INVITATION TO NEGOTIATE NO. 15-0016

FOR

GUIDEWIRE® SOFTWARE VERSION UPGRADE PLANNING AND DESIGN ADVISORY SERVICES

April 24, 2015

Refer ALL Inquiries to:
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FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 627.351 (6) (e), F.S., CONSTITUTES A WAIVER OF PROCEEDINGS.

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ATTACHMENTS:

The below list of forms and documents pertain to this competitive solicitation. It is the Vendor's responsibility to review and submit all requested forms and information with their Response.

Attachment A – Response Requirements Acknowledgement
Attachment B – Vendor Conflict of Interest Disclosure Form (Form No.: 501b)
Attachment C – Responsible Vendor Review Form
Attachment D – Vendor Contact Information Form
Attachment E – Business Corporate References Form
Attachment F – Price Sheet
Attachment G – Insurance Suite Technology Stack
Attachment H – Information Technology Products
Attachment I – Information for Services Sizing
Attachment J – Proposed Contract
Attachment K – Financial Review
Attachment L – Vendor Travel Reimbursement Guidelines

INITIAL RESPONSIVENESS CHECKLIST

The Initial Responsiveness Checklist ("Checklist") identifies the mandatory submission requirements that must be included in the Vendor's Response. Mandatory submission requirements are identified in the referenced sections of the solicitation by the specific terms "shall submit" or "must submit". This Checklist identifies every mandatory submission requirement for the Vendor's Response; if an inconsistency exists between the Checklist and the solicitation and Attachments, this Checklist is controlling.

A Vendor may also be deemed non-responsive (and therefore disqualified) if they fail to meet substantive or technical requirements of the solicitation. This Checklist does not detail the substantive or technical requirements that are identified throughout the solicitation.

	MANDATORY SUBMISSION REQUIREMENTS	SECTION(S)
☐	**Timely Response:** Proposals submitted according to the due date, time and location provided in Section 1.7, Calendar of Events	**1.7**
☐	One (1) electronic version of the Proposal in the form of a compact disk (CD);	**3.5**
☐	Attachment A, Response Requirements Acknowledgement	**3.6, Tab 1**
☐	Attachment B, Vendor Conflict of Interest Disclosure Form (Form No.: 501b)	
☐	Attachment C, Responsible Vendor Review Form	
☐	Attachment D, Vendor Contact Information Form	
☐	Copy of Vendor's Guidewire Partner Profile and Certificate of Partnership	
☐	Attachment F, Price Sheet	**3.6, Tab 2**
☐	Financial Documents, as requested in Attachment K (Financial Review)	**3.6, Tab 4**

SECTION 1
INTRODUCTION

1.1 **STATEMENT OF PURPOSE:** Citizens Property Insurance Corporation ("Citizens") is seeking responses from qualified companies ("Vendors") capable of providing the following services ("Services"):

A) Version Upgrade Planning and Execution Services: Provide consulting to support planning and execution for the ongoing support, enhancement, and product-version upgrades to Citizens' Insurance Suite ("Insurance Suite"), Citizens' next-generation insurance operating system based on the Guidewire Software, Inc. ("Guidewire") Insurance Suite platform and other integrated vendor software.

B) Design Advisory and Support Services: Provide design advisory, validations, and verifications to identify Insurance Suite design issues and determine whether such issues are due to configuration and customization of Insurance Suite or other root causes including with the Guidewire platform.

Vendors should have demonstrated experience in the implementation and support of Guidewire Insurance Suite (version 7.0.5) to provide the Services. Vendor(s) must be designated by Guidewire as a "Strategic Level Partner" or an "Affiliate Level Partner" in the Guidewire PartnerConnect program.

Citizens may elect to enter into Contracts with one (1) or more Vendors to provide any one or more of the Services. For example, Citizens may enter into a Contract with a Vendor to provide the Version Upgrade Planning and Execution Services and another Contract with a different Vendor to provide Design Advisory and Support Services. Consequently, a Vendor that can only provide one of the Services is encouraged to respond to this ITN. If this ITN results in a multi-vendor award, Citizens will assign work at its discretion and no guarantee of work is provided.

1.2 **SPECIFIC GOALS OF THE ITN:** Citizens intends to hire a Vendor to ensure that the Guidewire products and other component products that constitute the Insurance Suite achieve the following goals:

- **Maximize return on investment:** Citizens seeks to maximize its investment in Citizens Insurance Suite by taking advantage of new and updated functionality provided by Guidewire and other products that comprise the suite with minimum disruption to services. Implementing releases in a planned and well-coordinated manner will speed time-to-market for realization of new functionality using a streamlined application delivery cycle.

- **Implement quality improvements**. Citizens seeks to implement quality improvements in the design and delivery of deployed application releases to reduce errors and downtime while accelerating delivery cycles deployed on a virtualized platform.

- **Improve customer satisfaction:** Improvements to Insurance Suite functionality through the upgrade process and improved design practices will lead to improved functionality for business units, seamless upgrades without performance impacts and improved experience for agents and end-customers leading to improvements in overall customer satisfaction.

1.3 **QUESTIONS BEING EXPLORED AND FACTS BEING SOUGHT:**

- How can Citizens maximize return on investment (ROI) through the use of Vendor services?
- What is the optimal mix of services to support Citizens?
- What is the optimal level of experience and expertise to deliver needed level of service?
- What pricing model is most appropriate for the services that will be provided?
- What specialized tools and accelerators should Citizens and Vendor use to speed up

implementation and improve release reliability?

1.4 **CITIZENS' BACKGROUND:** In 2002, the Florida Legislature created Citizens, a not-for-profit government entity, whose public purpose is to provide property insurance to applicants who are not able to purchase coverage in the private insurance market.

Citizens is governed by Section 627.351(6) F.S., 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 who are appointed by the Governor, CFO, President of the Senate and Speaker of the House. Additional information about Citizens is available at Citizens' website: https://www.citizensfla.com.

1.5 **DIVERSITY:** Florida is a state rich in its diversity and is dedicated to fostering the continued development and economic growth of small, minority, women and service-disabled veteran owned business enterprises in the State of Florida. Participation of a diverse group of vendors doing business with Citizens is central to our effort. To this end, it is vital that small, minority, women and service-disabled veteran owned business enterprises participate in Citizen's procurement process as both prime contractors and subcontractors under prime contracts. Small, minority, women and service-disabled veteran owned businesses are strongly encouraged to submit Responses to this solicitation.

1.6 **CONTRACT TERM:** The initial contract term is anticipated to be five (5) years and, at Citizens' sole discretion, may be renewed for an optional two (2) year renewal term. All terms, conditions and pricing will remain fixed for the term of the contract unless otherwise specified in the solicitation.

1.7 **CALENDAR OF EVENTS:** Listed below are important events and the corresponding dates and times relevant to this solicitation. These timeframes are subject to change at Citizens' sole discretion. It is Vendor's responsibility to comply with these timeframes and to monitor Citizens' website for any changes.

CALENDAR OF EVENTS		
DATE:	**TIME:**	**ACTIONS:**
04/24/15		Solicitation Released
05/05/15	9:00 AM ET	Pre-bid Conference
05/12/15	3:00 PM ET	Questions Due
05/19/15		Answers Posted
06/04/15	2:00 PM ET	Responses Due
06/05-06/22/15		Responsiveness Review Period and Review/Evaluation of Responses
06/25/15	1:00 PM ET	Evaluation Team Public Meeting to determine the Vendor(s) moving to Negotiations
08/17/15	1:00 PM ET	Public Meeting – Final Award(s)

1.8 **NO CONTACT OR LOBBYING:** Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following Citizens posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response. The foregoing prohibition against contact includes contacting any Citizens' employee (other than the Procurement Officer), members of the Board of Governors, or any Vendor acting on Citizens' behalf with regards to the solicitation.

1.9 **<u>PUBLIC MEETINGS</u>:** Public meetings related to this competitive solicitation will be held on the dates and times indicated in Section 1.7, Calendar of Events. The details related to accessing each meeting are identified below. **Vendors may, but are not required to, attend.** Any person requiring an accommodation because of a disability should contact the Procurement Officer listed on page one (1) of the solicitation at least five (5) business hours prior to the public meeting.

A. **Pre-Bid Conference:** A Pre-Bid Conference will be held to provide Vendors with pertinent information, answer questions(s) and clarify any points in the solicitation that may not be fully understood. Attendance is not required to respond to this solicitation. The Pre-Bid Conference will be held using the conference call number below on the date and time, as specified in Section 1.7, Calendar of Events.

Teleconference Number: 1-877-873-8018, Access Code: 4941619

B. **Evaluation Team Public Meeting**: Citizens will hold a telephonic public meeting to determine which Vendor(s) each member of the Evaluation Team would like to recommend for negotiations. The meeting will be held using the conference call number below at the date and time, as specified in Section 1.7, Calendar of Events.

Teleconference Number: 1-877-873-8018, Access Code: 4941619

Discussion between the Evaluation Team and the Subject Matter Experts is permitted. However, since the purpose of this meeting is to announce the decisions of the Evaluation Team, no discussion concerning the Responses may occur between any of the Evaluation Team members and any Vendor during this public meeting.

C. **Recommendation for Award:** Citizens will hold a telephonic public meeting to determine which Vendor(s) each voting member of the Negotiation Team would like to recommend for award. The meeting will be held using the conference call number below at the date and time, as specified in Section 1.7, Calendar of Events.

Teleconference Number: 1-877-873-8018, Access Code: 4941619

Discussion between the Negotiation Team and the Subject Matter Experts is permitted. However, since the purpose of this meeting is to announce the decisions of the Negotiation Team, no discussion of any nature concerning the Responses may occur between any of the Negotiation Team members and any Vendor during this public meeting.

SECTION 2
SCOPE OF SERVICES

2.1 **PROJECT BACKGROUND:** On June 29th, 2011, Citizens' Board of Governors approved the purchase of the Guidewire Insurance Suite, consisting of policy administration, claims administration and policyholder billing modules. This purchase also included services from Guidewire necessary for the technical implementation of Insurance Suite. Citizens also purchased services from a Guidewire certified partner to assist in the implementation.

The mission of the project was to deliver a core system for use in Citizens' property and casualty personal and commercial lines of business that was easy to use, reliable, flexible, adaptable and scalable to Citizens' changing business requirements. Insurance Suite replaced or augmented various Citizens systems and supported key "customer-focused" operational processes using modern technology.

Citizens' objectives relating to the initial implementation of Insurance Suite were two-fold:

A. Improve operations and cycle time reductions by:

1. Adding automation, where feasible, to reduce processing times and error rates for key underwriting, claims management and accounting transactions;
2. Enabling a consistent set of business processes and workflows that minimize training times and maximize productivity; and
3. Improving the timeliness and accuracy of critical operational reports to enable better managerial decision-making.

B. Streamline Infrastructure by:

1. Consolidating data and processing associated with all lines of business onto a single platform, thereby reducing the need to maintain multiple vendor relationships, maintenance agreements and technical skill-sets;
2. Enabling most system modifications through configuration activities, reducing the need for low-level custom programming to effect system changes and the time and costs associated with such programming;
3. Adopting a consistent technical architecture to facilitate integration with ancillary systems, processes and information services; and
4. Enabling the sharing of technical personnel between functional areas as a result of the deployment of a common platform.

The Insurance Suite was fully implemented in December 2014. Citizens intends that the Contract resulting from this ITN will ensure that the Insurance Suite continues to fulfill the foregoing objectives.

2.2 **MINIMUM REQUIREMENTS:** Failure to satisfy the below minimum requirements shall result in a Vendor being ineligible for award.

- Vendor must be a "Strategic Level Partner" or an "Affiliate Level Partner" in the Guidewire PartnerConnect Program.
- Vendor must receive a PASS determination regarding financial stability, viability and capacity as described in Section 3.6 (Tab 4) and Attachment K of this ITN.

2.3 **SERVICES:** The following Services shall be provided in part or in whole by the Vendor(s), as more specifically stated in any resulting Contract and/or Task Order.

Using **Attachment A, Response Requirements Acknowledgement**, Vendors must identify which Service(s) they are willing and able to provide. The activities listed below are not intended to be all-inclusive elements of a Service, i.e., Citizens may require more or less than the activities listed for a particular Service. The Services will augment, on an as-needed basis, existing Citizens staff who currently provide Insurance Suite support; consequently, the need for Services may not be as extensive as some other Guidewire customers require.

A. Version Upgrade Planning and Execution Services will primarily be used to help with the planning of Insurance Suite-related software upgrades, capacity planning, mapping Guidewire software upgrades to Insurance Suite upgrades, and to plan strategies for deploying integrated systems. These Services will be used on an as-needed project-by-project basis, via separate Task Orders. Citizens intends to complete a planned upgrade to the Insurance Suite by December 2016.

Required Service activities may include:

1. Assisting in major software version upgrades associated with Insurance Suite for:
    a) The Guidewire platform.
    b) Oracle InsBridge (used for Insurance Suite Rating Engine).
    c) Alfresco Enterprise (used for document repository).
    d) Thunderhead (used for document generation).
    e) Other key software components comprising Insurance Suite (refer to **Attachment G**, Insurance Suite Technology Stack).
2. Assisting in the overall evaluation of Guidewire and Insurance Suite component product offerings (current and emerging).
3. Assisting with the development of system planning roadmaps and mapping to Guidewire and Insurance Suite product rollout strategies to Citizens' technology environment.
4. Providing project readiness and execution assessments with regular progress updates.
5. Planning related to the update of business, application, technical, data and security architecture maps for Insurance Suite.
6. Conducting assessments and long-term planning of Insurance Suite infrastructure.
7. Planning for the integration of Insurance Suite and component products and external applications, systems or information services.
8. Planning for data migration associated with the performance of activities to move data from legacy or third party systems to Insurance Suite.
9. Estimating, forecasting and work planning assistance using Agile and Continuous Delivery methods.
10. Defining and incorporating continuous integration into the development architecture.
11. Providing tools and accelerators to streamline version upgrade activities.
12. Planning of information security controls and any development assistance.
13. Providing training services to support Citizens' staff capability in system planning of Insurance Suite and the Guidewire platform.

B. Design Advisory and Support Services will be used to provide design related consulting services for Insurance Suite components (taking into account the performance, scalability and capacity of the integrated Insurance Suite platform against benchmarks), and to provide recommendations. In addition, Vendor(s) will be required to provide expertise related to recurring issues and problems associated with Insurance Suite design and infrastructure and to ensure Insurance Suite continues to meet the criteria for conformance under the Guidewire "Product Conformance Program." These Services will be used on an as-needed basis via separate Task Orders.

Required Service activities may include:

1. Creating conceptual and physical designs, including application interfaces and interactions.
2. Identifying potential gaps in Insurance Suite conformance to Guidewire "Product Conformance Program" standards, infrastructure support, data migration capabilities, and knowledge, skills, and abilities of Citizens staff relating to the support of Insurance Suite.
3. Assessing Insurance Suite support processes and design methods through, for example, interviews with IT and Insurance Suite stakeholders and subject matter experts, review of plans, project records, and incident/problem management metrics and records.
4. Conducting Insurance Suite design reviews, providing recommendations for improved standards and techniques.
5. Reviewing Insurance Suite configuration and provide recommendations for improvement
6. Providing consultation on design and implementation of any required security controls
7. Performing periodic design reviews and participate in detailed design and architecture discussions providing technical input and instituting development best practices; and
8. Providing technical design documentation and mentor junior design staff.
9. Presenting a report of findings and recommendations of all Release Planning and Suite Design Advisory activities.
10. Providing tools and accelerators to streamline design activities.
11. Developing strategies and conceptual design of data warehouse and reporting systems.
12. Advising on how to leverage the use of Cloud computing, big data, mobile and other emerging technologies for Insurance Suite.

2.4 KEY ROLE DESCRIPTIONS:

The following key roles are expected to be required to provide the Services; other roles may also be required and the following is not an exhaustive list. Vendors are encouraged to list on **Attachment F**, Price Sheet, Subsection C, all other roles they believe may be required to deliver the Services.

A. Senior Architect / Manager: The Senior Architect is responsible for architecting, product mapping and deliverables related to architecting and designing the Insurance Suite with the following responsibilities:

- Work with Enterprise Architects and Solution Architects to develop business, technical, application, data, integration and security architecture deliverables;
- Assist in technical design and product road-mapping efforts and upgrade planning and support;
- Requires advanced understanding of the Guidewire platform and exposure to integrated applications as described in **Attachment G**, Insurance Suite Technology Stack;

- Provide guidance on Guidewire product related infrastructure and integration needs for the Insurance Suite;
- Provide infrastructure and platform sizing and performance tuning expertise;
- Provide tools and accelerators to streamline version upgrade activities;
- Implement Test Automation and Test Management best practices;
- Test Infrastructure Design and Review with recommendations for improvement;
- Review Agile testing processes and provide recommendations, with strategies for implementing rapid software testing; and
- Develop appropriate metrics and Key Performance Indicators (KPI's) to capture key release planning, design, implementation and testing process efficiencies with the goal of improving maturity.

B. **Technical Design Consultant(s):** The Technical Design Consultant(s) will have the following overall responsibilities:

- Conduct Insurance Suite design reviews, providing reports and recommendations for improved designs, standards and techniques;
- Review Insurance Suite configuration and provide recommendations for improvement;
- Perform hands-on configuration work to include screen configuration, design and integration-related activities;
- Perform periodic design reviews and participate in detailed design and architecture discussions providing technical input and instituting design and development best practices;
- Provide technical design documentation and mentor Citizens' technical staff;
- Present a report of findings and recommendations of all Design Advisory and Support Services activities;
- Troubleshoot production issues and provide solutions to remedy those issues with recommendation to avoid future occurrences through improved design practices;
- Collaborate with team members to identify and conduct design sessions needed for work assigned to support product backlog through the Agile sprints and continue through Stabilization;
- Act as a mentor to Citizens' team members to transfer product, configuration and integration design knowledge and skills
- Build design team skills, embracing agile requirements and leading design sessions where appropriate; and
- Provide tools and accelerators to streamline design activities.

2.5 SERVICE REQUESTS:

All Service requests will be provided through separate Task Orders. Each Task Order will be based on the following Service assumptions:

A. Citizens will provide dedicated environment(s) for configuration, integration and testing.

B. Vendor personnel will perform knowledge transfer and training to Citizens staff of the Services they have performed. Citizens shall arrange for appropriate staff to participate in the knowledge transfer and training activities. Additional knowledge transfer requirements will be detailed in the Knowledge Transfer Plan developed in accordance with Section 2.8 below.

C. Vendor will be provided with Citizens' current configuration and changes as they occur.

D. Citizens will provide responses to any questions submitted by Vendor personnel relating to Insurance Suite and issue/request backlogs.

E. All Services are expected to be performed at Citizens facilities in Jacksonville, unless explicitly defined in the Task Order.

F. Vendor personnel will be provided access to Citizens' systems to provide the Services.

G. Citizens will be responsible for developing and documenting high-level business requirements. However, Vendor personnel will be expected to elicit necessary detailed business requirements, technical and operational requirements necessary for design, and support, assisting the business in defining key capabilities/requirements.

H. All Services will be overseen by Citizens or Citizens designated personnel. Vendor personnel will perform the Services as requested and bill the associated hours depending on specific Task Orders.

I. Citizens' personnel will work with Vendor personnel to perform Integration and system testing.

J. Services technology that Vendor personnel must have skills in are listed in **Attachment G**, Insurance Suite Technology Stack and **Attachment H**, Information Technology Products.

K. Services sizing estimates are provided in **Attachment I**, Information for Services Sizing, to allow for appropriate team sizing and resource planning.

L. Travel, lodging and meal costs shall be in accordance with Section 8.4 of **Attachment J**, Proposed Contract and **Attachment L**, Vendor Travel Reimbursement Guidelines.

2.6 **DELIVERABLES:** The awarded Vendor(s) will be responsible for reports and documentation throughout the life of the Contract and/or Task Order, including, but not limited to the below:

- Documenting version upgrade planning strategy and integration into the existing agile sprint-based methodology.
- Identifying process inefficiencies in the current methodology and plan to remediate and improve where necessary.
- Version Upgrade best practices to help Citizens become more efficient with future upgrades.
- Reporting on findings and recommendations for all Release Planning, and Suite Design Advisory activities.
- Status and progress reports with presentations to management on an as-needed basis.
- Reviewing of performance issues and suggest alternative design strategies to remedy performance bottlenecks where they occur.
- Suite testing best practices, including specific focus on performance testing.
- Identifying infrastructure requirements for future upgrades and capacity planning and strategies to manage needed infrastructure.
- Training, process documentation and checklists or other artifacts related to the Services.

2.7 **PAYMENT SCHEDULE:** Payments shall be based on the specific Task Order. In the case of contingent-based Services, payments shall be based on the hourly rate of the technical or function resource provided.

2.8 **KNOWLEDGE TRANSFER PLAN:** Within 60 days of entering into a Contract/Task Order with Citizens resulting from this solicitation, Vendor must develop and execute a plan to transfer all knowledge gained from the Services provided by Vendor personnel to designated Citizens staff as part of Vendor's off-boarding activities. The Knowledge Transfer Plan will address:

- Regularly scheduled de-briefing sessions with Vendor personnel and Citizens' project or support team.
- The validation of findings acquired during the Services to which Vendor personnel have been assigned.
- Distribution of materials received or developed during any Services to which Vendor personnel have been assigned to Citizens' staff.
- Dedicated training sessions on key topics related to the services being performed to be decided at the Task Order level.

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SECTION 3
RESPONSE INSTRUCTIONS & EVALUATION CRITERIA

3.1 **QUESTIONS:** There is an open question period beginning upon release of the solicitation and ending on the date and time specified in Section 1.7, Calendar of Events. Vendors may submit questions in writing to the Procurement Officer identified on page 1 of this solicitation. Citizens will post answers to the questions on Citizens' website in accordance with the Calendar of Events so all questions and answers are made available at the same time to all Vendors.

VENDORS ARE STRONGLY ENCOURAGED TO RAISE ANY QUESTIONS OR CONCERNS THEY MAY HAVE REGARDING THE REQUIREMENTS OF THIS PROCUREMENT, INCLUDING THE TERMS AND CONDITIONS, DURING THE OPEN QUESTION PERIOD OF THIS SOLICITATION.

3.2 **CHANGES TO SOLICITATION:** If any changes are made to this solicitation, such changes will be formally noted through an amendment or addendum posted on Citizens' website. It is each Vendor's obligation to monitor Citizens' website to review amendments or addendums.

3.3 **RESPONSES SUBMITTED ARE PUBLIC RECORDS:** By participating in this solicitation 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 Vendor **MUST** comply with the following process:

1. Clearly identify each portion of its Protected Record(s) that it believes is statutorily protected from disclosure;
2. Submit a separate electronic copy of Vendor's Response or written communication with only protected portions redacted; and
3. 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.

3.4 **RESPONSE DUE DATE AND SUBMISSION:** Responses must be received by the Procurement Officer identified on page 1 on or before the date and time specified in Section 1.7, Calendar of Events. The Response should clearly identify the solicitation name and title as follows:

3.5 **RESPONSE FORMAT:** This section prescribes the format in which Responses are to be submitted. Any information deemed appropriate by Vendor may be included, but is required to be placed within the pertinent sections.

Citizens is under no obligation to look for responsive information contained in incorrect sections or that is not organized according to these instructions. All Responses must contain the sections outlined below. All Responses should include numbered sections clearly separating and identifying each section as indicated below.

It is Vendor's responsibility to provide complete answers and/or descriptions to all areas which Citizens has requested information. Do not assume Citizens will know what a Vendor's capabilities are or what items/services it can provide, even if the Vendor has previously contracted with Citizens**. Responses are evaluated solely on the information and materials provided in the written Response. Any external website links provided in a Vendor's Response will not be reviewed or used to score Responses**. Vendors are required to provide complete information and documentation within the Response which will be used for evaluation.

A. Original CD Response: Vendor **shall submit** with its Response one (1) CD original of its entire Response.

B. Additional Response Hardcopies: Vendor should submit five (5) identical hardcopies of the original Response. **Please Note that the additional hardcopy responses will be used for evaluation purposes and should be identical in form and content to the original CD version**.

C. Redacted Copy of Response: In addition to the CD required in Section A. above, the Vendor should submit an additional CD with its Response containing a full "Redacted" electronic version of its Response in accordance with Section 3.3, above. This CD should be labeled "**Redacted Response"** and be void of any information Vendor deems exempt from Florida's public record law.

3.6 **RESPONSE CONTENTS:** The purpose of Vendor's Response is to demonstrate its qualifications, competence and capacity to provide services in conformity with the requirements of this solicitation.

- The CD version should have separate folders for each Response "Tab."
- Tab folders should be plainly titled "Tab 1," "Tab 2," etc., as shown below.

Tab 1 Tab 3
Tab 2 Tab 4

- Attachments should be plainly titled "Attachment A," "Attachment B," "Attachment C," etc., as shown below:

Tab 1
Attachment A.pdf
Attachment B.pdf
Attachment C.pdf

- Tabs that require form submissions (e.g., occupational licenses, financial documents, insurance certificates, etc.) should be submitted in PDF format and plainly titled with file names not exceeding 12 characters in length.

- Each of the “Tab” folders should contain the information requested below.

Tab 1. FORMS AND DOCUMENTS: Vendor **shall submit** the following documents in this Tab**:**

1. **Attachment A,** Response Requirements Acknowledgement;
2. **Attachment B,** Vendor Conflict of Interest Disclosure Form (Form No.: 501b);
3. **Attachment C,** Responsible Vendor Review Form;
4. **Attachment D,** Vendor Contact Information Form; and
5. A copy of Vendor’s Guidewire Partner Profile and Certificate of Partnership, as applicable. This should show Vendor’s level of partnership.

Tab 2. PRICING: Vendor **shall submit** a completed copy of **Attachment F**, Price Sheet in this section.

Tab 3. BUSINESS / CORPORATE QUALIFICATIONS: Vendor should submit in this section the following information:

1. **Attachment E,** Business / Corporate References Form: Vendor should submit a minimum of three (3) business / corporate references on the form provided. In order to ensure current expertise, services described by corporate references are required to be ongoing or have been completed within the 36 months preceding the issue date of this solicitation. All references are required to have two (2) + years’ experience with the proposed service.

   Each reference should include a paragraph describing how services are similar to those listed in this solicitation. References may be contacted to confirm the services provided as well as confirm the quality of services received.

   References will not be scored in the Evaluation Phase but may be used during the Negotiations Phase.

2. **Vendor Background:** Vendor should submit in this section the following information:

   - Length of time Vendor’s organization has existed;
   - Description of Vendor’s qualifications and experience as related to projects of similar size and complexity. Vendor should include any additional literature and product brochures if applicable.
   - Qualifications and Experience for each type of Service (Upgrade Planning Services and Design Advisory Services) should be listed separately.
   - List any mergers, acquisitions, reorganizations or other changes of corporate control occurring over the past five (5) years. If Vendor is currently involved in or undergoing a change of control, this should be disclosed as well.
   - List any changes to management structure or executive leadership occurring over the last five (5) years. If Vendor is currently involved in or undergoing a change to management structure or executive leadership, this should be disclosed as well.

3. **Vendor Proposal:** Vendor should submit in this section the following information:

- A proposal as to how it will provide the Services and meet Citizens' objectives as set forth in Section 1.2 of the solicitation, including:
  - Vendor methodology;
  - Description of project schedule;
  - Vendor's ability to reduce the time and cost of delivering the Services without sacrificing quality;
  - Estimated number of employees required to complete anticipated projects.
- Suggestions for structuring governance for the Services provided.
- Overview of Vendor's approach towards knowledge transfer and onboarding/off boarding of resources.
- Description of Vendor's ability to provide Citizens with innovative solutions to not only leverage Citizens' investment in the Insurance Suite but to help Citizens leverage new technology and practices to achieve its strategic objectives.

Tab 4. FINANCIAL INFORMATION: In Tab 4, Vendor **shall submit** the financial information requested in **Attachment K** (Financial Review). This information will be reviewed by Citizens' Vendor Management Office, with the assistance of an independent CPA, to evaluate the Vendor's financial stability, viability, and capacity.

3.7 REVIEW AND EVALUATION PROCESS: Citizens will conduct a comprehensive review to validate all timely submitted Responses for compliance with the mandatory requirements. Failure to meet any mandatory requirement will result in rejection of the Response, subject to Citizens' right to waive minor irregularities. Responses that comply with mandatory requirements will be forwarded to the Evaluation Team members for individual and independent review and evaluation using the allocation of points as indicated below.

A. PHASE 1 - WRITTEN RESPONSE EVALUATION

For the purpose of evaluation, scoring and ranking, review categories have been divided into multiple sections. The following reflects the pass / fail criteria and the maximum number of points that may be awarded by category:

<table>
<tr><th>TAB NO.</th><th>EVALUATION CRITERIA</th><th>POINTS</th></tr>
<tr><td>1</td><td>Submission of All Mandatory Forms and Documents</td><td>Pass/Fail</td></tr>
<tr><td>2</td><td>Pricing</td><td>20 Points</td></tr>
<tr><td rowspan="7">3</td><td colspan="2">Business / Corporate Qualifications (Maximum Points: 80)</td></tr>
<tr><td>Vendor Background</td><td>30 Points</td></tr>
<tr><td>Vendor Proposal</td><td rowspan="5">50 Points</td></tr>
<tr><td>How Vendor will provide services = 25 points</td></tr>
<tr><td>Suggestions for structuring governance = 10 points</td></tr>
<tr><td>Overview of Vendor's approach to knowledge transfer and on/off-boarding = 5 points</td></tr>
<tr><td>Description of Vendor's ability to provide innovative solutions = 10 points</td></tr>
<tr><td>4</td><td>Financial Information</td><td>Pass/Fail</td></tr>
</table>

PRICING POINTS ALLOCATION

The following formula will be used to evaluate Price. The lowest proposed total price from all responsive Vendors on Attachment F will be awarded 20 points and henceforth be known as Lowest Total Cost (LTC). Responses of other Vendors will be scored using the following methodology: LTC divided by the Response Cost (RC) being considered times maximum points score of 20 will equal the points awarded.

Formula: (LTC / RC) x 20 = Score

After the Responses are evaluated and scored by the individual evaluators, the scores will be combined and averaged to determine the initial ranking of each Vendor. The Evaluation Team will meet in a public meeting to review the scores and rankings in order to determine which Vendors will advance to Negotiations.

B. PHASE 2 - NEGOTIATIONS

The rankings for Phase 1 will not be used as a scoring factor during Negotiations. Phase 2 will proceed as follows:

1. Citizens reserves the right to negotiate with Vendor(s) serially or concurrently to determine the best suited solution.
2. Vendors proceeding to negotiations may be required to make a presentation / demonstration, and may be required to provide additional references, etc. Citizens reserves the right to require attendance by particular representatives of the Vendor. Any written summary of presentations or demonstrations provided by Vendor shall include a list of persons attending on behalf of Vendor, a copy of the agenda, copies of all visuals or handouts, and shall become part of the Vendor's Response. Failure to provide requested information may result in rejection of the Response.
3. Before award, Citizens reserves the right to seek clarifications, to request Response revisions, and to request any information deemed necessary for proper evaluation of Responses. If necessary, Citizens will request revisions to the approach submitted by the top-rated Vendor(s) until it is satisfied that the contract model will serve Citizens' needs and is determined to provide the best value to Citizens.
4. Citizens reserves the right to cease negotiations with any Vendor, and Citizens may not issue a written request for a BAFO to a Vendor with whom negotiations have ceased. At the conclusion of negotiations, Citizens may issue a written request for best and final offer(s) (BAFO) to one or more of the Vendors with which the negotiation team has conducted negotiations.

   At a minimum, based upon the negotiation process, the best and final offers may contain:

   - A revised Scope of Services;
   - All negotiated terms and conditions to be included in final contract; and
   - A final price offer.

   Prior to contract execution, clarifying changes may be made to contract documents. If BAFOs are requested they will be delivered to the negotiation team for review. Thereafter the negotiation team will meet in a public meeting to determine which offer constitutes the best value to Citizens based upon the selection criteria.
5. Citizens does not anticipate reopening negotiations after receiving the BAFOs, but reserves the right to do so if it believes doing so will be in its best interests.

6. The focus of the negotiations will be on achieving the solution that provides the best value to Citizens based upon the selection criteria and the requirements of this procurement. The selection criteria shall be as follows:

    - Vendor's prior relevant experience and demonstrated ability to effectively provide the Services;
    - The quality of Vendor's proposed approach to providing the Services;
    - The quality of any references (whether provided in a Response or contacted independently by Citizens);
    - The reasonableness of the negotiated contractual terms; and
    - Vendor's proposed price.

    The negotiation team may modify or add to this selection criteria provided that such changes are disclosed in advance to the Vendors engaged in such negotiations. The weight given to each criteria may vary among negotiation team members. The negotiation team members will not be required to numerically score the Vendors; the final decision of which Vendor will be recommended for award may be made based by a majority vote of the negotiation team members.

3.8 **EXCEPTIONS TO CONTRACT TERMS:** Attached as **Attachment J** is Citizens standard contract for consulting services. Citizens is willing to make reasonable changes and additions to these contract terms as needed to conform to industry practices. These changes and additions may be discussed during Phase 2 (Negotiations). ***Exceptions to the contract terms should not be included in a Response. Contract issues may instead be raised during the Questions period described in Section 1.7, Calendar of Events, or during Phase 2 (Negotiations).***

3.9 **VENDOR'S REPRESENTATION AND AUTHORIZATION:** Submission of a Response to this solicitation by a Vendor certifies its acceptance of and agreement to the requirements, terms and conditions of this solicitation.

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SECTION 4
SOLICITATION GENERAL CONDITIONS

4.1 **<u>PROTESTS</u>:** There are two conditions under which this solicitation may be challenged:

1. There may be a protest of the terms, conditions, and specifications contained in the solicitation, including any provisions governing the methods for ranking bids, proposals, replies, awarding contracts, reserving rights for further negotiations, or modifying or amending any contract. **A notice of intent to protest, made pursuant to this condition, must be filed in writing with Citizens' Clerk within 72 hours after the posting of the solicitation (excluding Saturdays, Sundays and state holidays);** or

2. A person adversely affected by Citizens' decision or intended decision to award a contract pursuant to Sections 287.057(1) or (3)(c) may challenge the decision**. A written notice of intent to protest, made pursuant to this condition, must be filed in writing with Citizens' Clerk within 72 hours after Citizens posts notice of its decision or intended decision.**

   A decision or intended decision that can be challenged must be made from a determination of a single source award, rejection of all responses of a competitive solicitation, or a notice of intent to award a contract pursuant to a competitive solicitation for purchases of commodities or contractual services that exceed the Category Two threshold amount (as defined in Section 287.017, F.S.).

After the timely filing of a written notice of intent to protest, the protestor must then file a formal written protest. **The formal written protest must be filed within 10 days after the date of the notice of protest is filed.** The formal written protest must state with particularity the facts and law upon which the protest is based and comply with Citizens' Board of Governors Procedures: Procurement Protests (Section 4-5.00). Questions to the Procurement Officer do not constitute formal notice of a protest.

Any protest concerning this solicitation shall be governed by Section 627.351(6)(e), F.S., and Citizens' Board of Governors Procedures: Procurement Protests at: https://www.citizensfla.com/shared/generalInfo/pdf/ProcurementProtestsProcedure.pdf. Failure to timely file an intent to protest or timely file a formal written protest, within the time prescribed pursuant to 627.351(6)(e), F.S., constitutes a waiver of proceedings.

The address of Citizens' Clerk for the filing of: the notice of intent to protest or the formal written protest is:

Citizens Property Insurance Corporation
Attn: Althea Gaines, Clerk
2312 Killearn Center Blvd, Building A
Tallahassee, FL 32309
Email: Agency.Clerk@citizensfla.com

4.2 **<u>COSTS OF PREPARING RESPONSES</u>:** Citizens is not liable for any costs incurred by a Vendor in responding to this solicitation, including costs for materials, meetings and/or travel, if applicable.

4.3 **<u>DISPOSAL OF RESPONSES</u>:** Other than Vendor's intellectual property, all Responses become the property of Citizens and will be a matter of public record subject to the Public Record provisions of Chapter 119, Florida Statutes, and 24(a), Article I of the Florida Constitution. To the extent allowed by law, Citizens shall have the right to use all ideas, or adaptations of those ideas, contained in any Response received in response to this solicitation. Selection or rejection of the Response will not affect this right**.**

4.4 **ELECTRONIC POSTING:** Citizens will electronically post all notices, solicitation documents and addenda on Citizens' website which is located at https://www.citizensfla.com/about/purchasing/purchasing-solicitations.cfm.

4.5 **FIRM RESPONSE:** The Procurement Officer may make an award within one hundred and eighty (180) calendar days after the date of the opening, during which period Responses will remain firm and may not be withdrawn. If award is not made within one hundred and eighty (180) calendar days, the Response shall remain firm until either the Procurement Officer awards the Contract or the Procurement Officer receives from Vendor written notice that the Response is withdrawn. Any Response that expresses a shorter duration may, in the Procurement Officer's sole discretion, be accepted or rejected.

4.6 **WITHDRAWAL OF A RESPONSE:** A submitted Response may be withdrawn from consideration by written request signed by an authorized representative of Vendor, delivered to the Procurement Officer before the opening date listed in the competitive solicitation. Any Response submitted, and not properly withdrawn, shall remain a valid Response for one hundred and eighty (180) calendar days after the opening date. All Responses submitted shall remain property of Citizens and may be subject to the Public Record provisions of Chapter 119, Florida Statutes and 24(a), Art. I of the Florida Constitution.

4.7 **MINOR IRREGULARITIES / RIGHT TO REJECT:** Citizens reserves the right to accept or reject any and all Responses, or separable portions thereof, and to waive any minor irregularity in a Response. A minor irregularity is a variation from the terms and conditions of this solicitation that Citizens deems as (i) not affecting the price of the Response, (ii) not giving the Vendor a substantial advantage over other Vendors, and (iii) not adversely impacting the interests of Citizens. Citizens may allow Vendors to correct minor irregularities by providing clarifying information or additional materials; however, Citizens is under no obligation to allow such information or materials.

4.8 **MISREPRESENTATION:** All information provided and representations made by Vendor are material and important and will be relied upon by Citizens in awarding the contract. Any intentional or negligent misstatement may be treated as a fraudulent inducement to award Vendor the contract and a fraudulent concealment from Citizens of the true facts relating to submission of the Response. A misrepresentation may be punishable under law, including, but not limited to, Chapter 817 Florida Statutes. Furthermore, any misrepresentation may be immediate grounds for termination of any contract related to this solicitation and said Vendor will not be able to participate in future solicitations or other business opportunities with Citizens for the duration of this contract term, including renewal period.

4.9 **NO PRIOR INVOLVEMENT AND CONFLICTS OF INTEREST:** Vendor may not compensate in any manner, directly or indirectly, any officer, agent or employee of Citizens for any act or service which he/she may do, or perform for, or on behalf of, any officer, agent, or employee of Vendor. No officer, agent, or employee of Citizens may have any interest, directly or indirectly, in any contract or purchase made, or authorized to be made, by anyone for, or on behalf of, Citizens. Vendor shall have no interest and shall not acquire any interest that will conflict in any manner or degree with the performance of the services required under this solicitation.

4.10 **TIE BREAKING PROCESS:** In the event a tie occurs in price and / or score between two (2) or more Vendors during a competitive solicitation, Citizens will determine the recommended Vendor for award based upon the following criteria (listed in order of priority):

- All goods / services of Vendor are manufactured / performed in Florida;
- Vendor has implemented a drug-free workplace program that meets the requirements of Section 287.087, Florida Statutes;
- All goods / services of Vendor are manufactured / performed in the United States; and
- Certain foreign manufacturers with employees in Florida, as designated in Section 287.092, Florida Statutes.

If none of the above criteria resolves the tie, Citizens shall conduct a coin toss to determine the recommended Vendor for award. The tied Vendors will be informed of the tie, and will be provided with reasonable notice of the time and location of the coin toss, which they may attend. The Director of Purchasing Services or designee will ensure at least one (1) witness is present during the coin toss and document the results.

4.11 **NEGOTIATION SUBSEQUENT TO TERMINATION FOR CAUSE:** In the event a Contract entered into pursuant to this solicitation is terminated for cause by Citizens, Citizens reserves the right to re-procure substitute contractual services through negotiations with the next-ranked eligible Vendor under this solicitation. If Citizens fails to contract with the next-ranked eligible Vendor it may continue in this manner sequentially through all eligible Vendors until a Vendor willing to perform at acceptable pricing under the solicitation's terms and conditions is found.

END OF DOCUMENT