

ACTION ITEM

CONTRACT ID:	SERVICE LEVEL AGREEMENT – FLORIDA MARKET ASSISTANCE PLAN
BUDGETED ITEM:	N/A
CONTRACT AMOUNT:	N/A
PURPOSE / SCOPE:	The Service Level Agreement requires Board approval. The Amended Plan of Operations provides that the Board may enter into a Service Level Agreement with Citizens Property Insurance Corporation. The agreement provides for the services and items that Citizens is to provide to FMAP and sets forth how Citizens is to be compensated.
CONTRACT TERM(S):	N/A
PROCUREMENT METHOD:	N/A
RECOMMENDATION:	Citizens' staff recommends that the FMAP Board of Governors approve: a) The Service Level Agreement; Citizens, either through the use of its own personnel or through leveraging its existing contracts, will carry out the day-to-day operations of FMAP including the administration of any FMAP Service Programs set forth in the FMAP Plan of Operation or otherwise approved by the FMAP Board of Governors, in accordance with Section 627.3515, Florida Statutes.
CONTACTS	Steve Bitar, Chief of Consumer Agent Services