

ACTION ITEM

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Claims Committee Meeting, June 15, 2017
Board of Governors Meeting, June 20, 2017

CONTRACT ID:	Independent Adjusting Services – Non-Litigated / Catastrophe RFP No. 17-0006 MULTIPLE VENDOR AWARD – SEE ATTACHED NOTICE
BUDGETED ITEM	Yes.
CONTRACT AMOUNT	The estimated cost of this contract, including renewals, is not to exceed \$343,900,000.
PURPOSE / SCOPE	This Action Item seeks approval for Citizens to enter into contracts with multiple qualified vendors that are able to provide Independent Adjusting Services for Non-Litigated Claims and a Catastrophe Response in order to adjust claims on behalf of Citizens' policyholders throughout the State of Florida. Citizens estimates a need for a sufficient amount of adjusters to assist in Non-Litigated daily claims, and approximately 2,000 adjusters to assist with Catastrophe Response. Citizens intends to contract with enough vendors to secure the necessary adjusters to provide Non-Litigated and Catastrophe Response Adjusting Services until the necessary amount of adjusters in each service category are verified as having met Citizens' requirements.
CONTRACT TERM(S)	The proposed contracts will have a five (5) year base term with optional five (5), one (1) year renewal terms (the "Renewal Term"), which may be exercised upon mutual agreement of the parties.
PROCUREMENT METHOD	On April 28, 2017, Citizens issued Request for Proposals (RFP) No. 17-0006 for Non-Litigated and Catastrophe Independent Adjusting Services. Responses were received and scored by an Evaluation Committee. Vendors were able to submit proposals to provide services under two distinct service categories, CAT Field Task Adjusting Services or MCM Adjusting Services. The Evaluation Committee recommended primary award to multiple MCM Adjusting Services vendors and Catastrophe Field Task Adjusting Services vendors on June 14, 2017. A listing of the firms recommended for award in the Notice of Intent to Award is attached as Attachment "A".
RECOMMENDATION	Staff recommends the Citizens' Board: a) Approve the recommended award and resulting contract, including renewal periods, for Independent Adjusting Services – Non-Litigated / Catastrophe, RFP 17-0006, to the list of attached Vendors, as set forth in this Action Item; b) Authorize staff to take any appropriate or necessary actions consistent with this Action Item; and c) Approve this Action Item not to exceed \$343,900,000.
CONTACTS	Jay Adams, Chief of Claims