



**REQUEST FOR PROPOSAL (RFP)
FOR
RFP NO.: 09-0012
PROFESSIONAL RECRUITMENT SERVICES**

EXECUTIVE SUMMARY

Citizens Property Insurance Corporation (Citizens) is seeking Proposals from Vendors capable of timely delivery of Professional Recruitment Services. In addition to Executive Recruitment, services will also include positions with 'hard to fill' or niche skill sets and will be at the sole discretion of Citizens.

CALENDAR OF EVENTS		
DATE:	TIME:	ACTIONS:
January 26, 2009		Release Solicitation
February 6, 2009	5:00 PM ET	Last Day for Submission of Written Questions
February 12, 2009	5:00 PM ET	Answers to Questions Posted on Citizens' Website
February 26, 2009	2:00 PM ET	Proposals Due

This is a Request for Proposal. Citizens will conduct a comprehensive, fair, and impartial review and evaluation of all proposals meeting the requirements of this solicitation. Please note that Citizens has the right at any time during the process to reject any and all proposals, at the sole discretion of Citizens that is not in the best interest of Citizens.

The complete solicitation documents and requirements are posted on Citizens website at http://www.citizensfla.com/about/purchasing-current_reqs.cfm.



**REQUEST FOR PROPOSALS (RFP)
FOR
RFP No.: 09-0012
Professional Recruitment Services**

Refer ALL Inquiries to Procurement Officer

Patty Davis, Procurement Officer
Purchasing Department
Citizens Property Insurance Corporation
2101 Maryland Circle
Tallahassee, Florida 32303
(850) 521-8321 Phone
(850) 575-0936 Facsimile
E-Mail: bids@citizensfla.com

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REQUIRED WEBSITE FORMS AND DOCUMENTS:

The below list of standard website documents and forms also pertain to this competitive solicitation and are posted on Citizens’ Website in a folder titled “Standard Purchasing Documents” for review and download. It is the vendor’s responsibility to review and submit all applicable forms with your response. Citizens’ Website address is http://www.citizensfla.com/about/purchasing-current_reqs.cfm.

Website Document No.: 01 – Vendor Conflict of Interest Disclosure Form (Form No.: 501b)

Website Document No.: 02 – Business/Corporate References Form

Website Document No.: 03 – Corporate Background

Website Document No.: 04 – Standard Terms and Conditions

Website Document No.: 05 – Citizens' Travel Policy

Website Document No.: 07 – Citizens Contract – (DRAFT)

Website Document No.: 08 – FSBE Declaration of Qualification

Website Document No.: 09 – Code of Ethics

SECTION 1 – INTRODUCTORY MATERIAL

- 1.1 STATEMENT OF PURPOSE:** Citizens Property Insurance Corporation (Citizens) is seeking Proposals from Vendors capable of timely delivery of Professional Recruitment Services. In addition to Executive Recruitment, services will also include positions with ‘hard to fill’ or niche skill sets and will be at the sole discretion of Citizens.

The contract term is anticipated to be from June 1, 2009 to May 30, 2012 (three (3) years), and, at the discretion of Citizens’ have one (1), 2-year renewal period.

Citizens wants to partner with a Vendor who can provide Professional Recruitment Services, as indicated within this document and any addenda that may be issued via Citizens’ Website which is located at:

http://www.citizensfla.com/about/purchasing-current_reqs.cfm. Each Vendor must familiarize itself with the general requirements before submitting a response.

It is the Vendor's obligation to check Citizens' Website to ensure that any and all addenda are incorporated into their solicitation response.

- 1.2 CITIZENS' BACKGROUND:** Citizens was created in 2002, when the Florida Legislature combined the Florida Residential Property and Casualty Joint Underwriting Association (FRPCJUA) and the Florida Windstorm Underwriting Association (FWUA). Citizens provides insurance to Florida homeowners who cannot find coverage in the open, private insurance market.

Citizens is governed by section 627.351(6) of the Florida Statutes and operates pursuant to a Plan of Operation approved by the Financial Services Commission of the State of Florida. Citizens operates under the supervision of a Board of Governors comprised of eight (8) appointed members.

Additional information is available at Citizens' Website

http://www.citizensfla.com/about/purchasing-current_reqs.cfm.

- 1.3 CALENDAR OF EVENTS:** Listed below are the important actions and dates/times by which the actions will be taken or completed.

CALENDAR OF EVENTS		
DATE:	TIME:	ACTIONS:
January 26, 2009		Release Solicitation
February 6, 2009	5:00:00 PM ET	Last Day for Submission of Written Questions
February 12, 2009	5:00:00 PM ET	Answers to Questions Posted on Citizens' Website
February 26, 2009	2:00:00 PM ET	Bids Due
AFTER AWARD OF AGREEMENT:		
June 1, 2009		New Contract Effective
June 1, 2009 and annually on this date thereafter		Provide Certificate of Insurance to Citizens
June 1, 2009 and annually on this date thereafter		Criminal Background Investigation Checks to be Submitted to Citizens
June 1, 2009 and annually on this date thereafter		Submit Annual Federal Corporate Tax Return to Citizens

1.4 CONTACT INFORMATION: Questions related to the procurement should be addressed to:

Patty Davis, Procurement Officer
Purchasing Department
Citizens Property Insurance Corporation
2101 Maryland Circle
Tallahassee, Florida 32303
(850) 521-8321 Phone
(850) 575-0936 Facsimile
E-mail: bid@citizensfla.com

From the date this solicitation is issued until a notice of recommended award, rejection of all proposals or other notice is made, no contact related to the solicitation will be allowed between a Vendor and any other party for the purpose of influencing the award, including any member of the Board of Governors or Citizens staff, with the exception of the Procurement Officer or his/her designee. Any unauthorized contact may disqualify the Vendor from further consideration.

SECTION 2

PROCUREMENT INFORMATION

CONTENTS

- 2.1 PROPOSAL INQUIRIES AND QUESTIONS**
- 2.2 SOLICITATION DOCUMENTS AND ADDENDUMS**
- 2.3 ENVIRONMENTAL POLICY**
- 2.4 SUBMISSION OF PROPOSAL**
- 2.5 RESPONSIVENESS REQUIREMENTS**
- 2.6 PROPOSAL FORMAT AND CONTENTS**
- 2.7 EXCEPTIONS TO DOCUMENT NO.: 04, STANDARD TERMS AND CONDITIONS**
- 2.8 REVIEW AND EVALUATION PROCESS**

- 2.1 PROPOSAL INQUIRIES AND QUESTIONS:** Vendor(s) shall address all questions regarding this solicitation to the Procurement Officer identified in Section 1.04, Contact Information. Questions must be RECEIVED NO LATER THAN the time and date reflected in Section 1.03, Calendar of Events. E-mail inquiries are preferred. It is the responsibility of the Vendor to confirm receipt of the questions. However, Citizens in its' sole discretion reserves the right to answer any questions received after the deadline.

Questions shall be answered and posted on Citizens' Website in accordance with Section 1.03, Calendar of Events.

- 2.2 SOLICITATION DOCUMENTS AND ADDENDUMS:** Citizens shall post the solicitation documents and any and all addendums to the solicitation documents on Citizens' Website. It is the Vendor's obligation to check Citizens' Website to review any and all addendums.

- 2.3 ENVIRONMENTAL POLICY:** Citizens is implementing policy in its Go Green Initiative to promote sustainability. In its effort to do this, Citizens is identifying companies that it conducts business with that has implemented policies that encourage environmental stewardship. Vendors are encouraged to identify green standards such as EnergyStar, Green Seal, and LEED among others. Citizens would also like to recognize Vendors that actively recycle within their company and who seek green alternatives in their manufacturing process.

- 2.4 SUBMISSION OF PROPOSAL:** The purpose of the Proposal is to demonstrate a Vendor's qualifications, competence and capacity to undertake services in conformity with the requirements of this solicitation. The Proposal should demonstrate the qualifications of the Vendor and of the particular staff to be assigned to this engagement.

The submission of a response to this competitive solicitation constitutes an acknowledgement by the Vendor that Citizens is not a state agency for purposes of Chapters 120 and 287, Florida Statutes, and that the procurement policies and procedures adopted by Citizens pursuant to Section 7(A)(12) of its Plan of Operation prescribe the sole and exclusive remedy of an unsuccessful vendor.

PROPOSALS MUST BE RECEIVED AT CITIZENS PROPERTY INSURANCE CORPORATION, 2101 MARYLAND CIRCLE, TALLAHASSEE, FLORIDA 32303, AT OR BEFORE THE DUE DATE AND AS SPECIFIED IN SECTION 1.03, CALENDAR OF EVENTS.

- 2.5 RESPONSIVENESS REQUIREMENTS:** The following terms, conditions, and requirements are to be met by the Vendor to be considered responsive to this solicitation. Failure to meet these responsiveness requirements may cause rejection of a Proposal.

It is required that the Vendor supplies:

- One (1) originally signed Proposal and additionally five (5) copies for a total of six (6) Proposals. The Proposal should be in separately sealed package clearly marked "RFP No.: 09-0012, Professional Recruiting Services".

- 2.6 PROPOSAL FORMAT AND CONTENTS:** This section prescribes the format in which the proposals are to be submitted. There is no intent to limit the content of the proposals. Additional information deemed appropriate by the Vendor may be included, but are required to be placed within the relevant section. Additional tabs beyond those designated in this section will not be evaluated. The following paragraphs contain instructions that describe the required format for proposals.

Proposals are required to be limited to a page size of eight and one-half by eleven inches (8.5" x 11"). All proposals should contain the sections outlined below. Citizens is under no obligation to look for responsive information contained in incorrect tabbed sections. If responsive information is also contained in other sections, Vendors should specifically reference the tabbed section and corresponding page number(s) that responsive information and documentation can be found.

- A. TAB 1 – REQUIRED DOCUMENTS:** Under Tab 1, the following documents should be completed and returned. Website Documents are posted on Citizens' Website.

- Attachment "A" – Declaration Form;
- Website Document No.: 01 - Signed Vendor Conflict of Interest Disclosure Form; and
- Website Document No.: 03 - Corporate Background Form.

- B. TAB 2 – PRICING:** Under Tab 2, provide Pricing will be based on a

percentage of the successful candidate's first year's base salary. There is no allowance for bonus, relocation or any other remuneration. (See Attachment "B", Price Sheet)

- C. **TAB 3 – PROPOSAL:** Under Tab 3, provide information that demonstrates Vendor's capabilities to provide the services listed. Additionally, Vendors must specify any area where Vendor either has not previously provided those services, or has no experience providing those services:
- Any previous experience providing Professional Recruitment Services to either Citizens and/or similar organizations for any of the areas listed in Scope of Services.
- D. **TAB 4 – COMPANY PROFILE:** Under Tab 4, provide information, requested below, that best describes the Vendor's company:
- If possible, include a listing of clients and contacts that would be available and willing to discuss their experiences regarding your solution.
- E. **TAB 5 – KEY PERSONNEL:** Under Tab 5, provide qualifications and experience of Vendor's firm and the proposed implementation team. The Vendor shall provide a description of capabilities, related to projects of similar size, complexity and business. Provide resumes of the Project Manager and key project staff that will be assigned to this project. The Vendor may include any additional literature and product brochures.
- F. **TAB 6 – BUSINESS/CORPORATION QUALIFICATIONS:** Under Tab 6, provide the following information:
- **Document No.: 02, Business/Corporate References:** The Vendor is required to furnish at least three (3) business/corporate references with their proposal, utilizing the form provided on Citizens' Website. In order to ensure current expertise, services described by corporate references are required to be ongoing or have been completed within the thirty-six (36) months preceding the issue date of this solicitation. All three (3) references are required to have 2+ years experience with the proposed product.

The references should contain a contact person, including their phone number and email address. The reference should include the type of services, service dates, the firm/agency name of the entity for which the services were provided. The reference should include a paragraph describing where services similar in magnitude and scope to those requested in the solicitation were provided.
 - **Firm Experience:** Vendor organization is required to provide the following information about firm experience:

- Length of time your organization has existed? List past mergers, acquisitions and reorganizations.
- Scope of operations, including products and services, with indication of areas of specialization.
- For the past five (5) years, by year, provide:
 - Client counts;
 - New client counts;
 - New product / service additions;
 - Changes to management structure or executive leadership; and
 - Changes to geographic footprint of facilities and marketing.
- Financial Documents: Vendor shall provide financial statements applicable to the firm as indicated below:
 - If Vendor is publicly held, the Vendor shall provide: a copy of the Vendors most recent audited financial reports and statements, and the name, address and telephone number of the fiscally responsible representative of the Vendor's financial or banking organization.
 - If Respondent is not a publicly held corporation, the Respondent shall provide: either the reports and statements required of a publicly held corporation or a description of Vendor's organization, including size, longevity, client base, areas of specialization and expertise; and any other pertinent information must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the financial strength of the organization. Additionally, a non-publicly held firm must provide a credit report or a Dunn and Bradstreet Report.

G. TAB 7 - LITIGATION, CLAIMS AND REGULATORY ACTION: Citizens will not score this section. However, the information will be used by Citizens in assessing Vendors responsibility and may be grounds for disqualification or rejection.

Provide detailed information relating to the circumstances and status of:

- Any action, suit, proceeding or investigation before or by any state or federal court, agency or other authority currently pending against the Vendor that threatens the existence or current stability of the Vendor or its ability to provide any of the Component Services.
- During the past five years, any matter in which the Vendor, any control person, or any key personnel: (a) has been convicted, plead guilty, or plead no contest to any felony, or to misdemeanor

involving dishonesty, breach of trust, or financial impropriety; (b) has had an insurance license, revoked by, or surrendered to, any insurance regulatory agency; (c) has been fined, penalized, sanctioned, or subject to any other disciplinary action by any state or federal court, agency or other authority, self-regulatory organization, or professional organization, as a result of such person or entity's activities in the business of insurance, securities, banking, investment banking, real estate, or other licensed profession.

- During the last five (5) years, any litigation that Vendor, any control person, or any key personnel has initiated against Citizens.

2.7 EXCEPTIONS TO DOCUMENT NO.: 04, STANDARD TERMS AND CONDITIONS

- Paragraph 3, Packaging;
- Paragraph 4, Inspection at Vendor's Site;
- Paragraph 5, Safety Standards;
- Paragraph 6, Transportation and Delivery;
- Paragraph 7, Installation;
- Paragraph 8, Risk of Loss; and
- Paragraph 25, Insurance Requirements.

2.8 REVIEW AND EVALUATION PROCESS: Citizens will conduct a fair, comprehensive, and impartial review and evaluation of all Proposals meeting the requirements of this solicitation.

Only timely submitted Proposals will be reviewed by staff to determine if they comply with the responsiveness requirements listed in the solicitation. Failure to meet any of these responsiveness requirements may render a Proposal non-responsive and result in rejection of the entire Proposal. Further evaluation will not be performed;

- The following categories will be used for the purpose of review, evaluation, scoring and ranking:
 - o Submission of All Required Forms and Documents;
 - o Company Profile;
 - o Similar Engagements;
 - o Vendor Capabilities; and
 - o Pricing.
- Before award, Citizens reserves the right to seek clarifications, to request

response revisions, and to request any information deemed necessary for proper evaluation of replies. Vendors may be requested to make a presentation, provide additional references, provide the opportunity for a site visit, etc. The Citizens reserves the right to require attendance by particular representatives of the Vendor. Any written summary of presentations or demonstrations shall include a list of attendees, a copy of the agenda, and copies of any visuals or handouts, and shall become part of the Vendor's reply;

- Using the evaluation criteria specified above, Citizens shall evaluate and rank replies and present its recommendations to Citizens' Board. Citizens' Board will then confirm which Vendor(s), if any, will be selected.

SECTION 3 SCOPE OF SERVICES

CONTENTS

- 3.1 DEFINITIONS- SOLICITATION SPECIFIC**
- 3.2 PROJECT BACKGROUND**
- 3.3 STANDARD REQUIREMENTS AND SPECIFICATIONS**
- 3.4 CONTINGENCY REQUIREMENTS**

ATTACHMENTS:

ATTACHMENT "A" – DECLARATION FORM

ATTACHMENT "B" – PRICE SHEET

3.1 DEFINITIONS - SOLICITATION SPECIFIC:

- Executive Recruitment: Means recruitment activities pertaining to positions at Director Level and above as categorized by Citizens.
- Direct Hire: Means recruitment services relating to permanent positions where a fee is payable, as a percentage of the candidate's first year's salary, upon the successful placement of an applicant that is provided by a vendor.

3.2 PROJECT BACKGROUND: Citizens has approximately 1,300 employees. The headcount is made up of a combination of full time, part time, temporary, independent and contract employees based out of three (3) sites in the State of Florida: Tallahassee, Jacksonville and Tampa. 2008 saw Citizens take on 288 new hires of which approximately 8% were from an Agency source. Positions were of a direct hire basis and included 'Executive Recruitment' as well as IT positions and other 'hard to fill' or niche skill sets. Positions outside of the definition of Executive Recruitment will be at the sole discretion of Citizens.

3.3 STANDARD REQUIREMENTS AND SPECIFICATIONS: Vendors' services shall include, but are not limited to, the following:

A. Organization and Position Analysis:

- Discuss with designated member of Citizens recruitment team, the requirement and establish its position within the organization as well as any history and additional factors that may assist in the recruitment process.
- Conduct analysis of requirements, both 'required' and 'preferred' contained within Position Description.
- Discuss benefits and / or potential relocation assistance that may be available to the successful candidate.

B. Sourcing and Preliminary Screening:

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- Actively seek out individuals with qualifications that meet or exceed those listed on the position description.
- Conduct thorough telephone screening and / or face to face interviews with promising candidates to obtain a better understanding of their background and suitability for the position.
- Verify that candidate has not made a prior personal submission to the position in mind. Vendor shall provide written confirmation that candidate has authorized their firm alone to represent interest in position.

C. Submission:

- Submission of candidate to an open position must be done via electronic mail to the recruiter managing the search.
- Submission will include a current version of the candidate's resume as well as salary expectations.
- Any submission to, or contact with, internal hiring manager will be at the direction and approval of the Citizens recruitment team only
- Submissions must occur before the closing date for the position.
- Vendors will complete an assessment form (provided by Citizens) in order to highlight extent of skills/requirements as laid out in position description.

D. Final Reporting/Client Interviews:

- Assist in scheduling final candidates for interview.
- Send candidates packets of information relevant to preparation for the interview.

E. Supplemental Activities:

- Provide Citizens regular updates on the status of the search.
- Handle all administrative details related to the executive search.
- Advise candidates of their status at each critical point in the recruitment.
- Respond to inquiries regarding the status of their candidacy within one to two (2) business days.

3.4 CONTINGENCY REQUIREMENTS: In the event that the Candidate is fired, resigns, is discharged or otherwise terminates from employment at Citizens within ninety (90) days after the Start Date, the entire Recruiter's Fee shall be refunded to Citizens. Citizens, at its sole discretion may elect to forego the refund and accept another suitable Candidate, based solely on the original job

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specifications and at the discretion of the hiring manager. If Citizens chooses this latter option, the contingency period shall begin again, and no additional fees shall be due to Recruiter. This policy does not apply if Candidate becomes a part-time employee, or independent contractor, at Citizens within the first ninety (90) days.

ATTACHMENT "A" DECLARATION FORM

FORM INSTRUCTIONS: Enter required information in the appropriate regions of this form.

SECTION I – VENDOR’S CONTACT INFORMATION

VENDOR’S PRIMARY POINT OF CONTACT	
Company Name:	
Primary Contact Name:	
Title:	
Address:	
Telephone:	
Cell:	
Fax:	
Email:	
ALTERNATE POINT OF CONTACT	
Alternate Contact Name:	
Title:	
Address:	
Telephone:	
Cell:	
Fax:	
Email:	
PROPOSED POINT OF CONTACT – CONTRACT PHASE (IF AWARDED PROJECT)	
Primary Contact Name:	
Title:	
Address:	
Telephone:	
Cell:	
Fax:	
Email:	

ATTACHMENT “A” DECLARATION FORM

SECTION II – LITIGATION CLAIMS OR REGULATORY ACTION

Indicate whether the Vendor has had any reportable Litigation, Claims, or Regulatory Action as expressed in Section 2 of the solicitation.

LITIGATION, CLAIMS, OR REGULATORY ACTION	
Does the Vendor have any Litigation, Claims, or Regulatory Action? Please circle the appropriate response. If yes, provide details behind Tab 3.	Yes or No

SECTION III – VENDOR DECLARATION

By submitting your Proposal, and signing this Declaration Page, Vendor is agreeing to the following:

- Vendor has reviewed the Solicitation in its entirety, and understands the time requirements, and scope of work;
- Vendor has reviewed the Website Document No. 04, Standard Terms and Conditions (“ST&C”) that are attached to this Solicitation;
- Any changes to the Solicitation requirements, or the ST&C, submitted in Vendor’s Proposal response are just proposed changes and may be rejected by Citizens without notice;
- Vendor has included any changes behind Tab 1 of their proposal. Each proposed change or requirement must be submitted on an individual sheet and marked as proposed or required. A notation of required, by the vendor, will denote that the vendor requires the change in order to accept a contract award;
- Vendor’s proposed changes will be reviewed by Citizens and may be the basis for disqualification of Vendor’s Proposal;
- Vendor cannot make any proposed changes to the Solicitation requirements or ST&C after submission of Vendor’s Proposal response;
- The Solicitation and ST&C will be incorporated as attached into the final agreement unchanged, unless Vendor’s timely proposed changes are approved by Citizens in writing;
- The attached Non-Disclosure Agreement and Vendor Conflict of Interest Forms must be fully executed and returned along with Vendor’s Proposal, otherwise Vendor’s Proposal may be disqualified; and
- Vendor affirms that they have no conflict of interest as specified in Request for Proposal for RFP No.: 09-0012, Professional Recruiting Services.

Signature:	Date:
Title:	
Print or Type Signatory Name and Company Name:	

ATTACHMENT "B"

PRICE SHEET

FORM INSTRUCTIONS: Enter your proposed pricing in the appropriate regions of this form. Make every effort to structure your proposal to match the existing line items in each section. Note: Please exclude travel expenses, which will be paid in accordance with Citizens' Travel Policy, Document No.: 05.

All quantities listed are approximate and should be used for pricing purposes only. Citizens does not guarantee any quantities.

Vendor Information:

Name: _____

Address: _____

Phone: _____ FAX: _____

Contact Name: _____

Phone: _____ Email: _____

Candidate Salary Range	Proposed Fee (%)
\$0 - \$50,000	
\$50,001 - \$100,000	
\$100,001 and above	

Signature: _____ Date: _____
Title: _____

Print or Type Signatory Name and Company Name: _____