City of Jacksonville, Florida

Lenny Curry, Mayor

Division of Insurance and Risk Management
117 West Duval Street
Suite 335
Jacksonville, FL 32202
(904) 630-7521
www.coj.net

ONE CITY. ONE JACKSONVILLE.

MEMORANDUM

TO: **Greg Pease, Chairman**
Professional Services Evaluation Committee (PSEC)

FROM: **Twane Duckworth, Chief of Risk Management**
Pamela Conoly, Public Liability Claims Manager

SUBJECT: **P-50-16 Public Liability Surveillance and Special Investigation Unit (SIU) Subcommittee Report – Contract extension** CONTRACT # 10279

DATE: **December 7, 2017**

AMD #1

The FY 17 term for the contract with Command Investigations, LLC for Public Liability Surveillance and Special Investigations Unit (SIU) Services was from October 1, 2016 to September 30, 2017. Risk Management is exercising the 1st of four one-year renewal options for the period October 1, 2017 to September 30, 2018 with three one-year renewal options remaining. The maximum indebtedness to the City will be a not-to-exceed amount of $75,000 to a new maximum indebtedness of $150,000. The FY 18 fee for services October 1, 2017 to September 30, 2018, is described in Exhibit "B" in the table "City Of Jacksonville Pricing". All other terms and conditions shall remain the same.

Accordingly, it is requested, that the contract with Command Investigations, LLC for Public Liability Surveillance and Special Investigations Unit (SIU) Services be renewed for the term October 1, 2017 to September 30, 2018. The fee for the Services October 1, 2017 to September 30, 2018 as described in Exhibit B, in the table "City Of Jacksonville Pricing". Increase the maximum indebtedness to the City by a not to exceed amount of $75,000.00 for a new total maximum indebtedness of $150,000. All other terms and conditions remain the same.

Attachments: Exhibit A – Scope of Service/Contract
B – City Of Jacksonville Pricing

CC: Bibinia Centeno

COMMAND™
INVESTIGATIONS CONTROL YOUR RISK

December 7, 2017

City of Jacksonville
Attn: Pamela Conoly
214 N. Hogan Street, Suite 105
Jacksonville, FL 32202

Re: REQUEST TO CONTINUE CONTRACT

Dear Pamela,

Thank you for the opportunity to serve as the City of Jacksonville's Public Liability Surveillance and Special Investigations Unit (SIU) Services provider.

By way of this letter, we kindly request to continue our contract for an additional year as outlined in the original Term of Agreement.

Command Investigations is dedicated to continue to provide the City of Jacksonville with best-in-class investigative services and industry-leading results.

We look forward to your response and extending our relationship.

Thank you in advance for your consideration and please don't hesitate to contact me at the email or phone number listed below should you need further information.

Respectfully,

Steve Cassell | President & CEO
Steve.Cassell@GoCommand.com | 800.217.2464

EXHIBIT A

Scope of Services

Command Investigations will provide investigative and anti-fraud services for Public Liability (General and Automotive) claims under the Risk Management's Division, Public Liability section. Services will be commensurate with industry best-in-class surveillance techniques and protocols for documenting the veracity of injuries allegedly related to general and automotive claims against the City of Jacksonville. This service is a supplement to the investigative efforts of the internal public liability adjusters housed within the Public Liability Section of the Risk Management Division.

Service shall include at a minimum:

- Detailed, well-written final reports specifying the facts of the investigation. Reports will contain proper names, addresses, and times and will exclude opinion or supposition. If surveillance was an aspect of the investigation then Vendor will provide at least one DVD (or other electronic delivery) of the surveillance. The video provided by the investigator must have a time and date stamp of the subject's activities.

- At least once per quarter training on mutually agreed upon SIU topics.

- Mutually agreed upon periodic onsite audits and review of open public liability files for potential fraud indicators and surveillance needs.

COMMAND™
INVESTIGATIONS CONTROL YOUR RISK

City of Jacksonville Pricing

Surveillance – Florida	$624/day
Surveillance – Georgia	$640/day
Smart Surveillance™ (Pre-Investigation)	$19.00
Mileage in excess of 60 miles	$.58/mile
Travel in excess of one (1) hour	$65/hour
Claims Buzz™ *Social Media Investigation*	$225
Claims Buzz Monitoring™	$225/mo
Comprehensive Background Investigation	$225
iNQuest™ Investigative Canvasses:	
Hospital/Clinic/Pharmacy (24)	*$250*
Hospital/Clinic/Pharmacy (18)	*$200*
Hospital/Clinic/Pharmacy (12)	*$150*
Golf Course Canvass	*$185*
Gym and Health Club Canvass	*$185*
*** Guaranteed Service Program™ (GSP™) 5 day turnaround*	
Field Investigations	
Recorded Statements, Interviews and AOE/COE Investigations	$79/ hour
Scene Investigations	$79 / hour
Mileage	$.58/mile
Alive and Well Checks	$300
Activity Checks	$300
SIU & Anti-Fraud Programming	
Feasibility Analysis & Review	$850
Fraud Referral Submission	$650
SIU Hourly Charge	$78/hour

Command Investigations, LLC
250 International Parkway
Suite 100
Lake Mary, FL 32746

P: 800.217.2464
F: 800.852.8754
Info@GoCommand.com
www.GoCommand.com