



**ADDENDUM NO.: 1**

**INVITATION TO NEGOTIATE NO.: 18-0038  
BUSINESS PROCESS OUTSOURCING – UNDERWRITING PRODUCTION SERVICES  
9/20/2018**

Citizens Property Insurance Corporation (Citizens) hereby formally amends the above referenced solicitation. The purpose of this Addendum is to answer questions received from Vendor(s) prior to the deadline in Paragraph 1.9, Calendar of Events and to amend the ITN as identified below.

**Solicitation Changes:**

1. Citizens hereby amends the ITN by revising Attachment J – Draft Agreement. Exhibits A, B, and C, were inadvertently omitted from the original Attachment J – Draft Agreement. **Attachment J – Draft Agreement Revised 9.14.18** replaces it in its entirety.

**ANSWERS TO QUESTIONS:**

1. ITN, Page 9 – Section 2.1 – Background – volume of activities. What percentage of new business submissions are bound (Apps to Bind Ratio)? What trends/difference do you see in Bind Ratio for Automated New Business submissions versus regular submissions?

*Answer: For Personal Lines, approximately 78% of new submissions are our bound. Citizens' manuals define when an agent has binding authority based on the submission type. For Commercial Lines, agents do not have binding authority.*

2. ITN, Page 9 – Section 2.1 – Background – Average Processing Time. Are you able to provide processing SLA's by different intake channels? Or are these average SLA's across multi channels and which channels are involved in the intake process?

*Answer: All Activities within PolicyCenter are initiated by our agents. SLA scoring and methodology for Personal Lines and Commercial Lines are contained within Quality Assurance Guidelines which are attached as exhibit C to Attachment J, (starting on page 39).*

3. Attachment J, Draft Agreement Section 3.2, Pg. 4 – Wanted to confirm that for the Activity based processing mentioned in Page 9, vendor resources are expected to have training and access to Guidewire Policy Center to access their activity queue and this will not be an automated process?

*Answer: Training for PolicyCenter will be provided. All activities are assigned and will take place in PolicyCenter. Vendors will need to access their Activity within their Activity queue.*

4. Attachment J, Draft Agreement Section 3.1.1, Pg. 3 – Is there a voice response component (VOR) capability that is in consideration and scope of the project for the policy management and underwriting lifecycle? If yes, is it possible to use the capability offshore?

*Answer: No, there is not a voice response component in consideration or scope of this ITN.*

5. Attachment J, Draft Agreement Section 3.1.1, Pg. 3 – How many interactions with external third parties take place in the underwriting workflow for New business and renewals processing? (For example, ordering of CLUE reports, MVR etc.) and are these automated actions managed by Policy Center or is it up to the users discretion to decide when to order these reports?

*Answer: Interaction with the following third parties are currently automated within PolicyCenter: General Inspections; Mobile Home Tie Down Inspections; and Loss History Reports. These interaction are managed through PolicyCenter.*

6. ITN, Page 9 – Section 2.1 – Background – 4 vendors are currently providing the services. Does Citizens anticipate this number will be reduced, increased, or will remain the same?

*Answer: Citizens will make a decision on the number of vendors needed based on our then current needs which can vary, depending upon the work we are looking to outsource. The Negotiation Team will determine the best value to Citizens, which includes the number of Vendors to recommend for award, during the Negotiation Process.*

7. ITN, Page 9 – Section 2.1 – Background – By what date does Citizens expect the new service provider or providers to commence service delivery??

*Answer: The existing contract is set to expire by September, 2019. Following contract award and contract execution, Citizens will discuss with those awarded as primary and contingent vendors, if and when, any work will commence, along with any transition plans, as applicable.*

8. Attachment J, Draft Agreement Section 3.2.2, Pg. 4 - What is the preferred method of network connectivity to access Citizens' application environment? (Example: MPLS, IPsec VPN, Internet)?

*Answer: The preferred method of network connectivity is Citrix. PolicyCenter is accessible via the Internet.*

9. Attachment J, Draft Agreement Section 3.2.2, Pg. 4 - What per-user bandwidth requirements for PolicyCenter (or other required applications) should be factored into the sizing?

*Answer: There are no minimum per user bandwidth requirements.*

10. Whether companies from Outside USA can apply for this? (like, from India or Canada)

*Answer: Written permission by Citizens contract manager, which may not be granted, is required for Services by Vendor or Vendor staff outside of the United States. As stated in the draft contract, Section 16.7, "Except as permitted in writing by Citizens' Contract Manager or designee, Vendor and Vendor Staff are prohibited from: (a) performing any Services outside of the United States; or, (b) sending, transmitting, or accessing any Citizens Confidential Information outside of the United States."*

11. Whether we need to come over there for meetings?

*Answer: No.*

12. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

*Answer: Please refer to question #10 with regard to offshore/on shore issues.*

13. Can we submit the proposals via email?

*Answer: No. Per Sections 3.4 and 3.5 of the ITN, Replies must be submitted to the physical address on the cover of the ITN and must be on an Original CD as well as a Redacted Copy (as applicable) on a separate CD. Paper copies are not requested.*

14. Section 2.1 Operations Details provided are at an activity level. Are there sub activities within PL and CL? Are process maps for high-level workflow and/or Desk Top procedures available for each activity / sub activities? Can these be shared?

*Answer: There may be sub-activities needed to complete a request such as a policy change to update policy information. We have training modules and procedures for daily activities*

*and sub activities and will be available to awarded Vendors following contract execution.*

15. What is the total training duration for each sub activity? Is there pre-defined certification process in place? Does the available training content and documentation need any changes before it is put to use for future training?

*Answer: No pre-defined certification process is currently in place. Training modules are available for various activities and the duration varies with each module. These will be made available following contract execution.*

16. What is the preferred training model during transition - onsite/ remote? Will the current supplier assume responsibility of training the new supplier of Citizens will be directly involved?

*Answer: Training may be conducted in various forms, with portions being either self-study, webinar or onsite based on the complexity of the work being outsourced. Please refer to Section 4. in the Draft contract. Current Vendors have no obligation or responsibility for training of, or assistance to, an incoming replacement Vendor.*

17. There are two volume sets available which have high variance. Clarification required on whether the volumes shared are monthly or annual?

*Answer: Volumes of Activities set forth in Section 2.1 are based on the annual volume of January 1<sup>st</sup>, 2017 through December 31<sup>st</sup>, 2017.*

18. Is there any historical volume distribution data and AHT for each activity/sub activity mentioned above (if applicable)

*Answer: Volumes for Activities types are set forth in 2.1 of the ITN. Average processing times for each Activity is also outlined.*

19. What is the frequency of IT system batch run and system updates and upgrades carried out currently?

*Answer: Batch process at Citizens are on a daily basis. Minor software releases typically occur once a month and major releases once per quarter.*

20. What is the time window for system availability (U.S. standard time). Is onshore IT support available during non U.S. operating hours?

*Answer: Citizens' system availability and onshore IT support is 24x7 with the exception of scheduled maintenance windows which are normally Wednesday 6pm-12am and Friday 6pm-12am ET.*

21. In the current structure, do the teams operate in multiple shifts? If yes, what are the shift timings?

*Answer: Citizens Underwriting team business hours of operation are 8 am to 5 pm Eastern Standard Time, Monday through Friday.*

22. How is work allocated to frontline resources? Is there any workflow tool available to allocate work and track status of the transactions? (please share additional sources of work extraction apart from Policy Center)

*Answer: PolicyCenter will allocate all Activities to vendors. Vendors are required to monitor their Activities assigned.*

23. What is the frequency of work upload? (daily, hourly etc.) Are there any cut offs Or does work flow regularly?

*Answer: The work flows are uploaded regularly and continuously into PolicyCenter. There are no specific cut off times.*

24. What is the handoff % for transactions needing clarifications from other teams based onshore?

*Answer: Please see answer to question #10 above.*

25. In case of a handoff to the UW or an internal department for additional information, what is the defined process to manage the work?

*Answer: If a handoff to Citizens is warranted, Citizens will manage the work from there.*

26. Does processing require calling customers/ other departments for information? Does the current procedure require handoff between a back office processor and voice resource?

*Answer: At times calling an agent may be beneficial to complete an Activity verses sending an Activity back to the agent to answer a question.*

27. Will solution require the need to include Mailroom? If yes what is the corresponding volume of physical mail?

*Answer: Mailroom services are within the purpose of this solicitation.*

28. What are the systems used for processing? Are there any plans to migrate to new platform that will alter the work structure?

*Answer: All Activities will be in PolicyCenter. A major PolicyCenter upgrade (v9) is currently underway with a scheduled completion of approximately September of 2019. There are no plans to migrate to a new platform.*

29. How are request being sent to customer for any additional/ missing information? Does system have capability to create diaries? What is the percentage of missing information?

*Answer: A request for additional information is sent to Citizens' agents through PolicyCenter. Notes are also available in PolicyCenter. The percent of missing information for New Business Automated Processing is 5% and New Business is 52%.*

30. Does system have capability to generate report on as and when basis in addition to the month end report that Citizens will provide?

*Answer: Reporting will be generated by Citizens on a weekly and monthly basis. Real-time review of each queue receiving work can be monitored by Vendor leadership.*

31. Do we have any system checks / controls that pend the cases post the supplier has tagged the policy as complete (batch run errors)?

*Answer: Yes there are system checks in place and batch run errors can be run as necessary.*

32. While the SLA targets for quality is 95%, the scoring methodology needs to be outlined. Please provide a brief on the current quality framework used at Citizen.

*Answer: Please see answer to question #2 above.*

33. What is the SLA target for TAT/Time Service? Are those transactions that are referred for clarification excluded from TAT calculations?

*Answer: Cycle times are from beginning to end as listed in the ITN - Attachment J. Items needing clarification are included in the cycle time.*

34. Need understanding on TAT definition (what does it mean by average of all Activities within the month)

*Answer: We use the average cycle time based on the total of Activities per month.*

35. Cancellation AHT for CL is lower than PL, is this by nature of work? Please share some historical data for AHT performance.

*Answer: This is an average based on research involved for Personal Lines and Commercial Lines. Historical data for 2017 is provided in Section 2.1 of the ITN.*

36. In the current operating environment, what is the activity level TAT and quality performance and if there have been challenges in meeting the specified SLA levels consistently?

*Answer: Please see answer to question #35 above. Current Vendor quality performance has not been an issue. SLA's may be affected by the seasonality of our work.*

37. Apart from the SLA specified, are there any other metrics that are critical to business and are tracked and reported - Handoff, clarifications, incorrect routing, re-work etc.?

*Answer: All current SLA's are contained within Attachment J. Vendor may propose additional SLA's within their Reply to Attachment H, Vendor Questionnaire.*

38. Are there any defined reverse SLAs / TAT specified for transactions needing to be referred back onshore for clarifications?

*Answer: Please see answer to question #10 above.*

39. Are there any existing / known operating challenges pertaining to this work being done that requires design change while in the transition / knowledge transfer stage?

*Answer: No.*

40. What are the existing roles and spans that Citizens expects its suppliers to maintain as part of the operating team structure?

*Answer: Please see Section 3.7 and 3.8 (including exhibits A and B) of the draft contract.*

41. What is the current location of the operations and staffing split. Is there an opportunity to seed staff currently servicing Citizens offshore?

*Answer: Please see answer to question #10 above.*

42. What is the BCP model that is currently in place? Is there any specific requirement that Citizens currently has with the existing suppliers that needs to be outlined?

*Answer: See Section 17.1 of the draft contract.*

43. Is the segregated historical volume available on new business process- Unbound and Sinkholes & other processes (min 2 years of daily/monthly data)? If so, please share the same to understand impact on staffing.

*Answer: For sinkhole, 434 applications were received for the calendar year 2017, the remainder were unbound.*

44. While section 2.1 of ITN document mentions that there will be no volume guarantee, will there be any directive volume forecast provided, Or any base committed volume?

*Answer: There will be no minimum or maximum work guaranteed. For the purpose of operational planning, Citizens will gain understanding of Vendor's capacity annually and will have further discussions based on forecasted volumes that are expected to be outsourced.*

45. What is the expected shift coverage (# of hours) and work days?

*Answer: Citizens core operational hours for 8am to 5pm Eastern Standard Time. Monday through Friday. We offer a flexible schedules for start and end times.*

46. The volume provided in section 2.1 in INS 18 document-is it for entire 2017 (January - December) or for limited months?

*Answer: January 1, 2017 through December 31, 2017.*

47. Is there an existing backlog that new vendor is expected to process? If yes, please provide details.

*Answer: No, vendors are be provided current work Assignments once they go live.*

48. Is there any voice component in any of these processes? If yes, please share the relevant details on inbound, outbound calls and expected AHT & call volume

*Answer: As referenced in Section 3.1.1.6, there may be correspondence needed via telephone calls related to the Services being provided. Citizens anticipates this need to be minimal and only as a means to receive further clarification on the work being processed. This would be strictly as an outbound call to an agent.*

49. Are the current teams at Vendor location cross trained? If yes, what is the percentage of cross training in 2 or more processes

*Answer: Citizens does not delegate how vendors allocate their staff. We provide training on all aspects of our work. Each vendor decides on how the work is handled by their team.*

50. What is the channel of communication for new business, policy changes/endorsements, cancellations and reinstatements?

*Answer: All Activities are communicated through PolicyCenter.*

51. Do new business applications (PL and CL) have standardized forms? Is the information electronically filled or handwritten? What is the split of this information?

*Answer: All forms and applications are standard and are electronic for the agents. Agents submit via PolicyCenter. There are rare instances when a handwritten note appears on a scanned document following signature by the policyholder.*

52. How is the information in the remediation documents for sinkhole repairs collected? Is it electronically filled or handwritten? What is the split of this information?

*Answer: Please see answer to question #51 above.*

53. What is the mode of communication when seeking additional information for New Business and New Business Automated Processing?

*Answer: Additional information is sought through an Activity generated to the agent.*

54. What are the three biggest business challenges that Citizens faces currently? Which of these 3 challenges are likely to be addressed through Automation and to what degree?

*Answer: The scope of work related to this solicitation is to secure vendors for the purpose of processing Underwriting work and is not seeking any specific solution for automating our current work. The solution Citizens has in place today contains the capability to automate the work already. For a description of New Business Automated Processing, please refer to Section 3.1.1.2 in the Draft contract.*

55. What are the top 3 things that Citizens would look for in its automation partner?

*Answer: Please see answer to question #54 above.*

56. What are the key considerations in the sequencing of processes that are selected for automation? Can you share high level KPIs/SLAs for the processes in scope, if available

*Answer: Please see answer to question #54 above.*

57. Do you expect any multi-lingual capabilities from the RPA product / solution? If yes, please specify the language detail along with volume contribution?

*Answer: Please see answer to question #54 above.*

58. Can you provide a high level application architecture diagram /System landscape?

*Answer: Please see answer to question #54 above.*

59. Are the tasks/processes performed centrally in one location or in multiple locations? What is the current delivery location of vendors from where in-scope processes are operated?
- Answer: Citizens and partner Vendors perform the tasks/processes at their business locations that are located throughout the United States.*
60. Is there a need to capture and process unstructured data (Text, Image, etc.) by the RPA tool?
- Answer: Please see answer to question #54 above.*
61. What is the mode of input of information? Manual data entry, using OCR to extract information or auto data feed or a combination?
- Answer: Please see answer to question #54 above.*
62. What is the preferred choice of robotics platform? Is there an existing engagement with any provider?
- Answer: Please see answer to question #54 above.*
63. Can Citizens share their current Strategy and roadmap for transformation?
- Answer: Please see answer to question #54 above.*
64. Can Citizens share their current methodology / approach to automation
- Answer: Please see answer to question #54 above.*
65. What is Citizens' current lifecycle duration (Analysis – build – test – live)
- Answer: Please see answer to question #54 above.*
66. Can Citizens advise whether their current program is RPA only, or includes other levers such as Lean, Agile, AI, OCR, Voice, Digital
- Answer: Please see answer to question #54 above.*
67. What other major transformation programs are ongoing that could also impact target processes?
- Answer: Please see answer to question #54 above.*
68. What key metrics do Citizens use to measure success?
- Answer: All key metrics associated with this solicitation are outlined in the Draft contract under Section 5.4.1.*
69. Is there a process/list of processes which has/have been identified as prime candidate for robotics considering the Straight-Through transactions and/or complexity?
- Answer: Please see answer to question #54 above.*
70. Is there an application (provided/supported by 3rd party service provider) in scope which restricts usage of their application by another 3rd party or restricts access through a BOT? & Does the license/usage agreement of such application restricts extending usage to supplier or a BOT?
- Answer: Please see answer to question #54 above.*
71. Is there an in scope 3rd party service provider which requires real-time RSA token based login? E.g.: Financial/banking websites often issue hardware tokens which generates real-time random key for login.
- Answer: Please see answer to question #54 above.*
72. Apart from the available off-the-shelf RPA tools/platform is Citizens open to have bespoke proprietary solutions created on our own RPA framework which may run independently outside of Citizen's preferred RPA platform or augment the RPA solution for rapid delivery.
- Answer: Please see answer to question #54 above.*

**73.** Is there an Extraction engine already in place for Optical Character Recognition (OCR) technology and any extraction of data from forms being done in any of the automation already deployed?

*Answer: Please see answer to question #54 above.*

**74.** Are there known compliance and regulatory requirements which could pose a challenge to this delivery mode of being a mix of onshore and offshore?

*Answer: Please see answers to questions #10 and #54 above.*

**75.** Please elaborate the intended Business & process matrices to be impacted as part of this transformational initiative. E.g. Efficiency, SLA, Accuracy etc.

*Answer: Please see answer to question #54 above.*

**76.** Do you intend to automate any processes that use third party systems?

*Answer: Please see answer to question #54 above.*

**77.** How many third party/offshore suppliers do you currently have that have processes suitable for automation.

*Answer: Please see answers to questions #10 and #54 above.*

**78.** Is there an initial target list of areas to implement Automation? Either by function, location process type or any other criteria?

*Answer: Please see answer to question #54 above.*

**79.** Do your development team have autonomy and end to end delivery authority? E.g. the capability to run AGILE?

*Answer: Please see answer to question #54 above.*

**80.** Can you confirm what areas of RPA you currently provide versus what is out-sourced? How do you see this responsibility shifting in the near and mid future?

*Answer: Please see answer to question #54 above.*

**81.** What monitoring is currently in place for your processes in Production? Do you believe it is effective and well controlled in production?

*Answer: Please see answer to question #54 above.*

**82.** Are there any in-flight programs or initiatives that may impact your RPA program? E.g. compliance/regulatory programs or large infrastructure changes?

*Answer: Please see answer to question #54 above.*

**83.** What are your ambitions/views on cost value ratio for this program of spend to benefits?

*Answer: Please see answer to question #54 above.*

**84.** Do you have any preference in terms of commercial model for this engagement from transformation / automation perspective?

*Answer: Please see answer to question #54 above.*

**85.** Please provide us with a list of your current digital and RPA initiatives being pursued and expected completion timelines

*Answer: Please see answer to question #54 above.*

**86.** What is the transformation Strategy & Roadmap?

*Answer: Please see answer to question #54 above.*

87. What are the Transformation Levers – Automation / Robotics etc.?

*Answer: Please see answer to question #54 above.*

88. Has there been any initiative done in the past, in reduce the end to end time taken?

*Answer: Please see answer to question #54 above.*

89. Are there any automations / robotics or any other improvement/transformation that has been identified?

*Answer: Please see answer to question #54 above.*

90. What are the kind of gains expected / planned based on various initiatives?

*Answer: Please see answer to question #54 above.*

91. What is the extent / percentage of handwritten or digital information in new business submission documents?

*Answer: Please see answer to question #51 above.*

92. What %age of volume is handed-off to Onshore?

*Answer: Please see answer to question #10 above.*

93. What is the process followed for hand-off to onshore?

*Answer: Please see answer to question #10 above.*

94. How is the correspondence done on changes made to the policy?

*Answer: If changes are made during the underwriting process, a notice of policy change is issued to the agent via PolicyCenter by the underwriter. For policy changes, a new declaration page is automatically issued.*

95. Will the process or any part thereof involve the collection of a premium or insurance charge? In other words, will EXL employees be communicating (including by voice, email or mail) with insureds to collect a premium or insurance charge on behalf of the insurer? If a premium or insurance charge is to be collected by EXL employees, please explain in detail how the premium or insurance charge will be collected by EXL employees and whether or not EXL will hold such funds on behalf of the insurer.

*Answer: Citizens Billing Center will handle all collections of funds. This will not be the responsibility of our Vendors.*

96. Will the process or any part thereof involve the adjustment or settlement of any claims? In other words, will EXL employees adjust or settle claims on behalf of the insurer? If a claim is adjusted or settled is adjusted, please explain in detail.

*Answer: Citizens Claims department handles all claim adjusting via ClaimCenter. This will not be the responsibility of Vendors with this procurement.*

97. Will the process or any part thereof involve direct or indirect underwriting? Generally, “underwriting” means, but is not limited to, “the acceptance of employer or individual applications for coverage of individuals in accordance with the written rules of the insurer or self-funded plan; the overall planning and coordinating of a benefits program.” As such, will EXL employees underwrite, directly or indirectly, on behalf of the insurer? If EXL employees will underwrite, directly or indirectly, on behalf of the insurer, please explain how so in detail.

*Answer: This solicitation is for Business Process Outsourcing – Underwriting Production Services. Please refer to section 3 of the draft contract.*

98. Will any accounts for residents of New Mexico be included in the process or any part thereof? If so, please indicate whether EXL employees will make any management or discretionary decisions (i.e.

subjective decisions) on behalf of the insurer or plan as opposed to actions that are merely rule-based (i.e. objective criteria that do not require judgment calls).

*Answer: This solicitation is for Business Process Outsourcing – Underwriting Production Services. Although Citizens is a statutorily created entity serving the property owners within the state of Florida, the property owners can reside anywhere in the world, including New Mexico.*

- 99.** Is this generally a “back-office” process, a voice process or a combination of both? In other words, will EXL employees be engaging solely in back-office activities (accounting, data entry, etc.) on behalf of the insurer and/or will EXL employees be communicating directly with insured’s? Please explain in detail.

*Answer: All the Activities and Services requested for BPO are contained within the ITN and its exhibits.*

- 100.** Please provide the exact location(s) where the process is to be migrated:

*Answer: Citizens is unsure to the question in regards to the term “migrated”. Please see the answer to question #10 above.*

- 101.** What are the various parameters used Quality Assurance process for all LOBs and quality assurance guidelines?

*Answer: Please see answer to #32 above.*

- 102.** Citizens has requested vendors to provide the per activity rate under “Tab 1 - Price Sheet”. Do the vendors need to provide Year 1 rate or an average rate for 5 Years?

*Answer: Vendors should provide their Year 1 rates based on the scenario volumes provided on the Price Sheet for Year 1.*

- 103.** If a vendor deploy the tools & advancement to reduce the TCO for the Citizens, will vendor be eligible for any One time Charge for implementation etc. over & above the activity rate?

*Answer: All pricing needs to be set forth in the Price Sheet for Year 1 and must include all charges for Year 1 Services. See Attachment I – Price Sheet, Tab 1 instructions.*

- 104.** Under “Tab 2 - Additional Pricing”, Citizens has requested for Full pricing details attachments. What Level of details is expected from Vendor and is there a specific format for this?

*Answer: There is no format for this submission. The level of detail requested should include, as applicable, any one-time or recurring fees, volume discounts, optional features or services, assumptions, and any other information the Vendor feels may help Citizens understand its proposed additional pricing.*

- 105.** What is the quality audit sampling approach that is currently deployed w.r.t. offshore and onshore quality auditing (Is there an independent quality audit team)

*Answer: Please see answers to questions #10 and #32 above..*

- 106.** Any Technology or process change anticipated in near future or during the course of migration? If yes, what type of change it will be and what will be impact on the process?

*Answer: A PolicyCenter upgrade (V9) is currently underway with a scheduled completion of approximately September of 2019.*

- 107.** Are there any proprietary tools/applications that are owned by vendors?

*Answer: Citizens is not aware of a current Vendor using proprietary tools or applications to perform these Services.*

108. Are there any client developed macros/templates etc.? If yes, will it be handed over to EXL?

*Answer: No, Citizens is not aware of any client developed macros/templates, etc.*

109. Supplier understands that all the business applications and LoB systems that are required for delivering underwriting support services will be provisioned by Citizen through their Citrix / VDi based environment? Please confirm if this understanding is correct? If not, please specify the access provisioning method that will be put in place for this?

*Answer: Citrix is the environment used to access PolicyCenter to complete assigned work.*

110. For telecom bandwidth planning perspective, what is the per seat bandwidth that the Supplier needs to provision for accessing Citizen business applications and LoB systems?

*Answer: Calls are routed from Citizens' Interactive Voice Response (IVR) to a BPO vendor and requires a valid 10 digit local phone number. The BPO vendor handles calls via their own ACD system.*

111. Please share the location of Citizen Datacenter to which the supplier should establish the telecom connectivity for accessing the LoB systems and business applications?

*Answer: Telecom connectivity is through Citrix. See answer to #110 above.*

112. Will knowledge transfer be supported by existing vendors or by Citizens SMEs?

*Answer: All transfer of knowledge and training will be provided by Citizens. Please see answer to question #16 above.*

113. Is there any preference to prioritize the transitions of any LOB?

*Answer: This may be an option for Citizens to consider with Full Policy Management. Vendors are encouraged to include all advantageous solutions within their Reply to Attachment H.*

114. Is there any scope of rebadging of resources?

*Answer: No, this is out of scope for this ITN.*

115. What level of training materials are available. Are they detailed oriented at a key stroke level or it gives a view at macro level?

*Answer: Please see answer to question #15 above.*

**FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 627.351 (6)(e), F.S., CONSTITUTES A WAIVER OF PROCEEDINGS. SEE SECTION 4, GENERAL CONDITIONS, WITHIN THE SOLICITATION DOCUMENT FOR DETAILS REGARDING HOW AND WHERE TO FILE A PROTEST.**