

Executive Summary

Board of Governors Meeting, December 6, 2023

Emergency Security Officer Services

Topic

Citizens staff is requesting Board approval for the increase in the contract spend from \$95,000 to \$275,000 in anticipation of Catastrophe Response and Business Continuity needs for Armed Security Officer Services.

History

This request for BOG approval addresses the need for armed security officer services which can be immediate and unforeseen, as with CAT events, requiring a quick response from the Vendors.¹ Armed Guards help in supporting a safe and secure working environment 24/7 while also guarding personal and business property (Field Support Vehicles (FSV), Claims Support Vehicles (CSV), generators, fuel, restrooms, computers, printers, fans, lights, etc.), at Catastrophe Response Centers (CRC) and other temporary or long-term office spaces within the state of Florida in the event of a catastrophic event or business continuity crisis.

In accordance with s. 287.057, Florida Statutes, Invitation to Negotiate (ITN) No.: 20-0002, was issued on March 13, 2020. Citizens finalized the current contracts with G2G Event Staffing, LLC (now Kodiak Group Security) and Indemnity Security and Investigations, Inc. These two awarded Vendors provide Armed Guard Services for deployment to meet Citizens' security requirements during or after a catastrophic event or business continuity crisis. Service providers may encounter difficult environmental conditions including the absence of power and/or running water, limited operational fuel stations, limited or no public restrooms, limited or no lodging accommodations and laundry services, and limited or no availability of food and potable drinking water and ice. These Contracts were established with Vendors who are best equipped with the desired resources to support Citizens' field operations.

These contracts were first established with spending limits below those requiring Board approval. However, in the aftermath of Hurricane Idalia, and consistent with the Governor's Emergency Order Number 23-171, this amount was exceeded by \$2,032. In anticipation of potential future needs for these services, the approval requested is for a new total of \$275,000, raised from \$95,000, for the remaining terms of the contracts, with renewals, through July 2026, should the need arise to activate these services.

Citizens' CRC is a critical component of Citizens' catastrophe response, providing timely policyholder assistance in response to a disaster. The CRC and response team members serve as the face and voice of Citizens in the aftermath of a disaster and is a true test of Citizens' commitment to providing quality customer service.

Recommendation

¹ For daily operational security guard services, Citizens has contracted for unarmed security guard services utilizing the Florida State Term Contracts.

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Citizens' Staff proposes that the Board of Governors:

- a) Approve the requested increase in the contract amount to \$275,000 with vendor(s): Indemnity Security & Investigations, Inc. and Kodiak Group Security, LLC, as described in this Action Item; and
- b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.

Emergency Security Officer Services

ACTION ITEM

New Contract

Contract Amendment

Other: increase spending authority

CONSENT ITEM

Contract Amendment

Existing Contract Extension

Existing Contract Additional Spend

Previous Board Approval

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.

Purpose/Scope	<p>Purpose: This Action Item seeks Board approval for increasing the total contract spending authority from \$95K to \$275,000. The increased amount requested for approval will continue to serve as contingency dollars, should the need arise to activate these services in the future. It is anticipated this increase will cover future spending related to storm response for the current contract term and through two additional one-year renewals, through July 2026.</p> <p>Scope: This Action Item would increase the available spend authority with the two vendors currently under contract and allow activation of these critical services when a catastrophe response activation or business continuity need occurs. These contracts are available for use through July 29, 2024, with two, one-year renewal options remaining. The approval of the Board to increase the contract amount will enable Citizens to continue to respond to policyholders following CAT events, placing an emphasis on the need to provide a safe and secure workspace at the CRC (Catastrophe Response Center) sites for our employees and customers as well as protection of Citizens equipment and resources used to support response efforts.</p>
Contract ID	<p>Security Officer Services – Catastrophe Response</p> <p>Indemnity Security & Investigations, Inc. Agreement # 20 -20 -0002-01</p> <p>Kodiak Group Security, LLC Agreement # 20 -20 -0002-02</p>
Budgeted Item	<p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>These are contingency funds requested should the need arise and not directly reflected in the normal expense operating budget.</p>

Emergency Security Officer Services

Procurement Method	On March 13, 2020, Citizens issued an Invitation to Negotiate No. 20-0002 for Armed Security Officer Services for Catastrophe Response and Business Continuity. Vendor responses to the solicitation were accepted by Citizens, negotiations occurred, and subsequent contracts awarded.
Contract Amount	Original amount: \$95,000 New proposed amount: \$275,000
Contract Terms	Indemnity Security & Investigations, Inc. and Kodiak Group Security, LLC Current term period: July 20, 2023, to July 29, 2024, with two, one-year renewal options available.
Board Recommendation (DOES NOT go through Committee)	Citizens' Staff proposes that the Board of Governors: <ul style="list-style-type: none"> a) Approve the requested increase in the contract amount for Emergency Security Officer Services to \$275,000 with vendor(s): Indemnity Security & Investigations, Inc. and Kodiak Group Security, LLC, as described in this Action Item; and b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.
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