



**INVITATION TO NEGOTIATE No. 21-0011
FOR
IDENTITY GOVERNANCE ADMINISTRATION (IGA),
ACCESS MANAGEMENT (AM),
AND RELATED PRODUCTS**

REPLY DUE DATE: JUNE 7, 2021

[See Section 1.9 for the Calendar of Events]

Refer ALL Inquiries to:

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Purchasing Department
Citizens Property Insurance Corporation
2101 Maryland Circle
Tallahassee, Florida 32303
Phone (850) 521-8310
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**FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION
627.351(6)(e), FLORIDA STATUTES, CONSTITUTES A WAIVER OF PROCEEDINGS.**

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ATTACHMENTS

- Attachment A – Vendor Certification Form
- Attachment B – Responsible Vendor Review Form
- Attachment C – Financial Review Form
- Attachment D – Functionality Workbook
- Attachment E – Questionnaire
- Attachment F – Price Sheet
- Attachment G – Citizens Standard Contract Terms for SaaS Products

REPLY CHECKLIST

The following checklist identifies the mandatory documents that must be included in a Reply. Failure to complete and provide any of these mandatory documents shall result in disqualification of the Vendor (as non-responsive).		
	MANDATORY DOCUMENTS	SECTION
<input type="checkbox"/>	One (1) electronic version of the Reply on a compact disc (CD), USB removable media (i.e. Flash drive), or via email	3.5. A.
<input type="checkbox"/>	One (1) redacted copy of Reply on CD, USB removable media, or via email (required only if Vendor considers portions of its Reply confidential or exempt from disclosure under Florida's Public Records Law)	3.5. B.
<input type="checkbox"/>	Attachment A, Vendor Certification Form	3.6
<input type="checkbox"/>	Attachment B, Responsible Vendor Review Form	
<input type="checkbox"/>	Financial Documents (as requested in Attachment C)	
<input type="checkbox"/>	Attachment D, Functionality Workbook	
<input type="checkbox"/>	Attachment E, Questionnaire	
<input type="checkbox"/>	Attachment F, Price Sheet	

SECTION 1 - INTRODUCTION

1.1 STATEMENT OF PURPOSE: This Invitation to Negotiate (ITN) is issued by Citizens Property Insurance Corporation (**Citizens**) to request competitive replies (**Replies**) from firms (**Vendors**) capable of providing Identity Governance Administration (IGA), Access Management (AM), and related software products (**Products**) and Implementation Services, and ongoing support (collectively **Services**). Each Vendor Reply must include the following:

- **Products.** The Products should consist of industry-leading software and processes to manage digital identities and access to information in ways that reduce cybersecurity risk, ensure regulatory compliance, enhance user experiences, improve operational efficiency, and facilitate innovation. The desired software functionalities and capabilities are more fully described in Section 2.3(A-D) of this ITN. The Product(s) proposed by Vendors responding to this solicitation must meet the functionality requirements as detailed in Attachment D, Functionality Workbook. In addition to IGA and AM related Products, Vendors may also propose optional value-added products (such as other components of an Identity and Access Management (IAM) solution) in its Reply.
- **Implementation Services and Ongoing Support.** The desired implementation and ongoing support services are more fully described in Section 2.3(E-F) of this ITN. Citizens is not seeking general consultation services. To the extent consulting services are required, they would be part of a Product implementation or ongoing support. Vendors may also propose optional value-added services (such as managed services or enhanced support services) in its Reply.

Joint Replies are acceptable. Replies may also incorporate third-party products/services so long as those products/services and relationships are clearly disclosed. For example, an authorized implementation partner may submit a Reply that includes pricing for one or more third-party products.

Citizens prefers to award a contract to one Vendor for all Products and Services. However, Citizens may consider awarding multiple contracts if multiple Vendors provide complementary products, components, or services. Citizens reserves the right to negotiate and award separate contracts with each underlying Product Vendor or Implementation Vendor instead of having subcontracts.

A Vendor may not submit more than one Reply to this ITN. However, during the negotiations phase, a Vendor may propose alternative products and services as Citizens' interests and needs become more defined. Instructions on how to submit a Reply, and the processes for how Replies will be evaluated, negotiated, and selected, are more fully described in Section 3 of this ITN.

1.2 SPECIFIC GOALS, QUESTIONS, AND FACTS: In accordance with Section 287.057(1)(c), Florida Statutes, Citizens provides the following information:

Specific Goals: The specific goal of this ITN is to identify and engage one or more Vendors that provide the best value to Citizens based on several factors, including (i) prior relevant experience, (ii) quality of personnel and resources used to provide the Services, (iii) proposed methods for delivering the Services, and (iv) contractual terms and pricing for the Services. The criteria for evaluating and selecting Vendors are more fully described in Section 3 of this ITN.

Questions Being Explored: Vendors are not required to respond directly to these questions in their Reply. These questions are included to give Vendors a better understanding of potential negotiation

issues and factors that may impact the outcome of this ITN.

- A. What specific services and deliverables are appropriate to achieve the goals of this ITN?
- B. How can Citizens best ensure that services are performed in a reliable, agreed upon manner?
- C. What performance guarantees and/or quality standards can Vendors offer to provide greater accountability?
- D. What additional value propositions can Vendors offer that are in the best interest of the Citizens?
- E. What pricing models and levels are best suited for Citizens' needs?
- F. What contractual terms and conditions are customary and/or appropriate for Citizens' needs?
- G. Which Vendor(s) ultimately provides the best value for Citizens?

Facts Being Sought: The facts being sought in this ITN are identified primarily in Attachment D (Functionality Workbook) and Attachment E (Questionnaire).

1.3 DEFINITIONS: In addition to other terms defined in this ITN, the following terms shall have the following meanings:

- A. **Citizens** – means Citizens Property Insurance Corporation.
- B. **Contract** – means the contract with a Vendor for Services that results from this ITN.
- C. **Implementation Services** – means the services provided in connection with implementing the proposed Products.
- D. **Implementation Vendor** – means the vendor(s) responsible for the implementation of the proposed Products.
- E. **ITN** – means this Invitation to Negotiate, which is a competitive solicitation for Services authorized under Section 287.057, Florida Statutes.
- F. **Procurement Officer** – means the Citizens employee identified on the cover page of this ITN.
- G. **Products** – The Identity Governance Administration (IGA), Access Management (AM), and related software products proposed to Citizens pursuant to this ITN.
- H. **Product Vendor(s)** – means the vendor responsible for providing the Identity Governance Administration (IGA), Access Management (AM), and related software products (i.e., software vendor or reseller), post-implementation support, and implementation services (only if Products and Implementation Services are provided by the same entity).
- I. **Reply** – means all materials submitted by a Vendor pursuant to this ITN.
- J. **Services** – means all the activities of Vendor(s) which are collectively necessary to provide the Products, Implementation Services, and ongoing support to Citizens pursuant to this ITN.
- K. **Vendor(s)** – means the entity(ies) responding to this ITN in pursuit of providing Products and Services.

- 1.4 CITIZENS BACKGROUND:** In 2002, the Florida Legislature created Citizens, a not-for-profit government entity, whose public purpose is to provide affordable property 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 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. To this end, it is vital that such businesses participate in Citizens' procurement process as both prime contractors and subcontractors. Small, minority, women and service-disabled veteran owned businesses are strongly encouraged to submit Replies to this ITN.
- 1.6 TAXES:** Citizens is a governmental entity which does not pay Federal Excise or State sales taxes on direct purchases of tangible personal property. Citizens will not pay for any personal property taxes levied on Vendor or for any taxes levied on employee wages.
- 1.7 CONTRACT TERM:** The Contract term is anticipated to be five (5) years, with the option of five (5) one (1) year renewals. The Contract term and any renewals may be negotiated during the course of this ITN.
- 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 Reply. The foregoing prohibition against contact includes contacting any Citizens employee (other than the Procurement Officer), members of the Board of Governors, or any third party acting on Citizens' behalf with regard to the solicitation.
- 1.9 CALENDAR OF EVENTS:** Listed below are important events and dates relevant to this ITN. These events and dates are subject to change at Citizens' sole discretion. It is each Vendor's responsibility to comply with these timeframes and to monitor Citizens' website for any changes.

CALENDAR OF EVENTS		
DATE	TIME	EVENT
May 4, 2021		ITN Released
May 11, 2021	2:00 PM ET	Pre-Response Conference (Not Mandatory)
May 12, 2021	2:00 PM ET	Questions Due
May 24, 2021		Answers Posted
June 7, 2021	2:00 PM ET	Replies Due

CALENDAR OF EVENTS		
DATE	TIME	EVENT
July 12, 2021	2:00 PM ET	Evaluation Committee Public Meeting to Rank the Replies and which Vendors Proceed to Negotiations
July 13 – August 23, 2021		Vendor Negotiations
Late July 2021 (anticipated)		Vendor Demonstrations
August 23, 2021	2:00 PM ET	Negotiation Team Public Meeting to Announce Intent to Award Contract(s)

1.10 PUBLIC MEETINGS: Public meetings related to this ITN will be held on the dates and times indicated in Section 1.9, Calendar of Events. The meetings may be accessed via the dial-in provided below:

Telephone Number: (904) 490-0703
Access Code: 288 957 645#

Any person requiring an accommodation because of a disability should contact the Procurement Officer at least five business days prior to the public meeting. A person who is hearing or speech impaired can use the Florida Relay Service at (800) 955-8771 (TDD operator).

- A. **Pre-Bid Conference:** A telephonic Pre-Bid Conference will be held to provide Vendors with pertinent information, address questions and clarify any provisions in the ITN that may not be fully understood. **Attendance at the Pre-Bid Conference is not mandatory.**
- B. **Evaluation Committee Public Meeting:** Citizens will hold a telephonic public meeting for the evaluation committee to (i) rank the Replies based on evaluation criteria set forth in Section 3, and (ii) establish the competitive range of Replies reasonably susceptible for award. Those Vendor(s) within the competitive range may be advanced to Negotiations. **Attendance at this meeting is not mandatory.** Discussion between the evaluation committee and subject matter experts is permitted. However, in keeping with a competitive solicitation process, no discussion concerning the Replies may occur between any of the evaluation committee members and any Vendor during this public meeting.
- C. **Negotiation Team Public Meeting:** Citizens will hold a telephonic public meeting to determine which Vendor(s) Citizens intends to award a Contract to. **Attendance at this meeting is not mandatory.** Discussion between the negotiation team and Subject Matter Experts is permitted. However, in keeping with a competitive solicitation process, no discussion concerning the Replies may occur between any of the negotiation team members and any Vendor during this public meeting.

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SECTION 2 - SCOPE OF PRODUCTS AND SERVICES

2.1 BACKGROUND: Citizens is a State of Florida government entity engaged exclusively in the business of providing property insurance to those unable to purchase coverage in the private market. It is the largest property insurer in Florida and, over time, has deployed many private information systems that are accessible by thousands of users, including approximately:

- 593,000 policyholders (as of May 2021), many of whom are permitted to access Citizens' on-prem Guidewire insurance software systems (BillingCenter, PolicyCenter, ClaimsCenter). The number of policyholders may increase or decrease and is dependent on the Florida insurance market. Citizens anticipates policyholders may increase to 750,000 in 2021 and 1,000,000 by 2022.
- 1,500 employees who access a variety of systems including Guidewire, Oracle Fusion Cloud, ServiceNow, Cornerstone OnDemand, Cobblestone, and Microsoft 365 Services.
- 50,000 external users (such as law firms, insurance agents, insurance adjusters and other contractors) who have access to Guidewire, Salesforce, and other systems.

Many of the SaaS products used by Citizens include some form of IAM capability. For other systems, Citizens uses a combination of robust, internally developed authorization and authentication tools (known internally as CAG and CAIS) to manage system access and identity. These Products may be used by Citizens staff or third parties conducting identity administration services. Over time, these internally developed tools have become increasingly complex in terms of directory structure, handling of batch files, and scripting.

In 2020, Citizens procured and implemented both Microsoft Azure Multi-Factor Authentication and a Privilege Access Management (PAM) tool. For security reasons, Citizens will not identify the PAM tool by name until the Negotiation phase of the ITN process. While Citizens is realizing value from these tools, Citizens is willing to consider Products which overlap or replace the functionality of one or both of these tools.

2.2 MINIMUM QUALIFICATIONS: The minimum qualifications for this ITN are represented in four attachments as described below. Vendor must satisfy the minimum qualifications and required Solution functionality in order to be eligible for an award of a Contract under this ITN, subject to Section 4.6 below:

- A. Through **Attachment A, Vendor Certification Form**, Vendor must submit information to assist Citizens in determining whether contracting with Vendor presents a significant potential or actual organizational conflict of interest, and whether the parties are able to satisfactorily avoid, neutralize, or mitigate such potential or actual conflict of interest. Vendor must receive a PASS determination from Citizens regarding potential or actual conflicts of interest as described in **Attachment A**.
- B. Through **Attachment B, Responsible Vendor Review Form**, Vendor must submit information to assist Citizens in determining whether Vendor is a "Responsible Vendor" as required by Section 287.057, Florida Statutes. A Responsible Vendor is a Vendor who has the capability in all respects to fully perform the contract requirements, and the integrity and reliability that will assure good faith performance under a Contract. Vendor must be deemed a "Responsible Vendor" by Citizens' Vendor Management Office using the information contained on **Attachment B** and other available information.

- C. Through **Attachment C, Financial Review**, Vendor must submit information to assist Citizens in determining whether Vendor has the financial stability, viability, and capacity to perform the services for the term of the Contract. Vendor must receive a PASS determination from Citizens' Vendor Management Office, with the assistance of an independent CPA, regarding Vendor's financial stability, viability, and capacity as described in **Attachment C**.
- D. Through **Attachment D, Functionality Workbook**, Vendor must confirm that the proposed IAM System includes the "required" Features detailed in the "Feature List" tab.

2.3 DESCRIPTION OF REQUESTED PRODUCTS AND SERVICES: Below is a high-level description of the base Product functionality, capability, and Services requested in this ITN. Vendors should provide details regarding all of these items through their answers to Attachment D, Functionality Workbook, and Attachment E, Questionnaire, including any exceptions.

- A. **Delivery Model.** Citizens prefers a cloud-based SaaS solution that will support its current hybrid (on-prem/cloud) environment.
- B. **Multiple Environments.** Citizens prefers at least one production and two non-production environments.
- C. **Identity Governance and Administration (IGA)**
 - 1. Automated Provisioning Process (Identity Lifecycle)
 - i. Ability to provision/deprovision/reprovision accounts based on changes (on boarding new users and departing) from Citizens business applications, including Oracle Cloud ERP, ServiceNow, Salesforce, Active Directory, and using rich sets of Application Programming Interface (APIs) which will be invoked by custom workflows and Business Process Execution Language (BPEL) processes
 - ii. Intuitive user interface to manually provision/de-provision/reprovision accounts
 - iii. Automated disable/enable accounts during leave of absence
 - iv. Ability to support federation services, including Business to Business (B2B) and Business to Customer (B2C)
 - 2. Access Request and Certification
 - i. Integrate with ServiceNow, Oracle Cloud ERP, and Salesforce.
 - ii. Automated periodic attestations
 - iii. Classify access and certifications based on application risk level (i.e. Low-risk always grant access; High-risk always require approval and certification thereafter)
 - 3. Entitlements Management
 - i. Dashboards to view account and application levels
 - 4. Governance Reporting
 - i. Ad hoc and scheduled reporting capabilities
 - ii. Available standard reports
 - iii. Audit compliance reporting
- D. **Access Management (AM)**
 - 1. Authentication
 - i. Self Service Capabilities – Ability for users to setup security-questions, reset forgotten passwords, change passwords, etc.

- ii. Multi-Factor Authentication – Ability to replace the use of traditional passwords with other forms of modern authentication, such as one-time-passwords, biometrics, etc.
 - iii. Single Sign On support using modern authentication protocols such as SAML2, OAUTH, OIDC, etc.
 - iv. Password Management – Implement password best practices
 - v. API Access Controls and integration capabilities
 - vi. Support for mobile apps
 - vii. Ability to work with multiple environments (prod/non-prod environments)
2. User Interface
 - i. Responsive UI supporting desktop and mobile devices
 - ii. Customizable for Citizens branding
 3. Customization/Configuration
 - i. Adopt custom logic to support application maintenance windows
 - ii. Ability to add custom upcoming or ongoing maintenance messages for applications
 - iii. Ability to expose custom API to support application integration
 - iv. Customizable of approval workflow and delegate the authority of approvals
 4. Audit Reporting and Analytics
 - i. Event logging and reporting
 - ii. Logging of all transactions and reporting
 - iii. Customized reporting capability (Example: who has what access and when and where they accessed it from?)
 - iv. Identity Threat analysis and monitoring capabilities
 5. Identity Life Cycle and Workflow
 - i. Adaptability of the system to Citizens business flows
 6. Policy and Role Management
 - i. RBAC/Role based access management (based on user type, role, etc.)
 - ii. ABAC/Attribute based access management (Geolocation, IP based, device based, context aware, etc.)
 - iii. Password management (frequency of change)
 7. Fulfillment and Connectors
 - i. SAML, OIDC, OAUTH, SPML
 - ii. Integration with Privileged Access Management tools (major market tools)
 - iii. Integration capabilities with SIEM (major market tools)
 - iv. Integration capability supporting O365 and Azure Integration
 - v. Ability to integrate with PowerBI
 8. Scalability
 - i. Ability to increase or decrease number of users either long or short term to align with Citizens' need for temporary workers such as insurance adjusters supporting specific catastrophe events

E. **Implementation Services.** The Implementation Vendor will be responsible for development and execution of an Implementation Plan. Citizens anticipates a phased implementation approach as detailed below, which will be subject to negotiations.

- Anticipated Phase One tasks:
 - Configure the Products to meet the functional requirements as defined in the Vendor's Reply and Section 2.3 of the ITN
 - Configure the Products to use as a Single Sign-On solution for

applications:

- That currently use Cookie based authentication
- That currently uses Shibboleth (SAML) for authentication
- Migrate existing data with to proposed Products
- On-board existing user data (auth/self-serve) to proposed Products
- Anticipated Phase Two tasks:
 - Ongoing maintenance
 - Migrate existing workflows to proposed Products

During implementation, Citizens expects the Implementation Vendor to provide the following:

- A Project Manager to be responsible for all Vendor activities;
- Assistance to Citizens regarding configuration, integrations, and interfaces;
- Support to successfully transition from existing IAM applications;
- Training and Knowledge Transfer, and
- Completion of a test and acceptance process, as mutually agreed to by Citizens.

F. **Ongoing Support.**

1. Technical support or professional services to provide Product maintenance, configuration, upgrades, problem resolution, reporting, training (as needed) and user support.
2. Technical support or professional services to assist with third party integrations and other matters as requested by Citizens.

G. **Additional Products and Services:** Vendors are encouraged to offer additional products and services in their Reply to distinguish themselves from other Vendors. These additional products and services may be taken into account during the evaluation process and may be the subject of negotiations.

2.4 **CONTRACT TERMS AND CONDITIONS:** Citizens anticipates negotiating contract terms and conditions as follows:

- A. **Product Vendor Contract.** Product Vendors should submit their proposed contract to Citizens with their initial Reply (see Section 3.6). During the negotiations phase of the ITN, Citizens will engage with Vendor legal and business staff to determine whether any modifications are required. Citizens' standard amendment to Vendor SaaS agreements is set forth as **Attachment G**. Citizens anticipates addressing each of the topics set forth in **Attachment G** at the appropriate time prior to contract award. As to service level standards for the proposed Products, please refer to **Exhibit A of Attachment G** for Citizens' standard service level expectations.
- B. **Implementation Vendor Contract.** Implementation Vendors will be expected to sign an agreement with terms substantially as set forth in **Attachment G**, if awarded as a part of this solicitation. Vendors are not required to submit their proposed edits to the Draft Agreement with their initial Reply (See Section 3.6). During the negotiations phase of the ITN, Citizens is willing to make reasonable modifications to conform to industry standards and account for specific attributes of Vendor or Vendor's Reply.

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SECTION 3 - REPLY INSTRUCTIONS AND EVALUATION PROCESS

- 3.1** **QUESTIONS:** There is an open question period beginning upon release of the ITN and ending on the date and time specified in Section 1.9, Calendar of Events. Vendors may submit questions in writing to the Procurement Officer (see email address on the Cover Page). 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. Questions submitted will not constitute a protest to the ITN. Answers will constitute an amendment to the ITN only to the extent a substantive change is made.

VENDORS ARE ADVISED TO RAISE ANY QUESTIONS THEY HAVE REGARDING THE REQUIREMENTS OF THIS ITN, INCLUDING THE SCOPE OF SERVICES OR OTHER TERMS, DURING THE OPEN QUESTION PERIOD. SUBMITTING A QUESTION, HOWEVER, DOES NOT SERVE AS A NOTICE OF INTENT TO PROTEST.

Vendors are encouraged to cite the solicitation section number(s) or attachment to which the question pertains.

- 3.2** **CHANGES TO SOLICITATION:** If any changes are made to this ITN, such changes will be formally noted through an amendment or addendum posted on Citizens' website, which is located at <https://www.citizensfla.com/solicitations>. It is each Vendor's obligation to monitor Citizens' website to review amendments or addendums.

- 3.3** **PUBLIC RECORDS:** By participating in this ITN process and submitting a Reply, Vendor acknowledges the requirements of the Florida Public Record laws found in Chapter 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 Replies and written communications regarding this ITN become public records upon receipt by Citizens and therefore are subject to public disclosure. [*Note: Replies are temporarily exempt from disclosure during the competitive solicitation process as provided in Section 119.071(1)(b), Florida Statutes.*]

If Vendor asserts that any portion of its Reply or written communication are confidential or exempt from disclosure under the Public Record Laws ("Protected Record"), then Vendor **MUST** comply with the following process:

- A. Clearly identify each portion of its Protected Record(s) that it believes is statutorily protected from disclosure;
- B. Submit a separate electronic copy of the Reply or written communication with only protected portions redacted; and
- C. Submit a separate redaction log that provides a legal justification (e.g., Trade Secret Protection) for each redaction.

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

If Vendor has submitted a separate electronic copy of the Reply or written communication with only protected portions redacted as specified herein, Citizens will produce the redacted copy provided by Vendor in response to the public record request. In the event a third party is requesting a copy

of the redacted portion of Vendor's Reply and Vendor continues to assert in good faith that redacted portions are confidential or exempt from disclosure under the Public Records Laws, 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 mandate to produce a Protected Record.

- 3.4 REPLY DUE DATE AND SUBMISSION:** Replies must be received by the Procurement Officer at the email address listed in Section 3.5(A) below or the physical address on the Cover Page on or before the date and time specified in Section 1.9, Calendar of Events. Vendors should clearly identify the name of this ITN on the subject line or front of its Reply as follows:

ITN No. 21-0011, IGA, AM, AND RELATED PRODUCTS

- 3.5 REPLY FORMAT:** This Section prescribes the format in which Replies are to be submitted. Any information deemed appropriate by Vendor may be included within the applicable folders. Mandatory documents are identified in Section 3.6 by the specific term "**shall submit**" in bold type. Failure to provide or satisfy any of the mandatory documents **will result in disqualification of the Vendor as non-responsive, subject to Section 4.6.**

Citizens is under no obligation to look for responsive information contained in incorrect folders or that is not organized according to these instructions.

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. Replies are evaluated on the information and materials provided in the Reply. Links to outside materials or external website links are discouraged, and evaluators are under no obligation to review such materials for the scoring of Replies.

Vendors must clearly identify any attempt to use the background, experience or qualifications of a parent company, a predecessor company or an affiliated company as part of its Reply. Citizens may, but is not required to, consider such information in its initial review and evaluation of the Reply. If the other company's information is considered necessary for the evaluation of a Reply, Citizens may require the other company to guarantee the performance or obligations of Vendor.

A. Original Reply:

1. **Via Email.** Vendors may submit Replies via email to citizens.purchasing@citizensfla.com. Vendors that submit their Reply via email should expect to receive an acknowledgement message within one business day. Vendors that do not receive such acknowledgement should immediately contact the Procurement Officer to confirm whether their Reply has been received. Citizens is not obligated to extend the Reply due date/time to allow for email transmission delays or errors.
2. **Via Mail.** Vendors may submit Replies on CD or USB removable media by U.S. mail or delivery service to Michael Talbot, Procurement Officer, at 2101 Maryland Circle, Tallahassee, Florida, 32303. Citizens is not obligated to extend the Reply due date/time to allow for mail delivery delays or errors.

- B. Redacted Copy of Reply: In addition to the Original Reply required in Section A. above, Vendor should submit an additional CD, USB removable media, or email with their Reply

containing a full “Redacted” electronic version of their Reply in accordance with Section 3.3, above. This version should be labeled “**Redacted Reply**” and be void of any information Vendor deems exempt from Florida’s Public Records Laws. Along with the Redacted Reply, submit a redaction log providing a legal justification for each redaction (e.g. Trade Secret Protection).

3.6 REPLY CONTENTS: The purpose of Vendor’s Reply is to demonstrate its qualifications, competence, and capacity to provide the Products and Services in conformity with the requirements of this ITN. To be eligible for award, Vendors **shall submit** the following (collectively, the Reply):

VENDOR REPLY	
ITEM	DESCRIPTION
1. Attachment A, Vendor Certification Form	These documents will provide Citizens with basic information about the Vendor(s) and provide certain assurances necessary to qualify the Vendor(s) for a potential Contract award. These documents will <u>not</u> be used in the scoring of Replies.
2. Attachment B, Responsible Vendor Review Form	
3. Financial Documents (as requested in Attachment C)	
4. Attachment D, Functionality Workbook	These documents will provide Citizens with specific information about Vendor(s) proposed Products and Services and <u>will</u> be used as a basis for evaluation and scoring of the Replies.
5. Attachment E, Questionnaire	
6. Attachment F, Price Sheet	

Vendors may also submit a short cover letter and should include a copy of the Product Vendor’s Standard Contract Terms.

3.7 EVALUATION PROCESS: Replies will be provided to the evaluation committee members for individual review using the allocation of points indicated below. Prior to or concurrent with evaluation committee member review, Citizens will review all Replies to determine whether the minimum qualifications and other requirements are met. Replies that do not comply will be disqualified from further consideration. At any time before awarding a Contract, Citizens reserves the right to seek clarifications deemed necessary for proper evaluation of Replies.

ATTACHMENT	EVALUATION CRITERIA		MAXIMUM POINTS
E	Questionnaire	Product Vendor Background and Experience	10
		Product Functionality	40
		Technical Support Services	5
		Transition Services	5

		Implementation Vendor Background, Experience, and Implementation Services	20
		Optional Products and Services	0
F	Price Sheet		20
Total Points:			100

Pricing Score. The lowest proposed Initial Term Total Price from all responsive Vendors will be awarded 15 points and henceforth be known as Lowest Total Initial Price (LTIP). The lowest proposed Renewal Term Total price from all responsive Vendors will be awarded 5 points and henceforth be known as Lowest Total Renewal Price (LTRP). Replies to Attachment F will be scored using the following formula:

$$[(Vendor\ Initial\ Term\ Total\ Price / LTIP) \times 15] + [(Vendor\ Renewal\ Term\ Total\ Price / LTRP) \times 5] = Score$$

Evaluation Committee Meeting. The average scores of the evaluation committee will be combined with the pricing score to determine the initial ranking of Vendors. In a public meeting, the evaluation committee will review the scores and establish a competitive range of Replies reasonably susceptible of award. Vendors within that range may be advanced to the negotiations phase of this ITN. In the public meeting, evaluators may change their initial scores based on their discussions with other evaluation committee members and any subject matter experts.

3.8 NEGOTIATIONS PROCESS: The negotiations will proceed as follows:

- A. Citizens reserves the right to negotiate with Vendor(s) sequentially or concurrently to determine the best value to Citizens. If the negotiation team negotiates sequentially, it may determine best value after negotiating with the highest ranked Vendor evaluated within the competitive range. If the best value determination is not made, the negotiation team can then move to another Vendor within the competitive range.
- B. Vendors proceeding to negotiations may be required to make a presentation / demonstration, as specified in Section 1.9 Calendar of Events and may be required to provide references, an opportunity for a site visit, etc. Citizens reserves the right to require attendance by particular representatives of Vendor. Any written summary of presentations or demonstrations provided by Vendor should 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 Vendor's Reply. Failure to provide requested information may result in rejection of the Reply.
- C. Before award, Citizens reserves the right to seek clarifications, to request Reply revisions, and to request any information deemed necessary for proper evaluation of Replies. If necessary, Citizens will request revisions until it is satisfied that the contract model will serve Citizens' needs and is determined to provide the best value to Citizens.
- D. Citizens also reserves the right to contact references not provided by Vendor. The results of the reference checking may influence negotiations and best value determination.
- E. Product Demonstration. Vendor may be requested to provide the following during the negotiations phase:

1. **Proof of Technology (PoT)** is a demonstration of some of the product capabilities, executed by a Vendor representative through one of the following options: (1) Pre-recorded video played for Citizens during PoT presentation; or, (2) a live (in person or web based) demonstration executed by Vendor representative(s) for Citizens. Citizens expects that the PoT would include the following:
 - a) General overview of the product (including overview of the product architecture, deployment architecture and any database dependencies).
 - b) Demonstrate the following:
 - How to move data from production to lower environments
 - How to setup authentication module in lower environments
 - How to setup Identities
 - RBAC, ABAC (i.e., restrict users by IP)
 - Migration existing data
 - Integrating two systems with shared identities
 - API calls to joiner, mover, and leaver and for external users
 - Email customization
 - Password rules and customization
 - UI customization for login and user management

F. Citizens reserves the right to cease negotiations with any Vendor without notice, and Citizens may elect not to issue a written request for a Best and Final Offer (BAFO) to a Vendor with whom negotiations have ceased. At the conclusion of negotiations, Citizens may issue a written request BAFO(s) to one or more of the Vendors with which the Negotiation Team has conducted negotiations. The BAFO will typically contain:

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

If BAFOs are requested, the BAFOs will be delivered to the negotiation team for review and shall remain a firm offer(s) for 90 days, not permitted to be withdrawn by a Vendor. 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 set forth in Section 3.9 below.

- G. 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.
- H. Citizens reserves the right to utilize subject matter experts and other technical advisors to assist the negotiation team with reviewing the Replies. These persons will not be deemed to be members of the negotiation team.
- I. Upon completion of negotiations, Citizens reserves the right to (i) reject all responses to the solicitation, (ii) issue an award for both the Products and Implementation Services, or (iii) issue an award for the Products only. If award is made for Products only, a separate subsequent solicitation may be issued for implementation services only.

3.9 SELECTION CRITERIA: The focus of the negotiation team will be on selecting the Vendor(s) that provides the best value to Citizens. The best value determination will be based upon the requirements of this ITN and the following selection criteria:

- A. The quality, design, approach, workmanship, prior relevant experience, and demonstrated ability of the Vendor to effectively provide the Products and Services and/or meet the goals of this ITN;
- B. The price and terms of payment for the Products and Services;
- C. The reasonableness of the contractual terms, including service level agreements.
- D. Vendor's ability to provide quality and timely Products and Services to Citizens during the term of the Contract; and
- E. Vendor's ability to track performance and quality assurance metrics.

The negotiation team may modify or add to this selection criteria provided that such changes are disclosed to 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 team's recommendation for award (i.e., the intent to award) may be made based by a majority vote of the negotiation team members. The negotiation team shall not be bound by the scores of the evaluation committee in making this recommendation.

- 3.10** **EXECUTION OF CONTRACT**: Vendors receiving an award under this ITN will be required to sign a final Contract that includes terms and conditions negotiated in accordance with Section 2.5 above. Vendors shall have no vested right to do business with or receive payment from Citizens until a Contract is signed by all parties.

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SECTION 4 - GENERAL CONDITIONS

4.1 PROTESTS: There are two conditions under which this ITN may be challenged:

- A. There may be a protest of the terms, conditions, and specifications contained in the ITN, 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 Citizens posts notice of the applicable ITN term, condition or specification (excluding Saturdays, Sundays and state holidays);** or
- B. A person adversely affected by Citizens' decision or intended decision to award a contract pursuant to Sections 287.057(1) or (3)(c), Florida Statutes, 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 (excluding Saturdays, Sundays and state holidays).**

Questions to the Procurement Officer do not constitute formal notice of a protest.

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 calendar 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). Any protest concerning this ITN shall be governed by Section 627.351(6)(e), Florida Statutes, and Citizens' Board of Governors Procedure: Procurement Protests, located at: <https://www.citizensfla.com/documents/20702/42664/Procurement+Protest+Procedure/816d9bfb-e636-40ec-a9f5-34873d053bf7>.

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
2101 Maryland Circle
Tallahassee, FL 32303
Email: Agency.Clerk@citizensfla.com

4.2 COSTS OF PREPARING REPLIES: Citizens is not liable for any costs incurred by Vendor in replying to this ITN, including costs for materials, meetings and/or travel, if applicable.

4.3 USE OF REPLIES: Other than Vendor's intellectual property, all Replies become the property of Citizens and will be a matter of public record subject to the Public Records provisions of Chapter 119, Florida Statutes, and s. 24(a), Art. 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 Reply. Acceptance or rejection of the Replies will not affect this right.

4.4 WITHDRAWAL OF A REPLY: All Replies submitted by Vendor, including a BAFO, will remain firm and may not be withdrawn for a period of one hundred eighty (180) calendar days from the date

submitted. Any Reply that expresses a shorter duration may, in the Procurement Officer's sole discretion, be accepted or rejected. Notwithstanding the above, a Reply may be withdrawn from consideration by written request of Vendor to the Procurement Officer before the Reply Due Date.

- 4.5 MINOR IRREGULARITIES:** Citizens reserves the right to waive any minor irregularity concerning a Reply if Citizens determines that doing so will serve Citizens' best interests. This includes the right to allow a Vendor, after the Reply Due Date, to submit documents that were inadvertently omitted from a Reply or that contained incomplete information if that will not provide Vendor with a competitive advantage. Citizens is under no obligation to waive a minor irregularity and may reject any Reply not submitted in the manner specified by the ITN.
- 4.6 NO MISREPRESENTATIONS:** All information provided and representations made by Vendor relating to this ITN or contained in Vendor's Reply 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 Reply. 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 the Contract and bar Vendor from participating in future solicitations or other business opportunities with Citizens.
- 4.7 NO 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 ITN.
- 4.8 ACCEPTANCE OF TERMS:** Submission of a Reply constitutes acceptance by Vendor of the mandatory requirements, terms and conditions contained in this ITN, unless otherwise specified in the Reply.
- 4.9 SUBSEQUENT NEGOTIATIONS AND AWARDS:** If a Contract cannot be reached with the intended awardee, or if a Contract is terminated for cause by Citizens or terminated without cause by a Vendor, Citizens reserves the right to re-procure substitute contractual services through negotiations with the next-ranked eligible Vendor under this ITN. 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, terms and conditions is found.
- 4.10 ENTIRE SOLICITATION:** This ITN shall constitute the entire understanding of the parties with respect to the solicitation of the Products and Services hereunder. No decisions or actions shall be initiated or executed by Vendor as a result of any verbal discussions with a Citizens employee. Only written communications from authorized Citizens staff will be considered as authorized on behalf of Citizens.

END OF DOCUMENT