

ITN #26-01 Questions and Answers

1. Conflicts of interest and eligibility (§6.3.1(4))

Can a company disclose its current and past work with Citizens before the response deadline and receive a written decision explaining whether that work limits its ability to participate? Would keeping employees or files involved in prior Citizens work out of this project help address any potential conflict? Or is this a “disclosure only” question, which does not affect whether a vendor can be awarded contract?

Auditor General Response: The Auditor General has no obligation to issue a written explanation quantifying the extent to which a potential conflict of a respondent impacted selection. Potential conflicts of interest are a significant factor in the selection process and the reliability of measures designed to insulate the impact of a potential conflict would be considered by the Auditor General, but would not be dispositive of the issue.

2. What the base fee covers (§7.1 and Attachment D)

What work must be included in the base price, and what work can be charged separately at the additional consultation rate?

Please explain how this applies to reviewing findings after the report is submitted, additional meetings, preparing for and giving legislative testimony, and related travel. How much additional consultation is expected?

Auditor General Response: All deliverables outlined in §7.1, A-E, are part of the base price. This includes reviewing findings and preparing for and giving legislative testimony, as necessary. Travel authorized by the contract and ITN Coordinator is separately reimbursed as authorized by Section 112.061, Florida Statutes. All other work can be charged at the additional consultation rate. Minimal additional consultation is expected.

3. Access to Citizens’ claims management systems

Will the selected vendor have access to Citizens’ claims management systems to review claim files and related information? If so, which systems will be available?

Auditor General Response: Yes. ClaimCenter is Citizens primary claim data system. Additionally, Citizens utilizes the Enterprise Litigation Management System as its legal case management system. Our claims representative typically obtains read-only access to both systems.

4. Insurance — Attachment E, VIII

What insurance coverages and minimum limits will the selected vendor need? Please include any requirements for professional liability, cyber liability, general liability, workers' compensation, and additional-insured status.

Auditor General Response: During the contract term, the successful Respondent shall, at its sole expense, provide commercial insurance of such a type and with such terms and limits as may be reasonably associated with the contract. As specific and necessary to the final scope of the professional services contract, expected insurance coverages with appropriate amounts could include professional liability, cyber liability, and general liability. The Auditor General reserves the right to determine whether a respondent's level of coverage is satisfactory at the time of the award.