




Enterprise Technology Services  
1 N University Drive, Suite 4300A • Plantation, Florida 33324 • 954-357-8500 • FAX 954-357-5601

**DATE:** 06/12/2020

**TO:** Brenda J. Billingsley, Director  
Purchasing Division

**THROUGH:** Howell Herring, Chief Information Officer  
Enterprise Technology Services

**HOWELL  
HERRING**

 Digitally signed by HOWELL  
HERRING Date: 2020.06.12  
15:52:35 -04'00'

**FROM:** Keith A. Wolf, Information Systems Administrator, Infrastructure Services Group  
Enterprise Technology Services

 Digitally signed by KEITH WOLF  
Date: 2020.06.12 15:44:57  
-04'00'

**SUBJECT:** Request for  Sole Source  Sole Brand  Both (Check the applicable box)

**Citrix Systems Inc., Software Licenses, Subscriptions, and Citrix branded hardware as Sole Brand**

*Broward County Procurement Code, Section 21.54.c, "the Board must approve standardizations over the award authority of the Director of Purchasing, and Section 21.43, a contract for supplies or services of more than five years must have the express consent of the Board."*

This memorandum outlines a need for providing Sole Brand designation of Citrix Systems Inc. Software Licensing, Subscriptions, Support, and Citrix branded hardware in use on an Enterprise level by Broward County Agencies. Enterprise Technology Services requests to have Citrix Systems Inc., a registered entity in the State of Florida, with the corporate headquarters based in Broward County as the Sole Brand provider of Software Licensing, Support, Subscriptions, and Citrix branded hardware residing on Workstations, Laptops and other devices serving County operations and associated services of related to product offerings.

This Sole Brand designation is for procurement of standardized Citrix offerings through a commodities-based contract. Multiple Agencies throughout the County utilize various procurement vehicles to obtain Citrix services and equipment. The Enterprise Technology Services Division is seeking to create a consolidated Enterprise wide procurement vehicle with an estimated expenditure of \$1,297,000 over a three-year term. ETS advocates for Board approval on a Motion to standardize the Citrix product line recognizing the long-term use and continued use of this highly integrated product.

The Enterprise Technology Services Division, Water and Wastewater Services Division, and the Office of Regional Emergency Services & Communications rely on Citrix product to provide a secure connection for various services. Citrix is a market leader in portal-based delivery of applications to external entities who have a need to access County network resources. Citrix technology displays the highly secure <https://Browardemployee.org> to staff from the outside for paystubs, email, and access to additional internal applications. Delivery of these services use a Citrix Application Delivery Controller. For Teleworking employees, Citrix Virtual Private Network (VPN) became the standard for access to the County network using a private encrypted tunnel via the Internet from isolated locations. Citrix Desktop products deployed in the Water and Wastewater services Division allows staff the use of one workstation functioning as two (physical and virtual) for simultaneous access to the Broward County network and the specialized water and sewer Utility network. This same technology provides the Regional Public Safety network a secured environment for use by Law enforcement across the various cities.

This Sole Brand request serves to provide protection of the investment in Citrix Systems. Broward County utilizes the Citrix line of product to integrate services into their business processing. As a widely recognized leader in this market space, the County has relied on Citrix products since 2008.

The Sole Brand request for the various Citrix product line of software, support and branded hardware covers the following products including any new releases, updates, or value add subscription enhancements (*including changes in the names of these products resulting from a product upgrade, or inclusion into a branded suite of product*):

Product	Description	Reason for Standardization
Citrix Workspace	A subset of applications serving virtual instances of desktop and application delivery.	Heavily relied upon by Regional Communication Services in the Public Safety network and Water and Wastewater Services. The product allows the Agency to securely present internal services to outside entities. For Water and Wastewater Services, staff eliminated dual workstations on each desk by using a physical workstation for the County network and a virtual instance for applications access on the Utility network.
Workspace and Application Delivery	Hardware Appliances allow the delivery of secure employee portals where software applications provide employees access from outside of the County network.	This technology is in use for items such as PeopleSoft Employee Self-Service, Paystub delivery, Browardemployee.org. Unique Agency applications are available to staff consistently in the field with a need to access working applications from a constituent site or field site. This appliance continues to serve the Virtual Private Network access required for general use of network resources in a secured connection outside of the County network.
Citrix Support Plans	Support services include factory direct product support, consulting services, training, and onboarding services for new technology.	Citrix is a Sole provider of support plans and licensing renewals. Reseller participation is extremely limited and sold through only via special arrangements directly with Citrix. Best practices utilize direct Engineering support services with the manufacture where issues escalate up to the design teams, no other source can provide this level of detailed support.

Thank you for your prompt attention to this matter. If you have any questions, please contact Keith A. Wolf at 954-357-5918 or via email at [kawolf@broward.org](mailto:kawolf@broward.org).

**\*\* DO NOT WRITE BELOW THIS LINE. FOR PURCHASING DIVISION USE ONLY**

I, Nicole Kelley, concur with the above request, which has been examined by me, and the required due diligence has been performed (See Procurement Code Section 21.34 Sole Source Procurement, and 21.35 Sole Brand Procurement).

Date: 7/29/2020

Estimated Amount: \$ 1,297,000 over a 3-year term

- |  |                                       |
|--|---------------------------------------|
| <input type="checkbox"/> Only one source                     | <input type="checkbox"/> Sole Brand   |
| <input type="checkbox"/> Only one reasonable source Rejected | <input type="checkbox"/> RFI Attached |
| <input type="checkbox"/> See additional information          |                                       |

Additional Information:

Purchasing Agent finds the request to standardize the Citrix Systems suite of products and services prudent and reasonable. Citrix Systems Inc. has delivered value in past performance and reliability to Broward County across all agencies and divisions. Brand standardization of Citrix Systems serves to protect the County's considerable investment since 2008. This PA recommends approval of the Sole Brand / Standardization request.

EXHIBITS: (Attach Supporting Documentation)

Recommend review of this product within the 5-year period to determine if this product continues to be the best product for Broward County.

**NICOLE  
KELLEY** Digitally signed by  
NICOLE KELLEY  
Date: 2020.07.29  
15:17:57 -04'00'

Nicole Kelley Purchasing  
Agent

**BRENDA  
BILLINGSLEY** Digitally signed by  
BRENDA BILLINGSLEY  
Date: 2020.08.28  
11:42:00 -04'00'

Brenda J. Billingsley Director,  
Purchasing Division Award  
Authority

**DAVID  
CLEMENTE** Digitally signed by  
DAVID CLEMENTE  
Date: 2020.08.13  
16:03:44 -04'00'

David Clemente  
Purchasing Manager