



REFER ALL INQUIRIES TO
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REQUEST FOR PROPOSALS NO: RFP 21-0010
FOR
UNCLAIMED PROPERTY SOFTWARE

POSTING DATE
June 17, 2021

PROPOSAL SUBMISSION DEADLINE
July 30, 2021 on or before 2:00 PM ET

I. WHAT IS THE OPPORTUNITY?

- 1.1 DESCRIPTION OF SERVICES REQUESTED:** Citizens Property Insurance Corporation (**Citizens**) is seeking competitive sealed proposals (**Proposals**) from firms (**Vendors**) capable of providing a software-as-a-service (**SaaS**) solution that meets statutory guidelines for handling unclaimed property records (**Services**).

Service Expectations. The Services should include the following components. ***Any exceptions must be clearly identified in Vendor's response to Attachment B, Vendor Questionnaire.***

A. System Functionality.

1. Create the legally required unclaimed property reports, notifications, and other documents as needed to comply with the laws of each U.S. reporting jurisdiction (currently 54 jurisdictions). This includes the current National Association of Unclaimed Property Administrators (NAUPA) reporting format, with state-specific required encryptions for reports when applicable.
2. Identify when property is due to be escheated based on the state's dormancy period.
3. Provide data retention and data import/export capabilities.
4. Ability to receive input files via Secure File Transfer Protocol (SFTP).
5. Provide confirmation response of SFTP uploads.
6. Ability to integrate with SAML 2.0 Single Sign On (SSO).
7. User Account Management to support approximately fifty (50) users with different permission levels (e.g., System Administrator), establish, modify, and inactivate user access, and to report on user's transaction within the system.
8. Ability to customize viewing for specific levels of hierarchical users and assign users to active roles. (e.g., Read-Only capabilities.)
9. Provide high data security.
10. Provide reliable hosting services and disaster recovery strategies.

11. Provide baseline of 50,000 to 100,000 active records, as well as ability to expand. Citizens currently has approximately 76,000 active records.
12. Provide robust reporting capabilities for both pre-defined and ad hoc reports.
13. Ability to include unlimited properties per state report.

B. Implementation, Training, and Support Services.

1. Implementation. Citizens will rely on Vendor's support to successfully implement the proposed software. The parties will develop a mutually agreed upon Implementation Plan prior to contract execution. The Implementation Plan must include the following tasks:
 - i. Conversion and migration of historical data. As of March 2021, there were 76,000 historic records that would need to be migrated.
 - ii. Provide the file formats for the upload of historical and current data.
 - iii. Initial setup of Citizens users.
 - iv. Software testing and acceptance process.
 - v. Assignment of a Project Manager to be responsible for all Vendor activities.
2. Training. Initial and on-going training of Citizens staff on use of proposed software.
3. Technical Support. Includes the following:
 - i. Basic support via telephone, email, etc. for Citizens (Mon - Fri, 8am – 5pm ET).
 - ii. Advanced technical support and professional services to assist with software configuration, data imports, extracts, third-party integrations, and end-of-contract transition needs (standard hourly rates may apply).

- C. Other Related Services.** Vendors are encouraged to offer additional services and solutions relating to handling of unclaimed property to distinguish themselves from other Vendors. These additional services and solutions may be considered during the evaluation process and may be incorporated into the contract.

Current Provider. Since 2014, Citizens' provider for these services has been Ryan, LLC. This RFP is intended to provide for open competition in accordance with Citizens' statutory requirements and purchasing policies. Ryan, LLC is invited to participate in this RFP.

Proposals Involving Third-Party Products or Services. Citizens intends to award a contract to one Vendor under this RFP. Vendors may use third parties to provide some of the functionality or services so long as those third parties are identified in Vendor's response to Attachment B, Vendor Questionnaire.

Contract Term. The initial contract term shall be three (3) years, with Citizens having the right to cancel at the end of each contract year. At Citizens' discretion, the contract may be renewed for up to two (2), separate one (1) year renewal periods.

- 1.2 ABOUT CITIZENS:** Citizens is a not-for-profit government entity established in 2002 by the Florida Legislature to provide property insurance to those in Florida who are unable to purchase coverage in the private market. Citizens is governed by 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. More information about Citizens can be found at www.citizensfla.com.

- 1.3 CALENDAR OF EVENTS:** Listed below are important events, dates, and times relevant to this RFP. 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		
EVENT	DUE DATE AND TIME	APPLICABLE INFORMATION AND LOCATION
RFP Released	June 17, 2021	Posted to Citizens website at: https://www.citizensfla.com/solicitations
Questions Due	Must be received PRIOR TO: June 25, 2021 2:00 PM ET	Submit via email: citizens.purchasing@citizensfla.com
Answers Posted	July 1, 2021 (Anticipated Date)	Posted to Citizens website at: https://www.citizensfla.com/solicitations
Proposals Due	Must be received PRIOR TO: July 30, 2021 2:00 PM ET	See Section II. How Do I Respond below
Evaluation Committee Public Meeting to rank Proposals and Announce Intent to Award Contract(s)	September 16, 2021 2:00 PM ET	Public Meeting (telephonic) Telephone number: (904) 490-0703 Access Code: 251720958 <i>Vendor Attendance at this meeting is not mandatory.</i> Posted to Citizens website at: https://www.citizensfla.com/solicitations

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).

- 1.4 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 the agency 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 Proposal. The foregoing prohibition against contact includes contacting any Citizens employee (other than the Procurement Officer), members of the Citizens Board of Governors, or any third party acting on Citizens' behalf regarding the solicitation.

II. HOW DO I RESPOND?

- 2.1 PROPOSAL SUBMISSION:** Proposals must be received no later than the due date and time listed in the Calendar of Events. Failure to submit in a timely manner may result in a Proposal being deemed non-responsive. Proposals shall be submitted using one of the methods listed below:

- A. Via Email. Vendors may submit Proposals via email addressed to citizens.purchasing@citizensfla.com with the subject line **RFP 21-0010, Unclaimed Property Software**. Vendors who submit their Proposal via email should expect to receive an acknowledgement message within one business day. Vendors who do not receive such acknowledgement should immediately contact to the Procurement Officer to confirm whether their Proposal has been received. Citizens is not obligated to extend the Proposal due date/time to allow for email transmission delays errors.

Please note that Citizens is unable to receive a Proposal via email if the material is provided using compressed (e.g., .zip) or encrypted files, or if the total size of the email and attachment(s) is 10 megabytes (MB) or greater.

- B. Via SFTP. Due to file size restrictions Vendors may submit proposals via SFTP. All Proposal and demonstration materials may be uploaded directly via the following Serv-U SFTP site:

[Serv-U File Sharing \(citizensfla.com\)](http://citizensfla.com)

or

<https://bit.ly/3qbKrXS>

Click the 'Browse' button and select the appropriate files for upload. Vendors can upload several files at a time. Once files are selected click the 'Upload' button. After the files are successfully uploaded, users will be directed to a confirmation screen with the date and time of submission.

2.2 PROPOSAL CONTENTS: The purpose of Vendor's Proposal is to demonstrate its qualifications, competence, and capacity to provide the Services in accordance with the requirements of this RFP. To be eligible for award, Vendors are to submit the following (collectively, the Proposal):

- A. Attachment A, Vendor Certifications. This document will provide Citizens with basic information about the Vendor and provide certain assurances necessary to qualify the Vendor for a potential award of contract. This document will not be used in the scoring of a Proposal.
- B. 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. Attachment C, Vendor Questionnaire. This document will provide Citizens with specific information about Vendor's proposed Services and will be used as a basis for evaluation and scoring of the Proposal.

Vendors are asked in the Questionnaire to submit information that visually demonstrates the System's graphical interface and user experience. This information may be provided in the following formats: MS Word, PowerPoint, Excel, Adobe PDF, or compatible with Windows Media Player (MP3, MP4, wma, etc.) The total time for all supporting audio or videos should not exceed sixty (60) minutes.

- D. Attachment D, Price Sheet/Vendor Price Quote. This document will provide Citizens with pricing information about Vendor's proposed Services and will be used as a basis for evaluation and scoring of the Proposal.

Vendors may also submit a short cover letter. Vendors should not include any other material with a Proposal unless those materials are specifically referenced in one of the above Attachments. Citizens will not be obligated to review or accept any extraneous materials.

III. WHAT ARE THE RULES?

- 3.1 QUESTIONS:** Vendors may submit questions, requests for clarification, or requests for changes regarding the RFP via email. Questions must be received by the Procurement Officer by the date and time indicated in the Calendar of Events. Vendors are encouraged to reference the specific section or attachment to which the question pertains.

Questions submitted will not constitute a protest to the RFP or serve as a notice of intent to protest. Answers will constitute an amendment to the RFP only to the extent a substantive change is made.

- 3.2 CHANGES TO RFP:** Citizens may make changes to this RFP by posting an amendment or addendum 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 RFP process and submitting a Proposal, 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 (Public Record Laws). All Proposals and written communications regarding this RFP become public records upon receipt by Citizens and therefore are subject to public disclosure. *[Note: Proposals are temporarily exempt from disclosure during the RFP process as provided in Section 119.071(1)(b), Florida Statutes.]*

If Vendor asserts that any portion of its Proposal or written communication is 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 Proposal 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 Proposal 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 Proposal 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.

- 3.5 EVALUATION PROCESS:** Proposals will be scored using the allocation of points indicated below. Proposals that do not comply with applicable requirements will be disqualified from consideration. At any time before awarding a contract, Citizens reserves the right to seek clarifications deemed

necessary for proper evaluation of Proposals.

ATTACHMENT	EVALUATION CRITERIA		MAXIMUM POINTS
C	Vendor Questionnaire	Vendor Background and Experience	10
		System Functionality	35
		Implementation, Training, and Support Services	10
		System Demonstration	20
		Additional Value-Added Products and Other Services	5
		Vendor Proposed Contract Terms and Conditions	Not Scored
D	Pricing		20
Total Points:			100

Pricing Score. The following formula will be used to award points for Pricing. The lowest Initial Term Proposed Price from all responsive Vendors will be awarded 20 points and shall be known as the Lowest Price (LP). Proposals of other Vendors will be scored using the following formula: (LP divided by the Initial Term Proposed Price (PP) being considered) times the maximum points of 20.

$$\text{Formula: } (LP / PP) \times 20 = \text{Pricing Score}$$

Evaluation Committee and Notice of Agency Decision. In a telephonic public meeting, the average scores of the evaluation committee will be combined with the Pricing Score to determine the initial ranking of Vendors. Evaluators may change their initial scores based on their discussions with other evaluation committee members and any subject matter experts. A contract may be awarded to the responsive and responsible Vendor(s) whose Proposal receives the highest average score. A Notice of Intended Award/ranking of Vendors will be posted on Citizens' website.

- 3.4 VENDOR RESPONSIBILITY REVIEW:** In accordance with Section 287.057, Florida Statutes, a contract pursuant to this RFP can only be awarded to a "responsible vendor." A responsible vendor means "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." Section 287.012(25), Florida Statutes. Citizens may determine Vendor responsibility either before or after a Proposal is evaluated, provided that a final determination will be made before Citizens enters into a contract with awarded Vendor(s).

Citizens will determine Vendor responsibility based on (a) information provided in Vendor's Proposal; (b) information obtained from independent research including information obtains from third parties or

the internet; and (c) any clarifications or supplemental material provided by Vendor at Citizens' request. To this end, Citizens may request Vendor to provide recent financial information, disclose potential conflicts of interests, and disclose any history of legal actions (including license suspensions, criminal records, administrative complaints, etc.).

3.5 EXECUTION OF CONTRACT: Following the Intent to Award Notice, a Vendor will be expected to sign a contract using the standard terms it submits with its Response along with the terms the deemed to be mutually acceptable as set forth in Attachment E, Citizens Standard Contract Terms. Vendors receiving an award may propose changes to the Citizens Standard Contract Terms as needed to conform to industry standards and practices. If Citizens and a Vendor cannot agree on the final terms of the contract, Citizens may withdraw the contract award to that Vendor. Vendors shall have no vested right to do business with or receive payment from Citizens until a contract is fully signed.

3.6 PROTESTS: There are two conditions under which this RFP may be challenged:

- A. There may be a protest of the terms, conditions, and specifications contained in the RFP, including any provisions governing the methods for ranking bids, proposals, replies, awarding contracts, reserving rights for further awards, 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 RFP 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 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 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 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 Procedure: Procurement Protests (Section 4-5.00). Any protest concerning this RFP 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

- 3.7 COSTS OF PREPARING PROPOSALS AND FUTURE USE:** Citizens is not liable for any costs incurred by Vendor in responding to this RFP, including costs for materials, meetings and/or travel. Other than Vendor's intellectual property, all Proposals become the property of Citizens. To the extent allowed by law, Citizens shall have the right to use all ideas, or adaptations of those ideas, contained in any Proposal. Acceptance or rejection of the Proposals will not affect this right.
- 3.8 WITHDRAWAL OF A PROPOSAL:** All Proposals submitted by Vendors will remain firm and may not be withdrawn for a period of one hundred eighty (180) calendar days from the date submitted. Any Proposal that expresses a shorter duration may, in the Procurement Officer's sole discretion, be accepted or rejected. Notwithstanding the above, a Proposal may be withdrawn from consideration by written request of Vendor to the Procurement Officer before the Proposal Due Date.
- 3.9 MINOR IRREGULARITIES:** Citizens reserves the right to waive any minor irregularity concerning a Proposal if Citizens determines that doing so will serve Citizens' best interests. This includes the right to allow a Vendor, after the Proposal Due Date, to submit documents that were inadvertently omitted from a Proposal 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 Proposal not submitted in the manner specified by this RFP.
- 3.10 NO MISREPRESENTATIONS:** All information provided, and representations made by Vendor relating to this RFP or contained in Vendor's Proposal 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 Proposal. A misrepresentation may be punishable under law. 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.