



REQUEST FOR INFORMATION (RFI)
RFI No.: 15-0032
FOR
ASSUMPTION PROCESS ONLINE MARKETPLACE

Refer ALL Inquiries to:

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Purchasing Department
Citizens Property Insurance Corporation
2101 Maryland Circle
Tallahassee, Florida 32303
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This is a Request for Information (RFI) issued by Citizens Property Insurance Corporation ("Citizens"). Citizens is seeking market information from providers of automated solutions ("Vendors") that can offer a solution that will fully automate the Assumption process. The Assumption process also known as the depopulation process or the take-out process, is a program that facilitates the removal of property insurance policies from Citizens by private market insurance companies.

This information is sought for planning purposes only. Citizens may use the information obtained through this RFI process in the development and/or planning of future solicitations. A Vendor's response to an RFI is not an offer and Citizens may not use the Vendor's submission to justify a contract with that Vendor without otherwise complying with Chapter 287.057 Florida Statutes. Vendors submitting a response to Citizens' RFI are not prohibited from responding to any related subsequent solicitation.

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 Operation 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, CFO, President of the Senate and Speaker of the House. Additional information about Citizens can be found at: <https://www.citizensfla.com/about/generalinfo.cfm>

II. PURPOSE

Through this RFI, Citizens seeks to gain a better understanding of the overall capabilities and services of Vendors to build an automated, online marketplace to replace the current manually intensive process through which property insurance policies are taken from Citizens by private insurance carriers.

The variety of private market carriers making offers to Citizens policyholders has increased, and as a result, policyholders can be empowered to choose the policy that best suits their needs. In order for this to occur, they must be made aware of the options and be able to choose the desired carrier.

Citizens has the unique opportunity to meet policyholder's needs in a customer friendly fashion by using and applying technology to the Assumption process.

The current process does not allow for this, due to the frequency, complexity and manual processes required of the myriad participants, which include the policyholders, the agents, the carriers, Citizens, and the Office of Insurance Regulation (see Exhibit A, Workflow).

Additional information regarding the Depopulation and Assumption process can be found at Citizens' Depopulation web site. Or at the following link: <https://www.citizensfla.com/about/depoinfo.cfm>

A. Definitions:

1. Assumption – Both the process by which and the act of, a private market insurance carrier acquiring a risk currently insured by Citizens and replacing the Citizens insurance policy with its own.
2. Depopulation – The Florida Legislature authorized Citizens Property Insurance Corporation (Citizens) to develop depopulation programs to reduce the number of its insured properties and exposure. Under the program, created by section 627.351(6)(q), F.S., new and existing insurance companies doing business in Florida can be approved to acquire risks, and the policies used to insure them, that are currently issued by Citizens. In this way, Citizens can transfer policies back to the private insurance market. One such program is the Assumption process, also known as the Take-out process (see definition for "Assumption"). While there are other depopulation programs currently in place, they are beyond the scope of this RFI.

B. Desired Future State

Development and adoption of an online platform for the removal of Citizens policies will allow each of these participants to complete their responsibilities in the process quickly and accurately, and by doing so, reduce cycle time, errors, as well as consumer, agent and carrier frustration.

Benefits gained from automating the Depopulation and Assumption process include allowing consumer choice, improving accuracy over the current manual solution, and bring efficiency and transparency to the process.

Broadly speaking the online platform will enable:

- ❖ Citizens to make policy data available to carriers for review and selection
- ❖ Carriers to indicate policies they wish to take-out
- ❖ Office of Insurance Regulations to issue Consent Orders electronically
- ❖ Agent & policyholders to compare premiums and coverages
- ❖ Policyholders to select a policy from among multiple carrier offers
- ❖ Communication of the selection to the selected carrier, agent & Citizens
- ❖ Policyholder feedback and ratings of carrier performance
- ❖ Data analytics of transactions
- ❖ Transparency of process and results

III. REQUESTED INFORMATION

As you develop your responses, Citizens invites comments, suggestions, recommendations, and creative ideas on what makes your firm and services unique. You are urged to submit white papers, market brochures, case studies and URL web links to information, in response or to support your responses. Please provide detailed answers to the questions or statements in each of the following sections.

Scope of Information Requested:

1. A description, and the corresponding workflow of the solution that would meet the needs described in the Purpose.
2. A description of any key features/functions/services critical to implementing the proposed solution.
3. General pricing structure. Estimated pricing for the solution that would meet the needs described in the Purpose.
4. A project schedule for the proposed solution.
5. Identify or provide service levels and key performance measures.
6. Any other considerations, including other services that should be taken into account in drafting a subsequent solicitation.
7. Completed Attachment A, Corporate Background and Experience Form.

IV. RESPONSE FORMAT AND INSTRUCTIONS

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

- **Form of Response:** Vendors shall submit their complete Response on one (1) CD. Electronic documents contained on the submitted CD should be in the originally provided format (e.g., Microsoft Word, Microsoft Excel) and fully intact unless otherwise specified. Hardcopy submission of Responses is not permitted and will not be accepted. The CD should be delivered in a sealed package that is also clearly marked with the Vendor name, RFI Number and RFI Title as follows:

**[VENDOR NAME]
RFI No.:15-0032
ASSUMPTION PROCESS ONLINE MARKETPLACE**

- **Redacted Copy of Response:** If Vendor claims trade secret protection from public record disclosure, they must submit with their response one (1) "Redacted" electronic version of their response on a compact disk (CD). This CD should be labeled "Redacted Response" and be void of any information the Vendor deems exempt from Florida's public record law.

By participating in this solicitation process and submitting a response, the 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.

V. CALENDAR OF EVENTS

Listed below are the important actions and dates / times by which the actions must be taken or completed. All listed times are local time in Tallahassee, Florida. Any change or modification to this calendar, modifications to this solicitation, or other important notices will be accomplished by the posting of an addendum on the purchasing section of Citizens' website, at <https://www.citizensfla.com/about/purchasing-solicitations.cfm>.

CALENDAR OF EVENTS		
Date	Time	Action
November 20, 2015		RFI Released
December 9, 2015	5:00 PM ET	Questions Due
December 18, 2015		Answers posted
January 18, 2016	2:00 PM ET	Responses Due

Responses should reference RFI No.: 15-0032, and should be delivered to:

Jason Atwood, Procurement Officer
Purchasing Department
Citizens Property Insurance Corporation
2101 Maryland Circle
Tallahassee, Florida 32303

VI. PUBLIC RECORDS INFORMATION

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 Vendor 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.

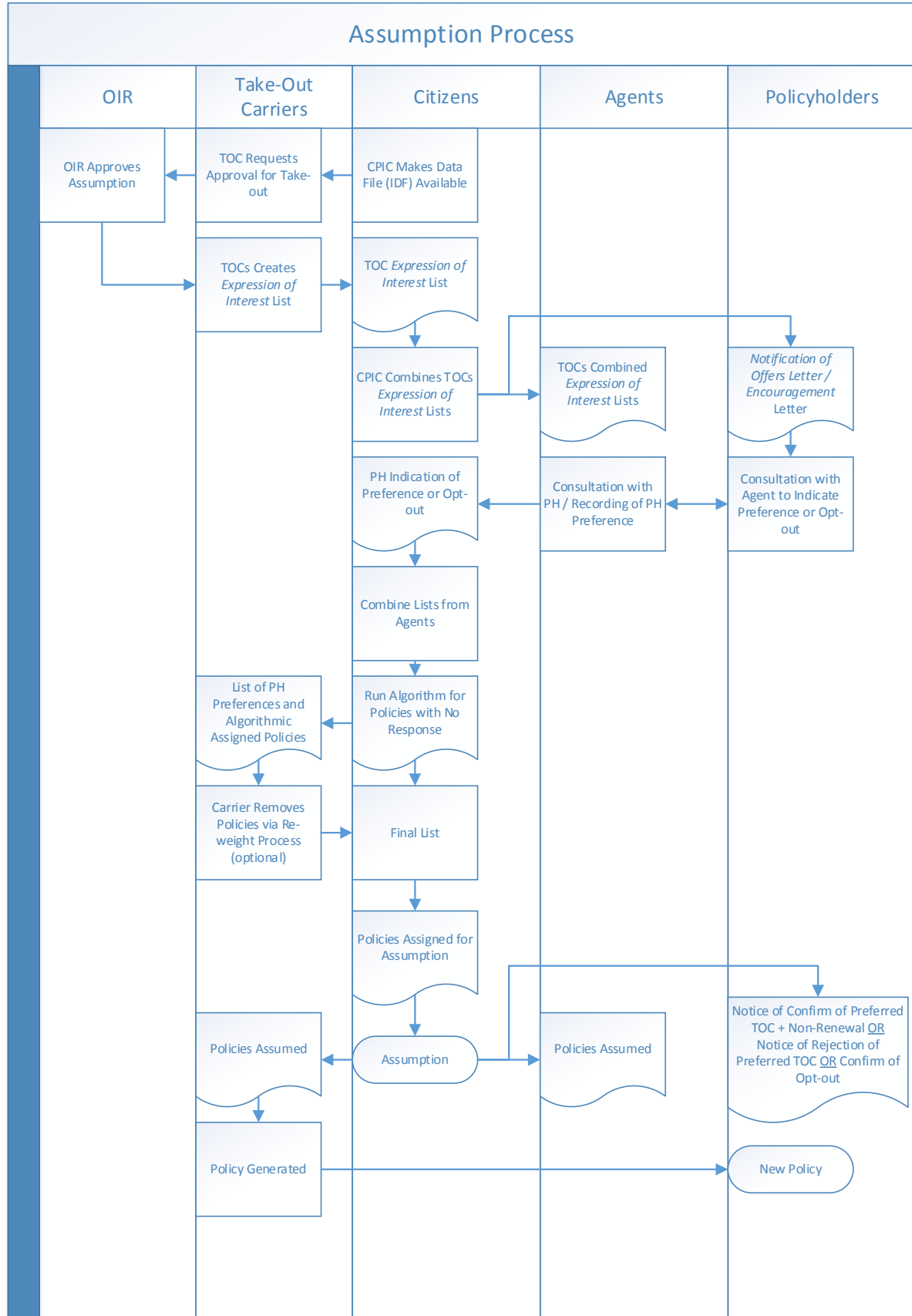
If Vendor does not identify each portion of a Protected Record as specified herein, Citizens may produce Vendor's non-redacted copy in response to a public records request.

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.

EXHIBIT A Workflow



ATTACHMENT A
CORPORATE BACKGROUND AND EXPERIENCE FORM

RFI 15-0032

ASSUMPTION PROCESS ONLINE MARKETPLACE

Vendors should submit Section I of Attachment A, in their Response. No answer in Section I should exceed more than one page in length.

Corporate Background

GENERAL INFORMATION	
1.	Name of Business:
2.	Date Business established:
3.	Ownership (corporation, partnership, etc.):
4.	Length of time (in years) your company has existed under this name:
5.	Company area(s) of Expertise.
6.	Provide a brief Company History.
7.	Provide the name, title, phone number, and email address of the Respondent's primary point of contact for this RFI:
8.	Company website address: