



**REQUEST FOR INFORMATION  
RFI No.: 15-0015  
FOR  
CONTRACTOR REPAIR MANAGEMENT PROGRAM**

This is a Request for Information (RFI) issued by Citizens Property Insurance Corporation ("Citizens"). Citizens is seeking market information from Vendors who serve as third party administrators for a network of licensed and credentialed general contractors capable of (1) performing post-loss damage inspections including surveying and documenting damaged property and estimating the scope and cost of repairs and (2) making necessary and proper repairs to damaged property.

This information is sought for planning purposes only. This RFI is not a solicitation and will not result 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 solicitations.

Please do not provide any specific cost or pricing information at this time; this is not a solicitation for an offer. However, general pricing information may be provided (e.g., price ranges and variable factors that impact the price).

After Citizens receives responses to this RFI, and at the sole discretion of Citizens, one or more Vendors may be selected to demonstrate to Citizens the Vendor's services relating to the information submitted in the RFI response. The purpose is to learn about the most current solutions available. Subsequently, Citizens anticipates releasing a solicitation.

An RFI is used in circumstances including, but not limited to, determining whether or not to competitively procure a service, determining what solicitation process to use for a particular need, or researching general, special, and/or technical specifications for a solicitation. 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 is available at Citizens' website which is located at: <https://www.citizensfla.com>.

## II. PURPOSE

Citizens is seeking to augment its existing claims adjustment process and the current service offerings available to its Policyholders through the utilization of a contractor repair network managed by a third party administrator. As a modification to the existing claims adjustment process, licensed and credentialed general contractors assigned by the third party administrator would be responsible for inspecting, scoping, estimating, and where coverage is available, repairing, damaged property following a loss.

Through this RFI, Citizens seeks to gain a better understanding of the overall capabilities and services provided by Vendors, serving as third party administrators on behalf of licensed and credentialed general contractors, who are currently operating in the marketplace.

## III. DEFINITIONS

- A. Administration Service(s) – the third party administration services provided by Vendor to Customer to engage Contractors to perform Contractor Services.
- B. Company/Vendor - the vendor/third party administrator responding to this RFI.
- C. Contractor – the licensed and credentialed company/entity contracted by Vendor to perform Contractor Services.
- D. Contractor Service(s) – the services provided by Contractors to Policyholders to: (1) perform post-loss damage inspections including surveying and documenting damaged property and estimating the scope and cost of repairs; and, (2) make necessary and proper repairs to damaged property.
- E. Customer – the company/entity for which a Vendor would become contractually obligated to provide Administration Services.
- F. Policyholder – the insured of an insurance company.

## IV. 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 in each of the following sections.

### A. Company Information:

- 1. Name
- 2. Company Address
- 3. Company Point-of-Contact for RFI Response
- 4. Point-of-Contact Phone Number
- 5. Point-of-Contact Email Address
- 6. Company Area(s) of Expertise
- 7. Length of Time Company has been in existence including Company ownership details
- 8. Company Business Model

### B. Scope of Information Requested:

- 1. Does your Company allow Contractors to perform work on behalf of multiple/other vendors (third party administrators) at the same time?

2. Please provide a brief description, and corresponding workflow if available, depicting the process employed by your Company to send and receive Contractor Service assignments from the Customer.
3. Does your Company allow for the Customer to make Contractor Service assignments directly to Contractors?
4. What process is employed by your Company to transmit documents between the Contractor and the Customer?
5. Please describe in general your Company's pricing structure and method as it relates to the Administration Services. Generally, what is the cost to the Customer associated with the Vendor providing the Administration Services?
6. How many Contractor entities (estimated) would your Company be able to provide in support of the Contractor Services?
7. Does your Company have the ability to scale resources in response to a sharp/rapid increase in assignment volume of Contractor Services?
8. Does your Company offer statewide coverage of Contractor Services? If so, how is this achieved?
9. Please provide your Company's current annual volume of Contractor Services assignments in the State of Florida.
10. As a follow up to the previous question, please provide the total percentage of your Company's annual Contractor Services assignments that occur in each of the five (5) Services Areas identified in Exhibit A.
11. Please provide an estimate of the maximum annual volume of Contractor Services assignments your Company could undertake in the State of Florida.
12. As a follow up to the previous question, please provide an estimate of the maximum annual volume of Contractor Services assignments your Company could undertake in each of the five (5) Services Areas identified in Exhibit A.
13. Please provide an overview of the warranty program offered by your Company as it relates to Contractor Services.
14. Citizens currently employs proprietary systems to handle, among other things, vendor credentialing and assignments. Please describe generally the ability of your Company to operate utilizing Citizens' proprietary systems as the system of record, specifically as it pertains to Contractor credentialing and Contractor Services assignment management.
15. Describe any service levels and key performance indicators used by your Company to: (1) measure the performance of the Administration Services; and, (2) measure the performance of the Contractor Services. Please include any key features/functions/services Company considers to be its differentiators over its competitors in the industry.
16. Describe how your Company addresses any issues or disputes that arise between Contractors and Policyholders regarding the Contractor Services, and the nature and extent of the involvement, if any, of the Customer in these disputes.
17. In implementing a program as described in the introduction of this RFI, are there any other considerations that Company should take into account in drafting a subsequent solicitation?
18. Describe how your Company manages timely invoicing and payments to Contractors and manages any payment disputes concerning Contractor Services with all parties involved (Contractor, Policyholder, Customer, and Vendor).
19. Citizens values contracting with Vendors that are properly qualified, licensed, trained, insured and utilize safe methods of operations. To that end, please describe your Company's general operations as it relates to Contractor/resource (1) safety training (2) licensing (3) verification of qualifications/skills and (4) criminal background screening. Be sure to include information concerning how this information is initially captured and how it's monitored to ensure ongoing adherence to any Company/regulatory requirements.

- C. Additional Information/Documentation:** Items regarding other services that Vendor can provide related directly to the above topics should also be included. For example, if Company can provide example contracts (or forms thereof) for its current contractual relationships with both its Customers and Contractors, please do so.

## **V. RESPONSE FORMAT AND INSTRUCTIONS**

One (1) compact disk (CD) of the response in PDF format. Responses should reference RFI No.: 15-0015, and should be delivered to:

Gregory Bickford, Procurement Officer  
Purchasing Department  
Citizens Property Insurance Corporation  
2101 Maryland Circle  
Tallahassee, Florida 32303

Phone (850) 521-8308  
E-Mail: [citizens.purchasing@citizensfla.com](mailto:citizens.purchasing@citizensfla.com)

## **VI. 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 RFI, 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
February 25, 2015		RFI Released
March 13, 2015	10:00AM	Questions Due
March 30, 2015		Answers to Written Questions Posted
April 15, 2015	2:00PM	Responses Due

## **VII. AMENDMENTS TO THE RFI**

Citizens will post addenda, if any, to this RFI, including the Calendar of Events on the Citizens' web site, at <https://www.citizensfla.com/about/purchasing-solicitations.cfm> under the posted RFI number.

## **VIII. RFI QUESTIONS AND CONTACT WITH CITIZENS**

Please submit questions about this RFI in writing by e-mail to the Procurement Officer, identified in Section V of this RFI, by the date and time specified in the timeline or as amended by Citizens. Questions should reference RFI No.: 15-0015. Questions will not be answered via telephone.

Please monitor Citizens' web site for new or changing information.

#### **IX. CONFIDENTIAL, PROPRIETARY OR TRADE SECRET MATERIAL**

If Vendor considers any portion of any documents, data, or records submitted to Citizens to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to chapter 119, Florida Statutes, the Florida Constitution or other authority, Vendor must simultaneously provide Citizens with a separate redacted copy of it's the information it claims as Confidential and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy shall contain the RFI name and number, and shall be clearly titled "Confidential." The redacted copy should only redact those portions of material that the Vendor claims is confidential, proprietary, trade secret or otherwise not subject to disclosure.

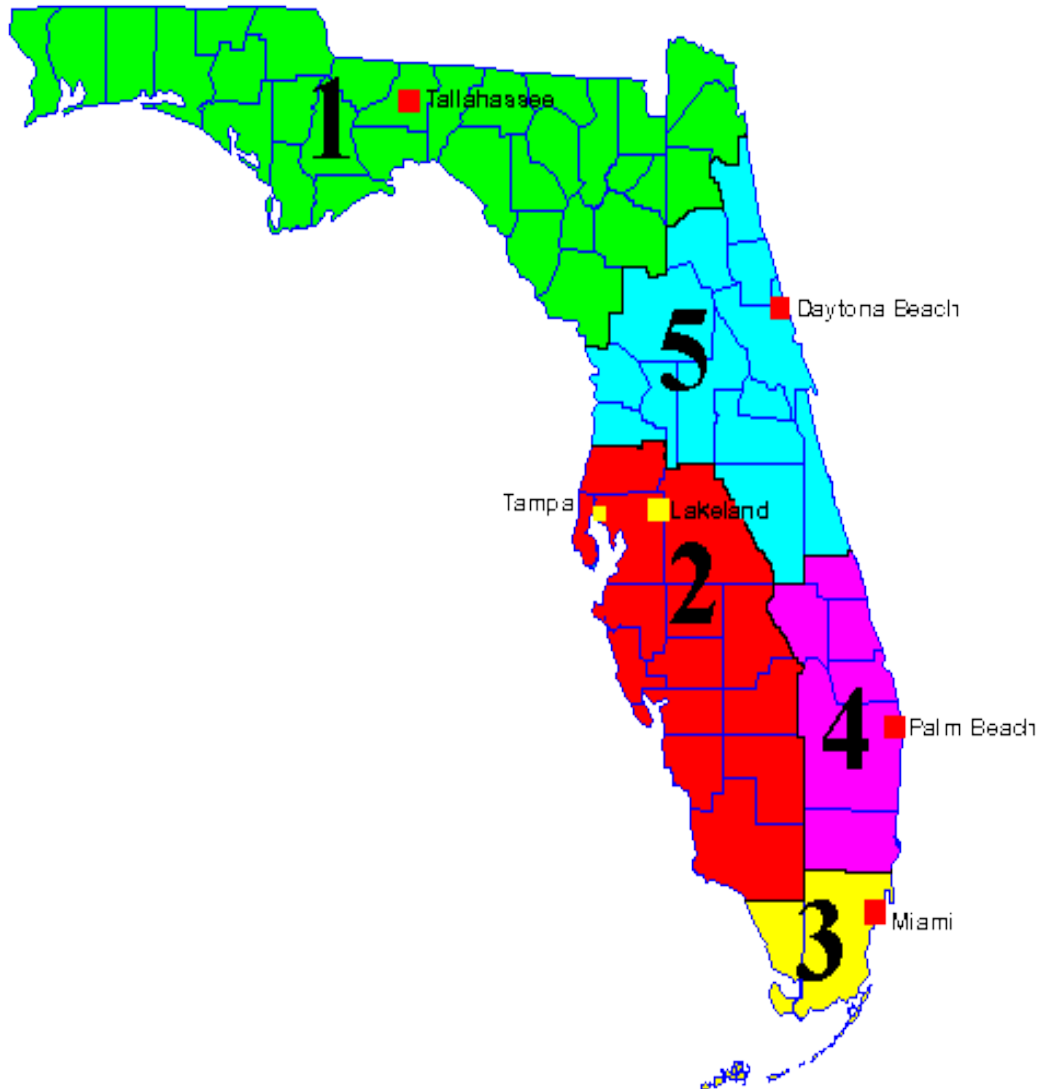
In the event of a public records or other disclosure request pursuant to chapter 119, Florida Statutes, the Florida Constitution or other authority, to which documents that are marked as "Confidential" are responsive, Citizens will provide the Vendor-redacted copies to the requestor. If a requestor asserts a right to the Confidential Information, Citizens will notify the Vendor such an assertion has been made. It is the Vendor's responsibility to assert that the information in question is exempt from disclosure under chapter 119 or other applicable law. If Citizens becomes subject to a demand for discovery or disclosure of the Confidential Information of the Vendor under legal process, Citizens shall give the Vendor prompt notice of the demand prior to releasing the information labeled "confidential" (unless otherwise prohibited by applicable law). Vendor shall be responsible for defending its determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

Vendor shall protect, defend, and indemnify Citizens for any and all claims arising from or relating to Vendor's determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If Vendor fails to submit a redacted copy of information it claims is Confidential, Citizens is authorized to produce the entire documents, data, or records submitted to Citizens in answer to a public records request for these records.

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

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**EXHIBIT A  
FLORIDA SERVICE AREA MAP**



**Service Area 1** - Alachua, Baker, Bay, Bradford, Calhoun, Clay, Columbia, Dixie, Duval, Escambia, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Holmes, Jackson, Jefferson, Lafayette, Leon, Levy, Liberty, Madison, Nassau, Okaloosa, Santa Rosa, Suwannee, Taylor, Union, Wakulla, Walton, Washington

**Service Area 2** - Charlotte, Collier, DeSoto, Glades, Hardee, Hendry, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk, Sarasota

**Service Area 3** - Dade, Monroe

**Service Area 4** - Broward, Indian River, Okeechobee, Palm Beach, St. Lucie, Martin

**Service Area 5** - Brevard, Citrus, Flagler, Hernando, Lake, Marion, Orange, Osceola, Putnam, Seminole, St. Johns, Sumter, Volusia