



REQUEST FOR INFORMATION (RFI)

No. 17-0010

FOR

Check Printing Solutions

Refer ALL Inquiries to:

Leslie Williams, Procurement Officer
Purchasing Department
Citizens Property Insurance Corporation
2101 Maryland Circle
Tallahassee, Florida 32303
(850) 521-8321
Citizens.Purchasing@citizensfla.com

This is a Request for Information (RFI) issued by Citizens Property Insurance Corporation ("Citizens"). Citizens is seeking market information regarding potential Commercial Off-the-Shelf ("COTS") or Software as a Service ("SaaS") that may be used to print claims checks, return premium checks, and commission checks to our policyholders and agencies. See Section II. Purpose, Software Requirements for Check Printing Solutions for further details. It is Citizens desire to obtain information regarding a long-term solution that supports the needs of the enterprise Citizens' business units, vendor partners, insurance agents, and policyholders.

This RFI is a process useful in gathering information from the vendor community and is not a solicitation directly resulting in a contract, nor does it create any obligation on the part of Citizens. Citizens may use the information obtained through this RFI process in future sourcing for Check Printing Solutions. This information is sought for planning purposes only.

I. COMPANY HISTORY

In 2002, the Florida Legislature created Citizens, a not-for-profit governmental entity, whose public purpose is to provide insurance to applicants who are not able to purchase coverage in the private insurance market.

Citizens is governed by Section 627.351(6) Florida Statutes and operates pursuant to a Plan of Operations that is approved by the Financial Services Commission of the State of Florida. Citizens operations are supervised by a Board of Governors whose members are appointed by the Governor, Chief Financial Officer, President of the Senate, and Speaker of the House. Additional information about Citizens can be found at: <https://www.citizensfla.com/about-us>.

II. PURPOSE

The intent of this RFI is to gather information and identify potential Vendors experienced in providing check printing software for host applications Billing Center, ClaimCenter (Guidewire), and ePAS (Citizens). Currently, Citizens sends check details via a check file to our check processing system. Then, the check results are either printed directly to check printers or the check results are sent to Print Machine (Neopost) for printing and collation with other documents. These software programs are licensed by Citizens. Citizens has posed the questions in Attachment A, in an attempt to understand the services available and the level of maturity of the market.

SOFTWARE REQUIREMENTS FOR CHECK PRINTING SOLUTION(S)

The system may be a single product or multiple products that are integrated to provide the following features:

1. Support Citizens check processing for the host applications: BillingCenter and ClaimCenter (Guidewire) and ePAS (Citizens).
2. Check Template
 - A) Support the definition and maintenance of the multiple checks types with different formats.
 - B) Support the association of the check image based on check type.
 - C) Provide the ability to integrate Citizen's host data (provided via the check file) to the check image.
 - D) Support checks with one or more payees.
 - E) Support the definition and maintenance of multiple signature limits by check type.
 - F) Support automating signatures based on check amount or check type.
 - G) Support printing a combination signatures and/or signature line based on check type and amount.
 - H) Support data with long character strings.
 - I) Provide the ability to control MICR line placement.
 - J) Support intelligent address line spacing to prevent blank address data on the check.
 - K) Support postal address standards for foreign and domestic addresses.
 - L) Provide the ability to issue check numbers.

3. Check Processing

- A) Utilize check data, provided by Citizens through check files, to generate check output.
- B) Provide the ability to print: individual checks, checks in bulk, to local and server printers.
- C) Provide the ability to: uniquely identify each check run, reprocess a check run, and capture the identity of the user performing the check run.
- D) Produce a check register for each check run that contains a minimum of check number, date, payee and amount.
- E) Provide the ability to preview the check images prior to sending to printer or an external source.

4. External Integration

- A) Provide bi-directional integration to the check processing system via APIs.
- B) Support the receipt of check data through check files
- C) Provide the ability to export check image print stream for integration to an external print collation application (Print Machine). The exported check image shall be identical to the check image printed directly from the system.

5. Bank Accounts

- A) Ability to define and maintain bank account data.
- B) Ability to pay checks from multiple bank accounts based on check type.

6. Reporting

- A) Produce a user access report that identifies all users and their associated roles.
- B) Produce a report that identifies check runs for a specific date or range of dates that includes but is not limited to person initiating check run, checks printed, bank account, etc.
- C) Ability to define and maintain reports.
- D) Ability to store check output for archive purposes.
- E) Ability to view check images from prior check runs.

7. Access Control

- A) Ability to define user access and authority.
- B) Provide an administrative role to manage user access and authority.

As part of the RFI process, respondents may offer or be requested to provide an online or on-site demonstration. These demonstrations are optional and will be at no expense to Citizens.

III. CALENDAR OF EVENTS

Listed on the next page are the important events and dates for this RFI. Any change to this calendar, modifications to this RFI, or other important notices will be noted by the posting of an addendum on the purchasing section of Citizens' website: <https://www.citizensfla.com/solicitations>.

CALENDAR OF EVENTS	
Date	Event
May 23, 2017	RFI Released
May 24 – June 7, 2017	Response Acceptance Period*
June 12 – June 23, 2017	Requests for Additional Information

* In order to properly consider your Response, please submit on or before **June 7, 2017**.

IV. REQUESTED INFORMATION

Citizens has prepared specific questions regarding available services in an attempt to understand the services available and the level of maturity of the market. The questions are detailed in Attachment A to this RFI. In addition to the responses to the questions in Attachment A, Citizens invites comments, suggestions, innovative ideas, and other information regarding what makes your organization and services unique. You are urged to submit white papers, industry case studies, and web links to marketing information to support your responses or provide additional information.

V. RFI PROCESS

The RFI is a formal and open request to vendors for information concerning goods or services. By using this process to collect information, Citizens ensures that vendors responding to this RFI remain eligible for future contract opportunities. Responses to this RFI, including documentation, presentations, and meetings will not be considered offers and cannot be accepted by Citizens to form a binding contract with the vendor. A future sourcing for Check Printing Solutions may be conducted based upon the information received from this RFI. No direct advantage or disadvantage will be conferred by responding or not responding to this RFI.

The RFI will be conducted in overlapping phases as follows:

- RFI Released.** Once the RFI is released, Vendors can review Citizens' RFI document, compile a Response, and submit it to the Procurement Officer. Responses may be submitted immediately after the RFI is released and will be accepted through the end of the Response Acceptance Period listed in the Calendar of Events (see Section III for additional information). Vendors may contact Citizens' Procurement Officer for assistance or questions regarding the RFI at any time prior to the end of the Response Acceptance Period. "Response" is herein defined as all materials submitted by the Vendor pursuant to this RFI. All documents and information contained in Responses received by the Procurement Officer will be maintained by Citizens as a public record (see Section VIII for additional information).
- Response Acceptance Period.** The Response Acceptance Period begins upon receipt of a Response and continues until Citizens completes its review of the information provided. During this review, Citizens may identify vendors from whom clarification,

elaboration, or follow-up information would be beneficial to enhancing the overall information collected through this RFI. Vendors identified for clarification or elaborative follow up will be contacted by Citizens in the Requests for Additional Information Phase.

- **Requests for Additional Information.** Citizens may send Requests for Additional Information to vendors that submitted a Response. Citizens may request additional information through questions and answers or through scheduled meetings (including demonstrations) for the purpose of developing an enhanced understanding of market capabilities and product offerings. Meetings will be arranged by the Procurement Officer and may be conducted telephonically or in-person at a mutually agreeable location. Such meetings are completely voluntary, optional, and will be at no expense to Citizens.

Additional documents and information submitted by a vendor, including email correspondence and presentation materials, will be maintained by Citizens as a public record (see Section VIII).

Post RFI. After completion of the RFI process, Vendors should not seek to communicate with Citizens regarding this RFI. Citizens has a statutory obligation to avoid conflicts of interest, both actual and apparent. By avoiding related communications outside of this RFI the vendor protects their opportunity to be eligible for future contract award.

VI. RESPONSE FORMAT AND INSTRUCTIONS

This section describes the format in which the Responses are to be submitted.

- **Format of Response:** No specific format is required for a Response. In developing your Response, please respond directly to the questions in **Attachment A**. Citizens encourages Vendors to provide an executive summary or cover letter detailing the Vendor's capabilities and recommendations for meeting Citizens' needs for scalability, capability, reliability, and quality. Vendors are encouraged to provide additional information as appropriate to aid Citizens in its understanding its Response.
- **Instructions for Submission:** Vendors may submit Responses via email or compact disc (CD) to the Procurement Officer on the cover of this RFI. Citizens is unable to receive Response material via email if such material is provided using compressed file types (e.g., .zip) or if the total size of the email and attachment(s) is 10 megabytes (MB) or greater. Vendors that submit their Response via email will receive an acknowledgment message within one business day. Vendors that do not receive an acknowledgment should contact the Procurement Officer to confirm that their Response has been received. Responses should be clearly marked with the Vendor name, RFI number, and RFI title.
- **Redacted Copy of Response:** If Vendor claims trade secret protection from public record disclosure, they must submit with their Response one redacted version of their Response. The contents must be labeled "Redacted Response" and be void of any information the Vendor deems exempt from Florida's public record law.

VII. AMENDMENTS TO THE RFI

Citizens will post addenda, if any, to this RFI on the Citizens' website under the posted RFI number (<https://www.citizensfla.com/solicitations>).

VIII. CONFIDENTIAL, PROPRIETARY OR TRADE SECRET MATERIAL

By participating in this RFI process and submitting a Response, a Vendor acknowledges the requirements of the Florida Public Record laws found in Ch. 119, Florida Statutes and s. 24(a), Art. I of the Florida Constitution (the "Public Record Laws"), and agrees to the provisions set forth in this section. Citizens is a public entity subject to the Public Record Laws. All Responses and written communications regarding this solicitation become public records upon receipt by Citizens and therefore are subject to public disclosure. If a vendor asserts that any portion of its Response or written communication is exempt from disclosure under the Public Record Laws (a "Protected Record") then the Vendor MUST comply with the following process:

- Clearly identify each portion of its Protected Record(s) that it believes is statutorily protected from disclosure;
- Submit a separate electronic copy of Vendor's Response or written communication with only protected portions redacted; and
- Submit a separate redaction log that provides a specific statutory citation justifying each redaction.

If Vendor does not identify each portion of a Protected Record as specified herein, Citizens may produce Vendor's non-redacted copy in response to a public records request. If Vendor has complied with the provisions of this section by identifying certain documents are Vendor's Protected Record(s) and Citizens receives a public record request for a Protected Record, then Citizens will produce the redacted copy provided by Vendor in response to the public record request. In the event a party is seeking the non-redacted portion of Vendor's Response and Vendor continues to assert in good faith that Vendor's Protected Record(s) are confidential or exempt from disclosure or production pursuant to Chapter 119, Florida Statutes, then Vendor shall be solely responsible for defending its position, or seeking a judicial declaration.

Notwithstanding the provisions of this section, in accordance with Federal or State law, Citizens will comply with any court order or government agency directive to produce a Protected Record.

Citizens will not accept any material that requires a non-disclosure agreement.

END OF DOCUMENT