

ACTION ITEM

CONTRACT ID:	Remittance Processing System ITN 17-0008 RECOMMENDED VENDORS: RT LAWRENCE CORPORATION: SOFTWARE/HARDWARE REMITTANCE PROCESSING SYSTEM OPEX CORPORATION: HARDWARE MAINTENANCE
BUDGETED ITEM	Yes
CONTRACT AMOUNT	The estimated cost of the awarded contract for the Remittance Processing System, including renewals, implementation, one (1) year hardware support, shall not exceed \$280,000 for the 10-year contract period. The estimated cost of the awarded contract for hardware maintenance shall not exceed \$130,000, including renewals, for the 9-year contract period beginning September 2019.
PURPOSE / SCOPE	The purpose of this recommendation is to provide Citizens with an updated remittance processing system to assist in the electronic processing of incoming premium payments from policyholders. The system is located at the Jacksonville, Florida office. The system will replace the current software contract which expires December 31, 2018 and hardware contract which expires January 31, 2019.
CONTRACT TERM(S)	The Remittance Processing System contract will have a five year (5) year base term following an implementation period and may be renewed for up to five (5) additional years. The hardware maintenance contract will have will have a five (5) year base and may be renewed for up to four (4) additional years.
PROCUREMENT METHOD	On September 18, 2017, Citizens released Invitation to Negotiate No.: 17-0008 for a Remittance Processing System. Five responses were received, four of the responses met Citizens' mandatory requirements. The four respondents meeting the mandatory requirements were advanced to demonstrations and negotiations. On March 27, 2018, the negotiation team recommended the following vendors: <ul style="list-style-type: none">• RT Lawrence Corporation - Remittance Processing System to include Software, Hardware, Implementation and Ongoing Software Support Services.• OPEX Corporation - Remittance Processing Hardware Ongoing Support
RECOMMENDATION	Staff recommends that Citizens' Board of Governors: a) Approve Remittance Processing System ITN 17-0008 Contracts for RT Lawrence not to exceed \$280,000 for the 10-year contract term and OPEX Corporation not to exceed \$130,000 for the 9-year contract term beginning September 2019; and b) Authorize staff to take any appropriate or necessary actions consistent with this Action Item.
CONTACTS	Jennifer Montero, Chief Financial Officer