

# Executive Summary

Claims Committee Meeting, September 12, 2023  
**Board of Governors Meeting, September 27, 2023**

## Claims Quality Assurance Software

### Topic

This Consent Item seeks Board approval for a six (6) month extension of our existing contract with Inpoint, Inc. for Claims Quality Assurance Software. The requested extension would extend the contract through August 5, 2024. The extension is authorized pursuant to Citizens' Purchasing Policy and section 287.057, Florida Statutes.

### History

The requested six (6) month extension is an amendment to the existing, previously procured contract with Inpoint, Inc. for Claims Quality Assurance Software. Citizens' Purchasing Policy and section 287.057(13), Florida Statutes, authorize a six-month extension of the contract, subject to the same terms and conditions set forth in the original contract and any amendments.

Inpoint, Inc. was awarded the current contract under ITN No. 14-0025. The contract was executed effective February 6, 2015, with a five (5) year base term and two (2) optional 2-year renewals. The final renewal term will expire on February 5, 2024.

This request is a proactive measure to ensure sufficient time to transition to a new contract for Claims Quality Assurance Software. Citizens issued ITN No. 23-0012 for these services on July 10, 2023. The anticipated date to announce an awarded contract is November 7, 2023. The requested extension may not be necessary depending on the implementation required for the awarded solution.

Comprehensive quality assurance data is critical in measuring performance results, improving productivity, reducing costs/leakage, maintaining focus on continuous quality improvement and overall customer satisfaction. This requested extension is to ensure there is no interruption of this critical service. It is a safeguard to allow additional time as needed to stand up a solution awarded under ITN 23-0012.

This requested extension does not include a request for additional funds. The original December 10, 2014, Board approved spend of \$1,100,000 is sufficient to cover this extended term if necessary.

### Recommendation

The recommendation is listed in the attached Consent Item.

## Claims Quality Assurance Software

### ☐ ACTION ITEM

☐ New Contract

☐ Contract Amendment

☐ Other \_\_\_\_\_

### ☒ CONSENT ITEM

☐ Contract Amendment

☒ Existing Contract Extension

☐ Existing Contract Additional Spend

☒ Previous Board Approval – December 10, 2014

☐ Other \_\_\_\_\_

**Action Items:** Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

☐ **Move forward as Consent:** This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

**Consent Items:** Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

<b>Item Description</b>	<b>Claims Quality Assurance Software</b> Contract No: 15-14-0025-00
<b>Purpose/Scope</b>	<p>This Consent Item seeks Board approval for a six (6) month extension of our existing contract for Claims Quality Assurance Software with Inpoint, Inc.</p> <p>The requested extension would extend the contract through August 5, 2024. The extension is authorized pursuant to Citizens' Purchasing Policy and section 287.057, Florida Statutes.</p> <p>This request is a proactive measure to ensure sufficient time to transition to a new contract for Claims Quality Assurance Software. Citizens issued ITN No. 23-0012 for these services on July 10, 2023. The anticipated date to announce an awarded contract is November 7, 2023. The requested extension may not be necessary depending on the implementation required for the awarded solution.</p> <p>This Consent Item does not include a request for additional spend approval. On December 10, 2014 the Board approved \$1,100,000 for the life of this contract term. Sufficient funds remain to cover this requested extension.</p>
<b>Contract ID</b>	<b>Claims Quality Assurance Software</b> Contract No. 15-14-0025-00 Inpoint, Inc.

## Claims Quality Assurance Software

<b>Budgeted Item</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Procurement Method</b>	<p>The requested six-month extension is an amendment to the existing, previously procured contract with Inpoint, Inc. for Claims Quality Assurance Software. Citizens' Purchasing Policy and section 287.057(13), Florida Statutes, authorize a six-month extension of the contract, subject to the same terms and conditions set forth in the original contract and any amendments.</p> <p>Inpoint, Inc. was awarded the current contract under ITN No. 14-0025. The contract was executed effective February 6, 2015.</p>
<b>Contract Amount</b>	<p>The Board approved \$1,100,000 in spend for the life of the contract in 2014. Citizens is not requesting any additional spend as part of this Consent Item.</p>
<b>Contract Terms</b>	<p>This contract has a five (5) year base term and two (2) optional 2-year renewals. The final renewal term expires February 5, 2024.</p>
<b>Committee Recommendation</b>	<p>Staff proposes that the Claims Committee review, and if approved recommend the Board of Governors:</p> <ul style="list-style-type: none"> <li>a) Approve a six (6) month contract extension for the Claims Quality Assurance Software contract with Inpoint, Inc.; and</li> <li>b) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.</li> </ul>
<b>Board Recommendation from Committee</b>	<p>If approved at its September 12, 2023 meeting, the Claims Committee recommends that the Board of Governors:</p> <ul style="list-style-type: none"> <li>a) Approve a six (6) month contract extension for the Claims Quality Assurance Software contract with Inpoint, Inc.; and</li> <li>b) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.</li> </ul>
<b>Contacts</b>	<p>Jay Adams, Chief Claims Officer</p>