the current base appropriation, CSOC integration will be limited and fail to keep pace with increasing amounts of telemetry data. This may reverse the progress to date towards increasing cybersecurity resiliency across the enterprise and impede future efforts. The ability to support state agencies with intelligence and deployment for incident response will also be negatively impacted.

BACKGROUND:

Functional requirements of the Enterprise Cybersecurity Resiliency program are categorized into one of four focus areas defined in the Statewide Cybersecurity Strategic Plan: Community; Architecture; Resilience; and Operations.

Current projects include the continued implementation of cybersecurity software, solutions, and services with partnering enterprise agencies to integrate into the CSOC, as required by section 282.318(3)(h), F.S., with the tools necessary to support the enterprise as a clearinghouse for threat information. Funding is focused on operating the CSOC through identifying vulnerabilities, monitoring threats, protecting enterprise assets, increasing intelligence sharing, while continually optimizing its mix of resources to maximize its effect under the current appropriation.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>OFFICE OF THE STATE CIO</u>				72900700
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
STATE ENTERPRISE INFORMATION TECHNOLOGY				3610000
STATEWIDE INFORMATION TECHNOLOGY				
STRATEGIC PLAN DEVELOPMENT ADVISORY SERVICES				36116C0
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE	1,500,000	1,500,000		1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Statewide Information Technology Strategic Plan Development Advisory Services

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:  
 5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:  
 6. Public Integrity

LONG RANGE PROGRAM PLAN:  
 GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests \$1,500,000 in nonrecurring budget in the Office of the State Chief Information Officer budget entity (72900700) within the General Revenue Fund (1000) to competitively procure contracted advisory services to develop a statewide information technology (IT) strategic plan.

Consistent with section 282.0051(1)(j), Florida Statutes (F.S.), the Department intends to initiate development and execution of a statewide IT strategic plan to build a unified, comprehensive roadmap that articulates the strategy, status, and steps towards a comprehensive state plan balanced against operational agency needs and overarching security concerns.

Consistent with section 282.0051(1)(l), F.S. FL[DS] intends to investigate and study essential data to align with the state's strategic IT objectives and governance guidelines to ultimately deliver guidance responsive to market trends, policy updates, and enterprise needs.

RETURN ON INVESTMENT (ROI):

The investment of additional resources to develop a statewide IT strategic plan is expected to yield: Cost Savings

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>OFFICE OF THE STATE CIO</u>						72900700
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
STATE ENTERPRISE INFORMATION TECHNOLOGY						3610000
STATEWIDE INFORMATION TECHNOLOGY						
STRATEGIC PLAN DEVELOPMENT ADVISORY SERVICES						36116C0

through the elimination of redundancies grounded in a statewide IT strategic plan; Cost Avoidance through an integrated approach to interoperability of technology; and Risk Minimization through a balanced approach that addresses overarching security concerns against agency operational necessities and resource constraints.

IMPACT:

The strategic review and implementation of Florida's IT posture, a measured balancing of cybersecurity concerns against agency resource constraints and operational realities provides an opportunity to mitigate risk deliberated and cautiously while limiting the impact on agency operations. Innovative approaches like Zero Trust may provide security improvements in a measured way but require study.

If this request is not funded, the negative impacts include: Fragmented IT Efforts that lead to inefficiencies and make it more difficult to secure importantly, this report would not recommend specific technologies or vendors and remain limited to approaches, frameworks, and best practices; Increased Security Risks without a cohesive plan to balance risk against operational concerns at the agency level.

BACKGROUND:

In the face of increasing cybersecurity threats, Florida should study the evolving landscape of IT, cybersecurity, and data, comprehending these trends is vital for strategic planning. Within this context, it then becomes feasible to develop a strategy that balances agency operational needs and resources to mitigate cybersecurity risk.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>OFFICE OF THE STATE CIO</u>				72900700
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
STATE ENTERPRISE INFORMATION				
TECHNOLOGY				3610000
ENTERPRISE INFORMATION TECHNOLOGY				
SERVICE MANAGEMENT AND GOVERNANCE				36117C0
EXPENSES				040000
GENERAL REVENUE FUND -STATE	500,000			1000 1
=====				
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE	1,500,000	1,500,000		1000 1
=====				
TOTAL: ENTERPRISE INFORMATION TECHNOLOGY				36117C0
SERVICE MANAGEMENT AND GOVERNANCE				
TOTAL ISSUE.....	2,000,000	1,500,000		
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AGENCY ISSUE NARRATIVE:  
 2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Enterprise Information Technology Service Management and Governance

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:  
 5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:  
 6. Public Integrity

LONG RANGE PROGRAM PLAN:  
 GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:  
 The Department of Management Services (Department) requests budget of \$2,000,000 (\$1,500,000 NR) in the Office of the State Chief Information Officer budget entity (72900700), within the General Revenue Fund (1000) to competitively procure an Information Technology Service Management (ITSM) solution to establish the Florida Digital Service's mechanism for accepting, prioritizing, tracking, and mitigating IT challenges within FLDS and across the state agencies.

The requested funding will establish and enhance the ITSM capabilities of the Florida Digital Service (FL[DS]) in line with industry best practices. Estimated costs include software licenses, implementation services, and ongoing training and technical support. The FLDS will begin implementing a state-of-the-art ITSM tool and IT governance framework in the

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	FY 2024-25	AGY REQ N/R	FY 2024-25	AG REQ ANZ	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72900000
						72900700
						16
						<u>1603.00.00.00</u>
						3610000
						36117C0

MANAGEMENT SRVCS, DEPT OF  
 PGM: TECHNOLOGY PROGRAM  
OFFICE OF THE STATE CIO  
 GOV OPERATIONS/SUPPORT  
INFORMATION TECHNOLOGY  
 STATE ENTERPRISE INFORMATION  
 TECHNOLOGY  
 ENTERPRISE INFORMATION TECHNOLOGY  
 SERVICE MANAGEMENT AND GOVERNANCE

72000000  
 72900000  
 72900700  
 16  
1603.00.00.00  
 3610000  
 36117C0

operations of FLDS including its support of enterprise agencies.

RETURN ON INVESTMENT (ROI):

The State of Florida can achieve significant positive fiscal impacts by standardizing IT services and using ITSM tools to streamline processes. Improved governance and management of IT resources prevents unnecessary expenditures and enables more efficient use of existing resources.

IMPACT:

Consistent with the directives of s. 282.0051(1)(e), Florida Statutes (F.S.), an ITSM system provides a comprehensive suite of tools to automate and streamline IT service delivery processes. These tools include, but are not limited to, incident management, change management, asset management, and service request management, which will improve service quality, enhance operational efficiency, and enable better tracking and management of IT resources within FL[DS] and across the enterprise.

Without a unified ITSM system, oversight and control over IT resources will remain fragmented. If this request is not funded, the Department will experience inconsistencies in service delivery and inefficiencies in resource utilization due to the lack of a standardized ITSM system.

BACKGROUND:

Currently, the FLDS relies on manual processes, which has introduced a multitude of challenges. A structured ITSM system will create efficiencies in managing various technology functions, responding to incidents, supporting state agencies, and implementing an enterprise architecture. Manual interventions in areas like incident reporting, change management, asset tracking, and service request processing often result in longer response times, inconsistencies in service delivery, potential oversights, and an increased propensity for errors. The absence of automated workflows, real-time dashboards, and integrated tracking tools significantly hampers the Department's ability to efficiently meet the demands of enterprise agencies and achieve the desired outcomes for digital transformation and interoperability.

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COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72900000
						72900700
						16
						<u>1603.00.00.00</u>
						3610000
						36118C0
						100000
						100777
GENERAL REVENUE FUND	-STATE		500,000			1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Enterprise Information Technology Program Management and Cybersecurity Program Administrative Enhancements

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests budget of \$500,000 in the Office of the State Chief Information Officer budget entity (72900700), within the General Revenue Fund (1000) to enhance the capabilities of the Florida Digital Service (FL[DS]) Program Management Office (PMO), within the Office of Service Experience, to overcome the challenges encountered by Enterprise IT in supervising and executing major IT projects across state agencies.

The requested funding will be used to procure a suite of project management software to enhance the FL[DS] PMO's ability to conduct efficient market research, track budgets accurately, and manage projects effectively.

RETURN ON INVESTMENT (ROI):

The investment of additional resources for the FL[DS] PMO is expected to yield:

\*Cost Savings: Reduction in project overruns and waste by ensuring projects are more frequently executed on time and within budget compared to the current baseline.

\*Cost Avoidance: Minimization of the risks associated with project failures, delays, and inefficiencies.

\*Risk Avoidance: Enhanced compliance and alignment with s. 282.0051(1)(d) and (m), F.S., mitigating strategic risks.

IMPACT:

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>OFFICE OF THE STATE CIO</u>						72900700
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
STATE ENTERPRISE INFORMATION						
TECHNOLOGY						3610000
ENTERPRISE INFORMATION TECHNOLOGY						
AND CYBERSECURITY PROGRAM						
ADMINISTRATION ENHANCEMENT						36118C0

If funded, this initiative will enhance FL[DS]'s ability to support agencies' projects and their ability to deliver public services effectively and efficiently.

BACKGROUND:

In alignment with project oversight responsibilities outlined in section 282.0051(1)(d) and (m), Florida Statutes, (F.S.), the FL[DS] PMO is obligated to promote effective management of IT projects. It is crucial to hone the abilities of the FL[DS] PMO to effectively support state IT projects, hence improving these projects' success rates and maximizing the value derived from IT investments.

These tools would collectively enable a PMO to plan, manage, monitor, and report on projects effectively, ensuring alignment with organizational goals, efficient resource utilization, timely delivery, and adherence to quality standards and compliance requirements. Integrating these tools can create a seamless project management environment, enhancing collaboration and efficiency across the organization.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>OFFICE OF THE STATE CIO</u>				72900700
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
STATE ENTERPRISE INFORMATION				
TECHNOLOGY				3610000
FEDERATED DATA MANAGEMENT ADVISORY				
SERVICES				36137C0
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND				
-STATE	1,000,000	1,000,000		1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: Federated Data Management Advisory Services

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget of \$1,000,000 in the Office of the State Chief Information Officer budget entity (72900700), within the General Revenue Fund (1000), to procure Federated Data Management Advisory Services to assist in the development of a Federated Data Management framework that outlines processes for effectively and securely managing data across the Enterprise.

New threats continue to emerge that compromise the security of the Enterprise, and it is imperative to establish opportunities for collaboration between the security stakeholders in Florida state government and Florida-based research universities. The Department plans to engage multiple advisory teams within the private sector as well as Florida's State University System based upon prior experience with successful Federated Data Management best practices as applied to similar organizations. The advisory teams will help the Department understand the "state of the state" and assist with the development and refinement of the Enterprise Federated Data Management vision. This vision will also enhance enterprise Cybersecurity efforts as data protection and resiliency are integral components of cybersecurity.

The top deliverables of the proposed Federated Data Management Advisory Services are expected to include, but not be limited to: performing targeted research to assess the viability of implementing a federated data search key across the Enterprise; conducting a survey of Data Management activities across state agencies and providing recommendations to the Florida Digital Service (FL[DS]) based on survey results; creating documented Federated Data Management processes for use

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS AMOUNT	POS AMOUNT	POS AMOUNT	CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>OFFICE OF THE STATE CIO</u>				72900700
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
STATE ENTERPRISE INFORMATION				
TECHNOLOGY				3610000
FEDERATED DATA MANAGEMENT ADVISORY				
SERVICES				36137C0

by the FL[DS] and state agencies to execute strategic framework for enterprise data management; and recommending potential Enterprise Interoperability, Data Governance, and Data Management tools for use by the FL[DS] and state agencies.

RETURN ON INVESTMENT (ROI):

The State Chief Data Officer's vision for enterprise data management and interoperability will eliminate duplicative data storage costs across the enterprise through the future implementation of a data fabric solution that orchestrates data flow among disparate systems and enables robust data sharing and analytics to measure programmatic effectiveness and promote fiscal accountability of scarce state resources. The benefits received from Federated Data Management Advisory Services will decrease the risk of the FL[DS] proceeding with a poorly defined vision that results in a solution that doesn't fulfill the core needs of the Enterprise or includes features that are not necessary and result in increased financial and opportunity costs to the State of Florida.

The federated data model prioritizes security of Floridians' data through eliminating duplication of personal data across state agencies. No single agency will store the entire data set of a Floridian's personal demographic information; therefore, bad actors will never have a single point of entry to obtain the core data elements required to conduct fraudulent activity. The Department expects implementing a federated data model will be much less expensive to maintain long-term, will add increased flexibility, and provide additional security for data versus achieving interoperability through a centralized data model.

IMPACT:

State agencies will struggle to deploy an effective federated data management program without the right set of tools and confidence in the system. It can be difficult to manage data governance in a federated data model because there is no single authority responsible for the data. In a federated data model, each state agency or business unit manages its own data. This approach helps improve data responsibility as well as data security and compliance. When data is spread out across multiple locations, it is more difficult for unauthorized users to access the data because each location will have its own security measures in place.

A data fabric solution is crucial for successful federated data management and allows state agencies to access data across different applications to improve efficiency, productivity, and decision-making. The federated data model contrasts with the centralized data model which requires each state agency to copy its data to a centralized repository. A federated data model uses a system that allows users to access data from multiple, independent, autonomous databases without having to move the data to a central location. Federated databases use a technique called data federation to provide a unified view of data by combining multiple data sources into a single data fabric. Data fabric is a software layer that sits on top of multiple databases and allows users to query and analyze data from multiple sources as if it were stored in a single location. The federated approach allows mission-specific data to remain within an agency, but core data elements, such as name, date of birth, social security number, address, etc., used by most agencies will be distributed across the enterprise and accessed when needed via application programmatic interfaces (APIs) with a secure timed-access token, effectively creating positive interdependencies between the agencies.

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS AMOUNT
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>OFFICE OF THE STATE CIO</u>				72900700
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
STATE ENTERPRISE INFORMATION				
TECHNOLOGY				3610000
FEDERATED DATA MANAGEMENT ADVISORY				
SERVICES				36137C0

Florida's cloud-first policy presents a tremendous opportunity to enhance the quality and timeliness of government services to Floridians by methodically transforming the digital interoperability of information technology systems across the enterprise. The absence of well-integrated data presents significant challenges in efficient processing, storage, and security of the data of Florida's citizens and businesses. The advisory services to be procured by the Florida Digital Service (FL[DS]) directly impacts data professionals at the state agencies who are on the front lines of technology to ensure data assets are managed and governed accurately and efficiently. If this request is not funded, the ability for FL[DS] to support enterprise agencies through the enterprise-wide implementation of data management and data interoperability initiatives will be negatively impacted.

BACKGROUND:

The Florida Digital Service (FL[DS]) is statutorily charged to propose innovative technology and information solutions that securely modernize state government to achieve value through digital transformation and interoperability. The FL[DS] is responsible for supporting the entire enterprise across a number of technology functions, including implementing an enterprise architecture that acknowledges the unique needs of enterprise agencies to facilitate digital interoperability, supporting the cloud-first policy, and addressing how information technology may be modernized to achieve cloud-first objectives.

The FL[DS] Office of Data Management, under the direction of the State Chief Data Officer, is responsible for the implementation and maintenance of a comprehensive indexed data catalog and data dictionary in accordance with section 282.0051(3), Florida Statutes, from funds originally appropriated in Fiscal Year 2020-2021. Data Catalog implementation efforts paused for several months during FY 2022-23 and ultimately a new data catalog tool was purchased in April 2023 for a one-year term. By May 2023, an initial group of state agencies began to use the new tool. Currently, the FL[DS] is also working with publicly available information to collect forms on agency website to analyze and index data fields into an individual agency data catalog and investigate information sharing agreements to understand the existing data flow across the state. Implementation efforts for the data catalog tool remain underway during FY 2023-24 and will lead to future collaboration with state agencies to implement Enterprise Architecture standards and facilitate a secure environment for data interoperability. Each individual agency data catalog will be integrated into an enterprise data catalog which will be analyzed to prepare for planned interoperability initiatives in FY 2024-25. The goal is to reduce the workload of enterprise agencies by understanding their functional requirements and recommending modern technology solutions for use across the enterprise.

During Fiscal Year 2023-24, the FL[DS] is leveraging mature data management and governance practices from across the enterprise to develop an enterprise data governance practice guide to apply to the enterprise data catalog effort and any other uses of enterprise data. The ongoing implementation of the enterprise data catalog will result in more complete data classification pursuant to Rule 60GG-2.002, F.A.C., with clear requirements for data use to expedite the execution of data sharing agreements. Complete data classification will provide assurance and understanding of all relevant compliance and regulatory requirements.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
AMOUNT		AMOUNT		AMOUNT		
						72000000
						72900000
						72900700
						16
						<u>1603.00.00.00</u>
						3610000
						36137C0

MANAGEMENT SRVCS, DEPT OF  
 PGM: TECHNOLOGY PROGRAM  
OFFICE OF THE STATE CIO  
 GOV OPERATIONS/SUPPORT  
INFORMATION TECHNOLOGY  
 STATE ENTERPRISE INFORMATION  
 TECHNOLOGY  
 FEDERATED DATA MANAGEMENT ADVISORY  
 SERVICES

72000000  
 72900000  
 72900700  
 16  
1603.00.00.00  
 3610000  
 36137C0

The FL[DS] continues to make progress towards implementing recommendations of the 2019-2020 Government Efficiency Task Force to ensure a consistent, well-planned approach to facilitate digital interoperability within the enterprise. The transition to cloud-based applications, combined with the increasing adoption of best-in-breed third-party application solutions has increased the complexity of integration challenges. The FL[DS] Office of Data Management has reviewed current technology projects and evaluated different methods and processes for ensuring that data can be federated, sorted, stored, and shared among different state agencies. The experience gained by the FL[DS] Office of Data Management has helped identify additional opportunities to achieve interoperability across the enterprise using a federated data model.

One of the statutory responsibilities of the FL[DS] is to establish Data Management standards necessary to facilitate a secure ecosystem of data interoperability that is compliant with the enterprise architecture. Enterprise data management is currently handled differently across the state enterprise. Florida's enterprise agencies have been managing data in several locations including local agency data centers, regional data centers, and public cloud providers. As such, Data Management practices have become fragmented. The Department intends to reverse the trend of data fragmentation in alignment with a 2019-2020 Government Efficiency Task Force recommendation to revise data management policies that inhibit data sharing between state agencies, with a focus on safeguarding confidential or exempt constituent information while allowing for greater shared utilization of such data. The FL[DS] needs to fully understand current practices of each enterprise agency which also requires insights and input from industry-leading technology advisors and experts within Florida's world-class research universities through applied research into unique edge cases that provide independent and tailored recommendations for the State of Florida. The FL[DS] requires Federated Data Management Advisory Services to bring clarity to the disparate data management process, structures, and challenges across the Enterprise.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
OFFICE OF THE STATE CIO				72900700
GOV OPERATIONS/SUPPORT				16
INFORMATION TECHNOLOGY				1603.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
EMERGING TECHNOLOGY, INNOVATION,				
AND CYBERSPACE THREATS RESEARCH				
PROGRAM				36314C0
SALARY RATE				000000
SALARY RATE.....	346,327			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	3.00			
	464,574			1000 1
	=====	=====	=====	
EXPENSES				040000
GENERAL REVENUE FUND -STATE	42,240	16,668		1000 1
	=====	=====	=====	
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE	5,500,000			1000 1
	=====	=====	=====	
TR/DMS/HR SVCS/STW CONTRCT				107040
GENERAL REVENUE FUND -STATE	1,080			1000 1
	=====	=====	=====	
TOTAL: EMERGING TECHNOLOGY, INNOVATION,				36314C0
AND CYBERSPACE THREATS RESEARCH				
PROGRAM				
TOTAL POSITIONS.....	3.00			
TOTAL ISSUE.....	6,007,894	16,668		
TOTAL SALARY RATE.....	346,327			
	=====	=====	=====	

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AGENCY ISSUE NARRATIVE:  
 2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Emerging Technology, Innovation, and Cyberspace Threats Research Program

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>OFFICE OF THE STATE CIO</u>						72900700
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
EMERGING TECHNOLOGY, INNOVATION, AND CYBERSPACE THREATS RESEARCH PROGRAM						36314C0

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests three Full-Time Equivalent (FTE) positions, 346,327 in salary rate, and budget of \$6,007,894 (\$16,668 NR) in the Office of the State Chief Information Officer budget entity (72900700), within the General Revenue Fund (1000) to establish a program within the Florida Digital Service (FL[DS]) Office of Service Experience exclusively focusing on research, testing and evaluation, and proof of concept (PoC) initiatives to foster technological advancement, assess new solutions, and support state agencies in the implementation of innovative projects.

The State of Florida faces challenges keeping pace with the rapidly evolving technology landscape. Many state agencies lack the specialized resources and expertise required to identify, validate, and test technical concerns with software and hardware, and initiate PoCs. The Department seeks to address these challenges by establishing an Enterprise Innovation Center within FL[DS] to promote innovation, security, and efficiency through three distinct but interrelated initiatives:

- \*Research Emerging Technologies and Cybersecurity Threats: Provide research services that cater to the needs of state agencies. These funds will be used to conduct feasibility assessments, investigate next-generation technology, and continually analyze emerging cyberspace threats.
- \*Test and Evaluate New and Emerging Technologies: Provide comprehensive testing and evaluation services to state agencies for new and emerging technologies to ensure the solution is viable, secure, and efficient prior to deployment.
- \*Initiate Proofs of Concepts: Establish a dedicated proof of concept (PoC) function to conduct effective PoCs that promote inter-agency collaboration and increase the pace of digital innovation by validating the potential of new technologies and solutions to reduce the risk of implementing large-scale IT projects based on unproven technologies.

The proposed structure of the Enterprise Innovation Center within FL[DS] seeks to fortify internal expertise with external specialist knowledge to foster a dynamic and responsive approach to the state's digital transformation journey. This dedicated team will facilitate exploration into cutting-edge technologies and strategies, including artificial intelligence, machine learning, blockchain, and the Internet of Things (IoT).

The Department plans to recruit three highly skilled and specialized full-time equivalent (FTE) positions to manage

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
						72000000
						72900000
						72900700
						16
						<u>1603.00.00.00</u>
						3630000
						36314C0

MANAGEMENT SRVCS, DEPT OF  
 PGM: TECHNOLOGY PROGRAM  
OFFICE OF THE STATE CIO  
GOV OPERATIONS/SUPPORT  
INFORMATION TECHNOLOGY

PROGRAM OR SERVICE-LEVEL  
 INFORMATION TECHNOLOGY  
 EMERGING TECHNOLOGY, INNOVATION,  
 AND CYBERSPACE THREATS RESEARCH  
 PROGRAM

research, testing and evaluation, and proof of concept initiatives through the proposed Enterprise Innovation Center within FL[DS]. These specialists will lead the examination and evaluation of emerging hardware and software solutions, ensuring strict adherence to established standards and security protocols, while providing insightful technology and cybersecurity recommendations. The Department requests the following positions to initially staff the Enterprise Innovation Center:

- \*1.0 FTE, Operations & Management Consultant Manager SES; \$135,519 salary rate. The Technology Innovation Program Manager will lead and administer the program for the FL[DS] Chief Technology Officer.
- \*1.0 FTE, Government Operations Consultant III; \$120,462 salary rate. The Technology Innovation Research Coordinator will be the technical expert that provides subject matter expertise and coordinates the implementation of projects.
- \*1.0 FTE, Government Analyst II; \$90,346 salary rate. The Technology Innovation Specialist will provide support to the research coordinator and conduct project management and technical expertise.

The Department requests the standard IT professional expense package which includes additional software and computing equipment, as authorized in Appendix E of the Fiscal Year 2024-25 Legislative Budget Request instructions. The Department has sufficient space to support these positions.

The requested FTEs will ensure continuity and build institutional knowledge, but there is also a need for staff augmentation services to accommodate varying project demands throughout the enterprise. As such, FL[DS] intends to procure staff augmentation services to support research and innovation in emerging technologies and cybersecurity threats. This approach balances the stability and expertise of FTEs with the flexibility of contracted staffing resources. The requested FTE and staff augmentation personnel will be integral to advancing Florida's IT landscape, overseeing crucial evaluations of innovative technologies, and assisting state agencies with their specific technological needs.

RETURN ON INVESTMENT (ROI):

The investment will yield significant returns by ensuring that Florida stays at the forefront of technological innovation. By internalizing research, testing and evaluation, and PoC capabilities, FL[DS] will streamline technology adoption across state agencies; mitigate risks and inefficiencies related to untested technologies; enhance service delivery and digital safety for Floridians; and foster economic growth and position Florida as a technology leader.

The lack of dedicated resources for researching emerging technologies, evaluating hardware and software solutions, and initiating PoCs poses significant challenges. Without these dedicated functions, there is a risk of inefficiency, security vulnerabilities, and missed opportunities for innovation. The combination of FTEs and staff augmentation resources provides a balanced approach, offering stability and flexibility, ensuring that the state gets the best value from its investment.

IMPACT:

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>OFFICE OF THE STATE CIO</u>						72900700
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
EMERGING TECHNOLOGY, INNOVATION, AND CYBERSPACE THREATS RESEARCH PROGRAM						36314C0

The investment will yield significant returns by ensuring that Florida stays at the forefront of technological innovation. By internalizing research, testing and evaluation, and PoC capabilities, FL[DS] will streamline technology adoption across state agencies; mitigate risks and inefficiencies related to untested technologies; enhance service delivery and digital safety for Floridians; and foster economic growth and position Florida as a technology leader. The lack of dedicated resources for researching emerging technologies, evaluating hardware and software solutions, and initiating PoCs poses significant challenges. Without these dedicated functions, there is a risk of inefficiency, security vulnerabilities, and missed opportunities for innovation. The combination of FTEs and staff augmentation resources provides a balanced approach, offering stability and flexibility, ensuring that the state gets the best value from its investment.

**BACKGROUND:**

In the fast-paced technological landscape, the lack of dedicated resources researching emerging technologies and cybersecurity poses a significant challenge for Florida's state agencies. Without this essential focus, there is a risk of the state falling behind in technological advancement and becoming increasingly vulnerable to new cyberspace threats which could lead to inefficiencies in service delivery, stifled economic growth, and potential breaches of state data and digital systems. A dedicated entity and funding for research, testing and evaluation, and PoC capabilities for new technologies and cybersecurity is vital to drive Florida's technological evolution, enhance digital interoperability, ensure a cloud-first policy, improve service delivery, and fortify the state against evolving cyberspace threats.

Recent statutory changes highlight the need to also prioritize research into technologies that should not be used by state agencies. The implementation of SB 258 (2023), the Prohibited Applications on Government-issued Devices Act, addresses critical gaps in Florida's technological landscape by requiring the Department to publish and maintain a list of prohibited applications on its website. The accelerated proliferation of Internet applications created by a foreign principal for nefarious purposes requires ever vigilant monitoring and timely updates informed by high-quality independent research.

The information obtained from a dedicated entity responsible for managing research, testing and evaluation, and PoCs is needed to fulfill numerous existing statutory requirements of the FL[DS]. These requirements include developing an enterprise architecture that addresses how information technology (IT) infrastructure may be modernized to achieve cloud-first objectives; identifying opportunities for standardization and consolidation of IT services that support interoperability; establishing best practices for the procurement of IT products; conducting annual assessments of state agencies to determine compliance with all IT standards and guidelines published by the Department; and conducting a triennial market analysis to determine whether IT resources within the enterprise are utilized in the most cost-effective and cost-efficient manner.

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	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: TECHNOLOGY PROGRAM					72900000
OFFICE OF THE STATE CIO					72900700
GOV OPERATIONS/SUPPORT					16
INFORMATION TECHNOLOGY					1603.00.00.00
PROGRAM OR SERVICE-LEVEL					
INFORMATION TECHNOLOGY					3630000
EMERGING TECHNOLOGY, INNOVATION,					
AND CYBERSPACE THREATS RESEARCH					
PROGRAM					36314C0

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
NEW POSITIONS							
2225 GOVERNMENT ANALYST II							
N0009 001	1.00	90,346		33,701	124,047	0.00	124,047
2238 GOVERNMENT OPERATIONS CONSULTANT III							
N0008 001	1.00	120,462		40,092	160,554	0.00	160,554
2238 OPERATIONS & MGMT CONSULTANT MGR - SES							
N0007 001	1.00	135,519		44,492	180,011	0.00	180,011
TOTALS FOR ISSUE BY FUND							
1000 GENERAL REVENUE FUND							464,612
	3.00	346,327		118,285	464,612		464,612
OTHER SALARY AMOUNT							
1000 GENERAL REVENUE FUND							38-
							464,574

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>OFFICE OF THE STATE CIO</u>				72900700
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
LOCAL GOVERNMENT CYBERSECURITY				
TECHNICAL ASSISTANCE GRANTS				40050C0
SPECIAL CATEGORIES				100000
G/A - CYBERSECURITY GRANTS				100856
GENERAL REVENUE FUND	-STATE	35,000,000	35,000,000	1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Local Government Cybersecurity Technical Assistance Grants

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests nonrecurring budget of \$35,000,000 in the Office of the State Chief Information Officer budget entity (72900700), within the General Revenue Fund (1000) to provide financial assistance to Florida counties and municipalities pursuant to the provisions of section 282.3185, Florida Statutes.

The requested funds for Fiscal Year 2024-25 represent a decrease compared to the \$40 million appropriated for Fiscal Year 2023-24 to account for the anticipated decreased reliance on state funds in Fiscal Year 2024-25.

RETURN ON INVESTMENT (ROI):

The state Local Government Cybersecurity Grant Program provides an important and effective means for local governments to improve their cybersecurity posture and implement risk mitigation initiatives. The projects prioritized through this grant program will enhance the resilience of local governments against cybersecurity threats and ensure the protection of citizens' data and public resources. Awarded grants will reduce the likelihood of local constituents having their data exposed through cyberattacks and will reduce the frequency and severity of cyberattacks which cause outages. Additionally, cyberattacks can target industrial control systems which impacts local government critical infrastructure. The protection of vital critical infrastructure from threats will reduce the risk of a cybersecurity incident that would have a debilitating impact on security, economic security, or public health and safety.

IMPACT:

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72900000
						72900700
						16
						<u>1603.00.00.00</u>
						4000000
						40050C0

MANAGEMENT SRVCS, DEPT OF  
 PGM: TECHNOLOGY PROGRAM  
OFFICE OF THE STATE CIO  
GOV OPERATIONS/SUPPORT  
INFORMATION TECHNOLOGY  
 RE-ENGINEERING THE WORKPLACE  
 LOCAL GOVERNMENT CYBERSECURITY  
 TECHNICAL ASSISTANCE GRANTS

72000000  
 72900000  
 72900700  
 16  
1603.00.00.00  
 4000000  
 40050C0

Dozens of local governments in Florida have experienced significant cybersecurity incidents in the past several years including ransomware, loss of sensitive data and personal identifying information, and disrupting emergency services such as 911. Local governments struggle with the expenses necessary to continuously upgrade information technology (IT) infrastructure and mitigate cybersecurity risks.

If this request is not funded, local governments will not have the ability to improve their cybersecurity posture with state guidance. This especially affects under resourced small and rural local governments.

BACKGROUND:

Local governments in Florida are required by section 282.3185(4), F.S., to adopt cybersecurity standards based on nationally accepted best practices for cybersecurity and must notify the Florida Digital Service (FL[DS]) of compliance by a certain date depending on the population of the county or municipality.

In Fiscal Year 2022-23, the Florida Digital Service successfully implemented the state grant program using the \$30 million appropriation. In Fiscal Year 2023-24, the Florida Digital Service is prepared to present its plan to the Legislative Budget Commission to put its plan into motion consistent with the direction received at the LBC.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>OFFICE OF THE STATE CIO</u>				72900700
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
DEPARTMENT OF MANAGEMENT SERVICES				
ADMINISTRATIVE ASSESSMENT				4100050
SPECIAL CATEGORIES				100000
ADMINISTRATIVE OVERHEAD				105002
GENERAL REVENUE FUND				
-STATE	1,476,512			1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Department of Management Services Administrative Assessment

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

3. Economic Development and Job Creation

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests budget of \$1,476,512 in the Office of the State Chief Information Officer budget entity (72900700), within the General Revenue Fund (1000) for Administrative Overhead costs.

RETURN ON INVESTMENT (ROI):

The proposed increase will align the budget with the administrative services provided by the Department of Management Services.

IMPACT:

Without this increase, the budget will not be aligned with administrative services in Fiscal Year 2024-2025.

BACKGROUND:

The Department of Management Services provides the Florida Digital Service (FL[DS]), Office of the State Chief Information budget entity (72900700) with the following support services: Planning and Budget, Financial Management Services, Human Resources Services, Mail Room Operations, and Purchasing Services.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
OFFICE OF THE STATE CIO				72900700
GOV OPERATIONS/SUPPORT				16
INFORMATION TECHNOLOGY				1603.00.00.00
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
ADDITIONAL RESOURCES FOR THE OFFICE				
OF THE STATE CHIEF INFORMATION				
OFFICER				41020C0
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -STATE	387,270			1000 1
EXPENSES				040000
GENERAL REVENUE FUND -STATE	84,480	33,336		1000 1
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
GENERAL REVENUE FUND -STATE	594			1000 1
TOTAL: ADDITIONAL RESOURCES FOR THE OFFICE				41020C0
OF THE STATE CHIEF INFORMATION				
OFFICER				
TOTAL ISSUE.....	472,344	33,336		

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Additional Resources for the Office of the State Chief Information Officer

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

6. Public Integrity

LONG RANGE PROGRAM PLAN:

GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:

The Department of Management Services (Department) requests budget of \$472,344 (\$33,336 NR) in the Office of the State

COL A12		COL A04		COL A05		CODES
AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: TECHNOLOGY PROGRAM						72900000
<u>OFFICE OF THE STATE CIO</u>						72900700
GOV OPERATIONS/SUPPORT						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
FUNDING DEFICIENCIES TO MEET						
CURRENT LEVEL PROGRAM REQUIREMENTS						4100000
ADDITIONAL RESOURCES FOR THE OFFICE						
OF THE STATE CHIEF INFORMATION						
OFFICER						41020C0

Chief Information Officer budget entity (72900700), within the General Revenue Fund (1000) to hire Incident Response full-time equivalent (FTE) positions to operate and maintain the state Cybersecurity Operations Center (CSOC).

The Department requests six Other Personal Services (OPS) staff to expand the Incident Response team and increase the capacity to provide rapid cybersecurity incident response through monitoring, low-level incident triage, and escalation. The additional staff will be paid \$27 per hour and expected to work full-time. The Department used the standard workload of 1,854 hours per year which results in an annual salary of \$50,058 for each OPS position.

The Department requests the standard IT professional expense package which includes additional software and computing equipment, as authorized in Appendix E of the Fiscal Year 2024-25 Legislative Budget Request instructions. The Department has sufficient space to support these additional staff.

RETURN ON INVESTMENT (ROI):

With the goal of operating a 24/7 CSOC, the Department would assign this responsibility to entry level Incident Response staff better suited to this role than the currently assigned Incident Response FTE which are understaffed yet overqualified for the tasks.

IMPACT:

The Department requires additional staffing resources to operate a 24/7 CSOC in support of the State of Florida's cybersecurity resiliency. Without these additional resources, the CSOC will be forced to remain on an on-call staffing posture.

BACKGROUND:

The FL[DS] Office of Information Security, under the direction of the State Chief Information Security Officer, is responsible for the implementation of cybersecurity statutory requirements established in sections 282.318 and 282.3185, Florida Statutes, including: "Operating and maintaining a Cybersecurity Operations Center (CSOC) staffed with tactical detection and incident response personnel," and " Receiving, providing notification of, and reporting on cybersecurity incidents occurring in state agencies and local governments."

With this funding, the operation of a 24/7 CSOC will allow FL[DS] to increase its response time, provide greater monitoring, and reduce the lag in reporting of incidents to the appropriate stakeholders.

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: TECHNOLOGY PROGRAM				72900000
<u>OFFICE OF THE STATE CIO</u>				72900700
GOV OPERATIONS/SUPPORT				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
FUNDING DEFICIENCIES TO MEET				
CURRENT LEVEL PROGRAM REQUIREMENTS				4100000
ADDITIONAL RESOURCES FOR THE OFFICE				
OF DATA MANAGEMENT				41030C0
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -STATE	258,870			1000 1
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	28,160	11,112		1000 1
=====				
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
GENERAL REVENUE FUND -STATE	198			1000 1
=====				
TOTAL: ADDITIONAL RESOURCES FOR THE OFFICE				41030C0
OF DATA MANAGEMENT				
TOTAL ISSUE.....	287,228	11,112		
=====				

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AGENCY ISSUE NARRATIVE:  
 2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? YES  
 ISSUE TITLE: Additional Resources for the Office of Data Management

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:  
 5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:  
 6. Public Integrity

LONG RANGE PROGRAM PLAN:  
 GOAL #12: Deliver and promote the development of high-quality, innovative, cost-effective digital and technology services.

SUMMARY:  
 The Department of Management Services (Department) requests budget of \$287,228 (\$11,112 NR) in the Office of the State Chief Information Officer budget entity (72900700), within the General Revenue Fund (1000) to provide additional staffing resources for the Office of Data Management within the Florida Digital Service (FL[DS]).



	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	POS	POS	CODES
	AMOUNT	AMOUNT	AMOUNT	
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: PERC				72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>				72920100
ECONOMIC OPPORTUNITIES				11
<u>WORKFORCE SERVICES</u>				<u>1102.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	2,369,260			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	2,212,717			1000 1
PERC TRUST FUND -STATE	1,474,008			2558 1
TOTAL POSITIONS.....	30.00			
TOTAL APPRO.....	3,686,725			
=====				
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -STATE	275,072			1000 1
PERC TRUST FUND -STATE	53,985			2558 1
TOTAL APPRO.....	329,057			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	227,170			1000 1
PERC TRUST FUND -STATE	345,814			2558 1
TOTAL APPRO.....	572,984			
=====				
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -STATE	37,399			1000 1
PERC TRUST FUND -STATE	5,721			2558 1
TOTAL APPRO.....	43,120			
=====				

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: PERC				72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>				72920100
ECONOMIC OPPORTUNITIES				11
<u>WORKFORCE SERVICES</u>				<u>1102.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE		35,070		1000 1
PERC TRUST FUND -STATE		32,500		2558 1
TOTAL APPRO.....		67,570		
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -STATE		1,370		1000 1
PERC TRUST FUND -STATE		2,102		2558 1
TOTAL APPRO.....		3,472		
ADMINISTRATIVE OVERHEAD				105002
GENERAL REVENUE FUND -STATE		27,328		1000 1
TR/DMS/HR SVCS/STW CONTRCT				107040
GENERAL REVENUE FUND -STATE		7,166		1000 1
PERC TRUST FUND -STATE		5,083		2558 1
TOTAL APPRO.....		12,249		
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
GENERAL REVENUE FUND -STATE		16,005		1000 1
PERC TRUST FUND -STATE		32,010		2558 1
TOTAL APPRO.....		48,015		

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: PERC				72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>				72920100
ECONOMIC OPPORTUNITIES				11
<u>WORKFORCE SERVICES</u>				<u>1102.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	30.00			
TOTAL ISSUE.....		4,790,520		
TOTAL SALARY RATE.....	2,369,260			
	=====	=====	=====	

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: PERC					72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>					72920100
ECONOMIC OPPORTUNITIES					11
<u>WORKFORCE SERVICES</u>					<u>1102.00.00.00</u>
ESTIMATED EXPENDITURES					1000000
SALARY INCREASE FY 2023-24 -					
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					1001010
SALARY RATE					000000
SALARY RATE.....	118,464				
=====					
SALARIES AND BENEFITS					010000
GENERAL REVENUE FUND -STATE	88,681				1000 1
PERC TRUST FUND -STATE	59,072				2558 1
TOTAL APPRO.....	147,753				
=====					
TOTAL: SALARY INCREASE FY 2023-24 -					1001010
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					
TOTAL ISSUE.....	147,753				
TOTAL SALARY RATE.....	118,464				
=====					

		COL A12	COL A04	COL A05	
		AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
		FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
					CODES
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: PERC					72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>					72920100
ECONOMIC OPPORTUNITIES					11
<u>WORKFORCE SERVICES</u>					<u>1102.00.00.00</u>
ESTIMATED EXPENDITURES					1000000
CASUALTY INSURANCE PREMIUM					
ADJUSTMENT					1001090
SPECIAL CATEGORIES					100000
RISK MANAGEMENT INSURANCE					103241
PERC TRUST FUND	-STATE	1,859			2558 1
=====					

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: PERC				72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>				72920100
ECONOMIC OPPORTUNITIES				11
<u>WORKFORCE SERVICES</u>				<u>1102.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
FLORIDA RETIREMENT SYSTEMS				
CONTRIBUTIONS FOR FY 2023-24				1001215
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	26,657			1000 1
PERC TRUST FUND -STATE	17,757			2558 1
TOTAL APPRO.....	44,414			

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: PERC							72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>							72920100
ECONOMIC OPPORTUNITIES							11
<u>WORKFORCE SERVICES</u>							<u>1102.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
PERC TRUST FUND							2558 1
	-STATE	381					

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: PERC					72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>					72920100
ECONOMIC OPPORTUNITIES					11
<u>WORKFORCE SERVICES</u>					<u>1102.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR					
ESTIMATED EXPENDITURES					1600000
AGENCY DISCRETIONARY PAY INCREASE					
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					1600980
SALARY RATE					000000
SALARY RATE.....	38,865				
	=====	=====	=====		
SALARIES AND BENEFITS					010000
GENERAL REVENUE FUND	-STATE	18,758			1000 1
PERC TRUST FUND	-STATE	17,231			2558 1
		-----	-----	-----	
TOTAL APPRO.....		35,989			
		=====	=====	=====	
TOTAL: AGENCY DISCRETIONARY PAY INCREASE					1600980
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					
TOTAL ISSUE.....		35,989			
TOTAL SALARY RATE.....		38,865			
		=====	=====	=====	

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
RA06 RATE ADJ - NO FTE - NO SALARY - NO BENEFITS							
C0073 001		20,215					
C0074 001		18,650					
		-----	-----	-----	-----		
TOTAL SALARY RATE		38,865					
		=====	=====	=====	=====		

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF						72000000
PGM: PERC						72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>						72920100
ECONOMIC OPPORTUNITIES						11
<u>WORKFORCE SERVICES</u>						<u>1102.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR						
ESTIMATED EXPENDITURES						1600000
AGENCY DISCRETIONARY PAY INCREASE						
FOR FY 2023-24 - EFFECTIVE						
10/1/2023						1600980

POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A12 - AGY FIN REQ FY 2024-25

CHANGES TO CURRENTLY AUTHORIZED POSITIONS

OTHER SALARY AMOUNT						
1000 GENERAL REVENUE FUND						18,758
2558 PERC TRUST FUND						17,231
						<u>35,989</u>
						=====

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	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: PERC							72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>							72920100
ECONOMIC OPPORTUNITIES							11
<u>WORKFORCE SERVICES</u>							<u>1102.00.00.00</u>
NONRECURRING EXPENDITURES							2100000
IMPLEMENTATION OF SENATE BILL 256 OR SIMILAR LEGISLATION - EMPLOYEE ORGANIZATIONS REPRESENTING PUBLIC EMPLOYEES EXPENSES							2103132 040000
GENERAL REVENUE FUND -STATE		41,091-					1000 1
	=====		=====		=====		

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: PERC					72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>					72920100
ECONOMIC OPPORTUNITIES					11
<u>WORKFORCE SERVICES</u>					<u>1102.00.00.00</u>
ANNUALIZATION OF ISSUES PARTIALLY FUNDED IN PRIOR YEAR					2600000
ANNUALIZATION OF AGENCY DISCRETIONARY PAY INCREASE FOR FY 2023-24 - THREE MONTHS					
ANNUALIZATION SALARIES AND BENEFITS					2600980
					010000
GENERAL REVENUE FUND -STATE	6,253				1000 1
PERC TRUST FUND -STATE	5,743				2558 1
TOTAL APPRO.....	11,996				

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
OTHER SALARY AMOUNT							
1000 GENERAL REVENUE FUND							6,253
2558 PERC TRUST FUND							5,743
							<u>11,996</u>
							=====

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: PERC				72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>				72920100
ECONOMIC OPPORTUNITIES				11
<u>WORKFORCE SERVICES</u>				<u>1102.00.00.00</u>
STATE FUNDING REDUCTIONS				3300000
REDUCE PUBLIC EMPLOYEES RELATIONS				
COMMISSION				3308060
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND				
-STATE		250,000-		1000 1

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? NO  
 ISSUE TITLE: Reduce Public Employees Relations Commission

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

3. Economic Development and Job Creation.

LONG RANGE PROGRAM PLAN:

GOAL #14: Protect labor and employment rights, as well as the public, by preventing work stoppages.

SUMMARY:

The Public Employees Relations Commission (Commission or PERC) hearing officers perform substantially equivalent or greater adjudicatory functions than Division of Administrative Hearing's (DOAH) administrative law judges (ALJs). Therefore, PERC is asking to increase the salaries of the General Counsel, the PERC Clerk and the ten hearing officers to \$157,000 annually to narrow the salary disparity between ALJs and hearing officers. The Commission requests to reduce recurring budget of \$250,000 from the Public Employees Relations budget entity (72920100), General Revenue Fund (1000), within the Salaries and Benefits category (010000) to create greater parity in salaries between PERC Hearing Officers and DOAH's Administrative Law Judges.

Please see companion issue #4002A90 to request salary rate of 673,565 and additional budget authority of \$1,276,000 within the Public Employees Relations budget entity (72920100), Public Employees Relations Trust Fund (2558), within the Salaries and Benefits category (010000).

RETURN ON INVESTMENT (ROI):

Hearing Officers at PERC have similar functions as DOAH Administrative Law Judges, however, the current pay discrepancy between the two positions has increased dramatically in recent years. Funding PERC's initiative will ensure the retention of current staff and the continuation of the Commission to attract high quality, qualified employees.

IMPACT:

If this issue is not funded, the Commission will not have the ability to retain and or attract high quality, qualified employees.

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72920000
						72920100
						11
						<u>1102.00.00.00</u>
						3300000
						3308060

MANAGEMENT SRVCS, DEPT OF  
 PGM: PERC  
PUBLIC EMPLOYEES RELATIONS  
 ECONOMIC OPPORTUNITIES  
WORKFORCE SERVICES  
 STATE FUNDING REDUCTIONS  
 REDUCE PUBLIC EMPLOYEES RELATIONS  
 COMMISSION

BACKGROUND:

PERC currently employs eight filled and two vacant hearing officers' positions who report to the Commission's General Counsel. The Commission's clerk is also an attorney and a former hearing officer. PERC hearing officers are required to be Florida licensed attorneys with at least five years of Florida Bar membership, though most of the hearing officers were hired with greater years of experience in the courts system, private practice, and in administrative law. Currently, Division of Administrative Hearing's (DOAH) administrative law judges (ALJs) are paid \$172,000 annually. This flat salary is paid to all ALJs regardless of years of service, which is like the salary structure for circuit and county court judges and other Article V Judges.

Currently, the average salary of PERC's hearing officers is \$108,887. Historically, the Commission's hearing officers, clerk, and general counsel have been in the same pay band as the DOAH ALJs. The job descriptions for hearing officers specifically state that they are responsible for acting as an administrative law judge presiding over different case types that fall under the Commission's jurisdiction. However, despite the hearing officers and ALJs functioning in the same capacity as quasi-judicial officers, hearing officer salaries have not kept pace with ALJ salaries. PERC hearing officers deal with cases of the same complexity as DOAH ALJs. The evidentiary hearings can last for multiple days with numerous witnesses and exhibits involving technical testimony and evidence. There can be sophisticated evidentiary and discovery issues that require a detailed knowledge of administrative law. In cases that fall under the Commission's labor jurisdiction, the parties are often represented by experienced labor and employment attorneys. These cases also have high stakes for the litigants and can deal with many millions of dollars in public funds. Like DOAH ALJs, PERC's hearing officers are required to command the same level of authority to oversee cases of this nature.

On the opposite end of the spectrum in the Commission's career service jurisdiction, many of the employees represent themselves. This presents additional challenges to hearing officers on how to assist individuals who may not have a knowledge of the law with navigating the process while not providing inappropriate legal advice. Like DOAH ALJs, PERC hearing officers are also responsible for researching and drafting recommended orders that include findings of fact, evidentiary rulings, legal analysis, and conclusions of law.

Because of the skill set needed to try these different types of cases, the Commission needs well-qualified attorneys like DOAH's ALJs, who understand the role of a neutral quasi-judicial officer. The hearing officers must have the equivalent ability to research and write as DOAH ALJs. Moreover, unlike DOAH ALJs, PERC's hearing officers have substantial legal duties in addition to just hearing cases, such as in assisting the Commission with preparing final orders in all cases, which are appealable to the district courts of appeal.

One of the difficulties in hiring and retaining qualified hearing officers is that PERC must train each new hearing officer for an extended period. Hearing officers operate in the unique area of public sector labor and employment law and, as quasi-judicial officers, they need to have the skill set and aptitude to operate as a neutral hearing officer. Because most attorneys with prior experience in labor and employment law have careers representing and advocating for either employees or management, they are often not a good fit as a hearing officer that must look at both sides

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: PERC						72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>						72920100
ECONOMIC OPPORTUNITIES						11
<u>WORKFORCE SERVICES</u>						<u>1102.00.00.00</u>
STATE FUNDING REDUCTIONS						3300000
REDUCE PUBLIC EMPLOYEES RELATIONS						
COMMISSION						3308060

impartially. PERC hearing officers become more valuable as employees of the Commission with more experience because they will have increased their expertise in labor and employment law, as well as had more experience managing hearings and dealing with issues that arise. Most of the recently retired PERC hearing officers had decades of experience in the role.

Unlike in Florida, where DOAH ALJs are generalists that hear cases from many different agencies, ALJs at the federal level are split between agencies depending on the types of cases and the specialized knowledge of an area of the law. For example, the National Labor Relations Board (NLRB) serves in the same capacity as PERC. Cases before the NLRB are heard by federal ALJs with an expertise in labor law, who are paid similarly or more than other types of ALJs. In 2021, the average salary of ALJs working for the NLRB was \$183,300.

In conclusion, PERC hearing officers perform substantially equivalent or greater adjudicatory functions than DOAH ALJs. Therefore, PERC is asking to increase the salaries of the General Counsel, the PERC Clerk and the ten hearing officers to \$157,000 annually to narrow the salary disparity between ALJs and hearing officers. To reduce the impact on the General Revenue Fund, some PERC positions will be shifted between the General Revenue Fund and the PERC Trust Fund. By shifting higher paid positions out of the General Revenue Fund to the PERC Trust Fund, \$504,250 of General Revenue funds are being offered back to the state.

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POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25						
CHANGES TO CURRENTLY AUTHORIZED POSITIONS						
OTHER SALARY AMOUNT						
1000 GENERAL REVENUE FUND						250,000-
						-----
						250,000-
						=====

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	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: PERC					72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>					72920100
ECONOMIC OPPORTUNITIES					11
<u>WORKFORCE SERVICES</u>					<u>1102.00.00.00</u>
RE-ENGINEERING THE WORKPLACE					4000000
ADDITIONAL RESOURCES FOR PUBLIC					
EMPLOYEES RELATIONS COMMISSION					4002A90
SALARY RATE					000000
SALARY RATE.....	673,565				
=====					
SALARIES AND BENEFITS					010000
PERC TRUST FUND					
-STATE	1,276,000				2558 1
=====					
TOTAL: ADDITIONAL RESOURCES FOR PUBLIC					4002A90
EMPLOYEES RELATIONS COMMISSION					
TOTAL ISSUE.....	1,276,000				
TOTAL SALARY RATE.....	673,565				
=====					

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE: IT COMPONENT? NO

ISSUE TITLE: Additional Resources for Public Employees Relations Commission

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

5.2 Improve the efficiency and effectiveness of government agencies at all levels.

LINKAGE TO GOVERNOR'S PRIORITIES:

3. Economic Development and Job Creation.

LONG RANGE PROGRAM PLAN:

GOAL #14: Protect labor and employment rights, as well as the public, by preventing work stoppages.

SUMMARY:

The Public Employees Relations Commission (Commission or PERC) hearing officers perform substantially equivalent or greater adjudicatory functions than Division of Administrative Hearing's (DOAH) administrative law judges (ALJs). Therefore, PERC is asking to increase the salaries of the General Counsel, the PERC Clerk and the ten hearings officers to \$157,000 annually to narrow the salary disparity between ALJs and hearing officers. The Commission requests salary rate of 673,565 and additional budget authority of \$1,276,000 in the Public Employees Relations budget entity (72920100), within the Public Employees Relations Trust Fund (2558) to create greater parity in salaries between PERC Hearing Officers and Florida Division of Administrative Hearings (DOAH) Administrative Law Judges.

Please see companion issue #3308060 to reduce recurring budget of \$250,000 from the Public Employees Relations budget entity (72920100), General Revenue Fund (1000), within the Salaries and Benefits category (010000).

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: PERC				72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>				72920100
ECONOMIC OPPORTUNITIES				11
<u>WORKFORCE SERVICES</u>				<u>1102.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
ADDITIONAL RESOURCES FOR PUBLIC				
EMPLOYEES RELATIONS COMMISSION				4002A90

RETURN ON INVESTMENT (ROI):

Hearing Officers at PERC have similar functions as DOAH Administrative Law Judges, however, the current pay discrepancy between the two positions has increased dramatically in recent years. Funding PERC's initiative will ensure the retention of current staff and the continuation of the Commission to attract high quality, qualified employees.

IMPACT:

If this issue is not funded, the Commission will not have the ability to retain and or attract high quality, qualified employees.

BACKGROUND:

PERC currently has eight filled and two vacant hearing officers who report to the Commission's General Counsel. The Commission's clerk is also an attorney and a former hearing officer. PERC hearing officers are required to be Florida licensed attorneys with at least five years of Florida Bar membership, though most of the hearing officers were hired with greater years of experience in the courts system, private practice, and in administrative law.

Currently, DOAH's ALJs are paid \$172,000 annually. This flat salary is paid to all ALJs regardless of years of service, which is like the salary structure for circuit and county court judges and other Article V Judges.

Currently, the average salary of PERC's hearing officers is \$108,887. Historically, the Commission's hearing officers, clerk, and general counsel have been in the same pay band as the DOAH ALJs. The job descriptions for hearing officers specifically state that they are responsible for acting as an administrative law judge presiding over different case types that fall under the Commission's jurisdiction. However, despite the hearing officers and ALJs functioning in the same capacity as quasi-judicial officers, hearing officer salaries have not kept pace with ALJ salaries.

PERC hearing officers deal with cases of the same complexity as DOAH ALJs. The evidentiary hearings can last for multiple days with numerous witnesses and exhibits involving technical testimony and evidence. There can be sophisticated evidentiary and discovery issues that require a detailed knowledge of administrative law. In cases that fall under the Commission's labor jurisdiction, the parties are often represented by experienced labor and employment attorneys. These cases also have high stakes for the litigants and can deal with many millions of dollars in public funds. Like DOAH ALJs, PERC's hearing officers are required to command the same level of authority to oversee cases of this nature.

On the opposite end of the spectrum in the Commission's career service jurisdiction, many of the employees represent themselves. This presents additional challenges to hearing officers on how to assist individuals who may not have a knowledge of the law with navigating the process while not providing inappropriate legal advice. Like DOAH ALJs, PERC hearing officers are also responsible for researching and drafting recommended orders that include findings of fact, evidentiary rulings, legal analysis, and conclusions of law.

Because of the skill set needed to try these different types of cases, the Commission needs well-qualified attorneys like DOAH's ALJs, who understand the role of a neutral quasi-judicial officer. The hearing officers must have the equivalent

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: PERC				72920000
<u>PUBLIC EMPLOYEES RELATIONS</u>				72920100
ECONOMIC OPPORTUNITIES				11
<u>WORKFORCE SERVICES</u>				<u>1102.00.00.00</u>
RE-ENGINEERING THE WORKPLACE				4000000
ADDITIONAL RESOURCES FOR PUBLIC				
EMPLOYEES RELATIONS COMMISSION				4002A90

ability to research and write as DOAH ALJs. Moreover, unlike DOAH ALJs, PERC's hearing officers have substantial legal duties in addition to just hearing cases, such as in assisting the Commission with preparing final orders in all cases, which are appealable to the district courts of appeal.

One of the difficulties in hiring and retaining qualified hearing officers is that PERC must train each new hearing officer for an extended period. Hearing officers operate in the unique area of public sector labor and employment law and, as quasi-judicial officers, they need to have the skill set and aptitude to operate as a neutral hearing officer. Because most attorneys with prior experience in labor and employment law have careers representing and advocating for either employees or management, they are often not a good fit as a hearing officer that must look at both sides impartially. PERC hearing officers become more valuable as employees of the Commission with more experience because they will have increased their expertise in labor and employment law, as well as had more experience managing hearings and dealing with issues that arise. Most of the recently retired PERC hearing officers had decades of experience in the role.

One of the ways PERC has sought out hearing officers with an understanding of the need for impartiality and neutrality is by hiring attorneys with experience working with Article V courts. Almost all hearing officers employed by PERC have significant experience working in a court as a staff attorney for either a District Court Judge or Justice of the Supreme Court. Credentials as an appellate court staff attorney are desirable for many attorney positions, including those in the private sector, because of the honed writing and analytical skills that are germane to that role.

Unlike in Florida, where DOAH ALJs are generalists that hear cases from many different agencies, ALJs at the federal level are split between agencies depending on the types of cases and the specialized knowledge of an area of the law. For example, the National Labor Relations Board (NLRB) serves in the same capacity as PERC. Cases before the NLRB are heard by federal ALJs with an expertise in labor law, who are paid similarly or more than other types of ALJs. In 2021, the average salary of ALJs working for the NLRB was \$183,300.

In conclusion, PERC hearing officers perform substantially equivalent or greater adjudicatory functions than DOAH ALJs. Therefore, PERC is asking to increase the salaries of the General Counsel, the PERC Clerk and the ten hearings officers to \$157,000 annually to narrow the salary disparity between ALJs and hearing officers.

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COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF 72000000  
 PGM: PERC 72920000  
PUBLIC EMPLOYEES RELATIONS 72920100  
 ECONOMIC OPPORTUNITIES 11  
WORKFORCE SERVICES 1102.00.00.00  
 RE-ENGINEERING THE WORKPLACE 4000000  
 ADDITIONAL RESOURCES FOR PUBLIC  
 EMPLOYEES RELATIONS COMMISSION 4002A90

POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A12 - AGY FIN REQ FY 2024-25

CHANGES TO CURRENTLY AUTHORIZED POSITIONS

RA01 RATE & SALARY ADJ - BENEFITS NO FTE  
 C0001 001 0.00 673,565 142,931 816,496 0.00 816,496

TOTALS FOR ISSUE BY FUND  
 2558 PERC TRUST FUND

0.00 673,565 142,931 816,496 816,496

OTHER SALARY AMOUNT  
 2558 PERC TRUST FUND

459,504  
 1,276,000

TOTAL: WORKFORCE SERVICES

1102.00.00.00

BY FUND TYPE  
 GENERAL REVENUE FUND 2,688,555 1000  
 TRUST FUNDS 3,329,266 2000

TOTAL POSITIONS..... 30.00  
 TOTAL PROG COMP..... 6,017,821  
 TOTAL SALARY RATE..... 3,200,154

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: COMM ON HUMAN RELAT				72950000
<u>HUMAN RELATIONS</u>				72950100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	3,554,203			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	3,906,262			1000 1
FEDERAL GRANTS TRUST FUND -FEDERL	1,416,943			2261 3
TOTAL POSITIONS.....	75.00			
TOTAL APPRO.....	5,323,205			
=====				
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -STATE	62,856			1000 1
FEDERAL GRANTS TRUST FUND -FEDERL	43,623			2261 3
TOTAL APPRO.....	106,479			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	131,248			1000 1
FEDERAL GRANTS TRUST FUND -FEDERL	593,052			2261 3
TOTAL APPRO.....	724,300			
=====				
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -STATE	11,736			1000 1
FEDERAL GRANTS TRUST FUND -FEDERL	20,900			2261 3
TOTAL APPRO.....	32,636			
=====				

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25 POS	AMOUNT	AGY REQ N/R FY 2024-25 POS	AMOUNT	AG REQ ANZ FY 2024-25 POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: COMM ON HUMAN RELAT							72950000
<u>HUMAN RELATIONS</u>							72950100
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
SPECIAL CATEGORIES							100000
TRANS TO DIV ADM HEARINGS							100565
GENERAL REVENUE FUND -STATE		430,908					1000 1
=====		=====					
CONTRACTED SERVICES							100777
GENERAL REVENUE FUND -STATE		53,506					1000 1
FEDERAL GRANTS TRUST FUND -FEDERL		69,000					2261 3
-----		-----					
TOTAL APPRO.....		122,506					
=====		=====					
RISK MANAGEMENT INSURANCE							103241
FEDERAL GRANTS TRUST FUND -FEDERL		130,558					2261 3
=====		=====					
ADMINISTRATIVE OVERHEAD							105002
FEDERAL GRANTS TRUST FUND -FEDERL		272,132					2261 3
=====		=====					
LEASE/PURCHASE/EQUIPMENT							105281
FEDERAL GRANTS TRUST FUND -FEDERL		23,753					2261 3
=====		=====					
TR/DMS/HR SVCS/STW CONTRCT							107040
GENERAL REVENUE FUND -STATE		15,092					1000 1
FEDERAL GRANTS TRUST FUND -FEDERL		13,140					2261 3
-----		-----					
TOTAL APPRO.....		28,232					
=====		=====					

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: COMM ON HUMAN RELAT				72950000
<u>HUMAN RELATIONS</u>				72950100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
DATA PROCESSING SERVICES				210000
NORTHWEST REGIONAL DC				210023
FEDERAL GRANTS TRUST FUND -FEDERL	116,959			2261 3
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	75.00			
TOTAL ISSUE.....	7,311,668			
TOTAL SALARY RATE.....	3,554,203			

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: COMM ON HUMAN RELAT					72950000
<u>HUMAN RELATIONS</u>					72950100
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES					1000000
SALARY INCREASE FY 2023-24 -					
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					1001010
SALARY RATE					000000
SALARY RATE.....	177,717				
	=====	=====	=====		
SALARIES AND BENEFITS					010000
GENERAL REVENUE FUND -STATE	159,216				1000 1
FEDERAL GRANTS TRUST FUND -FEDERL	57,758				2261 3
	-----	-----	-----		
TOTAL APPRO.....	216,974				
	=====	=====	=====		
TOTAL: SALARY INCREASE FY 2023-24 -					1001010
STATEWIDE 5% PAY INCREASE -					
EFFECTIVE 7/1/2023					
TOTAL ISSUE.....	216,974				
TOTAL SALARY RATE.....	177,717				
	=====	=====	=====		

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: COMM ON HUMAN RELAT				72950000
<u>HUMAN RELATIONS</u>				72950100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
CASUALTY INSURANCE PREMIUM				
ADJUSTMENT				1001090
SPECIAL CATEGORIES				100000
RISK MANAGEMENT INSURANCE				103241
FEDERAL GRANTS TRUST FUND -FEDERL	39,069-			2261 3
	=====	=====	=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: COMM ON HUMAN RELAT				72950000
<u>HUMAN RELATIONS</u>				72950100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
FLORIDA RETIREMENT SYSTEMS				
CONTRIBUTIONS FOR FY 2023-24				1001215
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	45,079			1000 1
FEDERAL GRANTS TRUST FUND -FEDERL	16,353			2261 3
TOTAL APPRO.....	61,432			

	COL A12		COL A04		COL A05		CODES
	AGY FIN REQ FY 2024-25	POS	AGY REQ N/R FY 2024-25	POS	AG REQ ANZ FY 2024-25	POS	
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: COMM ON HUMAN RELAT							72950000
<u>HUMAN RELATIONS</u>							72950100
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
REALLOCATION OF HUMAN RESOURCES							
OUTSOURCING							1005900
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
FEDERAL GRANTS TRUST FUND -FEDERL		984					2261 3
	=====		=====		=====		

	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: COMM ON HUMAN RELAT					72950000
<u>HUMAN RELATIONS</u>					72950100
GOV OPERATIONS/SUPPORT					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR					
ESTIMATED EXPENDITURES					1600000
AGENCY DISCRETIONARY PAY INCREASE					
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					1600980
SALARY RATE					000000
SALARY RATE.....	60,992				
	=====	=====	=====		
SALARIES AND BENEFITS					010000
GENERAL REVENUE FUND -STATE	47,055				1000 1
FEDERAL GRANTS TRUST FUND -FEDERL	8,396				2261 3
	-----	-----	-----		
TOTAL APPRO.....	55,451				
	=====	=====	=====		
TOTAL: AGENCY DISCRETIONARY PAY INCREASE					1600980
FOR FY 2023-24 - EFFECTIVE					
10/1/2023					
TOTAL ISSUE.....	55,451				
TOTAL SALARY RATE.....	60,992				
	=====	=====	=====		

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
RA06 RATE ADJ - NO FTE - NO SALARY - NO BENEFITS							
C0236 001		51,757					
C0237 001		9,235					
		-----	-----	-----	-----		
TOTAL SALARY RATE		60,992					
		=====	=====	=====	=====		

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF						72000000
PGM: COMM ON HUMAN RELAT						72950000
<u>HUMAN RELATIONS</u>						72950100
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR						
ESTIMATED EXPENDITURES						1600000
AGENCY DISCRETIONARY PAY INCREASE						
FOR FY 2023-24 - EFFECTIVE						
10/1/2023						1600980

POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A12 - AGY FIN REQ FY 2024-25

CHANGES TO CURRENTLY AUTHORIZED POSITIONS

OTHER SALARY AMOUNT						
1000 GENERAL REVENUE FUND						47,055
2261 FEDERAL GRANTS TRUST FUND						8,396
						<u>55,451</u>
						=====

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	COL A12	COL A04	COL A05		
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ		
	FY 2024-25	FY 2024-25	FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	
				AMOUNT	
				CODES	
MANAGEMENT SRVCS, DEPT OF					72000000
PGM: COMM ON HUMAN RELAT					72950000
<u>HUMAN RELATIONS</u>					72950100
<u>GOV OPERATIONS/SUPPORT</u>					16
<u>GOVERNMENTAL OPERATIONS</u>					<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES					2100000
INFRASTRUCTURE REPLACEMENT EXPENSES					
- FLORIDA COMMISSION ON HUMAN					
RELATIONS					2103133
EXPENSES					040000
FEDERAL GRANTS TRUST FUND -FEDERL	48,240-				2261 3
=====					
OPERATING CAPITAL OUTLAY					060000
FEDERAL GRANTS TRUST FUND -FEDERL	15,900-				2261 3
=====					
TOTAL: INFRASTRUCTURE REPLACEMENT EXPENSES					2103133
- FLORIDA COMMISSION ON HUMAN					
RELATIONS					
TOTAL ISSUE.....	64,140-				
=====					

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: COMM ON HUMAN RELAT						72950000
<u>HUMAN RELATIONS</u>						72950100
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES						2100000
ADDITIONAL STAFFING FOR THE FLORIDA						2103134
COMMISSION ON HUMAN RELATIONS						040000
EXPENSES						
FEDERAL GRANTS TRUST FUND -FEDERL	59,081-					2261 3
	=====		=====		=====	

	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
	POS AMOUNT	POS AMOUNT	POS AMOUNT	CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: COMM ON HUMAN RELAT				72950000
<u>HUMAN RELATIONS</u>				72950100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
EQUIPMENT NEEDS				2400000
INFORMATION TECHNOLOGY				
INFRASTRUCTURE REPLACEMENT				24010C0
EXPENSES				040000
FEDERAL GRANTS TRUST FUND -FEDERL	48,240			2261 3
=====				
OPERATING CAPITAL OUTLAY				060000
FEDERAL GRANTS TRUST FUND -FEDERL	27,000	27,000		2261 3
=====				
TOTAL: INFORMATION TECHNOLOGY				24010C0
INFRASTRUCTURE REPLACEMENT				
TOTAL ISSUE.....	75,240	27,000		
=====				

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AGENCY ISSUE NARRATIVE:

2024-2025 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

ISSUE TITLE: IT Refresh Program

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

6.1 Create and sustain vibrant, safe, healthy, and resilient communities that attract workers, residents, businesses, and visitors.

LINKAGE TO GOVERNOR'S PRIORITIES:

3. Economic Development and Job Creation

LONG RANGE PROGRAM PLAN:

GOAL#13: Ensure fair treatment of both complainants and respondents in instances of alleged discrimination and promote mutual respect and greater harmony among diverse groups.

SUMMARY:

The Florida Commission on Human Relations (FCHR) requests \$75,240 in budget authority within the Federal Grants Trust Fund, of which \$27,000 in the Operating Capital Outlay (OCO) category is non-recurring, to replace 25% of aging information technology (IT) equipment on an annual basis, allowing for a refresh timeline of four years. The FCHR's IT and security infrastructure serve a foundational role in the agency's responsibility to promote and encourage fair treatment of all persons in Florida regardless of race, color, religion, sex, pregnancy, national origin, age, disability and familial or marital status.

RETURN ON INVESTMENT (ROI):

The responsibility of the FCHR's IT unit is to provide a reliable infrastructure so the staff can serve the people of

COL A12		COL A04		COL A05		CODES
AGY FIN REQ	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
PGM: COMM ON HUMAN RELAT						72950000
<u>HUMAN RELATIONS</u>						72950100
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
<u>EQUIPMENT NEEDS</u>						2400000
INFORMATION TECHNOLOGY						
INFRASTRUCTURE REPLACEMENT						24010C0

Florida. The FCHR helps the State of Florida attract workers, residents, businesses, and visitors by investigating and enforcing allegations of discrimination and retaliation to promote fair treatment and mutual respect among all. Complaints of employment discrimination must first be filed with the FCHR and receive a cause determination before proceeding into State Court, so the FCHR acts to keep meritless claims out of State Court, saving the state money and resources. Additionally, for complaints of housing discrimination that receive a cause determination, the FCHR may provide legal assistance to litigate the matter to ensure that housing discrimination is eliminated in the State of Florida. The IT team plays a crucial role in supporting those ROI efforts by ensuring staff remain online and productive.

IMPACT:

Not funding the IT replacement program may result in a delay in the FCHR's ability to replace outdated servers, network devices, and desktop hardware, resulting in employees experiencing sub-standard business performance. A loss of productivity could also result from the unavailability of critical documents, print services, management and financial functions, and the investigative units' ability to access the necessary cloud-based SaaS solution case management system for inputting and obtaining case-related information. Much of the FCHR's desktop hardware is used for mission-critical functions. Computer, network, and server outages for any length of time adversely affect the FCHR, causing an inability to notate case work, generate documents, track cases, respond to public records requests, or provide updates to citizens regarding their case status.

BACKGROUND:

The FCHR relies primarily on General Revenue from the state to conduct its core functions as described in Chapter 760, Florida Statutes (F.S.). The FCHR also receives federal funds from the United States Equal Employment Opportunity Commission (EEOC) and the United States Department of Housing and Urban Development (HUD) for investigating employment and housing discrimination complaints which supplements its Operating Trust Fund.

Agency applications are available to essential staff every day, around the clock. Any interruption to these services requires prior notification to those affected users. The agency plan is to replace one-fourth of the agency's laptops and one-fourth of the utility servers and network devices annually. Installation and maintenance are required during the FCHR's standard maintenance hours to minimize system downtime.

This replacement program will continue the removal of aged IT equipment and technology that is reaching end of life/end of support (EOL/EOS) in the next fiscal year. Operating on unsupported, out of date technology and equipment will place the FCHR at risk of not being able to meet its statutory obligations defined in Chapter 760 F.S. A strategic and fiscally responsible plan to replace the IT equipment on a schedule will eliminate the risk of staff not being able to perform their functions in support of the agency's mission.

COSTS BREAKOUT:

Equipment Description	Quantity	Unit Price	Expenses Category cost	OCO Category cost
-----------------------	----------	------------	------------------------	-------------------

COL A12		COL A04		COL A05		CODES
AGY FIN REQ		AGY REQ N/R		AG REQ ANZ		
FY 2024-25		FY 2024-25		FY 2024-25		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

MANAGEMENT SRVCS, DEPT OF  
 PGM: COMM ON HUMAN RELAT  
HUMAN RELATIONS  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS  
 EQUIPMENT NEEDS  
 INFORMATION TECHNOLOGY  
 INFRASTRUCTURE REPLACEMENT

72000000  
 72950000  
 72950100  
 16  
1601.00.00.00  
 2400000  
 24010C0

Laptops	23		\$ 1,200		\$27,600	
Docking Stations	23		\$ 350		\$ 8,050	
Accessories	23		\$ 100		\$ 2,300	
Monitors	23		\$ 230		\$ 5,290	
Server with NAS (OCO)	1		\$15,000			\$15,000
Power vault (OCO)	1		\$12,000			\$12,000
UPS (Uninterruptible Power Supply)	2		\$ 2,500		\$ 5,000	
Total					\$48,240	\$27,000

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	COL A12	COL A04	COL A05	
	AGY FIN REQ	AGY REQ N/R	AG REQ ANZ	
	FY 2024-25	FY 2024-25	FY 2024-25	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
MANAGEMENT SRVCS, DEPT OF				72000000
PGM: COMM ON HUMAN RELAT				72950000
<u>HUMAN RELATIONS</u>				72950100
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ANNUALIZATION OF ISSUES PARTIALLY				
FUNDED IN PRIOR YEAR				2600000
ANNUALIZATION OF AGENCY				
DISCRETIONARY PAY INCREASE FOR FY				
2023-24 - THREE MONTHS				
ANNUALIZATION				2600980
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	15,685			1000 1
FEDERAL GRANTS TRUST FUND -FEDERL	2,798			2261 3
TOTAL APPRO.....	18,483			

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POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A12 - AGY FIN REQ FY 2024-25							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
OTHER SALARY AMOUNT							
1000 GENERAL REVENUE FUND							15,685
2261 FEDERAL GRANTS TRUST FUND							2,798
							<u>18,483</u>

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TOTAL: GOVERNMENTAL OPERATIONS							<u>1601.00.00.00</u>
BY FUND TYPE							
GENERAL REVENUE FUND	4,878,643						1000
TRUST FUNDS	2,699,299	27,000					2000
TOTAL POSITIONS.....	75.00						
TOTAL PROG COMP.....	7,577,942	27,000					
TOTAL SALARY RATE.....	3,792,912						

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