

# Hurricane Irma

## Emergency Order Contracting Analysis



Catastrophe Response: Hurricane Irma Multiple Contracts and Vendors Action Item was approved during the September 6, 2017 Emergency Board of Governors Teleconference meeting\*

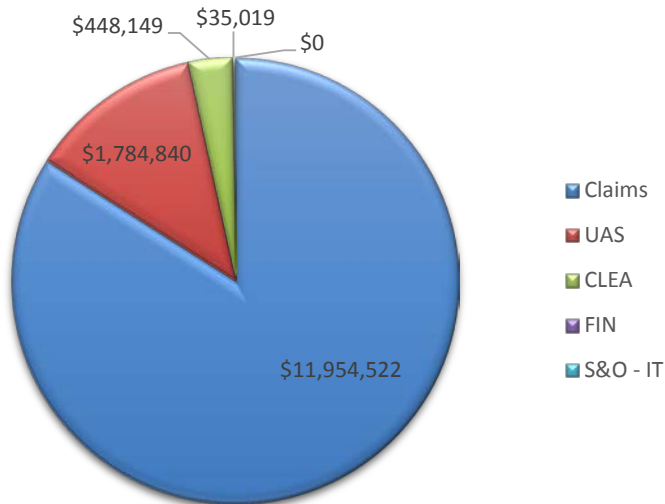
- Must be directly related to and necessitated by Citizens Hurricane Irma response and recovery effort
- Valid beginning 09-06-17 and ending 10-04-17
- Permitted to pursue new contracts
- Amend existing contracts
- Exceed originally approved contractual spend authority

\*Referred to as **Emergency Order** throughout this presentation.

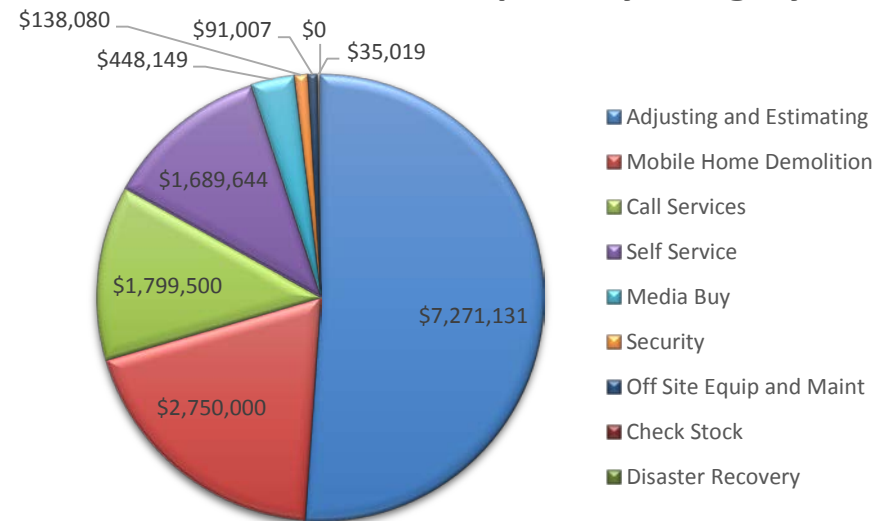
## Emergency Order total spend is \$14.22 million

- Consists of 140 procurements
- \$2.99 million of spend requires Board of Governor approval

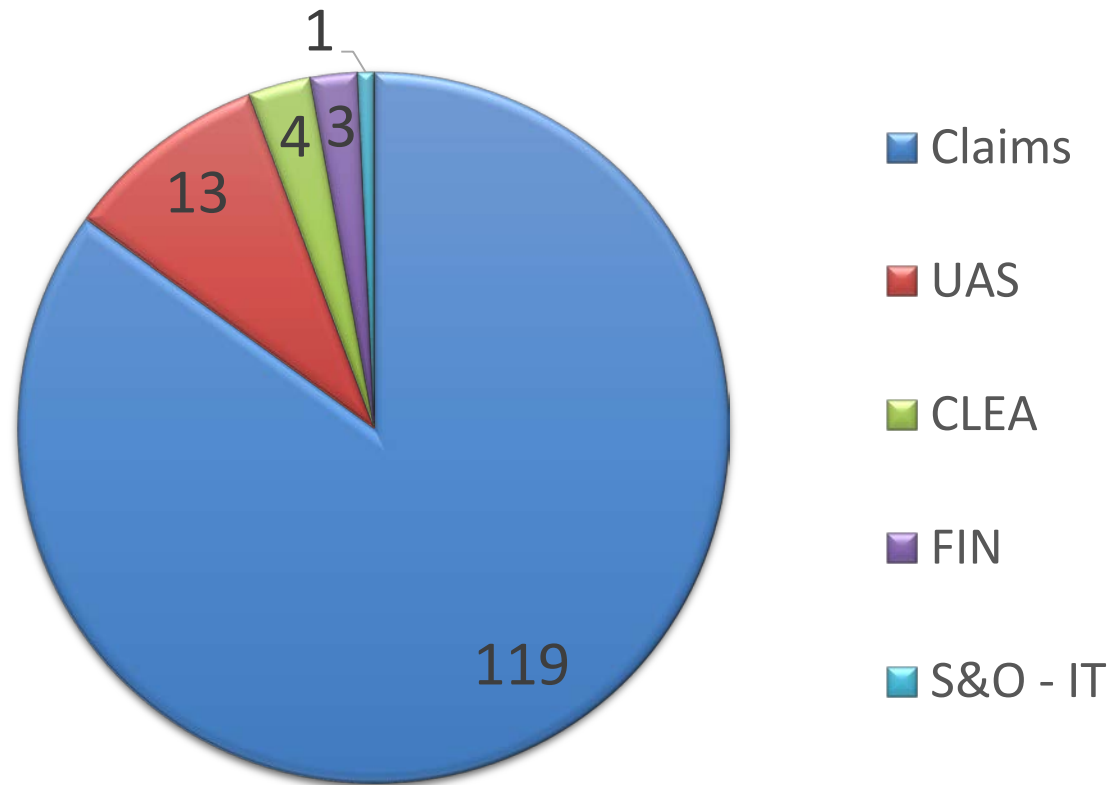
Sum of Contracted Spend by Business Unit



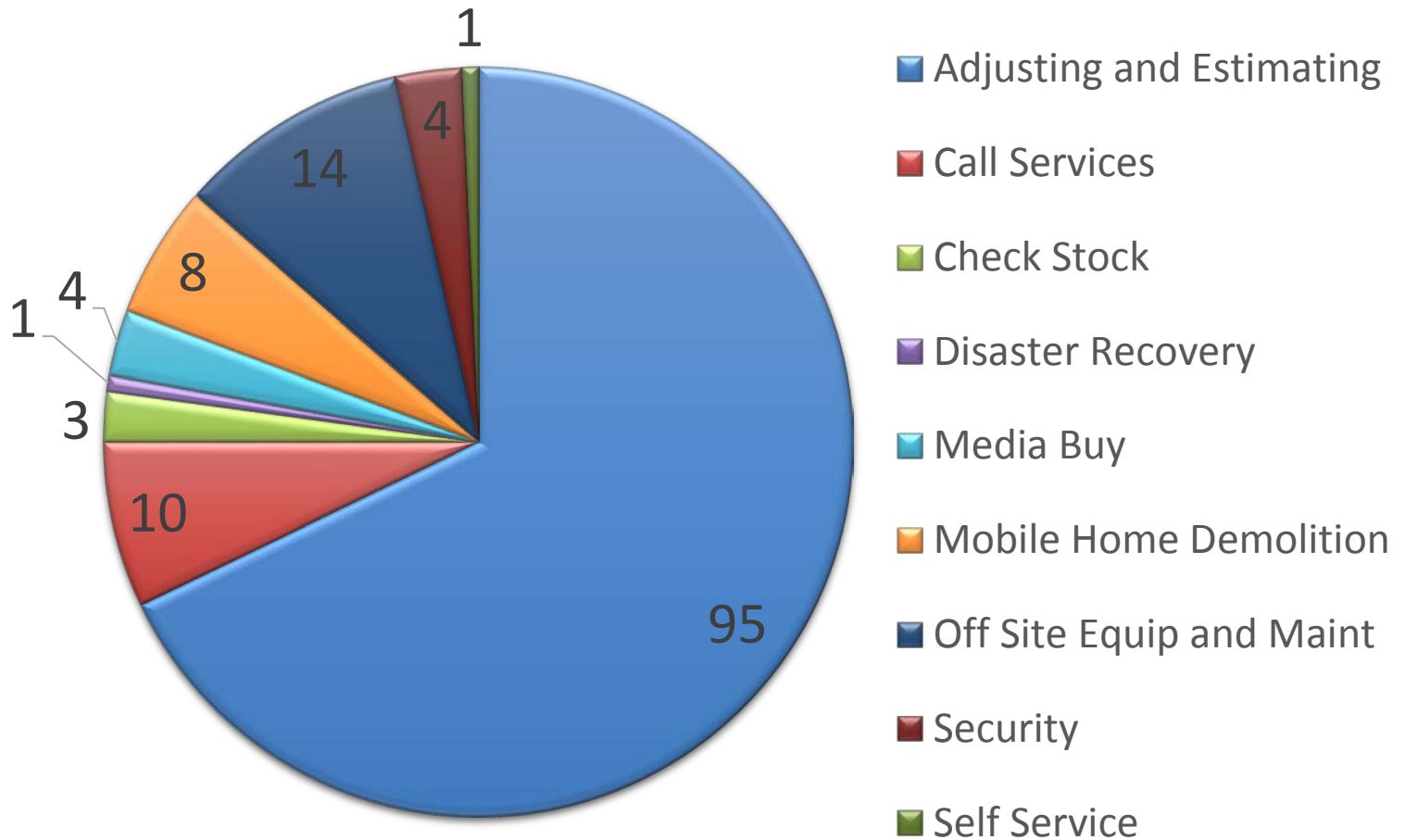
Sum of Contracted Spend by Category



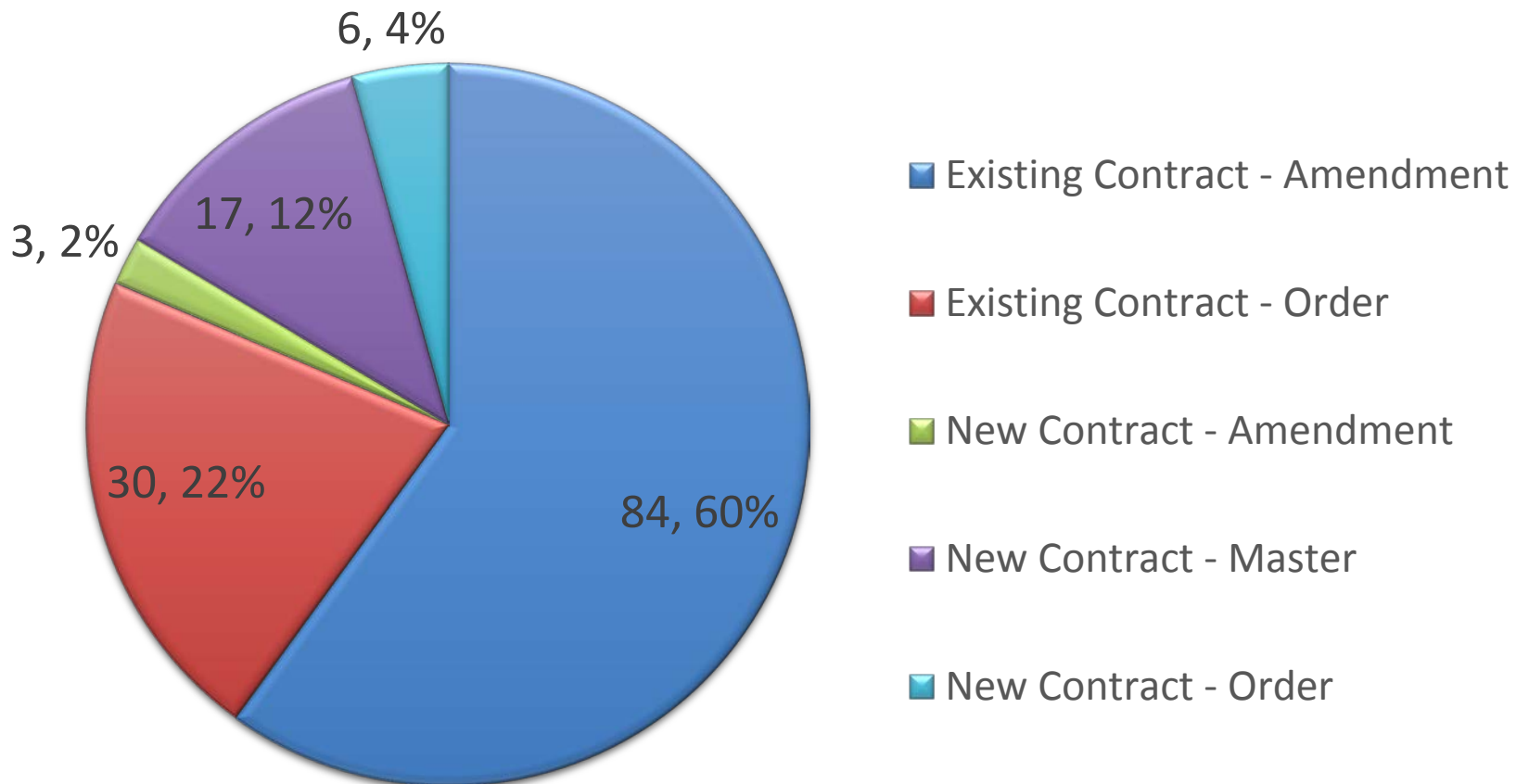
## Procurement Count by Business Unit



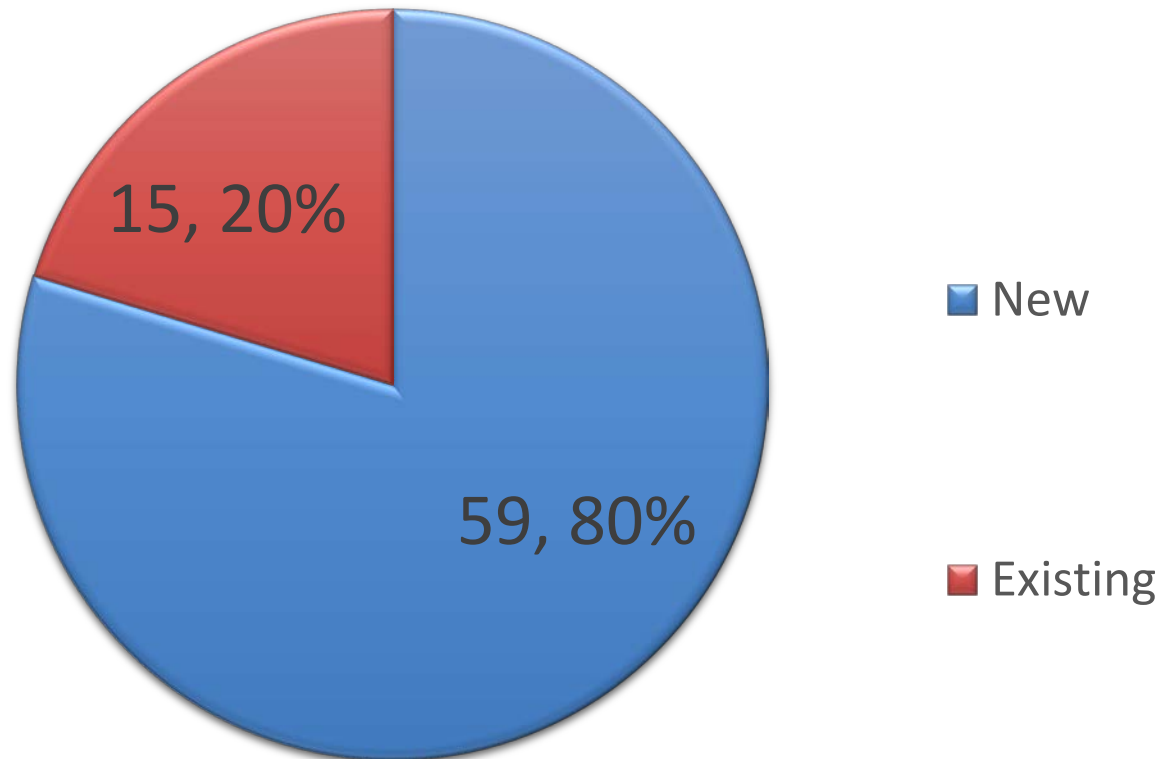
## Procurement Count by Category



## Actual Number, Percentage



## Actual Number, Percentage





# Procurements Extending Beyond Irma

Vendor Contract	Business Unit	Contracted Value
ALE Solutions	Claims	\$223,191
U.S. Security Associates, Inc.	Claims	\$64,000
CRS Temporary Housing	Claims	\$49,980
Safeguard Business Systems & Forms	FIN	\$35,019
Insight Public Sector	Claims	\$12,503
Frontier Computer Corp	Claims	\$4,280
Amazon	Claims	\$419
Xactware – Geomni	Claims	Approved Spend
Charlie Browns Hauling	Claims	Approved Spend
Tropical Demolition, Inc.	Claims	Approved Spend
WHM Foundation Stabilization LLC	Claims	Approved Spend



## 1. Guidewire Digital Portal

*Consent Item: Technology Infrastructure, Software, Professional Services, and Staff Augmentation*

- Capability acquired to address initial anticipation of high claims volume, FNOL vendor capacity, and expected number of claim status inquiries
- Leveraging for self-service
- Approval via Information Systems Advisory Committee

## 2. ClaimXperience

*Action Item: Property Loss Estimating Software ITN 14-0006, Contract 15-14-0006-00 Awarded  
Vendor: Xactware Solutions, Inc.*

- Facilitated self-service capability acquired to address adjusting and estimating resources capacity
- Leveraging for self-service and to augment field adjusters
- Approval via Claims Committee

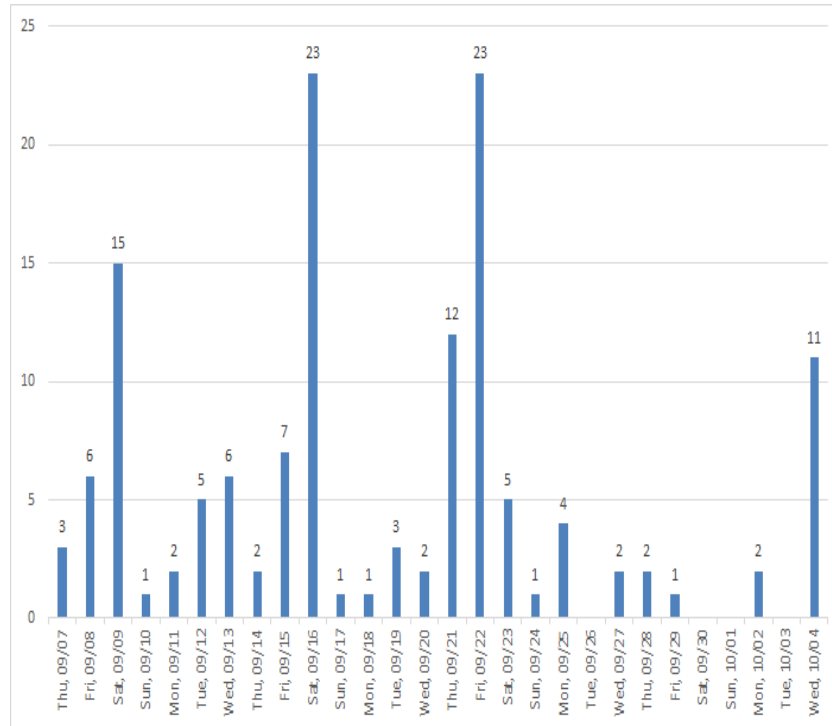
## 3. DSM Disaster Recovery Services

*Action Item: Disaster Recovery Co-Location Data Center and Services*

- Disaster recovery services acquired due to projected hurricane landfall in Tampa, location of Citizens' business continuity site
- Leveraging to build-out data center colocation facility
- Approval via Information Systems Advisory Committee

# *Appendix*

# Procurement Count Timeline



Offices Closed (Noon)

Keys Landfall (Morning)

Marco Island Landfall (Afternoon)

Jacksonville Landfall (Early Morning)

Offices Re-Open

Subset of this procurement count represents formal execution of contracts negotiated earlier in the Emergency Order Action Item period

# Emergency Contract Categories

- Adjusting & Estimating
- Call Services
- Check Stock
- Disaster Recovery
- Media Buy
- Mobile Home Demolition
- Off Site Equipment & Maintenance
- Security
- Self Service

# Adjusting & Estimating Detail

- Hotel room blocks for CRC's and adjusters
- ClaimXperience
- Adjuster voice mail boxes
- Plantronics headsets for remote office phones
- Additional adjusting resources
- Geomni estimate roof diagrams with measurements
- Rate increases to secure adjusters
- Appraisal contract amendment for CAT Field adjusting

## Off Site Equipment and Maintenance Detail

- Multifunction copiers for Key West office
- MiFi hot spots
- Satellite phones
- Rental for light towers
- Routers for FSV's
- Generator for CRC
- AC repair for FSV
- Shredding bins for Key West office
- Walkie Talkie accessories

# Self Service Detail

## Guidewire Digital Portal software

- Solution for the Policyholder to log into to provide claims specific detail concerning their respective claim
- Agent self-service capabilities

# Emergency Contracts

Vendor Contract	Business Unit	Contracted Value
Accelerated Adjusting, LLC	Claims	Approved Spend
Administrative Strategies, LLC	Claims	Approved Spend
ALE Solutions	Claims	\$223,191
Alert Patrol, Inc.	Claims	\$64,080
All Phase Solutions, LLC	Claims	\$550,000
Allied American Adjusting Services, LLC	Claims	Approved Spend
Amazon	Claims	\$419
AT&T	Claims	\$3,499
B&H Claims Service, LLC	Claims	Approved Spend
Barrett Claims Management, Inc.	Claims	\$500,000



# Emergency Contracts

Vendor Contract	Business Unit	Contracted Value
Blue Cod	UAS	\$97,900
Bradley Stinson & Associates, LLC	Claims	Approved Spend
BrightClaim, LLC	Claims	Approved Spend
Burton Claim Services, Inc.	Claims	Approved Spend
Calibrated Insurance Services, LLC	Claims	Approved Spend
Calibrated Insurance Services, LLC	Claims	Approved Spend
Catastrophe Response Unit USA, Inc.	Claims	Approved Spend
C-Com Group	CLEA	\$444,699
Centerpoint Claims Service, Inc.	Claims	Approved Spend
Charlie Brown's Hauling & Demolition, Inc.	Claims	Approved Spend

# Emergency Contracts

Vendor Contract	Business Unit	Contracted Value
CIS Specialty Claim Services, LLC	Claims	Approved Spend
Claims Questions, LLC	Claims	Approved Spend
Classic Construction LTD. Co	Claims	\$550,000
Contemporary Staffing Solutions Inc.	Claims	Approved Spend
Crawford and Company	Claims	Approved Spend
Cross Environmental Services, Inc.	Claims	\$550,000
CRS Temporary Housing	Claims	\$49,980
DDC of Florida, LLC	Claims	\$1,054,000
Department of Management Services	Claims	\$202,890
DSM Technology Consultants, LLC	S&O - IT	Approved Spend

# Emergency Contracts

Vendor Contract	Business Unit	Contracted Value
Florida Public Broadcasting Services	CLEA	\$2,494
Frontier Computer Corp	Claims	\$4,280
G&G Insurance Adjusters, Inc.	Claims	Approved Spend
Global Risk Solutions, Inc.	Claims	Approved Spend
Guidewire Software, Inc.	Claims	\$2,089,644
Hammerman and Gainer, Inc.	Claims	Approved Spend
Insight Public Sector	Claims	\$12,503
Inspection Depot, Inc.	Claims	Approved Spend
Insure-Aid Claim Service	Claims	Approved Spend
Iron Mountain	Claims	\$249

# Emergency Contracts

Vendor Contract	Business Unit	Contracted Value
J&D Claims Services Inc.	Claims	Approved Spend
Jimmie Giles Financial Insurance, LLC	Claims	Approved Spend
Key Largo Bay Marriott Beach Resort	UAS	\$385,340
Konica Minolta Business Solutions USA Inc.	Claims	\$34,000
Legacy Claims Services, LLC	Claims	Approved Spend
Lozano Insurance Adjusters, Inc.	Claims	Approved Spend
Mobile Satellite Technologies	Claims	\$6,732
Multiple Vendors such as Facebook Ads	CLEA	\$956
National Catastrophe Adjusters, LLC	Claims	Approved Spend
Neff Rental, LLC	Claims	\$8,008

# Emergency Contracts

Vendor Contract	Business Unit	Contracted Value
NetTel USA	UAS	\$206,400
Off Duty Officers, Inc.	Claims	\$7,000
On Point Security Group	Claims	\$3,000
One Source	UAS	\$20,000
Pacesetter Claims Service, Inc.	Claims	Approved Spend
Prime Consulting Group, Inc.	Claims	Approved Spend
QA Claims	Claims	Approved Spend
Quality Assurance Adjusting Service, Inc.	Claims	Approved Spend
Raymond Young	Claims	\$550,000
Rick Croft Enterprises Inc.	Claims	\$1,115

# Emergency Contracts

Vendor Contract	Business Unit	Contracted Value
Ryze Claim Solutions, Inc.	Claims	Approved Spend
S&S Claims Service, Inc.	Claims	Approved Spend
Safeguard Business Systems & Forms - TLH	FIN	\$35,019
Sunbelt Rentals, Inc.	Claims	\$8,250
Tannex Development, DBA Margaritaville Resort & Marina	Claims	\$4,043,228
The CSI Companies Inc.	Claims	Approved Spend
Tropical Demolition, Inc.	Claims	Approved Spend
U.S. CAT Adjusters, LLC	Claims	Approved Spend
U.S. Security Associates, Inc.	Claims	\$64,000
Verizon Wireless	Claims	\$24,455

# Emergency Contracts

Vendor Contract	Business Unit	Contracted Value
Watco Construction Inc.	Claims	\$550,000
WHM Foundation Stabilization LLC	Claims	Approved Spend
Worley Specialty Services, LLC	Claims	Approved Spend
Worley Specialty Services, LLC	Claims	Approved Spend
Xactware	Claims	\$800,000
Y&Y Holdings DBA Agility Marketing	UAS	\$1,075,200