

## **ITN Questions**

1. Would FIGA be open to using a XactAnalysis dataset?
  - There is no preference; however, the latest technology should be used.
2. Does FIGA have a preference for field imagery systems such as Hover / EagleView / DocuSketch?
  - There is no preference regarding the field imagery system used.
3. Would FIGA be open to a Scope Only field inspection and a virtual desk estimate offering?
  - An onsite inspection is required to scope the loss.
4. Would FIGA be open to drone inspections for clay/cement tile roofs with a virtual desk estimate?
  - The preference is for a physical “on the roof” inspections.
5. What estimating product does FIGA want to use for field auto claims?
  - There is no preference, please use the industry standard.
6. Can you provide an updated copy of your estimating guidelines?
  - FIGA does not have an estimating guideline.
7. In Tab 4 – Scope of Services, Item 1. , please clarify what is meant by “Provide for at least one on-site visit.” Is it meant to confirm that Respondent will provide at least one on-site visit (i.e. inspection) at the loss location on a claim?
  - Yes, provide an inspection report at a loss location on a claim.
8. In Tab 4 – Scope of Services, Item 3. , please clarify what is meant by “Provide a detailed report with an Executive Summary component.” Is it meant to refer to a claim report, or is it meant to a request a biographical and/or professional summary of the Respondent’s executive team responsible for ensuring that Service Level Agreements are met?
  - Please provide a copy of a property inspection report, to include photos and a summary report of the inspection.
9. In Tab 3 – Company Profile, Item 5, Can you please clarify what would be acceptable as a sample report of work product that would fit the 10-page maximum requirement? Other than for a very small loss, a full property claim report with estimate, photographs, etc. might be hard to contain within 10 pages. Are you perhaps looking for a claim General Loss Report only? Or would you in fact like a complete claim file with examples of report, estimate, photos, etc.?
  - Tell us about your company such as history, how you staff your adjusters, how long in business and prior work with FIGA. Work product, a redacted field adjuster report with an estimate, photos, as one would be presented to a client. A complete report to show what you provide to your clients.
10. Is separate pricing for both daily and CAT claims acceptable?
  - FIGA normally does not receive an insolvency during a CAT. Therefore, CAT claims field adjusting services will be at T&E rate.

- 11. What does a not-to-exceed fee (maximum) mean?**
  - Not to exceed fee would be the maximum you would charge on any claim regardless of size and scope. For example, the most we will charge on a claim is \$2,500 and nothing higher than that. A maximum amount for a large claim.
- 12. Are you looking for a minimum and deposit structure?**
  - Our pricing is T & E with no minimum other than an erroneous assignment fee.
- 13. Is an office expense surcharge allowed in addition to the T&E fee?**
  - Yes, normally \$70.00
- 14. On larger losses and appraisals, is a higher time and expense billing rate acceptable for the skillsets of General Adjusters and Executive General Adjusters?**
  - No, the standard T&E hourly rate will apply.
- 15. What if an external reinspection is requested or needed that is beyond our control, for example public adjuster involvement etc.? Would additional time and expense billing be acceptable?**
  - If FIGA engage your company to participate in a reinspection the normal T&E rate will apply.
- 16. Is there a certain number of photos expected on a claim, minimum and maximum?**
  - Maximum twenty-five photos.
- 17. How many contracts does FIGA plan to award?**
  - Undetermined at this time.
- 18. What was the historic volume of assignments sent for field adjusting:**
  - 2021 - 523
  - 2022 - 4945
  - 2023 - 6623
  - 2024 - 638
- 19. What is the preferred estimating platform (i.e. XACT, Corelogic/Cotality, etc?)**
  - FIGA has no preferred estimating platform; however, the industry standard should be used.
- 20. How are assignments sent?**
  - FIGA portal / FTP site.
- 21. Section 3, E. Quantity & Delivery: What is the size limitation (i.e.: 10 MB) for the email submission? If the PDF Response Document and attachments exceed the email size limitation, can the subsequent attachments be submitted under a separate email to FIGA (i.e.: Email 1 of 2 and email 2 of 2, etc.)?**
  - Our email limitation is 36 MD. Yes, subsequent attachments could be submitted under separate emails.

**22.** Section 3, E. Quantity & Delivery: What is the preferred Subject Line for the submission to FIGA? (i.e.: Subject: FIGA ITN Response - FIGA Invitation to Negotiate for Field Adjusting Services or Subject: Pilot FIGA ITN Response - FIGA Invitation to Negotiate for Field Adjusting Services)

- FIGA ITN Response - FIGA Invitation to Negotiate for Field Adjusting Services.

**23.** Can you give me the definition of the below. Do we need to attach their active licenses for each adjuster?

An approximate number of employees with your firm, including identification of all licensed adjusters employed with your firm, and/or total of w9 contractors utilized by your firm.

- FIGA requires a listing of adjusters that will be scoping the FIGA losses and their license number.