



**ITN NO.: 10-0060**  
**INVITATION TO NEGOTIATE (ITN)**  
**FOR**  
**REBID OF SYSTEMS INTEGRATION TOOL**

**Refer ALL Inquiries to Procurement Officer**

Nancy Timmerman, Procurement Officer  
Purchasing Department  
Citizens Property Insurance Corporation  
2101 Maryland Circle  
Tallahassee, Florida 32303  
(850) 521-8344 Phone or (850) 575-0936 Facsimile  
E-mail: [bids@citizensfla.com](mailto:bids@citizensfla.com)

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**REQUIRED STANDARD FORMS AND DOCUMENTS:** The below list of standard documents and forms also pertain to this competitive solicitation and are posted on Citizens’ website in a folder entitled “Standard Purchasing Documents” for review and download. It is the Vendor’s responsibility to review and submit all applicable forms with your Proposal. Citizens’ website address is:

<http://www.citizensfla.com/about/purchasing-solicitations.cfm>.

Standard Document No.: 01, Vendor Conflict of Interest Disclosure Form (*Form No.: 501b*);

Standard Document No.: 02, Business / Corporate References Form;

Standard Document No.: 03, Corporate Background Form;

Standard Document No.: 04, Standard Terms and Conditions;

Standard Document No.: 05, Citizens’ Travel Policy;

Standard Document No.: 06, Information Technology Standards Policy;

Standard Document No.: 07, Citizens’ Contract (Draft);

Standard Document No.: 09, Code of Ethics;

Standard Document No.: 10, Citizens’ Confidentiality and Non-Disclosure Agreement Form; and

Standard Document No.: 12, CPIC Vendor Resiliency Business Continuity Planning (BCP) Questionnaire.

## SECTION 1 INTRODUCTORY MATERIAL

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- 1.1 STATEMENT OF PURPOSE**
- 1.2 CITIZENS' BACKGROUND**
- 1.3 CALENDAR OF EVENTS**
- 1.4 CONTACT INFORMATION**
- 1.5 NO CONTACT OR LOBBYING**

- 1.1 STATEMENT OF PURPOSE:** Citizens Property Insurance Corporation (Citizens) is seeking Proposals from Vendors who can provide a Systems Integration Tool also known as an Enterprise Application Integration (EAI) Suite that will enable Citizens to seamlessly integrate existing application systems and processes within and between business enterprises. This EAI solution will allow Citizens' disparate systems to interface with one another and increase business agility.

The contract term is anticipated to be for five (5) years and, at Citizens' discretion, have one (1) 2-year renewal term.

Citizens' intent is to partner with a Vendor who can provide services as indicated within this document and any addendums that may be issued via Citizens' Website located at: <http://www.citizensfla.com/about/purchasing-solicitations.cfm>. All Vendors shall familiarize themselves with the general requirements before submitting a Proposal.

**It is the Vendor's obligation to monitor Citizens' website to ensure that all addendums are incorporated into their Proposal.**

- 1.2 CITIZENS' BACKGROUND:** In 2002, the Florida Legislature created Citizens Property Insurance Corporation (Citizens), a not-for-profit alternative insurer, whose public purpose is to provide insurance to, and serve the needs of, property owners who cannot find coverage in the private insurance market.

Citizens is governed by Section 627.351(6), 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 located at:

<https://www.citizensfla.com/about/purchasing-solicitations.cfm>.

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

| CALENDAR OF EVENTS |               |                                                                             |
|--------------------|---------------|-----------------------------------------------------------------------------|
| DATE:              | TIME:         | ACTIONS:                                                                    |
| July 28, 2010      |               | Release of ITN Documents                                                    |
| August 12, 2010    | 2:00:00 PM ET | Pre-Bid Conference                                                          |
| August 16, 2010    | 5:00:00 PM ET | Last Day for Submission of Written Questions and Exceptions to Solicitation |
| September 7, 2010  |               | Answers to Questions Posted on Citizens' Website                            |
| September 28, 2010 | 2:00:00 PM ET | Vendor Proposals Due                                                        |
| October 26, 2010   |               | Complete Evaluation of Vendor Responses                                     |
| November 3, 2010   |               | Negotiations - Begin                                                        |
| May 3, 2011        |               | Negotiations - Complete                                                     |

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

Nancy Timmerman, Procurement Officer  
Purchasing Department  
Citizens Property Insurance Corporation  
2101 Maryland Circle  
Tallahassee, Florida 32303  
(850) 521-8344 Phone or (850) 575-0936 Facsimile  
E-mail: [bids@citizensfla.com](mailto:bids@citizensfla.com)

**1.5 NO CONTACT OR LOBBYING:** From the date this solicitation is issued until a notice of recommended award, rejection of all Proposals or other decision 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 INSTRUCTIONS**

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#### **2.1 DEFINITIONS - SOLICITATION SPECIFIC:**

- APM – means Application Performance Monitoring;
- BAM – means Business Activity Monitoring;
- BPM – means Business Process Management;
- Citizens – means Citizens Property Insurance Corporation;
- Core Insurance Software – means Enterprise Resource Planning (ERP) software project that Citizens has undertaken. The goal of the Core Insurance Software project is a replacement and / or refresh of the Policy Administration, Claims Management and Billing Systems;
- CTS – means Claims Tracking System used by Citizens;
- DMZ – means De-Militarized Zone;
- DWH – means Data Warehouse;
- EAI - means Enterprise Application Integration;
- ePAS – means Electronic Policy Administration System used by Citizens;
- ESB – means Enterprise Service Bus;
- ETL – means Extract Transform and Load;
- Evaluation Team – means the project team that will participate in Vendor response evaluation and ranking;

- eWind – means web interface for Policy Administration System used by Citizens for Personal Residential Wind policies;
- IDE – means Integrated Development Environment;
- ImageRight – means electronic document management system used by Citizens;
- MFT – means Managed File Transfer;
- MTOM – means Message Transfer Optimization Mechanism;
- POC - means Proof of Concept;
- RDBMS – means Relational Data Base Management System;
- SAML – means Security Assertion Markup Language;
- SOA – means Service Oriented Architecture;
- SMTP – means Simple Mail Transfer Protocol;
- WIND – means Policy System used by Citizens for Personal Residential Wind policies; and
- WSDL – means Web Service Description Language.

**2.2 PRE-BID CONFERENCE:** The purpose of the non-mandatory Pre-Bid Conference is to provide Vendors with pertinent information and to clarify any issues in the solicitation documents that may not be understood. It is for informational purposes only. The Pre-Bid Conference will be held at the following location, in accordance with Section 1.3, Calendar of Events:

- a. Location: 2101 Maryland Circle, Tallahassee, FL 32303; and
- b. Telephone Call: The conference call details are: Telephone 1-888-354-0094, Conference ID 2981058#.

**2.3 INQUIRIES AND QUESTIONS:** Vendor(s) shall address all questions regarding this solicitation to the Procurement Officer identified in Section 1.4, Contact Information. Questions shall be RECEIVED NO LATER THAN the time and date reflected in Section 1.3, Calendar of Events. E-mails or other written inquiries only are permitted. It is the responsibility of the Vendor to confirm receipt of the questions. However Citizens, at its sole discretion, reserves the right to answer any questions received after the deadline.

Questions and answers will be posted on Citizens' website in accordance with Section 1.3, Calendar of Events.

**2.4 SOLICITATION DOCUMENTS AND ADDENDUMS:** Solicitation documents and all addendums to the solicitation will be posted on Citizens' website. It is the Vendor's obligation to monitor Citizens' website to review addendums.

**2.5 ENVIRONMENTAL POLICY:** Citizens has implemented a Go Green Policy to promote sustainability. In its effort to do this, Citizens is identifying companies that have implemented policies that encourage environmental stewardship. Vendors are encouraged to identify green standards such as EnergyStar, Green Seal, and LEED, among others, within their Proposal.

**2.6 COOPERATIVE PURCHASING:** With the consent of the awarded Vendor(s), this contract, if awarded, may be used by other governmental entities (including federal agencies) within and outside the State of Florida. The Awarded Vendor(s) agree to make the same terms and price, exclusive of freight and transportation fees, if applicable available to other such governmental entities. Citizens will in no way whatsoever incur any liability in relation to specifications, scope of work, delivery, payment or any other aspect of purchases by such agencies.

**2.7 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 response should demonstrate the qualifications of the Vendor and of the particular staff to be assigned to this engagement.

The prospective Vendor hereby certifies, by submission of a Proposal to this solicitation, acceptance of the requirements, and terms and conditions of this solicitation and all appendices and any addendum(s) released hereto. **Any exception(s) to this solicitation (terms, conditions, etc.) shall be submitted in accordance with Section 2.10, Exceptions or Requested Modifications.**

The submission of a Proposal to this solicitation constitutes an acknowledgement by the Vendor that Citizens is not a state agency for purposes of Chapter 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.

The Vendor shall submit:

- One (1) originally signed hard copy of the Proposal;
- One (1) electronic version of the Proposal in the form of a compact disk (CD). **(The CD should be exactly identical to what is on the original hardcopy Proposal).**

The Vendor should also submit:

- A total of five (5) additional hard copies of the Proposal; and
- One (1) redacted version of the Proposal in the form of a compact disk (CD). This CD should be labeled as a redacted copy. This will be used for any Public Record Requests received after award. If no redacted copy is submitted, the original will be considered approved for release in accordance with Citizens' Public Records Process.

All responses should be in a sealed package clearly marked "ITN No.: 10-0060, Rebid of Systems Integration Tool".

**PROPOSALS SHALL BE RECEIVED AT CITIZENS PROPERTY INSURANCE CORPORATION, 2101 MARYLAND CIRCLE, TALLAHASSEE, FLORIDA 32303, ON OR BEFORE THE DUE DATE AND TIME AS SPECIFIED IN SECTION 1.3, CALENDAR OF EVENTS OR THE BID WILL BE REJECTED AS NONRESPONSIVE.**

**2.8 MISREPRESENTATION:** All information provided and representations made by the Vendor are material and important and will be relied upon by Citizens in awarding the contract. Any intentional or negligent misstatement will be treated as a fraudulent inducement to award Vendor the contract, and a fraudulent concealment from Citizens of the true facts relating to submission of the Proposal. A misrepresentation will be punishable under law, including, but not limited to, Chapter 817, Florida Statutes. Furthermore, any misrepresentation will be immediate grounds for termination of any contract related to this solicitation and said Vendor will not be able to participate in future solicitations or other business opportunities with Citizens for the duration of this contract term, including renewal period.

**2.9 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 is required to be placed within the relevant section. Additional sections beyond those designated in this section will not be evaluated.

Citizens is under no obligation to look for responsive information contained in incorrect sections. If responsive information is also contained in other sections, Vendors should specifically reference the section and corresponding page number(s) that responsive information and documentation can be found. All Proposals should contain the sections outlined below. The following paragraphs contain instructions that describe the required format for and contents of Proposals:

**2.9.1 TAB 1 – REQUIRED FORMS AND DOCUMENTS:** The Vendor should provide in Tab 1 the following forms and documents, completed:

- A. Standard Document No.: 01, Vendor Conflict of Interest Disclosure Form (Form No.: 501b); and
- B. Attachment "B", Litigation, Claims or Regulatory Action Form.

If applicable, Vendor should provide the following:

- A. Exceptions: See Section 2.10, Exceptions or Requested Modification for further details; and
- B. Corporate Change: See Section 2.11, Corporate Change for further details.

**2.9.2 TAB 2 – PRICING:** The Vendor shall complete and submit Attachment “A”, Price Sheet in Tab 2.

**2.9.3 TAB 3 – COMPANY INFORMATION:** The Vendor should provide in Tab 3 information requested below that best describes the Vendor’s company:

A. Company Profile:

1. What is the Company’s Name?
2. Have you ever worked with Citizens in the past? If yes, provide details;
3. Provide the length of time your organization has existed;
4. List past mergers, acquisitions and reorganizations, if applicable;
5. List any recognition or customer appreciation received; and
6. List all the Partners who may be involved in this initiative.

B. Customer Base:

1. For each of the past five (5) years beginning in 2006, provide:
  - a. Client counts;
  - b. New client counts;
  - c. New product / service additions;
  - d. Changes to management structure or executive leadership; and
  - e. Changes to geographic footprint of facilities and marketing.
2. Do you currently have any active clients that use the product(s) version you are proposing? If yes:
  - a. Provide names of customers;
  - b. Provide the percentage and number of clients in the Florida market place;
  - c. Provide the number of Property & Casualty insurance companies that make up your active clients; and
  - d. Provide the number of active Property & Casualty insurance company clients that are in the State of Florida.

C. Revenue:

1. How long has product been in production?

2. How long has this product been in a customer environment?
3. Provide client list for past twelve months;
4. What is the total revenue for the product(s) being proposed for the last full fiscal year?
5. What percentage is this of the total revenue for all technology products offered by the company?

D. Services:

1. Do you use service partners to deploy proposed product? If used, name the service partners;
2. What is the number of service partners that have deployed one or more customers on the vendor's EAI suite?
3. What services and methodologies does the vendor provide to facilitate the implementation of the EAI and growth of SOA initiatives?

E. Research & Development:

1. Provide a brief history of your product releases (time line, major and minor releases, etc);
2. Provide a product lifecycle calendar (end of support, release schedules, etc.); and
3. What is the typical cost and work impact to customer for new product releases?

**2.9.4 TAB 4 – BUSINESS / CORPORATION QUALIFICATIONS:** The Vendor shall provide in Tab 4 the following information:

- A. Standard Document No.: 02, Business / Corporate References Form: The Vendor shall furnish a minimum of three (3) business / corporate references with their Proposal, utilizing the form provided on the website. In order to ensure current expertise, services described by corporate references shall be ongoing or shall have been completed within the 36 months preceding the issue date of this solicitation; and
- B. Standard Document No.: 03, Corporate Background Form: The Vendor should complete and submit Standard Document No.: 03, Corporate Background Form in Tab 4.

**2.9.5 TAB 5 – TECHNICAL REQUIREMENTS:** The Vendor should provide in Tab 5 information that demonstrates the Vendor's capabilities to provide the services listed. Additionally, Vendors should specify any area where they either have or have not previously provided those services, or have no experience providing those services:

(Guideline to answer the questions: ★ Answers to questions marked with stars are mandatory responses.)

A. Governance:

1. ★ What is the version number and release date of the product(s) being proposed?
2. Describe the Governance features of the products(s) proposed, including:
  - a. Lifecycle Management for the development, versioning and deployments of assets (WSDL, Orchestrations);
  - b. Policy Management for the access control, identity management, performance and service level agreements; and
  - c. Discovery functionality for reference policies.

B. Architecture:

1. Generally describe the proposed Architecture. Include a high level diagram of the following:
  - a. Data Architecture; and
  - b. Application Architecture.

C. Repository:

1. What RDBMS's, associated versions and service packs are certified with your product repository? Is the runtime repository / registry included in the product, or does it rely on a separate repository / registry provided by the customer? If a separate repository / registry is provided, can the customer use a different one?
2. What, if any, standards are used as the basis of the metamodel? To what extent is the metadata model extensible and customizable? Provide the Data Model and data dictionary if applicable. Also provide a sample set of data for the tables described in the data model;
3. Does the product manage different versions of objects in the repository?
4. How is concurrent development of Parallel Releases handled through the version management?
5. How are the builds of the EAI components handled?
6. Does the product track key performance indicators (KPI) on service lifecycle? If yes, provide description.

D. Backplane / ESB:

1. ★ Does the EAI suite include its own native messaging infrastructure?
2. ★ Does the product support at least one of the following messaging capabilities:
  - a. Store and Forward;
  - b. Publish / Subscribe;
  - c. Request / Reply; and
  - d. Content based routing.
3. Are there any constraints on message / payload size in a single transaction?
4. What level of support is provided for the following: (Provide an answer for each of the products listed)
  - a. Message-Oriented Middleware: IBM WebSphere MQ, JMS, SOAP / JMS, SOAP / MQ, Microsoft Message Queuing (MSMQ), Microsoft BizTalk, TIBCO Rendezvous, BEA Tuxedo, TIBCO EMS, and AMQP;
  - b. Mainframe Connectivity: IBM DB2, VSAM, 3270, CA-IDBMS / DB, IMS database, Software AG Natural, ACF2, Top Secret, AS / 400 DQ, AS / 400 DT, and CA-ADSO;
  - c. File Operations: FTP, file arrival detection, splitting batches, archiving, CSV, ★ **Secure FTP**, .tar files, zip files, Microsoft Access, Microsoft Excel, FTPS, NFSv4, convert to / from XML, delete and copy file;
  - d. Databases: Microsoft SQL Server, IBM DB2, ODBC, ★ **JDBC** (Java Database Connectivity), IBM Informix, Teradata, custom file types, OLE-DB, Federated database access, and Cloudscape; and
  - e. Email Connectivity Protocols: Internet Message Access Protocol (IMAP), Multipurpose Internet Mail Extensions (MIME) / attachments, Post Office Protocol (POP), and Simple Mail Transport Protocol (SMTP).
5. Describe how distributed transactions are supported by the product(s)?
6. Describe how product supports “Bulk Transaction Processing”, both real-time and batch mode. Provide any information on a separate architecture and / or proposed

infrastructure environment to support “Bulk Transaction Processing”. Provide diagrams if they are available;

7. Describe the transformation capabilities of the products' mediation component;
8. Does the ESB provide federated database access across multiple possibly heterogeneous database types?
9. What level of support is provided for these commonly supported services?
  - a. Prebuilt Infrastructure Services: Application alerts, schema validation, configuration caching, logging, management instrumentation, Reporting to database, rules-based validation, stage and service-level handlers, declarative invocation services, Enterprise JavaBeans (EJB) bridging, semantic validation, other scripting, e.g. Groovy, Ruby, JavaScript or any other, JNDI, shell processors, .NET service components, and Common Object Model (COM);
  - b. Endpoint Capabilities: Built-in load balancing, service-oriented architecture (SOA) service management, lightweight orchestration, pub / sub with filtering, service pooling, service throttling, J2EE, routing slip definition and execution, Endpoint caching, Spring, .NET, SCA, OSGi, JBI, ESB Address, and dynamic invocation;
  - c. Interaction Models: ★**Asynchronous notification**, ★**asynchronous request / reply**, fan-out / fan-in, load balanced, publish / subscribe, Synchronous notification, and synchronous request / reply;
  - d. Qualities of Service: At least once, at most once, exactly once, in order, transactional, Group-ordered, priority order, persistent / not-persistent, and unit-of-work-ordered;
  - e. Routing Features: Based on SOAP headers, request source, transport headers, user ID, user role, failover conditions, dynamic rules, payload, routing slip, service version, dynamic routing table, dynamic addressing, least load (load balancing), service performance, service-level agreement (SLA), custom logic, identity, parallel split / join, and load-balanced publish / subscribe to pool of subscribers; and
  - f. Message Parsing Targets: XML, delimited / CSV, fixed length fields, COBOL copy book, JSON, and

application-specific.

10. What error management features are provided by the product?
11. Describe the following features for SOA Support:
  - a. Logical Naming Service;
  - b. Synchronous Communication;
  - c. Asynchronous Communication; and
  - d. Extensibility.

E. Runtime Technology Platform:

1. Does the product include the technology for complex event processing?
2. Does the product require any client side components to be installed on the user desktop, e.g. jre, flash, etc.?
3. ★ Does the product include Managed File Transfer (MFT) capability? If yes, describe the MFT functionalities available in the product, e.g.: MFT clients and servers, MSF proxies, and any other MFT plug-in;
4. How does the EAI suite support scaling to handle arbitrarily large workloads in a single location? What is the largest such customer configuration running in production?
5. How does the ESB support scaling to handle arbitrarily large distributed operation / arbitrarily large numbers of interconnected sites?

F. Adapters:

1. What is the different Industry standard Adapters provided out-of-box, e.g. ACCORD, FIX, etc.?
2. Which of these Package Application Adapters is provided out-of-the-box: Lawson, ProFinancials, Aperta, ★ **AS / 400**, RightNow, IVANS, Power2Pay, Kronos, ImageRight, Plumtree, Numara Footprints, ArcGIS, Xactimate, SendSuite, Commercial off-the-shelf Policy Management systems like Guidewire's PolicyCenter?
3. Which of these Technology Adapters is provided out-of-the-box: RDBMS, Data Warehouse, File System, Search, Messaging?
4. Describe the tools, API, documentation and training available for custom adapter development. What IDEs are supported for adapter development?

G. Data Integration:

1. Does the product support tooling for data manipulation, e.g.; ETL tooling, Data access, JDBC interface, multiphase commits, etc.?
2. Does the product include functionality to support data stewards to ensure that adequate data quality is maintained?

H. Design Time Support:

1. ★ Describe the Process Management capabilities including Runtime support, including composition, decomposition, distributed process management, instance management, process management and BPM support, including Orchestration, semantic transformations, custom transformation; and
2. What are the tools provided to assist in building and maintaining ESB-based solutions? Include the following: service creation and deployment, EAI administration, ease of use, integration of tools; and
3. Describe the design time process support including process modeling, code generation, and simulation of the impact of potential changes.

I. Protocol Support:

1. Which web service protocols are supported, including ★**SOAP 1.1 & 1.2**, ★**REST**, ★**WSDL**, ★**XML**, ★**HTTP**, WS-Policy, WS-Policy Attachment, WS Reliable Messaging, ★**WS-Security (Username Token, SAML and Kerberos)**, WS-Security Policy, ★**WS-I Basic Profile**, SOAP with MIME attachments, ★**MTOM**, Oauth; and
2. List any other protocols supported, e.g.; FTP, SMTP, RMI over IIOP, CORBA, TCP / IP, sFTP.

**2.9.6 TAB 6 – INFRASTRUCTURE REQUIREMENTS:** The Vendor should provide in Tab 6 information that demonstrates the Vendor's capabilities to provide the services listed. Additionally, Vendors should specify any area where they either have or have not previously provided those services, or have no experience providing those services:

A. Runtime Platform:

1. What are the hardware requirements for each of the software components of the product(s)?
2. Does the proposed product(s) work on virtualized or cloud environment?

3. What kind of Physical Hardware is supported?
4. What Operating Systems are supported? State the latest version of each system, e.g. Windows 2003, 2008, AIX, etc.;
5. What Application Servers are supported? List the name and the latest version supported, including WebSphere, Tomcat, Weblogic, tcServer, etc.;
6. How many servers are needed to run the software? Can the application run in a cluster? Does it have components which require multiple servers?
7. What is the initial installation memory footprint of the product per server? What are the typical runtime memory footprints that customers experience? What is the typical disk footprint?
8. By what mechanisms can the runtime (infrastructure) services provided by the product be extended, e.g. internal support for aspect orientation? Are there any restrictions on what can be extended?
9. Can the product runtime be embedded in another application or as an embedded operating system or network service?
10. Does the product support reliable messaging across firewalls? If so, how?
11. Does the product function across multiple Microsoft (MS) Windows domains? Are any special trusts or other security accommodations required?
12. Does the product function across multiple DMZs? Which ports are required to maintain communication across multiple DMZs?

B. Quality of Service (QoS):

1. Provide a description of the Load Balancing / Failover features of the product(s)?
2. Provide a description of the High Availability features of the product(s)?
3. Does the product suite allow execution prioritization and priorities override? If yes, explain.
4. Does the product suite allow Messaging prioritization and priorities override? If yes, explain.
5. What features does the product(s) provide to manage endpoint QoS, such as throttling, load balancing, or endpoint virtualization?

6. Does the EAI suite use a distributed or broker topology? If distributed, what functions require a hub-and-spoke deployment? What are the specific advantages offered by the product's particular topology?
7. What kinds of fault tolerance are provided, and how? In each case, include dependencies on underlying components?
8. What is the average response time per transaction through the EAI platform?
9. Are there any constraints on number of concurrent transactions per software instance?
10. Are there any constraints on number of integrations through one instance?
11. Provide recommendations for a number of instances required for production for optimal response times and concurrency.
12. What are the number of concurrent users and concurrent transactions supported per instance?

C. Monitoring and Management:

1. Does the product provide the ability to alert on service performance? How selective can Service Level Agreements (SLA) monitoring be for a given service?
2. Does the product provide the ability to enforce SLA between the consumer and publisher? How selective can SLA enforcement be for a given service?
3. What level of support is provided for these log events / statistics: Endpoint status, errors, invocations, response time, elapsed time, throughput, and SLA violations?
4. Does the solution work with third-party or vendor components for providing service management of services both within and connected to the ESB?
5. Does the product allow for the creation of a single management domain that spans multiple local area network (LAN), wide-area network (WAN) segments and multiple security domains?
6. Does the product support key third-party technical monitoring tools, e.g. BMC PATROL, CA Unicenter TNG, HP OpenView, IBM Tivoli, CA Introscope, Compuware, etc.?
7. Does the product support MS Systems Center Operations Manager?

8. Does the product support, in-built or through add-ons, JMX monitoring and management functions?
9. What are the Disaster Recovery (DR) requirements for the product(s) proposed, if any?
10. Describe common software tools used by existing customers to perform Backup, Recovery, and Disaster Recovery.
11. Does the product have the ability to provide alerts on error conditions?
12. Does the product provide drill-down problem-resolution capability?
13. Does the product support Wily Application Performance Monitoring (APM)?
14. What BAM capabilities are provided with or as part of the ESB? Do those capabilities support monitoring of systems outside of the ESB itself?

D. Support:

1. How many support resources are dedicated to Florida region?
2. What levels of support are offered for this product line?
3. Provide geographic locations and operating hours for support call centers.
4. Provide information on Service Level Agreements for problem resolution.

**2.9.7 TAB 7 – SECURITY REQUIREMENTS:** The Vendor should provide in Tab 7 information that demonstrates the Vendor's capabilities to provide the services listed. Additionally, Vendors should specify any area where they either have or have not previously provided those services, or have no experience providing those services:

- A. Describe compliance with the following national and / or industry related standards and submit documentation supporting the following (or equivalent) where applicable:
1. SAS 70, Part 2 – Auditing standard developed by the American Institute of Certified Public Accountants (AICPA); and
  2. PCI DSS – Multifaceted security standard developed by American Express, Discover Financial Services, JCB International, MasterCard Worldwide, and Visa, Inc. to enhance payment card account data security including requirements for security management; policies, procedures;

network architecture; software design and other protective measures.

- B. Describe your compliance with Standard Document No. 06, Citizens Information Technology Standards Policy if any part of the proposed solution is to be maintained within the Citizens environment. (Standard Document No. 06 policy lists all technologies supported by the organization and serves as a guideline for all technology purchasing decisions, including hardware, software, peripherals, and network components);
- C. Provide documentation describing how all data will be maintained within the continental boundaries of the United States of America and that at no time will Citizens data be transferred to or accessed from outside of the boundaries of the United States properties, states, and / or territories;
- D. Describe the management of security, user data, system and data access permission approval structure, and provide an audit trail to satisfy Florida's public records statutes;
- E. Describe the current / future bandwidth requirements of the system and / or service and / or product;
- F. Describe the protocols used in the system and / or service and / or product data transfer;
- G. Describe the encryption algorithm utilized in data transfer;
- H. Describe the database system utilized by the system and / or service and / or product data transfer;
- I. Describe the storage and management of system data (internal to the system and / or data maintained in external data bases or other systems), including database data accessibility;
  - 1. Describe system logging. Logging of system events includes:
    - a. Event type, e.g. Log in, Log out, password change, account lockout, session timeout, simultaneous use of credentials, system parameter change, system data element change, transaction, etc.);
    - b. System access type, both Interactive and Non-Interactive;
    - c. Event outcome, both Success / Failure;
    - d. Event Time / Date Stamp;
    - e. Account used;
    - f. IP Source; and

- g. Computer / Host name.
- 2. Does the product maintain audit logs on all administrative activities?
- 3. Does the product support the ability to integrate audit logs from multiple sources and ensure integrity of the log file?
- J. Describe system account management including:
  - 1. Security Matrix (System roles and / or profiles along with the authority / permissions granted to role / profile. Examples of roles / profiles include: root, superadministrator, administrator, superuser, user, guest, resource and service accounts, etc.);
  - 2. Does the product have the ability to provide authorizations based on roles? Does it support third-party tools for this function?
  - 3. Encryption Standards applied to user; and
  - 4. Access Controls:
    - a. Password Policy, e.g. Strength, Aging, Re-Use, etc.;
    - b. Authentication Methods;
    - c. What level of support is provided for the following user authentication / authorization directory solutions: Generic LDAP, Microsoft Active Directory, Sun LDAP, CA SiteMinder, Kerberos, IBM Tivoli Access Manager, Novel eDirectory, IBM z / OS Security Server, local OS security (Linux, AIX, and Solaris), Oblix, RSA, and Open LDAP?
    - d. System integration with Microsoft Active Directory (AD);
    - e. System maintenance of Access Control Lists (ACLs);
    - f. Does the product support administration of security functions or provide support for third-party tools for this function (APIs that enable 100% administration of this product to be driven programmatically without the product's own admin UI)?
    - g. Results of failed authentication attempts;
    - h. Standard alerts; and
    - i. Logging of access events.
- K. Describe the access method, both local and remote and the system roles / profiles required to perform:

1. System development;
  2. System implementation;
  3. System configuration changes;
  4. System test;
  5. System maintenance;
  6. Technical support;
  7. System update and / or Patch management;
  8. Incident management; and
  9. Problem resolution.
- L. Does the system and / or service and / or product support digital signatures?
- M. Does the product support WS-Security Username token?
- N. Does the product provide Security Assertion Markup Language (SAML) support for services?

**2.9.8 TAB 8 – PROJECT MANAGEMENT PLAN:** The Vendor should provide in Tab 8 the following Project Management information:

- A. Project Organizational Chart: The Vendor must provide an organizational chart depicting its proposed staffing plan, identifying proposed Vendor and subcontractor resources whose assignment is key to the Vendor's successful completion of all project Implementation tasks. At a minimum, the organizational chart must identify the following:
1. The project manager, key technical and support resources, and support managers / staff by name and Vendor / subcontractor organization;
  2. Describe the services and responsibilities of the Project Manager and / or Management team prior to, during and post implementation
- B. Resumes: The Vendor must include a one (1) page resume for each of the proposed personnel within its proposal. Resumes submitted by the Vendor must include and clearly identify the education, technical and project experience possessed by personnel assigned to this project;
- C. Project Manager: The Vendor must designate a Project Manager to be assigned full time to this project, although this does not have to be the manager's only project assignment. The assignment of the Project Manager will begin on the effective date of the contract resulting from this solicitation and will continue, uninterrupted

throughout the duration of the implementation phase. The Project Manager is on call or available to answers questions Monday through Friday, during normal business hours or when needed by Citizens' designated Project Manager;

- D. Key Personnel / Technical Staff: The Vendor must designate qualified and experienced key and technical resources to the project. Such resources should be experienced in maintaining quality EAI product service delivery, and timely completion of all key project milestones and deliverables;
- E. Project Implementation Cost: The Vendor must provide project implementation costs and any consultation fees, in Attachment "A" Price Sheet;
- F. Describe the standard Project Management approach including the Change Management process for changes needed during the implementation phase;
- G. Describe the standard implementation schedule from date of contract award; and
- H. Describe documentation delivered to Citizens prior to, during and after the product implementation.

**2.9.9 TAB 9 – DEMONSTRATION AND POC REQUIREMENTS:** The Vendor should provide in Tab 9 the following information:

- A. Product Demonstration: One or more vendors may be given an opportunity to advance to demonstration, which will be conducted during the Negotiation Phase.
  - 1. How much preparation time is needed for the product(s) demonstration?
  - 2. How long would the demonstration take to present?
  - 3. Do you prefer to give a demonstration of your software at Citizens' premises (on-site) or over the web?
  - 4. Explain in detail the setup requirements for the demonstration for both on-site or over the web;
- B. Proof of Concept (POC): One or more vendors may be given an opportunity to advance to POC, which will be conducted during the Negotiation Phase. The POC activities are expected to take up to 6 weeks. The POC will include, and is not limited to, the following activities:
  - 1. Installation and Configuration of product(s);
  - 2. Hands on proof of core functionality of the product(s); and

3. Integration with pre-configured components created by Citizens.
- C. Citizens will provide up to six (6) POC scenarios to be demonstrated. Scenarios will be finalized after the product demonstration(s), based on the capabilities of the product(s). Citizen's technical team and Vendor's technical team will collaborate during the POC activities. Provide responses for each of the following questions / issues related to POC:
1. How much setup time does the Vendor need for the POC?
  2. Provide a resource structure to conduct the POC; and
  3. Provide preliminary cost estimates for the POC, if any. (Use Attachment A; Price Sheet)

**2.9.10 TAB 10 – FINANCIAL DOCUMENTS:** The Vendor should provide financial statements applicable to the firm as indicated below in Tab 10:

- A. The Vendor should provide a copy of the Vendor's most recent audited financial reports and statements. If financial statements are not audited, Vendor should provide a compilation or review of the statements. If neither audited nor unaudited financial statements are available, Vendor should indicate as such and provide internal financial statements. Also provide the name, address and telephone number of the fiscally responsible representative of the Vendor's organization; and
- B. The Vendor should provide the reports and statements required of a publicly held corporation. The Vendor should also provide a description of the Vendor's organization, including size, longevity, client base, areas of specialization and expertise. Any other pertinent information should be submitted in such a manner that the Evaluation Team may reasonably formulate a determination about the financial strength of the organization. Additionally, a non-publicly held firm must provide a Dunn and Bradstreet Supplier Qualifier Report, Business Information Report or Business Credit Report.

**2.10 EXCEPTIONS OR REQUESTED MODIFICATIONS:** All proposed exceptions and / or modifications to the solicitation requirements or the Standard Terms & Conditions shall be identified in the form of questions submitted to the Procurement Officer identified in Section 1.4, Contact Information and in accordance with Section 2.3, Inquiries and Questions.

Each proposed change or new requirement shall be submitted 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 an award. Proposed or required changes may be rejected by Citizens without notice.

Citizens' answers to questions will indicate whether Citizens is agreeable or not agreeable to the proposed exception(s) or requested modification(s). For all exceptions and / or changes where Citizens has indicated acceptance, all Vendors shall be notified by an issuance of an addendum to this solicitation.

For all questions submitted to Citizens related to this section, group the questions as follows:

- Group 1 – Exceptions that are required in order for Vendor to submit a Proposal. Without approval of the exception, the Vendor will not be able to submit a Proposal; and
- Group 2 – Requested modifications Vendor is proposing to Citizens that will not preclude Vendor from providing a response to this solicitation.

**2.11 CORPORATE CHANGE:** If Vendor is involved in or undergoing a sale, purchase, merger, or other related acquisition ("Change") that will in any way alter the Vendor's legal entity, name, structure, financial status or business operations, Vendor shall submit behind Tab 1 if applicable:

- A section disclosing all current entities involved in the Change, when the Change is anticipated to take place and any information related to the Change that may affect the response;
- Each area in Vendor's Proposal (All Tabs) should contain a separate subsection that discusses whether the Change will alter, modify or otherwise affect the Vendor's Proposal; and
- If this is not applicable to your Proposal, Vendor should provide a statement that this section is "not applicable" behind Tab 1.

**2.12 TIE BREAKING PROCESS:** In the event a tie occurs in price and / or score between two or more vendors during a competitive solicitation, Citizens will determine the recommended vendor for award based upon the following criteria (listed in order of priority):

- All goods / services of the vendor are manufactured / performed in Florida; and
- All goods / services of the vendor are manufactured / performed in the United States.

If neither of the above criteria resolves the tie, Citizens shall conduct a coin toss to determine the recommended vendor for award. The tied vendors will be informed of the tie, and will be provided with reasonable notice of the time and location of the coin toss, which they may attend. The Director of Purchasing and General Services or designee will ensure at least one (1) witness is present during the coin toss and document the results.

**2.13 ACCEPTANCE / REJECTION:** Citizens reserves the right to accept or reject any or all Proposals and to make the award to the Vendor(s) who, in the opinion

of Citizens, will be in the best interest of and / or the most advantageous to Citizens. Citizens also reserves the right to reject the Proposals of any Vendor who has previously failed in the proper performance of an award or to deliver on time contracts of a similar nature or who, in Citizens' opinion, is not in a position to perform properly under this award. Citizens reserves the right to inspect all facilities of Vendor(s) in order to make a determination as to the foregoing. Citizens reserves the right to waive any irregularities and technicalities and may, at its discretion, request a Rebid.

**2.14 EVALUATION AND NEGOTIATION PROCESS:** Citizens shall conduct a comprehensive and impartial review and evaluation of all Proposals meeting the requirements of this solicitation.

Only timely submitted Proposals shall be reviewed by staff to determine if they comply with the required forms and documents submission requirements listed in the solicitation. This will be a pass / fail review. Failure to meet any of these requirements may render a Proposal non-responsive and result in rejection of the entire Proposal. Further evaluation will not be performed.

**NOTE: Vendor contract is not guaranteed as part of this solicitation. The execution of a contract resulting from this solicitation is contingent upon approval by Citizens, including by the Board of Governors.**

For the purpose of review, evaluation, scoring and ranking, evaluation criteria have been divided into multiple categories. The following reflects the Pass / Fail criteria and the maximum number of points that may be awarded by category:

| ITEM NO. | EVALUATION CRITERIA                            | TAB NO. | POINTS            |
|----------|------------------------------------------------|---------|-------------------|
| 1.       | Submission of All Required Forms and Documents | 1       | Pass/Fail         |
| 2.       | Pricing                                        | 2       | 25                |
| 3.       | Company Information                            | 3       | 5                 |
| 4.       | Business Qualifications                        | 4       | 5                 |
| 5.       | Technical Requirements                         | 5       | 30                |
| 6.       | Infrastructure Requirements                    | 6       | 10                |
| 7.       | Security Requirements                          | 7       | 10                |
| 8.       | Project Management Plan                        | 8       | 10                |
| 9.       | Financial Documents                            | 10      | 5                 |
|          | <b>Total Points:</b>                           |         | <b>100 Points</b> |

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|  | NEGOTIATION                       |  |     |
|--|-----------------------------------|--|-----|
|  | Product Demonstration             |  | 100 |
|  | Proof of Concept Demonstration(s) |  | 100 |

Before award, Citizens reserves the right to seek clarifications and request any information deemed necessary for evaluation of Proposals. During the negotiation phase top ranked Vendors shall be required to make product demonstration(s) and Proof of Concept demonstration(s), and may be requested to provide additional references, and / or provide the opportunity for a site visit. Citizens reserves the right to require attendance by particular named representatives of the Vendor during this solicitation process. Any written copy of the agenda, copies of any visuals or handouts, and summary of presentations or demonstrations should include a list of attendees, and shall become part of the Vendor's Proposal.

Using the evaluation criteria specified above, Citizens shall evaluate and rank Proposals and, at Citizens' sole discretion, proceed to negotiation and award of a Contract with the selected Vendor(s).

## SECTION 3 SCOPE OF SERVICES

### **CONTENTS**

- 3.1 PROJECT BACKGROUND**
- 3.2 STANDARD REQUIREMENTS AND SPECIFICATIONS**
- 3.3 PRODUCT DEMONSTRATION**
- 3.4 PROOF OF CONCEPT**
- 3.5 IMPLEMENTATION**
- 3.6 TRAINING**
- 3.7 WARRANTY AND MAINTENANCE**
- 3.8 INVOICING AND PAYMENT TERMS**

**3.1 PROJECT BACKGROUND:** Property Insurance Corporation (Citizens) is seeking Proposals from Vendors to provide an Enterprise Application Integration (EAI) suite that will enable Citizens to seamlessly integrate existing application systems and processes within and between business enterprises. The EAI Suite will enable Citizens to integrate its disparate systems and interface with one another and thereby increase agility. Citizens has various systems including ePAS, CTS, eWIND, etc, built on distinct technology platforms. These systems integrate with others through multiple integration mechanisms and sometimes with Commercial-Off-The-Shelf (COTS) applications (e.g.: ImageRight). It is important to have the EAI platform evaluation simultaneous to the Core Insurance Software solicitation process to avoid dependencies in architectural capability related to the Core Insurance Software project. Having an EAI platform installed, configured and ready-to-integrate makes it easier to integrate the Core Software system(s) with each other and with other existing Citizens systems.

**3.2 STANDARD REQUIREMENTS AND SPECIFICATIONS:** Citizens requires Vendor to provide an EAI solution to meet the following requirements (refer to Section 2.9, Format and Contents for detailed Technical, Infrastructure, Security and other requirements):

- Replace point-to-point integrations between 114 applications (and growing), on heterogenous architectures (ranging from AS / 400 based mainframe to complex web based applications).
- Provide a common messaging platform for asynchronous communication between the applications.
- Provide capability to dynamically configure integration between systems for synchronous and asynchronous message interchange.
- Provide MFT based solution to replace sFTP integrations Citizens has with various business partners.
- Consolidate the services across the applications into a service registry with a governance process and tools around it.

- Provide ability to create dynamic and composite services based on existing services to support our growing business needs.
- Provide standards based tools and technologies to express and define business processes.

Note: As documented in Section 2.14, Evaluation and Negotiation Process, the execution of a contract resulting from an award based on this solicitation is contingent upon approval by Citizens' various committees, including the Board of Governors. Citizens will validate vendor capabilities during the Negotiation Process (Proof of Concept).

**3.3 PRODUCT DEMONSTRATION:** The product demonstration process is a demonstration of the product capabilities executed by a Vendor representative through on-site at Citizens with remote login to Vendor sandbox environment; or on Vendor owned equipment.

The following product capabilities are in scope for the Product demonstration:

- A. Demonstrate the overview of the tool to get high level understanding of the product with an overview of the product architecture, deployment architecture and any database dependencies;
- B. Demonstrate what Web Services adapters are available and their capabilities, including (and not limited to) security, composite web service, attachments, MTOM;
- C. Demonstrate Synchronous and asynchronous integration capabilities;
- D. Demonstrate Managed File Transfer capabilities;
- E. Demonstrate I-Series (AS400) integration adapter capabilities;
- F. Email integration SMTP, Blackberry etc:
  1. Demonstrate Datawarehouse adapter capabilities; and
  2. Demonstrate SQL Server 2005 / 8 adapter capabilities.
- G. Demonstrate integration with Active Directory / LDAP and what level of security management is provided;
- H. Demonstrate integration with any one of the financial application ProFinancials®, TM1 etc;
- I. Demonstrate mediation capabilities by showing transformation:
  1. From XML to PDF;
  2. From Text to Java Object; and
  3. Service composition.
- J. Demonstrate monitoring capabilities and how notifications are sent;
- K. Demonstrate governance and operational metrics available out of the box from the product and extensibility of these metrics;

- L. Demonstrate Administration module of the product, configuration management and Service Management capabilities;
- M. Demonstrate how and what level of security can be configured and managed. This includes roles and access levels to the Administration of various features within the product; and
- N. Demonstrate Code Generation capabilities if any.

**3.4 PROOF OF CONCEPT:** The Proof of Concept (POC) process is a demonstration of the software capabilities evaluated by Citizens in collaboration with the Vendor resources. The Vendor's software will be installed, configured and customized on Citizens' owned or leased hardware.

Citizens expects the Vendor to demonstrate the following scenarios during the POC exercise:

- A. Managed File Transfer and File Processing;
- B. Web Service Orchestration;
- C. Messaging Capabilities;
- D. Distributed Transaction Management; and
- E. Adapters based integration.

**3.5 IMPLEMENTATION:** Shall consist of the following:

**3.5.1 Initial Implementation:** Awarded Vendor shall provide services per the following timeline upon entering into a contract with Citizens:

- Begin integration and configuration of EAI solution within 15 days after contract is signed with Citizens;
- Vendor is responsible for services associated with the installation, configuration and validation of the product(s);
- A project manager must be assigned to be responsible for all Vendor activities and coordinate with Citizens' designated project manager who is in charge of overall project schedule and delivery;
- Vendor must provide a list of all team members and any subcontractors that will be assigned to this engagement with Citizens including name, address, title, applicable experience / qualifications and a brief job description;
- Vendor shall provide Citizens with a detailed project implementation plan that will include all dates, milestones, activities and tasks required for complete installation of the software / service, defining Vendor's tasks as well as those expected of the customer. It is highly preferable that the detailed project plan be provided electronically in Microsoft Project format. This project plan will require approval in writing by both Citizens and the Vendor before it

can be considered the baseline project plan and approved prior to Vendor's commencement of project;

- Vendor shall provide to Citizens' project manager a weekly report summarizing the work completed during such period, and the status of the work then in process, the status of any known problems or outstanding issues, and the status of open change requests, if any; and
- Citizens and Vendor project managers will be responsible for managing project changes. Since material changes may impact the scope of the project, implementation time frames, and the final cost of the solution, all parties must agree on and approve any changes in writing pursuant to the proposed change, signed by an authorized signatory of each party, prior to commencement of additional or altered work effort that is material in nature. Citizens or Vendor can initiate change requests. In either case, a Project Change Request will be initiated by Citizens' project manager, and forwarded to all parties on the Project for consideration, and become an amendment to Vendor contract for all Vendor-impacted changes. All parties will evaluate the change for approval. If the approved request causes a change to the schedule, project scope, (hardware, software, and peripherals and engineering), or project costs, Vendor will prepare a Change Request for signature pursuant to the terms of the contract.

**3.5.2 Minimal Project Phases:** The following minimal project phases shall be included in the detailed project implementation plan:

- Design Phase: This will include collaborating with Citizens' technical resources and to gather and document the requirements for the system implementation. The deliverable from this phase will be a design document which will be agreed upon in writing by both the Vendor and Citizens. The design document will be the blueprint for the system which will be implemented in the Installation and Testing phase;
- Installation and Testing Phase: This will follow the Design Phase to insure all hardware and software components of the system are performing correctly. This phase will be considered completed when all the required functionality agreed upon in the scope of this solicitation and the design document has been successfully implemented and validated. The deliverable from this phase will be a functioning system that Citizens will accept in writing; and
- Implementation Phase: This will follow the Installation and Testing Phase, to bring the system into a production status and include the completion of training for all users, and system administrators as agreed upon. Also included in this phase will be the successful

implementation of all users into the system to the full functionality as agreed upon in the scope of this solicitation.

**3.5.3 Systems Acceptance:** Delivery and operation of systems and equipment does not constitute acceptance of the work. Final acceptance of the work shall occur when the vendor has provided all the documented requirements of this solicitation and has demonstrated that the entire installation fulfills all the requirements in the contract documents, integration with Citizens system(s) is successfully tested, and Citizens has provided written acceptance of the system as well as any system integrations. A prerequisite to systems acceptance is the satisfactory resolution of all technical and functional issues discovered during the preceding project phases. Systems Acceptance will be MINIMALLY 30 calendar days FOLLOWING completion of the Implementation stage, assuming all other stated requirements are met at that time. The Systems Acceptance date will be referred to as the Go-Live date.

- The selected Vendor, as soon as possible after delivering an operational system, will provide written notification to the Citizens' designated Project Manager informing them that the installation is completed and all documentation has been provided; and
- Upon receipt of Vendor's notification, Citizens will have 30 working days to provide a list (if any) of the items which have not been completed. If after 30 working days, all requirements of the solicitation have been met, Citizens will provide a final letter of System Acceptance and the warranty period will begin.

**3.5.4 Post Implementation Support:** Vendor shall provide a plan for a post-implementation support program providing appropriate service and post-sales support. Vendors are strongly encouraged to include any additional information on how the proposed level of maintenance and support differs from the Vendor's perceived competition.

**3.6 TRAINING:** Vendors shall provide the following training:

- System Administration and Operations training to five (5) people; and
- Application Development Group training to 20 people.

The Vendor must provide the price for the on-site training to the above mentioned groups in Attachment "A", Price Sheet.

**3.7 WARRANTY AND MAINTENANCE:** The selected Vendor shall provide routine and requested maintenance for the product for the term of the contract. Vendor must provide:

- Sample copies of the proposed Maintenance Agreement(s). (Citizens and the awarded Vendor will mutually determine final contracts and warranties); and

- A copy of the Vendor's Service Level Agreement, if not contained within the Maintenance Agreement provided.

**3.8 INVOICING AND PAYMENT TERMS:** Payments will be processed within a specified number of days (agreed upon by both parties) of receiving the Vendor's invoice. Invoice and Payment terms will be finalized during the negotiation phase.

# ATTACHMENT "A"

## PRICE SHEET

|                                                                                                       |                                 |              |                            |
|-------------------------------------------------------------------------------------------------------|---------------------------------|--------------|----------------------------|
| <b>Vendor Name:</b>                                                                                   |                                 |              |                            |
| Vendor shall provide proposed pricing in the appropriate space of this form.                          |                                 |              |                            |
| <b>SECTION 1: SOFTWARE</b>                                                                            |                                 |              |                            |
| <b>Service Module Pricing</b>                                                                         | <b>Fee Per Unit</b>             | <b>Total</b> | <b>Percentage Discount</b> |
| Software - Provide Product License Fees per Unit* and any Ancillary software required                 | \$ -                            | \$ -         |                            |
| Other (Please specify the Unit in the license model)                                                  | \$ -                            | \$ -         |                            |
| * Examples of Unit are CPU or Server or User or Transactions                                          |                                 |              |                            |
| <b>TOTAL SOFTWARE COST</b>                                                                            | <b>\$ -</b>                     | <b>\$ -</b>  |                            |
| <b>SECTION 2: PROOF OF CONCEPT</b>                                                                    |                                 |              |                            |
| <b>Service Module Pricing</b>                                                                         | <b>Fee Per Unit</b>             | <b>Total</b> | <b>Percentage Discount</b> |
| POC Hosting - Provide Hardware / Software for Proof-of-Concept                                        | \$ -                            | \$ -         |                            |
| POC Consultant Services - any professional fee associated with POC                                    | \$ -                            | \$ -         |                            |
| POC Travel Expenses - Per Citizens Travel Policy                                                      | \$ -                            | \$ -         |                            |
| Other (Please specify)                                                                                | \$ -                            | \$ -         |                            |
| <b>TOTAL PROOF OF CONCEPT COST</b>                                                                    | <b>\$ -</b>                     | <b>\$ -</b>  |                            |
| <b>SECTION 3: OTHER SOFTWARE COSTS</b>                                                                |                                 |              |                            |
| <b>Licensing Module</b>                                                                               | <b>Fee Per License</b>          | <b>Cost</b>  | <b>Percentage Discount</b> |
| License Pricing (By server /Client / service /enterprise?). Specify                                   |                                 | \$ -         |                            |
| Other (Please specify)                                                                                |                                 | \$ -         |                            |
| <b>TOTAL OTHER SOFTWARE COST</b>                                                                      |                                 | <b>\$ -</b>  |                            |
| <b>SECTION 4 -IMPLEMENTATION PROFESSIONAL SERVICES</b>                                                |                                 |              |                            |
| <b>Category</b>                                                                                       | <b>Hourly Rate</b>              | <b>Cost</b>  | <b>Percentage Discount</b> |
| Installation / Configuration / Customization / Data Migration / Testing                               | \$ -                            | \$ -         |                            |
| Project Management/Other Professional or Technical Consultancy                                        |                                 | \$ -         |                            |
| Other (Please specify)                                                                                |                                 | \$ -         |                            |
| <b>TOTAL PROFESSIONAL SERVICES COST</b>                                                               |                                 | <b>\$ -</b>  |                            |
| <b>SECTION 5 - SOFTWARE MAINTENANCE AND SUPPORT</b>                                                   |                                 |              |                            |
| <b>Category</b>                                                                                       | <b>Hourly Rate</b>              | <b>Cost</b>  | <b>Percentage Discount</b> |
| Approximate cost of services for post-implementation support and maintenance                          |                                 | \$ -         |                            |
| Other (Please specify)                                                                                |                                 | \$ -         |                            |
|                                                                                                       |                                 | \$ -         |                            |
| <b>TOTAL SOFTWARE MAINTENANCE AND SUPPORT COST</b>                                                    |                                 | <b>\$ -</b>  |                            |
| <b>SECTION 6 - TRAINING</b>                                                                           |                                 |              |                            |
| <b>Category</b>                                                                                       | <b>Estimated Number of Days</b> | <b>Cost</b>  | <b>Percentage Discount</b> |
| Utilization of Citizens' staff on project teams, including IT staff to be used during implementation: |                                 | \$ -         |                            |
| User acceptance testing                                                                               |                                 | \$ -         |                            |
| Post-implementation user orientation.                                                                 |                                 | \$ -         |                            |
| Mandatory training cost (if applicable)                                                               |                                 | \$ -         |                            |
| Other (Please specify)                                                                                |                                 | \$ -         |                            |
|                                                                                                       |                                 | \$ -         |                            |
| <b>TOTAL TRAINING COST</b>                                                                            |                                 | <b>\$ -</b>  |                            |
|                                                                                                       |                                 |              | <b>Percentage Discount</b> |
| <b>Grand Total:</b>                                                                                   |                                 | <b>\$ -</b>  |                            |

ATTACHMENT "A"  
PRICE SHEET

| 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<br>(if awarded project) |  |
| Primary Contact Name:                                              |  |
| Title:                                                             |  |
| Address:                                                           |  |
| Telephone:                                                         |  |
| Cell:                                                              |  |
| Fax:                                                               |  |
| Email:                                                             |  |
| SIGNATURE                                                          |  |
| Company Name:                                                      |  |
| Manual Signature:                                                  |  |
| Print or Type Signatory Name:                                      |  |
| Print or Type Title:                                               |  |
| Date:                                                              |  |

**ATTACHMENT “B”**  
**LITIGATION, CLAIMS OR REGULATORY ACTION FORM**

Indicate whether the Vendor has had any reportable Litigation, Claims, or Regulatory Action. Vendor shall provide detailed information relating to any circumstances and status including:

- Any action, suit, proceeding or investigation before or by any state or federal court, agency or other authority currently pending against the Vendor, subsidiary or affiliate, key personnel or control person that threatens the existence or current stability of the Vendor or its ability to provide any of the services;
- During the past five (5) years, any matter in which the Vendor, a subsidiary or affiliate of 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 been fined, had a license revoked by, surrendered to or otherwise sanctioned by any 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, or other licensed profession; and
- During the last five (5) years, any litigation that Vendor, a subsidiary or affiliate of Vendor, any control person, or any key personnel has initiated against Citizens or has been initiated against you by Citizens.

| <b>LITIGATION, CLAIMS OR REGULATORY ACTION</b>                                                                |                                                       |
|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Does the Vendor have any Litigation, Claims, or Regulatory Action?<br>Please circle the appropriate response. | <input type="radio"/> Yes<br><input type="radio"/> No |
| If yes, provide details below <i>(attach additional pages if necessary)</i> :<br><br><br><br><br>             |                                                       |

| <b>SIGNATURE</b>              |  |
|-------------------------------|--|
| Company Name:                 |  |
| Manual Signature:             |  |
| Print or Type Signatory Name: |  |
| Print or Type Title:          |  |
| Date:                         |  |