

**RFP 16-0007
ATTACHMENT J
WATER MITIGATION ESTIMATE
REVIEW PROGRAM SERVICES QUESTIONNAIRE**

Vendors should submit the answers to this Attachment J in TAB 2 of their response, answering all questions in narrative format. Except as noted, answers to each question should not exceed three pages in length (answers to bulleted questions should not exceed more than one page in length per bullet). The answers provided by Vendors will be evaluated as described in Section 3.7, Review and Evaluation Process. The maximum weighted values are indicated below. When responding to each question, Vendors should include any key features or services offered by Vendor that distinguish itself from other competitors in the industry.

SECTION I – BUSINESS CORPORATE QUALIFICATIONS						MAX 25 POINTS																																											
1. <u>References/Previously Similar Experience</u> : Provide the names, addresses and contact information for at least three clients that your firm or company has since 2013 provided water mitigation review services that are similar or the same as solicited under this RFP.						Up to 5																																											
2. <u>*Reporting Format/Quality</u> : Provide and describe samples of the following reports: <ul style="list-style-type: none"> • Water Mitigation Report for both commercial and residential • Mold Remediation Report for both commercial and residential • Time and Material Report for both commercial and residential Each of the above reports should include the following: (i) a line item estimate that provides a line-by-line comparison to the estimate under review, including identification of water/mold mitigation standard(s) supporting each deviation from the estimate under review; (ii) a narrative summary of pertinent water/mold mitigation standards, including those standards that support deviations from the estimate under review. Refer to Section 3.2 of Attachment H, Contract for Water Mitigation Estimate Review Program Contract, for more details.						Up to 10																																											
3. <u>Volume</u> : Provide the number of reports conducted by your firm for each year 2013-2015. Describe the services that were provided to the clients in these reports. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th colspan="2">Water Mitigation Report</th> <th colspan="2">Mold Remediation Report</th> <th colspan="2">Time and Material Report</th> </tr> <tr> <th>Year</th> <th>Commercial</th> <th>Residential</th> <th>Commercial</th> <th>Residential</th> <th>Commercial</th> <th>Residential</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2014</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2015</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>TOTAL</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>							Water Mitigation Report		Mold Remediation Report		Time and Material Report		Year	Commercial	Residential	Commercial	Residential	Commercial	Residential	2013							2014							2015							TOTAL							Up to 5	
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4. <u>Other Services/Value Add</u> : What other services or reports (analytic reports, summary reports,), can your firm provide that are not contemplated in this solicitation. Include pricing for each of the services or reports listed.						Up to 5																																											

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SECTION II – STAFF QUALIFICATIONS	MAX 15 POINTS
5. Please identify key personnel who will provide services under this contract and include any particularly relevant experience that will ensure superior services to Citizens.	Up to 5
6. Provide a fully completed Attachment L, Resource Industry Designations / Certifications Form with response.	Up to 10
SECTION III – QUALITY ASSURANCE	MAX 15 POINTS
7. Describe any training and education your firm requires or provides to staff performing estimate and report reviews	Up to 5
8. Describe the quality assurance processes, which may include: <ul style="list-style-type: none"> Quality review of data and/or reports before issuing to client Customer quality and/or service surveys Provide copies of your SLA and Performance Metrics for the clients referenced in Section I, question 1, if available. 	Up to 5
9. What are your standard response times for the following: <ul style="list-style-type: none"> Acceptance of Assignment Time to Produce Reports Time to Update, Modify or Amend reports 	Up to 5
SECTION IV – RESOLUTION SUPPORT SERVICES	MAX 10 POINTS
10. Resolution Support Services: When requested, Vendor must provide continuing support with respect to explaining and justifying its report findings, including providing oral and written responses to follow up correspondence from Citizens and third parties. Refer to Attachment H - Sections 3.4 & 8.2 of Contract. Describe how you will provide these Resolution Support Services, to include: <ul style="list-style-type: none"> Participating in oral and written correspondence during the process The experience and qualifications of personnel conducting these Resolution Support Services 	Up to 5

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<p>11. Additional Expert Analysis:</p> <p>When requested, Vendor must provide additional expert analysis through participation in litigation related matters, such as, but not limited to, participation in mediation, depositions or testifying in a court of law. Refer to Attachment H – Sections 3.4 & 8.2 of Contract.</p> <p>Describe, in detail, all services available to clients in the event testimony is requested by Citizens as it relates to Water Mitigation Estimate Review Services. Describe the experience and qualifications of personnel conducting these services.</p>	<p>Up to 5</p>
<p>SECTION V – NEGOTIATION SERVICES</p>	<p>MAX 5 POINTS</p>
<p>12. Describe the available Negotiation Services processes, to include:</p> <ul style="list-style-type: none"> • Oral and written correspondence during the process • Methods used to substantiate and document variances • Step by step process taken to reach an agreed settlement • Steps when negotiations do not produce desired results <p><i>Please note: In order to perform Negotiation Services, a staff reviewer must have an active Adjuster license as defined by the State of Florida Department of Financial Services. Please refer to Section 3.5 of Attachment H for further details.</i></p>	<p>Up to 5</p>

****The three page limit does not apply to the sample report requirements of question 2.***