



Enterprise Operations

Enterprise Services - Vendor Management Office

To Our Vendors: Coronavirus Update #9

As Citizens continues to move through the COVID-19 pandemic, we have started the process of allowing certain employees and vendor staff to return to our facilities as a step towards getting back to our “new normal”. Our commitment to our vendors is to continue to communicate guidance and protocols. To that end, we have developed a [Return to Office Playbook for Vendor Service Providers and Contingent Workers](#) (Playbook) which is available through the link provided. [The Playbook](#) discusses the protocols and procedures that will be implemented in this return, such as cleaning protocols, health screenings, facial covering and visitation protocols, and also includes COVID-related procedures previously communicated to Citizens vendors.

We continue to request that vendors limit vendor staff access to Citizens’ facilities to essential visits only unless it has been determined that the purpose of the access or interaction with Citizens’ staff cannot be handled remotely. When vendors do access Citizens’ facilities, vendors and their staff are required to follow all guidance and protocol in the Playbook.

For all vendors providing goods or services to Citizens, we continue to ask that you immediately notify your Citizens Contract Manager if your organization’s ability to provide goods or services to Citizens has been or will be impacted by the coronavirus. If you have questions, reach out to your Citizens Contract Manager. If you are unsure who your Citizens Contract Manager is, email vendor.inquiry@citizensfla.com to obtain that information. Thank you for your continued partnership during this difficult time.