



**ADDENDUM NO.: 1**  
**INVITATION TO NEGOTIATE NO.: 25-0015**  
**BUSINESS PROCESS OUTSOURCING**  
**CALL CENTER SERVICES**  
**02/07/2025**

The purpose of this addendum is to answer questions received prior to the deadline in Section 1.4, Calendar of Events.

The information provided should be sufficient for Vendors to respond to the Vendor Questionnaire and Price Sheet. Further Q&A and information gathering will be allowed during the Negotiation Phase of the ITN for those Vendors advanced to negotiations. In the meantime, Vendors should feel free make reasonable assumptions about Citizens' operations and needs.

**ANSWERS TO QUESTIONS.** Answers to Vendor questions can be found starting on page 2 of this Addendum.

***FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 627.351 (6)(e), FLORIDA STATUTES, CONSTITUTES A WAIVER OF PROCEEDINGS. FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED UNDER CITIZENS' PROCUREMENT PROTEST PROCEDURE WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS.***

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No.	Vendor Identified Section Reference	Vendor Question	Answer
1		Please reconfirm the due date for this procurement by providing it in response to answers to questions	See Section 1.4, Calendar of Events. Additionally, as provided in Section 3.2 any changes to the ITN, including the calendar of events, will be posted to Citizens' website at <a href="https://www.citizensfla.com/solicitations">https://www.citizensfla.com/solicitations</a> .
2		Why has this bid been released at this time?	See Section 1.1, Description of Services Requested in the ITN document that states in part: "Current Vendor contracts will expire within the 1st and 2nd quarters of 2026, and as such, Services under Contracts resulting from this ITN are expected to begin in early 2026. Citizens is releasing this solicitation in order to ensure that no lapse in Service occurs, and to allow time for transition of Services should it be necessary."
3		Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	See Attachment E, Price Sheet specifically Section 3, Additional Pricing Terms and Assumptions. For initial pricing purposes, Vendors should use the pricing assumptions and volumes outlined on Attachment E, Price Sheet.
4		Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	Citizens is satisfied with the performance of its current vendors. Also, see section 1.1. of the ITN document.
5		Has the current contract gone full term?	See answer to question 2.
6		Have all options to extend the current contract been exercised?	See answer to question 2.
7		Who is the incumbent, and how long has the incumbent been providing the requested services?	See section 1.1, Description of Services Requested in the ITN document.
8		To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?	See section 1.1, Description of Services Requested in the ITN document. Also, see answer to question 23.
9		How are fees currently being billed by any incumbent(s), by category, and at what rates?	All fees, except CAT response calls, are currently based on a per call rate. CAT response calls are currently based on an hourly rate. The rates are considered proprietary to the Vendors.
10		What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	For the month of December 2024: Tier 1: \$446,902.13 FNOL/Claim Status: \$236,103.50
11		Is previous experience with any specific customer information systems, phone systems, or software required?	No.
12		What is the maximum hold time?	Maximum hold time is not a service level standard. See section 5.5.1 of Attachment F, Draft Agreement for service level standards.
13		What percentage of inbound calls must be answered by a live operator?	100%. The call center services within the ITN are expected to be provided through live voice-to-voice contact. Any additional related services, including AI, can be outlined in question 17 of Attachment D, Vendor Questionnaire.
14		What percentage of calls must be resolved without a transfer, second call, or a return call?	There is no current goal as the expectation is to ensure a positive customer experience.
15		What is the maximum percentage of calls that can be terminated by the caller without resolution?	See answer to question 14.
16		What is the required degree of dedication for the call center?	There is no pre-established requirement.
17		What is the required degree of dedication for the operators?	We currently operate with fully dedicated vendor staff. During our core business hours, our expectation is dedicated resources. Vendors may provide any alternative solutions for FNOL after hours support.
18		Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?	At this time, callers are not required, or allowed, to connect with a message verification system or pre-recorded message, unless provided by Citizens, before connecting to a live operator.
19		What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?	See sections 3.1.2 and 3.2.5 of Attachment F, Draft Agreement.
20		What is the current number of seats for operators and supervisors at your existing call center?	This is unknown as to the current vendors' FTEs can continuously change. Citizens does not manage nor dictate the number of FTE needed by a vendor providing support. Each Vendor is expected to determine how many FTE are needed to support the forecasted volumes, while maintaining the agreed Service Levels.
21		What is the current average after-call work time for operators?	An average across all call types ACW was 53 seconds.

22		What time of day, days of the week, or times of the year do calls typically peak?	See Exhibit 2 to this Addendum.
23		Whether companies from Outside USA can apply for this? (like, from India or Canada)	See section 1.1, Description of Services Requested in the ITN document which states in part: "While Citizens does not intend to award to Vendors based outside of the United States, Vendors based in the United States may propose using alternative non-U.S. locations, including any near-shore solutions, in their response for further discussion during the negotiation phase."
24		Whether we need to come over there for meetings?	No.
25		Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	See answer to question 23.
26		Can we submit the proposals via email?	Yes, see section 2.1, Reply Submission.
27		Are you looking for call center services or call center agents?	Both call center services and agents are required. Citizens welcomes all market-based alternative pricing models for consideration in response to section 3 of Attachment E, Price Sheet
28		What are the requested Payment Terms? (Ex. net 30, 45, 60)	See section 9.4 of Attachment F, Draft Agreement.
29		Will vendor be responsible for forecasting and FTE requirements, if so will vendor have access to all pertinent data feeds to support program?	For steady-state operations, see section 1.1 of the ITN document For CAT Response Calls, see section 3.3.4 of Attachment F, Draft Agreement.
30		What is the system of record for CRM?	Currently, Citizens is not utilizing a CRM tool.
31		What applications will the vendor be providing?	See sections 3.1 and 3.2 of Attachment F, Draft Agreement.
32		Will vendor provide the Workforce Management tool?	See to section 1.1 of the ITN document. Staffing and scheduling tools will need to be provided by Vendor.
33		Will agents be exposed to full credit card or bank account numbers?	No.
34		Please describe networking or security requirements.	See section 17 of Attachment F, Draft Agreement.
35		What platforms and tools will be provided by clients for agents to support their customers?	Applications would be accessible through Azure Virtual Desktop. There are a number of applications. The more prominent application that will be utilized will be Guidewire (e.g. PolicyCenter, BillingCenter, and ClaimCenter). Also, see sections 3.1 and 3.2 of Attachment F, Draft Agreement
36		Are you looking for a B&M location or is Work from Home an option?	Citizens is open to both options.
37		Are there any countries in LATAM/nearshore that are preferred as pricing alternatives or any countries that are on a restrict list and cannot be considered?	No, there are not preferred nearshore pricing alternative countries. Also, see answer to question 23.
38		Will Citizens consider AI based solutions to augment staffing needs for short-term volume increases (catastrophes, etc)?	Vendors may proposed additional related services, including AI, in response to question 17 of Attachment D, Vendor Questionnaire.
39		How many FTE are you looking to support each Call Type	See answer to question 20.
40		What are the minimum desktop requirements for CPU, RAM, and Memory (if any)?	See section 3.2 of Attachment F, Draft Agreement. The minimum internet connection speed is 20-30Mbps.
41		Are dual monitors required?	No. However, dual monitors may be helpful for select call types.
42		Are your provided apps compatible with Windows10?	Yes.
43		How are your applications be accessed (web-based, VDI, local install, etc.)?	Azure Virtual Desktop.
44		What applications will the vendor (Alorica) be providing? 2	See answer to question 31 above.
45		How will vendor agents authenticate to your provided platforms?	See section 3.2.3 of Attachment F, Draft Agreement.
46		Is multifactor authentication required? If so, please describe the 2nd factor.	See answer to question 45. The second factor is through either a Citizens-issued email a or personal/vendor-issued email.
47		Will the Supplier need to provide any customer facing channels or tools?	This is outside of the scope of services requested in the ITN. Any additional related services can be outlined in question 17 of Attachment D, Vendor Questionnaire.
48		Has the client/prospect either implemented any digital solutions or are planning to implement in the near future?	We are open to consideration these solutions. Vendors may propose additional services in response to section 6 of Attachment D, Vendor Questionnaire and section 3 of Attachment E, Price Sheet.
49		Will we be primarily taking information? I was just a little unsure of what exactly our answering service would be responsible for on a standard call.	See section 3.3 of Attachment F, Draft Agreement.
50		Do you have to be a Florida based company?	See section 1.1, Description of Services Requested in the ITN document that states in part: "Citizens' book of business is domiciled in the State of Florida. However, call centers do not need to be physically located in Florida."

51		We are a global BPO with onshore/ nearshore and offshore services and is offshore an option or only onshore and nearshore?	See answers to questions 23 and 37.
52		Is Work from Home (Remote within the US) acceptable?	See answer to question 36.
53		Can you provide call volume by month (for 2024)?	See answer to question 77.
54		If we use your CXone platform (we also use CXone), can we extract data via API for performance data or would you provide daily reports?	Citizens anticipates moving Vendors to its telephony platform; however, the specifics around timing and further details are currently unknown. This topic can be explored further with Vendors advanced to negotiations.
55		For CAT Response calls, you indicated 75 concurrent staff for 12 hours a day, 7 days a week. Should a winning bidder anticipate fulfilling all those agents or is this typically spread among vendors? If it is typically spread, can you provide an estimate of the percentage of agents a winning bidder would need to provide?	Distribution of CAT Response Calls is dependent on the size of a particular event, overall call daily capacity of each contracted vendor, and availability of resources. Also, see section 1.1., Description of Requested Services that states in relevant part "Citizens intends to award contracts to multiple Vendors under this ITN to ensure adequate support and scalability. At this time, Citizens cannot guarantee how much work will be assigned to any one Vendor."
56		For CAT Response calls, what's the typical time the "event" lasts before staff is no longer needed?	Length of each event dependent on path of the storm and policy concernation within the impacted area.
57	Page 2, Section 1.1	Page 2, Section 1.1 – Description of Services Requested, Historical inbound call volume table. If a vendor is awarded the contract, how will the volume of placements be distributed? Select the applicable option(s): By call type Based on demographics Another criterion (please specify)	Distribution of volume is based on several factors including but not limited to vendor performance, capacity, and pricing. Also, see answer to question 55.
58	Page 2, Section 1.1	Page 2, Section 1.1 – Description of Services Requested, Historical inbound call volume table. Does this contract cover the following? (Select all that apply): Inbound calls only Inbound and outbound calls Customer chat channels	See section 3.3 of Attachment F, Draft Agreement.
59	Attachment B Page 2, Submission Review	Attachment B Page 2, Submission Review. Should bidders fill out the Submission Review section's checkboxes, or is that for Citizens' evaluation committee to complete?	No, bidders are not required to complete and return the Submission Review section of Attachment B. The Submission Review section is provided as a checklist for Vendors to use when preparing their response.
60	Attachment F, 3.1.4	Attachment F Page 3, Section 3 – Services; Service Requirements, 3.1.4 Regarding Quality Assurance systems, do current vendors use Citizens' QA system or their own? If both options are in use, which approach is most commonly adopted?	Current vendors use both options. Citizens performs an independent quality assurance and the expectation is that vendor also perform their own internal quality assurance.
61	Attachment F, Section 3.1.8	Attachment F Page 4, Section 3 – Services; Service Requirements, 3.1.8 How is the 5% requirement for bilingual calls calculated? 5% of the overall call volume 5% of the volume handled by each vendor Another method (please specify)	5% of volume handled by each vendor.
62	Attachment F, 3.1.11	Do current vendors use call scripts provided by Citizens?	There is limited system provided scripting for the FNOL and Status call types, but the other call types don't have set scripting. Citizens will provide awarded vendors, upon activation, the suggested verbiage. However, there is no universal script outside of system generated ones.
63	Attachment F Page 9, Section 3.5	Please specify the requirements and job titles for the 'key staff' category.	No pre-set requirements. Standard market requirements are expected for any key staff.
64	Attachment F, 3.9	Are vendors required to include drug screenings as part of the background check process?	No. See sections 3.8 and 3.9 of Attachment F, Draft Agreement for background checks.
65		Hours of Operation. Descripton of Services, page 4. How often was the vendor asked to work 24/7/365 over the last two years?	See section 3.3 of Attachment F, Draft Agreement. In the last two years, FNOL/Claim Status vendor worked 24/7/365 , all other call types worked Monday-Friday 8-5:30 EST, except for Citizens Holidays.

66	1.1	Phone System. In Section 1.1 (Description of Services) it is stated we may be required to utilize CXOne. In what instances would this be required? In all other instances, would the vendor be required to operate out of their own system?	For initial pricing purposes, Vendors should refer to section 2 of Attachment E, Price Sheet that states in relevant part [ <b>emphasis added</b> ]: "For each Call Type selected in Section 1, provide the Fully-Loaded Rate ( <b>to include all telephony</b> , administrative, training and management costs, with no additional line items assessed) based on the provided Call Volumes and Handling Times."  Section 1.1 of the ITN states in relevant part that: "During the life of any resulting contract, if requested, Vendors may be required to utilize Citizens' telephony platform (Cxone) to provide the call center Services (using Citizens licenses, if necessary). Citizens anticipates moving Vendors to its telephony platform, however, the specifics around timing are currently unknown. Citizens anticipates exploring this topic further with Vendors advanced to the negotiation phase."
67	Reply Contents	Reply Contents. Will Citizens accept an Executive Summary/Introduction along with the Cover Letter.	See section 2.2, Reply Contents of the ITN document which states in part: "Vendors should not include any other material with a Reply unless those materials are specifically referenced in one of the above attachments. Citizens will not be obligated to review or accept any extraneous materials."
68	Activation Fee	Can you confirm if there are any changes to how the activation fee is applied under the new contract structure compared to previous agreements?	This topic will be explored further with Vendors advanced to the negotiation phase.
69		Call Overflow Scenarios: Are there any new expectations or processes regarding how vendors should handle overflow scenarios beyond the 72-hour ramp-up requirement?	See section 3.3.4 of Attachment F, Draft Agreement.
70	1.1	Citizen may be extending the CXone Telephony setup, which includes components such as call recording, reporting, softphone, TFN, etc. Could you please confirm if Vendor is expected to provide the telephony setup as part of this extension? In case of Citizen Hosted Telephony, then please confirm, will Citizen provide MPLS connectivity for Voice or will Vendor need to provide? Please confirm.	See answer to question 66.
71	1.1	Currently for Onshore services we understand vendor can provide work from home and work from office options. Further vendor can also propose nearshore/offshore to showcase their capabilities. Please confirm our understanding.  Will Citizens require commercial details for all scenarios or only onshore scenarios?	Yes, Citizens is open to both work from home or in-office. All responses should be based upon onshore operations. If warranted, details of near shore operations would be addressed during the negotiation phase. Also, see answers to questions 36 and 66.
72	1.1	In case Vendor needs to provide the Telephony setup, please confirm whether a basic IVR (Announcement, Language and Category selection) treatment would be sufficient or if there is a requirement for a full-fledged IVR suite. For a full-fledged IVR suite, please confirm the following queries: a. Please provide the IVR detail call flow with call volumes, Average Handling Time (AHT), and IVR call closure percentage. b. Does it require Text to Speech (TTS) and Automatic Speech Recognition (ASR) capabilities? e. Is there a requirement for third-party integration such as SMS Gateway, Payment Gateway, CRM, etc.? If yes, please provide complete details. f. Are we looking for customer feedback or survey by phone feature? g. What is the method of integration with the CRM – Web Services, API integration, or something else? h. Is the customer expectation to have telephony embedded within the CRM, or can we simply call the CRM from the telephony toolbar? i. Is ScreenPoP with CRM data required post agent transfer?	See answer to question 66.

73	Attachment F, Section 3.3.5	For outbound calling, could you please confirm whether manual dialing would suffice or if an auto-dialer solution is required to meet your needs effectively? Additionally, please provide any specific preferences or requirements regarding the dialing system to ensure optimal performance and customer satisfaction.	Refer to Additional Services in Attachment F - Draft Agreement. Outbound calling solutions would be further explored in the negotiation phase.
74	1.1	We understand that CRM/Corporate application would be extended by Citizen, please confirm the preference on the type of connectivity either via internet or MPLS ?, also confirm whether Citizen would extend their MPLS/Internet VPN till Vendor nearest PoP; OR Vendor has to provide connectivity till Citizen Data center ?	See answer to question 30.
75	1.1	If Vendor has to provide MPLS connectivity till Citizen DC, please help to provide nearest POP/DC address ?, Please let us know the "Per Seat bandwidth requirement" has to be provisioned ?	See answer to question 29.
76	Attachment E, Price Sheet.	CAT Response Team - Please provide clarification regarding the staffing requirements as outlined in the pricing sheet. The document suggests that 75 FTE (Full-Time Equivalents) are needed for concurrent staffing from 07 AM to 07 PM, seven days a week. Could you please confirm if this means that each hour within that timeframe should have 75 FTEs available, or if 75 FTEs is the peak staffing count for the entire day? Alternatively, is it that a total of 75 FTEs is required for the whole week?	75 concurrent staff would be required in all requested intervals.
77	Attachment F, Section 5.5.1	As RFP suggest there are two Lines of Business (LOBs) under Tier 1 scope, Policy Holder Inquiries and Technical Support calls. Considering both have different AHT, please share the volume bifurcation for these LOBs?	See Exhibit 2 to this Addendum.
78	Attachment F, Section 3.1.8	Could you please clarify that a minimum of 5% bilingual resources are required for FNOL/Tier 1/CAT support only, while Tier 2 support will be provided in English only?	This is accurate, Tier 2 is English only.
79	Attachment F, Section 3.1.8	Does the current scope exclude outbound processes? If not, could you provide details on the volume, turnaround time, and average handling time?	Outbound calling services would be classified as Additional Services in Attachment F - Draft Agreement, Section 3.3.5 as well as on Attachment D - Vendor Questionnaire, Section 6, Question 17 and Attachment E - Price Sheet, Section 3, Question 4. Outbound campaigns vary in volume, AHT and are only required on an as-needed basis.
80	Attachment D, Vendor Questionnaire, Section V	What is the current mechanism for data ingestion from sources to target reporting environment?	This is outside of the scope of services requested in the ITN. Any additional related services can be outlined in question 17 of Attachment D, Vendor Questionnaire and Attachment E, Price Sheet.
81	1.1	Have you ever deployed any AI based tools to enhance your business operations or customer experience. if Yes then kindly provide the details and its outcome	We currently do not deploy AI based tools, however, we are open to considering additional related services. Vendors may propose additional services in their response to question 17 of Attachment D, Vendor Questionnaire and section 3 of Attachment E, Price Sheet.
82	Attachment D, Vendor Questionnaire, Section III	Can you illustrate the duration of data with the expected data size (in GB or MB) required for output processing? For example, how much data size is required for processing 1 year of transactional records?	The question as it relates to output processing does not fall within the scope of services requested. Question 9 of Attachment D, Vendor Questionnaire is seeking to understand inbound call capacity in aggregate and by location.
83	Attachment D, Vendor Questionnaire, Section III	Do you have any Knowledge management system in place, please share details? And what is the current level of documentation available for Knowledge Acquisition?	Yes, see section 4.1.2 of Attachment F, Draft Agreement. In addition, Citizens maintains a KnowledgeBase that would be provisioned to employees that can be accessed to address specific questions.
84	Attachment D, Vendor Questionnaire Section IV	Are there any certifications that the agents need to complete to work for this project?	No, see the Position Descriptions in Exhibits A-1 and A-2 to Attachment F, Draft Agreement.

85	Attachment D, Vendor Questionnaire Section IV	Could you please share the training timelines for each calls (Tier 1, Tier 2, FNOL and CAT)?	See the training timelines reflected in section 3.3 of Attachment F, Draft Agreement.
86	Attachment D, Vendor Questionnaire Section IV	Please advise if you have a training sandbox environment. If yes, what training sandbox environment you are using?	Yes, we currently have a training sandbox that is specific to our Guidewire Policy Administration System.
87	Attachment D, Section IV	What are the biggest challenges when moving agents from training to production, while driving speed to competency and efficiency across interaction types?	This is a very broad question that can be explored further with Vendors advanced to the negotiation phase.
88	Attachment D, Section IV	How is customer experience consistency achieved across channels regardless of agent tenure?	See answer to question 87.
89		How are process bottlenecks or inefficiencies normally identified and addressed?	See answer to question 87.
90		What opportunities exist around contact elimination, reducing production touches/handoffs, manual effort or other workflow inefficiencies?	See answer to question 87.
91		How many systems or tools are typically needed during a single interaction and how are they accessed?	Based on the call type, it can vary from 2-4 systems.
92		How do employees provide feedback and what are the sequence of events that happen next?	Typically vendor employees are required to follow established protocols for feedback and escalations which may vary.
93		What are the biggest challenges in retaining top-performing agents and how are they currently addressed?	See answer to question 87.
94		What metrics are most important and what tools or methods are used to view/track/use them?	The metrics are referenced in section 5.5 of Attachment F, Draft Agreement.
95	Attachment D, Section III	Who has access to KPI reporting and what obstacles do you currently have with the information?	KPI reporting is made available to Citizens Workforce Management and designated vendor staff.
96	Attachment D, Section IV	Define the quality assurance processes today, including how findings are used to provide coaching and drive improvements?	Quality Assurance standards are established in section 5.5.1 of Attachment F, Draft Agreement. Quality monitoring is conducted on a monthly basis by Citizens and shared with each vendor. In addition, quality monitoring calibrations are conducted to align scoring methodologies.
97	Attachment F, Section 3.1	What are the reasons for contact and their percent of the overall volume?	See section 3.3 of Attachment F, Draft Agreement.
98	Attachment D, Section IV	Is the customer survey aligned to the quality assurance scorecard (provides insightful/connected information) and what are the top 3-5 detractor survey reasons?	Not applicable at this time.
99	Attachment F, Section 3.1	What are the reasons for escalations and repeat contacts, and how is this information captured and actioned?	Situations that warrant escalations to supervisors or for further review are transferred to an internal team, who further provides trending analysis and feedback to each respective vendor.
100	Attachment D, Section I	How are periods of high-demand scaled, such as CAT events, and what tools or processes support readiness?	See section 3.3.4 of Attachment F, Draft Agreement.
101	Attachment D, Section III	What lessons have been learned from past high-demand events, and how have they been applied to improve scalability and readiness or are they still issues?	Not applicable to ITN response.
102	Attachment F, Section 5.5	We understand there are two call types and the QA score target is 95%, what is the current sample size that the incumbent are following and what's the average audit time for QA?	Sample size varies based on volume and audits are conducted monthly.
103	Attachment F, Section 5.5	Can we have the 12month historical data from other vendors for the Quality KPIs?	Citizens may provide this information during the negotiations phase, to the extent reasonable.
104	Attachment F, Section 5.5	Does Citizen's have their own QA team that the supplier can do calibration sessions with?	Yes. See answer to question 96.
105	Attachment-E -Price Sheet	Beyond T&M and transaction rates, can we separately bill for items such as training, transition costs, or tools?	Vendors should provide a break-out in section 3 of Attachment E, Price Sheet.

106	Attachment-E -Price Sheet	Please update, what is the credit rating of customer?	This question is unclear. Citizens is a governmental entity and likely does not have a credit rating or credit terms.
107	Attachment-E -Price Sheet	Whether customer has communicated or asked for a certain credit term or what credit term, sales team is proposing in this opportunity because this will impact opportunity cost of negative cash inflows and resultantly will consume EBITDA in our P&L. (Vendor generally consider 30 days credit term and beyond this we need to secure leadership approvals and seek CMC guidance in purview of existing credit rating.	See answer to question 106.
108		Please confirm that the vendor is required to supply a CCaaS solution for services as opposed to utilizing the internal CXone instance.	See answer to question 66.
109		What reason(s) would Citizens' request a vendor to utilize CXone?	See answer to question 66.
110		Exhibits A-1 and A-2 provide position descriptions for Tier 1 and Tier 2 representatives. Can you specify agent requirements, skills, abilities, etc. for FNOL and CAT call types?	Exhibit A-1 is inclusive of FNOL and CAT response call types.
111		Is remote work permissible for live agents?	See answer to question 36.
112		Are there any specific security and/or compliance requirements beyond agent skills and certifications?	Our expectations include those referenced in sections 5, 15, 16, and 17. This subject can be further addressed during negotiations.
113		Is a Learning Management System (LMS) currently in use (if yes, please specify)?	Yes, there is a Citizens LMS system that will be provisioned as needed.
114		Is there a Knowledge Management System / Knowledge Base (KB) for agents to access currently in use (if yes, please specify)?	Yes, see section 4.1.2 of Attachment F, Draft Agreement. Also, see answer to question 83.
115		What systems, if any, would we need to integrate with and are open APIs available for those systems?	None at this time.
116		How would selected vendors access any required systems (site-to-site VPN, VDI, etc.)?	Azure Virtual Desktop.
117		Do you have a current agent training curriculum? If so, could you share the training agenda?	Yes, training curriculum is available and can be shared in the future, if applicable.
118		If training is established, how long is agent training? Does this vary with call type?	Yes, see answer to question 85.
119		If training is established, how long is agent nesting?	Nesting timeframe is not specified and may vary based on call type.
120		If training is established, what is the construct (client led vs. train-the-trainer, instructor led, self-paced, on demand, blended, classroom, virtual, etc.)?	See section 4 of Attachment F, Draft Agreement.
121		What are the project KPI's by call type?	See section 5.5.1 of Attachment F, Draft Agreement.
122		Are there Quality Assurance and/or Quality Management solutions and processes currently in place?	Yes, see answer to question 96.
123		Is there a Customer Relationship Management (CRM) solution currently in place and are there available integrations (ex: Salesforce, ServiceNow, Dynamics, etc.)?	See answer to question 30.
124		Would vendors be required to maintain a database of caller information?	Not at this time.
125		Is there a requirement to look up any information about the caller either through our own maintained database or from a system maintained by Citizens?	Not at this time.
126		Do your customers only reach out via voice calling or are there other channels of support in place or planned to put in place supporting volume and customer experience?	Additional customer contact channels are currently being utilized internally. If applicable, provide in response to section IV of Attachment D, Vendor Questionnaire.
127		Do you have any use cases in which back-office automation would enhance the customer experience by reducing steps, reducing time, automating follow-up, or other?	Not applicable.
128		How does Citizen's manage call volume allocation across multiple vendors on multiple platforms while maintaining service levels?	Allocations are managed based on Workforce Management forecasts.
129		Do any of the Tier 2 tasks require agents to be licensed?	Licenses are not required, but are listed as preferred in Exhibit A-2.
130	Attachment E, section 3, question 3	Are there any limitations to the alternative pricing options Attachment E, section 3, question 3?	No, Citizens welcomes all market-based alternative pricing models for consideration.

131	Attachment E, section 3	Is it required that the vendor provide a discount for tiered volume in Attachment E, section 3?	No it is not required. See answer to question 130.
132		Does Citizens still require vendors to store call recordings for up to 12 months if all calls are pushed back on SFTP?	See answer to question 19.
133	(3.3.3.6)	Does Citizens pay for the 15-day training for Tier 2 calls?	For initial pricing purposes, Vendors should include training fees as part of their fully-loaded rate proposed on Attachment E, Price Sheet. Training cost will be explored as part of the negotiation phase of the ITN.
134	6.1	What does Citizens define as "Major system outage"?	For the Business Continuity Plan, identified in Attachment F, Section 6.1, Citizens generally views anything over four hours as a major system outage. However, this topic can be explored further with Vendors advanced to the negotiation phase.
135		Could an overview of the quality program requirements be provided with expectations for number of quality calibrations or transactions to be reviewed by service type?	Yes. See answer to question 96.
136	With reference to Attachment E - Price Sheet	Price Per Call Definition: With reference to Attachment E - Price Sheet, when referring to "price per call," does this apply to calls answered or received? Please clarify.	Calls answered.
137		Daily Interval Data: Could you provide the inbound call volumes for the last six months, broken down into daily data with half-hour or hourly intervals, for the following four types of calls: (i) First Notice of Loss (FNOL)/Claims Status Calls (24x7x365) (ii) Tier I Calls (basic support) (iii) Tier II Calls (specialized support) (iv) Catastrophe (CAT) Response Calls (if/when needed upon 72-hour notice)	See answer to question 22.
138	Page 1	Current Pricing and Types of Calls: Regarding the clients mentioned on page 1 of the ITN 25-0015 Business Process Outsourcing (BPO) Call Center Services document, can you provide details on the current pricing and the associated four types of calls: (i) First Notice of Loss (FNOL)/Claims Status Calls (24x7x365) (ii) Tier I Calls (basic support) (iii) Tier II Calls (specialized support) (iv) Catastrophe (CAT) Response Calls (if/when needed upon 72-hour notice.	A copy of Citizens' December 2020 Board of Governors (BOG) Action Item has been included as Exhibit 1 to this Addendum which provides information on the 2021 rates. However, the 2021 rates may have been adjusted since that time pursuant to Vendor contracts. Vendor contracts are posted on Citizens' website at <a href="http://www.citizensfla.com/contracts">www.citizensfla.com/contracts</a> .
139		Call Recordings: Can you please provide one or two recordings of a typical call for each of the following four types of calls: (i) First Notice of Loss (FNOL)/Claims Status Calls (24x7x365) (ii) Tier I Calls (basic support) (iii) Tier II Calls (specialized support) (iv) Catastrophe (CAT) Response Calls (if/when needed upon 72-hour notice)	Yes, this information can be shared, as needed, with Vendors advanced to negotiations.
140	ITN Page 2 - Annual Call Volumes	Can Citizens please provide historical call arrival pattern reports by the half hour interval separated out by tiers for the past 6 or 12 months?	See answer to question 22.
141	Attachment D Vendor Questionnaire	Are graphics and attachments permitted in the response? If there are issues with the response template, what are the guidelines for providing a document with attachments and graphics?	Yes, graphics and clearly labeled .pdf attachments may be submitted. Attachments should not be embedded within the Vendor Questionnaire. Citizens does not anticipate issues with the template accepting graphics; however, if experienced Vendors should provide graphics as clearly labeled attachments.
142	ITN Page 2, Attachment E Price Sheet Section 2	Tier 1 annual volumes listed in the ITN differ from the calculated monthly volumes in Attachment E Price Sheet. For pricing purposes, should vendors use the volumes from the ITN or the pricing sheet?	See answer to question 3.
143	Attachment D, Section III Technical Requirements	Is Citizens looking for vendors to provide end-to-end IVR and call delivery system or is the intent to integrate with Citizen's already-in-place IVR system to receive calls from CXOne?	The latter, intent is to utilize existing Citizens IVR system.

144		Is Citizen's interested in exploring an AI self-service solution and/or omni-channel solution in addition to voice calls to include chat, SMS, email, or social media support?	See answer to question 38.
145		What are the target service levels for Average Speed of Answer and Average Handle Time?	For service level standards, see section 5.5.1 of Attachment F, Draft Agreement.
146		How many agents are currently assigned to First Notice of Loss (FNOL)/Claims Status Calls (24x7x365)?	This is unknown as to the current vendors' FTEs. Citizens does not manage nor dictate the number of FTE needed by a vendor providing support. Citizens provides a forecast of expected volumes based off a monthly forecast. Each Vendor is expected to determine how many FTE are needed to support the forecasted volumes, while maintaining the agreed Service Levels.
147		How many agents are currently assigned to Tier I Calls?	See answer to question 146.
148		How many agents are currently assigned to Tier II Calls?	See answer to question 146.
149		Is Citizen's open to utilizing the supplier's cloud-based Contact Center as a Service technology with integrations into existing Citizen's infrastructure or is the supplier expected to operate entirely on Citizen's technology stack?	All potential solutions should be identified and included in vendor's response to Attachment D - Vendor Questionnaire. Also, see answer to question 66.
150	1.1	Partner Strategy. Is Citizens looking to consolidate it's current strategy?	This question is not clear, Citizens does not anticipate changing its current strategy and will still be a partially outsource BPO model.
151	1.1	Partner Strategy. Is there a minimum or maximum percent of volume that is allocated to each supplier?	See answer to question 57.
152	1.2	Tiered pricing. Are you looking for Tiered Pricing within the various call types (FNOL, Tier I, Tier II and CAT), or overall spend?	For initial pricing purposes, Vendors should provide the Fully-Loaded price per call (to include telephony, administrative, training and management cost, with no additional line items assessed) based upon the Call Volumes and Handling Times provided on Attachment E, Price Sheet. Additionally, see answer to question 3.
153	Draft Agreement, Section 3.1	What constitutes and Escalation?	Anything outside of representative's authority or requiring a supervisor for resolution.
154	Draft Agreement, Section 3.1	Can you share the last 12 months of historical volumes by Month, Call Type (FNOL, Tier I and Tier II and CAT)?	See answer to question 77.
155	Draft Agreement, Section 3.1	Do you have 12 months of historical 30-minute intervals, by month and call type, you can share?	See answer to question 77.
156	Draft Agreement, Section 3.1	Is real-time (AI-driven) Translate product (Voice and Chat) a consideration for non-English contacts?	See answer to question 38.
157	Draft Agreement, Section 3.1	Is COLA and option to be added into the agreement?	Citizens may discuss Cost of Living Adjustments (COLA) with Vendors advanced as part of the negotiation phase.
158	Draft Agreement, Section 3.2	We believe that vendor is required to provide the ACD. Please confirm?	Refer to Attachment F - Draft Agreement, Section 3.2.
159	Draft Agreement, Section 3.2	Is vendor required to provide the CTI or CRM functionality?	No.
160	Draft Agreement, Section 3.2	Is there any requirement around omnichannel (such as Email/Text/Chat Support)?. If yes, what is the percentage breakdown by contact type?	No, Vendors may provide additional services in response to section IV of Attachment D, Vendor Questionnaire.
161	Draft Agreement, Section 3.2	Please provide the list of applications provided by the client.	All applications are web-based and will be provided during activation.
162	Draft Agreement, Section 3.2	What is the preferred method of connectivity to these applications (Internet, MPLS, VPN, or Private Line)?	Internet.
163	Draft Agreement, Section 3.2	Identify the tools which will need to be provided by vendor other than ACD.	See section 3.2 of Attachment F, Draft Agreement.
164	Draft Agreement, Section 3.2	Are there any workstation requirements (processor, RAM, display(s), browser, etc.)?	See section 3.2 of Attachment F, Draft Agreement. The minimum internet connection speed is 20-30Mbps.
165	Draft Agreement, Section 3.2	Are there any integration requirements between vendor and the client systems?	See section 3.2 of Attachment F, Draft Agreement.
166	Draft Agreement, Section 3.3	Is AI-driven Call Automation open for consideration?	See answer to question 38.
167	Draft Agreement, Section 3.3	Is all training , (FNOL 8 Hours), (FMAP 6 hours, Tier 1, 15 days, Tech Support 8 hours ), (Tier 2, 15 Days) etc... accretive?	All training is independent and call type specific. See answer to question 85.

168	Draft Agreement, Section 3.3	What are the anticipated "ongoing" training requirements?	There may be additional ad hoc or ongoing training requirements that can be discussed in greater detail with Vendors advanced to negotiations.
169	Draft Agreement, Section 3.3	What is the estimated percentage of Outbound calls?	Outbound calling services are infrequent and would be classified as Additional Services in Attachment F - Draft Agreement, Section 3.3.5. Also, see answer to question 73 and 79.
170	Draft Agreement, Section 3.9	In addition to Background checks, are there drug screen requirements? If yes, what panels are required?	See answer to question 64.
171	Exhibit E, Pricing	Can you provide clarity on "Management Overhead Costs", does this include Team Leaders, Operations Manager, QA, WFM and other Administrative Labor?	Yes. The reference to management overhead cost in the price sheet includes all components referenced in this question. The intent is for vendor to provide 2 price points: price per rep per hour and activation fee; we will not allow for additional billing for any overhead expenses.
172	Volume	Please provide interval-level call volume data and Average Handle Time (AHT) for FNOL and Status calls	See answer to question 77.
173	Volume	Please provide interval-level call volume data and Average Handle Time (AHT) for Tier 1 calls	See answer to question 77.
174	Volume	Please provide interval-level call volume data and Average Handle Time (AHT) for Tier 2 calls	See answer to question 77.
175	Volume	What is the expected percentage reduction in volume count over the five years starting from 2026 due to various initiatives, such as depopulation?	Citizens does not forecast call volumes beyond 45-60 days.
176	Volume	Please provide the volume distribution for FNOL and Claims status calls	See answer to question 22.
177	SLA	Please provide the Average Handle Time (AHT) for FNOL and Claims status calls	See answer to question 77.
178	Scope	Would Citizens like to continue with the current outsourcing % (i.e. ~71%) for Tier 1 as shown in the "Citizens Florida - ITN 25-0015 Business Process Outsourcing (BPO) Call Center Services - 01.14.2025" document or 100% is in scope?	Citizens does not in any way represent or guarantee that Vendor will receive any minimum volume of work under this Agreement.
179	Scope	Please provide the volume distribution for Tier 1 calls, between FMAP calls, Technical Support calls, and Agent and Policyholder Inquiries	See Exhibit 2 to this Addendum.
180	Scope	Could you please provide the resource distribution percentages for the outsourced in scope work? Specifically, we want to understand the distribution % for: - Onshore - Offshore - Nearshore	Current resource distribution is 100% Onshore.
181	Scope	Are there specific licensing requirements for handling Tier 2 calls?	No, see Exhibit A-2, Position Description.
182	Staffing	Could you clarify the "on-shore personnel requirement," including the roles, percentage of the team required on-shore, and any compliance considerations?	See answer to question 180. Also, see ITN Section 1.1, Attachment F - Draft Agreement, Sections 17 and 18.6.
183	Training	During a CAT event, is cross-skilling between different call types allowed or encouraged?	Cross-skilling is necessary to support FNOL and Claim Status calls as referenced in section 3.3.4 of Attachment F, Draft Agreement.
184	Transition (Citizens - ITN 25-0015 - Attachment F - Draft Agreement)	Please confirm if all the training documents, including standard operating procedures (SOPs) and job aids, are updated and available	Yes, training documents will be provided to awarded Vendors upon execution of any resulting contract. This topic can be explored further during negotiations.
185	Transition (Citizens - ITN 25-0015 - Attachment F - Draft Agreement)	What is the recommended percentage of bilingual resources for Tier 2 calls?	See answer to question 78.
186	Transformation	What is the % break up between your primary channels for FNOL and Status calls contact such as - Email - Chat - Phone Calls	100% phone.

187	Transformation	What is the % break up between your primary channels for Tier 1 contact such as - Email - Chat - Phone Calls	See Exhibit 2 to this Addendum.
188	Transformation	What is the % break up between your primary channels for Tier 2 calls contact such as - Email - Chat - Phone Calls	100% phone.
189	Transformation	What is the % of contacts for self-service containment for Billing & Claim inquiries on "myPolicy" – Citizens Online & Mobile Policy Self Service Tool. Also would it be possible to break down the containment by Contact such as Payment – X% , Go Paperless xx% etc. ?	Not applicable to ITN response. Vendors should propose any additional services in response to section VI of Attachment D, Vendor Questionnaire.
190	Transformation	The " <i>Citizens Florida - ITN 25-0015 Business Process Outsourcing (BPO) Call Center Services - 01.14.2025</i> " document states that "Vendors may be required to utilize Citizens' telephony platform (CXone) to provide the call center Services (using Citizens licenses, if necessary)." What amongst the AI features/capabilities such as machine learning, natural language processing, predictive analytics, and automation are being leveraged from the platform.	This topic may be explored further with Vendors advanced to negotiations. Also, see answer to question 66.
191	Transformation	Please share a view of your inflight projects roadmap for AI lead transformation projects	This can be shared with Vendors advanced to negotiations, if needed.
192	Transformation	What are some of the challenges and concerns faced by detractors in the existing customer and agent journey touchpoints?	See answer to question 87.
193	Transformation	What are your objectives for transformation and your vision for the contact center?	See answer to question 87.
194	Transformation	Please highlight any concerns regarding key contact center SLAs and metrics	See answer to question 87.
195	Technology	Supplier understands that Citizen is using Nice CXone cloud based contact center platform. Please confirm if this environment will be used for aggregated call collection, IVR treatment and qualified forwarding to the supplier Telephony system through DID numbers ?	See answer to question 66.
196	Technology	What is the virtual desktop technology solution (Citrix / VDI / AVD) that is used by Citizens to securely access business systems and applications ?	Azure Virtual Desktop.
197	Technology	Where is Citizens virtual desktop solution hosted (Datacenter locations / cloud regions) to which the supplier has to establish the Network and Telecom connectivity ?	Hosted in cloud.
198	Technology	Are there any specific telecom bandwidth / end-point requirements that the supplier has to factor to access Citizens virtual desktop environment from their locations ?	See answer to question 164.
199	Technology	Supplier understands that Citizens will be provisioning email solution (Microsoft Outlook) within their virtual desktop environment. Please confirm if this understanding is correct or Citizens require the supplier to provision and license this solution on their endpoints?	Yes, this is correct.
200	Pricing	What is the current annual spend for Citizens to manage the current scope of work (please share by call types)?	For 2025, approximately \$8.4 million including stress tests and Tier 2. CAT and FNOL are not budgeted.
201	Pricing	What is the current vendor rate card for FNOL and Status calls?	See answer to question 138.
202	Pricing	What is the current vendor rate card for Tier 1 calls?	See answer to question 138.
203	Pricing	What is the current vendor rate card for Tier 2 calls?	See answer to question 138.
204	Pricing	What is the current vendor rate card for CAT event calls?	See answer to question 138.
205	Pricing	Should we assume that the supplier is expected to provide the telephony solution?	See answer to question 66.

206	Pricing	What are the current service locations?	Citizens is currently supported by onshore brick and mortar office locations and remote workers.
207	Pricing	Can the vendor share the location wise and language wise rate card or Citizens prefers a blended rates?	Citizens is unclear on this question and therefore, unable to provide a response at this time. This can be explored during negotiations.
208	ITN 1.1	Does Citizens prefer vendors to bring their own telephony solutions or leverage Citizens? Are the current vendors using their own or Citizens?	See answer to question 66.
209	ITN 1.1	Please define near-shore.	For this solicitation, and because our customer base is in Florida, nearshore countries would be within two time zones of the U.S. Eastern Time Zone. This would encompass most of North America, Central America, and South America. Specific countries can be addressed during the negotiation phase.
210	ITN 1.1	This section indicates there are currently contracts with seven vendors that provide call center services on behalf of Citizens. The total call volume listed on page two in 2024 is 1,534,574. The solicitation also indicates that Citizens intends to award contracts to multiple vendors to ensure adequate support and scalability and cannot guarantee how much work will be assigned to one vendor. Of the 1,534,574 incoming calls received in 2024, can you please supply the breakdown of how many inbound calls, by category, each of the seven vendors handled?	We do not have this information readily available but can address this further in the negotiations process.
211	ITN 1.1	How does Citizens determine how many calls go to each vendor for handling?	See answer to question 57.
212	Attachment D III. Monitoring, 14.b.	Please provide the frequency of the current call scoring/evaluations performed by the current vendors per call center agent? Is there are minimum standard for all vendors, or does Citizens leave it to each vendor to establish the call scoring frequency and process up to each vendor?	Formal training related to quality standards and overall expectations based on each specific Call Type can be discussed during negotiations. Training will include the review of Quality Guides and any additional information related to quality standards. See answer to question 60.
213	Attachment F 3.1.4	Does Citizens prefer we bring our own QC tool or use theirs? Have the current vendors been using their own or Citizens?	Citizens utilizes internal QC tools and requires all vendors maintain our quality standards.
214	Attached F 3.1.6	Historically, by vendor, how often does Citizens visit a vendor location?	The potential of 4 trips per year (quarterly) onsite, with a duration of 1-2 days, including a two-hour meeting with leadership; remaining time is site observation.
215	Attachment F 3.3.1	Is the 8 hours of FNOL training in addition to the Tier 1 training? (e.g., does a FNOL agent need to go through the Tier 1 training prior to the 8-hour FNOL training?)	Yes, FNOL training is independent of Tier I training.
216	Attachment F 3.2.3	What software/applications will need to be installed on a vendor's agents' machine?	See answers to questions 35 and 506.
217	Attachment F 3.3.3	Is the 15-day training for Tier 2 in addition to the Tier 1 training? (e.g., does a Tier 2 agent need to go through the Tier 1 training prior to the 15-day Tier 2 training?)	No, Tier II training is independent and all-inclusive.
218	Attachment F 3.8	Do the background checks pertain to all employees assigned to the contract regardless of hire date (assuming the employee in question went through a BG check during onboarding) or just resources added to this contract?	See sections 3.8 and 3.9 of Attachment F - Draft Agreement.
219	Attachment F 4.1.2	When will Citizens share the necessary training material with the vendor?	See answer to question 184.
220	Attachment F 5.5.1 - QA Standards	Does the QA SLA include calls scored by the vendor, Citizens, or a combination of both?	The QA SLA is solely based on calls scored by Citizens QI team.
221	General SOW	What Citizens provided systems/software will the vendor need to access and how will they be accessed (e.g., VPN)?	See answer to question 43. Also, see section 3.2.3 of Attachment F, Draft Agreement.
222	General SOW	Will the vendor need to provide any technical interfaces (e.g., API) with any other systems? If yes, how many and how will the vendor's system interface?	See answer to question 165.
223	General SOW	Will the offeror need to develop call scripts or are these already available?	See section 3.1.11 of Attachment F, Draft Agreement.
224		What is the ideal desktop setup? (What would be the ideal monitor size, number of monitors, sound card, RAM, Processor, OS, etc.)? Can you provide both for agents and support staff if requirements differ?	See answer to question 164.
225		Are there any compliance or regulatory standards/requirements that should be considered? (ISO-xxx, SSAE)?	See sections 17 and 18.6 of Attachment F, Draft Agreement.

226		Are there any special security requirements for the building or production area?	See section 17 of Attachment F, Draft Agreement.
227		Is Citizens comfortable with utilizing a fully virtual workforce?	We are open to considering all options as long as appropriate controls and oversight are in place.
228		In Attachment E, it states that the price per call should be inclusive of Telephony. Should the vendor assume that calls will be allocated by % over to the vendor's telephony solution?	Citizens Workforce Management is responsible for monitoring call volumes and performing any need based allocation changes. Vendor is expected to provide oversight through their own Workforce Management team and/or Key Vendor staff in monitoring daily performance of outlined KPI.
229		Please confirm that phone calls will be delivered to the vendor post IVR.	Confirmed.
230	Attachment E	Can daily and weekly call arrival patterns be provided by call type as listed in Attachment E?	See answer to question 22.
231	Attachment E	For Attachment E - call type; should vendors assume 5% of the volume regardless of call need to be answered in Spanish?	Only applicable to Tier I Policyholder calls as well as FNOL/Claim Status and CAT Response.
232		What is the QA requirement, if any, for each of the four (4) call types in Attachment E that need to be performed by the vendor?	See section 5.5.1 of Attachment F, Draft Agreement. The QA goal is 95% across all call types.
233		The length of training was provided in the RFP. However, it is not clear if the training time is inclusive of nesting, or if nesting would be addition to the hours and days provided by call type. Could you please clarify the length of classroom training hours by call type as well as the current nesting hours by call type?	The duration of training referenced in section 3.3.2 of Attachment F, Draft Agreement is based upon content delivery and does not include nesting. There is no nesting standard as this is trainee-specific.
234		In the RFP, it states that vendors may be required to use Citizens' CX-One; should the vendors assume that Citizens will provide the call handling solution, or should vendors assume that we will need to provide?	See answer to question 66.
235		Who will need to provide the quality tool?	See answer to question 60.
236		Can a network diagram be provided on how vendors connect to Citizens applications (showing who owns what, and where)?	No, Vendors will connect through Azure Virtual Desktop.
237		What is the bandwidth per agent station needed for connectivity?	See answer to question 198.
238		Please confirm that screen recording is not needed for the agents.	Confirmed.
239		Assuming VDI will be needed on the agent's desktops; who will provide?	Citizens' will provide access to Azure Virtual Desktop. Citizens will not provide hardware.
240		What are the three (3) most important factors driving this RFP at this time?	See answer to question 2.
241		Total call volume was provided in the RFP; of the volume, what % was handled via the self-service option by year?	Outside of the scope of services listed in ITN.
242		Is email in scope for this RFP, or is it for voice only?	Voice only. Vendors should describe any additional related services in response to question 17 of Attachment D, Vendor Questionnaire.
243		For automation; is email of interest to Citizens?	Vendors should describe any additional related services in response to question 17 of Attachment D, Vendor Questionnaire.
244		If email is in scope; can the volume and AHT be shared?	Email is not in scope.
245		How long is the training duration for each call type? Please break this down into classroom training and nesting/on-the-job training (OJT).	See answer to question 233.
246		What are your hours of operation for Tier 1 Calls, Tier 2 Calls, and Catastrophe Response Calls?	See section 3.3 of Attachment F, Draft Agreement.
247		What is the monthly and annual spend for this project?	See answer to question 200.
248	Call Volume	How is call volume distributed among the current 16 vendors? Do all vendors support all four queues?	No, all vendors do not support all queues. Distribution of volume is based on several factors including but not limited to vendor performance and capacity.
249	Headcount	What is the total headcount supporting each call queue?	See answer to question 146.
250	Call Volume	For the three queues, can Citizens provide a breakdown of historical call volume by hour for each queue?	See answers to questions 22 and 77.
251	Email/Live Chat/Social Media	Are email/live chat/social media interactions required as part of services or are these channels considered optional, value-add services?	These services are considered optional. Vendors should describe any additional related services in response to question 17 of Attachment D, Vendor Questionnaire.
252	Email/Live Chat/Social Media Data	What is the anticipated email/live chat/social media volume? What is the average handle time (AHT) for email/live chat/social media? Can Citizens provide any historical AHT data?	These services are not currently within the scope of this solicitation. This can be explored during negotiations, if needed.

253	Nearshore/offshore	Can Citizens clarify if nearshore and/or offshore solutions are allowed, or must work be performed in the U.S.?	See answer to question 23.
254	Systems	Can Citizens be more specific in what technology/systems it will provide and which will be provided by the vendor? For example, telephony, quality platform, workforce management, training platform, core system, customer relationship management (CRM) system, etc.	See answer to question 30.
255	Systems	Assuming the contractor provides the telephony platform, what kind of access does Citizens expect to have to the platform (e.g., for reporting, monitoring)?	See section 3.2 of Attachment F, Draft Agreement.
256	Technology	Are Citizens' systems externally available for single sign-on?	By the execution of any contract(s) resulting from this solicitation and commencement of Services, all needed applications supported for this work are expected to be transitioned to Single-Sign-on.
257	Technology	What is the preferred method of connecting with Citizens' internal business systems (endpoint device virtual private network (VPN) connection, site-to-site VPN, or some other path)?	No, VPN is not required. See answer to question 196.
258	Telephony	Does Citizens have a toll-free number (TFN) or other phone number that will be routed to the contractor's telephony platform, or is the contractor expected to provide a TFN?	See section 3.2.2 of Attachment F, Draft Agreement.
259	Telephony	Will agents need to receive voice mail?	No.
260	Training	What technology is needed to support the delivery of training content?	This topic can be explored further during negotiations and all applicable training technology will be provided upon activation and commencement of Services.
261	CXone Platform	When might the use of Citizens' CXone platform be mandatory versus optional? If it is optional, what criteria will determine when a vendor must use it?	See answer to question 66.
262	CXone Platform	Is the CXone platform provided by Citizens FedRAMP authorized?	This can be discussed further with Vendors advanced to the negotiation phase.
263	Integration	Can Citizens confirm if its systems support integration with contractor systems (for example, CXone) through open APIs?	This can be discussed further with Vendors advanced to the negotiation phase.
264	ITN Drivers	What are the main Drivers for the Citizens ITN solicitation? Cost Savings? Reduction agent Head count? More Self-Help AI Bot Automation? Process more CAT Response calls or reduce CAT Response call wait times? Champion/Challenger competition between Partners?	See answer to question 2.
265	Telephony	Citizens utilizes NICE CXOne for Telephony, What Telephony gaps does the Contact Center partner need to fill in? For example Call Recordings? Call Reporting?	There are no current gaps.
266	Telephony	What is the Call routing diagram or call flow from Citizens Telecom provider to each of the Contact Center Partners? What is the Call routing criteria? Is there Dynamic routing requirements? Is there ever a time that Nice CxOne licenses do not keep up with Call Demand? If Call Bursts exceed the number of NICE CxOne licenses, can calls routed to Contact Center Partners Telephony to route calls to other center sites or WAH agents? For Example calls that can routed to Near-shore sites? If allowed how will the calls be routed? DID? SIP?	Citizens currently conducts call routing through DID. Sufficient licensing and call capacity are in place to address spikes in volume.
267	Telephony	How long will call recordings remain on the Call Recording Repository? When can call Recordings be Archived? What is the SOP for transferring Call Recording digital files to Citizens?	See sections 3.1.2 and 3.2.5 of Attachment F, Draft Agreement.
268	Hold Messaging	Is there a greeting message before the call is routed to a Contact Center Partner call queue and Hold Message?	Citizens will provide any applicable hold music and messaging.
269	Hold Messaging	Citizens partner with Multiple Contact Center Companies, When routed to a Partner does each Contact Center Partner have to provide a Hold message?	See answer to question 268.
270	Hold Messaging	Is there a call queue at each CC partner?	Citizens is unclear on this question and therefore, unable to provide a response.
271	FNOL- Claims - Inquires	What is the CRM or Platform to Support FNOL- Claims Intake Calls? How does the agent access this Platform?	Citizens is not utilizing a CRM tool. The Guidewire platform supports all call types referenced in section 3.3 of Attachment F, Draft Agreement and is accessible via web.

272	Tier-I Tech Support	What is the Tech Support Ticket System? How does the Tech-Support Agent access this Ticketing System?	See section 3.3.2.3 of Attachment F, Draft Agreement. There is no ticketing system utilized at this time.
273	Tier-II Tech Support	What is the Tech Support Ticket System? How does the Tech-Support Agent access this Ticketing System?	See answer to question 272.
274	CAT Response Calls	What is the CRM or Platform to support CAT Response Calls? How does the agent access this Platform?	See answer to question 271.
275	FNOL- Claims - Inquires	What is Knowledgebase Used to response to FNOL Inquires? Are keywords used to bring up inquiry Content? How does the agent access this Knowledge Platform?	Citizens provides access to a KnowledgeBase tool at time of provisioning. Yes, the existing tool allows to search by keywords. The system is accessible via our external portal by using assigned credentials.
276	AI Voice Bots	Is Citizens currently use or looking to Develop AI Voice Bots for Self-Service Intake or routine FAQs? Or for power outage reporting? For CAT Response Calls? Will Citizens consider allowing Callers to make a choice between Virtual Agents (Self-Help AI Bots) or Live agent?	See answer to question 47.
277	Workforce Management	Will the Contact Center Partners WFM team work with Citizens WFM team? Will the other Contact Center Partner WFM Teams coordinate?	Citizens Workforce Management is responsible for monitoring call volumes and performing any need based allocation changes. Vendor is expected to provide oversight through their own Workforce Management team and/or Key Vendor staff in monitoring daily performance of outlined KPI.
278	Workforce Management Tier-1	Based on Call arrival data Tier-1 generates the most calls during the year	This is an incomplete question that Citizens is unable to respond to.
279	Contact Center Partner Coordination	When a weather event is forecasted based on the national weather media, is there a conference call to bring all CC partners for planning and strategy?	There are various email and phone touchpoints throughout a weather event to ensure proper notification, planning and execution.
280	Staffing Each Partner	As Each Vendor is responsible for determining its own intra day staffing levels, when is the staffing levels to be reported? 24 hours or a week in advance?	Monthly staffing lists are to be provided by the last Wednesday of each month for the following month.
281		Does each of the call types require separate agent group or can we blend Similar skill sets? For example - Group A (FNOL Claims intake, Tier-1, Cat Response) Group B (Tier-II)	Yes, representatives trained to support similar call types can be blended.
282	Work at Home Agents	Can US based Work at Home Agents (WAH) be used?	See answer to question 36.
283	Training. FNOL- Claims Intake - Inquires	How long is the training and nesting period?	Training duration is outlined in section 3.3.1 of Attachment F, Draft Agreement. Nesting timeframe is not specified and may vary based on call type and experience levels.
284	Training. Tier-I Tech Support	How long is the training and nesting period?	Training duration is outlined in section 3.3.2 of Attachment F, Draft Agreement. Nesting timeframe is not specified and may vary based on call type and experience levels.
285	Training. Tier-II Tech Support	How long is the training and nesting period?	Training duration is outlined in section 3.3.3 of Attachment F, Draft Agreement. Nesting timeframe is not specified and may vary based on call type and experience levels.
286	Training. CAT Response Calls	How long is the training and nesting period?	Training duration is outlined in section 3.3.1 of Attachment F, Draft Agreement. Nesting timeframe is not specified and may vary based on call type and experience levels.
287	1.1, Description of Services Requested	Thank you for providing the historical Workforce Management (WFM) data in Section 1.1, Description of Services Requested, of the document titled "ITN 25-0015 Business Process Outsourcing (BPO) Call Center Services." Could you please provide 12 months of contact volume data to allow us to analyze seasonality for Tier I, Tier II, and FNOL/Claim Status calls?	See answer to question 77. Also, see Exhibit 2 to this Addendum.
288	1.1, Description of Services Requested	We appreciate the historical WFM data provided in Section 1.1, Description of Services Requested, of the document titled "ITN 25-0015 Business Process Outsourcing (BPO) Call Center Services." Could you please share Citizens' assumed occupancy rates for Tier I, Tier II, and FNOL/Claim Status calls?	Occupancy rates is not a required KPI for the purpose of this work.

289	1.1, Description of Services Requested	In Section 1.1, Description of Services Requested, of the document titled "ITN 25-0015 Business Process Outsourcing (BPO) Call Center Services," it is stated that "Vendors may be required to utilize Citizens' telephony platform (CXone) to provide the call center services (using Citizens' licenses, if necessary)." Could you clarify whether Citizens prefers to utilize the vendor's telephony system or Citizens' telephony platform for these services?	See answer to question 66.
290	Attachment F, Section 5.5, Service Level Standards	Section 5.5, Service Level Standards, of the document titled "Attachment F – Draft Agreement" outlines Citizens' Quality Assurance Standards. Could you please provide a copy of Citizens' Quality Assurance scorecard as well as the historical average QA performance from current vendors across all call types?	See answer to question 96.
291	Attachment F, Section 5.5, Service Level Standards	In Section 5.5, Service Level Standards, of the document titled "Attachment F – Draft Agreement" outlining Citizens' Quality Assurance Standards, could you disclose the minimum number of Quality Assurance evaluations required per agent per month?	See answer to question 96. The number of evaluations will vary based upon call volume.
292	1.2 Specific Goals, Questions, and Facts	What are the top 5 challenges and pain areas in your contact center operations?	See answer to question 87.
293	1.1 Description of services requested	Has Citizens embarked on a contact center transformation journey & is there a roadmap in place for contact center transformation? If yes, what levers will drive it and what is the expected business outcome?	See answer to question 66.
294	1.1 Description of services requested	Citizens work with multiple vendors, how is the volume/work split across all the vendors? What is the criteria for a vendor to get a bigger share of the work vs the rest?	See answer to question 57.
295	Attachment F, 3.2. Technical requirements	How many CRM applications are there in the process, and what are those?	See answer to question 30.
296	Attachment F, 3.2. Technical requirements	What self-service channels are currently available in the process and what is the current containment rate for each?	See answer to question 47.
297	1.1 Description of services requested	Does your process track volume by call type and also call reason, if yes, would request to share exhaustive list of call types and call reasons with volume share, AHT and customer experience metrics if any, for last 12 months ?	See answer to question 77.
298	1.2 Specific Goals, Questions, and Facts	How are you currently tracking customer experience and satisfaction? Are you currently leveraging any technology/analytics to analyse the customer experience and sentiment? Is the process consistent across existing vendors? Please share CX scores for last 12 months with raw data?	Citizens currently conducts Customer Satisfaction Surveys on our Policyholders inhouse through our dedicated Voice of the Customer team. Data is reviewed and analyzed internally. See answer to question 47.
299	Attachment F, 5.5. Service Warranties and Standards	Apart from AHT and call volume, what other KPIs/ SLAs you monitor?	See answer to question 121.
300	Attachment F, 3.3. Call Types	Why would a customer need a follow-up on the status of his/her claim? Are they not getting notifications on such?	There are various reasons (e.g. need to speak to their adjuster, questions about settlement, where do I send copies of receipts, etc.) that a customer may follow-up on their claim, when information is not accessible through our customer portal.
301	Attachment F, 3.3. Call Types	Are customers empowered to file a claim without having to talk to a live agent? Do those self-service channels exist for FNOL?	Yes, customers are able to file a claim online.
302	Attachment F, 3.3. Call Types	Do you have a mechanism to share the pre-alerts to the customers on the claim status cycle?	Citizens customer portal allows for accessibility for claim specific information.
303	1.1 Description of services requested	Apart from telephony, what other features and functionalities of Nice Cxone you currently leverage for contact center operations?	See answer to question 66.
304	1.1 Description of services requested	Can vendor bring its own telephony platform or is required to use Citizens' telephony which is Nice?	See answer to question 66.

305	1.1 Description of services requested	Are you currently using any Conversational AI Chat bots for any of the interactions? If so what is the containment rate?	No. See answer to question 81.
306	1.1 Description of services requested	For managing catastrophe response calls, are all vendors contracted to manage the volume? If yes, how is the CAT call volume split across vendors?	Vendors engaged will vary based on business need. See answer to question 58.
307	Attachment F, 3.3. Call Types	What are the current channels used to connect with Customers? What are the preferred channels?	Phone and chat channels are currently utilized and preferred.
308	Attachment F, 3.3. Call Types	Is delay in claim processing/decisioning a volume driver/ triggers a customer to call in multiple times?	This may be one of many driving factors.
309	Attachment F, 3.3. Call Types	Are vendor agents cross trained across all the calls in scope?	This is not a requirement for Call Types that have been awarded. See answer to question 281.
310	1.2 Specific Goals, Questions, and Facts	Is there any centralised knowledge management system in place or is dependent on the vendors for it? Do agents need to read/review multiple pages of documents or the information is accessible over some application? Do your current FTEs rely a lot on knowledge base to resolve customer concern? Which platform your knowledge base is built on?	See answer to question 83.
311	Attachment F, 5.5. Service Warranties and Standards	What is the current level of reporting & operational analytics today - basic excel driven, or modern real time view? What tools/platforms are being currently used for BI/reporting (e.g., Tableau, Power BI, business objects etc.) Is there any self-serve reporting in place?	Real-time analytics and Power BI reporting.
312	Attachment F, 5.5. Service Warranties and Standards	Please provide details of existing reporting framework and capabilities. What are the various data sources and how is data management done currently? Please share the as-is reporting architecture diagram, if available. What are the different kind of reports Citizens expect to track and manage agent performance?	As referenced in Attachment F, Citizens expects vendors to provide typical contact center performance data, including handle times, service levels, volumes, logged-on agents, and quality scores. File types are typically Excel or CSV and vendors should be capable of providing reports in a scheduled, automated manner, including the use of SFTP (Secure File Transfer Protocol). Citizens consumes this data to prepare additional reporting to provide to both internal and external stakeholders, including management, executive leaders, Board of Governors, and public officials. Exact data and templates will be discussed with awarded vendors at the appropriate time.
313	1.1 Description of services requested	Apart from expiring contracts, are there any underlying reasons for this ITN, are you looking at consolidating your vendors to a lower number? What is your envisioned operating model post this ITN getting completed?	See answer to question 2.
314	1.1 Description of services requested	With respect to FNOL/Claim Inquiry Calls for 2024, can we get a bifurcation of calls as below a) Average non-CAT claim calls b) Calls contributed due to Hurricanes Helene and Milton in Sep & Oct 2024 (if possible, please specify a date range)	See Section 1.1, Description of Services Requested in the ITN document. Historical calls received for the last 3 storms in 2024: Hurricane Debby (5,175), Hurricane Helene (18,402); Hurricane Milton (59,532).
315	1.1 Description of services requested	Please share the interval level call arrival pattern observed during non-CAT months and during CAT events.	See answer to question 22.
316	1.1 Description of services requested	Please provide volume trend month on month for 2024 for each of the 4 call types.	See answer to question 77.
317	1.1 Description of services requested	What are the services expected to be delivered from a workforce management perspective – E.g. One central team who can perform Forecasting, Capacity planning, Scheduling, Real Time Management etc?	See answer to question 228.
318	1.1 Description of services requested	What are the top 3-5 challenges you have observed in your current Workforce Management process?	See answer to question 87.
319	1.1 Description of services requested	How is forecasting and scheduling managed in the current setup?	See answer to question 228.
320	1.1 Description of services requested	If the vendor is required to use the Citizen Cxone telephony platform, could you specify the current license suite being utilized in Cxone?	See answer to question 66.
321	1.1 Description of services requested	Please share the maximum wait time and abandonment rate/volume during CAT.	The abandonment rate was 0.8% for Hurricane Milton.

322	Attachment F, 3.2. Technical requirements	Please share your current Technology stack covering all applications the call center agent access and what is their purpose.	See answer to question 31 above. Call center agents will also need to access Azure Virtual Desktop.
323	1.1 Description of services requested	Please provide a breakdown of the call volume for FNOL and Claim Status.	See answer to question 77.
324	Attachment F, 3.3. Call Types	In a typical catastrophe call, what the usual conversation flow and goal of the CSR ?	Typically CAT Response calls result in filing a first notice of loss or return call related to the status of the claim.
325	1.2 Specific Goals, Questions, and Facts	Do you track customer feedback through various customer channels and/or how do you perform analysis on the same? If yes, please share the details.	Citizens currently conducts Customer Satisfaction Surveys on our Policyholders inhouse through our dedicated Voice of the Customer team. This team evaluates the data and conducts analysis to determine next steps.
326	1.2 Specific Goals, Questions, and Facts	Do you currently use any advanced interaction analytics features like speech & text analytics? If yes, please share the details of applications, use cases etc.	Yes, we currently utilize this through CXone.
327	1.2 Specific Goals, Questions, and Facts	Are there any analytics use cases implemented to improve efficiency and streamline everyday operations? If yes, please share details.	Yes. This topic can be explored further with Vendors advanced to negotiatons.
328	Attachment F, 3.2. Technical requirements	What tools/applications you are currently using to identify anamolies/fraudulent cases, specifically for FNOL scope of work?	Currently, outside of the scope of services for this ITN.
329	Attachment F, 3.2. Technical requirements	What tools/applications you are currently using for workforce management (forecasting/scheduling/real-time management)?	CXone.
330	Attachment F, 3.2. Technical requirements	Are you currently using any tool/automation for conducting quality audits for contact center agents? If yes, please share the details.	Citizens utilizes the JLodge's MyQuality system.
331	1.1 Description of services requested	Citizens have mentioned in the RFP that vendors may propose using alternative non-U.S. locations, including any near-shore solutions, in their response for further discussion during the negotiation phase. What is Citizens' definition of a nearshore location?	See answer to question 209.
332	Attachment F, 3.3 Public Records	Is the current pricing of Citizens' vendors available for public records?	See answer to question 138.
333	Exhibit A-1 to Draft Agreement - PD Customer Care Rep 1 & Exhibit A-2 to Draft Agreement - PD Underwriter Preferred Qualifications	Is there any licensing requirement for the Agents across the calls in scope?	See answer to question 84.
334	1.1 Description of services requested	Which countries are calls handled from today with respect to your current vendors?	Calls are all handled onshore in the United States.
335	1.1 Description of services requested	How many vendors currently handle FNOL and claims status vs how many vendors handle CAT claims calls?	Citizens currently has one FNOL and claims status vendor. CAT vendors are on a case-by-case basis that will depend on the size of the storm and PIF impact.
336	Attachment F, 3.2. Technical requirements	What claim system is utilized by Citizens adjusters and is the FNOL application part of the same system? if not what system is used to capture FNOL?	Guidewire Cloud, specifically Claim Center. See answer to question 35.
337	1.1 Description of services requested	Please confirm our hypothesis, that the claims Tier I calls would reduce significantly during CAT events and we can leverage these agents from Tier I to manage CAT call volumes.	This is a complex issue that can be explored further with Vendors advanced to the negotiation phase.
338	1.1 Description of services requested	During a CAT/BCP event does Citizen permit Tier I, Tier II & FNOL/Claim teams to operate at revised Service Levels (Lower SL compared to BAU SL targets). And allow us to reallocate these Tier I, Tier II & FNOL/Claim resources to the CAT response team.	Citizens may adjust service levels and resource allocations, within reason, following a CAT event depending on the circumstances.

339	Operational	The two job descriptions provided, which outline the required skills and experience, do not seem to align with the type of calls described in the RFP. Are we looking for a licensed underwriter, or an agent who can handle the call types specified in the RFP without needing an underwriting license?	See answer to question 84.
340	Operational	Do they need a P&C license	See answer to question 84.
341	Operational	Is the budget segmented by Tier?	Yes.
342	Operational	What is the budget for this?	See answer to question 200.
343	Recruiting	Is a pre-employment drug test required in addition to the background check?	See answer to question 64.
344		What contact center platform is being provided, or do the BPOs provide their own platform?	See answer to question 66.
345		On average how many agents are typically logged in waiting for calls for Tier 1 and FNOL?	See answer to question 146.
346		How many applications are being used on the agent desktop for Tier1 and FNOL calls?	See answer to question 91.
347		Is Workforce Optimization (WFO) / Workforce Management (WFM) software being used?	Yes.
348		How are calls currently split amongst vendors and internal resources within each category? (e.g. are calls split by call type, round-robin, or do all calls go internal first and then overflow to vendors in a particular order, etc.)	See answer to question 57.
349		How many vendors currently participate in FNOL calls?	One.
350		How many vendors currently participate in Tier 1 calls?	Two.
351		Is there a minimum number of FNOL calls a vendor will be routed each month?	No.
352		Is there a minimum number of Tier 1 calls a vendor will be routed each month?	No.
353		Are you happy with your current vendors?	See answer to question 4.
354		Are all vendors eligible to participate on this new proposal?	Yes.
355		Is there seasonality to Tier 1 call volume, where staffing is expected to be increased or decreased for temporary periods of time?	See answer to question 22.
356		Can you provide the current pricing for the various call types?	See answers to questions 138, 146, and 342.
357		Can a vendor supply a bid for Tier 1, 2, and FNOL calls and not bid on CAT volume?	Yes, Vendors can bid one, multiple, or all Call Types. Vendors should identify which Call Types they are responding to in section I of Attachment D, Vendor Questionnaire and section 1 of Attachment E, Price Sheet.
358		If a provider submits a bid for CAT calls, is the requirement that each supplier maintains 75 FTE concurrent resources that are trained and will only be deployed based on a CAT event?	No, this is for purposes of a pricing proposal only as reflected in section 2 of Attachment E, Price Sheet.
359		If a supplier deploys agent resources for CAT calls, are they compensated for logged-in hours? In other words, if a resource is logged on and available, is their time billable? Are you only expecting to pay for actual time spent on the phone for CAT calls?	Concurrent staffing hours as reflected in section 2 of Attachment E, Price Sheet, includes compensation for logged in hours while representatives are available to take inbound call volume.
360		How long is the training for each call type, including CAT volume?	See answer to question 233.
361		Do you expect to maintain a similar number of suppliers (16)? Based on the data and if suppliers received equal volume, it looks as though each supplier would receive +/- 77,000 calls annually - is this correct? How do you currently allocate calls by vendor? Does each supplier receive an equal portion of the available volume?	See answer to question 57.
362		Can the agents managing this call volume be (remote/work from home) resources?	See answer to question 36.
363		For those suppliers that didn't make the bidder's conference, is there a recording or meeting notes of that conference that's available?	No, the Pre-Reply Conference held on January 22, 2025 is not a recorded call.
364		Is it possible for the Citizens to provide the incumbent's proposals along with their cost proposals to facilitate competitive pricing?	Refer to question 138
365		What is the estimated budget for this contract? If unknown, please provide previous spending.	See answer to question 138.

366		It is our understanding that the vendor can bid on any or all the services categories that are (i) First Notice of Loss (FNOL)/Claims Status Calls (24x7x365); (ii) Tier I Calls (basic support); (iii) Tier II Calls (specialized support); and, (iv) Catastrophe (CAT) Response Calls (if/when needed upon 72-hour notice). Is it correct?	See answer to question 357.
367		Is it possible for the Citizens to release the transcript of the Pre-Reply Conference?	See answer to question 363.
368		Referring to "2.2. Reply Contents," do vendors need to provide all the information in separate files, or can they submit all the requested information in a single file as the 'Response'?	Citizens requests Vendor responses to each Attachment be provided as separate files and not be combined into a single file.
369		Do vendors need to address the questions outlined in the "1.2. Specific Goals, Questions, and Facts - Questions Being Explored" section in their response?	See section 1.2 of the ITN that states in relevant part [ <b>emphasis added</b> ]: "These questions are included to give Vendors a better understanding of potential negotiation issue and factors that may impact the outcome of this ITN. Vendors <b>are not required</b> to reply directly to the questions below in their Reply".
370		It is our understanding that the vendor will provide training specific to the services. Is it correct?	See answers to questions 117-120.
371		Is it possible for the Citizens to describe how multiple vendors will utilize to provide services?	See answer to question 57.
372		How vendors will get a fair share of the business?	See section 1.1 of the ITN that states in relevant part: "Citizens intends to award contracts to multiple Vendors under this ITN to ensure adequate support and scalability. At this time, Citizens cannot guarantee how much work will be assigned to any one Vendor." Additionally, Contracts will be modified during contract finalization based upon the Call Types each awarded vendor provides.
373		How many agents are currently working under this contract?	See answer to question 20.
374		Is Citizens facing any issues under the current contract? If so, please specify.	See answer to question 2.
375		Referring to 'Attachment D - Vendor Questionnaire, Point #3,' it is our understanding that the Citizens are not requesting vendor references (POC details). Is this correct?	Correct, Citizens is requesting the information identified in items a - f of question 3 for each of your five largest clients. If you are unable to share client names, the client industry is acceptable.
376	Digital	Would Citizens consider AI based solutions to augment staffing needs for short-term volume increases (catastrophes, etc)?	See answer to question 48.
377	Digital	Is there a budget for digital investments? If not, then must be self-funded or Alorica investment required	This is outside the scope of this solicitation.
378	Digital	Has Citizens either implemented any digital solutions or are planning to implement in the near future?	See answer to question 48.
379	Geography	Are you looking for a B&M location or is Work from Home an option?	See answer to question 36.
380	Geography	Are there any countries in LATAM/nearshore that are preferred as pricing alternatives or any countries that are on a restricted list and should not be considered?	See answers to questions 23 and 37.
381	IT	Please describe the anticipated call flow for voice delivery?	This is a very broad question that can be explored further with Vendors advanced to the negotiation phase.
382	IT	Does your contact center currently use a knowledge base or a knowledge management system (KMS)? If yes, please describe the platform and any integrations it currently has into the contact center environment.	See answer to question 83.
383	IT	If the vendors require to provide the KMS, would Citizens Property Insurance Corporation be looking for an agent-assist solution?	Vendors are not required to provide a Knowledge Management System.
384	IT	In the case of integration requirements between Citizens Property Insurance Corporation systems and vendor-provided contact center solutions, will the systems be API accessible?	This can be explored further with Vendors advanced to the negotiation phase.
385	IT	What tools/applications will Citizens Property Insurance Corporation be providing to the vendor?	This can be explored further with Vendors advanced to the negotiation phase.
386	IT	How will the agents be accessing the Citizens Property Insurance Corporation tools/applications? Are they hosted inside a VDI environment?	Azure Virtual Desktop.
387	IT	How will vendor agents authenticate to other client-provided platforms?	Active Directory.

388	IT	Is multifactor authentication required? If so, please describe the 2nd factor.	Microsoft multifactor authentication.
389	IT	Will Citizens Property Insurance Corporation require private connectivity? If so, is IPSEC connectivity for VPN tunnels acceptable?	No, VPN is not required.
390	IT	Will vendor agents be exposed customers' sensitive data? If so, what will they see?	Yes, Vendor agents will be exposed to customer sensitive data. This topic can be explored further with Vendors advanced to the negotiation phase of the process.
391	IT	What is your minimum desktop requirements? Do you require dual monitors?	See answers to questions 41 and 224.
392	IT	Will vendor provide the Workforce Management tool?	See answer to question 32.
393	IT	What are the current pain points in your business or systems that you are looking to address with digital transformation?	This is a very broad question that can be explored further with Vendors advanced to the negotiation phase.
394	IT	How would you describe your current capability for deriving customer sentiment through analytics? (speech, text, or other)?	This is a very broad question that can be explored further with Vendors advanced to the negotiation phase.
395	IT	Can you elaborate on your DRP/BCP requirements? Are there specific requirements for cloud-based technologies for example	This is a very broad question that can be explored further with Vendors advanced to the negotiation phase.
396	Job Description	Do any Citizens contact types require any type of licensing of additional certifications?	See answer to question 84.
397	Job Description	Are there any minimum requirements for support ratios for key roles (Team Managers, QA, Operations, Trainers, etc)?	See answer to question 182.
398	Job Description	Does Citizens require drug testing as part of the background check process?	See answer to question 64.
399	Job Description	Are there Job description and requirements for support staff.	See answer to question 84.
400	PCI	Will agents be exposed to full credit card or bank account numbers?	No.
401	Training	Is there a Trainer ratio for in class and nesting support.	See answer to question 119. This topic may be explored further during the negotiation phase of the ITN.
402	Training	Is there a trainer certification process? What does it consist of -call taking, teach backs, QA evaluations, etc. and is there a minimum passing requirement.	No, there is no certification process or assessment provided where a minimum test score is needed. Vendor is expected to be proficient with use of the Citizens system and knowledge gain from provided Citizens training materials, which meeting the standards outline in section 5.5.1 of Attachment F, Draft Agreement.
403	Training	Does Citizens have Training-Nesting Glidepath/Tollgates	See answer to question 119.
404	Training	What is the partner credentialing process and timelines?	See answer to question 402.
405	Training	Can you confirm the training timelines? Are they run all at the beginning of the new hire journey or do they train incrementally, adding skill sets over time?  Tier 1 (approximately 134 hrs): a. Florida Market Assistance Plan ("FMAP") – 6 hrs b. Agent and Policyholder Inquiries – 15 days (120 hrs) c. Technical Support – 8 hrs 2.Tier 2 – approximately 120 hours 3.FNOL – 8 hrs	See answer to question 233. Training takes place at the onset before any calls are handled by the vendor representatives.
406	Training	What is the nesting duration for each contact type?	See answer to question 119.
407	WFM	Will vendor be responsible for forecasting and FTE requirements, if so will vendor have access to all pertinent data feeds to support program?	See answer to question 29.
408	WFM	Will vendor provide the Workforce Management tool?	See answer to question 32.
409	WFM	How many FTE are you looking to support each Call Type?	See answer to question 29.
410	WFM	Does Citizens currently utilize or would the company consider multi-skilling of agents across multiple contact types to drive efficiency/utilization?	Internally, Citizens takes this approach with our call handling. Vendors would have to make this decision, should they be awarded and activated for multiple call types, as to how to their approach while meeting the Service Level standards for each call type outlined in section 5.5.1 of Attachment F, Draft Agreement.
411	Attachment E – Pricing Sheet Exce	In Attachment E – Pricing Sheet Excel file. CAT Response Calls, Average Handle Time reads 600 - is this too also in seconds?	Yes, 600 is also in seconds.
412	Attachment E – Pricing Sheet Excel	In Attachment E – Pricing Sheet Excel file. Under Pricing Assumptions, it reads "On-Shore," however 1.1 of ITN 20-0015 BPO reads that US vendors can provide a Near-shore solution. Where would an Option 2 (Near-shore) go within Attachment E?	For initial pricing purposes, section 2 of Attachment E, Price Sheet should assume onshore personnel is required. However, Vendors may propose alternative pricing models Vendors, including near shore rates, in section 3 of Attachment E.

413	Attachment E Section 1	In Attachment E Section 1– Pricing Sheet Excel file. What is the Budget per call type?	See answer to question 200.
414	Page 2 of ITN 20-0015 BPO	Page 2 of ITN 20-0015 BPO. Under Tier I with % outsourced of 73 -70%, this appears to be Overflow services (i.e. Automation or another CC). Could you go into detail about the environment here?	Citizens is unclear on this question and therefore, unable to provide a response other than the percentage of outsourcing outlined in chart on ITN is that over 70% of total volume received by Citizens for that particular call type, Tier I, is currently outsourced.
415	Page 2 of ITN 20-0015 BPO	Page 2 of ITN 20-0015 BPO. “Citizen intends to award contracts (Contracts) to multiple Vendors under this ITN. However Initial Evaluation Criteria on page 7 reads, (E) Pricing sheet is 20 points. On Attachment E, each Call Type reads 20 points per type (with a total 80 points). How would scoring work if CITIZENS awards multiple Call Types within this ITN to one vendor?	Attachment E, Price Sheet is only worth a total of 20 points. See section 3.4 of the ITN document that states in relevant part [ <b>emphasis added</b> ]: "The average scores of the Evaluation Committee for the Vendor Questionnaire will be combined with the Pricing score to determine the <b>initial ranking of Vendors for each Call Type</b> . In a public meeting, the Evaluation Committee will review the scores and establish a competitive range reasonably susceptible <b>for award for each Call Type</b> ." For example, a Vendor Questionnaire scores 75 points (out of a possible 80) and scores 15 (out of a possible 20) pricing points for Tier I calls. Those two scores will be added together for a Vendors Tier 1 score of 90. This process would be repeated for each call type.
416	In Attachment E, Section 3 number 2	In Attachment E, Section 3 number 2. Citizen is asking for volume discounts, on a per Call Type pricing scenario, with fixed pricing assumptions per monthly call volume. Please provide further details on how volume discounts are applied today?	See answer to question 138.
417		Will call Patching/Transfer be required for all Call Types? Would they be Warm or Cold transfers?	Certain call types may require the call to be transferred to another business unit for further review. Most of the call transfers would consist of a warm transfer with a hand-off, with the exception of one or two call situations. This topic can be explored further in negotiations, if needed.
418	Exhibit A-1 Position Description	Exhibit A-1 Position Description for CCR1 the summary mentions “live chat.” What is the volume percentage of “live chat” per call type currently?	See answer to question 251.
419	Attachment F, 3.2.2	Per Call Type, how many DIDs are in place today? What minimum amount is required during a CAT Call Type?	For each call awarded and at the commencement of Service, DID is need for each call type and language (e.g. English and Spanish) for each call providing services.
420	Attachment F, 3.2.3	Please identify the number of applications and software systems required to be used, per Call Type? How are they accessed by agents today?	Applications would be accessible through Azure Virtual Desktop. There are a number of applications. The more prominent application that will be utilized will be Guidewire (e.g. PolicyCenter, BillingCenter, and ClaimCenter).
421	Attachment F, 3.2.4	Will emails be required to be sent? What is the email volume percentage per Call Type?	For Tier I and Tier II call types, there are situations where an email may need to be sent to one of our stakeholders. These emails would be generated from a Citizens-issued Outlook email assigned to each representative.
422	Attachment F, 3.2.6	How many access licenses (or Citizens employees) are required for queue visibility?	Citizens is unclear on this question and therefore, unable to provide a response.
423	Attachment F, 3.3.1	What are the volumes of outbound calling, per Call Type? How many outbound DIDs or TFNs are required?	Outbound campaigns are normally as a result of CAT events. Volumes for outbound calling can fluctuate depending on the size of the storm. Hurricane Milton 30,973 call attempt were made between October 11-25.
424	Attachment F, 3.3.2	Tier I calls appear to have 3 different actions; are these calls routed by action in any way today?	There are not three different actions but three separate categories that fall under Tier I: Florida Market Assistance Plan (FMAP), Agent and Policyholder Inquires, Technical Support. Depending on the needed services and selection through the IVR, these calls will route accordingly.
425	Attachment F, 4.5	What is a typical number of hours required to do follow-up annual agent training?	Ongoing training can include but is not limited to procedural changes and/or adoption of new procedures requiring formal training. Training usually would be less than 2 hours per month (if at all), unless a product or system change which could extend beyond those 2 hours.
426	Attachment F, 4.1.3	How many hours will it take to “train the trainer”?	The duration of training is referenced in section 3.3 of Attachment F, Draft Agreement.

427	Company Financials requires a mutual nondisclosed agreement to be signed? How and who would provide the NDA before Feb 18th 2025?	See section 3.3, Public Records of the ITN document. Citizens does not typically execute NDA's for financial statements prior to Reply submission. Vendors may submit a redacted copy of their response, in addition to the original non-redacted copy, that will be used for public record purposes.  Vendors requesting an Non-Disclosure Agreement (NDA), for financial statements, should submit their complete Reply submission by the due date and time provided in section 1.4 of the ITN along with a request for a financial statement NDA.
428	Can you provide additional details on the expected transition plan for the new vendors from the current vendors?	Any details regarding transition plans will be discussed as outlined in section 3.1 of Attachment F, Draft Agreement.
429	Are there specific performance benchmarks or metrics that must be met during the initial stages of service delivery?	All performance metrics are outlined in section 5.5.1 of Attachment F, Draft Agreement.
430	For Catastrophe (CAT) Response Calls, can you clarify the expected volume increase and any historical data that might not be included in the ITN?	CAT events are unpredictable and the expected volumes are the result of many factors (e.g., Policy in Force for the area impacted, size of the event, etc.) Historical calls received for the last 3 storms in 2024: Hurricane Debby (5,175), Hurricane Helene (18,402); Hurricane Milton (59,532).
431	What are the expectations for bilingual call handling beyond the specified 5% minimum?	In support of CAT Response calls, there may be times where there may be a need to scale beyond the 5% minimum for a specific CAT event. This can be further explored during negotiations.
432	Can vendors propose a phased scalability model for handling call surges?	Yes, Citizens is open to reviewing any phased staffing model.
433	Is there flexibility in using a vendor's telephony platform instead of CXone, and if so, what specific integrations would be required?	See answer to question 66.
434	Can you provide additional details about Citizens' CXone licensing and the expected vendor responsibilities regarding its use?	See answer to question 66.
435	Are there specific guidelines or formats for tiered discounts that vendors should follow?	If this question is pertaining to section 3 of Attachment E, no, there is not a particular format for submitting volume discounts.
436	What are the expectations around the optional two-year renewal period—will there be performance reviews or renegotiations?	See section 2.2 of Attachment F, Draft Contract. If a renewal term is exercised, it will be pursuant to the same terms and conditions in the original contract, and any amendments that may have been executed.
437	Can you provide further guidance on the minimum requirements for disaster recovery and business continuity plans?	See section 18.1 of Attachment F, Draft Agreement. This can be explored further with Vendors advanced to the negotiation phase.
438	What level of redundancy is expected in terms of infrastructure to ensure uninterrupted service during emergencies?	See answer to question 437.
439	How should vendors document additional value-added services in Attachment D? Is there a preference for services like AI integration over others?	Vendors should use the yellow text box below question 17 of Attachment D, Vendor Questionnaire to describe any additional services Citizens may be interested in utilizing as part of the solicitation. Question 17 of Attachment D provides examples of services. No, there is not a preference for one service over another.
440	Are there specific pain points or inefficiencies in the current setup that vendors should address in their proposals?	No.
441	What level of detail is expected for the responses to the Vendor Questionnaire in terms of proposed methodologies and past experiences?	This question is unclear. Vendors submitting a Reply should provide a response to each question on Attachment D, Vendor Questionnaire. Vendors should not leave blanks. Vendor responses should be thorough but concise.
442	Will vendors receive feedback during the negotiation phase to refine their responses for the Best and Final Offer (BAFO)?	Yes, Citizens expects to provide such feedback, to Vendors advanced to negotiations, during the negotiation phase of the process.
443	What is the anticipated timeframe for vendors to complete the onboarding and setup process once awarded the contract?	See answer to question 428.
444	Are there any limitations or guidelines on outsourcing parts of the services to near-shore or offshore locations?	See answers to questions 23 and 37.

445		<p>Section 1.1 of the ITN document states US based vendors may propose using alternative non-U.S. locations, including any near-shore solutions. However, attachment E (Price Sheet) appears to only request pricing for onshore personnel. Could you please clarify:</p> <p>What all locations (nearshore/offshore) will be considered for this opportunity?</p> <p>Should vendors include separate pricing for potential offshore/nearshore solutions in Attachment E? If yes, how should this pricing be presented within the current price sheet structure? If no, at what stage of the negotiation process would Citizens prefer to discuss offshore/nearshore pricing options?</p>	See answers to questions 23, 37, and 412.
446		Do you have a preferred pricing model?	See answers to questions 3 and 152.
447		What is the intraday/hourly call arrival pattern for each call type to help determine staffing needs across different shifts?	See answer to question 22.
448		What is the expected/allowed After Call Work (ACW) time for each call type?	There is no defined After Call Work (ACW) goal for the purpose of these calls. See answers to question 429.
449		Is ACW time included in or excluded from the AHT metrics provided in the historical data?	ACW is included in the AHT historical data.
450		What are the specific KPIs and service level agreements beyond those listed in Section 5.5 of Attachment F?	There are no additional KPI expected other than what is outlined in section 5.5.1 of Attachment F, Draft Agreement.
451		What is the historical weekly/monthly seasonality pattern for call volumes?	See answer to question 22.
452		Is the 5% bilingual requirement (English/Spanish) applicable to all shifts and all call types?	See answers to questions 61 and 78.
453		Are there specific service level agreements (SLAs) for Spanish call answer times?	No, they will roll-up to each specific call type.
454		Are there different target ASA (Average Speed to Answer) requirements for different call types?	See section 5.5.1 of Attachment F, Draft Agreement - 80/20 for FNOL/Claim Status and CAT Response; 80/30 for Tier I Policyholder and FMAP; 80/60 for Tier I Agent, Technical Support and Tier II Agent calls.
455		What are the current staffing levels across different shifts for each call type?	See answer to question 29.
456	Attachment F, Section 5.5	Attachment F under 5.5 under Quality Assurance Standard, is there a grace period for new agents before they are being evaluated by the client?	For specific call types, there may be introductory period which can be further explored during negotiations.
457		Telephony architecture: Please provide a complete network diagram of your contact center voice architecture, including component makers and models (ex: Avaya Communication Manager) and all important protocols in use (ex: SIPREC, etc.).	See answers to questions 54 and 66.
458		Please clarify what aspects of the voice architecture are on premise versus in the cloud.	All telephony-based applications are cloud-based.
459		How are you currently tracking customer experience metrics?	See answer to question 298.
460		What Contact Center Technology do you currently use? Please outline the tools associated.	See answer to question 66.
461		Are you seeking expertise in technology implementation to enhance decision-making impact and overall operational efficiency? If yes, please share details.	No. Vendors may provide additional services in response to section IV of Attachment D, Vendor Questionnaire.
462		The Invitation to Negotiate No. 25-0015 for Business Process Outsourcing Call Center Services, page 1, states that vendors based in the United States may propose using alternative non-U.S. locations, including any near-shore solutions. Would Citizens consider offshore locations, such as the Philippines, as well?	See answers to questions 23 and 37.
463		Please clarify if Citizens will pay for agent training.	See answer to question 133.
464		Please provide the training length and also the duration of any Train the Trainer sessions.	See answer to question 426.

465	Section 2 of Attachment E, Price Sheet	Section 2 of Attachment E, Price Sheet, indicates monthly call volume for all call types. Please clarify if this is net new volume that will be awarded to the new vendor, or will this volume be split among all vendors?	The call volume outlined is a scenario to determine pricing based on the assumption that the Vendor would receive the total call volume listed. Provide pricing according to that assumption
466		Please define how the call queue is established. How much control will the vendor have to manage the queue?	Allocations will be managed by the Citizens Workforce Management forecast, while all other controls will be handled by the Vendor. See answer to question 54.
467		Will the vendor have real-time access to manage the queue?	See answer to question 466.
468		Can vendors bid on specific call types (e.g., FNOL/Claims, Tier I, Tier II, CAT Response), or must all be included in the proposal?	See answer to question 357.
469		Please clarify if Citizens desires the vendor to use their own telephony and systems, or if the vendor will be using Citizens' tools?	See answer to question 66.
470		If Citizens' telephony platform (CXone) is used, who will bear the licensing and integration costs?	See answer to question 66.
471		What level of customization and integration is required for the vendor's system with Citizens' platform?	None.
472		What mechanisms are in place for vendors to scale operations within the 72-hour notice for CAT Response Calls?	This question is unclear as the mechanism should be established by the vendor on how to ramp-up in support of CAT Response calls.
473		What are the specific KPIs for Tier I, Tier II, and CAT Response Calls?	See answer to question 121.
474		What weight will additional value-added services (e.g., live chat, AI, chatbots) have in the evaluation process? Are there specific service areas Citizens is particularly interested in expanding?	As it pertains to section VI of Attachment D, Vendor Questionnaire additional value-added services are not a scored criteria for initial evaluation. However, the negotiation team may consider these services as part of the negotiation process. Also, see answer to question 439.
475		How will call volume be allocated among multiple vendors, and will performance impact the distribution over time? Please provide call arrival patterns.	See answers to questions 22, 128, 248, 277.
476	Section 1.1	Are there any pain points with the existing vendors?	See answer to question 2.
477	Section 1.1	What are the primary opportunities you have with the existing vendors?	See answer to question 2.
478	Section 1.1	Is Citizens looking to replace all 16 vendors or will the awarded vendor receive only a portion of volume?	Citizens will need to replace all existing contracts. However, Vendors with existing contracts may submit a Reply and could be eligible for a new contract based on the competitiveness of their Reply.
479	Section 1.1	If only a portion, how much volume will the awarded vendor receive?	See answers to questions 357 and 478.
480	Section 1.1	It's understood that all telephony & systems will be provided by Citizens, please confirm. In addition, are there any system or technology requirements the vendor will need to provide at an additional cost?	See answer to question 66.
481	Section 1.1	Is Citizens open to work from home employees?	See answer to question 36.
482	Section 1.1	Is there a licensed agent requirement? If so, what position(s) would require a licensed agent?	See answer to question 84.
483	Attachment F	What does the existing training curriculum include?	See answer to question 117.
484	Attachment F	What is the nesting duration?	See answer to question 119.
485	Attachment F	Is there a licensed agent requirement? If so, what position(s) would require a licensed agent?	See answer to question 84.
486		Please provide additional clarity regarding Citizens' current quality assurance guidelines.	For service level standards, see section 5.5.1 of Attachment F, Draft Agreement. Also, see answer to question 212.
487		Please specify what countries or regions are considered "near shore"	See answer to question 209.
488		Please clarify the difference in the ITN language, "Vendors based in the United States may propose using alternative non-U.S. locations, including any near-shore solutions, in their response for further discussion during the negotiation phase" and the Attachment E requirement that "On-shore personnel is required."	The statement on Attachment E, Price Sheet that states "on-shore personnel is required" is a pricing assumption that will be used for initial price scoring. Also, see answer to question 23.
489		What is the length of training for each line of business?	See answer to question 223.
490		What is the nesting length for each line of business?	See answer to question 119.
491		What tools do you currently use for quality monitoring?	See answer to question 330.
492		Please share the interval call volume.	See answer to question 22.
493		Are there other channels that require support (chat, email, etc.)?	Not at this time.
494		Will the vendor utilize Citizens technology (telephony, CRM, etc.)?	See answers to questions 30 and 54.

495		Are you able to share the budget for this scope of work?	See answer to question 332.
496	Location	Does Citizens have any preference for locations in US or a preferred nearshore location?	No. See answers to questions 23 and 37.
497	Additional Services	There is a mention of Outbound calling services in the additional/value add service scope. Pls provide the volumetric and AHT details for the same	See answer to question 79.
498	Services Requirements	How are customer interactions currently recorded and managed? What are the biggest challenges Citizens faces with ensuring these interactions are efficient and accurate?	Any additional related services can be outlined in response to question 17 of Attachment D, Vendor Questionnaire. See answer to question 96.
499	Services Requirements	Please confirm if screen recording is to be captured as part of call recording	See section 3.1.2 of Attachment F, Draft Agreement.
500	Services Requirements	Please confirm if Citizens will extend their telephony infrastructure with vendor or vendor will need to leverage their own telephony infrastructure.	See answers to question 54.
501	Services Requirements	How would the calls be distributed amongst multiple vendors? Pls share the routing mechanism.	See answer to question 357.
502	Services Requirements	What is the expected per user bandwidth for applications?	See answer to question 198.
503	Services Requirements	What is the preferred mode of connectivity to connect Citizens data center for accessing tools and applications ?	See answer to question 116.
504	Services Requirements	Please confirm if vendor need to publish Toll Free Number for this opportunity? Or will Citizens leverage their existing Toll Free Number and forward only designated calls to vendor DIDs	The latter as Citizens' Toll Free Number will be leverage and Vendor will provide DID as outlined in section 3.2.2 of Attachment F, Draft Agreement.
505	Services Requirements	Which applications will the vendor need to access and where are these applications hosted? Please share the Data Centre locations/addresses where we need to connect?	Applications are accessible through Azure Virtual Desktop which is hosted in the cloud.
506	Services Requirements	Pls confirm the list of locally installed applications & plugins required for user machines.	Microsoft Remote Desktop Client will require installation on user machines.
507	Services Requirements	Are there any specific IT or information security requirements?	See answer to question 34.
508	Services Requirements	Pls confirm if there are any specific desktop/laptop configuration requirement. Is there a requirement for Dual Monitors	See answers to questions 41 and 224.
509		Is 24/7/365 required for claims calls year round, or only during CAT events? Is there automation self-service for claims FNOL calls during non-business hours, or is live support required?	As stated in the Draft Contract, live support is needed 24/7/365 year-round for all claims calls (but not for Tier I or Tier II calls).
510		Is there automation within Citizen's platform used by agents or policyholders to perform self-service activities to obtain documents, check payment status, make payments, submit a FNOL, check claim status, or basic non-monetary endorsements? If not, are there any specific areas where Citizen's would consider a Vendor providing self-service or automated technology solutions as part of this opportunity?	Any additional related services can be outlined in question 17 of Attachment D, Vendor Questionnaire.
511		Is chat currently utilized for any of the different contact types spelled out in the ITN? If so, what % of the volume are chats? If chats are involved, would you share data regarding chat volumes by type?	See answer to question 187. Any additional related services can be outlined in question 17 of Attachment D, Vendor Questionnaire.
512		Is the CXOne telephony platform going to be required for this contract?	See answer to question 66.
513		Citizens is currently contracted with 16 vendors to provide services. In addition, it indicates that Citizens has an in-house call center that handles a portion of the inbound call volume. Will citizens continue to handle a portion of inbound call volume as shown in the historical call data, or will all volume be handled by the vendor? Please also confirm if the future anticipated call volumes for Tier I, Tier II, and FNOL/Claims Status will be distributed internally and outsourced as shown in the historcal call data.	See answer to question 178. Citizens in-house call center will continue to handle inbound call volume.
514	Exhibit A-1 and A-2	Do any of the inbound or outbound call types, or underwriting processing activities, require the staff to have a license, such as a 220 or 440?	See answer to question 84.

515	RFP Document 1.1	RFP Document 1.1 states there are four types of calls, but only provides job descriptions for two (Tier I and Tier 2). Are there job descriptions available for the remaining two types?	See Exhibits A-1 where it states "This Citizens Property Insurance Corporation Position Description, which may be updated from time to time, identifies the skills necessary for representatives handling the Call Types as described in sections 3.3.1., 3.3.2., and 3.3.4, which covers all call types.
516		How many agents do you require for each line of work?	See answer for question 29.
517	RFP Document 1.2 (c)	RFP Document 1.2 (C) requires scalability within 72 hours for CAT response calls. Can the vendor draw upon agents servicing other types of calls for CAT response calls?	See answers to questions 183 and 281.
518	RFP Document 1.2 (G)	RFP Document 1.2 (G) states that we are to include information about what contract terms are commercially reasonable and appropriate. Section 3.5 (A) however states that at that comments/redlines to Attachment A would be discussed during negotiations. How should we reconcile these two statements?	Section 1.2, Specific Goals, Questions, and Facts states in relevant part [ <b>emphasis added</b> ]: "These questions are included to give Vendors a better understanding of <b>potential negotiation issues and factors</b> that may impact the outcome of this ITN. Vendors are not required to reply directly to the questions in their Reply." Section 3.5 (B) states in relevant part [ <b>emphasis added</b> ] that <b>Vendors advanced to negotiations</b> may be required to provide additional information and attend meetings as deemed necessary for the proper evaluation of Replies including comments/redlines to Attachment F, Draft Agreement, and any other documents to be included in an awarded contract..."
519		RFP states that near-shore contact centers will be considered. Would you also consider other English-speaking countries, such as those in the Philippines or India? Would Citizens' include an off-shore solution where agents can utilize an accent neutralization/harmonization tool such as Sanas?	See answers to questions 23 and 37.
520	RFP Document 1.2 (H)	RFP Document 1.2 (H) asks vendors to describe other services they could offer Citizens. Does Citizens have any specific area in which additional services / technology would be helpful?	See answer to question 518.
521	Attachment D	Will Citizens accept a proposal document to supplement Attachment D, Vendor Questionnaire in order to provide a more general understanding of the vendor and address and describe additional service offerings that are available?	See answer to question 67.
522	Attachment B	Attachment B requires the submission of financial documents. If it is the vendor's company policy to release such information only when a mutual NDA is in place, does Citizens have such an NDA it can offer?	See answer to question 427.
523		If Citizens does not have a standard mutual NDA in place, will it except for review and signature the vendor's standard mutual NDA?	See answer to question 427.
524	RFP Document 2.1	With respect RFP Document 2.1, If a vendor submits a redacted copy with log of all redactions, must the two submissions together be required to be less than 10 MB or is the required limit 10 MB for each submission?	Each Vendor email, and attachments, should be less than 10 megabytes. Vendors may divide their Reply submission into multiple emails, as needed. Citizens asks that Vendors submitting multiple emails clearly label their emails as 1 of ##.
525		How long is the training duration for each agent?	See answer to question 223.
526		Are there any mgmt. staffing ratios we are contractually tied to?	See answer to question 29.
527	General	Could you please confirm if nearshore or offshore services are allowed for any of the call types?	See answers to questions 23 and 37.
528	General	Are there any limitations on call transcriptions that we should be aware of?	Citizens provided Interpretation Services should only be utilized.
529	General	Would the vendor be able to integrate AI-driven knowledge tools to facilitate agent call assistance	See answer to question 81.
530	FNOL & CAT Based	Could you please provide the current six-week forecast for FNOL calls?	See answer to question 77, specifically the data that includes the monthly Claims volume for 2024.
531	FNOL & CAT Based	Are there any specific technical requirements or integrations needed for our systems?	See section 3.2 of Attachment F, Draft Agreement.
532	FNOL & CAT Based	Could you please clarify if the initial Citizens-specific FNOL training, estimated to be up to eight (8) hours in duration, is intended for representatives with prior Tier I training, or if it applies to individuals with no prior training?	FNOL training is independent of Tier I training and doesn't require prior Tier I knowledge.
533	FNOL & CAT Based	Could you please provide details on the duration of the training program for CAT Response calls?	See answer to question 283.

534	Does bidding on only one call type exclude you from receiving other call types for the full contract term? Additionally, if we bid on <u>all</u> call types is there a possibility that you will only be awarded <u>one</u> call type?	Yes, in order to be considered for a particular call type Vendors must submit a response for that call type. Yes, Vendors will be awarded based upon call type; therefore, a Vendor submitting a response for all call types may be awarded for one, some, or none of the call types.
535	Is there a minimum baseline of work that will be assigned to each vendor, depending on rank? We ask this to ensure accurate support and scalability.	See answer to question 357.
536	Would it be possible to provide us with current monthly ranking and volume by vendor. This can be anonymized; we are looking to ascertain monthly volume distributed across the current 16 vendors.	See section 1.1, Description of Services Requested of the ITN, as a listing of active vendors is outlined further. Volumes by vendor will not be shared.
537	Pricing Sheet call volume – is this the minimum monthly volume? If you are a vendor is the minimum anticipated % of volume, per vendor or overall, across the board?	The call volumes provided in Attachment E, Price Sheet are hypothetical volumes for each Call Type that will be used for initial scoring of Vendor pricing proposals. Also, see answer to question 357.
538	What is Citizen's definition of a workforce management team?	Workforce Management teams are usually designated to provide oversight in determining appropriate FTE, routing/allocating calls, scheduling, and ensuring overall performance by reviewing efficiency in allocating appropriate resources to support call volumes. Workforce Management teams also create forecasting, but for the purpose of these services, Citizens' Workforce Management team will provide a forecast of volumes and will complete any allocation changes.
539	Could you please confirm the current number of FTEs supporting this business? Additionally, could you segment these by Tier I, Tier II, FNOL/Claim Status, and CAT?	See answer to question 29.
540	Is it the intent of this ITN for Vendors to identify the portions of work they are best suited for and submit proposals accordingly, or does Citizens prefer to assign work directly?	Yes, Citizens will work with the selected Vendors to make assignments based on their interest, capacity, and other relevant factors.
541	Could Citizens provide actual KPIs across all support channels for the past 12 months? Please include metrics such as target occupancy and service level goals.	See answer to question 121.
542	What is Citizens' preferred FTE distribution by call type and between Vendors?	See answer to question 29.
543	If multiple call types are awarded, are agents expected to be universally skilled across all channels/contact types, or will they be specialized by channel/contact type?	This would be a decision that the Vendor would need to make while ensuring all KPIs are met. Our internal staff is currently cross-skilled to support multiple call types.
544	What is the total anticipated training duration for each call type?	See answer to question 223.
545	Will Citizens provide Vendors with a monthly volume percentage or FTE watermark by call type to guide monthly staffing plans?	Citizens will provide estimated monthly volumes based on AHT, occupancy and shrinkage assumptions for staffing consideration.
546	Could Citizens share monthly and annualized attrition rates for the past 12 months?	Citizens vendors maintain their own internal attrition rates.
547	Is Citizens currently utilizing or interested in implementing speech/data analytics solutions?	Yes, Citizens is currently utilizing speech analytics solution.
548	Could you elaborate on the reasons why Citizens might require Vendors to use CXone as the preferred telephony platform?	See answer to question 66.
549	How does Citizens evaluate service level and ASA performance at the Vendor level when multiple Vendors support the same call type queues?	Through intraday reporting via Vendor-provided portal as outlined in section 3.2.6 of Attachment F, Draft Agreement.
550	What workforce management tools and technologies are currently in use or will Citizens be interested in bidder offerings on WFM systems?	Any solutions can be provided as additional services in response to question 17 of Attachment D, Vendor Questionnaire and Attachment E, Price Sheet.
551	At this stage of the RFP, will you be able to share with us the CRM and other major applications currently being utilized by your agents?	See answer to question 30. All other applications are web-based can be explored further during negotiations and will be shared upon commencement of Services.
552	Do you have any specific requirements for hardware (i.e. agent desktops such as Dual Monitors) and software (i.e. MS Office, etc.)?	See answers to questions 41 and 224.

553	How will the Vendor connect to the Citizens' systems, applications, and network (e.g., MPLS, Private VPN, Cloud)? If MPLS, who will be responsible for establishing and maintaining the connectivity between Citizens' and the Vendor's data centers? If the Vendor is responsible for extending the circuits, please provide the following details: a. Locations of the Citizens' data centers. b. Bandwidth requirements for the circuits. c. Redundancy requirements for the circuits.	See answers to questions 41 and 43.
554	Can Citizen provide historical data for bilingual queue and CAT?	See Exhibit 2 to this Addendum.
555	Can we have access to intraday volume and help provide data details by queue and by LOB?	See answer to question 22.
556	For CAT calls, how long in duration is agent training?	See answer to question 223.
557	For CAT calls, is after call work considered "staff in production"?	After call work is included in Average Handle time and would be considered as staff in production.
558	Does Citizens leverage a language translation service or will the Vendor manage the language translation service and pass-through the cost of language line support for Non-English and Spanish calls?	Any other languages outside of English or Spanish can be support through the Citizens Interpretation Services.
559	What is the expected on-going / continuous education training required per agent per month?	Ongoing training can include but is not limited to procedural changes and adoption of new procedures requiring formalized training, which should be limited to less than 2 hours per month.
560	Please specify Occupancy targets required and historical Occupancy data for each LOB?	Citizens cannot provide this information as Citizens does not manage any existing occupancy rates. The estimated call volumes provided to awarded and activated vendors are based on the need of Citizens and current capacity of active vendor.
561	For CAT calls, please provide definition of Billable Hours for Price per Representative Per Hour pricing.	Fully loaded Price per Representative as defined in Attachment E -Price Sheet, Section 2. The billable hours should not be inclusive management overhead, technological or any other ancillary cost associated with support as this should be included in the activation fee.
562	The call volumes in the Pricing Form vary from the historical call volume per LOB provided. Are the call volumes in the Pricing Form current forecasted volume?	See answer to question 537.
563	You mentioned you are open to Nearshore options. Can you confirm if by Nearshore you mean Latin America (i.e. Mexico). Would you be open to offshore options (i.e. Philippines)?	See answers to questions 23 and 37.
564	Are electronic signatures acceptable on the response documents?	Yes.
565	For Tier 1, should we include the total training length as the sum of FMAP, Policy Holders, and Tech support?	If awarded Tier I Call Type, Citizens may request only to support one or all of the following categories of Tier I calls: FMAP, Agent and Policyholder Inquiries, or Technical Support. Should support be needed for all categories, then yes, each training length should be calculated to determine the training length.
566	For Tier 1 LOB, does Citizens intend to in-source a percentage of this call volume during the duration of this contract or does Citizens wish to outsource 100% of Tier I call types?	Yes, Citizens intends to insource a percentage of Tier I call volumes.
567	Is there an escalation line that is managed internally?	See answer to question 99.
568	What are the different active channels in use?	Phone, Live Chat and Email.
569	Is there a common line directed via Citizen for all 16 vendors or are there individual customer support lines too?	The question is unclear. See section 3.2 of Attachment F, Draft Agreement.
570	Have you deployed any Agent Assist tools for : * automating after call work / Call summarization * training simulators - simulated/sandbox environment/gamification * real time on call assistance using AI * searchable smart knowledgebase If Yes, Please specify. If not, please advise in which areas would Citizens want vendor assistance?	No, Vendors may provide additional services in response to section VI of Attachment D, Vendor Questionnaire
571	During training period what kind of tools and technologies are used to increase speed to competency?	Refer to section 4 of Attachment F, Draft Agreement. Training tools are available and can be shared in the future, if applicable.

572		Are the agents required to use multiple screens while dealing with customers?	See answers to questions 41 and 224.
573		Can we have the list of current SOPs / Process Maps for the process that can be shared?	This is a very broad question that can be explored further with Vendors advanced to the negotiation phase.
574		Is the current QA Process Manual or Automated?	See answer to question 96.
575		What is the quality assessment sample used for each agent each month?	See answer to question 96.
576		Have you deployed any Analytics based tools like: * Interaction Analytics * Predictive Analytics * Recommendation Engines * QA Automation using speech and text analytics If Yes, Please specify. If not, please advise in which areas you would want vendor to help	See answer to question 326.
577		Have you deployed any GenAI based tools. If Yes, Please specify. If not, please advise in which areas you would want vendors assistance to deploy GenAI based tools.	See answer to question 81.
578		Is any volume currently self-served at IVR/conversational AI BOTs (chat or voice) Stage? If yes, please share the deflection% and containment% self-served for IVR and for Bot (Or both).	The Citizens IVR provides limited self-service functionality. The primary transaction conducted via IVR self-service is payments. Citizens does not currently utilize AI/Bots, but continues to evaluate the use cases for such technology. If additional information regarding containment is desired, please provide relevancy to vendor's response and this ITN.
579		Please advise what is the level of integration required into applications like CRM, etc. Are there any integration restrictions?	See answer to question 30.
580		What are the current perceived pain points of the current organization/Process?	See answer to question 2.
581		Please share your transformation roadmap	This can be discussed further with Vendors advanced to the negotiation phase.
582		What are your strategic goals for the next 24 months?	See answer to question 581.
583		Does Citizens allow for either onsite or remote support? Is there a preferred model?	See answer to question 36.
584		Please provide all systems and/or tools and technology your selected vendor will need to be trained to work on/connect with.	Azure Virtual Desktop will include applicable applications, including Guidewire, which staff will be trained to use.
585		Can you provide monthly call volumes for the previous 12-months, each/all call types?	See answer to question 77.
586		Could you also please provide the 30-minute call arrival pattern and call volume distribution for days of the week for both peak months and non-peak months?	See answer to question 22.
587		What is the volume percentage breakdown by vendor for each call type over the past 12 months?	We do not see the need to share that information as part of this solicitation at this stage, but we are willing to discuss this further during the negotiation phase of the process. Also, see answer to question and 179 for the percent breakout by call type.
588		In what countries are your vendors currently providing support for your customers?	Within the United States.
589		Are there any particular challenges, limitations, or priorities you're currently experiencing that you can share?	See answer to question 2.
590		Please confirm - although included as preferred qualifications, representatives will not be supporting any call type that requires licensed support. Is Citizens interested in vendors expounding on licensed support capabilities within their proposal response?	See answer to question 84.
591	Attachment D – Vendor Questionnaire	Does Attachment D – Vendor Questionnaire, have to be submitted in the current format that it was provided in? Are there any format restrictions?	Citizens strongly prefers Attachment D, Vendor Questionnaire to be submitted in the current format that it was provided in.
592	Attachment F – Draft Agreement	Is Attachment F – Draft Agreement and all its corresponding exhibits, provided for informational purposes only? If not, what would Citizens like the vendor to do with these attachments? Is a redlined version expected at this time?	No a redlined version of Attachment F, Draft Agreement is not expected at this time. Attachment F sets forth Citizens expectations. Vendors may propose modifications to the Draft Agreement if advanced to the negotiation phase.

593		Is the technology used, consistent across all call/support types, or does it vary depending on the type of support provided?	The technology is consistent across all call types.
594		What types of inquiries can the vendor expect for both Tier 1 and Tier 2 call types?	See sections 3.3.2 and 3.3.3 of Attachment F, Draft Agreement.
595		What are the expected hours of operation for this program? Do hours of operation vary by call type (FNOL Calls, Tier 1 Calls, Tier 2 Calls, and CAT Calls)?	See answer to question 246.
596		Will Citizens provide the training curriculum/program?	See answer to question 117.
597		What is the current length of training – number of hours? Does training length vary by call type?	See answer to question 223.
598		For non-CAT calls, does Citizens require standard contact center reporting or are there reporting requirements that would be considered out of the ordinary?	Reporting requirements are outlined in sections 3.2.1 and 3.2.6 of Attachment F, Draft Agreement.
599		What is the expected percent increase for incoming CAT Response calls?	Volume related to CAT Response varies case-by-case based on the size of the storm and policies in force within the impacted area.
600		What SLA's are required for non-CAT calls?	See answer to question 121.
601		For non-CAT calls, are there any foreign language requirements? If so, what percentages of each foreign language should the vendor anticipate?	Refer Section 1.1, Description of Services Requested in the ITN document that states in part: When handling FNOL/Claim Status, Tier I and CAT Response Calls, Vendor should have the ability to handle a minimum of 5% of bilingual calls (fluent in English and Spanish), and to scale up as needed.
602	Attachment - ITN 25-0015 Business Process Outsourcing (BPO) Call Center	Could you provide historical volume for each type of call? - Long term: monthly volume for the last 3 years - Short term: 30-minute interval data for last 12 weeks	See answers to question 22 and 77.
603	Attachment - ITN 25-0015 Business Process Outsourcing (BPO) Call Center	What Workforce Management tool is used for forecasting, scheduling and real time monitoring?	Citizens currently utilizes NICE product for internal schedule and forecasting. Cxone is our telephony platform utilized for real-time monitoring of internal staff only.
604	Attachment - ITN 25-0015 Business Process Outsourcing (BPO) Call Center	Is there a specific queue for Bilingual calls?	Yes, Tier I Policyholder calls as well as FNOL/Claim Status and CAT Response.
605	General	We understand for FNOL the Service Level Target of 80% in 20 secs is to be met at a daily level, please confirm if it is to be met at a daily level for Tier 1 and Tier 2 calls as well, or is this at a monthly level	Current guidelines outlined in SECTION 5.5.1 OF Attachment F, Draft Agreement related to Tier I and Tier 2 is based on the 80% of calls answered with in 60 seconds at a monthly level.
606	Process	Will this require a dedicated staffing model for each type of call, or is there a scope of cross utilization?	Each vendor may decide how to properly staff each call type they are awarded and activated to support, while meeting the outline service level standards listed in the Attachment F, Draft Agreement.
607	Process	What is the frequency at which the vendor will receive long term, mid term and short term call volume forecast?	Vendor will receive 6 week forecast and can be provided with a 90 day forecast.
608	Process	Will there be a dedicated queue for the Vendor or will it be a shared queue for each call type?	Each Call Type and language (English or Spanish for applicable call types), will have their own queues.
609	Process	Could you provide a detailed breakdown of AHT into Talk Time, Hold Time, and After Call Work?	See answer to question 77.
610	Process	Can documents be received through fax/e-mail/web portal/mobile app?	This question is unclear as to whether Citizens can receive documents via fax/email/web portal or if Citizens can transmit documents through these channels.
611	CAT Event Handling	Please provide past staffing levels and metrics/outcomes from other historical events, if available at daily level.	During Hurricane Milton, Citizens received 59,532 from October 9-20, 2024, with Service Level of 97.6% and an ASA of 3 seconds. Staffing levels varied based on internal and external support.
612	Training	Is there a "step-up" approach used for training? - For e.g. Does a new hire get trained in Tier 1 calls first and once they are proficient, they move to Tier 2 calls? If yes, could you please detail the approach, and will the vendor be expected to follow the same approach?	Training for each call type are independent of each other. While the expertise from taking a Tier I call can assist with taking FNOL/Claim Status and Tier II, each call type has specific outlined requirements as listed in the answer for question 84.
613	Training	Is there separate certification requirement for each call type?	See answer to question 84.

614	Technology	What are the different systems used for maintaining policy records and knowledge management other than CXone - Telephony platform?	All policy records are currently maintained within our Policy Administration System, Guidewire.
615	Technology	Are these applications web-based or desktop-based ?	Both. Azure Desktop is used along with web-based application such as Guidewire.
616	Technology	Is CXone data integrated with the policy admin system or do they work as standalone systems?	It works as a standalone system.
617	Technology	Is the Admin system integrated with knowledge management tool?	The KnowledgeBase tool utilized is independent of our current Administrative System.
618	Technology	Is any robotics applied to automate post-call work (ACW) . For e.g. UiPath, Automation Anywhere, Blue Prism..etc?	No.
619	Technology	Do claim status calls use any web portal, SMS, Chat services? if yes, then what is the adoption level?	Claim Status can be viewed through Citizens' customer portal myPolicy. First Notice of Loss can also be filed through the same channel. In 2024, 22.05% of policyholders filed a claim via myPolicy.
620	Technology	Is call quality done manually, or are there any tool deployed to do it? If yes, please mention the tools.	While Citizens utilizes the Jdodge MyQuality system, all calls are manually evaluated as outlined in question
621	Transition	Are there any specific standards or compliance requirements?	See sections 5, 15, 16 & 17 of Attachment F - Draft Agreement. This topic can be explored further with Vendors advanced to negotiations.
622	Transition	What reporting dashboards does the team currently use?	Most internal reporting is maintained through PowerBI.
623	Transition	Could you please provide a plan for user access provisioning for associates in Knowledge Transfer and Go-Live? Will associates be given access to a training environment or a live environment? How long does it take to create Associate Network IDs/ User Credentials for offshore associates?	Staff is provisioned with access to Citizens system within 5-7 business days. As part of the training curriculum , trainers are provided a training environment to utilize ahead of beginning to take phone calls.
624	Transition	Please confirm and share the below: (a) Can the business share the current training and certification plan along with training materials? (b) Are there available Trainers/SMEs who can provide training, support the certification process of agents, and offer ramp support during hypercare? (c) What is the time frame for new associates to reach 100% productivity post-process training? Are there any special considerations or guidelines for us to consider during the ramp-up period?	(a) Training curriculum and materials can be discussed further during negotiations, (b) Refer to Attachment F: Draft Agreement, Section 4.1.6, (c) Depends on call type. Outside of any nesting, staff tend to be full up to speed on Tier I at around 60 days. For more specialized call type such as Tier II, it may take longer. FNOL/Claim Status, associates become fully proficient with 1-2 weeks.
625	Transition	Are there any licenses or certifications required for trainees?	See answer to question 84.
626	Transition	Please share the current staff's profile in terms of skills and experience (e.g., years of call center experience, domain experience, educational background).	See answer to question 84.
627	Transformation	We observe a dip in calls for Tier 1 and Tier 2 in relation to PIF from 2023 to 2024. Could you help us understand the reason? <i>Tier 1 2023/ 2024 : 103% / 90%; Tier 2 2023/ 2024 : 19%/ 15%</i> . Is this a result of any transformation/ automation	No, this is not a result of automation but due to Depopulation efforts.
628	1.1	Vendor should have the ability to handle a minimum of 5% of bilingual calls (fluent in English and Spanish), and to scale up as needed. Florida is comprised of diverse Hispanic and Latino population, are there any required or preferred dialects of Spanish needed as part of the bi-lingual call handling? What kind of timeframe of advanced notice is vendor provided for any need to scale up bi-lingual support?	There is no specific dialect of Spanish that is required by Citizens. The expectation is that any bilingual resource speak formal rather than conversational Spanish. Upon commencement of Services, Citizens will provide a list of approved words that are specific to the Property and Casualty industry.

629	1.1	<p>With regard to CAT Response Calls received in the past three years, the most notable CAT event was Hurricane Ian, which struck Florida in September 2022. Hurricane Ian resulted in approximately 125,304 calls from September 26, 2022, through October 31, 2022. Claim Status Call volumes related to Hurricane Ian remained elevated from October 2022 through February 2023.</p> <p>As it relates to CAT volume, will this require additional headcount to support these emergency situations, or will it be utilizing the same staff and leveraging other levers such as overtime, increased occupancy, etc. If additional headcount is required to support the staff, how much advance notice will be given for ramping up, and similarly, how much lead time will be provided for ramping down?</p>	See section 3.3.4 of Attachment F, Draft Agreement.
630	1.2., SPECIFIC GOALS, QUESTIONS, AND FACTS. A.	What specific services and deliverables are appropriate to achieve the goals of this ITN? What are Citizens goals or what is Citizens is looking to achieve?	See answer to question 2.
631	1.2.	<p>SPECIFIC GOALS, QUESTIONS, AND FACTS. C. How can Vendors provide scalability within 72 hours in support of CAT Response calls, if applicable, while still meeting Citizens key performance indicators?</p> <p>What are Citizens current Key Performance Indicators (KPIs) for FNOL, Tier I and Tier II?</p>	See answer to question 145.
632	Attachment E, Price Sheet.	Should Vendor Include near-shore pricing options in the initial submission or will this be handled in the negotiation phase of the process? Please provide historical occupancy and utilization rates by line of business. Please provide historical performance by vendor against Service Level Standards. Please provide rates by call type, by vendor from previous award?	Any near-shore solutions will be reviewed during Negotiation phase. Vendor occupancy and utilization rates are not a contractual KPI measured by Citizens. Historically, vendors have met or exceed service level standards as outlined in section 5.5.1 of Attachment F, Draft Agreement. See answer to question 9.
633	Attachment F, 3.1.4	<p>Utilize a Quality Assurance ("QA") system(s) as determined by Citizens which may include use of any current QA system Vendor currently utilizes or use of any QA system provided by Citizens.</p> <p>For the purpose of pricing clarity, please confirm which approach you would like the Vendor to take, either deploying their preferred tool, or utilizing Citizens system? Will Citizens provide vendor with the Quality Assurance (QA) scoring requirements and form to be utilized by vendor, or will vendor be expected to provide their own QA scorecard?</p>	See answers to questions 60, 96, and 102.
634	Attachment F, 3.1.7.	<p>3.1.7. Determine its own appropriate intraday staffing levels based on projected forecasts of call volumes and/or full-time employee recommendations provided by Citizens, and the other requirements and expectations set forth in this Agreement</p> <p>Will Citizens provide historical patterns (half hour or hourly, daily, monthly) for all three lines of business to assist the Vendor to price effectively?</p>	See answers to question 22.

635	Attachment F, 3.1.8.	<p>for FNOL, Tier I, and CAT Response Calls, Vendor should staff to handle a minimum of five percent (5%) of bilingual calls (fluent in English and Spanish), and to scale up as needed. Any bilingual support is expected to be staffed by trained bilingual individuals already skilled within Vendor's telephony system and not transferred to a language line unless the call is in a language other than English or Spanish;</p> <p>Should vendor assume that bi-lingual call arrival patterns will conform to the same general call arrival patterns by line of business? What other languages historically have needed to be supported via a language line? Is there any historical data to quantify those language needs?</p>	<p>Yes, call arrival patterns should follow the same general call patterns. Strictly, bilingual support is provided fluent speaking Spanish representative. Any other languages will utilize Citizens' Language Line.</p>
636	Attachment F, 3.1.9	<p>Complete necessary tasks at first call resolution including any follow-up outgoing electronic and/or telephonic communications to agents or Citizens staff, resulting from Services</p> <p>What is an acceptable First Contact Resolution (FCR) target rate for the vendor to achieve?</p>	<p>There is no FCR target rate goal at this time.</p>
637	Attachment F, 3.2.3.	<p>Install software and/or application(s) necessary for each Vendor Staff's connectivity to Citizens platforms and applications, including having the ability to access my authenticator application and, if requested, utilizing Citizens telephony equipment;</p> <p>Citizens is using CXOne for CCaaS, what CRM or other software is included in the tech stack that is being utilized within the call center? Can you provide the system specifications needed to support Citizens call types?</p>	<p>See answers to questions 66 and 30.</p>
638	Attachment F, 3.3.2.	<p>Tier I Calls. Tier I calls will be handled Monday-Friday, 8:00am - 5:30pm ET, excluding Citizens holidays. A list of pre-planned Citizens holidays will be provided annually in advance prior to the start of each calendar year.</p> <p>What holidays were observed by Citizens in 2024. Please confirm the hours of support needing to be handled is 8am to 5:30pm ET.</p>	<p>The current list of holidays as follows, but additional Citizens holidays may be added throughout the year and will be communicated to Vendor once scheduled:</p> <ul style="list-style-type: none"> <li>01.01 New Year's Day (Observed)</li> <li>01.20 Martin Luther King, Jr. Day</li> <li>05.26 Memorial Day</li> <li>07.04 Independence Day</li> <li>09.01 Labor Day</li> <li>11.11 Veterans Day (Observed)</li> <li>11.27 Thanksgiving Day</li> <li>11.28 Day After Thanksgiving</li> <li>12.25 Christmas Day</li> </ul>

639	Attachment F, 3.3.4.2.	<p>Mock CAT Exercise. Citizens may at any time during the term of this Agreement request Vendor to participate in simulated CAT training exercise(s) ("Mock CAT") to validate Vendor's ability to effectively scale and handle the call volumes associated with a CAT. This includes validating any subcontractors that Vendor may use to ultimately provide support during a CAT event. To initiate a Mock CAT, Citizens' Contract Manager or designee may send an email setting forth the relevant terms on which Vendor agrees to proceed with the Mock CAT. The email may provide for the reimbursement of all pre-approved, reasonable expenses incurred by Vendor to participate in the Mock CAT. The email may also address different CAT scenarios based on a mutual understanding of the Vendor's capabilities and readiness (for example, certain call volumes/concurrent resources that Vendor will need to handle within seventy-two (72) hours after the email is issued and Vendor will be expected to adjust its Vendor Staffing levels to deliver the Services as a part of the Mock CAT). Vendor will be expected to meet the service levels set forth in Section 5.5. and performance measures for Mock CAT. Vendor may be required to present its proposed Vendor Staffing plan to Citizens for preapproval prior to initiation of a Mock CAT in order to determine whether each Vendor Staff member will be eligible for compensation for participating in the Mock CAT exercise. The proposed Vendor Staffing plan should set forth (a) the number of proposed Vendor Staff; (b) the number of staffed hours proposed for each Vendor Staff, within the maximum cap of eight (8) hours per Vendor Staff, as set forth in the Compensation Schedule; and, (c) the total compensation requested for all proposed Vendor Staff participating in the Mock CAT.</p> <p>Please confirm approximately how often will these events take place within a calendar year, will this be enacted for all lines of business? How often did this take place in 2022, 2023, and 2024 per each line of business.</p>	<p>Mock CAT exercises are only applicable to FNOL/Claim Status and CAT Response call types. Any awarded vendor that will support CAT Response calls may be selected to participate in these exercises. These exercise are normally conducted once a year unless retesting is necessary due identified opportunities from the initial exercise.</p>
640	Attachment F, 3.3.5.	<p>Outbound Calls. [If offered as an additional service] Vendor shall provide outbound calling Services, including but not limited to, campaign driven or initiative based calling for CAT impacted areas to determine the status of a policyholder's property.</p> <p>Is Citizens looking for Vendor to utilize auto dialer for outbound campaigns?</p>	<p>Not at this time. Any solutions can be provided in Additional Services in response to question 17 of Attachment D, Vendor Questionnaire and Attachment E, Price Sheet.</p>
641	Attachment F, 3.5.	<p>Key Vendor Staff Resources. Vendor shall provide the following key Vendor Staff resources (primary and backup): [TBD]. Any alternative or substituted key Vendor Staff resources will require prior written approval by Citizens' Contract Manager or designee.</p> <p>Will Citizens be providing these positions as part of the Q&amp;A process? Will these positions be known and communicated in advance of bid deadline?</p>	<p>Key Vendor Staff Resources should be the point of contact for Vendor organization that will be listed Contract Manager for the purpose of the contract.</p>

642	Attachment F, 3.7	<p>Process and System Requirements. Within thirty (30) calendar days of execution of the Agreement, at its own cost and expense, Vendor shall have in place and Vendor shall have in place and ready for use all the appropriate processes, systems, software, and hardware to ensure its ability to perform Services. Vendor agrees to execute any third-party agreements to permit it to obtain access to Citizens' systems as needed. Upon request by Citizens, Vendor shall provide Citizens with proof that it meets all the requirements of this provision prior to performing Services. Vendor shall also ensure that all necessary processes, systems, software and hardware needed to perform Services remains updated and functional.</p> <p>Citizens CCaaS is CXOne, can you share any CRM or other systems that are included in your tech stack for agents.</p>	See answers to questions 66 and 30.
643	Attachment F, 4. Training.	<p>Vendor shall be responsible for facilitating and presenting training to Vendor Staff as directed by Citizens and as required by Call Type, which at a minimum must include the following. All training shall be completed in full prior to activation of a Vendor Staff member, however no training is required before a Service Commencement Date has been mutually agreed upon by the Parties.</p> <p>Are there are any ongoing training elements (uptraining, new skills set, compliance requirements), throughout the year, beyond the new hires? It is understood that any remedial training would be performed at the Vendor's expense, please confirm.</p>	Ongoing training can include but is not limited to procedural changes and adoption of new procedures requiring formalized training. Refer to section 3 of Attachment E, Price Sheet for related to pricing considerations.
644	Attachment F, 4.1.3.	<p>Vendor, at its own expense, shall participate in Citizens' initial training for Vendor's provided trainers. This may be a train-the-trainer type of environment which could be in person, online, or any other developed method of delivery. If the initial training is in person, it may be held, at Citizens' sole discretion, at Citizens' offices or Vendor's location.</p> <p>Please confirm the expected duration of train the trainer sessions. Please confirm how this process was conducted in the last deployment of vendors for the previous contractual period.</p>	Train-the-trainer normally is conducted virtually and will follow the durations outlined in section 3.3 of Attachment F, Draft Agreement. In rare situations, Vendor may be asked to attend facilitated training onsite with Citizens.
645	Attachment F, 4.4.	<p>Representatives of Vendor Staff may be required, upon reasonable notice, to travel to Citizens' offices in Florida to receive corporate updates and/or refresher training on Citizens' policies and procedures. Unless otherwise approved by Citizens in writing in advance of travel, Citizens will reimburse Vendor, in accordance with the then current version of Citizens' Travel Reimbursement Guidelines for up to two (2) Vendor staff members, excluding reimbursement for Vendor Staff time.</p> <p>Please provide Citizens Travel Reimbursement Guidelines.</p>	Citizens Travel Reimbursement Guidelines can be shared with Vendors advanced to negotiations.
646	Attachment F, 4.5.	<p>Vendor shall be responsible for training, including follow-up training as deemed necessary by Citizens, for Vendor Staff associated on all applicable Citizens' policies. Citizens will notify and provide Vendor with a copy of all Citizens' policies that must be followed. Vendor must conduct its training using training materials provided by Citizens, including incorporating updates in policies and procedures as provided by Citizens.</p> <p>Please confirm definition of follow up training and the criteria for being deemed necessary. What is the format in which Citizens training material will be provided to the vendor (i.e. electronic paper, PPT, Instructor-Led Video Training, Individual Interactive Training)?</p>	Follow up training can include but is not limited to procedural changes and adoption of new procedures requiring formalized training. Training may be various formats such email, PPT, Instructor-Led, or module based.

647	Attachment F, 4.6.	Vendor agrees to comply with Citizens' then-current Vendor Travel Reimbursement Guidelines. All travel-related expenses must be pre-approved in writing by Citizens' Contract Manager or designee. Citizens shall reimburse Vendor for pre-approved travel-related expenses incurred in the performance of Services following Citizens' receipt of Vendor's reimbursement request submitted in accordance with the then-current Vendor Travel Reimbursement Guidelines. Please provide Citizens Travel Reimbursement Guidelines.	See answer to question 645.
648	Attachment F, 5.5.4.	Termination for Repeated Failures. Citizens shall have, in addition to any other rights and remedies under this Agreement or at law, the right to immediately terminate this Agreement and be entitled to a return of any prepaid fees where Vendor fails to meet any Service Level Standard for four (4) months out of any rolling twelve (12) month period. What is the process for locking in the forecasted volume between the Vendor / Citizens - establishing the volume parameters and defining quality related service standards within the month?	Quality Assurance standards are established in section 5.5.1 of Attachment F, Draft Agreement. Any further discussion will occur if advanced to the Negotiation phase.
649		Please confirm if the systems used for all four call types are the same?	Yes, Guidewire Cloud is used by all call types.