FINANCE AND ADMINISTRATION DEPARTMENT

Jacksonville
Where Florida Begins.

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

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

DATE: October 28, 2016

RE: **P-50-16 Public Liability Surveillance and Special Investigations Unit (SIU) Subcommittee Report**

The Finance and Administration Department's Division of Risk Management has negotiated with the number one ranked consultant that submitted a proposal and was selected to provide the **Public Liability Surveillance and Special Investigations Unit** Services resulting in the attached Scope of Services, Exhibit A and Contract Fee Schedule, Exhibit B.

Accordingly, this letter is to recommend that the City of Jacksonville enter into a contract with Command Investigations to provide **Public Liability Surveillance and Special Investigations Unit services** that incorporates the attached Scope of Services identified as Exhibit A and Fee Schedule identified as Exhibit B.

The initial contract period will be for one year from date of execution of contract to September 30, 2017 with four (4) one-year renewals at terms mutually agreeable. The maximum indebtedness is a not-to-exceed amount of $75,000.00. All other terms and conditions of the Contract are per the City's standard contract language and as provided in the Request for Proposals.

Attachments: Exhibit A - Scope of Service/Contract
Exhibit B - Fee Schedule

cc: Alex Baker, PSEC Specialist

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, 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.

Exhibit B

City of Jacksonville Pricing

Surveillance – Florida	$600/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

-No additional charges for Rush Assignments.

Claims Buzz™ ***Social Media Investigation***	**$200**
Claims Buzz Monitoring™	**$200/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	[illegible]
Scene Investigations	[illegible]
Mileage	[illegible]
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

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