Preparing For & Mitigating Information Technology Disruption During Emergencies

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Preparing For & Mitigating Information Technology Disruption During Emergencies
How You Budget, Isn’t Necessarily How You Purchase: A Local Government Perspective

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YOUR 2017 BUDGET HAS BEEN ADOPTED;
HOW TO AGGREGATE YOUR PURCHASES
AND CONTRACTS FOR THE ENTIRE YEAR

How you create your budget shouldn’t be
how you make your purchases....

Budgets are usually created by project. Consultant, software and hardware
costs are often combined for efficiency
and to allow governing bodies to better
understand and fund complicated
Information Technology projects.
How Can IT Directors:
✓ Optimize project based budgets to save the most money and resources?
✓ Plan for emergencies
  ✓ Know the vendors you will use and set up procurement protocols on the worst case scenario.
  ✓ Document who you will call when server, switches and firewalls crash.
  ✓ Be sure to leverage OGS Contracts and have your procurement in place in anticipation of the failure.
✓ Provide the proper documentation when selecting vendors;
  ✓ Create Blanket PO’s to vendors for like purchases regardless of the project.
  ✓ This will ensure that you are considering the total purchase amount of all like goods and services.
Answering these questions are complicated and unique to each Municipality, however everyone is subject to NYS Laws and local procurement policies.
SET UP A PROCUREMENT PLAN FOR ALL OF YOUR PROJECTS AHEAD OF TIME

**Budget Per Project**
- **Project “A” – VM Ware**
  - VM Ware License Costs
  - Microsoft OS Licensing Costs
  - Server Costs
  - Consultant Cost
- **Project “B” – Domain Controller Replacement**
  - Microsoft OS Licensing Costs
  - Server Costs
  - Consultant Costs

**Purchase Per Category**
- **Software for All Projects**
  - VM Ware Licenses
  - Microsoft License Costs
  - Operating System
  - Office
- **Hardware for All Projects**
  - Purchase of 2 servers
- **Consultant Costs**
  - Network Engineering
  - Server Architects to Configure New Servers

**CALCULATE PURCHASES**
REVIEW THE TOTAL COST OF YOUR PROJECTS PER CATEGORY AND APPLY PROCUREMENT RULES

License Costs for New Projects

- **License Costs**
  - VM Ware License Costs = $17,000 – NYS Contract, Piggyback Contract, Multiple quote per local procurement policy
  - Microsoft License Costs = $40,000 – NYS Contract, Piggyback Contract or Formal Bid
REVIEW THE TOTAL COST OF YOUR PROJECTS PER CATEGORY AND APPLY PROCUREMENT RULES

Hardware Costs for New Projects

- **Hardware Costs**
  - HP Hardware Costs = $30,000 - NYS Contract, Piggyback Contract or Formal Bid
REVIEW THE TOTAL COST OF YOUR PROJECTS PER CATEGORY AND APPLY PROCUREMENT RULES

Consultant Costs for New Projects

PROFESSIONAL SERVICES STILL NEED PROCUREMENT RULES APPLIED

- **Server Architect**
  - Server Architect - $10,000 – Professional Services - NYS Contract, Piggyback Contract or RFP – Follow local Procurement rules

- **Network Engineer**
  - Network Engineer - $30,000 – Professional Services - NYS Contract, Piggyback Contract or RFP – Follow local Procurement rules
BASIC DO’S AND DON’TS OF IT PROCUREMENT

DO:

- Group your purchases by category and apply your Purchasing Policy rules.
- Plan for emergencies by having vendors in place that you have already set procurement on.
- Make sure that you READ the contract you are using to make sure it is specific to what you are purchasing.

DON’T:

- Purchase your items based on specific projects.
- forget to add as much documentation to your purchases as possible;
  - IE; quotes, Formal Bids, RFP’s or Contracts
DON’T GET FRUSTRATED!!!! Taking the time to purchase goods and services that comply with NYS Laws and Local Procurement Policies is the law and will save many headaches when audited.

QUESTIONS???

COMMENTS!!!
Planning for Emergencies Using OGS Contracts

NYS Forum Presentation
Agenda

• Welcome & introductions
• Overview of OGS Procurement Services
• What is an emergency
• What is not an emergency
• Procurements to help you plan for emergency response
• IT Procurement Options
• 1122 Program
• HIRE Contract
• Conclusion
Who We Are & What We Do
Overview of OGS Procurement Services

We are the state’s central procurement office responsible for establishing and managing contracts for goods and services needed by government entities across New York.
Imagine the possibilities

- With more than 7,600 registered authorized users in NYS, there are many opportunities for SDVOB businesses.
- Get the complete list of eligible organizations at [www.nyspro.ogs.ny.gov/content/using-ogs-centralized-contracts-0](http://www.nyspro.ogs.ny.gov/content/using-ogs-centralized-contracts-0)
OGS As A Partner

• OGS is committed to increasing customer participation in the procurement process.
• It’s all about the customer.
• Let’s build a partnership.

We want to understand:
• What your experience has been
• What the barriers to participation are
• How we can work together
What Is An Emergency?

- Formally declared emergency
- Naturally occurring or man-made
- Threat to public safety
- Threat to public property
- Threat to public health
- Unexpected activity
What Is Not An Emergency?

- Failure to plan
- Strategic Shift
- Policy shift
- Incidents which threaten non essential operations
- Non-emergencies should be planned for to mitigate organizational continuity concerns
Types of Emergencies

- Physical plant emergencies
- Road and safety emergencies
- Threat emergencies
- Prolonged widespread natural or man made disasters
- Threatens public health
Procurements to Help You Plan for Emergency Response
Planning Strategies

- Scenario-based Strategies
- Replacement-based strategies (IT especially)
- In place readiness strategy
- Just-in-time strategy
- Communication and financial strategies
- Practice and consultation
How Does Procurement Fit In?

- Agency specific contracts take too long to execute during an emergency.
- OGS contracts can help you be very responsive, but you have to plan.
- Every procurement you do should be part of a plan for emergency management. You can even include emergency services in your scopes and PO terms. Sample language: “Municipality reserves the right to purchase additional ____ at the same price for 6 months or a year, and vendor guarantees ____ turnaround time.”
Caution: Plan Ahead!

• Emergencies can happen anytime, anywhere.
• Conduct a business impact analysis to identify critical business functions and test your business systems.
• Examine ways to prevent hazards and reduce risks.
• Revisit periodically to update and continuously improve.
Contracts That Will Help You Plan for and Respond:

- Emergency specific
  - HIRE
  - 1122

- Contracts for general use and emergency planning for IT
  - HBITS, PBITS, Umbrella, & Distributor

- Physical Contracts
  - Industrial Supplies
  - Heavy Equipment Rental
  - Food
  - Fuels
  - Security
  - Pharmaceuticals
IT Procurement Options
IT Disaster Recovery Plan

- All government organizations manage large volumes of electronic information or data.
- Plan ahead to be able to restore hardware, applications, and data.
- This plan should be developed in conjunction with a business continuity plan.
- Priorities and recovery time objectives should be developed during the business impact analysis.
- Learn how to develop your own plan at https://www.ready.gov/business/implementation/IT.
Consider the Following…

• Computer room environment
• Hardware
  – Networks, servers, desktops/laptops, wireless devices
• Connectivity to a service provider
  – Fiber, cable, wireless
• Software applications
  – Electronic data interchange, electronic mail, enterprise resource management, office productivity
• Data and restoration
• How to provide key electronic services to customers
• Disaster Recovery/Business Continuity
IT Procurement Options

The vehicles for procuring IT hardware, software, cloud, and consulting services has changed – you have more options than ever before!
PBITS: Contract Overview

It’s broken into lots based on project size.

- Lot 1 is for MWBE and small businesses.
- Lot 3 includes higher insurance requirements.
PBITS: How To Use For Emergency Planning

Projects Included:

• Tech. architecture advisory services
• Business analysis
• Proprietary software application development/customization, programming and integration
• Data information management (migration, conversion, manipulation, integration)
• Project management support services
• Data categorization
• Implementation of free, open-source software (like Drupal)

Projects Not Included:

• Staff for data entry services
• Hardware and software maintenance and support
• Prepackaged training courses
• eLearning
• Buying equipment or off-the-shelf software
• Non-consulting services such as network provisioning, voice services, or video bridging
• Cloud based or “as a service” offerings, including, but not limited to SaaS, IaaS, PaaS, and XaaS
Manufacturer Based IT Umbrella Contract

What is this used for?

• The IT Umbrella gives contract users the ability to buy IT products and the professional services needed to install and operate those products, including cloud services.

• They can buy from one or more of the lots and group the purchases into a single transaction with the same manufacture.
Umbrella: How to Use This Contract For Emergency Planning?

• Request for quotes (RFQ) are used to get pricing from Manufacturers on contract and their approved resellers.
• It is flexible so that future lots may be added for new technologies as they become commercially available.
• You can get a team of experts to implement products and train staff for up to 36 months.
Distributor Based IT Umbrella and how to use it for Emergency Planning

What is this used for?

• With this contract you can buy hardware and software not included on the Manufacturer Based IT Umbrella contract.
• Multiple distributors will be awarded contracts creating competition.
• Awards are published and continued evaluation is in process.
1122 Program
1122 Public Safety Purchasing Program

- The ability to purchase equipment for counter-drug, homeland security, and emergency response activities from federal sources.
- **Eligible organizations:** fire & police departments, medical emergency responders, public works departments, & emergency services
- **How to enroll:** Visit [www.nyspro.ogs.ny.gov/content/1122-public-safety-purchasing-program](http://www.nyspro.ogs.ny.gov/content/1122-public-safety-purchasing-program) to learn how to get certified to make purchases.
- Currently, this is only available to non-state entities.
- OGS is coordinating with OSC for State agencies to utilize the 1122 program.
1122 Public Safety Purchasing Program

What You Can Buy

• Police training products
• Field clothes, boots
• Target systems
• Communications equipment
• Cameras
• Generators
• Etc.

The Benefits

• Increased savings
• More variety
• Easy purchasing
• One point of contact
1122 Public Safety Purchasing Program

Each purchase made through this program must be approved by the Statewide Point of Contact (SPOC).

- Use the online catalog to decide what to purchase. Make sure to obtain all necessary internal approvals.
- Complete a purchase authorization request form. Use the GSA and DA/DLA ordering procedures to guide you.
- Submit your request to OGS. In most cases it will be reviewed within three business days.
- Once approved, follow your standard purchasing procedures. When you receive the order, make sure to inspect items.
- Process payment using your standard procedures.
- Complete Form 1122C and submit it to OGS within 30 days of your purchase.
HIRE Contract
HIRE: The Hazardous Incident Response Equipment Contract

• Includes all types of hazardous equipment like decontamination showers, protective gear, and air quality test kits.

• 45 contractors, manufacturers, and authorized distributors available.

• Find more information online at www.ogs.ny.gov/purchase/spg/awards/3823222872CAN.HTM
Conclusion
OGS Procurement Services Website

https://nyspro.ogs.ny.gov/content/resources-emergencies
Heavy Equipment, Road Salt & Vehicle Contracts

Heavy Equipment (National Joint Powers Alliance Piggybacks)

Road Salt, Treated Salt, Emergency Standby Salt

Road Salt, Treated Salt and Emergency

Gasoline and E-85

Gasoline and E-85

Passenger Vehicle Rental

Fleet Management Services

Trucks, Medium Duty (Class 5, 6, and 7 Chassis Cab Type with Various Bodies)

Automotive Parts and Supplies, Filters, Truck Parts, and Plow Parts

Diesel Fuel, Ultra-Low Sulfur, and Bio-Diesel

Public Health Contracts

Weightlifting, Treadmills, Stair Climbers, Exercise Bikes, Gym Mats and Other Items

Medical and Laboratory Supplies and Equipment: Basic Chemicals, Basic Biological Materials

Medical and Laboratory Supplies and Equipment

Diagnostic Imaging Equipment

Automated External Defibrillators (AEDs)

Advanced Scientific Equipment/Instruments

MN Multistate (MMCAP) Influenza Vaccine (Sanofi Pasteur)

MN Multistate (MMCAP) Influenza Vaccine (FFF Enterprises)

Pharmaceutical Prime Vendor (Cardinal)

Pharmaceuticals (Individual Prescriptions)
Coming Soon

- Emergency planning website to be rolled out early 2017
- We will send you an email when the new website is launched.
Got IT Procurement Questions?

Project Based IT Services Contacts

- Buyers: pbits.authorizedusers@ogs.ny.gov
- Businesses: ITSPProcurement@ogs.ny.gov

Manufacturer IT Umbrella Contacts

- Buyers: mfrumbrella.authorizedusers@ogs.ny.gov
- Businesses: PS_SW_ITF@ogs.ny.gov

Distributor IT Umbrella Contacts

- Buyers: SSTTechnology@ogs.ny.gov
- Businesses: SSTTechnology@ogs.ny.gov
We are here to help!

Contact us today
(518) 474-6717
customer.services@ogs.ny.gov

Make sure to check out our website at www.nyspro.ogs.ny.gov!
Future Training Topics

Questions and Examples