

**ACTION ITEM**Claims Committee Meeting March 9, 2016  
Board of Governors Meeting March 16, 2016

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<b>CONTRACT ID:</b>	<b>Contractor Repair Services</b> <b>ITN 15-0011</b> <b>RECOMMENDED VENDOR: CONTRACTOR CONNECTION</b>
<b>BUDGETED ITEM:</b>	Yes. Funding for this contract is included in the 2016 Annual Operating Budget and is paid under Indemnity.
<b>CONTRACT AMOUNT:</b>	Estimated at \$15,000,000 for the life of the contract, including renewal terms.
<b>PURPOSE / SCOPE:</b>	<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>
<b>CONTRACT TERM(S):</b>	The contract is anticipated to have a five (5) year base term with two (2) optional 2-year renewals.
<b>PROCUREMENT METHOD:</b>	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.
<b>RECOMMENDATION:</b>	<p>Citizens' Claims Committee approved and recommends the Board of Governors to:</p> <ul style="list-style-type: none"><li>a) Approve the recommended award and resulting contact, including renewal periods for Contractor Repair Services, ITN 15-0011 to Contractor Connection;</li><li>b) Authorize staff to take any appropriate or necessary actions consistent with this Action Item; and</li><li>c) Approve this Action Item not to exceed \$15,000,000.</li></ul>
<b>CONTACTS:</b>	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