Claims Committee

November 20, 2025

Court Reporting Services					
Summary	This Consent Item seeks Board approval for Citizens to enter into new contracts with twenty (20) court reporting firms for Court Reporting Services in support of Citizens' Claims Litigation Department and for Citizens to manage the court reporting firms through defense counsel in a most cost-efficient manner.				
Approval Type		New Initiative		Amending Ongoing Contract	
	×	Replacing Expiring Contract		Other (Explain in Summary)	
Awarded Vendor(s)	See attached Exhibit "A' (Listed in A and B Sections)				
Contract Term Length	Initial Term - Two (2) Years; Renewal Term - Up to Two (2) Additional Years				
Contract Estimated Spend	\$6.5 million per year.				
Procurement Method	×	Competitive Solicitation		Single Source	
		DMS Approved Contract		Emergency Procurement	
		Statutory Exemption		Other (Explain in Summary)	
Committee Consent	The Committee recommends that the Board approve contracts for Court Reporting Services and for Citizens to manage approved Vendors through defense counsel in a cost-efficient manner.				
Board Consent	Court Reporting Services				
	The Board authorizes Citizens staff to execute and renew contract(s) as listed above in the Committee Consent. The Board also authorizes staff to modify the contract(s) in Citizens' best interest, including revising pricing, adding related services, or executing a six-month contract extension. These actions are required to be consistent with Citizens' Purchasing Policy.				



Executive Sponsor(s)	Jay Adams, Chief Insurance Officer	
	Brian Newman, General Counsel and Chief Legal Officer	



Exhibit "A"

A. Primary Vendors

- CourtScribes Inc
- Deposition Solutions LLC dba Phipps Reporting/ Lexitas
- Esquire Deposition Solutions, LLC
- Laws Reporting, Inc.
- MILESTONE COURT REPORTERS, LLC dba Milestone Reporting Company
- TransPerfect Holdings, LLC dba TransPerfect Document Management, Inc. d/b/a TransPerfect Legal
- U.S. Legal Support, Inc.
- Universal Court Reporting, Inc.

B. Secondary Vendors

- Absolute Digital Inc.
- Carvajal & Associates, LLC dba Cogent Legal Services
- CBD Fusion LLC dba Chris & Associates Reporting
- CERTIFIED COURT REPORTERS, INC.
- 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
- For the Record Reporting, Inc.
- MLS Parent Holdings LLC dba Magna Legal Services LLC
- Prestige Reporting Service, Inc.
- Veritext LLC