

ACTION ITEM

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Claims Committee Meeting, June 13, 2018
Board of Governors Meeting, June 20, 2018

CONTRACT ID:	Field Inspection Services RFP 18-0023 MULTIPLE VENDOR AWARD (LISTED IN ATTACHMENT "A")
BUDGETED ITEM	Yes.
CONTRACT AMOUNT	The estimated cost of the proposed contracts is not to exceed \$38,000,000 for base term with an additional \$38,000,000 if all renewals are exercised. Total estimated cost of the proposed contracts, including base term and renewals, is not to exceed \$76,000,000. The cost of this program has been accounted for in the approved \$343,900,000 for the Independent Adjusting Services-Non-Litigated/Catastrophe RFP 17-0006 and no additional spending authority is requested in this Action Item.
PURPOSE / SCOPE	This Action Item seeks approval for Citizens to enter into contracts with multiple qualified vendors that are able to provide Field Inspection Services for a Catastrophe Response in order to memorialize the condition of the property involved in the loss through documentation (documenting damages, notes, diagramming, and attaching photos). Field Inspectors will be responsible for uploading and attaching documents via a software tool that integrates with Citizens Estimating System – Xactimate. All Field Inspectors providing Services must be authorized as emergency adjusters by the Florida Department of Financial Services (DFS) in accordance with 69B-220.001, F.A.C., or authorized (licensed) by DFS to adjust claims in Florida. These contracts will only be activated in response to a declared catastrophe. Citizens intends to contract with enough vendors to secure the necessary field inspectors to provide Field Inspection Services until the necessary amount of resources 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 13, 2018, Citizens issued Request for Proposals (RFP) 18-0023 for Field Inspection Services. Responses were received and scored by an Evaluation Committee. The Evaluation Committee recommended primary award to multiple Field Inspection Services vendors on June 12, 2018. 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' Claims Committee approve and recommend the Citizens' Board of Governors: a) Approve the recommended award and resulting contract including renewal periods for Field Inspection Services, RFP 18-0023, to the list of Vendors in the Attachment "A", 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 \$76,000,000 for the five (5) year contract with five (5) optional one (1) year renewals.

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CONTACTS

Jay Adams, Chief Claims Officer



**NOTICE OF INTENT TO AWARD
REQUEST FOR PROPOSALS NO.: 18-0023
FIELD INSPECTION SERVICES
JUNE 12, 2018**

Citizens Property Insurance Corporation (“Citizens”) intends to award a contract to the following Vendors, who comprise the resources procured under the solicitation in the following order:

1	Crawford and Company
2	Global Risk Solutions
3	Inspection Depot, Inc.
4	WCC, Inc.
5	Future Claims Services LLP
6	B& H Claims Service, Inc.
7	QA Claims
8	Prime Consulting Group, Inc.

These contracts are subject to approval by Citizens Board of Governors.

***FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 627.351, F.S.,
CONSTITUTES A WAIVER OF PROCEEDINGS. SEE SECTION 4, GENERAL CONDITIONS, WITHIN
THE SOLICITATION DOCUMENT FOR DETAILS REGARDING HOW AND WHERE TO FILE A
PROTEST.***