

Executive Summary

Claims Committee Meeting, September 11, 2025

Board of Governors Meeting, September 24, 2025

Court Reporting Services

Topic

This Consent Item seeks Board approval for Citizens to enter into new contracts with twenty-one (21) court reporting firms to continue Court Reporting Services in support of Citizens' Claims Litigation Department.

History

The Court Reporting Services Program is intended to provide Citizens with a network of experienced and credentialed vendors capable of providing court reporting, transcription and video services in support of Citizens' Litigated Claims Department. Citizens currently has over 8,500 open litigation claims assigned to the Claims Litigation Department. As part of the coordinated defense of its litigated claims, Citizens' contracted outside counsel routinely engage these court reporters throughout the state to provide required court reporting and transcription services. Through the Court Reporting Services contracts, these vendors provide quality resources and services while utilizing a uniform and economical pricing structure based on a fixed scope of work.

In addition to continuing services currently under contract and set to expire, Citizens seeks to add new technology and services related to the modern delivery of court reporting services. These additional services seek to: (1) ensure our contracted outside law firms have access to those services needed for effective representation and trial performance, (2) ensure Citizens' vendors are providing the most current and efficient services and delivery/performance methods available relative to various evolving market conditions and (3) provide remote video conferencing related services to allow for more cost and time efficient performance of services by contracted outside counsel and other parties involved in litigation on behalf of Citizens.

On June 2, 2025, Citizens issued Request for Proposals (RFP) 25-0007 for Court Reporting Services. Twenty-three (23) proposals were reviewed and scored by an Evaluation Committee who ultimately recommended contracts to twenty-one (21) of the vendors on July 29, 2025. A listing of the twenty-one (21) vendors recommended for contracts in the Notice of Intent to Award is attached as Exhibit "A".

The proposed contracts will have a base term of three (3) years starting from the date of contract execution. Each contract will also have one optional three (3) year renewal term.

The pricing under these contracts includes an upward adjustment to reflect market-wide price increases for these services since the procurement of the existing agreements back in 2019. This pricing adjustment ensures Citizens has access to an appropriate number and quality of court reporting providers. Pricing for the contracts procured under RFP No. 25-0007, as was the case with the existing contracts procured under RFP No. 19-0020, were determined through a multi-phased analysis that included (1) comparing the pricing for similar services available under State Term Contract 82111603-24-STC, (2) adjustments to reflect Citizens' volume of work and the primary location of the performance of these services, and (3) an internal market analysis. Pricing caps for services were set approximately 5% below the rates for

Executive Summary

Claims Committee Meeting, September 11, 2025

Board of Governors Meeting, September 24, 2025

comparable services under the State Term Contract, with vendors allowed to offer up to a 30% discount. Eighteen (18) of the awarded vendors submitted bids with discounted rates.

The table below shows the percentage price increase for the *maximum* price allowed for each service under the contracts awarded through RFP No. 25-0007. Eighteen (18) of the twenty-one (21) awarded vendors submitted discounted pricing bids. Specifically, we had four (4) vendors offer 5% discount, seven (7) vendors offer 10% discount, five (5) vendors offer 15% discount and two (2) vendors offer 30% discount from the prices below.

Standard Services	2019 Price	2025 Price	% Increase
Appearance Fees - Depositions			
First Hour (any portion), including set-up	\$85	\$119	40%
Hourly rate after first hour	\$55	\$90	64%
Appearance Fees - Court Hearings/Trials			
First Hour (any portion), including set-up	\$93	\$143	53%
Hourly rate after first hour	\$60	\$100	66%
Video Services			
First Hour (any portion), including set-up	\$200	\$280	40%
Hourly rate after first hour	\$100	\$163	63%
Transcripts			
24 hour delivery (State holidays and weekends included) (per page)	\$8.00	\$10.58	32%
72 hour delivery (State holidays and weekends included) (per page)	\$7.00	\$8.94	28%
10-day delivery (State holidays and weekends included) (per page)	\$4.20	\$4.20	0%
Additional copies (paper) (per page, electronic or paper)	\$2.75	\$3.50	27%
Exhibits (black and white) (per page, electronic or paper)	\$0.25	\$0.57	128%
Exhibits (color) (per page, electronic or paper)	\$0.75	\$0.95	27%
Video Services (per copy)	\$50	\$50	0%

Citizens estimates the costs for these services to be around \$8 million per year, for each year of the initial and renewal terms. Estimated costs for these services are based on anticipated court reporter usage and subject to pending litigation volume. Although these services have increased in price, litigation volume is currently experiencing a decrease, due to legislative changes, reduction in PIF and the success of the DOAH initiative. At the same time, litigation volume trends can reverse over the course of this agreement due to Catastrophe impacts, changes to PIF or other factors that may result in increased litigation volume.

Recommendation

The recommendation is listed in the attached Consent Item.

Court Reporting Services

☐ **ACTION ITEM**

☐ **New Contract**

☐ **Contract Amendment**

☐ **Other** _____

☒ **CONSENT ITEM**

☐ **New Contract**

☐ **Contract Amendment**

☐ **Existing Contract Extension**

☐ **Existing Contract Additional Spend**

☐ **Previous Board Approval** _____

☒ **Other RFP 25-007 Continuation of Court Reporting Services**

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	Court Reporting Services
Purpose/Scope	This Consent Item seeks Board approval for Citizens to enter into new contracts with twenty-one (21) court reporting firms for continuation of Court Reporting Services in support of Citizens' Claims Litigation Department.
Contract ID	Court Reporting Services 25-0007 (Multiple Vendors)
Budgeted Item	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Procurement Method	On June 2, 2025, Citizens issued Request for Proposals (RFP) 25-0007 for Court Reporting Services. Twenty-three (23) proposals were reviewed and scored by an Evaluation Committee who ultimately recommended contracts to twenty-one (21) of the vendors on July 29, 2025. A listing of the twenty-one (21) panel vendors recommended for contracts in the Notice of Intent to Award is attached as Exhibit "A".
Contract Amount	Citizens estimates the costs for these services to be \$8 million per year for each year of the initial and renewal terms, based on current litigation volume trends.

Court Reporting Services

Contract Terms	<p>The contracts will have a three (3) year base term and include one optional three (3) year renewal term. The total term of the contracts including all renewal options is six (6) years.</p> <p>The contracts qualify vendors within Citizens' panel of court reporting vendors, with pre-negotiated favorable pricing, but do not guarantee any volume of assignments or compensation.</p>
Committee Recommendation	<p>Staff proposes that the Claims Committee review, and if approved recommend the Board of Governors:</p> <ul style="list-style-type: none">a) Approve the contracts for Court Reporting Services, including renewal periods, for the list of panel vendors (Exhibit "A"); andb) Authorize staff to take any appropriate or necessary actions consistent with this Consent Item.
Board Recommendation from Committee	<p>If approved at its September 11, 2025 meeting, the Claims Committee recommends that the Board of Governors:</p> <ul style="list-style-type: none">a) Approve the contracts for Court Reporting Services, including renewal periods, for the list of panel vendors (Exhibit "A"); andb) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.
Contacts	Jay Adams, Chief Insurance Officer

Exhibit A**Vendor Name**

Absolute Digital Inc.

Carvajal & Associates, LLC dba Cogent Legal Services

CBD Fusion LLC dba Chris & Associates Reporting

CERTIFIED COURT REPORTERS, INC.

CourtScribes Inc

Deposition Solutions LLC dba Phipps Reporting/ Lexitas

DLE Court Reporters Inc

Elaine Crandall dba National Reporting Services, Inc.

Emery & Associates of St Petersburg, Inc. dba Executive Reporting Services

Empire Legal Support, Inc. dba Empire Legal Reporting

Esquire Deposition Solutions, LLC

For the Record Reporting, Inc.

Fort Myers Court Reporting

Laws Reporting, Inc.

MILESTONE COURT REPORTERS, LLC dba Milestone Reporting Company

MLS Parent Holdings LLC dba Magna Legal Services LLC

Prestige Reporting Service, Inc.

TransPerfect Holdings, LLC dba TransPerfect Document Management, Inc. d/b/a TransPerfect Legal

U.S. Legal Support, Inc.

Universal Court Reporting, Inc.

Veritext LLC