

Executive Summary

Claims Committee Meeting, June 12, 2025
Board of Governors Meeting, June 25, 2025

ELMS Single Source Extension Contract

Topic

This Consent Item seeks Board approval for a contract with Mitrates Holdings, Inc. to continue providing Citizens' Enterprise Litigation Management System ("ELMS"). Approval is for a one (1) year contract term estimated at \$600,000 to include all costs associated with ongoing maintenance/license fees of the Acuity system.

History

The Enterprise Litigation Management System is used by both Citizens' internal staff and contracted outside defense counsel to facilitate the management of all activity on claims related legal matters, including data analysis and reporting, management and auditing and payment of all law firm and litigation vendor billing, storage of all litigation related documents and communication between Citizens and its contracted outside defense counsel. Citizens is currently transitioning to a new ELMS vendor. However, Citizens requires a license to continue to use Mitrates while this transition is completed.

Mitrates has agreed to extend these services for a fixed cost of \$600,000, that is lower than the current invoiced fee paid to Mitrates. The fixed cost for these services is for a one (1) year period.

Given (1) the criticality of the ELMS system to Citizens' Claims Litigation operations and the need for continued services, (2) Mitrates being the current provider of those services through the Acuity platform, and (3) the time and process required to ensure a successful transition to the new Litify ELMS system, the attached Consent Item seeks Board approval for an additional one (1) year agreement with Mitrates to provide ongoing ELMS licenses and maintenance to the Acuity platform for \$600,000.

Recommendation

The recommendation is listed in the attached Consent Item.

ELMS Single Source Extension Contract

ACTION ITEM

New Contract

Contract Amendment

Other _____

CONSENT ITEM

Contract Amendment

Existing Contract Extension

Existing Contract Additional Spend

Previous Board Approval _____

Other Single Source Extension Contract

Action Items: Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

Move forward as Consent: This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

Consent Items: Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

Item Description	ELMS Single Source Extension Contract
Purpose/Scope	This Consent Item seeks Board approval to contract with Mitratesch Holdings, Inc. to enter a new contract to continue Citizens' Enterprise Litigation Management System, Acuity ELM Essentials, for one (1) additional year.
Contract ID	ELMS Single Source Extension Contract Acuity ELM Essentials provided by Mitratesch Holdings, Inc.
Budgeted Item	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Procurement Method	Mitratesch Holdings, Inc. is the only vendor capable of providing the required services. Single Source 25-2003 was posted on May 19, 2025. Section 287.057, Florida Statutes and Citizens Purchasing Policy 501 were followed.
Contract Amount	The fixed cost contract amount is \$600,000 for the recommended one (1) year contract period and includes all costs associated with ongoing maintenance/license fees.
Contract Terms	Mitratesch to contractually provide one (1) year of license and maintenance services for Acuity ELM Essentials for the current operating system. The new contract with Mitratesch will have a one (1) year term to expire on June 30, 2026.

ELMS Single Source Extension Contract

Committee Recommendation	Staff proposes that the Claims Committee review, and if approved recommend the Board of Governors: <ul style="list-style-type: none">a) Authorize Citizens to contract with Mitratesch Holdings, Inc. for a term of one (1) year for \$600,000 to provide ELMS application; andb) Authorize staff to take any appropriate or necessary action consistent with this ELMS Single Source Extension Contract Consent Item.
Board Recommendation from Committee	If approved at its June 12, 2025, meeting, the Claims Committee recommends that the Board of Governors: <ul style="list-style-type: none">a) Authorize Citizens to contract with Mitratesch Holdings, Inc. for a term of one (1) year for \$600,000 to provide ELMS application; anda) Authorize staff to take any appropriate or necessary action consistent with this ELMS Single Source Extension Contract Consent Item.
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