

ACTION ITEM

Claims Committee Meeting, September 19, 2018
Board of Governors Meeting, September 26, 2018

CONTRACT ID:	Special Investigative Services RFP 18-0031 MULTIPLE VENDOR AWARD – LISTED IN ATTACHMENT A
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 estimated contract amount (inclusive of all contracts) is \$510,000 for the recommended three-year base term of the contract and \$340,000 for the two-year renewal.
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 contracted 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 selected vendor is a three-year base term with one optional two-year renewal.
PROCUREMENT METHOD	On May 22, 2018, Citizens issued a Request for Proposals (RFP) 18-0031 for Special Investigative Services. Responses were received and evaluated by an Evaluation Committee. The Evaluation Committee recommended award to vendors on July 26, 2018. Attachment A lists the selected vendors.
RECOMMENDATION	<p>Citizens' Claims Committee approved and recommends the Board of Governors:</p> <ul style="list-style-type: none">a) Approve the recommended vendors for contracts, including the optional renewal, for Special Investigative Services, RFP 18-0031, to the vendors identified in Attachment A;b) Authorize staff to take any appropriate or necessary action consistent with this Action Item; andc) Approve the contract not to exceed \$510,000 for the base period and \$340,000 for the one optional two-year renewal.
CONTACTS	Jay Adams, Chief Claims Officer

Attachment A



**NOTICE OF INTENT TO AWARD
REQUEST FOR PROPOSALS NO.: 18-0031
SPECIAL INVESTIGATIVE SERVICES
July 26, 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, Inc.
2. Eagle Eye Investigative Solutions, LLC
3. Specialty Group, Inc.
4. Cheers Investigations, Inc. DBA Jack Ward Fire Consultants
5. Delta Associated Investigations, Inc.

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

6. S.K.I. Investigations, Inc.
7. Lemieux and Associates, LLC
8. iUnlimited Inc.
9. Capinvad LLC DBA Capital Investigating

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.***