



American Guaranty Fund Group

Invitation to Negotiate (ITN)

Claims and Document Management System

Table of Contents

Section 1 Introduction

- 1.1 Purpose
- 1.2 Objective
- 1.3 Term
- 1.4 Definitions
- 1.5 Procurement Officer
- 1.6 Supporting Documentation

Section 2 ITN Process

- 2.1 General Overview
- 2.2 Schedule of Events
- 2.3 Addenda to the ITN
- 2.4 Contract Formation
- 2.5 Disclosure of Response Contents

Section 3 Response Instructions

- 3.1 How to Submit a Response
- 3.2 Response Instructions
- 3.3 Trade Secret Information**

Section 4 Administrative Response

- 4.1 Introduction
- 4.2 Company Qualifications
- 4.3 Project Approach and Methodology
- 4.4 Project Staffing

Section 5 System Response

- 5.1 System Overview
- 5.2 Technical Description
- 5.3 System Development

Section 5 Price Response

- 6.1 Price Response Form
- 6.2 Approach Innovations

Section 6 Selection Methodology

- 7.1 Basis of Award

- 7.2 Selection Criteria
- 7.3 Evaluation Scoring
- 7.4 Demonstrations
- 7.5 Negotiations

Section 1 Introduction

1.1 Purpose

Pursuant to American Guaranty Fund Group (AGFG) Policy and Procedures, AGFG seeks responses to this Invitation to Negotiate (ITN) from qualified vendors (Respondents) interested in replacing AGFG's current claims and document management systems.

1.2 Objective

AGFG is seeking a vendor to provide and implement a claims management system (System or CMS) to replace an aging CMS used to manage multiple insurance lines with a document management component. The document management system can be embedded in the design of the system or an integrated third party solution.

AGFG is a management company overseeing the operations of the Florida Insurance Guaranty Association (FIGA) and the Florida Worker's Compensation Insurance Guaranty Association (FWCIGA). Both FIGA and FWCIGA's members are made up of private insurance companies writing qualifying lines of coverage in the State of Florida. The two guaranty associations were legislatively created to step in after a member insurance company has become insolvent and assume responsibility for the adjustment of the member insurance company's covered claims, injecting confidence into the insurance markets and providing a faster payment of covered claims to claimants of the member insurer. They accomplish this in part by relying on contracted Third-Party Adjusters (TPA) companies when an insolvency occurs to provide additional adjusting capacity. This requires AGFG to be able to scale and train adjusters quickly, and scale down as claims are closed.

Combined, FIGA and FWCIGA are responsible for all lines of direct insurance, other than those identified in § 631.52, Fla. Stat., and for insurance as identified in §631.904, Fla. Stat. The associations' responsibility includes the following lines of coverage:

- Aircraft
- Boiler & Machinery
- Burglary & Theft
- Commercial Multi-peril, Liability and Property (Non-Auto)
- Farm Owners, Private Crop
- Fire, Allied, Earthquake, Homeowners, Personal Liability
- Inland Marine, Watercraft
- Medical Malpractice
- Product Liability
- Private Flood
- Auto
- Worker's Compensation

AGFG currently uses a combination of Lightspeed for their claim's management system, CaseGlide for litigation management, and ImageRight for document management and maintenance of official record keeping.

The associations are responsible for:

- Refunding prorated insurance premium amounts that have been prepaid to now insolvent insurers.
- Receiving, adjusting, and paying “covered claims” against an insolvent member’s estate.
- On-boarding Third Party Administrators (TPA) adjusters when necessary to adjust the influx of claims resulting from an insolvency.
- Collecting assessments from members when assessments have been levied by the Office of Insurance Regulation, to fund FIGA and FWCIGA’s operations.
- Working with the Florida Department of Financial Services (DFS) Division of Rehab and Liquidation (DRL) to receive claim and payment data from the insolvent company, as well as disbursements once the insolvent member’s estate is liquidated.
- Communicating the purpose of the guaranty fund system to the consumer.
- Reporting data to relevant parties.

AGFG is interested in procuring a claims management system that provides for:

- a. Claims Management throughout the entire claims adjusting lifecycle.
- b. Financial Management.
- c. Vendor Management.
- d. Workflow and Content Management.
- e. Reporting and Analytics including Dashboards.
- f. External system interface and integration.
- g. Document Management.
- h. Estate Management.
- i. Data Migration.
- j. Customer Relations Management.

For more information reference Attachment G – Organization Background

1.3 Term

The initial term of this contract will be 5 years. The contract shall include an optional 5 year renewal.

1.4 Definitions

- a. "Procurement Officer" means the Procurement Officer identified in Section 1.5 of this ITN, identified below.
- b. “Buyer” means the American Guaranty Fund Group.
- c. "Respondent" means the entity that submits materials to the Buyer in accordance with these Instructions.
- d. "Response" means the material submitted by the respondent in answering this ITN.
- e. “Contract” means the legally enforceable agreement that results from a successful solicitation. The parties to the Contract will be the Customer and Contractor.

- f. "Timeline" means the Schedule of Events identified in Section 2.2 of this ITN.
- g. "System" refers to the Respondent's proposed software solution.
- e. "Negotiation Team" means the individuals selected by AGFG to review Responses, and conduct negotiations with responsive Respondents, as determined in the sole discretion of the AGFG.

1.5 Contact Person – Procurement Officer

Refer ALL inquiries to the Procurement Officer. They are the sole point of contact from the date of release of this ITN until selection of a successful respondent. All procedural questions and requests for clarification of this solicitation shall be submitted in writing to:

American Guaranty Fund Group

ATTN: Susan Ferguson

1400 Oven Park Drive

Tallahassee, FL 32312

sferguson@agfgroup.org

Only communications which are in writing from the Procurement Officer may be considered as duly authorized communications on behalf of AGFG. During selection, the Respondent, its agents and employees or anyone acting on their behalf will not engage in any written or verbal communication with any other AGFG employee whether or not such individual is assisting in the selection of the Respondent, other than the Procurement Officer or the Negotiation Team during recorded Negotiation sessions. The Respondent will not engage in any attempts to influence AGFG or the evaluation team in an effort to be selected. All communications which do not comply with these requirements may disqualify a Respondent from receiving a Contract, in the sole discretion of AGFG.

Please note that questions will NOT be answered via telephone.

1.6 Supporting Documentation

Information relevant to this ITN is found here: [News – American Guaranty Fund Group](#)

Supporting documentation posted includes:

- a. Attachment A – Statement of Work
- b. Attachment B – Price Sheet
- c. Attachment C – Client Reference Forms
- d. Attachment D – Vendor Questionnaire
- e. Attachment E – Technical Requirements
- f. Attachment F – Functional Requirements
- g. Attachment G – Organization Background
- h. Attachment I – Inventory of Interfaces

1.7 Public Records

This procurement is subject to Florida's public records law as set out in chapter 119, Florida Statutes. A Respondent's ITN submission is subject to a public records disclosure. Any information that a Respondent considers as constituting privileged "trade secret" information must be marked and identified in the Respondent's ITN submission.

Section 2 ITN Process

2.1 General Overview

AGFG posts RFPs and ITNs on their website at [American Guaranty Fund Group](#) to initiate the process of soliciting goods and services. AGFG will hold an online meeting after the issuance of the ITN, and prior to the deadline for responses, identified in Section 2.2 below, for Respondents to ask questions informally. This meeting will be recorded and will be available upon request following the meeting. Attendance is not mandatory, but highly encouraged. AGFG reserves the right to not answer any questions raised during this meeting, and no responses from AGFG in the meeting will change any of the requirements and specifications outlined in this ITN, absent a subsequent published Addendum to this ITN.

Respondents can submit formal questions in writing to the Procurement Officer by the date listed in the timeline of events in Section 2.2 below. AGFG will publish the answers to the public on the associations' respective websites. Respondents may begin submitting Responses as indicated in section 3.2. Submission earlier than 10 days before the Responses are due is not recommended, as AGFG reserves the right to post additional information or addendums prior to the Deadline for Responses, and no revisions or amendments to Responses may be made after submission. Responses must be submitted by the deadline listed in the Schedule of Events below, and will be opened at a public meeting on the date identified in the Schedule of Events.

The selection process is divided into two parts: Evaluation and Negotiations. During the Evaluation phase an evaluation team selected by AGFG will review the Responses and determine whether the Responses are responsive and responsible, and will select all responsive and responsible Respondents to demonstrate their proposed System to AGFG. After demonstrations, AGFG will score the written Response and demonstration of each Respondent against the evaluation criteria set forth in this ITN. AGFG will select the Responses that satisfactorily meet their requirements.

AGFG will then select one or more satisfactory Responses with which to commence negotiations. During negotiations, AGFG will meet with the selected Respondents to negotiate terms of a potential contract. If AGFG does not receive more than one responsive and responsible bid, it reserves the right to reject all bids, or enter into negotiations with any or all Respondents.

2.2 Schedule of Events

Below is the expected schedule of events. Dates after the Deadline for Responses are approximations and AGFG reserves the right to hold demonstrations, negotiations, and award the contract sooner or later than illustrated here.

Event	Event Time	Event Date
ITN Posted		02/11/2025
Respondent Conference		02/25/2025
Deadline to submit questions to Procurement Agent		02/28/2025
Deadline for Responses		03/14/2025 11:59pm

AGFG Opens Bids at Public Meeting and Publishes List of Respondents		03/17/2025
AGFG Begins Evaluations		03/17/2025
Evaluation Team Public Meeting for Vendor Selection for Demonstrations		03/28/2025
Vendor Demonstrations		03/31/2025-04/25/2025
Notification of Vendors selected to Negotiate		04/28/2025
Negotiations Begin		04/28/2025
Best and Final Offer (BAFO) due		05/09/2025
AGFG Board Review		05/15/2025
DFS Review		05/26/2025
Contract Awarded		06/09/2025
Contract Start Date		06/16/2025

2.3 Addendums to the ITN

AGFG reserves the right to modify any of the specifications of this ITN through addendums to this ITN. Any addendums will be posted on AGFG’s website, and it is the Respondents’ sole responsibility to ensure compliance with this ITN and any addendums.

2.4 Contract Formation

AGFG anticipates issuance of a contract with an initial term of 5 years with options and pricing to renew for an additional 5 years at AGFG’s discretion. The contract will outline implementation fees as well as fixed and variable pricing once the System is in production.

An initial draft of the Statement of Work (SOW) is attached as Attachments A. This draft will be the basis of the awarded contract, with the terms and conditions, scope, and SOW being negotiated during the Negotiation process. AGFG is not bound to enter into a contract with any Respondent unless AGFG is able to negotiate the conditions and price that offer AGFG best value, and at all times AGFG reserves the right to reject any or all bids.

Section 3 Response Instructions

3.1 How to Submit a Response

AGFG is not liable for any cost incurred in responding to this solicitation. The Respondent is required to examine carefully the contents of the solicitation and be thoroughly informed regarding all of its requirements.

a. Responsive Submissions

The objective of this solicitation is to elicit firm contractual offers subject for negotiation. For a Response to be deemed responsive, the Respondent must be committed and able to enter into a contract based on this ITN and their Response. If a Response contains language which withdraws or negates commitments to requirements of the ITN, or qualifies the Response such that it is not a firm offer to contract under terms consistent with the requirements of this ITN, the submission shall be subject to being deemed nonresponsive and rejected.

Respondents are cautioned to carefully proofread Responses to ensure the removal of boilerplate disclaimers which have the effect of negating commitments made elsewhere in the Response. In addition, the Respondent **MUST** include the following mandatory submissions:

- a. Completed and signed Attachment B, both the summary and detailed forms
- b. Completed Attachment C, Client Reference Form
- c. Completed Attachment D, Vendor Questionnaire
- d. Completed Attachment E, Functional Requirements
- e. Completed Attachment F, Technical Requirements

Responses that fail to submit all required information will be deemed nonresponsive.

Responses shall be concise and account whether the Respondent's proposed system can meet the requirements of this ITN. The emphasis of each Response shall be on completeness and clarity.

b. Submission Format

- a. Responses must be received by the Procurement Officer no later than the date and time indicated in section 2.2.
- b. Responses should not exceed 200 pages.
- c. Written Responses should be submitted bound and typed in font no smaller than Arial 11 pt. Number all pages, and organize the Response into labeled and tabbed sections in the order listed in Section 3.2. Each "Part" listed below should be tabbed. 5 copies shall be provided for the evaluation team.
- d. Digital responses must be submitted following the above requirements to the Procurement officer via the Respondent's choice of file sharing or physical media delivery. It is recommended that Respondent mails a flash drive with a copy of the Proposal in addition to their digital submission.

3.2 Response Instructions

Respondents shall provide a straightforward description of services to be provided and capabilities to satisfy the requirements of the ITN. Responses are to be organized into sections as outlined in Section 4. All sections must be completed entirely or risk the Response being deemed nonresponsive.

3.3 Trade Secret Information

A Respondent must identify any portion of its submission that the Respondent considers as constituting “trade secret.” The term “trade secret” is defined by chapter 688, Florida Statutes, and defined by section 812.081, Florida Statutes.

It is the Respondent’s responsibility to identify and mark the specific information in its submission the Respondent considers constitutes protected “trade secret” information. The Respondent must mark the specific page or information with the words “Trade Secret” on the specific page containing the privileged information. Failure to mark and identify the Respondent’s claimed information may be considered a waiver of the claim under Florida law.

Respondent shall provide AGFG with a redacted version of the Respondent’s ITN submission which has removed the information the Respondent has claimed the trade secret privilege information. Respondent shall also provide AGFG with an “unredacted” version of its ITN that contains the claimed trade secret privilege information.

If a public records request is made to AGFG to provide the Respondent’s ITN submission containing “trade secret” information, AGFG shall provide the Respondent with Notice of the public records request within 10 days of receiving the request.

Respondent shall have 20 days, after its receipt of the Notice from AGFG of the public records request, to seek relief in the state courts obtaining a decision whether the Respondent’s identified “trade secret” information meets the statutory definition of a “trade secret” and is thus, exempt from public records disclosure. A Respondent’s failure to seek relief in the state courts after receiving the Notice from AGFG shall be considered a waiver of the “trade secret” privilege and AGFG shall disclose the Respondent’s unredacted ITN submission to the public records requestor.

Section 4 Administrative Response

4.1 Introduction

a. Title Page

The first page shall be a title page that contains:

- a. Title of Response.
- b. Identification of Enclosed Documents.
- c. Respondents Name.
- d. Respondents FEIN #
- e. Name, Title, telephone number and address of person who can respond to inquiries regarding the response.

b. Table of Contents

c. Cover Letter

- a. Addressed to Procurement Officer.
- b. A statement of the understanding of the work to be completed as specified in the ITN.
- c. Explanation of the technical requirements of the proposed system, such as whether the system is cloud based or on premise.
- d. Explanation of whether the system has a built in document management system, or if it is proposing an integration with another vendor.

d. Attachment D: Vendor Questionnaire

4.2 Company Qualifications

a. Executive Overview

- a. An executive summary demonstrating an understanding of AGFG's needs and business objectives, key project milestones, and an understanding of claims management systems.
- b. An executive summary demonstrating an understanding of the importance of APIs and interfaces between Respondent's system and systems used by AGFG's partners.
- c. An executive summary demonstrating an understanding of AGFG's transition requirements post go-live and a description of how Respondent will provide ongoing customer support.

b. Company Profile including;

- a. Brief History of the company.
- b. Principal Place of Business
- c. Number of Employees
- d. Capabilities of your firm that differentiate you from other Respondents.

c. Past Experience

The respondent must describe its experience implementing similar system(s) as contemplated in

this ITN. Where applicable note any experience working with guaranty funds, state agencies, or other entities similarly situated to AGFG. Where applicable, note work done by any individuals who will be assigned to the implementation and configuration for this project on similar projects.

d. Past Performance References

References should be available for contact during normal business hours. Note any corporate name changes since work was done for the reference. AGFG reserves the right to contact these references to ascertain their experience working with Respondent as well as verify the Respondent's representation of the size, scope, and type of work Respondent performed for the reference.

4.3 Project Approach and Methodology

The Respondent shall demonstrate its understanding of AGFG's needs, objectives, and processes related to the Project as detailed in this ITN, its attachments and referenced supporting documentation. At minimum the Respondent shall describe the proposed approach to accomplish the tasks described in Attachment A: Statement of Work.

Buy-in is critical in projects this large. Describe how the proposed approach will encourage participation, build consensus, and seek input from all AGFG stakeholders.

The Respondent shall include the following sub-sections:

1. Approach

Describe the overall approach for accomplishing the tasks described in Attachment A: Statement of Work. Include a discussion of how the rollout of the system will be handled.

2. Project Management Plan

- a. Refer to Attachment A: Draft Statement of Work. Describe the proposed project management approach and methodology for managing the proposed work.
- b. Explain the benefits and Risks of the proposed methodology.
- c. Describe the proposed approach to developing a fully defined project schedule with all the tasks associated with delivering the proposed system.
- d. Provide a high-level schedule showing tasks, dependencies, duration and resources.
- e. Describe the proposed methodology/approach for project planning that will guide the decision making process that occurs throughout the Project.
- f. Provide an outline of the proposed Project Management Plan.

4.4 Project Staffing

The Response must demonstrate the Respondent has personnel with the experience necessary to provide a claims management system that meets the requirements laid out in this ITN. All personnel assigned to this project will be subject to AGFG approval. As part of the minimum qualifications, the

Respondent will designate members of the project assigned to Key Roles as defined with the proposed organizational structure as Key Personnel. The organization structure shall be consistent with Attachment A: Draft Statement of Work.

Respondents shall provide a concise description of relevant experience for each Key Personnel.

Specifically, the Respondent must provide:

- a. An Organizational Chart including all team members' names and roles within the project for the Design, Development and Implementation (DDI) period, as well as the transition and ongoing support periods.
- b. A table with the following columns, listing for each of the proposed project team members:
 - a. Name
 - b. Role
 - c. Expected time working on the project
 - d. Experience and certifications, such as how long a Project Manager has been a certified PMP.
 - e. Tenure with the company.
- c. Resumes of the personnel assigned to work on the Project.

The Response must include a Project Manager who is a certified Project Management Professional (PMP) or holds a similar combination of certifications/experience. The Respondent must also identify which member of the team will be designated as the transition resource after go-live, as described in Attachment A: Draft Statement of Work. Any substitutions of key personnel must be submitted in writing to AGFG, and are subject to the approval of the AGFG.

Section 5 System Response

5.1 System Overview

- a. Provide a detailed overview of your System and how it addresses AGFG's objectives and key functions outlined in Attachment A: Statement of Work section 1.2: Contract objectives and 1.3 System Overview. Key areas include:
 - a. Estate Administration
 - b. Claims Management
 - c. Finance and Accounting
 - d. Reporting
 - e. Litigation Management
 - f. Document Management
 - g. Workflow Management
- b. Describe the level of flexibility the system provides in day to day operations. Examples include; workflow balancing, ability for AGFG IT staff to add/remove fields, and exception reports created ad hoc by non-technical staff.
- c. If applicable, describe the system's public facing portal including:
 - a. The functionality it can provide, such as data collection or accommodating user logins.
 - b. Describe any approval process in place for AGFG staff to review submitted data before committing it.
 - c. Describe any ability for AGFG for host content such as training videos or documents.
- d. Describe how the system will interface with the external systems listed in Attachment I – Interfaces and Reports.
- e. Fast and effective communication is a big focus for AGFG. Describe how the proposed system manages communication with outside users, if at all. For example
 - a. The ability to email a claimant from the system and retain responses within a claim file.
 - b. The ability to automate communication with claimants based on business rules and triggers.
 - c. The ability to find communication breakdowns before they become complaints.
- f. Describe any innovative features, both current and planned, that AGFG could leverage in the future.
- g. Describe the level of detail user actions are logged at, and whether or not that data can be accessed in user generated reports.
- h. Describe the level of granularity your system's security provides. For example, is it possible to display different fields on a claim screen depending on a user's role/group?
- i. How do financial limits/approval workflows work in your system?
- j. Describe your business rule engine and any data validation settings your system may have.
- k. Describe the powers that AGFG's admins will have in the system. For example, will they be able to:
 - a. Create new business rules
 - b. Add custom fields.
 - c. Design the data fields presented to a user based on role.
 - d. Add/Edit data validations, such as requiring fields be entered if a pre-requisite is met.

- e. View, Edit, and Add new interfaces.

5.2 Technical Description

- a. Provide a description of the technical system architecture of the proposed system.
- b. From a technical perspective, describe how the proposed system will satisfy the technical and functional requirements of the proposed system as laid out in Attachment E – Technical Requirements.
- c. Describe the reliability and availability of the system, including disaster recovery procedures.
- d. If proposing a commercial off the shelf system as part of the solution, describe the proposed approach of handling customizations needed without compromising the reliability of the products or overcomplicating maintenance. If you are not proposing a commercial off the shelf system or system(s) please respond to this with “Not Applicable”.
- e. If proposing integration with a 3rd party document management system, describe the strategy for implementing and maintaining this integration without compromising the overall system’s reliability of functionality as well as experience integrating with that EDMs. If you have Document Management capabilities in your system please respond to this with “Not Applicable”.
- f. Describe any assumptions about modifications that will need to be made to existing AGFG business processes.
- g. Provide a detailed breakdown of any additional software needed for the proposed system to meet the requirements of this ITN.
- h. Respondent shall include the price of any additional software that is part of the proposed system including document management.

5.3 System Development

- a. Describe the proposed system development lifecycle (SDLC) methodology that supports the requirements of Attachment A: Statement of Work, Section 5.
- b. Describe how AGFG’s technical resources can actively participate in the design and development of components of the system in collaboration with the Respondent’s technical team, to gain first-hand knowledge of the configuration and operation of the system.
- c. Describe the proposed approach and methodology for this project for the items detailed below. Refer to Attachment A: Statement of Work, Section 5
 - a. Requirements Elaboration
 - b. Functional Design
 - c. Data Conversion
 - d. Code Testing
 - e. Data Migration
 - f. System Integration
 - g. User Acceptance Testing (UAT)
 - h. Implementation
 - i. Training
 - j. Development of User Documentation.

5.4 Warranty and Services Transition

- a. Indicate how long the proposed warranty covers.
- b. Indicate what the proposed warranty covers.
- c. Describe the planned approach for transition and operations support post go-live.
- d. Describe the necessary knowledge and skills needed by AGFG staff for them to successfully customize and support the system.
- e. Describe the knowledge transfer approach.
- f. Describe the approach for transitioning support and maintenance to AGFG staff.
- g. Describe the proposed approach for handling system upgrades and updates post implementation.

Section 6 Price Response

6.1 Price Response Form

Each Respondent shall use the forms provided as Attachment B to provide a firm price for the services requested in this solicitation. Failure to complete any or all fields on both of the Price Response Forms may result in rejection of the Response. A representative who is authorized to contractually bind the Respondent must sign Attachment B –Price Sheet Summary.

The prices provided shall include the price of all services and materials necessary for the Respondent to accomplish the services outlined in this ITN, its Attachments, respondents Best and Final Offer (BAFO) and the Response hereto. The Response should include, but is not limited to, licensing cost, hosting fees, expenses, licenses for third party systems, and expenses incurred by Respondent. In the event the Respondent submits a Response proposing the integration with a third party document management system, the Respondent must commit to procuring the licenses on AGFG's behalf and include their cost and the cost of integrating the systems in their response.

The objective of this solicitation is to obtain contractual offers subject to negotiation. To be deemed responsive, the Respondent must be committed to enter into a contract based on this ITN and the Response. If a Response contains language which negates commitments to requirements of the ITN, or qualifies the Response such that it is not a firm offer to contract under the terms of this ITN, the submission may be rejected. Respondents must remove boilerplate disclaimers which have the effect of negating commitments made elsewhere in the Response.

The Price Response Form provides input for five types of pricing Responses.

- a. Firm fixed price by Deliverable for implementing a new System.
- b. Firm fixed price for software licenses and software maintenance fees based on either user count or claim count.
- c. Firm fixed price for Services Transition resource
- d. Price sheet for operational support services consistent with optional OS Performance tasks.
- e. Price impact of any proposed Innovations (see below).

6.2 Innovations

Respondents shall highlight any additional functionality the proposed System provides AGFG, and how the innovative functionality would benefit AGFG's business processes.

Additionally AGFG is open to any innovative pricing structures that would benefit the organization, such as a cap on user license cost, flexible licensing time frames, rebates for assistance entering the guaranty fund space, or reduced costs associated with read only licenses.

Section 7 Selection Methodology

7.1 Basis of Award

Contract(s) will be awarded to the Respondent(s) whose Response, or Best and Final Offer (BAFO) if applicable, is assessed as providing the best value to AGFG by using the selection criteria listed in section 7.2. AGFG will consider the total Price for the implementation and operational costs submitted by the Respondent, but best value may be determined based on other criteria in addition to the price.

AGFG reserves the right to accept or reject any and all offers and to waive any minor irregularity, technicality, or omission as determined in AGFG's sole discretion. AGFG has the right to use any or all ideas or adaptations of the ideas presented in any Response. Selection or rejection of a Response will not affect this right.

AGFG may request additional information pertaining to the Respondent's ability and qualifications to accomplish all services described in this ITN as deemed necessary during the ITN or after contract award. Failure to provide the additional requested information may result in rejection of the Response.

Upon Response review, the Procurement Agent will review each written Response for completeness. AGFG will select Respondents that are deemed to be most responsive to this ITN. They will be invited to demonstrate their System to AGFG. AGFG's evaluation committee will then score each Response based on the demonstrated functionality and written response before making the determination on which Respondents will be invited to the negotiation.

7.2 Selection Criteria

Members of the Response Evaluation Team will be appointed by the Executive Director of AGFG, or their delegate. Each member will review the Response prior to the demonstrations.

After demonstrations, each evaluator will score the Respondents against the following criteria:

- a. Respondent's Experience and Ability (100 Points Total), Including
 - a. Respondent's Stability (15 points)
 - b. Respondent's References (20 Points)
 - c. Respondent's Project Management approach (30 points)
 - d. Experience and Skills of Key Personnel (15 Points)
 - e. Respondent's experience with similarly sized implementations of their System. (20 Points)
- b. Proposed System (250 points total), including
 - a. Respondent's System's ability to meet the functional requirements of the ITN and SOW. (125 Points)
 - b. Respondent's System's ability to meet the technical requirements of the ITN and SOW. (75 Points)
 - c. Respondent's plan for ongoing support, knowledge transfer, user acceptance testing, and training. (50 Points)

- d. Respondent's included innovations not outlined in this ITN document that AGFG deems would be beneficial.
- c. Innovations (50 Points total)
 - a. Functionality beyond that outlined in the ITN and attachments that AGFG feels is beneficial to the organization.
 - b. Innovative pricing that aligns with AGFG's rapidly changing need for user licenses.
- d. Cost (150 Points total)

As AGFG's business model requires it to scale rapidly to meet the needs of multiple insolvencies, and then scale back down as these estate's claims are closed, preference will be given to pricing based on the number of user licenses or open claims. A total of fifty (50) points are available to be earned for pricing that aligns best with AGFG's unique need to expand and contract.

AGFG anticipates access to the system will span multiple different users and use cases as described in the Attachment A – Statement of Work and Attachment F – Functional requirements. The Respondent will price these users "types" separately if needed.

If Respondent is proposing a COTS document management solution integrated with their ICMS, please outline projected costs for both integrating with and procuring licenses for that EDMS.

The Respondent's proposed cost and pricing method will be evaluated against each other Respondent's proposed cost. The methodology for how the number will be calculated based on dividing the lowest price of Respondent's proposed total price, multiplied by 100. This will be taken as an average between implementation costs and operational costs compared to the lowest total cost respondent.

The formula is:

$(\text{Lowest Total cost Respondent's 5 year operational total} / \text{Respondent's 5 year operational total}) \times 150 \text{ Points}$

+

$(\text{Lowest Total cost Respondent's implementation total} / \text{Respondent's implementation total}) \times 150 \text{ Points} / 2 = \text{Score.}$

7.3 Evaluation Scoring

AGFG will score each response out of a possible 500 Points. 30% (150 points) will be awarded based on pricing, 100 (20%) based on Respondent’s experience and ability as outlined in their Response, and 250 points (50%) based off of their Proposed System’s ability to fit AGFG’s needs as found in Respondent’s written response and demonstration. See Table below:

Criteria	Possible Points	Points Awarded
Experience and Ability	100	
Respondent’s Stability (15 points)	15	
Respondent’s References (20 Points)	20	
Respondent’s Project Management approach (30 points)	30	
Experience and Skills of Key Personnel (15 Points)	15	
Respondent’s experience with similarly sized implementations of their System	20	
Proposed System	250	
Respondent System's ability to meet the functional requirements of the ITN and SOW	125	
Respondent System's ability to meet the technical requirements of the ITN and SOW	75	
Respondent’s plan for ongoing support, knowledge transfer, user acceptance testing, and training.	50	
Innovations	50	
Respondent’s system demonstrates functionality above and beyond that outlined in the ITN in a way that AGFG deems as beneficial.	50	
Cost	150	
Alignment with AGFG’s business model (i.e. costs scale with amount of users and/or open/active claims in the system.)	50	
Respondent's Proposed Cost compared to other Respondent's Proposed Cost	100	
Total	550	

7.4 Demonstrations

Respondents who submit a Response AGFG determines to be materially responsive to this ITN may be invited to demonstrate their proposed system. Demonstrations are predicted to take 8 hours and must be conducted in person at AGFG’s office in Tallahassee, FL.

The goal of these demonstrations is for the Respondent to exhibit the functionality of the proposed System. AGFG does not expect Respondent to create a System tailored to AGFG’s needs for demonstration based on the requirements found in this ITN and Attachment A: Statement of Work. AGFG however does expect if the Respondent’s Proposed System includes integration with an external document management system that their demonstration will include that. The demonstration must be of a fully functioning system, not a partial build of planned updates. The system must have enough data

in it that unscripted interactions with the system are possible, and AGFG can ask for demonstrations of the required core functionality. AGFG understands that the instance demonstrated to us may not have all the requested functionality and configuration and will give Respondent the opportunity to explain how the system will be customized for AGFG's needs. Prototypes, mockups, or simulations will not be allowed and may result in the disqualification of the Respondent. Respondents may be asked to demonstrate functionality they responded that their core system currently has, or is possible with configuration. See Core functionality in Attachment F –Functional Requirements. Respondents will not be notified ahead of time on what core functionality will be tested.

The purpose of this demonstration is to allow AGFG to evaluate the core functionality of Respondent's System and ascertain the level of customization needed to meet AGFG's needs. AGFG expects Respondent to come prepared to exhibit a fully functioning system full of anonymized data and be able to respond to ad-hoc questions from AGFG's subject matter experts and evaluation team. It is advised that key personnel outlined in Respondent's proposal attend these demonstrations as well as sufficient subject matter experts as this demonstration combined with the written response will determine which Respondents move forward to negotiations.

7.5 Negotiations

Negotiations will take place with one or more Respondents after scoring is completed. Negotiations will involve discussions about the Statement of Work and related services until AGFG has determined whether an agreement cannot be reached or contract terms are agreed upon. The Negotiation Team may request an additional demonstration of the System functionality with any or all Respondents who are invited to negotiations. This Negotiation process will continue until the AGFG determines it has received sufficient information to request that Respondents submit their Best and Final Offer (BAFO). AGFG may submit a request for a BAFO to one or more respondents, and reserves its rights to terminate negotiations with any Respondent at any time. If requested, the BAFO must contain the following:

- a. Agreed upon Statement of Work
- b. All negotiated terms and conditions
- c. A Finalized Price Offer

Once one or more BAFOs are received the negotiation team will meet to discuss which Response represents the best value to AGFG. The AGFG reserves the right to request additional information, and updated BAFOs as AGFG determines in its sole discretion. Once the Negotiation Team has selected a Respondent to recommend an award of the Contract, the Negotiation Team will then notify Senior AGFG Management of their recommendation, and it will be presented to the respective FIGA and FWCIGA Board of Directors for approval, and upon approval from both associations' respective Boards, the Contract will be presented to the AGFG Board for final approval.

AGFG is not bound to enter a contract with any Respondent unless AGFG management, and the FIGA and FWCIGA Board of Directors, and the AGFG Board of Directors determine the Response and price represent best value for the organization, and the Contract is approved by the Department of Financial Services, as outlined below.

In accordance with Florida state statute, the Florida Department of Financial Services may review all contracts AGFG enters into with costs over \$100,000 and has the ability to approve, deny, or request revisions.