

VENDOR UPDATE

CLAIMS COMMITTEE MEETING MARCH 9, 2016
BOARD OF GOVERNORS MEETING MARCH 16, 2016

EXECUTIVE SUMMARY

Contractor Repair Services

Citizens' Claims Department is seeking to augment its current service offerings available to its policyholders through the facilitation of a contractor network. This program will provide policyholders with licensed and credentialed contractors capable of providing Emergency Services and Contractor Repair Services. This program will be offered to Citizens Policyholders with qualifying claims on a voluntary basis. Citizens intends to offer the program to residential and commercial Policyholders who file eligible claims at the first notice of loss, but these Services may also be available during later periods of the claim lifecycle after an adjuster has been assigned.

Citizens received 21,406 non-catastrophe claims in 2015, with 12,314 representing non-weather water claims. Florida has not experienced a catastrophe in the past nine years and as such, Citizens anticipates that the foregoing claims figures could increase drastically in a catastrophic event.

Citizens will utilize the pricing set forth with estimating software to determine the cost of the emergency and repair services and leverage its own credentialing system to support the credentialing and assignment process for Contractor Repair Services.

Citizens issued an Invitation to Negotiate (ITN) 15-0011, for Contractor Repair Services in September, 2015. Responses were received and evaluated by an Evaluation Committee. Negotiations were held with four (4) finalists. The Negotiation Committee recommended one (1) Vendor for contract award. The Vendor is:

Contractor Connection

The draft contract has a five (5) year base term with two (2) optional 2 year renewals.

RECOMMENDATION

Staff recommends that Citizens' Claims Committee approve and recommend the Board to:

- a) Approve the recommended award and resulting contact, including renewal periods for Contractor Repair Services, ITN-0011 to Contractor Connection;
- b) Authorize staff to take any appropriate or necessary action consistent with this Action Item; and
- c) Approve this Action Item not to exceed \$15,000,000.

ACTION ITEMClaims Committee Meeting March 9, 2016
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CONTRACT ID:	Contractor Repair Services ITN 15-0011 RECOMMENDED VENDOR: CONTRACTOR CONNECTION
BUDGETED ITEM:	Yes. Funding for this contract is included in the 2016 Annual Operating Budget and is paid under Indemnity.
CONTRACT AMOUNT:	Estimated at \$15,000,000 for the life of the contract, including renewal terms.
PURPOSE / SCOPE:	<p>Citizens' Claims Department seeks to augment its current service offerings available to its policyholders through the facilitation of a contractor network. This program will provide policyholders with licensed and credentialed contractors capable of providing Emergency Services and Contractor Repair Services. In order to achieve the most efficient and effective method of accomplishing this, Citizens intends to contract with a third party administrator that will provide services which will meet the needs of the policyholders. This program will be voluntary to all policyholders with eligible claims.</p> <p>Citizens intends to contract with a single Vendor who will be responsible for providing access to and maintaining a statewide network of licensed and credentialed Contractors capable of supporting the needs of the entire Contractor Repair Services Program and providing Administrative Services for services provided through its Contractor network.</p> <p>By leveraging an Administrator, all Contractors within the State can apply to join the network based on the Administrator's rules of engagement.</p>
CONTRACT TERM(S):	The contract is anticipated to have a five (5) year base term with one (2) optional 2-year renewals.
PROCUREMENT METHOD:	Citizens issued an Invitation to Negotiate (ITN) 15-0011 for Contractor Repair Services. Responses were received and evaluated by an Evaluation Committee. Negotiations were held with a Negotiation Committee. The Negotiation Committee recommended award to one (1) Vendor on February 24, 2016, Contractor Connection.
RECOMMENDATION:	<p>Staff recommends that Citizens' Claims Committee approve and recommend the Board to:</p> <ul style="list-style-type: none">a) Approve the recommended award and resulting contact, including renewal periods for Contractor Repair Services, ITN-0011 to Contractor Connection;b) Authorize staff to take any appropriate or necessary actions consistent with this Action Item; andc) Approve this Action Item not to exceed \$15,000,000.
CONTACTS:	Jay Adams, Chief of Claims LaTrice S. Grier, Assistant Director of Claims Vendor Relationship Management



**NOTICE OF INTENT TO AWARD
INVITATION TO NEGOTIATE NO. 15-0011
FOR
CONTRACTOR REPAIR SERVICES PROGRAM**

Wednesday, February 24, 2016

As to the above-mentioned competitive procurement, Citizens Property Insurance Corporation ("Citizens") intends to award a contract to the following Vendor:

- Contractor Connection