

CF OPERATING PROCEDURE  
NO. 50-9

STATE OF FLORIDA  
DEPARTMENT OF  
CHILDREN AND FAMILIES  
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Systems Management

POLICY ON PROCUREMENT OF INFORMATION TECHNOLOGY RESOURCES

This operating procedure establishes the Department of Children and Families (Department) policy for the acquiring information technology (IT) resources and outlines the authorization process, including management of cyber supply chain risks.

BY DIRECTION OF THE SECRETARY:

*(Signed copy on file)*

COLE SOUSA  
Chief Information Officer

SUMMARY OF REVISED, DELETED, OR ADDED MATERIAL

August 16, 2024: The annual review and revision completed, which includes the Department's establishment of a uniform cybersecurity chain risk management policy per Chapter 4.

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## Chapter 1

## GENERAL

1-1. Purpose. This operating procedure tells you how to obtain information technology resources.

1-2. Scope. This operating procedure is applicable to all Department staff responsible for requesting IT resources, regardless of cost, supplier, or procurement method.

1-3. Background.

a. [Chapter 282](#), Florida Statutes, makes each agency Chief Information Officer (CIO) responsible for “developing and implementing agency information resource management policies, procedures, and standards, including specific policies and procedures for review and approval of the agency’s purchases of information technology resources.”

b. The Information Technology Governance Board (ITGB), which includes the CIO, will review and approve the allocation of major statewide information system resources, approve IT-related operating procedures, and set statewide office automation standards.

c. Information Technology Resources are data and word processing hardware, software, services, supplies, contracted personnel, facilities, maintenance and training. The cost of such resources is the total price paid regardless of the type of purchase or payment schedule. When information technology resources are acquired as gifts or on loan, the cost basis is considered to be the fair market value.

1-4. Definitions.

a. Cyber Supply Chain Risk Management (SCRM). The process by which the Department will identify assess, and provide requirements for third parties to ensure information security per 60GG-2.002(6).

b. Information Technology Governance Board (ITGB). Serves as the governance body for the Department’s information technology function and sets policies for managing the Department’s IT resources.

c. Information Technology (IT) resources. Equipment, data or word processing hardware, software, programs, services, supplies, contracted personnel, facilities, network, infrastructure, maintenance, or technology-related training.

d. Non-standard IT resources. Resources that are not identified as current agency standard in [CFOP 50-7](#).

e. Standard IT resources. Resources that are identified as current agency standard in [CFOP 50-7](#).

f. Subject Matter Expert (SME). A member of the Department workforce who has the expertise to determine the appropriate oversight for third-party agreements.

g. Technology Standards Board (TSB). A workgroup comprised of IT staff, program office staff, and IT managers charged with review of statewide office automation standards.

h. Total Cost. Cost of all resources for an IT initiative, including both non-recurring and recurring costs for hardware, software, personnel, infrastructure, facilities and any other costs necessary to implement and function for the first two years, as well as costs of region IT support (installation, on-going support, and/or training). The cost is the total price paid regardless of how the purchase is made or how long it takes to pay for it. If IT resources are acquired as gifts or on loan, use the fair market value to determine the cost.

i. Working Capital Trust Fund (WCTF). A funding source used when Information Technology Services makes purchases for customers. The actual dollars are in the customer's budget, and the funds are transferred into the WCTF to pay for the purchases.

Chapter 2

ACQUIRING INFORMATION TECHNOLOGY RESOURCES

2-1. Purpose. This chapter outlines procedures for review and approval of IT resource procurements and other requirements based on allocation of IT operational resources, level of effort, project priorities, and funding sources.

2-2. Threshold for Review.

a. The Secretary must review and approve any non-competitive IT procurements regardless of anticipated contract value.

b. The ITGB will publish criteria to establish which projects or major acquisitions will require their review and approval.

(1) Exception: Emergency purchases acquired in accordance with [Chapter 9, paragraph 4.b of CFOP 75-2](#) for any amount do not require ITGB review regardless of amount.

(2) The ITGB must (re-)review and (re-)approve projects or major acquisitions if:

| There is...  | AND the change...   |
|--|---|
| an increase in total cost of a project/procurement | causes the total cost to exceed the initial threshold for review.     |
| a change in project scope                          | results in substantive changes to specifications or project schedule. |

(3) You may not divide acquisition costs (such as multiple elements of hardware, software, telecommunications and/or data processing services needed for a single project) into multiple procurements in order to avoid review.

c. You must submit a decision memo for any IT acquisition that exceeds the thresholds specified for CIO or Region Administrator in current delegation letters.

d. Refer to the charts in Chapter 3 to determine who must review and approve the acquisition of IT resources before initiating the ITGB process via Smartsheet, [Executive Governance Council New Project Request](#) form (henceforth known as the EGC Request).

2-3. ITGB Approval Process.

a. If the ITGB must review and approve your request, you must submit an EGC Request at least two weeks before the ITGB scheduled meeting to allow sufficient time for board members to review the proposal.

(1) The following table describes the required sections and content. If any section does not apply to a specific project, include the topic and indicate "N/A" under the topic heading.

| Section                 | Content  |
|-------------------------|--|
| Executive Summary       | 1-page overview that provides description, justification, total cost, and major milestones.  |
| Functional Requirements | <ul style="list-style-type: none"> <li>• Business need.</li> <li>• How the IT resources will support the Department’s strategic or operational plan.</li> <li>• Proposed changes to business process.</li> <li>• Impact to existing system, staff, stakeholders, and existing processes.</li> </ul>  |
| Funding and Benefits    | <ul style="list-style-type: none"> <li>• Total cost of acquisition(s) through first two(2) years of operation/use.</li> <li>• Source(s) of funding. Itemized list of funds by source. If funds provided via legislative appropriation, provide documentation of legislative intent and amount appropriated. If funds include federal fund participation (FFP), provide proof of any federal prior approvals required.</li> <li>• Benefits (tangible, with anticipated savings, cost avoidance, or revenue generation, and/or intangible).</li> <li>• Cost Benefit Analysis (CBA).</li> </ul> |
| Acquisition Method      | <p>Process for acquiring resources (such as RFQ, ITB, single source).</p> <p>If any portion of the acquisition will be single source, include reason why competitive acquisition cannot be used.</p>   |
| Technical Requirements  | <ul style="list-style-type: none"> <li>• Estimated project duration including major milestones.</li> <li>• Estimate of IT resources required and anticipated cost to develop and implement.</li> <li>• Estimated operational cost of first two (2) years.</li> <li>• Capacity analysis.</li> <li>• Results of TSB review of resource requirements, cost estimates, and conformation to established standards if required, including supply chain risk management scoring, refer to Chapter 4.</li> </ul>   |

(2) Information Technology Services Strategic Planning and Performance (ITSSP) staff will provide support and technical assistance to ensure that the proposal sent to the ITGB for review is complete.

(3) If required by the ITGB, an oral presentation describing the proposed project or acquisition must be given at the meeting. Appropriate support staff from the requesting office must be available to discuss budget, technical and procurement issues.

(4) After review of the written proposal (and the oral presentation, if required), the ITGB will approve, disapprove, or request specific modifications before approval.

(5) Following ITGB review, you must submit a decision memo for any proposed non-competitive contracts or for any acquisitions that exceed delegation limits, as required in paragraphs 2-2 a and c.

b. If the acquisition or project requires any federal prior approvals, ITS Strategic Planning staff will assist you with the submission of the appropriate documentation.

c. Once all prior approvals have been received—decision memo, ITGB, and/or any necessary federal prior approvals—Information Technology Services Administrative Services (ITSAS) staff will coordinate review and approval of all procurement documents with contract management and/or legal staff; obtain approvals required by the Department of Management Services, Division of State Purchasing; and will handle the actual purchase if the funds are in WCTF. You must include proof of prior approval(s) (if necessary), any other required documentation, and a copy of any procurement document(s) that will be used to obtain the IT resources.

**Important:** DO NOT OBTAIN ANY VENDOR SIGNATURES.

Chapter 3

EXECUTIVE GOVERNANCE COUNCIL PROJECT REQUESTS

3-1. Purpose. This chapter provides instructions for developing and approving requests for purchase of IT resources.

3-2. Executive Governance Council New Project Request (EGC Request) Process

a. Initiate. You must use the Department’s integrated document platform to obtain approval to acquire IT resources, regardless of cost, before purchase requisitions, direct orders, contracts, or any other method of acquisition are executed. The type and cost of resources determines the final level of EGC Request approval in each area.

b. Approval Routes.

(1) Each requesting entity may establish internal approval routes to be used for that entity. The approval routes must also meet the criteria identified in the “Approval Routes and Thresholds” table for final (see paragraph 3-3 below) and be approved by the appropriate authority shown in the table below:

| Approval Route Requestor        | Approval Route Authority  |
|---------------------------------|---|
| Central Office                  | <ul style="list-style-type: none"> <li>• Staff Director,</li> <li>• Assistant Secretary,</li> <li style="padding-left: 20px;">or</li> <li>• Deputy Secretary</li> </ul> |
| Information Technology Services | Chief Information Officer   |

(2) All EGC Requests, regardless of threshold amount or type of IT purchase, must have local technical, budget, and appropriate office head approval before requesting any final approval.

Note: Some internal approvers may be the same as final approvers.

(3) The following table contains the minimum internal approvers.

| EGC Request Origination               | Internal Budget Approval             | Internal Technical Approval | Office Approval   |
|---------------------------------------|--------------------------------------|-----------------------------|---|
| Central Office (CO)                   | Appropriate office budget authority  | CO IT Manager               | <ul style="list-style-type: none"> <li>• Program Office Director,</li> <li>• Assistant Secretary, or</li> <li>• Deputy Secretary</li> </ul> |
| Information Technology Services (ITS) | ITS Administrative Services Director | ITS IT Manager              | CIO   |



3-3. Approval Routes and Thresholds. The following tables give the final approval needed by type of resource and threshold amount, as well as any additional requirement for approval.

Note: Refer to [CFOP 50-7](#) for current IT resource standards.

a. Workstations (laptops or desktops). The EGC Request must include a vendor quote that contains configuration, warranty type, and length of warranty.

| Threshold Amount | EGC Request Origination         | Final Budget Approval Level          | Final Technical Approval Level   | Final Overall Approval Level |
|------------------|---------------------------------|--------------------------------------|----------------------------------|------------------------------|
| Any amount       | Central Office                  | DCF Comptroller                      | ITS Production Services Director | CIO                          |
|                  | Information Technology Services | ITS Administrative Services Director |                                  |                              |
|                  | Institution                     | Institution Budget Director          |                                  |                              |

b. Standard Hardware/Software Other Than Workstations.

| Threshold Amount  | EGC Request Origination         | Final Budget Approval Level          | Final Technical Approval Level   | Final Overall Approval Level   |
|-------------------|---------------------------------|--------------------------------------|----------------------------------|--|
| under \$500,000   | Central Office                  | DCF Comptroller                      | CO IT Manager                    | <ul style="list-style-type: none"> <li>• Staff Director,</li> <li>• Assistant Secretary, or</li> <li>• Deputy Secretary</li> </ul> |
|                   | Information Technology Services | ITS Administrative Services Director | ITS Production Services Director | CIO  |
| \$500,000 or more | All areas                       | DCF Chief Financial Officer          | ITS Production Services Director | CIO  |

c. Non-Standard Hardware/Software Resources or No Standard Exists. Any hardware or software not specified as a Department standard in [CFOP 50-7](#) requires TSB review and approval before final authorization of EGC Request.

| Threshold Amount | EGC Request Origination         | Final Budget Approval Level          | Final Technical Approval Level   | Final Approval Level |
|------------------|---------------------------------|--------------------------------------|----------------------------------|----------------------|
| Any amount       | Central Office                  | DCF Comptroller                      | ITS Production Services Director | CIO                  |
|                  | Information Technology Services | ITS Administrative Services Director |                                  |                      |

d. IT Services. IT services include staffing augmentation, consulting, or performance of IT-related functions through a contractual relationship (such as print services hardware or software maintenance).

| Threshold Amount | EGC Request Origination         | Final Budget Approval Level          | Final Technical Approval Level  | Final Approval Level |
|------------------|---------------------------------|--------------------------------------|---|----------------------|
| Any amount       | Central Office                  | DCF Comptroller                      | <ul style="list-style-type: none"> <li>ITS Production Services Director or</li> <li>ITS Systems Development and Maintenance Director</li> </ul> | CIO                  |
|                  | Information Technology Services | ITS Administrative Services Director |   |                      |

e. Data Center Connection and/or Major System Impact.

| Threshold Amount | EGC Request Origination | Final Budget Approval Level          | Final Technical Approval Level   | Final Approval Level |
|------------------|-------------------------|--------------------------------------|----------------------------------|----------------------|
| Any amount       | All areas               | ITS Administrative Services Director | ITS Production Services Director | CIO                  |

f. Provider Acquisitions.

| Threshold Amount | EGC Request Origination | Final Budget Approval Level                 | Final Technical Approval Level | Final Approval Level |
|------------------|-------------------------|---|--------------------------------|----------------------|
| Any amount       | Circuit/Region          | Appropriate Circuit/Region Budget Authority | Region IT Manager              | Region Administrator |

g. Additional Requirements.

(1) You may need TSB review (refer to Chapter 2, above) and a SCRM scoring (refer to Chapter 4) before you submit an EGC Request.

(2) You must provide an approved decision memo before you submit an EGC Request if the amount exceeds delegated approval limits.

(3) You must submit proof of any required federal prior approval(s) if any funding source(s) identified in the EGC Request includes federal financial participation.

(4) If you change an EGC Request after approval, you must re-submit the EGC Request for review. The re-submitted EGC Request will be processed as if it were an original submission.

(5) EGC Requests having a statewide impact (major system initiatives) will require approval by the ICB.

h. Reviews. The ITGB may set standards for review of completed IT resource acquisitions. Region, institution, and/or ITS staff may be required to perform periodic audits to ensure that standards and procedures are being followed. Reports will be forwarded to the ITGB for review and corrective action, if requested.

## Chapter 4

## CYBER SUPPLY CHAIN RISK MANAGEMENT

4-1. Purpose. This chapter establishes the Department's cyber supply chain risk management (SCRM) process, which promotes IT resources' availability, integrity, and confidentiality by assessing and providing oversight of third parties per 60GG-2.002(6). This process involves procurement efforts, subject matter experts (SMEs), and the Department Information Security Manager to facilitate appropriate oversight.

4-2. Authority.

- a. Section 282.318, Florida Statutes (F.S.), 'State Cybersecurity Act.'
- b. Chapter 60GG-2, Florida Administrative Code (F.A.C.), 'Florida Cybersecurity Standards.'

4-3. Statement of Policy. The Department will plan and coordinate vendor reviews and oversight of security-related activities affecting Department applications per the roles and responsibilities described herein.

- a. DCF Contract Manager for each contract will:
  - (1) Determine the appropriate cybersecurity controls for each contract in collaboration with SMEs.
  - (2) Conduct audits and other control efforts specified within each contract.
  - (3) Submit SCRM security scoring requests to the OITS Security staff via the DCF Statewide Ticketing System.
- b. Procurement staff will oversee and coordinate contract language requirements.
- c. OITS Security staff, which includes but is not limited to the DCF Information Security Manager or delegate, will:
  - (1) Evaluate contract vendors using SCRM factors based on best practices, industry standards, and available IT resources.
  - (2) Shall review each new or amended procurement proposal that requires a security rating score before ITGB approval, excluding acquisitions described per [Chapter 9, paragraph 4.b of CFOP 75-2](#).
  - (3) Communicate the SCRM scoring results to the DCF Contract Manager within (x) calendar days from the date of receiving the request, including but not limited to details of scoring criteria and actionable security compliance benchmarks.
  - (4) Acceptable security rating scores are a B or higher. Security rating scores less than B shall be mitigated until scoring reaches an acceptable range.