



**REQUEST FOR PROPOSALS No. 24-0008  
FOR  
LOSS HISTORY REPORTING SERVICES (UNDERWRITING)**

**PROPOSAL DUE DATE: JULY 11, 2024**

**[See Section 1.8 for the Calendar of Events]**

**Refer ALL Inquiries to:**

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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 – Financial Stability Review Form  
Attachment C – Vendor Questionnaire  
Attachment D – Price Sheet  
Attachment E – Citizens Standard Contract Terms

## PROPOSAL CHECKLIST

The following checklist identifies the **mandatory** documents that must be included in a Proposal. 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 Proposal via email	3.5. A.
<input type="checkbox"/>	One (1) redacted copy of Proposal via email <i>(required only if Vendor considers portions of its Proposal confidential or exempt from disclosure under Florida's Public Records Law)</i>	3.5. B.
<input type="checkbox"/>	Attachment A, Vendor Certification Form	3.6
<input type="checkbox"/>	Financial Documents (as requested in Attachment B)	
<input type="checkbox"/>	Current IRS W-8 or W-9 Form (as requested in Attachment B)	
<input type="checkbox"/>	Attachment C, Vendor Questionnaire	
<input type="checkbox"/>	Attachment D, Price Sheet	

## **SECTION 1 - INTRODUCTION**

- 1.1 STATEMENT OF PURPOSE:** Citizens Property Insurance Corporation (Citizens) is seeking competitive sealed proposals (Proposals) from firms (Vendors) capable of providing loss history reports with at least five years of data for properties across the entire State of Florida (Services). The Services are more fully described in Section 2 of this Request for Proposals (RFP).

The Services will be used by Citizens underwriters primarily for new business applications, to better assess the insurance risk and help ensure that the properties meet general underwriting requirements. The ordering and delivery of reports must be done electronically using Citizens' systems, and therefore a direct integration between Citizens Policy Administration System and Vendor's system is required.

Citizens intends to award a contract to one Vendor under this RFP.

- 1.2 DEFINITIONS:** In addition to other terms defined in this RFP, the following terms shall have the following meanings:

- A. **Citizens** – means Citizens Property Insurance Corporation.
- B. **Citizens Policy Administration System** – means the policy administration system used to submit, receive, and review data on insurance policies. Citizens currently uses Guidewire PolicyCenter version 9, and anticipates migration to Guidewire Cloud prior to implementation of Services.
- C. **Contract** – means the contract with a Vendor for Services that results from this RFP.
- D. **Procurement Officer** – means the Citizens employee identified on the cover of this RFP.
- E. **Proposal** – means all materials submitted by Vendor pursuant to this RFP.
- F. **RFP** – means this Request for Proposals and all attachments, amendments and addenda.
- G. **Services** – means all the activities of Vendor which are collectively necessary to provide the services to Citizens pursuant to this RFP.
- H. **Vendor** – means an entity responding to this RFP.

- 1.3 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>.

- 1.4 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 Proposals to this RFP.

- 1.5 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.
- 1.6 CONTRACT TERM:** The Contract term will be five years. To the extent a Vendor provides pricing for renewal term on Attachment D, Price Sheet, the Contract may be renewed by Citizens for up to three additional years. Citizens will have the right to terminate the contract without cause and without paying any fee (other than paying to meet any agreed-upon maximum annual commitment for the year in which termination took place).
- 1.7 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 Proposal. 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.
- 1.8 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 11, 2024	Posted to Citizens website at: <a href="https://www.citizensfla.com/solicitations">https://www.citizensfla.com/solicitations</a>
Pre-Response Conference	June 19, 2024 11:00 AM ET	Public Meeting (telephonic) <b>Telephone Number:</b> (904) 490-0703 <b>Access Code:</b> 944328464# <i>Vendor Attendance at this meeting is not mandatory.</i>
Questions Due	Must be received <b>PRIOR TO:</b> June 25, 2024 2:00 PM ET	Submit via email: <a href="mailto:citizens.purchasing@citizensfla.com">citizens.purchasing@citizensfla.com</a>
Answers Posted	July 2, 2024	Posted to Citizens website at: <a href="https://www.citizensfla.com/solicitations">https://www.citizensfla.com/solicitations</a>
Proposals Due	July 11, 2024 2:30 PM ET	See <b>Section 3 Proposal Instructions and Evaluation Process</b> below

CALENDAR OF EVENTS		
EVENT	DUE DATE AND TIME	APPLICABLE INFORMATION AND LOCATION
Evaluation Committee Public Meeting	August 13, 2024 2:00 PM ET	<p>Public Meeting (telephonic) to Rank the Proposals and Announce Intent to Award Contract(s)</p> <p><b>Telephone Number:</b> (904) 490-0703  <b>Access Code:</b> 325045424#  <i>Vendor Attendance at this meeting is not mandatory.</i></p> <p>Posted to Citizens website at:  <a href="https://www.citizensfla.com/solicitations">https://www.citizensfla.com/solicitations</a></p>

*Any person requiring 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).*

**1.9 PUBLIC MEETINGS:** Public meetings related to this RFP will be held on the dates and times indicated in Section 1.8, Calendar of Events.

- A. **Pre-Bid Conference:** A telephonic Pre-Response Conference will be held to provide Vendors with pertinent information, address questions, and clarify any provisions in the RFP 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 rank the Proposals based on evaluation criteria set forth in Section 3 and announce its intent to award the Contract(s). **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 Proposals may occur between any of the evaluation committee members and any Vendor during this public meeting.

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## SECTION 2 - SCOPE OF SERVICES

- 2.1 BACKGROUND:** Citizens' current contract for Services for underwriting is with Insurance Services Office, Inc. (ISO). The contract was entered on August 14, 2019, and will expire August 13, 2025. This RFP is needed due to the current agreement expiration and is not a reflection of vendor performance. Citizens intends to have Services implemented and fully operational by August 2025.

Citizens' volume of loss history reports purchased over the last three years is provided in the below table. Future volumes may increase or decrease depending on factors such as policies in force, hurricanes, or legislative changes.

As of December 31 <sup>st</sup> , for the following Years	Initial Reports Purchased	Duplicate Reports Purchased
2022	791,887	98,091
2023	809,757	82,563
2024 (Through May)	396,356	42,959

Information on policies in force can be found on Citizens' website at <https://www.citizensfla.com/policies-in-force>.

- 2.2 MINIMUM QUALIFICATIONS:** The minimum qualifications for this RFP are represented in four attachments, as described below. Vendor must satisfy the minimum qualifications in order to be eligible for an award of a Contract under this RFP, subject to Section 4.5 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**.

Additionally, 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 and Purchasing using the information contained on **Attachment A** and other available information.

- B. Through **Attachment B, Financial Stability Review Form**, 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 and Purchasing, with the assistance of an independent CPA, regarding Vendor's financial stability, viability, and capacity as described in **Attachment B**.

- 2.3 DESCRIPTION OF SERVICES:** The following Services are expected to be delivered by Vendors responding to this RFP. Any exceptions should be clearly identified in Vendor's response to the Vendor Questionnaire, Attachment C.

- A. **Report Ordering.** Vendor is expected to provide a report ordering system which provides the following capabilities:
- ability to provide reports with at least five years of historical loss history for all property addresses in the State of Florida;
  - ability to receive orders for reports via a direct integration between Citizens' Policy Administration System and Vendor's system;
  - ability for Citizens to request ad-hoc reports which will be delivered to Citizens via a web application so that Citizens can upload them into Citizens' Policy Administration System via Citizens' imaging software;
  - ability to create standard and ad-hoc reporting;
  - assignment of user names and passwords for each individual user, of which Vendor will be responsible for setting up. User log-in and activity should also be captured and tracked. Citizens anticipates utilizing approximately 30 individual user names and log-ins;
  - provide notice to Citizens on any request where there is no record; and,
  - provide notice to Citizens on any request where there is no loss.
- B. **Report Data.** The information in the reports must include real-time, accurate, and comprehensive data. The reports should include the following:
- name of owner(s), including individuals' names (such as co-applicants) or any associated business entities;
  - any other parties to the loss;
  - property location;
  - date of birth;
  - social security number (may be partial);
  - insurance carrier at time of loss;
  - policy type and number;
  - claim number;
  - claim status;
  - date of the loss;
  - location of the loss;
  - cause of loss (such as sinkhole, fire, water, wind);
  - amount of loss;
  - confidence factor related to accuracy of data returned; and,
  - other relevant data or identifiers.
- C. **Service Scalability.** Vendor's system must be capable of processing requests for Services based upon the needs of Citizens, which may vary greatly throughout a given year.
- D. **Training.** Vendor will be expected to provide training, both during the implementation of the proposed solution and throughout the term of the Contract, including:
- end-user training, which may be delivered via a train-the trainer program or in-person training;
  - training to Citizens' administrative and technical staff on administrative and technical design changes, configurability, or customization enhancements to the system;
  - training should address and provide documentation (e.g. training materials) regarding the overall process, including but not limited to:
    - ordering and receipt of reports, including individual reports ordered through the web application;



- building of custom reports;
- report contents; and,
- billing.

E. **Implementation.** During implementation, Citizens expects Vendor to:

- assist Citizens with integrations with Citizens Policy Administration System;
- complete all necessary interfaces between Vendor's system and Citizens Policy Administration System;
- assign a project manager responsible for all Vendor activities and coordinating with Citizens' designated project manager in charge of the overall project schedule and delivery; and,
- follow Citizens' Agile development methodology for implementation, including alignment to Citizens Sprint and Release schedules.

F. **Technical Support.** Vendor will be expected to provide technical support, both during the implementation of the proposed solution and throughout the term of the Contract, including:

- provide Citizens with a Master list of Vendor coding and explanations;
- telephonic customer support, at minimum, 8:00 AM – 6:00 PM ET Monday – Friday, excluding Citizens' holidays; and,
- a clearly defined escalation process, including 24/7/365 response for Level I (or the most critical issues that arise) and a named Vendor point of contact for such critical issues.

G. **End-of-Contract Transition Services.** Vendor is expected to provide Transition Assistance as indicated in Section 12.4. of Attachment E.

Vendors are encouraged to offer additional services and solutions in their Proposal to distinguish themselves from other Vendors. These additional services and solutions may be taken into account during the evaluation process and may be incorporated into the Contract.

**2.4 CONTRACTUAL TERMS AND CONDITIONS:** Vendors receiving a contract award must sign a Contract. The Contract will be substantially as set forth in (i) the proposed contract that Vendor submits in its Proposal, and (ii) Attachment E, Citizens Standard Contract Terms. After receiving an award, Vendor may propose changes to the Citizens Standard Contract Terms that Vendor asserts are necessary to conform to industry standards and customs. If Citizens and Vendor are unable to finalize the terms of the Contract, Citizens may withdraw the award and award to the next-ranked Vendor(s).

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### **SECTION 3 - PROPOSAL INSTRUCTIONS AND EVALUATION PROCESS**

- 3.1 QUESTIONS:** There is an open question period beginning upon release of the RFP and ending on the date and time specified in Section 1.8, Calendar of Events. During that period, 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 Section 1.8, 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 RFP. Answers will constitute an amendment to the RFP only to the extent a substantive change is made.

**VENDORS ARE ADVISED TO RAISE ANY QUESTIONS THEY HAVE REGARDING THE REQUIREMENTS OF THIS RFP, 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 RFP:** If any changes are made to this RFP, 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 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), and agrees to the provisions set forth in this section. Citizens is a public entity subject to the 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 competitive solicitation process as provided in Section 119.071(1)(b), Florida Statutes.]*

If Vendor asserts that any portion of its Proposal 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 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.

Citizens does not consider the total annual or monthly spend amount, under the pricing submitted by a Vendor ("Total Spend") to be a Protected Record under Florida law. If the Total Spend is derived from more granular unit prices or formulas which Vendor considers to be a confidential trade secret, Vendor may protect those items from disclosure using the process described above. The parties acknowledge that (i) Citizens may disclose Total Spend in public meetings, in publicly posted documents, and in response to public records requests, and (ii) the disclosure of Total Spend could, to some extent, allow for reverse-engineering and approximation of the Vendor's unit pricing and formulas.

- 3.4 PROPOSAL DUE DATE AND SUBMISSION:** Proposals must be received by the Procurement Officer at the physical address on the Cover Page on or before the date and time specified in Section 1.8, Calendar of Events. Vendors should clearly identify the name of this RFP on the front of its Proposal as follows:

**RFP No. 24-0008, Loss History Reporting Services (Underwriting)**

- 3.5 PROPOSAL 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 Proposal: Submit Proposals via email addressed to [citizens.purchasing@citizensfla.com](mailto:citizens.purchasing@citizensfla.com) with the subject line **RFP No. 24-0008, Loss History Reporting Services (Underwriting)**. ***Citizens is unable to receive a Proposal via email if the material is provided using compressed (e.g., .zip) or encrypted files.***

Vendors should expect to receive an acknowledgement message within one business day of submitting their Proposal via email. Vendors who do not receive such acknowledgement should immediately contact the Procurement Officer to confirm whether their Proposal has

been received. Citizens is not obligated to extend the Proposals due date/time to allow for email transmission delays errors.

- B. Redacted Copy of Proposal (if applicable): In addition to the original Proposal required in Section A. above, Vendor should submit a separate email containing a *full* "Redacted" electronic version of their Proposal in accordance with Section 3.3, above. This email should be labeled "**Redacted Proposal**" and be void of any information Vendor deems exempt from Florida's Public Records Laws. Along with the Redacted Proposal, submit a legal justification for each redaction (e.g., Trade Secret Protection).

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

VENDOR PROPOSAL	
ITEM	DESCRIPTION
1. Attachment A, Vendor Certification Form	These documents will provide Citizens with basic information about the Vendor and provide certain assurances necessary to qualify the Vendor for a potential contract award. These documents will <u>not</u> be used in the scoring of Proposals.
2. Financial Documents (as requested in Attachment B)	
3. Current IRS W-9 or W-8 Form (as requested in Attachment B)	
4. Attachment C, Vendor Questionnaire	These documents will provide Citizens with specific information about Vendor's proposed Services and <u>will</u> be used as a basis for evaluation and scoring of the Proposals.
5. Attachment D, Price Sheet	

Vendors should not include any other material with a Proposal unless those materials are specifically referenced in one of the above attachments. Citizens is not obligated to review or accept any extraneous materials.

- 3.7 EVALUATION PROCESS:** Proposals 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 Proposals to determine whether the minimum qualifications and other requirements are met. Proposals that do not comply may 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 Proposals.

EVALUATION CRITERIA		MAXIMUM POINTS
<b>Attachment C: Vendor Questionnaire</b>	Section I – Company Overview	Not Scored
	Section II – Relevant Qualifications and Experience	20
	Section III – Description of Proposed Services	35
	Section IV – Implementation Services	15
	Section V- Training and Technical Support Services	7
	Section VI - Additional Value-Added Services	3
<b>Attachment D:</b>	Section VII – Vendor's Proposed Agreement Terms	Not Scored
	<b>Price Sheet</b>	<b>20</b>
<b>Total Points</b>		<b>100</b>

Pricing Score. For the Base Term, the lowest proposed price from all responsive Vendors will be awarded 15 points and will be known as Lowest Total Base Term Price (**LBP**). Proposals of other Vendors will be scored using the following formula: LP divided by the Proposal Price (**PP**) being considered times maximum points of 15.

Formula:  $(LBP / PP) \times 15 = \text{Base Term Pricing Score}$

For the Renewal Term, the lowest proposed price from all responsive Vendors will be awarded 5 points and will be known as Lowest Total Renewal Term Price (**LRP**). Proposals of other Vendors will be scored using the following formula: LRP divided by the Proposal Price (**PP**) being considered times maximum points of 5.

Formula:  $(LRP / PP) \times 5 = \text{Renewal Term Pricing Score}$

Evaluation Committee Meeting. The average scores of the evaluation committee will be combined with the Pricing Scores to determine the initial ranking of Vendors. In the Evaluation Committee public meeting, 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.

- 3.8 EXECUTION OF CONTRACT:** Following the Evaluation Committee Public Meeting, the highest-ranked Vendor will be expected to sign a Contract substantially as set forth in (i) the proposed contract that the Vendor submits in its Proposal, and (ii) Attachment E, Citizens Standard Contract Terms. To the extent the documents conflict, the Parties will work to resolve the conflicts in accordance with industry standards and customs. *See Section 2.4 above.*

Vendor shall have no vested right to do business with or receive payment from Citizens until a Contract is signed by all parties. Furthermore, unless the Contract specifically provides otherwise, the execution of a Contract does not guarantee Vendor will receive any particular volume of business from Citizens.

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## SECTION 4 - GENERAL CONDITIONS

**4.1 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](mailto:Agency.Clerk@citizensfla.com)

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

**4.3 USE OF PROPOSALS:** Other than Vendor's intellectual property, all Proposals become the property of Citizens and, Public Records, 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 Proposal. Acceptance or rejection of the Proposals will not affect this right.

**4.4 WITHDRAWAL OF A PROPOSAL:** All Proposals submitted by Vendors will remain firm and may

not be withdrawn for a period of one hundred eighty 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.

**4.5 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.

**4.6 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, 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 RFP.

**4.8 TIE BREAKING PROCESS:** In the event a tie occurs in the score of two or more Vendors, Citizens will determine the recommended Vendor for Contract award based upon the following criteria (listed in order of priority):

- All goods / services of Vendor are manufactured / performed in Florida;
- Vendor has implemented a drug-free workplace program that meets the requirements of Section 287.087, Florida Statutes;
- All goods / services of Vendor are manufactured / performed in the United States; and
- Vendor is a foreign manufacturer with employees in Florida, as designated in Section 287.092, Florida Statutes.

If none of the above criteria resolves the tie, Citizens shall conduct a coin toss to determine the recommended Vendor for Contract award. The tied Vendors will be informed of the tie, and will be provided with reasonable notice of the time and location of the coin toss, which they may attend. The Director of Purchasing Services or designee will ensure at least one witness is present during the coin toss and will document the results.

**4.9 SUBSEQUENT CONTRACT AWARDS:** If a Contract entered into pursuant to this RFP is terminated for cause by Citizens or terminated without cause by Vendor, Citizens reserves the right to re-procure substitute Services with the next-ranked eligible Vendor under this RFP. 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 RFP shall constitute the entire understanding of the parties with respect to the solicitation of the 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**