

Invitation to Negotiate for Claims Auditing Services for FIGA & FWCIGA **Responses to Questions**

1. Does FIGA currently utilize a standardized audit questionnaire?
FIGA has a spreadsheet audit form that will be used for scoring the audit.
2. Will the selected firm be responsible for developing both the audit questionnaire and the scoring methodology?
FIGA has an audit form and the scoring is formulated on that form.
3. Will a random sample of both open and closed files—spanning a 12–18-month period—be required for each file handler and vendor? If so, will FIGA generate the list of files, or will they provide a data file from which the selected firm will identify the sample?
FIGA will provide the claim numbers for the files to be audited.
4. Will there be a formal rebuttal process in place for firms to respond to audit findings?
FIGA and the selected audit vendor will discuss the findings.
5. Can you clarify the types of claims to be audited (e.g., age of files, line of business)?
See # 2, Scope of Services, Letter B General Requirements. The types of claims will primarily be FIGA homeowners and FWCIGA workers compensation claims.
6. What is the expected distribution of files between in-house adjusters and Third Party Administrators (TPAs)?
The distribution of claims will primarily be Third Party Administrator (TPA) adjusters.
7. What level of access will be granted to claims systems and documentation? Will remote access be permitted?
Adjuster level and remote access will be permitted to view the claims and complete the audit.
8. Are there any specific software platforms or tools we should be familiar with for conducting the audit?
FIGA utilizes LightSpeed as a claims system and ImageRight as a document repository.
9. What is the preferred format for the final audit report? Should it include an executive summary, data visualizations, or detailed file reviews?
See Section D, # 3 on page 8 of the ITN. The format will be the spreadsheet audit form (answer to question #1) as well as an Executive Summary including a report of the findings, conclusions and opportunities.
10. What are the expectations for the on-site visit (e.g., duration, activities, team presence)?
See Section D, # 1, 2 & 3 on pages 7 & 8 of the ITN. On-site visit is highly recommended. TEAMS discussions and training are necessary.
11. Is there flexibility to include additional recommendations, such as process improvement opportunities, beyond the core scope?
See the answer to question # 9.
12. Under what conditions might the contract be renewed on an annual basis?
See # 2 Scope of Services, Letter C. FIGA does not anticipate an annual audit, although it reserves the rights to renew if needed. Conditions for any possible renewal are unknown at this time.
13. Are there any anticipated opportunities for ongoing or future audit-related work?
See # 2 Scope of Services, Letter C. This is a one-time contract. Any future audits are unknown at this time.

14. What is the expected cadence and format for communication during the audit (e.g., status calls, progress updates)?

The anticipated communication after a vendor is selected will be an on-site visit, training and follow ups as needed. The audit is expected to be performed remotely.

15. Who will be the primary point of contact from FIGA once the contract is awarded?

This FIGA point person will be identified at a later date.