

ACTION ITEM

CONTRACT ID	Claims Payment Platform ITN No. 18-0043 RECOMMENDED VENDOR: J.P. MORGAN CHASE, N.A.
BUDGETED ITEM	Yes
CONTRACT AMOUNT	An estimated \$215,000 for the five (5) year base term and an estimated \$215,000 for the five (5) optional one (1) year renewals for a total of \$430,000.
PURPOSE / SCOPE	<p>This Action Item seeks Board approval for Citizens to enter into a contract with JP Morgan Chase, N.A. to provide a Claims Payment Platform System for the issuance of electronic claims payments.</p> <p>This contract will require the Vendor to deliver a convenient and customer friendly method of paying policyholders electronically, initially for claims following a disaster.</p> <p>Electronic payment methods will to be available to policyholders for the following payment types:</p> <ol style="list-style-type: none">1) Additional Living Expense (ALE) payments via ACH payment (same day funds availability in some cases); and2) Additional Living Expense (ALE) to policyholders via the Zelle network. <p>Future implementation potential includes electronic payment methods for claims to policyholders and additional interests (mortgage holders) via ACH payments utilizing a multiparty approval process and direct to policyholder debit cards via electronic payment. The payment methods will incur transaction-based charges that are included in the estimated contract total.</p>
CONTRACT TERM(S)	The contract term is anticipated to be five (5) years, with five (5) optional one (1) year renewal terms to be exercised at Citizens' discretion. The anticipated contract term will run from approximately June 2019 through potentially June 2029.
PROCUREMENT METHOD	Pursuant to Section 287.057, Florida Statutes, on December 19, 2018, Citizens released Invitation to Negotiate (ITN) No.: 18-0043 for Claims Payment Platform. Responses were received January 25, 2019 and were evaluated by the Evaluation Committee. The Evaluation Committee recommended two vendors to advance to negotiations. The Negotiation Team then met with both vendors. Following systems demonstrations and negotiations, on April 16, 2019 J.P. Morgan Chase, N.A. was determined to offer the best value for Citizens. J.P. Morgan Chase also offered the lowest Best and Final Offer. The Evaluation Committee and Negotiation Teams were comprised of members from Financial Services Business Analysis Team, and Financial Reporting Team, Consumer & Policy Services, and Accounting Team. Subject Matter Experts were provided by Citizens' Legal Services and Vendor Management Office.

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RECOMMENDATION	Staff recommends that Citizens' Board: a) Approve the contract for a five (5) year base term, and five (5) optional one (1) year renewals for an estimated amount of \$215,000 for the base five (5) year term and \$215,000 for the renewals for Claims Payment Platform, ITN 18-0043 to J.P. Morgan Chase, N.A.; and b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.
CONTACTS	Jennifer Montero, Chief Financial Officer