



ADDENDUM No. 1
REQUEST FOR PROPOSALS No. 20-0017
LEAN, AGILE, AND CONTINUOUS
IMPROVEMENT TRAINING SERVICES
NOVEMBER 13, 2020

The purpose of this addendum is to answer questions received prior to the deadline in Section 1.3, Calendar of Events.

SOLICITATION CHANGES:

The Proposal Submission Deadline (on the cover of the RFP) is amended, consistent with the Calendar of Events in Section 1.3 of the RFP, to read as follows (change is highlighted in yellow):

PROPOSAL SUBMISSION DEADLINE

~~November 30, 2020~~

December 2, 2020

ANSWERS TO QUESTIONS:

1. For the "additional training topics", can you provide more specifics on the topics being sought in "Business/Data Analysis" area?

Answer: Some example topics include data mining, data modeling, statistical analysis, use case development, documentation management, business process management, and benefits analysis.

2. For the price list, are there typical parameters for Citizen's training that we can assume, such as class size?

Answer: Parameters are included each of the scenarios in Attachment F (Price Sheet), including group size. Pricing provided in response to Attachment D (Course List) may be provided based on various class sizes. See also answer to question 16.

3. Is there a need for custom content or is the request strictly for off-the-shelf content?

Answer: It would be a combination of both.

4. You mention that providing Train the Trainer certifications may be a need. Are you considering this to just include the course content TTT certification or are you assuming that instruction on adult learning theory, trainer skills and teach backs to be part of that training for certification?

Answer: Only require instruction on the material.

5. Has virtual training been successful at Citizens in the past? Is there anything specific you can share on past virtual training experience / expectations?

Answer: Overall it has been successful. Certainly, some topics are better in person. Limiting the number of different tools used for virtual training would be preferred. Frequent breaks are needed, and duration of the class should be taken into consideration.

6. Is a Primary Vendor going to be selected or will each offering be assigned based on its individual criteria?

Answer: Citizens seeks to establish a panel of Vendors (as described in Section 1.1 of the ITN). See

Section 3.5 of the ITN for information regarding how assignments will be made.

7. Are there incumbent companies for the services being requested by this solicitation?

Answer: Yes. See Section 1.1 of the ITN.

8. If there are incumbent companies currently providing related services, what are the companies?

Answer: The companies providing Services to Citizens in the past include Artemis Agile, Agile Strides, Agility Software, Global Lynx, ITSM Academy, Learning Tree, Ryan Ripley and Company, Scaled Agile, and others.

9. Is the solicitation to include student certification in methods such as Lean, Six Sigma, Agile, or related methods?

Answer: Yes.

10. Is the solicitation intended to award to one company, or as many companies as necessary to meet all requirements?

Answer: The latter. See answer to question 6.

11. How are travel costs to be treated within the proposal response? Are they to be passed through?

Answer: Refer to Section 6.1 of Attachment G (Draft Agreement) as well as Citizens Travel Policy (attached to this addendum).

12. Practice of Lean and Agile methods requires a variety of software tools, such as for Value Stream Mapping, Data Analysis, Project Management Software, etc. Is the proposal to include the cost for these supporting technologies or will Citizens procure these separately?

Answer: Citizens would likely procure these separately. Vendors may include such products in their proposals as Optional Products and Services (see Section D of Attachment E – Vendor Questionnaire and Section 3 of Attachment F – Price Sheet).

13. Certification in Lean and Six Sigma require the student to complete an eligible project in addition to the academic requirements, so is the solicitation interested to fund these activities as well, which include mentoring a student for the duration of the project?

Answer: Mentoring or coaching may be included in a proposal as Optional Products and Services (see Section D of Attachment E – Vendor Questionnaire and Section 3 of Attachment F – Price Sheet).

14. Can you supply details on the curriculum sought for “Business Architecture”?

Answer: Topics may potentially include TOGAF and SAFe for Architects, among others.

15. To confirm, we noticed on the cover page the submission date is Nov 30th, but elsewhere the submission dates is Dec 2nd. Please clarify the date of submission.

Answer: The correct proposal deadline is December 2, 2020.

16. What is the anticipated number of courses or people to be trained each year?

Answer: Approximately 300 individuals, with 25 classes per year and 15-30 attendees per class.

17. When do you anticipate the training to commence?

Answer: Q2-2021.

18. You shared that you have just over 1,000 employees, would you like the on-demand training made available to all employees for all three years of the contract, or to a subset of the employees? Will the number of employees accessing the on-demand content change annually?

Answer: A subset of all employees (approximately 300). Yes, the utilization may change annually.

19. Do you have an estimate for the percentage of in-person vs virtual training requested? Should travel expenses be a line item in the response or included in the in-person pricing?

Answer: At this time, Citizens is expecting Services to be 100% Virtual in 2021 but will evaluate plans for future assignments in approximately Q2-Q3 of 2021. Regarding travel expenses, see answer to question 11.

20. How many vendors do you anticipate retaining to fulfill your training requirements?

Answer: We anticipate contracting with at least 6 vendors in this solicitation. See answer to question 6.

21. The Pricing Sheet (Attachment F) gives a Delivery Type Option for each Scenario, but [Vendor Name] is able to provide both Live Virtual and/or On Demand Courses and Training for each Scenario. Does Citizens have a preference for training in this case or would Citizens consider allowing pricing of both options in order to allow vendors to demonstrate their full set of training options and capabilities?

Answer: Vendors should use the response to Attachment D – Course List and Attachment E – Vendor Questionnaire to demonstrate their full set of training options and capabilities. Responses to the Price Sheet (Attachment F) are only used for the evaluation of price points related to this RFP. If Vendors can provide both Live Virtual and On-Demand courses and training for one or more of the scenarios in Attachment F (Price Sheet), they may choose the delivery method that they feel is most economical (and thereby most competitive).

22. What is the average number of employees for a live virtual training session?

Answer: 20.

23. What video conferencing software do you use for your remote employees?

Answer: Citizens primarily uses Microsoft Teams.

24. How has the COVID-19 pandemic changed the way training sessions are conducted?

Answer: New tools for virtual. Some classes broken down to multiple shorter days instead of full days.

25. Your pricing sheet (Attachment F) lists only 4 courses, each for 4 to 8 hours. Is this the length of the course that you are looking for? Are those the main topics that you are looking for?

Answer: The courses in Attachment F are only being used for purposes of evaluating price points related to this RFP. These courses will likely be a common course offering for Citizens employees, but many other course offerings are expected as well.

26. What are Citizens' goals and objectives for the training services being requested in RFP No. 20-0017?

Answer: To enable Citizens employees across multiple roles and skill sets to receive the specific training they need from industry specialists and domain experts.

27. In Section 1.1 of the RFP No. 20-0017, there are some examples of training topics that Citizens is interested in. Can you provide a more specific list of training topics that aligns with Citizens' anticipated needs?

Answer: The examples provided in Section 1.1 are intended to illustrate the main training topics Citizens is interested in. As Citizens needs may change over time, Vendors should use their response to Attachment D – Course List to include their full set of training options and capabilities in these general areas.

28. Do you need the certification exam to be included if there is one tied to our training classes?

Answer: No. However, if such certification exams are included in the Vendor's proposed Services, it should be described in response to Attachment D.

29. What is the min size and the max size of classes you are looking for?

Answer: Citizens is not looking for a specific minimum or maximum class size. Vendors should include any class size limitations (as applicable) in their response to Attachment D – Course List.

30. Do the classes need to be dedicated? Or can we have some people attend our publicly scheduled classes?

Answer: Citizens prefers classes to be dedicated. If there are not enough attendees for a full class, we would consider joining a public class.

31. Section 1.1 of RFP 20-0017 states "Vendors must be certified to instruct by third parties such as Scaled Agile, Scrum.org, and the DevOps Institute, where required and as applicable to provide the Services." Does that latter part of this statement indicate that there are opportunities for vendors without third party certifications to provide the suggested training? Or are third party certified vendors a requirement for submitting a valid proposal response?

Answer: Third party certification is a requirement to the extent that such certification is required by the third party in order to provide instruction for a specific course.

32. If third party certified vendors is currently a requirement, we request that this be reconsidered for the current RFP?

Answer: Please see answer to question 31.

33. Could you please clarify the date and time that proposals are due? Both November 30, 2020 and December 2, 2020 are indicated, within the header and the Calendar of Events, respectively?

Answer: Please see answer to question 15.

34. Attachment B, 3.2- Can you provide further clarification regarding whether registration with the Florida Department of State is/is not required? Specifically, Section 3.2 states that "the Vendor is not required to register with the DOS if (a) the Vendor's sales are made only through independent contractors". Can you explain this statement further? And if required to register, can you provide the website for registration?

Answer: Generally, registration is not required if the vendor is providing services remotely from another state and has no physical presence in Florida. The website for registration is <https://dos.myflorida.com/sunbiz/forms/>.

35. Do you currently have a pool in place? If so, how many firms are currently in it?

Answer: See answers to questions 7 and 8.

36. How many employees are expected to access the content on an annual basis?

Answer: Approximately 300-400 unique users.

37. Can you please confirm the email to be used for the final submission?

Answer: See Section 2.1 of the RFP. The email address is citizens.purchasing@citizensfla.com.

38. Where will the question answers be posted?

Answer: Posted to Citizens website (www.citizensfla.com/solicitations).

39. Occasionally we make use of third parties to deliver training. Could we make use of third parties for any of the training described in this RFP? If yes, under what circumstances (e.g. [Vendor Name] would be the only point of contact for Citizens Property)?

Answer: Yes, use of third parties would be allowed with prior written approval by Citizens' Contract Manager. In this case, the vendor would be responsible for the acts of the third party and would be the single point of contact for billing and other purposes.

40. What is the ~ size of Citizens Property Insurance Corporation?

Answer: See Section 1.2 of the RFP.

41. What are the Citizens office locations where training would be held, if conducted in-person?

Answer: In Jacksonville, Florida and Tallahassee, Florida.

42. What is the distribution of employees and consultants / contractors across the office locations?

Answer: About 80% of the employees work from the Jacksonville office location. At this time, the majority of Citizens employees are currently working from home due to the COVID-19 pandemic.

43. What are your preferred Internal Chat tools? (Teams, Slack, etc.)

Answer: Teams.

44. What are your preferred Virtual Meeting Tools? (WebEx, Zoom, Teams, etc.)

Answer: Teams.

45. What are your preferred Virtual White Board Tools? (Mural, Miro, etc.)?

Answer: No preference.

46. Do you require instructor to use your toolset, behind your firewall, using Citizens provided laptops?

Answer: No.

47. What percentage of team members (employees and consultants / contractors)

- a. Have Citizens laptops?
- b. Have virtual desktops, run on non-citizens hardware?
- c. Utilize personal laptops?

Answer: All expected trainees have Citizens issued hardware.

48. What are your preferred Agile Frameworks? (Kanban, XP, Scrum, etc.)?

Answer: SAFe, Scrum, Kanban, XP.

49. What are your preferred Agile Scaling Frameworks? (Scrum of Scrums, SAFe, Spotify, Agile@Scale, etc.)?

Answer: SAFe, Nexus.

50. How many years of IT / Lean and Agile experience does Citizens have overall?

Answer: Approximately 8 years.

51. What is your Agile Transformation Lean and Agile Roadmap Key Success Goals / OKRs for 2021? How do you see Lean and Agile Training supporting and enhancing these goals / OKRs?

Answer: Not determined at this time.

52. What would you say is your range (low to high) of Delivery Team Agile experience on a scale of 0 to 5 years?

Answer: 2 – 8+ years.

53. What would you say is your Average Delivery Team Agile Experience on a scale of 1 to 5 years?

Answer: 2 years.

54. What would you say is your range (low to high) of Product Team experience on a scale of 0 to 5 years?

Answer: 0-2 years.

55. What would you say is your Average Product Team Agile Experience on a scale of 1 to 5 years?

Answer: 1 year.

56. What would you say is your range (low to high) of DevOps experience on a scale of 0 to 5 years?

Answer: 0-1 year.

57. What would you say is your Average DevOps experience on a scale of 1 to 5 years?

Answer: 1 year.

58. What would you say is your range (low to high) of DevSec experience on a scale of 0 to 5 years?

Answer: 0-1 year.

59. What would you say is your Average DevSec experience on a scale of 1 to 5 years?

Answer: 1 year.

60. What are the three things folks loved, rated highly, from previous Lean and Agile training workshops?

Answer: Collaboration, variety of activities and quality of content, and real-world instructor

experience.

61. What are the three things folks loved, rated the lowest from previous Lean and Agile training workshops?

Answer: Too much lecture, no real-world experience, and reading slides.

62. Question about the price sheet attached. How was the class duration determined? For example, a Certified Scrum Product Owner class is a 2-day program. Are the durations listed just an example to compare apples to apples when comparing pricing?

Answer: All of the class durations in Attachment F are based on prior history of Citizens course consumption. In addition, yes, this is also an example for comparison.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 627.351 (6)(e), F.S., CONSTITUTES A WAIVER OF PROCEEDINGS. SEE SECTION 4, GENERAL CONDITIONS, WITHIN THE SOLICITATION DOCUMENT FOR DETAILS REGARDING HOW AND WHERE TO FILE A PROTEST.

Policy Title:	Expenses Related to Business Travel	Policy Number:	301
Effective Date:	February 11, 2019	Policy Administrator:	Accounting

I. Purpose/Scope

The purpose of the Business Travel Policy is to establish standards for the payment or reimbursement of travel costs consistent with state laws and regulations and for ensuring that expenses incurred are appropriate and prudent in the context of Citizens' governmental functions.

Citizens will pay for or reimburse the reasonable cost of travel expenses necessary for the purpose of conducting business on behalf of the corporation in accordance with this policy. This policy is not intended to preclude employees from exceeding the expenditure limitations expressed herein; however, employees should be aware that the policy does limit the amounts that will be paid or reimbursed by Citizens.

This policy applies to employees, board members, committee members and others traveling on behalf of Citizens at the Corporation's expense (herein referred to as "travelers"). The responsibility for incurring expenditures and adhering to this policy resides with the traveler, with oversight by the traveler's manager.

II. Policy

Travelers will be reimbursed only as authorized by this policy. Out-of-state travel is subject to the same policies as in-state travel. If there are issues not answered by this policy, reference will be made to state law and policies for guidance.

A. Authorization

Except as otherwise provided herein, travel is to be authorized and approved as follows:

1. Executive Leadership Team by approval of the President or the President's
2. designee, including those special instances which approval of the appropriate member of the Executive Leadership Team is required;
3. Vice Presidents, Senior Directors, and Directors (hereinafter "Senior Management Member") by the respective Executive Leadership Team member;
4. Other employees by approval of the respective Senior Management Member, who may delegate this responsibility where appropriate and approved by the respective Executive Leadership Team Member;
5. Non-Citizens personnel by the respective Senior Management Member, who may delegate this responsibility where appropriate and approved by the respective Executive Leadership Team Member, when such travel is in connection with official business of Citizens;
6. Job applicants by the respective Senior Management Member, who may delegate this responsibility where appropriate and approved by the respective Executive Leadership Team Member.

B. Reimbursement for Travel Expenditures

For overnight travel, the traveler may receive a maximum daily per diem (meals and lodging) of \$80. Travelers may elect to be reimbursed for actual expenses for lodging plus a meal allowance in lieu of claiming per diem.

Travelers may switch from a standard per diem to actual lodging plus meals or vice versa, on a daily basis, provided the switch in reimbursement options is made at the beginning or ending of a travel day (midnight to midnight).

A traveler may not claim per diem or lodging reimbursement for overnight travel within 50 miles (one way) of the traveler's headquarters or residence unless the circumstances necessitating the overnight stay are fully explained by the traveler and approved by the respective member of the Executive Leadership Team.

For travel that does not include an overnight stay, the traveler may not be reimbursed on a per diem basis, but may receive a meal allowance.

C. Per Diem

Per diem reimburses a traveler for meals and lodging. Travelers will be reimbursed \$20 for each six-hour quarter of the day included in the trip, as follows:

- 1st Quarter: Midnight to 6 a.m.
- 2nd Quarter: 6 a.m. to Noon
- 3rd Quarter: Noon to 6 p.m.
- 4th Quarter: 6 p.m. to Midnight

For example, if a traveler opting to receive per diem leaves at 9:00 a.m. on Monday and returns at noon on Wednesday, the traveler will be reimbursed \$60 for the 2nd, 3rd and 4th quarters on Monday, \$80 for all day on Tuesday, and \$40 for the 1st and 2nd quarters on Wednesday, for a total of \$180.

D. Time of Departure and Return

1. To compute departure time, use two hours prior to the scheduled departure time of commercial aircraft and fifteen minutes prior to scheduled departure time of private aircraft.
2. To compute return time, use 30 minutes after the actual arrival time for baggage handling and other details.
3. The traveler may also include reasonable travel time to and from official headquarters to the airport, unless the traveler is leaving from or returning to a location that is closer to the airport. If leaving from or returning to a closer location, use reasonable travel time from the closer location.

E. Meal Allowances

Meal allowances are based upon departure and return times as reflected in the chart below:

Meal	Traveler Must Depart Before:	And Return After:	To Claim Meal Allowance of:
Breakfast	6:00 a.m.	8:00 a.m.	\$ 6.00
Lunch	12:00 noon	2:00 p.m.	\$11.00
Dinner	6:00 p.m.	8:00 p.m.	\$19.00
All Day	6:00 a.m.	8:00 p.m.	\$36.00

Reimbursement for a meal allowance does not require a receipt, but does require the traveler to record the starting and ending times of the trip on the Business Expense Report. PLEASE NOTE: Except as allowed in Paragraph II.M. during emergencies, a corporate credit card may *not* be used to pay for meals.

A traveler may not claim reimbursement for meals when travel is confined to the city or town of the traveler's official headquarters or within a distance of 50 miles or less, except for assignments of official business outside the traveler's regular place of employment if travel expenses are approved.

If allowable food or beverages are purchased by a traveler and charged to a master account, the traveler's meal allowance will be offset by meal charges to the room. Any excess must be reimbursed by the traveler. It is recommended that the traveler provide a personal credit card to the lodging establishment for the purchase of meals and other incidentals.

F. Lodging

Travelers claiming actual lodging expenses will receive reimbursement if the expenses are necessary, reasonable, based on a single occupancy rate and substantiated by paid receipts.

Travelers must request the single occupancy government rate for hotel or motel rooms, or a lower rate if available, when claiming the actual cost of the room instead of per diem. Authorized travelers are reminded that obtaining economical hotel accommodations is a priority for in-state and out-of-state travel. Any travel or lodging expenses obtained or arranged through Airbnb are specifically excluded from payment or reimbursement under this policy. Travelers should be prepared to justify situations where hotel costs appear excessive for the geographic areas in which the traveler is staying. In determining whether a hotel rate is excessive, consideration should be given to the geographic area, seasonal fluctuations, and distance from the intended assignment location. Prior approval and justification must be provided for hotel expenses that exceed \$150 per night (room rate only).

Receipts for lodging expenses must show the name and address of the establishment, the name of the traveler, the daily rate actually paid, the dates of check-in and check-out, and the number of persons who occupied the room. Travelers will not be reimbursed for additional occupancy charges for those not on Citizens' business. Lodging expenses paid within the State of Florida with a Citizens-issued credit card are exempt from state sales tax. Travelers and their approved authorizers should make sure that in this circumstance any state sales tax is removed from the bill and not paid.

If there is a mandatory hotel parking or valet parking charge, it should be included on the hotel receipt and should be noted on the Business Expense Report as a separate charge and should include a statement from the establishment, or other verification, that the charge was mandatory.

G. Transportation

1. Most Efficient and Economical Method of Travel

Travel expenditures must be based upon an efficient and reasonable travel route. Payment or reimbursement for expenses is based on the time and charges that the traveler would have incurred had he or she followed the most economical method of travel under the circumstances. Circumstances under which a greater amount may be reimbursed must be justified in writing and must be based upon the reasonable judgment of the traveler and the person approving the travel. The expenditures must be based on considerations of efficiency and economics favorable to the company.

Whenever possible, travelers should ride together when traveling to and from the same locations.

Citizens will not reimburse for travel by privately owned vehicle or rental car when transportation is provided by the company unless a business reason is approved prior to travel.

If the class of travel or route selected is not the most economical method of transportation, the traveler may absorb the additional cost or, having obtained prior approval by the respective member of the Executive Leadership Team, justify the circumstances surrounding the travel in the Authorization to Travel form.

2. Air Travel

When authorized, Citizens will pay for or reimburse travel by airline in coach class accommodations only. Free and employee-paid upgrades are allowed. Otherwise, first class accommodations are not authorized and will result in reimbursement of expenses at the lower coach rate. The traveler must submit the receipt for the purchase of the ticket with the Business Expense Report.

When appropriate, travelers are encouraged to consider discounted fares which are either nonrefundable or require payment of penalty if cancelled.

Supervisors and travelers must carefully evaluate the circumstances and risk of cancellation prior to the purchase of these tickets in order to avoid the cancellation penalty on the ticket. Penalties for cancellation of discounted airline tickets may be paid by Citizens only due to illness of the traveler, the death of an immediate family member or the traveler, or based upon an approved change in travel plans due to work-related circumstances. A written explanation must be submitted with the travel voucher.

When all or part of an airline ticket is not used, the traveler must use the remaining credit on a subsequent business trip when air travel is required.

3. Rental Cars

Use of rental cars must be in compliance with Citizens' Vehicle Use policy.

Whenever feasible, automobile rentals should be transacted through contracted vendors. Failure to use a contracted vendor requires written justification on the Business Expense Report. If the traveler fails to adequately justify the use of a non-contracted vendor or fails to adequately justify the use of a non-contracted vendor, any additional costs will be personally incurred by the traveler.

- a. A copy of the rental agreement (or detailed rental receipt) must be submitted with the Business Expense Report.
- b. Insurance coverage is provided by contract vendors. Payment of the daily collision damage waiver or loss waiver fee is not authorized. In case of an accident, the traveler must follow the Vehicle Accident Procedures in the Vehicle Use Policy and report the accident to the vendor.
- c. Payment for or reimbursement will be made based upon the lowest class size available among intermediate, standard, or full-sized vehicles to accommodate the number of staff traveling, the equipment or materials being transported, and the distance and duration of the trip. The traveler must include the reason to justify selecting a vehicle larger than intermediate on the Business Expense Report. Travelers are prohibited from requesting luxury or premium rental vehicles.

4. Privately Owned Vehicles

- a. When travel is by privately owned vehicle, the traveler is entitled to a mileage allowance at a fixed rate of \$.445 per mile. [Field-based employees who drive for Citizens' business on a recurring daily and weekly basis and are not provided a fleet vehicle are entitled to a mileage allowance at the Internal Revenue Service published rate.]
- b. All mileage must be shown from the point of origin to the point of destination and must be computed on the basis of the Florida Official Intercity Highway Mileage calculator published by the Florida DOT at (<https://fdotewp1.dot.state.fl.us/CityToCityMileage/viewer.aspx>) or other reliable mileage calculators, such as MapQuest or Google maps. Travelers must

calculate out to the third decimal point and round down to the nearest cent when calculating the allowable amount for all mileage. Example: 15 miles multiplied by \$.445 (the current mileage allowance) would equal \$6.675 and the amount to be paid to the traveler would be \$6.67.

- c. Vicinity mileage necessary for the conduct of official business is allowable, but must be shown as a separate item on the Business Expense Report and must not exceed 15 miles per day without a detailed explanation. See paragraph 5. below for more guidance.
 - d. Travel time and whether the point of destination is accessible by common carrier will be considered when a request for the use of a privately owned vehicle is made.
5. Vicinity Mileage. Business-related vicinity miles incurred while in travel status will be reimbursed on a mile-for-mile basis at \$.445 per mile, as a separate item on the Business Expense Report. Vicinity miles are determined as a separate item from the map mileage computed pursuant to paragraph 4.b. above and is determined by computing the distance from the point of origin or the traveler's headquarters, whichever is less. For example, if driving from one's home to the airport, vicinity miles are available for the lesser distance of either home to the airport or headquarters to the airport. Another example of vicinity miles is the distance from a hotel (point of origin) in a city to a work assignment. It is the traveler's responsibility to accurately report vicinity miles incurred as well as the authorized approver's responsibility to ensure that the reported miles are accurate. The traveler must justify any vicinity miles that are deemed to be excessive.
6. Commercial Chartered Vehicles

The President or the President's designee may authorize transportation by chartered vehicle when necessary, or where it is to the fiscal advantage of Citizens.

7. Complimentary Travel

No traveler may be allowed either mileage or transportation expense when the traveler is gratuitously transported by another person or when the traveler is transported by another traveler who claims mileage or transportation expense.

H. Incidental Expenses

The following incidental travel expenses may be reimbursed. Receipts for ALL incidental expenses other than tips as described in 2. below, must be submitted, regardless of amount. Exceptions must be justified in writing by the traveler and the authorized approver and submitted with the Business Expense Report.

- 1. Taxi Fare. Receipt is required.

2. Tips. Reasonable tips may be reimbursed, up to 15% for taxi; up to \$1 for valet parking; up to \$2 per night for housekeeping; up to \$1 per bag for bag handling, with a \$5 maximum. Portage charges exceeding \$5 per incident will require written justification.
3. Baggage fees. Receipt is required. Fees for more than one bag must be justified.
4. Storage, Tolls and Parking Fees. Receipt is required.
5. Communications expense (telephone, telegraph, Internet, etc.). Statement that communication expenses were business related is required.
6. Passport and visa fees. Receipt is required.
7. Fee to exchange currency necessary to pay official travel expenses. Receipt is required.
8. Maps necessary for conducting official state business. Receipt is required.
9. Dry-cleaning, laundry and pressing expenses. Receipt is required and may be reimbursed only when official travel extends beyond seven days and the expenses are necessarily incurred to complete the official business portion of the trip.
10. Registration fee while attending a convention or conference, which serves a direct business purpose. In the event meals are included in the registration fee, per diem or meal allowances must be reduced accordingly. The traveler may also be reimbursed for events, banquets, meals, etc., that directly enhance the business purpose; however, prior approval from the traveler's authorized approver is required, if possible. Receipt is required.
11. Other travel expenses may be reimbursed if deemed to be in the best interest of Citizens and are approved by the respective member of the Executive Leadership Team.

I. Conference and Convention Travel

Each person attending a conference or convention must complete a Citizens Authorization to Travel form.

1. No funds will be expended on conventions or conferences unless:
 - a. The main purpose of the conference or convention is in connection with Citizens business and is directly related to the performance of its mission;
 - b. The activity provides a direct educational or other benefit supporting the work and business purpose of the person attending;

- c. The duties and responsibilities of the traveler attending the meetings are compatible with the objectives of the particular conference or convention; and
 - d. The Business Expense Report is otherwise in compliance with this policy.
- 2. For travel to conventions and conferences, a statement of the benefits accruing to Citizens by virtue of such travel must be included on the Citizens Authorization to Travel form and on the Business Expense Report.
 - 3. A copy of the program or agenda of the conference or convention, itemizing the registration fees and any meals or lodging included in the registration fee must be attached and filed with the Citizens Authorization to Travel form. Per diem or meal allowances should be adjusted accordingly when meals are included in the registration fee.

J. Advance Payment for Travel

A traveler who does not have a corporate purchasing card may request a travel advance to cover expenses for travel involving an overnight stay. Travel advances should be submitted to the Accounts Payable Unit no later than 10 business days prior to travel. The traveler must include approval from the authorized approver with the request.

A traveler may not have more than one travel advance outstanding at any time, without written justification of circumstances which necessitate an exception and approval of the respective member of the Executive Leadership Team.

Travelers must reconcile travel advances and return any unused portion of the advance within 15 business days after the completion of a trip. Failure to submit finalized travel reimbursement documents after receipt of a travel fund advance will result in the denial of all future advance requests and/or, for employees, discipline up to and including termination of employment.

K. Foreign Travel

Travel costs for foreign travel are reimbursed at the rates specified in "Per Diem Allowances for Travel in Foreign Areas," which may be found at http://aoprals.state.gov/content.asp?content_id=184&menu_id=78 published by the U. S. Department of State, Office of Allowances. Rates for foreign travel begin at the date and time of arrival in the foreign country from the United States and terminate on the date and time of departure from the foreign country to the United States.

Reimbursement allowances for lodging and meals while traveling in foreign areas are reimbursed at the rates specified at the website referred to in the previous paragraph. The amounts listed in the column labeled "Maximum Lodging Amount" are the maximum amounts that may be claimed for lodging. Receipts are required for reimbursement of lodging costs. If the actual lodging expense of the traveler is less than the maximum amount listed, the lesser amount will be reimbursed.

Meal allowance amounts are found in the column labeled “M&IE Rate.” An adjustment must be made to the amount listed in this column because this amount includes an allowance for incidental expenses. Since incidental expenses are reimbursed as stated in paragraph II.H. above, the amount allowed for incidental expenses must be deducted from the total amount shown in the M&IE column. Receipts are not required for meal expense reimbursement. The meals and incidentals expense breakdown is located in Chapter 301-Federal Travel Regulation, Appendix B.

Example: Rome, Italy		
Maximum Lodging Amount (receipt required)		\$232
Meals and Incidental Expense (M&IE)		\$134
M&IE Breakdown:		
Breakfast	\$ 20	
Lunch	\$ 34	
Dinner	\$ 53	
Incidentals	<u>\$ 27</u>	
	\$134	

The total daily allowance for meals would be \$134 minus \$27 for incidentals, or \$107.

When a traveler goes from one foreign location to another, reimbursement for meals and lodging is based on the allowance listed for the referenced location during the meal or lodging period. For example: If the traveler departed Rome at 3:00 p.m. for Paris, the Rome allowance for breakfast and lunch would be used and the Paris allowance for dinner and lodging would be used.

L. Reimbursement of Travel Expenditures by Individuals with Disabilities

Travel expenses in excess of those ordinarily authorized that are reasonable and necessary for the safe travel of an individual with disabilities, made pursuant to the Americans with Disabilities Act (“ADA”), may be reimbursed if submitted with a statement certifying that:

1. The traveler has requested a reasonable accommodation pursuant to ADA to assist the traveler in performing his or her duties, applying for a position, or otherwise participating in any aspect of the employment relationship.
2. The approving authority in paragraph II.A. has determined that the individual is a qualified individual with a disability as defined in the ADA.
3. The approving authority has determined that the expenditure in question is a “reasonable accommodation” pursuant to ADA for that traveler.

M. Emergency Operation and relief Staff During Times of Disaster/Emergency Assistance

The President may suspend provisions of this travel policy in the case of an emergency situation. The President may authorize Citizens to purchase meals, food, and beverages for the staff operating emergency centers. The food service should not exceed the total meal allowances in Paragraph E. above for all employees participating in the meal and the service should be carefully controlled. Travelers will not be

reimbursed a meal allowance when meals are provided by the Company. A corporate purchasing card may be used to purchase meals for staff operating emergency centers.

N. Emergency Return to Work Status

When a traveler away from official headquarters on personal time is required to travel because of an emergency situation, the traveler may be reimbursed for expenses incurred in traveling from the actual point of origin to the point of destination and, if returning, back to the actual point of origin after the emergency has ended. When expenses are claimed from an actual point of origin other than the traveler's official headquarters, the Business Expense Report must include an explanation of the emergency situation that necessitated the travel from such point. The traveler may also be reimbursed for unrecoverable costs associated with personal plans that the traveler was unable to carry out due to the emergency situation.

O. Transportation Expenditures for Those Required to Undergo Drug Testing

As provided in the Drug-Free Workplace Policy (# 211), if an employee is to be tested at a time when he or she appears to be under the influence of drugs or alcohol, arrangements must be made for the employee to be transported to a collection site. A Citizens employee may not provide transportation to the collection site for the employee to be tested. An Authorization to Travel is not required in this circumstance as sufficient documentation is forthcoming under the Drug-Free Workplace Policy before testing may be required.

If accepted by the transportation provider, a manager should charge the cost of the transportation expense to their corporate purchasing card. If that is not possible, the manager or the employee may pay the cost and be reimbursed upon submission of a Business Expense Report.

III. Procedure

A. Citizens Authorization to Travel Form

A traveler must complete a Citizens Authorization to Travel form and obtain approval from the traveler's authorized approver prior to incurring any travel expense. However, staff designated by the President or an Executive Leadership Team member, as staff whose position requires routine and frequent travel to other Citizens locations, are not required to obtain approval prior to traveling to such other Citizens locations.

Business travel outside the State of Florida must be approved by the respective member of the Executive Leadership Team.

Travelers are not required to complete an Authorization to Travel form for travel to board meetings, hearings or workshops, but must have written or oral approval to travel to the meeting, hearing or workshop from their supervisor. Executive Leadership Team members are approved for all board functions they deem appropriate to attend.

Field-based employees whose positions require routine, recurring travel, such as field adjusters, investigators, and quality assurance inspectors, are not required to complete

an authorization to travel form for such routine travel.

B. Business Expense Report Form

All requests for reimbursement of travel expenses must be made on a Business Expense Report, which must be submitted for all trips.

When it is required, the approved Citizens Authorization to Travel form must be submitted with the Business Expense Report.

Receipts are required for all expenses not subject to per diem or allowance, except for tips as described in Paragraph H.2. In the case of a conference or convention, the benefits to Citizens must be provided along with the pages of the agenda that itemize the registration cost.

Business Expense Reports must be submitted within 15 business days after the end of the travel period.

C. President's Travel

The President is not required to obtain prior approval for travel. The President's Business Expense Report must be reviewed and approved by the Chief Financial Officer or by the General Counsel, or in their absence by any member of the Executive Leadership Team. The President will provide a travel expenditure report to the Chair of the Board of Governors quarterly.

IV. Definitions

- A. "Conference" means a gathering of persons with a common interest or interests for the purpose of deliberation, interchange of views, or the resolution of differences or disputes and for the discussion of their common problems or interests. The term also includes similar meetings such as seminars and workshops which are large formal group meetings that are programmed and supervised to accomplish intensive research, study, discussion and work in some specific field or on a governmental problem or problems. A conference does not mean a meeting among company personnel.
- B. "Convention" means the assembly of representative groups of persons coming together for the accomplishment of a purpose of interest to a larger group or groups. A convention does not mean a meeting among company personnel.
- C. "Incidental Expenses" means other reimbursable expenses related to official travel, such as taxi fares, parking fees, tolls, communication expenses, tips, etc.
- D. "Map miles" means the current official highway miles as published by the Florida DOT at www.dot.state.fl.us/planning/statistics/hwydata/intercity.shtm or other reliable mileage calculators, such as MapQuest or Google maps which represents the miles between the point of origin and the point of destination.
- E. "Most Economical Method of Travel" means the most efficient and economically prudent mode of transportation (company-owned vehicle, privately-owned vehicle, common

carrier) designated by the person authorized to approve the travel. The most economical method of travel for each trip should take into account the nature of the business, time of the traveler, cost of transportation and per diem or subsistence required, the number of persons making the trip, and the amount of equipment or materials being transported.

- F. "Official Headquarters" generally means the same city or town as that of the office to which the employee is assigned. For an employee located in the field where there is no established office, the headquarters will be the city or town nearest to the area where the majority of the employee's work is performed, or such other city, town, or other area as may be designated by Citizens. In all cases of such designations, the location must be in the best interest of Citizens and is not determined based upon the convenience of the employee.
- G. "Point of Destination" means the point at which the map determines you have arrived at a city or town that is your destination.
- H. "Point of Origin" means the geographic location of the traveler's official headquarters or the geographic location where travel begins, whichever is the lesser distance from the destination.

"Vicinity Miles" mean miles incurred on official business when travel is within the vicinity of official headquarters, the city limits of the city traveled to, or other area traveled where map miles have not been identified, including miles incurred by travelers in excess of the FDOT published mileage charts.

V. Authority

Citizens Plan of Operation, Section 7(I)(7)

Reference Documents: § 112.061, Fla. Stat.
 Rule 69I-42, F.A.C.
 Reference Guide for State Expenditures

VI. History

<u>Action</u>	<u>Date</u>
Created	October 2005
Revised	October 24, 2012
Revised	March 25, 2013
Revised	November 16, 2015
Revised	February 11, 2019
Editorial Update	October 29, 2019

VII. Resources

A. CONTACTS

For questions regarding this policy, contact ExpenseReportsAP@citizensfla.com.

B. FORMS

Citizens Authorization to Travel
Travel Advance
Business Expense Report
Lost Receipt

VIII. Approval

Policy Title:	Expenses Related to Business Travel
Approved By:	Barry Gilway President/CEO and Executive Director
Signature:	Signature on File in Legal Services
Signature Date:	March 4, 2019