

# Executive Summary

FMAP Board of Governors Meeting, December 16, 2020

## FMAP Enhancements

### Topic

Citizens' staff is requesting approval to purchase professional and staff augmentation services to assist Citizens with the design or implementation of upgrades to the FMAP website platform and enhancements to the website's functionality and user experience. This contracting approval is requested for purchases through the list of contracts specified in the Action Item, which includes certain existing Citizens-procured contracts as well as Alternate Contract Sources approved by the State of Florida Department of Management Services. At the time of expenditure, Citizens' staff will select the approved contract that provides the best value and meets the business needs of Citizens.

### History

The FMAP website ([www.fmap.org](http://www.fmap.org)) was created in the early 2000s and was last updated in 2012. The website assists consumers in finding agents who may be able to offer them a personal residential policy with a licensed, private insurer in Florida, and allows licensed agents to register to receive inquiries (leads) from consumers seeking a personal residential policy.

From **2016-2019**, a total of 36,910 consumer requests for coverage were received. Of those, **4,843 consumers** (13%) were placed into the private market, with over **\$1.1 billion in exposure** being diverted from Citizens.

The website also helps with consumers seeking coverage for commercial, boat or aircraft risks.

We have developed and will be deploying enhancements to the initial landing page, which promotes the features and benefits of the program. But, because we have not upgraded the operational aspects of the platform since 2012, some operational risks have emerged, including incompatibility with modern web browsers and mobile devices and compliance with web accessibility standards. Eliminating these risks will allow us to enhance the features and performance of the website, all with the goal of matching consumers to insurance coverage outside of Citizens.

These improvements include:

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CONSUMERS	AGENTS & INSURERS*	FMAP STAFF
<p>Ability to create an account online and register property information; login to see updates</p> <p>Ability to be matched with agents who can provide coverage</p> <p>More user-friendly design and intuitive functionality to enable consumers to register themselves, and also reduce calls/costs to the FMAP vendor</p> <p>Automatic history log for all users and all transactions</p> <p>System has ability to pull in property information and pre-fill into request after address is entered (similar to PIWEST)</p>	<p>Ability to login to account and utilize the system to be matched with consumers</p> <p>Ability to register, edit, and remove search criteria; ability to export search results into an Excel spreadsheet</p> <p>Automatic history log for all users and all transactions</p> <p>System automatically verifies agent eligibility via DFS - active license and eligible appointments</p> <p>Ability to track quote resolution</p> <p><small>*Current functionality does not allow for insurers to register or utilize the system.</small></p>	<p>Ability to login to account and utilize the system to assist consumers, agents, and insurers</p> <p>Integration into Guidewire to confirm that agent does not write policy into CPIC (similar to current Audit Report)</p> <p>Automatic history log for all users and all transactions</p> <p>Ability to track quote resolution</p> <p>Ability to make notes and comment on consumer, agent, and insurer accounts</p> <p>Ability to suspend/terminate agents and insurers as needed, and withdraw/close consumer accounts as requested</p> <p>Ability to report on all transactions and provide Annual report</p>

Implementing these changes will provide for a better user experience for consumers and agents. It will also provide insurers an entry point into the program and help FMAP staff to better support the program.

This Action Item requests contracting approval not to exceed \$100,000 for professional and staff augmentation services to assist Citizens with the design or implementation of these changes. This approval is requested for the list of contracts specified within the Action Item for services within the next two (2) years. These contracts are existing Citizens-procured contracts and Alternative Contract Sources approved by the State of Florida Department of Management Services.

## Recommendation

Staff recommends that the FMAP Board of Governors:

- a) Authorize Citizens staff to contract with any of the contract sources identified (FMAP Enhancements) in this Action Item for services within the next two (2) years for an amount not to exceed \$100,000, as set forth in this Action Item; and
- b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.

# ACTION ITEM

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|--|--|
| <input checked="" type="checkbox"/> <b>Contract – New</b>              | <input type="checkbox"/> <b>Committee or Board Minutes</b> |
| <input type="checkbox"/> <b>Contract – Amendment of Contract Terms</b> | <input type="checkbox"/> <b>Product Changes</b>            |
| <input type="checkbox"/> <b>Contract – Additional Spend</b>            | <input type="checkbox"/> <b>Other _____</b>                |

<b>Contract ID</b>	<p><b>FMAP Enhancements</b></p> <p>Citizens staff is initiating upgrades to the FMAP website platform and enhancements to the website’s functionality and user experience. In the event Citizens requires vendor assistance to design or implement the upgrades and enhancements, contracting approval in an amount not to exceed \$100,000, as further described herein, is requested of the FMAP Board of Governors for professional and staff augmentation services that are available under existing Citizens-procured contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services.</p> <p><u>Citizens-Procured Contracts</u></p> <ul style="list-style-type: none"> <li>• 15-15-0019-01 through 15-15-0019-24 Contingent Staffing Services, having a term of December 21, 2015 – December 20, 2020, with five 1-year renewals</li> </ul> <p><u>Alternate Contract Sources approved by the State of Florida Department of Management Services</u></p> <p>Note that the following contract vehicles have varying end dates as described below, which may be extended by the lead contracting entity.</p> <ul style="list-style-type: none"> <li>• 252-GSA Schedule 70 Information Technology Equipment, Software, and Services</li> <li>• 43230000-NASPO-16-ACS Cloud Solutions – September 30, 2026</li> <li>• 43210000-US-16-ACS Technology Products, Services, Solutions - April 30, 2021, with two 1-year renewal options</li> <li>• 43230000-NASPO-16-ACS-SVAR Software Value Added Reseller (SVAR) - April 7, 2021, with up to 3-years of renewals available</li> </ul>
<b>Budgeted Item</b>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Funding for the requested professional and staff augmentation services in an amount not to exceed \$100,000 is included in the 2021 budget request being submitted to the FMAP Board at its December 2020 meeting.</p>
<b>Procurement Method</b>	<p>As described under the Contract ID section earlier in this Action Item and consistent with Citizens’ Purchasing Policy, expenditures hereunder shall be made utilizing Citizens-procured contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services. Citizens’ Purchasing Policy approved by the Citizens Board authorizes Citizens to utilize Alternate Contract Sources approved by the State of Florida Department of Management Services.</p>

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<b>Contract Amount</b>	Expenditures for professional and staff augmentation services (which includes contingent workers) will utilize one or more of the Citizens-procured contracts and Alternate Contract Sources approved by the State of Florida Department of Management Services as set forth in the Contract ID section and not to exceed \$100,000. At the time of expenditure, Citizens' staff will select the contract identified in this Action Item that best meets the business needs of Citizens.
<b>Contract Term(s)</b>	<ul style="list-style-type: none"><li>• Citizens' Contingent Staffing Services Contracts have a term of December 21, 2015 – December 20, 2020, with five 1-year renewals</li><li>• Alternate Contract Sources approved by the State of Florida Department of Management Services have varying terms as described in the Contract ID section above</li></ul> <p>Citizens is requesting approval to contract for services provided within the next two years.</p>
<b>Purpose/Scope</b>	<p>This Action Item seeks FMAP Board of Governor approval to purchase professional and staff augmentation services to assist Citizens with the design or implementation of upgrades to the FMAP website platform and enhancements to the website's functionality and user experience.</p> <p>From 2016-2019, a total of 36,910 consumer requests for coverage were received. Of those, 4,843 consumers (13%) were placed into the private market, with over \$1.1 billion in exposure being diverted from Citizens.</p> <p>The FMAP website was last updated in 2012. It assists consumers in finding agents who may be able to offer them a personal residential policy with a licensed, private insurer in Florida, and allows licensed agents to register to receive inquiries (leads) from consumers seeking a personal residential policy.</p> <p>Because we have not upgraded the website platform since 2012, some operational risks have emerged, including incompatibility with modern web browsers and mobile devices and compliance with web accessibility standards. Eliminating these risks will allow us to enhance the features and performance of the website, all with the goal of matching consumers to insurance coverage outside of Citizens.</p> <p>The enhancements to the user experience will include functionality such as the ability for the consumer to create an account online, register property information, and login to see updates; for agents and insurers, the ability to track quote resolution; and, for FMAP staff, the ability to utilize the system to assist consumers, agents, and insurers and the ability to report on all transactions.</p>
<b>Recommendation</b>	<p>Staff recommends that the FMAP Board of Governors:</p> <ul style="list-style-type: none"><li>a) Authorize Citizens staff to contract with any of the contract sources (FMAP Enhancements) identified in this Action Item for services within the next two (2) years for an amount not to exceed \$100,000, as set forth in this Action Item;</li></ul>

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	b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.
<b>CONTACTS</b>	Kelly Booten, Chief Operating Officer Carl Rockman, VP Agency & Market Services Stephen Guth, VP Enterprise Services