



ADDENDUM NO. 2

INVITATION TO NEGOTIATE NO.: 24-0007 CONTINGENT WORKFORCE STAFFING SERVICES OCT. 3, 2024

The purpose of this Addendum No. 2 is to answer questions received from Vendors prior to the deadline in Section 1.7, Calendar of Events.

SOLICITATION CHANGES:

1. Attachment C is replaced in its entirety with **REVISED Attachment C – Mandatory Requirements and Vendor Questionnaire 10.3.24**. There is an edit to Question 5 of Section A – Mandatory Requirements. There are no edits to Sections B-E of the original.
2. Attachment E is replaced in its entirety with **REVISED Attachment E – Price Sheet 10.3.24**. There are significant edits to the instructions, assumptions, and the pricing table.
3. Addition of **Exhibit A – Information for Addendum 2**.

ANSWERS TO QUESTIONS:

1. **Question:** We are registered to do business in FL and have a registered agent there. However, we don't have a physical office in FL. Would it disqualify us?
Answer: Please see the new Attachment C – Amended Mandatory Requirements and Vendor Questionnaire, Section A Question 5.
2. **Question:** Can you tell me if Advertisement Number: ITN-10202 will include negotiations/needs for temp medical services of LVN/LPN, RN, or CNA's?
Answer: No, temporary medical services of LVN/LPN, RN, or CNAs are not included in this solicitation.
3. **Question:** Can you please answer one question, is the "type" of workforce solution you are looking for in the financial services category?
Answer: The potential contingent workforce requisitions for the finance and accounting department of Citizens, typical for the needs of an insurance company, are part of this ITN as part as administrative and clerical needs. Other types of financial services are not a part of this solicitation.
4. **Question:** Can you tell me if the bid would be for a specific office or site location in Florida?
Answer: Citizens is seeking a uniform rate and single point of contact regardless of location of office in Florida.
5. **Question:** How many vendors will be picked to provide services?
Answer: A specific number has not been determined at this time. In accordance with Section 1.1 of the ITN, Citizens intends to award one contract to a Vendor for performance of all Services (Primary Vendor). Other Vendors may be awarded, either to comprise a panel (Panel), or a backup contract (Secondary Contract), to ensure continuity of Services if the Primary Vendor is unable to perform or meet Citizens' needs. The number of Vendor(s) to be awarded will be decided during the course of the procurement.
6. **Question:** Is this bid for the entire state of Florida or for specific counties?
Answer: Vendor's Contingent Workers may be required to work at any of the Citizens office locations listed in Section 1.1 and future office locations as designated by Citizens. As set forth in Section 1.1 of the ITN, Remote Work is also included, onshore only, (continental U.S.).

7. **Question:** Our corporate headquarters is in Connecticut, and we no longer have a physical location in FL. Does that disqualify us on this advertisement?

Answer: [Please see the response to Number 1 above.](#)

8. **Question:** What is the annual budget of the contract?

Answer: [The budget for this contract\(s\) has not been determined. The future needs will vary depending on the business requirements as well as unknown future catastrophic events. As the contract\(s\) is anticipated to be in excess of 100k, will need Board approval. The Executive Summary for the Board of Governors approval includes Contingent Staffing Model \(Table 1\) and sets forth the Approved spend under Agreement No. 15-0019 and the projected spend for the remaining term period through December 2025. This is located here:](#)

https://www.citizensfla.com/documents/20702/30163622/20230927+10E+ES_Contingent+Staffing+Services_Additional+Spend+Request-combined.pdf/d44990dd-ab50-60ef-21a9-95c7bba6647b?t=1705886346583.

[Historically, the majority of the annual contract spend has been with IT services. Additionally, some of this IT spend may have been placed using Alternative Contract Sources, through the Florida Department of Management Services, and not through the current incumbent Vendors. There has been minimal spend in the past few years on catastrophe services as Citizens has not experienced a catastrophic event that resulted in a significant increase in claims.](#)

9. **Question:** Do you need actual resumes or sample resumes?

Answer: [Citizens is not requesting resumes at this time.](#)

10. **Question:** Is this bid refresh? If yes, Can you share details from where we can get old proposal details?

Answer: [This is a solicitation to replace upcoming expiring contracts for these Services. Citizens competitively procured these Services in 2015 \(RFP 15-0019 Contingent Staffing Services\). As there is a five \(5\) year retention period for the previous responses, the old proposals may not still be available. Additionally, proposed vendor pricing is set forth as trade secret/proprietary protections. Please see the response to Number 8 above.](#)

[The previous solicitation documents for RFP 15-0019, Contingent Staffing Services, are located here: https://www.citizensfla.com/solicitations.](#)

[The contract documents for each of the Vendors listed in Exhibit A – Information for Addendum 2 and are available at citizensfla.com/contracts.](#)

11. **Question:** Is this a newly initiated project, or is it a continuation of an existing one?

Answer: [This new solicitation is to replace our current contracts, which expire in December 2025.](#)

12. **Question:** If it is ongoing, kindly provide the names of the current service providers/incumbent vendors.

Answer: [Please see the response to Number 10 above.](#)

13. **Question:** Could you provide details on the previous expenditure associated with this contract?

Answer: [Please see the response to Number 8 above.](#)

14. **Question:** Could you confirm if it is possible to obtain the proposals or pricing details of the incumbent vendors?

Answer: [Please see the response to Number 10 above.](#)

15. **Question:** Are there any specific challenges or issues currently being faced with the existing vendors?

Answer: [No. These contracts expire in December of 2025.](#)

16. **Question:** Can you clarify the expected number of awards for this solicitation?
Answer: Please see the response to Number 5 above.
17. **Question:** Is there any preference or priority given to local vendors for this contract?
Answer: Please see the response to Number 1 above.
18. **Question:** How many agencies will you be awarding?
Answer: Please see the response to Number 5 above.
19. **Question:** What is the current and anticipated spend?
Answer: Please see the response to Number 8 above.
20. **Question:** Is there an opportunity for direct hire or is it all contract?
Answer: There is the opportunity of converting contingent workers to Citizens employees at the end of the assignment. Citizens has separate vendor contracts providing recruitment services, unrelated to this ITN.
21. **Question:** Do you utilize a VMS / ATS? If you do not have a VMS, are you looking to implement one?
Answer: Citizens currently uses ATS which is Oracle Recruiting Cloud. Citizens does not utilize a VMS (Vendor Management System) for these Services.
22. **Question:** Does this incorporate IT roles?
Answer: Yes. Please see Section 2.3 (A) of the ITN, Categories of Service.
23. **Question:** If a VMS is not current being used, how are positions released, candidates submitted, tracked and offered?
Answer: Citizens currently uses ATS which is Oracle Recruiting Cloud to release positions, review candidates, and track offers.
24. **Question:** For direct hire roles, are they released to internal TA for a period of time before going out to supplier partners?
Answer: Please see the response to Number 20 above.
25. **Question:** For contract roles, what is the anticipated volume of roles by category? For direct hire?
Answer: Anticipated volume of roles by category will vary depending on the business needs throughout the contract term and is not known at this time. See responses to Questions 8 (Historical Spend Budget) and 20 (Direct Hire).
26. **Question:** Are any roles hybrid/remote? If so, which ones?
Answer: Potentially, this would be indicated within the requisition.
27. **Question:** How many suppliers are you looking to appoint per job by category/country?
Answer: Please see the response to Number 5 above.
28. **Question:** What are some of the primary challenges that you face with your contingent program today?
Answer: Please see the response to Number 15 above.
29. **Question:** What does being a preferred supplier mean to you?
Answer: Citizens does not use the term "preferred" but rather vendors under contract.
30. **Question:** What do you believe are the key factors to creating a partnership between your preferred supplier?

Answer: See Attachment F – Standard Terms and Conditions. Citizens does not use the term “preferred” but rather vendors under contract.

31. **Question:** What changes to your current contingent labor program are you looking to make as a result of this RFP process?

Answer: Citizens seeks to narrow the number of Vendors under contract providing these Services. In addition, see Questions Being Explored in Section 1.2 of the solicitation.

32. **Question:** Please confirm what parts of the RFP vendors need to respond to?

Answer: See Section 3.6 of the solicitation.

33. **Question:** Please share the incumbent vendors and their pricing.

Answer: Please see the response to Number 10.

34. **Question:** What is the budget for this bid? OR the estimated annual spending in the past under this contract for similar services?

Answer: Please see the response to Number 8 above.

35. **Question:** Is there any challenge fulfilling the needs with the existing contracts for related services or any specific improvements you are looking for?

Answer: Please see answer to Questions 5 and 31 above.

36. **Question:** How many vendors would be awarded?

Answer: Please see the response to Number 5 above.

37. **Question:** Is there any preference for the local vendor?

Answer: Please see the response to Number 1 above.

38. **Question:** Please share the type of background check and drug test required.

Answer: Please see Section 3.4 of Attachment F for Background Check requirements. Citizens' policy on drug testing is consistent with s. 112.0455, Florida Statutes. Additionally, Citizens maintains a Drug Free Workplace in accordance with s.440.102, Florida Statutes.

39. **Question:** Will there be a kick-off meeting once the contract is awarded?

Answer: To be determined.

40. **Question:** How many resources/candidates are currently active at this time under incumbent contracts?

Answer: As per Section 2.1 of the ITN, there are approximately 80 Contingent Workers at this time.

41. **Question:** Please provide the breakdown of numbers under each incumbent vendor.

Answer: Please see the response to Number 8 and 10 above.

42. **Question:** What is the spending to date against each of the incumbent vendors?

Answer: Please see the response to Number 8 and 10 above.

43. **Question:** Will active candidates under the incumbent vendors be transitioned to the new vendors if the same incumbent vendors are not awarded the contract this time?

Answer: Active candidates under the incumbent vendors would be welcome to transitioned to the new vendor(s). The exact mechanisms to allow this can be further explored in negotiations.

44. **Question:** For clarification, are existing staffing partners required to bid of contingent workforce staffing? Or is this request only for new partners?
Answer: [The current contracts expire in December 2025. This solicitation is to contract services after that date therefore, incumbents are encouraged to respond.](#)
45. **Question:** What are the estimated funds that are estimated to be allocated for this contract?
Answer: [Please see the response to Number 8 above.](#)
46. **Question:** What is the tentative start date of this engagement?
Answer: [December 2025 but is subject to change.](#)
47. **Question:** What is the work location of the proposed candidates?
Answer: [Please see the response to Number 6 above.](#)
48. **Question:** Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?
Answer: [Please see the response to Numbers 8, 10, and 44 above.](#)
49. **Question:** Are there any pain points or issues with the current vendor(s)?
Answer: [Please see the response to Number 15 above.](#)
50. **Question:** Could you please share the previous spending on this contract, if any?
Answer: [Please see the response to Number 8 above.](#)
51. **Question:** Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?
Answer: [Vendors are not required to subcontract on this contract. See Section 17.7 of Attachment F – Citizens Standard Terms and Conditions for subcontracting requirements.](#)
52. **Question:** How many positions were used in the previous contract (approximate)?
Answer: [Citizens' currently utilizes approximately 80 Contingent workers. Please see the response to Number 8 above.](#)
53. **Question:** How many positions will be required per year or throughout the contract term?
Answer: [Citizens is unable to provide this number as work is not guaranteed throughout the term of the contract.](#)
54. **Question:** If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could vendors replace them with equally qualified resources?
Answer: [The staffing resources requested in the price sheet are a hypothetical scenario based off of historic needs. Citizens' actual needs will vary at the time of requisition.](#)
55. **Question:** Can we provide hourly rate ranges in the price proposal?
Answer: [No, please respond to the price sheet as requested in the instructions. Additional pricing discussions will be held during negotiations.](#)
56. **Question:** Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?
Answer: [Please see the response to Number 6 above.](#)

57. **Question:** Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?
Answer: Please see the response to Number 9 above.
58. **Question:** Could you please provide the list of holidays?
Answer: Citizens' offices are closed the following Holidays: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, and Christmas.
59. **Question:** Are there any mandated Paid Time Off, Vacation, etc.?
Answer: No, Citizens does not pay for the contingent workers time off, holidays, sick/vacation, etc.
60. **Question:** Can you please clarify what information you are seeking in response 8. (ii) of Attachment C because it is unclear why the vendor would be conducting requisitions for a staffing project.
Answer: Vendor would need to be able to review the requisitions, submit candidates, etc. Citizens provides through Oracle Recruiting Cloud or another alternative platform.
61. **Question:** Please confirm the service delivery location for the onboarded resources? Will the delivery be onsite, or is hybrid or remote option available? If hybrid, what is the expected minimum number of onsite days?
Answer: Please see the response to Number 6 above.
62. **Question:** Are the onboarded resources required to be U.S. citizens, or are individuals with a green card or visa permits (such as H1B) also eligible?
Answer: No, onboarded resources are not required to be U.S. citizens. They must be eligible for U.S. employment.
63. **Question:** Regarding the three service categories mentioned (Administrative/Clerical, IT, and staffing for Catastrophic Events), is it mandatory for the bidder to address all three categories, or can they respond to one or two?
Answer: As per Section 2.3(A), Vendor must provide Services for all three of the categories.
64. **Question:** If the bidder has an existing MSA signed with Citizens, should they still provide the redlined Attachment F, or will the current MSA cover this engagement?
Answer: The current contracts are expiring in 2025 and will not cover this engagement. Vendors are encouraged to read and provide redlines to Attachment F – Citizens Standard Terms and Conditions as part of their reply. See Question 17 of Attachment C – Mandatory Requirements and Vendor Questionnaire.
65. **Question:** As per ITN section 2.3.A, the vendor must provide services for all three of the following categories (Administrative/Clerical, IT, and staffing related to any Catastrophic Event). We have over 18 years of specialized experience providing IT Staffing services across various industries. Can the offeror bid on a selective category and still be considered responsive? Please clarify.
Answer: Please see the response to Number 63 above.
66. **Question:** Is it mandatory for the offeror to have prior experience providing services to insurance companies, specifically in property and casualty?

Answer: No.

67. **Question:** Attachment C: Section A-Mandatory Requirements: Vendor or its parent or holding company confirms at least five (5) years of experience in providing Services in each of the three following categories: administrative/clerical, IT, and staffing related to any Catastrophic Event, as listed in the ITN.

A. Can the offeror cite the experience of subcontractors?

B. Can the offeror cite the experience of partners/subcontractors to meet this requirement?

Answer: No, the Vendor cannot cite the experience of subcontractors or partners to meet these requirements.

68. **Question:** Place of Performance: Is remote work allowed?

Answer: Please see the response to Number 6 above.

69. **Question:** Pricing: The Scenario Hourly Rates for “Administrative or Clerical” and “Catastrophic Operations” are well below the market rates. Would the Citizens consider revisiting the rates?

Answer: Yes, if the Vendor is advanced, the hourly rate pricing information provided in Attachment E, as well as renewal pricing will be discussed in negotiations.

70. **Question:** Is the Scenario Mark-up rate expected to include Employee Benefits and Profit for the offeror?

Answer: Yes, this should include all Vendor expenses and profit.

71. **Question:** Is Citizens expecting the offeror to quote a Scenario Mark-Up Rate to come closer to market price?

Answer: The Scenario Hourly Rate is a hypothetical hourly rate the contingent worker would receive for the pricing exercise. See response to Number 70.

72. **Question:** Budget Determination: What is the budget for this contract?

Answer: Please see the response to Number 8 above.

73. **Question:** Incumbent Information: Is there an incumbent currently performing this work? If so, please provide the incumbent's name, current contract number, duration, historical level of effort, and contract value.

Answer: Please see the response to Number 10 above.

74. **Question:** Incumbent Eligibility: Is the incumbent eligible to submit a bid for this project?

Answer: Please see the response to Number 44 above.

75. **Question:** Are vendors permitted to utilize an existing MSA with Citizens for this scope of services?

Answer: No, the current contracts end in Dec. 2025.

76. **Question:** Are the Administrative/Clerical and IT roles included in this scope of services specific to staffing for Catastrophic Events only?

Answer: Catastrophic events could include all Services to be provided under this new contract(s).

77. **Question:** Please provide Citizens' target number of vendors for this scope of services.

Answer: Please see the response to Number 5 above.

78. **Question:** Does Citizens intend to implement a Tiered list of vendors? If so, please clarify the scope and requirements for each Tier.
Answer: Citizens does not intend to implement a tiered list of Vendors at this time.
79. **Question:** Does Citizens anticipate selecting vendors that specialize in specific categories and/or locations?
Answer: No.
80. **Question:** Will Citizens send all talent acquisition requests to all vendors selected into the program?
Answer: Unknown at this time. To be determined.
81. **Question:** What opportunities and/or challenges does Citizens seek to address with respect to its existing suppliers?
Answer: Please see the response to Numbers 5 and 31 above.
82. **Question:** Please provide the estimated number of contingent workforce placements by category (e.g., administrative/clerical, IT, catastrophic event staffing) that Citizens anticipates will be required on an annual basis for this scope of services.
Answer: Future needs will vary depending on numerous factors including Citizens' internal staff requests, project needs, and any catastrophe impact.
83. **Question:** Please provide an estimated percentage of contingent workforce placements that will be onsite.
Answer: Unknown at this time. Please see the response to Number 258 below.
84. **Question:** Regarding the requirements outlined in Section 2.3 Description of Services - B4: Are vendors selected to this program required to complete screenings, inclusive of background checks, prior to presenting candidates to Citizens?
Answer: The background checks will need to be completed prior to the contingent worker beginning work with Citizens, not prior to presenting candidates to Citizens. There may be some limited exceptions in response to a catastrophe.
85. **Question:** Can you please share if equipment will be provided to all contractors in each labor category, or if candidates will need to have their own?
Answer: Citizens will provide the equipment (i.g. laptop, monitor, power cord, etc.) to each contingent worker. Remote workers are responsible for their home office set up needs (work area, desk, chair, etc.) outside of Citizens' equipment.
86. **Question:** What are some examples of roles to support catastrophic events?
Answer: Contingent workforce needs in support of a catastrophe in general may include all categories of contingent workers. We would expect to have an increasing number of Customer Service Representatives and/or Customer Care Representatives.
87. **Question:** What is most important in the vendor you select?
Answer: Citizens is seeking the Vendor(s) that provides the best value. See Section 3.9 "Selection Criteria" of the solicitation.

88. **Question:** Would it be possible to present a solution focused solely on the IT category, or is it required to cover all categories? If the latter, are we permitted to subcontract and partner with local specialty companies in Florida to cover the other two categories?
Answer: [No, please see the response to Numbers 63 and 67 above.](#)
89. **Question:** As an active Citizens vendor based in Texas with an active Sunbiz account, are we allowed to remain headquartered in Texas while still bidding on this opportunity?
Answer: [Please see the response to Number 1 above.](#)
90. **Question:** What are examples of the skills needed for Catastrophic Event?
Answer: [Please see the response to Number 86 above.](#)
91. **Question:** If a vendor only wants to be considered as a vendor for IT positions, would you consider that vendor to be invited to negotiate?
Answer: [Please see the response to Number 63 above.](#)
92. **Question:** Why does Citizens not piggyback off the State of Florida Information Technology Staff Augmentation contract (#80101507-23-STC-ITSA) for IT contractor positions?
Answer: [Citizens has specific IT staffing needs relating to insurance that the State of Florida Information Staff Augmentation contract may not provide.](#)
93. **Question:** What is the current breakdown of how many contractors Citizens utilizes in the three different categories of need?
Answer: [Please see the response to Numbers 8 and 10 above.](#)
94. **Question:** If applicable, who is the incumbent for these services and for how long have they served Citizens Property Insurance Corporation in this capacity?
Answer: [Please see the response to Number 10 above.](#)
95. **Question:** What is the anticipated annual and total spend for this contract?
Answer: [Please see the response to Number 8 above.](#)
96. **Question:** To ensure FCRA compliance, it is our company's policy to provide clients with an attestation of completion of background check pursuant to client's requirements, but not the actual results. Will Citizens Property Insurance Corporation accept letters of attestation in lieu of actual background check results?
Answer: [Citizens does not want a copy of the actual background check report. Citizens utilizes a checklist for the vendor to attest to background check compliance.](#)
97. **Question:** Will this initiative fall under the State Contract (Florida State Term Contract 80101507-23-STC-ITSA)?
Answer: [No, this solicitation and any resulting contracts are specific to Citizens. Please see the response to Number 8 above.](#)
98. **Question:** What is Citizens Property Insurance Corporation's historical usage and yearly spend for this contract during the past three (3) years?
Answer: [Please see the response to Number 8 above.](#)

99. **Question:** With respect to Affordable Care Act (ACA) costs, would Citizens Property Insurance Corporation prefer these charges as a separate line item on the invoices, or instead incorporated directly into each respondent's proposed rates? Please clarify.
Answer: Any benefit the Vendor offers for its Contingent Worker should be factored into the Scenario Mark-Up Rate. These benefits include any vacation time or sick leave, healthcare, and any other enhancement.
100. **Question:** Are respondents required to bid on all positions in order to be deemed responsive?
Answer: Yes, please see the response to Number 63 above.
101. **Question:** Under the primary vendor solution that Citizens is seeking to implement, does Citizen's wish to retain certain key suppliers under a Master Vendor model?
Answer: No, an incumbent must resubmit to be considered for this/these Services for this new contract(s).
102. **Question:** Under the primary vendor solution that Citizens is seeking to implement, does Citizen's wish to transition resources from employment by the existing suppliers to the primary vendor, or does Citizen's wish for the primary vendor to transition the existing suppliers to a subcontractor status?
Answer: Please see the response to Numbers 5 and 43.
103. **Question:** Is this a new contract or renewal of an existing contract?
Answer: Please see the response to number 11 above.
104. **Question:** If there is an existing contract, could you please share the names of the current vendors and their pricing?
Answer: Please see response Number 10 above.
105. **Question:** In order to be considered responsive for this solicitation, is it mandatory to bid on all positions?
Answer: Please see the response to Number 63 above.
106. **Question:** What is the estimated budget for this contract?
Answer: Please see the response to Number 8 above.
107. **Question:** Is it mandatory to subcontract?
Answer: No.
108. **Question:** Could you please provide information on the daily duration of shifts required for the necessary professions? For example, the number of hours per day?
Answer: Citizens' daily duration of shifts is 8 AM to 5 PM ET, M-F; however, please see Section 2.3(B)(4)(iii)(c) of the ITN.
109. **Ref: Page No-6, Point 1.5- Diversity: Small, minority, women and service-disabled veteran owned businesses are strongly encouraged to submit Replies to this ITN.**
Questions:
A. Could you please confirm if there are any specific goals related to this RFP for Small, Minority, Women, and Service-Disabled Veteran-Owned businesses? If so, could you also provide the required percentage?

- B. Additionally, we would like to understand whether there would be any impact on the evaluation criteria if we do not engage in or provide opportunities to these businesses.

Answer:

- A. **In this solicitation there is not a specific goal related to Small, Minority, Women, and Service-Disabled Veteran-Owned business participation. However, their participation, as well as participation by all eligible Vendors, is encouraged.**
- B. **There is no numerical impact on the evaluation criteria.**

110. **Question:** What would be the average length of temporary labor assignments for this contract?

Answer: Unknown. Assignment length varies.

111. **Question:** What is your program spend over the past 12 months?

Answer: Please see the response to Number 8 above.

112. **Question:** What are your standard payment terms?

Answer: Please see Section 8 Compensation of Attachment F – Citizens Standard Terms and Conditions.

113. **Question:** Section 2.1 Invitation to Negotiate: Of the 80 contingent workers currently utilized by Citizens, could you provide a percentage breakdown for IT, administrative, and catastrophic event roles?

Answer: Please see the response to Number 8 above.

114. **Question:** Section 2.1 Invitation to Negotiate: Are vendors allowed to bid on specific categories, or is it mandatory to bid on all three service categories?

Answer: Please see the response to Number 63 above.

115. **Question:** Section 2.3 Invitation to Negotiate: Could you please provide sample job titles and use cases for roles related to catastrophic events?

Answer: Please see the response to Number 86 above. Citizens does not maintain use cases in relation to contingent assignments.

116. **Question:** Section 2.3 Invitation to Negotiate: Is it permissible to use ISS[International Specialty Solutions] in the potential engagement resulting from this RFP? Are there any specific considerations or requirements we should be aware of?

Answer: Contingent workers are not required to be U.S. citizens. Please see the response to Number 62 above. At the same time, all contingent workers must meet all requirements of Section 3 of Attachment F and Section 2.3(B) of the ITN.

117. **Question:** Attachment F: May we continue to abide by our current MSA with Citizens?

Answer: You may continue to abide by your current contract with Citizens through the expiration date (Dec. 2025). This solicitation will result in a new contract award to a Vendor(s) providing these services.

118. **Reference:** We have a question on the requirement section, questions 1 and 4 [Attachment C – Mandatory Requirements and Vendor Questionnaire].

1. Vendor, or its parent or holding company, must have at least ten (10) years of experience with providing contingent staffing as of June 1, 2024.

4. Vendor or its parent or holding company confirms at least five (5) years of experience in providing Services in each of the three following categories: administrative/clerical, IT, and staffing related to any Catastrophic Event, as listed in the ITN.

Question: We have 7 years experience in the categories of administrative/clerical, IT, and staffing related to any Catastrophic Event. That means we qualify under Question 4 but we do not meet the 10 year requirement in Question 1. Will we still be given consideration for having this experience for Question 4 or are we automatically disqualified by answering NO to Question 1.

Answer: Vendors must meet the requirements outlined in Attachment C – Mandatory Requirements and Vendor Questionnaire Part 1 and this includes Question 1.

119. **Question:** Are vendors currently contracted with Citizens eligible to be awarded a contract for this ITN or are they precluded from responding to the ITN?

Answer: Current Vendors that meet the mandatory requirements of this solicitation are encouraged to respond.

120. **Question:** Does this ITN replace existing IT Staff Contract No. 1515001923?

Answer: Yes, please see the response to Number 11 above.

121. **Question:** We have 12 plus years of experience providing IT staff to Citizens. In this ITN, the services are in three categories, Administrative, IT and Catastrophic events, Will Citizens award vendors separately in three categories. Or is Citizens expecting vendors to have experience in all three service areas?

Answer: Please see the response to Number 63 above.

122. **Question:** Based on the response to the above question, how will the scoring be calculated for experience in each service area?

Answer: Citizens is requiring Vendors to have experience in all three areas. Therefore, the Evaluators will score the questionnaire based on the information provided. For the scoring of the price sheet, please see REVISED Attachment E – Price Sheet 10.3.24 and Section 3.7.

123. **Question:** Is there a known number of positions needed per the three categories of service?

Answer: Future needs are unknown.

124. **Question:** Will you be utilizing the Florida State Term Contract through the piggyback method?

Answer: Although Citizens is an eligible user under State Term Contracts, this procurement will establish our own contract(s) for this Service.

125. **Question:** If any additional positions are released in the future beyond those listed in the price sheet, how will the rates be determined?

Answer: Rates and future additional positions can be discussed during negotiations.

126. **Question:** If the scenario hours exceed those mentioned, how will the rates be adjusted?

Answer: The scenario hours in REVISED Attachment E – Price Sheet 10.3.24 are for evaluation purposes only. These are fixed for the one-year period. The Price Sheet is not all encompassing of all the positions, hours, or hourly rates that Citizens would seek throughout the term of the Contract. Please see the Assumptions provided in REVISED Attachment – E Price Sheet 10.3..

127. **Question:** Are you adding one (1) vendor to the current vendor list of 19? Will all current vendors be retained or are they also submitting new bids to this ITN?
Answer: All current contracts are expiring in December 2025. All incumbents are required to submit a Reply to this solicitation and be awarded to continue to work with Citizens after the contract expiration.
128. **Question:** What is the annual spend for contingent labor over the last 5 years?
Answer: Please see the response to Number 8 above.
129. **Question:** Is it mandatory to bid on all categories, will we be considered unresponsive if we are able to provide staff for First two categories Admin/clerical and IT Services?
Answer: Please see the response to Number 63 above.
130. **Question:** Is this a single award contract?
Answer: Please see the response to Number 5 above.
131. **Question:** Please confirm the anticipated number of awards.
Answer: Please see the response to Number 5 above.
132. **Question:** Is it mandatory to have a local office?
Answer: Please see the response to Number 1 above.
133. **Question:** Is subcontracting allowed?
Answer: Yes, please see Section 17.7 of Attachment F – Citizens Standard Terms and Conditions.
134. **Question:** Is the agency looking for firms who have prior Experience of working with Citizens?
Answer: Firms are encouraged to include any experience with working with Citizens in the Questionnaire.
135. **Question:** Is this an email submission?
Answer: Yes, see Section 3.5 on Reply Format.
136. **Question:** Could you please share the previous spending on this contract, if any?
Answer: Please see the response to Number 8 above.
137. **Question:** What is the estimated budget?
Answer: Please see the response to Number 8 above.
138. **Question:** Is this a new contractor are there any incumbents?
Answer: Please see the responses to Numbers 10 and 11 above.
139. **Question:** Do you receive Federal Funds to support hiring of temporary Staff? If so, would any staff be subject to wage determination or mandatory fringe benefits like paid holidays?
Answer: Citizens does not receive federal funds.
140. **Question:** Attachment A states Vendor must have or maintain primary corporate/home office in Florida, is that a mandatory requirement? We have operations/offices in FL but is it not our home office.

Answer: It is not a requirement that the home office is in Florida. Please see the response to Number 1 above.

141. **Question:** Attachment A states Vendor must have or maintain its primary corporate/home office in FL and be a "small business". Is that a mandatory requirement?

Answer: Attachment A is a voluntary form for informational purposes and is not a mandatory requirement.

142. **Question:** Attachment A states Vendor must be a "certified veteran business enterprise, is that a mandatory requirement?

Answer: Please see the response to Number 141 above.

143. **Question:** You mention that this contract will replace the current. Will the new vendor take over the oversight and management of the contingent workers that are currently onsite?

Answer: Please see the response to Number 43 above.

144. **Question:** The rating system for ranking potential vendor(s) is referenced in the contract but there are 0 points for mandatory criteria, can you please explain?

Answer: In order to be considered for award, each Vendor must meet the mandatory requirements. If the mandatory requirements are met, the Vendor will be scored by the evaluation team.

145. **Question:** The pricing list references about 15 different titles across the three work categories (Admin/Clerical, IT and Catastrophe); are those the only titles you will use this contract for? What about other corporate functions like Finance or Marketing?

Answer: Please see the response to Number 126 above. Citizens may seek contingent workers for finance roles typical within insurance organizations. Citizens does not have a marketing department.

146. **Question:** Is this contract only for W2 workers? Do you ever engage workers on a 1099 or C2C basis for the IT (or any) category? If so, should we propose pricing for those at a different markup?

Answer: This contract is for contingent workers. These contingent workers are employees of the staffing company. There are separate contracts for the recruitment of full-time employee positions. Pricing should be proposed exactly as requested on the Pricing Sheet.

147. **Question:** Are computers provided to Contingent Workers by Citizens for all roles? Or would there potentially be a scenario where a worker or staffing firm would need to provide equipment?

Answer: Please see the response to Number 85 above.

148. **Question:** Can you please provide examples for the resources needed, type of professionals and total counts for the last 3-5 Catastrophe projects you have had to further understand scope of work?

Answer: Please see the response to Number 86 above.

149. **Question:** Can you please provide Annual Spend data for the last 3-5 years for your Contingent Workers?

Answer: Please see the response to Number 8 above.

150. **Question:** Can you please provide counts/hours by title data for the last 3-5 years for your Contingent population?

Answer: Please see the response to Number 8 above.

151. **Question:** What are the things that you look for in a Staffing/Contingent Workforce partner?

Answer: The purpose of the ITN document is to explain what Citizens is looking for in a Vendor Partner(s).

152. **Question:** What is the anticipated annual spend on this contract?

Answer: Please see the response to Number 8 above.

153. **Question:** How many vendors do you expect to award this contract to?

Answer: Please see the response to Number 5 above.

154. **Question:** Would you be interested in one vendor acting as an Master Service Provider (MSP) to other suppliers should you award the business to multiple firms? If so, how should we submit pricing for that?

Answer: This solicitation is NOT seeking a Master Service Provider to other suppliers. Please see the response to Number 5 and the solicitation changes above.

155. **Question:** Is this to replace an old contract or a new one? If replacing previous vendor(s), who is/are the incumbent(s)?

Answer: Please see the response to Numbers 10 and 11 above.

156. **Question:** What are the pain points with this population's current vendors or hiring/recruiting process?

Answer: Please see the response to Numbers 15 and 31 above.

157. **Question:** Do you currently have an MSP to manage vendors in place? Are you looking to establish an MSP?

Answer: Please see the response to Number 154 above.

158. **Question:** Do you currently have a requisition distribution process? Is that through an automated system or through relationships with the stakeholders? What does that req distribution process look like?

Answer: Citizens distributes its requisitions through Oracle Recruiting Cloud. Please see the response to Number 23.

159. **Question:** What does your interview and hiring process look like for these roles? Are they directly started roles, or is there an interview with a hiring manager? How many rounds on average?

Answer: This is dependent on the initial requisition, typically an interview with the hiring manager would be part of the process.

160. **Question:** What are your background check requirements for these roles?

Answer: See Section 3 Background Screening Requirements in Attachment F – Citizens Standard Terms and Conditions.

161. **Question:** What are your insurance requirements?

Answer: See Section 10 Insurance in Attachment F – Citizens Standard Terms and Conditions.

162. **Question:** Are conversion fees included as part of this contract?

Answer: Yes, to be discussed during negotiations.

163. **Question:** Do you have a preference for the geographic location of the bidders?

Answer: Please see the response to Number 1.

164. **Question:** Is there an onsite requirement for the bidder to have a presence at the facility to manage their staff?

Answer: No, this is not required at the Citizens locations. Please see the response to Number 1 above.

165. **Question:** Is there any pre-ID payrolling for candidates you identify and refer to the agency for temporary work?

Answer: Yes, and we would be interested in learning more through your Reply. Citizens has had these types of candidates in the past.

166. **Question:** Are there any software cost considerations that we would need to consider in order to do business with you? i.e. Applicant Tracking System (ATS) access, Vendor Management System (VMS) Software, internal chat/collaboration tools, etc.

Answer: Please see the response to Numbers 21 and 23 above.

167. **Question:** Do you have any preferences in the structure of the fulfillment process? i.e. One point of contact vs. teams of recruiters, etc.

Answer: Citizens prefers one point of contact with the Vendor, with the option of a backup as needed.

168. **Question:** Attachment B, Section 1: Would a letter from our CPA firm testifying to our financial solvency be acceptable as Atrium is a private company? If not, for submitting financial statements, is there a method available to provide these separately as an encrypted file?

Answer: A letter from the CPA is not acceptable. Please see Sections 3.3 and 3.5(B) of the solicitation.

169. **Question:** Attachment C, Section E, #17: Is the preference for Vendor to submit redlines to the Draft Agreement with its initial reply due October 17 or to submit the redlines during the negotiation phase beginning December 18, if applicable?

Answer: Citizens preference is to receive redlines as part of the initial reply for discussions during negotiations, if selected.

170. **Question:** Attachment F, Section 7.1, p. 10: Does the Acceptance Period apply on to the Contingent Staffing Services or does it also apply to the services provided by the Contingent Workers to Citizens?

Answer: Vendors may propose modifications to the Reply which may be discussed during negotiations. Please see Section 3.10 Contract Terms and Conditions of the ITN document.

171. **Question:** Attachment F, Sections 3.4.5 and 3.4.7: Are the requirements for Vendors to collect annual certifications regarding additional misdemeanors and felony records and report monthly on arrests mandatory to be considered for award; would non-compliance result in disqualification?

Answer: The contract details can be negotiated by the parties, however once awarded and a contract is fully executed, then non-compliance may result in breach of contract.

172. **Question:** Regarding the language from the ITN here, “Vendor may be required to provide Contingent Workers that can commit to a 12 hour per day, seven days a week, work schedule for up to 90 calendar days immediately after a Catastrophic Event; and a ten hour per day, six days a week up to one year after a Catastrophic Event. Vendor may be required to provide Contingent Workers that can work part time evening shifts, with varying hours that may include a schedule from 6:00 PM to 11:00 PM EST” – will Citizens please clarify the extreme schedule requirements? Is Citizens open to paying the required overtime for these schedules?
Answer: [Please see the response to Number 108 above. Citizens understands that this may incur overtime, with prior approval. Catastrophic events are unique to the business operations of Citizens.](#)
173. **Question:** Attachment F, Section 16.2.2: Is complying with and implementing ISO 27001 privacy and security controls an acceptable alternative to implementing NIST 800-53 Controls or are the NIST 800-53 standards mandatory?
Answer: [ISO 27001 is acceptable as an alternative to NIST 800-53.](#)
174. **Question:** How much is the estimated budget for this project?
Answer: [Please see the response to Number 8 above.](#)
175. **Question:** Is this a new initiative?
Answer: [Please see the response to Number 11 above.](#)
176. **Question:** Can you share the name of the incumbent or historical data on spending?
Answer: [Please see the response to Number 8 Above.](#)
177. **Question:** Is there any specific license or certification required?
Answer: [Individuals are expected to satisfy any licenses as required by the requisition including any applicable legal requirements.](#)
178. **Question:** Is there any subcontracting requirement for this contract?
Answer: [Please see the response to Number 51.](#)
179. **Question:** Are candidate resumes required at the time of proposal submission? If yes, do we need to submit actual resumes for proposed candidates or sample resumes?
Answer: [Please see the response to Number 9.](#)
180. **Question:** Section A, Mandatory requirement is not scored. However, if we do not qualify one or more requirements, does it reduce our chances of acceptance?
Answer: [Please see the response to Number 144 above.](#)
181. **Question:** Can we get a list of attendees from Pre-Bid Conference?
Answer: [The participation list from Teams is included in Exhibit A.](#)
182. **Question:** Does Citizen use an MSP, a third party to manage the suppliers? How are the jobs released to Vendors? Is there a VMS? If yes, please advise if there is any VMS fee and if so, what percentage? Or are the requisitions released by emails to all suppliers?
Answer: [Please see a response to Numbers 154, 157, 23.](#)

183. **Question:** A. In the current scenario of one Prime and backup vendors, when are the jobs released to the backup vendors? Are they released by the Prime to the backup or directly by Citizen to the backup? What is the history of utilization of the backup in the past?
Answer: Please see the response to Number 5 above.
184. **Question:** Please provide the job descriptions for the listed positions in different job categories.
Answer: When filling out REVISED Attachment E – Price Sheet 10.3.24, please use the assumptions contained therein for the listed positions.
185. **Question:** Please advise if the listed positions are 100% onsite, 100% remote, or hybrid.
Answer: Please see the response to Number 6 above.
186. **Question:** Please provide the anticipated volume of positions in each category for the year 2025.
Answer: Please see the response to Number 25 above.
187. **Question:** Please advise if we can submit H1B candidates on C2C for IT positions.
Answer: Please see the response to Number 62 above.
188. **Question:** Please advise if we can submit US Citizen and Green Cards on C2C.
Answer: Please see the response to Number 62 above
189. **Question:** If the position is remote, will the Citizens Property Insurance Corporation provide the laptop, or the contractor must use their personal laptop?
Answer: Please see the response to Number 85 above.
190. **Question:** What is scenario Annual fee?
Answer: The for each position listed, the Scenario Annual Fee is the Scenario Hours times the Scenario Hourly Rate times One plus the Scenario Mark-Up Rate.
191. **Question:** Catastrophic Event: what is the historic demand for contingent staff
Answer: Citizens has not experienced a cat. event that required high volumes in the past several years. Please see the response to Numbers 8 and 86 above.
192. **Question:** Is the incumbent vendor and the current panel of suppliers included in the RFP? Can these names be disclosed? Are they local to Citizen's location?
Answer: Please see the response to Numbers 8 and 10 above.
193. **Question:** Can you give the normal spend on Administrative/Clerical and IT separately?
Answer: Please see the response to Number 8 above.
194. **Question:** Is background check to be done by supplier and/or if done by Supplier, will the cost be reimbursed? Can Vendor use any background check company of its choice?
Answer: Background checks are to be conducted at the Vendor's expense. Please see Section 3.4 of Attachment F.
195. **Question:** Will the job descriptions for different roles be provided? Are the pay rates going to be provided by Citizen? Is the pricing requiring only mark ups?
Answer: The job descriptions for the roles will be provided at the time of a future requisition. Pay rates and pricing will be discussed during negotiations. REVISED Attachment E – Price

Sheet 10.3.24 is only requiring Scenario Mark-Up Rates. Alternative pricing may be discussed during Negotiations. Please also see response to Number 71 above.

196. **Question:** Is local presence of a vendor required for contingent staffing of Catastrophic Event?
Answer: [Please see the response to Number 1. This includes staffing for Catastrophic Events.](#)
197. **Question:** Is there an HRMS or any online portal for contingent workers to enter the timesheets? Or is a manual time sheet used?
Answer: [Citizens expects to rely on the Vendor's software solution for timesheets. Manual time sheets are not to be used.](#)
198. **Question:** As a privately held organization, we are unable to release our financials on a public platform. Could the agency provide an exemption or an alternate secure email for submitting this information?
Answer: [Please see the response to Number 168 above.](#)
199. **Question:** Is this a new contract or a renewal of an existing one? If it is a renewal, could you provide the current contract number and list of incumbents?
Answer: [This procurement is for a new contract\(s\). This is not for renewing existing contracts. Please see the responses to Numbers 10 and 11 above.](#)
200. **Question:** Could the agency share the names of the incumbents, and is there a link to access the details of their existing contracts?
Answer: [Please see the response to Number 10 above.](#)
201. **Question:** Will the existing incumbents be allowed to participate in the rebid process?
Answer: [Yes, please see the response to Number 101 above.](#)
202. **Question:** What issues or challenges did the agency experience with the current vendors that might influence the new contract requirements?
Answer: [None, please see the response to Numbers 5 and 31 above.](#)
203. **Question:** How many vendors does the agency plan to select as a result of this RFP process?
Answer: [Please see the response to Number 5 above.](#)
204. **Question:** Could the agency share the expenditure for similar services in the previous year?
Answer: [Please see the response to Number 8 above.](#)
205. **Question:** What is the anticipated budget for this contract?
Answer: [Please see the response to number 8 above.](#)
206. **Question:** How many staff augmentation requests has the agency made in the past years?
Answer: [Please see the response to Number 8 above. The exact number for staff augmentation requests is not provided.](#)
207. **Question:** What is the expected number of requisitions under this contract?
Answer: [Unknown at this time. Future needs may vary from past usage. Please see the response to Number 206 above.](#)

208. **Question:** What would be the minimum length of projects for which the agency would require resources?
Answer: This initial term of this contract is anticipated for five years with three one-year renewals. Contingent workers and their assignments will vary, but will occur throughout the term of the contract.
209. **Question:** Is it mandatory to bid on all categories, or can we submit a bid for one or more categories? Please confirm.
Answer: Yes, please see the response to Number 63 above.
210. **Question:** Can the selected resource work from an offsite location? If yes, has the agency established any ratio between onsite and offsite work?
Answer: Please see the response to Number 6 above. No ratio has been established and this would be handled on a case-by-case basis.
211. **Question:** Will the selected resources be required on a full-time or part-time basis? If part-time, is there a minimum number of hours that must be committed?
Answer: Resources will generally be selected on a full-time basis. Part-time could include 6-11PM ET as outlined in Section 2.3(B)(4)(iii)(c) of the solicitation.
212. **Question:** Can the agency elaborate on what is meant by “catastrophic events” as mentioned in Attachment C?
Answer: Yes, as defined in Section 1.3(B) of the solicitation, Catastrophic Event is defined as a natural or unnatural event occurring at any time in which Citizens receives or anticipates receiving no less than 500 claims, or which Citizens otherwise determines is a catastrophe.
213. **Question:** Can an organization without a physical office in Florida, but providing services to other agencies in Florida, bid on this RFP?
Answer: Please see the response to Number 1.
214. **Question:** What is the reason for going out for an RFP at this time
Answer: Please see the response to Number 11 above. Time is needed to conduct this procurement, seek approval from the Board of Governors, and finalize contracts.
215. **Question:** How many vendors do you expect to pick
Answer: Please see the response to Number 5 above.
216. **Question:** Will you allow companies that are selected as primaries to use Sub Vendors
Answer: Yes, please see the response to Number 133 above.
217. **Question:** What is the anticipated spend for this contract
Answer: Please see the response to Number 8.
218. **Question:** Have you had issues with your existing vendors, if so what
Answer: Please see the response to Number 15 above.
219. **Question:** For the Catastrophic Events. Has this happened in the past, what kind of people were required and how long did they last

Answer: Yes, Citizens has not experienced a catastrophic event that required high contingent staffing volumes in the past several years. Please see the response to Numbers 8 and 86 above.

220. **Question:** Who pays for Drug Tests and Background checks

Answer: Please see the response to Number 194 above.

221. **Question:** Is it mandatory to have a physical office in Florida for out of state bidders?

Answer: Please see the response to Number 1 above.

222. **Question:** Should you choose to award a Master Service Provider and sub vendors under the MSP, will there be a tiered system; or will all support partners receive staffing requirements at the same time?

Answer: Please see answer to Number 154 above.

223. **Question:** If you choose to bid on all categories, will you be awarded all; or is there a possibility you may be awarded 1-2 categories?

Answer: Please see the response to Number 63 above.

224. **Question:** If you choose to bid on all categories AND bid a specialized service specific to disaster recovery which is not mentioned on the pricing sheet; Could you be awarded just the specialized category and not any of the standard categories? Or a combination of both?

Answer: Vendors must be awarded based off of the services as outlined in the ITN. Additional services may be discussed during negotiations and may be included in the finalized contracts.

225. **Question:** What are your primary goals for this ITN? (skills gap, expanding leadership, driving a new strategic direction, etc)?

Answer: Please see the response to Numbers 11 and 31 above.

226. **Question:** A. Can you please outline what your preferred way of working will be with the chosen vendor? B. Intake processes with hiring managers? C. What is the expected timeline for the recruitment process? D. Please outline the interview stages and process to hire? E. Will Psychometric testing be a G. part of the recruitment process? F. Will these be consistent across the different categories of roles? Please outline any different processes across the various roles.

Answer:

A & B. Although there is no preferred method, Citizens welcomes the Vendor working with the Hiring Manager through Citizens HR team.

C. This is going to vary depending on the role.

D. Please see response to Number 159 above.

E. No, psychometric testing is not part of the recruitment process.

F & G . It would vary depending on the role.

227. **Question:** A. How much notice will the preferred vendor be given for the various roles? B. Will there be time for candidate research and shortlisting with hiring leaders? C. Will there be interviews with Citizens managers? D. If yes, what will be the interview processes for these roles? E. Will the preferred vendor be involved in any potential panel interviews?

Answer: Notice, interview, and the exact process will vary depending on the role and when the candidate can be identified. Cat. Events would follow Section 3 in the ITN. Please see the response to Number 226 above.

228. **Question:** Will these roles be given / worked on by an internal team prior to or in conjunction with the vendor(s)? Please elaborate
Answer: Internal roles may potentially be worked by an internal team member prior to the hiring of a contingent staff member it would depend on the role, business needs, etc.
229. **Question:** Will the chosen vendor have access to decision-makers or the executive leadership team during the various recruitment processes?
Answer: Potentially but unlikely.
230. **Question:** When roles are released, what information will be provided to the chosen vendor(s) and will we have access to hiring leaders?
Answer: Please see response to Number 226 above.
231. **Question:** What is your preferred engagement and interview process given the urgent need to place people within 48 hours (as with Category 3, catastrophic roles)?
Answer: Citizens does not have a preferred engagement and interview process and understands in a catastrophe there would be joint cooperation for a reasonable solution for all concerned.
232. **Question:** Are there any specific assessment tools you would like the chosen vendor to use or adhere to when selecting candidates for submission (outside of the background check requirements on page 9 of the ITN document No 24-0007)?
Answer: Citizens would anticipate that the chosen vendor would have their own assessment tools to meet the contractual requirements.
233. **Question:** Please provide examples of staff breakdowns brought in recently to support the catastrophic events (for instance, please provide number of contractors, skill levels, roles / job titles, locations, pay rates, length of contract, etc).
Answer: Please see the response to Number 219 above.
234. **Question:** Please provide a breakdown of the current contingent staff within Citizens (for instance, please provide number of contractors, skill levels, roles / job titles, locations, pay rates, length contract, etc). What percentage of contingent staff complete the full length originally anticipated for their assignments?
Answer: This information is not currently maintained in this requested format.
235. **Question:** During the call, it was advised there are 80 contract workers whose roles will expire in December 2025 – will any of those contractors become permanent employees? Will any of them be transitioned to the newly selected vendor(s)? Alternatively, if none of those contractors are kept on, will there be an immediate high volume need to backfill those lost skillsets to Citizens?
Answer: Please see the response to Number 43 above.
236. **Question:** What are your current turnover and attrition rates for contingent staff?
Answer: This information is not maintained and available in this manner.
237. **Question:** Do you have specific DE&I targets or commitments that you will pass on to Vendor(s)?
Answer: No, please see the response to Number 109 (A).
238. **Question:** Will any DE&I history be included in the vendor selection process?

Answer: No, please see the response to Number 109.

239. **Question:** A. How many vendors did you send the ITN to? B. How many vendors have confirmed their intent to provide a response? C. How many vendors submitted questions?

Answer:

- A. This procurement is a public facing solicitation to which all vendors are encouraged to respond. As of Sept. 11, 2024 Citizens targeted marketing efforts were sent to 182 Vendors. Additionally, approximately 4,000 received notification through the Department of Management Services Vendor Information Portal.
- B. Responses are not due until October 21, 2024. There is no intent to provide a response process.
- C. Thirty-nine Vendors submitted Questions.

240. **Question:** The specific stated goal of the ITN is “to engage one or more vendors”, under what circumstances would you appoint one vendor? If this work is one vendor vs multi-vendor has a significant impact on our pricing and delivery model.

Answer: Please see the response to Number 5 above. In addition, for the purposes of your pricing and delivery model, please price as if you were the only vendor selected. Additional pricing models can be discussed during negotiations.

241. **Question:** What is the current budget set for the length of this contract? If that information isn't available for the entirety of the five years, has there been any initial budget set for contracting needs over the initial 12 months or for any time period?

Answer: Please see the response to Number 8 above.

242. **Question:** Why in your view should a worker choose Citizens over your competitors for their next assignment?

Answer: Citizens has been among the 100 companies to be included in Florida Trend magazine's Best Companies to Work for In Florida for the past four years.

243. **Question:** When roles are released to the chosen vendor, will contractors be able to sit in any of the four locations or will the locations be specific dependent on role? For the anticipated needs, please provide a breakdown of how many contractors you're expecting to be required across the four locations (Jacksonville, Tallahassee, Tampa & remote).

Answer: This number is not available and will vary. However, the majority of our employees are assigned to the Jacksonville office, followed by the Tallahassee office.

244. **Question:** How will the success of the recruitment firm be evaluated at the end of this project?

Answer: During a public meeting to rank replies and identify which Vendors proceed with Negotiations. Once the negotiation phase is complete, there will be a public meeting to announce intent to award contract(s). See Section 1.7 Calendar of Events in the solicitation for more information.

245. **Question:** Can you provide examples of why previous vendors have been successful vs unsuccessful in placing contingent staff within Citizens?

Answer: No.

246. **Question:** Does Citizens currently use any VMS or ATS systems? If yes, what are they and will the chosen vendor have access? If no, are you looking for a vendor to provide an ATS or VMS system with their services?
Answer: Please see the response to Numbers 21 and 23 above.
247. **Question:** Are there any specific industries or companies where the chosen vendor cannot source candidates from on behalf of Citizens?
Answer: Yes, Citizens is not seeking independent adjusters as part of these services.
248. **Question:** Are you open to dual branding with the chosen vendor(s)?
Answer: Please see Section 17.10 of Attachment F – Citizens Standard Terms and Conditions.
249. **Question:** Will these positions / searches be considered confidential searches?
Answer: No, as governmental entity and subject to Florida Public Record Laws in Chapter 119 and s. 24(a) Art 1 of the Florida Constitution, these searches are unlikely to be considered confidential.
250. **Question:** Is it fair to say, that the business-as-usual volume for categories 1-2 is around 80 contingent workers and then catastrophic operations is typically up to 150 people for a three-month period of time?
Answer: Yes, please see the response to Number 219 above.
251. **Question:** The catastrophic events, category three, are these contingent workers typically working in an office environment (including remote / home-office) or in the field? Any historical data you can provide is appreciated. In addition, for those contingent workers employed during a catastrophic event, is it the vendor's option to place them in a Citizens office vs remote?
Answer: Historically, during a catastrophic event, contingent workers have worked in an office environment (including remote). However, there may be a need for off-site contingent workers in relation to these events. Future needs are unknown at this time.
252. **Question:** With respect to "Attachment E – Price Sheet," are the dollar figures in column "Scenario Hourly Rate" locked, or may vendors modify these values? Put another way, are these the "Direct Labor" rate Citizens wishes vendors to pay Contingent Workers as wages, or may a vendor modify the pay rate of said Contingent Workers? Flexibility to modify pay rates could help vendors price for the latest salary trends in the labor market, although for simplicity this could instead be addressed in subsequent negotiations following the initial ITN.
Answer: Please see the response to Number 126.
253. **Question:** If a vendor is highly specialized in two out of three fields, such as Information Technology support and Clerical/Administrative support, but less specialized in Catastrophe Operations, is it acceptable for said vendor to creatively partner with another firm to deliver a teaming proposal? We assess such flexibility would create a more robust and diverse marketplace for Citizens and taxpayers, reducing costs.
Answer: Yes, for subcontracting please see Section 17.7 of Attachment F – Citizens Standard Terms and Conditions. At the same time, the Vendor submitting the Reply must meet all Mandatory Minimum Requirements.
254. **Question:** To generate a highly competitive marketplace of vendors, would Citizens allow a nationwide vendor with a primary headquarters outside of Florida to compete, provided that said

vendor otherwise maintains a local ground staffing presence in Florida, and a local office within Florida? Could such a vendor team with a separate fully out-of-state vendor to surge skillset coverage where necessary? We assess this would deliver expert options for Citizens and taxpayers.

Answer: Yes, please see the response to Number 1 above.

255. **Question:** Will it be allowable to negotiate a bid if our firm can only satisfy the IT category of service? In other words, we do not staff in Administrative/Clerical, or Catastrophic Event.

Answer: No, please see the response to Number 63 above.

256. **Question:** Is there a specific price range/markup percentage for contingent staffing services that Citizens aims to stay within?

Answer: No, Citizens will further explore pricing with those vendors selected to proceed with negotiations.

257. **Question:** Can you provide a detailed breakdown of Citizens' annual usage in 2023, including spend, hours, or headcount?

Answer: Yes, please see Number 8 above.

258. **Question:** What percentage of Citizens' talent works remotely compared to those based in its primary locations?

Answer: Citizens has a return to office policy starting on November 4th for all non-exempt employees.

259. **Question:** Remote work is identified within the ITN as Onshore only (Continental U.S.). Would Citizens be open to reviewing offshore talent rates for pricing consideration assuming identical SLA's? If so, which roles are eligible?

Answer: No, Citizens is not seeking rates for offshore talent within this solicitation.

260. **Question:** Does Citizens have a preferred support structure and/or model for contingent staffing?

Answer: Please see the response to Numbers 21 and 23 above.

261. **Question:** Would Citizens be open to multiple flexible delivery models?

Answer: Yes, please include any delivery options within your Reply.

262. **Question:** For all workers, will the necessary technology and equipment be provided by Citizens, or is a Bring Your Own Device (BYOD) policy in place?

Answer: Please see the response to Number 85 above.

263. **Question:** Will any of the following be handled by temporary resources:

- a. Personal Health Information (PHI)
- b. Personally Identifiable Information (PII)

Answer: Citizens employees, depending on their role, may handle PHI and PII in their daily activities. If contingent staffing is provided for one of these roles, they may have similar duties.

264. **Question:** Who are the incumbent firms?

- a. What are their current mark-ups by job title?
- b. What was the spend for temporary staffing under this contract for each of the past 3 years by job title?

Answer: Please see the response to Numbers 8 and 10 above.

265. **Question:** What is the total not to exceed budget per year for this initiative?

Answer: **To be determined. Please see Number 8 above.**

266. **Question:** Can you please provide Job Descriptions for all roles?

Answer: **The job descriptions for the roles will be provided at the time of requisition.**

RFP Specific Questions:

2.3 Description of Services – 1.

Conduct a pre-assignment background screenings for its employees, subcontractors, subcontractor personnel, independent contractors, leased employees, volunteers, licensees, or other Vendor Staff at Vendor's expense. Background screenings must include, at minimum, the following:

- i. *a check of the following through a law enforcement agency or a professional background screener accredited by the National Association of Professional Background Screeners or comparable standard;*
- ii. *social security number trace; and,*
- iii. *criminal records (Federal, State and County criminal felony and misdemeanor, national criminal database for all states which make such data available).*

267. **Question:** Would Citizens prefer us to bill background checks as a separate line item at cost (no markup), or to increase our markup, which would likely result in higher costs to Citizens, to predict and account for this expense?

Answer: **Please see the response to Number 194 above.**

268. **Question:** Can background checks be limited to national criminal and SSN trace due to the emergency nature of the project.

Answer: **Please see Section 3.4.1 of Attachment F – Citizens Standard Terms and Conditions.**

269. **Question:** If not, to provide employees within 72 hours for catastrophic events, can contingent staff start with SSN trace and national criminal scan? Those results are within minutes. County can take a few days at times

Answer: **It is understood in catastrophe event situations, there may be delays in obtaining complete results. Citizens will work with Vendors to make sure the process is followed as completely and as timely as possible.**

270. **3.8 Negotiations Process – E.** *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.*

Question: Will Citizens agree to disclose references that were not provided by Vendor?

Answer: **Unless protected under law, Citizens will comply with any public record request related to this procurement. In general, Replies are protected from disclosure until after the procurement is complete.**

Reference: Terms and Conditions Specific Questions:

271. **8. Compensation. – 8.3. Invoices.** *Vendor must timely submit all requests on a monthly basis for compensation for Services or expenses, where permitted, in sufficient detail for a pre- or post-audit.*

Question: Since employees are paid and time is approved on a weekly basis, will Citizens agree to accept invoices on a weekly basis?

Answer: Vendors may propose modifications to the Reply which may be discussed during negotiations. Please see Section 3.10 Contract Terms and Conditions of the ITN document.

272. **8. Compensation. – 8.7. Offsets and Credits.** *Any amounts due from Vendor may be applied by Citizens against any amounts due to Vendor. Any such amounts that are not so applied shall be paid to Citizens by Vendor within thirty (30) calendar days following Citizens' request.*

Question: Will Citizens agree to update this to say “Any undisputed amounts owed from Vendor...?”

Answer: Citizens is open to discussing on how this may work. However, it seems unlikely.

273. **9. Indemnification and Limitation of Liability. – 9.1. Indemnification.** *Indemnification. Vendor shall be fully liable for the actions of Vendor Staff and shall fully indemnify, defend, and hold harmless Citizens, and its officers, members of the Board of Governors, agents, employees, and policyholders (each, an “Indemnitee” and collectively, the “Indemnitees”) from suits, actions, damages, liabilities, demands, claims, losses, expenses, fines, penalties, fees, and costs of every name and description (collectively, “Claims”), including reasonable attorneys’ fees, costs, and expenses incidental thereto, which may be suffered by, accrued against, charged to, or recoverable from any Indemnitee, by reason of any Claim arising out of or relating to any act, error or omission, or misconduct of Vendor, its officers, directors, agents, employees, or contractors, including without limitation: (a) a violation of federal, state, local, international, or other laws or regulations; (b) bodily injury (including death) or damage to tangible personal or real property; (c) a breach of any obligation or representation made by Vendor under this Agreement; (d) any claim that any portion of the Services violates or infringes upon a trademark, copyright, patent, trade secret or intellectual property right; or, (e) Vendor’s failure to timely forward a public records request to Citizens for handling.*

Question: This indemnity is too broad and could require us to provide indemnity and defense if a Citizens employee harasses one of our assigned employees. That is not industry standard. Will Citizens agree to narrow this defense and indemnification requirement to only those situations where the claimant specifically enumerates damages caused as a result of the negligent actions of our Assigned Employee?

Answer: Vendors may propose modifications to the Reply which may be discussed during negotiations. Please see Section 3.10 Contract Terms and Conditions of the ITN document.

274. **Question: a.** Also will Citizens agree to the theory of comparable negligence where the costs of a claim are attributed in proportion to the negligent actions of all parties involved?

Answer: Please see the response to Number 273 above.

275. **Miscellaneous. – 17.1. Business Continuity and Disaster Recovery Plan.** *Vendor shall have a viable, documented, effective and annually tested business continuity/disaster recovery strategy plan in place to mitigate the potential disruption of Services. Within [thirty (30) calendar days of execution of the Agreement, at its own cost and expense, Vendor shall provide to Citizens evidence and results of its tested business continuity/disaster recovery plan and annually thereafter by April 15th during the term of this Agreement.*

Question: What is required for annual testing if the plan remains unchanged?

Answer: Citizens expectation is that the companies are performing an annual attestation and review of their plans and/or exercises against critical processes or systems regardless if it unchanged.

276. **Question:** Is it required to bid on every category?

Answer: Please see the response to Number 63 above.

277. **Question:** Is providing audited financial statements mandatory?

Answer: Vendors are required to provide one of the financial documents requested in Section 1 of Attachment B – Financial Review Form. Please see Section 3.3 of the solicitation.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 627.351 (6)(e), F.S., CONSTITUTES A WAIVER OF PROCEEDINGS. SEE SECTION 4, GENERAL CONDITIONS, WITHIN THE SOLICITATION DOCUMENT FOR DETAILS REGARDING HOW AND WHERE TO FILE A PROTEST.