

ACTION ITEM

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Claims Committee Meeting, March 28, 2018
Board of Governors Meeting, April 11, 2018

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| CONTRACT ID: | Special Investigative Services RFP 18-0016 / Contract Numbers 18-18-0016-01 – 18-18-0016-07 MULTIPLE VENDOR AWARD – SEE ATTACHED NOTICE |
| BUDGETED ITEM | The claim-related costs for this contract are a budgeted expense paid as an Adjusting Expense under the claim file. Costs relating to underwriting and agency investigations are a budgeted and approved administrative expense within the Claims budget. |
| CONTRACT AMOUNT | The total estimated contract amount (inclusive of all contracts) is \$850,000 for the five year contract term, including optional renewals. |
| PURPOSE / SCOPE | <p>The Citizens' Special Investigation Unit (SIU) is a dedicated unit, which conducts investigations pertaining to fraudulent or false insurance claims and other fraudulent activities throughout the insurance cycle.</p> <p>To effectively and efficiently balance resources, the SIU utilizes approved Special Investigative Services vendors to conduct investigations in order to maximize capacity and allow for scalability of investigative services in response to a CAT event. The use of contacted vendors maintains the efficiency and effectiveness needed in order to detect, deter, and prevent insurance fraud from being perpetrated against Citizens.</p> <p>Services provided as a result of this solicitation and contract will apply to investigative matters handled within SIU that impact all areas of insurance operations including, but not limited to, Claims and Underwriting and Agency Services. The primary types of services to be provided typically involve moderate to complex field investigations related to potential insurance fraud.</p> |
| CONTRACT TERM(S) | The contract term for each indicated vendor is 5-years, which includes a 3-year base term and one optional 2-year renewal. |
| PROCUREMENT METHOD | On January 9, 2018, Citizens issued a Request for Proposals (RFP) 18-0016 for Special Investigative Services. Responses were received and evaluated by an Evaluation Committee. The Evaluation Committee recommended award to vendors on March 13, 2018. Attached is a copy of the Notice of Intent to Award listing the selected vendors. |
| RECOMMENDATION | Staff recommends the Citizens' Board: <ul style="list-style-type: none">a) Approve the recommended vendors for contracts in an amount not to exceed \$850,000 for a 3 year contract period with one optional 2 year renewal for Special Investigative Services, RFP 18-0016;b) Authorize staff to take any appropriate or necessary action consistent with this Action Item; andc) Approve the contract not to exceed \$850,000. |
| CONTACTS | Jay Adams, Chief Claims Officer |



**NOTICE OF INTENT TO AWARD
REQUEST FOR PROPOSALS NO.: 18-0016
SPECIAL INVESTIGATIVE SERVICES
MARCH 13, 2018**

As to the above-mentioned competitive procurement, Citizens Property Insurance Corporation ("Citizens") intends to award primary contracts to the following Vendors:

1. Kelley Alliance
2. HUB Enterprises, Inc.
3. Eagle Eye Investigative Solutions
4. Claims Verifications Inc.
5. Specialty Group, Inc.
6. Delta Group
7. Jack Ward Fire Consultants

Citizens also intends to award contingent contracts to the following Vendors:

8. iUnlimited
9. Fraudulent Claims Investigations
10. The Robison Group
11. Lemieux and Associates, LLC
12. G4S Compliance and Investigations
13. Buchanan Investigations Groups, Inc.

All 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.***

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.