



REQUEST FOR INFORMATION
FOR
Catastrophe Communication and Data Solutions
RFI No.: 11-0023

This is a Request for Information (RFI) issued by Citizens Property Insurance Corporation (“Citizens”) for Catastrophe Communication and Data Solutions sought for informational and planning purposes only. This RFI is not a solicitation and will not result in a contract, but may be used by Citizens in future procurements and purchases. This RFI does not create any obligation on the part of Citizens. By submitting a response to this RFI, you agree to all the terms and conditions set forth in this RFI.

I. COMPANY HISTORY

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>.

II. PURPOSE

This Request for Information (RFI) is being issued to gather information on obtaining telephony and data services for Citizens field offices during a Catastrophic Event.

III. DEFINITIONS

- “Catastrophe” or “Catastrophic Event” – means a natural or unnatural event occurring at any time in which Citizens receives or anticipates receiving no less than 500 claims or which Citizens otherwise determines is a Catastrophe; and

- “Citizens” – means Citizens Property Insurance Corporation.

IV. SCOPE OF SERVICES

Provide data and telephony service under the following two scenarios and with the following assumptions.

Assumptions:

- Service will need to be provided within 72 hrs after a Catastrophic Event that occurs in the State of Florida;
- Citizens will select the physical location of sites after the storm has made landfall and could be any structure capable of housing up to 500 individual’s work space;
- There will be no existing land line or cellular access under either scenario at the location services will be provided;
- There will be no local power to run any needed equipment that provides the services;
- Services under either scenario will be needed for a minimum of 30 days and for as long as (six) 6 months; and
- Service is to be provided to the edge of the building and handed off to Citizens staff for internal connectivity.

Scenario 1: Provide data and telephony service capability for 500 individuals in a location in the Jacksonville metro area. 100 megs +/- of total band width. Service must support full internet usage, VPN to corporate resources and large volumes of incoming / outgoing telephony calls via VOIP. Services are required 24/7.

Scenario 2: Data and telephony service capability for 500 individuals at a location within 50 mi of where the storm made landfall. Service must support full internet usage, VPN to corporate resources and a large number of outgoing calls. Please note if your firm could provide more than one instance of this scenario simultaneously. Services are required 24/7.

Any firm responding to this RFI may also (in separate documents) provide information regarding any other related services that they can provide related directly to the above assumptions and scenarios; including but not limited to:

- End to end solutions including the facility for housing the 500 individuals;
- Services related to providing all internal connectivity within the building (networking equipment, telephony PBX or alike);
- Services to provide all hardware (PCs, telephony handsets, cabling and alike);
- Services related to providing power to the building in the event there is no local generator for it; and

- Services related to providing labor to assist in setup / tear down of equipment within the location.

V. INFORMATION REQUESTED

Please give a detailed description of the following:

- Specific services that can be provided;
- Firms' approach to guarantee of SLAs for services; and
- Pricing - please be as specific as possible and list pricing by item / service.

Citizens invites all comments, suggestions, recommendations and creative ideas on what makes your firm uniquely qualified to provide these services.

VI. SUBMISSION REQUIREMENTS

Please respond to this Request for Information using the following format for your response:

A. COMPANY INFORMATION:

- Name;
- Company Address;
- Company Point-of-Contact for RFI Response;
- Point-of-Contact Phone Number;
- Point-of-Contact Email Address
- Company Area(s) of Expertise;
- Length of Time Company has been in existence; and
- Company Business Model.

B. RESPONSE TO THE INFORMATION REQUESTED: The Vendor should provide:

- See Section V- Information Requested;
- One (1) originally signed response, and two (2) additional copies for a total of three (3); and
- Additionally, it is requested that Respondents include one (1) electronic redacted version (identified as such) that may be used for any public record requests received after award, and one (1) electronic copy (CD) of their response in either Microsoft Word or Adobe Acrobat format (with attachments if possible).

VII. CALENDAR OF EVENTS

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

CALENDAR OF EVENTS		
Date	Time	Action
March 15, 2011		RFI Released
March 25, 2011	4:00 PM ET	Questions Due
April 4, 2011		Anticipated date that written responses to written questions
April 15, 2011	2:00 PM ET	Responses Due

Responses should reference RFI No.: 11-0023, and should be delivered by mail:

Kathy King, Procurement Officer
Purchasing Department
Citizens Property Insurance Corporation
2101 Maryland Circle
Tallahassee, Florida 32303
(850) 521-8135 Phone or (850) 575-0936 Facsimile
E-Mail: bids@citizensfla.com

VIII. PUBLIC RECORDS INFORMATION

All responses to this RFI become the property of Citizens and may become a public record and subject to the provisions of the Florida Sunshine Law. If there is any information that you believe is proprietary, trade secret or otherwise confidential or exempt from the Florida Public Records Act ("Confidential Assertion"), you must clearly label and mark each page or section of information provided to Citizens in connection with this RFI. You agree that by submitting a response, you do not have a Confidential Assertion as specified in this RFI, that such action shall be a continuing waiver of these assertions. Citizens will not be responsible for any costs incurred by any vendor in responding to this RFI, including defending a Confidentiality Assertion.

Citizens will not accept any material that requires a non-disclosure agreement.