

ACTION ITEM

CONTRACT ID:	ePayments Contract Number: 16-16-0016-00 RECOMMENDED VENDOR: KUBRA DATA TRANSFER, LTD.
BUDGETED ITEM	Yes
CONTRACT AMOUNT	Proposed contract amount is not to exceed \$1,500,000 during the term of the contract. This amount includes base contract five years (5), renewals up to five years (5), and project implementation.
PURPOSE / SCOPE	Services consist of processing electronic policyholder premium payments through a vendor-hosted Interactive Voice Response (IVR) system and a vendor-hosted website, each of which (i) is designed with a Citizens-branded look and feel, and (ii) communicate with Citizens' electronic payment website (ManagemyPolicy). Additionally, production of a daily combined electronic payment file that Citizens will upload into its payment processing software system to ensure that payments are properly posted to the correct policyholder accounts. Contract amount includes a provision for additional services to expand payment processing options.
CONTRACT TERM(S)	The proposed contract will have a five (5) year base term and may be renewed for up to five (5) additional years by Citizens upon 90 days advance written notice.
PROCUREMENT METHOD	On July 13, 2016, Citizens released Invitation to Negotiate (ITN) No.: 16-0016 for ePayments Services. Responses were due August 15, 2016. Six (6) responses met Citizens' mandatory requirements and were evaluated by the Evaluation Committee. Three (3) respondents were recommended at a public meeting to move forward to demonstrations and negotiations. After demonstrations and negotiations with all three vendors, the team recommends the award of the ePayments contract to KUBRA Data Transfer, Ltd.
RECOMMENDATION	<ul style="list-style-type: none">a) Approve the recommended award and resulting contract, including renewal periods for ePayments ITN No.: 16-0016 to KUBRA Data Transfer, Ltd.;b) Authorize staff to take any appropriate or necessary actions consistent with this Action Item;c) Approve this Action Item not to exceed \$1,500,000.
CONTACTS	Jennifer Montero, Chief Financial Officer