

# ACTION ITEM

<b>CONTRACT ID:</b>	<b>Fast Track Adjusting Services</b> RFP 18-0025 MULTIPLE VENDOR AWARD (LISTED IN ATTACHMENT "A")
<b>BUDGETED ITEM</b>	Yes.
<b>CONTRACT AMOUNT</b>	The estimated cost of the proposed contracts is not to exceed \$53,168,960 for base term with an additional \$57,551,519.60 if all renewals are exercised. Total estimated cost of the proposed contracts, including base term and renewals, is not to exceed \$110,720,479.60. 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.
<b>PURPOSE / SCOPE</b>	This Action Item seeks approval for Citizens to enter into contracts with multiple qualified vendors that are able to provide Fast Track Adjusting Services for a Catastrophe Response, in order to adjust claims on behalf of Citizens' policyholders throughout the State of Florida. Citizens estimates that approximately 65% of catastrophe claims could be handled under the Fast Track desk adjustment model provided under RFP 18-0025, eliminating the need for field inspections for lower severity losses that could be handled over the phone. Vendors providing these services will be responsible for contacting policyholders and completing fully scoped and notated Xactimate estimates for low severity claims that are reasonably suited for investigation, scoping, estimation, and settlement over the phone without the need for physical inspection. The proposed vendor contracts are intended to provide the resource capacity necessary for fast track claims processing.
<b>CONTRACT TERM(S)</b>	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.
<b>PROCUREMENT METHOD</b>	On April 16, 2018, Citizens issued Request for Proposals (RFP) 18-0025 for Fast Track Adjusting Services. Responses were received and scored by an Evaluation Committee. The Evaluation Committee recommended award to multiple Fast Track Adjusting 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".

# ACTION ITEM

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

<b>RECOMMENDATION</b>	Citizens' Claims Committee approved and recommends the Board of Governors: <ul style="list-style-type: none"><li>a) Approve the recommended award and resulting contracts including renewal periods for Fast Track Adjusting Services, RFP 18-0025, to the list of Vendors in Attachment "A", as set forth in this Action Item;</li><li>b) Authorize staff to take any appropriate or necessary actions consistent with this Action Item; and</li><li>c) Approve this Action Item not to exceed \$110,720,479.60 for the five (5) year contract period and five (5) optional one (1) year renewals from funds already approved by the Board under RFP 17-0006.</li></ul>
<b>CONTACTS</b>	Jay Adams, Chief Claims Officer