REQUEST FOR INFORMATION
RFI No.: 14-0005
FOR
ENTERPRISE RESOURCE PLANNING (ERP)

This is a Request for Information (RFI) issued by Citizens Property Insurance Corporation (“Citizens”). Citizens is seeking market information regarding Enterprise Resource Planning (ERP) systems to help gather / define requirements on solutions that integrate the following business functions: accounting / general ledger; cash / treasury management; core human resources / talent management / workforce management; facilities management; enterprise analytics / reporting; records management, CRM; Help Desk; procurement, contract administration, and contract / vendor management.

Citizens plans to conduct a solicitation to procure solutions and/or services identified herein, in part or in whole during 2014. Vendors are invited to provide information on: 1) complete ERP solutions that encompass all the functional areas listed in Section II, Purpose, 2) best of breed products that satisfy one or more of the business needs identified below, or 3) a combination of 1 and 2.

This information is sought for planning purposes only. This RFI is not a solicitation and will not result in a contract, but may be used by Citizens in developing future procurements and purchases. This RFI does not create any obligation on the part of Citizens. Responses to this RFI are subject to Florida Public Record laws found in Ch. 119, Florida Statutes, and s. 24(a), Art. I of the Florida Constitution. See Section VII of this RFI for more details.

Please note the following:
1. Citizens as a public entity does not permit offshoring of data or retention of data / records outside the United States;
2. Vendors would be required to abide by Federal and Florida laws that govern Citizens, including laws on public records; and
3. Data belongs exclusively to Citizens.
I. COMAPNY HISTORY

In 2002 the Florida Legislature created Citizens, a not-for-profit governmental entity, whose public purpose is to provide insurance to applicants who are not able to purchase coverage in the private insurance market.

Citizens is governed by Section 627.351(6), Florida Statutes, and operates pursuant to a Plan of Operation that is approved by the Financial Services Commission of the State of Florida. Citizens operations are supervised by a Board of Governors whose members are appointed by the Governor, CFO, President of the Senate and Speaker of the House. Additional information about Citizens is available at Citizens' website which is located at: https://www.citizensfla.com.

II. PURPOSE

Citizens is seeking information regarding the selection and implementation of an enterprise-wide software solution that will support improved administrative business processes. Vendors are invited to provide information on: 1) complete ERP solutions that encompass all the functional areas listed below, and/or 2) “best of breed” products that satisfy one or more of the business needs identified below.

The business areas included in this project are:

A. Financial Accounting
   1. General Ledger
   2. Fixed Assets
   3. Payables
   4. Receivables
   5. Cash Management
   6. Financial Reporting

B. Management Accounting
   1. Budgeting
   2. Cost Management
   3. Project and Work Management
   4. Expense reporting and authorization
   5. Workflow/Automation

C. Human Resources
   1. Talent Management Suite
      o Recruiting
      o Learning & Development
      o Performance Management
      o Compensation
      o Succession Management
      o Competency Assessment
   2. Core HR
   3. Incentive Compensation Administration
4. Benefits
5. Time Tracking
6. Workforce Management
7. Absence Management
8. Contingent Workforce
9. On boarding / Off boarding

D. Procurement and Contract Administration
1. Public procurement (competitive solicitations and electronic document management)
2. Requisitions and purchase orders
3. Contract Management and Administration
4. Vendor Management, including vendor registration, notification, performance and financial management

E. Customer Relationship Management
1. Self-Service Capabilities
2. Broadcast email notifications
3. Social Media Integration
4. Enterprise CRM (with security)
5. Help Desk/issues management tool

F. Business Intelligence/Reporting
1. Enterprise reporting & analytics tools
2. Automated Balanced Scorecard
3. Establish feeds to systems outside of enterprise system

G. Extended Functionality
1. Employee Self Service
2. Manager Self Service / Delegation of Authority
3. Facilities Management
4. Help Desk: IT, HR, Facility, etc
5. Enterprise System Security Management
6. Provisioning / de-provisioning

H. Project and Portfolio Management
1. Resource Management
2. Schedule Management
3. Capacity Planning
4. Time Sheet Reporting
5. Charge-back Processing
6. Strategic Planning
7. Data Back-up

III. CURRENT STATE

As of January 31, 2013, Citizens has approximately 1,200 employees in typical insurance industry job functions, except for sales and marketing, and collects over $2 billion in insurance premiums annually. Citizens also has a relatively large
contingent workforce that needs to be provisioned, tracked and de-provisioned at end of assignment.

Listed below are key software products Citizens’ business units use and their general function(s):

<table>
<thead>
<tr>
<th>Application</th>
<th>Primary User</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1099 Pro</td>
<td>Accounting</td>
<td>1099 PRO is used by the Accounting Dept. to effectively manage and comply with all 1099, W-9 and 1042-S filing requirements.</td>
</tr>
<tr>
<td>eFreedom</td>
<td>Accounting</td>
<td>3rd party product from StoneRiver used to prepare our annual and quarterly statements filed with Florida OIR and NAIC. This application integrates with ProFinancials.</td>
</tr>
<tr>
<td>Lawson</td>
<td>Accounting</td>
<td>Lawson is an application suite used by Citizens Accounting-Financial Group and Citizens Human Resources-Admin Group. The Accounting-Financial Group uses the Accounts Payable module for historical reporting of vendor spends prior to 2009. The Fixed Asset Management module is currently used for Fixed Asset tracking and reporting; its usage will be required until a replacement Asset Mgmt system is in place. Human Resources, Payroll and Benefits modules are used by the Human Resources and Payroll staff for historical research of data not migrated over to the Kronos HR-Payroll-Admin system.</td>
</tr>
<tr>
<td>ProFinancials</td>
<td>Accounting</td>
<td>ProFinancials is a financial applications suite used by Citizens Accounting-Financial Group for General Ledger, Accounts Payable, and financial reporting support. Reporting tools utilized with ProFinancials are FRx (Microsoft) and ReportView (Cognos). Also uses third part package - AutoMate - that automates the sending of the files from the feeder systems to ProFinancials</td>
</tr>
<tr>
<td>TIN check</td>
<td>Accounting</td>
<td>3rd party product used to verify federal tax ID numbers and business information during the collection and maintenance of vendor files.</td>
</tr>
<tr>
<td>TM1</td>
<td>Accounting</td>
<td>IBM Cognos TM1 integrates Business Planning, Performance measurement and operational data to enable business to optimize effectiveness and customer interaction regardless of geography or structure.</td>
</tr>
<tr>
<td>EagleStar</td>
<td>Account Reconciliation</td>
<td>A vendor hosted web-based Investment Portfolio Accounting &amp; Reporting System exclusively used to separately track, value, reconcile and report</td>
</tr>
<tr>
<td>Application</td>
<td>Primary User</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>EagleStar</td>
<td>Regulatory Reporting</td>
<td>Provides reports to meet governmental and insurance company reporting requirements on a monthly and quarterly basis. Financial statements are prepared in accordance to GAAP standards, Florida statutes and accounting rules prescribed by the Florida Office of Insurance Regulation, and NAIC Accounting Practices and Procedures Manual.</td>
</tr>
<tr>
<td>EagleStar</td>
<td>Audits</td>
<td>Provides reports and staff expertise for special projects, and internal/external audits.</td>
</tr>
<tr>
<td>CAFM Explorer</td>
<td>General Services</td>
<td>Issue Tracking software used by General Services and Citizens Employees to submit and track Facilities help desk tickets.</td>
</tr>
<tr>
<td>SuccessPath</td>
<td>Human Resources</td>
<td>Talent management suite hosted by SuccessFactors that supports performance appraisal, recruiting, development planning and learning management. SuccessFactors uses an emp data feed from Kronos but is not integrated with it.</td>
</tr>
<tr>
<td>Kronos</td>
<td>Human Resources</td>
<td>Kronos is the core HRMS for employee transactions, reporting, compensation, benefits and payroll. Workforce Timekeeper is a powerful time and attendance solution that automates the error-prone, manual processes related to tracking employees' time and applying complex pay policies. Kronos is licensed software on Citizens servers.</td>
</tr>
<tr>
<td>OrgPlus</td>
<td>Human Resources</td>
<td>Provides organization chart management through a feed from Kronos HR.</td>
</tr>
<tr>
<td>Spend Map</td>
<td>Purchasing</td>
<td>Purchasing Software used by Purchasing Department to create PO's and Requisitions.</td>
</tr>
<tr>
<td>Contingent Worker</td>
<td>Human Resources</td>
<td>Currently Contingent Worker tracking occurs through multiple databases, which are being consolidated into one system of record within a proprietary system for identity management and tracking.</td>
</tr>
<tr>
<td>CAIS</td>
<td>Vendor Management</td>
<td>Proprietary system for provisioning, managing and deprovisioning Independent Adjusters and contingent resource vendors and contracts</td>
</tr>
<tr>
<td>Application</td>
<td>Primary User</td>
<td>Description</td>
</tr>
<tr>
<td>-------------</td>
<td>----------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Daptiv PPM</td>
<td>Information Technology</td>
<td>Hosted Project and Portfolio Management tool. Key capabilities include: resource management, schedule management, capacity planning, time sheet reporting, charge-back processing, strategic planning and data back-up.</td>
</tr>
</tbody>
</table>

It is imperative that the proposed solution be compatible with other strategic information technology initiatives; e.g., Guidewire policy, claims and billing software. See also Attachment A, Information Technology Products v4.6 for other technical considerations.

IV. REQUESTED INFORMATION: Please organize responses as follows: Please keep in mind that both technical and nontechnical staff at citizens will be reviewing information submitted in response to this RFI. As such, please craft your responses in plain, clear and concise manner.

A. COMPANY INFORMATION
1. Name of Company
2. Company Address
3. Company Point-of-Contact for RFI Response
4. Point-of-Contact Phone Number
5. Point-of-Contact Email Address
6. Company Area(s) of Expertise
7. Length of time Company has been in existence including company ownership details
8. Company Business Model

B. SOFTWARE/MODULES AND SERVICES
1. Provide the product name(s) and active version(s) that your Company offers that would meet the needs identified in this RFI.
2. If your response refers to third-party products that support additional functionality or extended capabilities, please specifically name them.
3. Describe your solution, and clearly identify the application software modules, add-ons e.g., utilities/tools/report generators, underlying technology, and third party applications that your Company offers that meets Citizens’ requirements. Can your solution be categorized as “Best of Suite”, Best of Breed” or other?
4. Provide detailed information on the return on investment (ROI) available via utilization of the identified products, and other economic measures related to the product(s) listed in response to Question #1 above.
5. Provide high-level perspectives related to solution project factors such as: cost, cost methodology, timelines, and implementation sequence / approach considerations similar to the project identified herein.
6. Please identify any business intelligence and reporting capabilities which are part of your solution, and could be used to help Citizens improve performance measurement reporting. Also, please explain whether programming expertise is required to use these capabilities.

7. Briefly explain how you would assist Citizens in overcoming business process standardization and data migration issues related to this project. Note, this may include process for integrating legacy systems, refining business processes and implementation models.

8. Please indicate whether your company offers a site-hosted and/or web-based solution. Provide any additional services your company offers, e.g., IT Help Desk, customer relationship management, etc or Service Support Teams to assist clients with fast response to production issues, understanding newly released functionality and providing advice on how to more effectively leverage the product.

9. Provide the name of software products and/or services that are available via any Federal or State contract(s).

10. How long has the company offered the solution?

11. What is the future company vision of the proposed solution?

12. What percentage of the company’s total profit come from the proposed solution?

13. What is the company’s percentage of market share for the proposed solution relative to its competitors?

14. What is the company’s total revenue and revenue from the proposed solution?

C. VENDOR’S IMPLEMENTATION APPROACH

1. Provide examples of formal partnerships established, if any, with third-party consulting organizations to deliver consulting resources to clients supporting your products.

2. Provide three (3) or more examples of where the solution has been operational within the last five years and describe the industries, business environments, and if possible include client name(s).

3. Provide high-level observations of potential problems/risks that Citizens may encounter during this project. Include risk mitigation strategies that similar organizations have successfully implemented.

4. Please complete the table below to estimate the number of Citizens personnel that could be required to implement your product(s). Estimates can be stated as an approximate number of FTEs or a range of FTEs. The descriptions of the roles are intended as examples - please adjust them as necessary to accurately define all the resources you are recommending.
5. Describe how your organization would implement a company-wide solution and balance risk and system benefits. Indicate how your organization would sequence the application modules, and why.

6. Please estimate the number and types of Citizens’ employee Full-Time Equivalents (FTE) that would be required to maintain and support your product(s) after it has been implemented and placed into production. The roles are intended as examples - please adjust them as necessary to accurately convey your recommendation.

<table>
<thead>
<tr>
<th>Role</th>
<th>FTE Required (#)</th>
<th>% of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financials Functional Lead</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR/Payroll Functional Lead/Talent Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supply Chain Management Functional Lead</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extended Functionality Functional Lead</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology (system architect, network architect, DBA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training Leads - Lab</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training Leads - Mobile</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change Management Lead</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (indicate)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
D. TECHNOLOGY INFORMATION (See also Attachment A, Information Technology Products v4.6)

1. Architecture: Provide architectural diagrams of the company’s proposed solution. Describe the solution’s platform. If applicable, list the application development tools available. Also describe the standards used.

2. Integration: Describe the integration support available in the product. Also describe integration support that requires third party products.

3. Security: Describe how the product supports compliance and audit activities. Also include information about the use of firewalls, digital certificates, and encryption.

4. Conversion: Describe your approach to conversion of historical data, as well as any associated documents or images. Specify any special utilities or toolsets utilized for conversion purposes.

E. ADDITIONAL INFORMATION

In this section Citizens invites comments, suggestions, recommendations and creative ideas on what makes your firm and product/services unique, and welcomes submission of submit white papers, market brochures, case studies and URL web links and other supporting information.

V. RESPONSE FORMAT

One (1) compact disk (CD) of the response.
VI. CALENDAR OF EVENTS

Listed below are the important actions and dates / times by which the actions must be taken or completed. All listed times are local time in Tallahassee, Florida. Any change or modification to this calendar, modifications to this RFI, or other important notices will be accomplished by the posting of an addendum on the purchasing section of Citizens’ website, at https://www.citizensfla.com/about/purchasing-solicitations.cfm.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 23, 2014</td>
<td></td>
<td>RFI Released</td>
</tr>
<tr>
<td>February 4, 2014</td>
<td>10:00 AM ET</td>
<td>Pre-Bid Vendor Conference Call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Pre-Bid telephone number: (888) 278-0296</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Access Code 7789385#</td>
</tr>
<tr>
<td>February 7, 2014</td>
<td>5:00 PM ET</td>
<td>Questions Due</td>
</tr>
<tr>
<td>February 17, 2014</td>
<td></td>
<td>Anticipated date for responses to written questions</td>
</tr>
<tr>
<td>February 28, 2014</td>
<td>2:00 PM ET</td>
<td>Responses Due</td>
</tr>
</tbody>
</table>

Responses should reference RFI No.: 14-0005, and should be delivered to:

Ommet Mbiza, Procurement Officer
Purchasing Department
Citizens Property Insurance Corporation
2101 Maryland Circle
Tallahassee, Florida 32303
(850) 521-8345 Phone or (850) 575-0936 Facsimile
E-Mail: Citizens.Purchasing@citizensfla.com

VII. RESPONSES SUBMITTED ARE PUBLIC RECORDS

By participating in this solicitation process and submitting a Response, a Vendor acknowledges the requirements of the Florida Public Record laws found in Ch. 119, Florida Statutes and s. 24(a), Art. I of the Florida Constitution (the “Public Record Laws”), and agrees to the provisions set forth in this section. Citizens is a public entity subject to the Public Record Laws. All Vendor Responses and written communications regarding this solicitation become public records upon receipt by Citizens and therefore are subject to public disclosure. If a vendor asserts that any portion of its Response or written communication is exempt from disclosure under the Public Record Laws (a “Protected Record”) then the Vendor MUST comply with the following process:
• Clearly identify each portion of its Protected Record(s) that it believes is statutorily protected from disclosure;

• Submit a separate electronic copy of Vendor’s Response or written communication with only protected portions redacted; and

• Submit a separate redaction log that provides a specific statutory citation justifying each redaction.

If Vendor does not identify each portion of a Protected Record as specified herein, Citizens may produce Vendor’s non-redacted copy in response to a public records request.

If Vendor has complied with the provisions of this section and Citizens receives a public record request for a Protected Record, then Citizens will produce the redacted copy provided by Vendor in response to the public record request. If a request is made for the entire non-redacted Protected Record(s), then Citizens will promptly notify Vendor of the request. Vendor must take immediate and affirmative action to seek legal protection of its Protected Record(s) at issue. Citizens will not defend Vendor’s claim in regard to this section. Failure by Vendor to take action in accordance with this section shall constitute a waiver of its assertion that the Protected Record(s) are exempt from disclosure under the Public Record Laws, and Citizens may either produce the Protect Record(s) or unilaterally submit the Protected Record(s) to the clerk of court for an in camera inspection and judicial determination to resolve the dispute.

Notwithstanding the provisions of this section, in accordance with Federal or State law, Citizens will comply with any court order or government agency directive to produce a Protected Record.