

**New Mexico Public Schools Insurance Authority**

**REQUEST FOR PROPOSALS (RFP)**

**Property and Liability Claims Administration Services**



**RFP#**  
342-2023-05

**RFP Release Date: November 10, 2022**

**Proposal Due Date: December 13, 2022**

**ELECTRONIC-ONLY PROPOSAL SUBMISSION**

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# **I. INTRODUCTION**

## **A. PURPOSE OF THIS REQUEST FOR PROPOSALS**

The purpose of the Request for Proposal (RFP) is to solicit sealed proposals to establish a contract through competitive negotiations for the procurement of Property and Liability Claims Administration Services.

## **B. BACKGROUND INFORMATION**

The New Mexico Public Schools Insurance Authority (NMPSIA) is a public entity pool created pursuant to the Public Schools Insurance Authority Act (Sect. 22-29-1 et seq. NMSA 1978). It is charged with providing comprehensive core insurance programs for participating employers and public-school districts property/liability and workers' compensation insurance (Risk) and the full range of employee benefits coverages to participating public employees and dependents (Benefits).

The purpose of the Agency is to provide comprehensive core insurance programs for all participating public schools and to maximize cost containment opportunities for required insurance coverage. The "Risk-Related" program of the Agency was legislatively mandated on July 1, 1986, for all public K-12 schools [excluding Albuquerque Public Schools (APS)] and all Charter Schools. During each four (4) year contract period, members are prohibited from withdrawing from the Pool. In addition to the K-12 School Districts, there are post-secondary educational institutions, Non-Educational entities, and charter schools. The geographical area exposed to the Agency is statewide.

## **C. SCOPE OF PROCUREMENT**

The Third-Party Administrator (TPA) shall investigate, evaluate, process, manage and resolve both first and third-party claims premised upon allegations of negligent or careless acts or omissions and potential claims for money damages or losses of the Authority's Member for which the Authority's Member are alleged to be legally responsible. The TPA will provide Property, Crime, Automobile Physical Damage, Cyber Liability, Automobile Liability, General Liability including Sexual Abuse, Student Accidents, and Errors & Omissions Liability claim administration services. The TPA will also provide defense and litigation management; in consultation with the Authority's General Counsel and Executive Director; establish and maintain a statewide panel of attorneys with defense and trial experience; evaluate the attorney's annually (or as requested by the Authority) and report findings to the Authority; assign and monitor legal counsel in consultation with the Authority's General Counsel and Executive Director; prepare checks bearing the name of the Authority to third parties; make recommendations to the Authority to update, as needed, the Memorandum of Coverage, claims procedure manual and litigation management guidelines; adhere to excess carrier reporting requirements for all qualified claims and provide electronic generated loss information; identify coverage issues under the Authority's Memorandum of Coverage and set reserves, and issue reservation of rights letters where appropriate.

In addition, the TPA will process potential claims involving both Limited Criminal Defense and Limited Individuals with Disabilities Education Act (IDEA) coverages which are self-insured

coverages not reinsured by excess carriers. The TPA must meet all licensure and other legal requirements of both the State of New Mexico and Federal laws applicable to proper claims administration practices. NMPSIA/TPA claim procedures and litigation management guidelines will be expected to be adhered to. If the claim procedures are not adhered to performance penalties will be enforced. The claim procedures and litigation management guidelines are written to illustrate the expectations between both parties and to ensure timely and efficient adjustment, litigation management and a thorough investigation of claims. They are also used by a claims auditor annually to ensure compliance.

Firms are required to provide a comprehensive fee schedule to provide the Property and Liability Administration Claims Services to the Authority as described in the Detailed Scope of Work. The Property and Liability Administration Claims Services will be paid under a Fixed Annual/Cost Plus service contract. The Consultant will also be requested to include pricing for all services.

The resulting contract will be a **single** award.

This procurement will result in a contractual agreement between two parties; the procurement may ONLY be used by those two parties exclusively.

**The Term will be for four years, with annual renewals.**

#### **D. PROCUREMENT MANAGER**

The New Mexico Public Schools Insurance Authority has assigned a Procurement Manager who is responsible for the conduct of this procurement whose name, address, telephone number and e-mail address are listed below:

Name: Claudette Roybal, Procurement Manager  
Telephone: (505) 469-5746  
Email: [NMPSIA.procurement@psia.nm.gov](mailto:NMPSIA.procurement@psia.nm.gov)

1. **Any inquiries or requests** regarding this procurement should be submitted, in writing, to the Procurement Manager. Offerors may contact **ONLY** the Procurement Manager regarding this procurement. Other state employees or Evaluation Committee members do not have the authority to respond on behalf of the Agency.
2. **Protests of the solicitation or award must be submitted in writing to the Protest Manager identified in Section II.B.13.** As a Protest Manager has been named in this Request for Proposals, pursuant to §13-1-172, NMSA 1978 and 1.4.1.82 NMAC, **ONLY** **protests delivered directly to the Protest Manager in writing and in a timely fashion will be considered to have been submitted properly and in accordance with statute, rule and this Request for Proposals.** Protests submitted or delivered to the Procurement Manager will **NOT** be considered properly submitted.

## E. PROPOSAL SUBMISSION

*Submissions of all proposals must be accomplished via [NMPSIA.procurement@psia.nm.gov](mailto:NMPSIA.procurement@psia.nm.gov). Refer to Section III.B.1 for instructions.*

## F. DEFINITION OF TERMINOLOGY

This section contains definitions of terms used throughout this procurement document, including appropriate abbreviations:

1. “**Agency**” means the State Purchasing Division of the General Services Department or that State Agency sponsoring this Procurement.
2. “**Award**” means the final execution of the contract document.
3. “**Business Hours**” means 8:00 AM thru 5:00 PM MST/MDT, whichever is in effect on the date given.
4. “**Close of Business**” means 5:00 PM Mountain Standard or Daylight Time, whichever is in use at that time.
5. “**Confidential**” means confidential financial information concerning Offeror’s organization and data that qualifies as a trade secret in accordance with the Uniform Trade Secrets Act §§57-3-A-1 through 57-3A-7, NMSA 1978,. See also NMAC 1.4.1.45. The following items may **not** be labelled as confidential: Offeror’s submitted Cost response, Staff/Personnel Resumes/Bios (excluding personal information such as personal telephone numbers and/or home addresses), and other submitted data that is **not** confidential financial information or that qualifies under the Uniform Trade Secrets Act.
6. “**Contract**” means any agreement for the procurement of items of tangible personal property, services or construction.
7. “**Contractor**” means any business having a contract with a state agency or local public body.
8. “**Determination**” means the written documentation of a decision of a procurement officer including findings of fact required to support a decision. A determination becomes part of the procurement file to which it pertains.
9. “**Desirable**” – the terms ”may,” ”can,” ”should,” ”preferably,” or ”prefers” identify a desirable or discretionary item or factor.
10. “**Electronic Submission**” means a successful submittal of Offeror’s proposal to the [NMPSIA.procurement@psia.nm.gov](mailto:NMPSIA.procurement@psia.nm.gov), in such cases where email submissions are accepted.

11. **“Electronic Version/Copy”** means a digital form consisting of text, images or both readable on computers or other electronic devices that includes all content that the Original and Hard Copy proposals contain. The electronic version/copy MUST be emailed.
12. **“Evaluation Committee”** means a body appointed to perform the evaluation of Offerors’ proposals.
13. **“Evaluation Committee Report”** means a report prepared by the Procurement Manager and the Evaluation Committee to support the Committee’s recommendation for contract award. It will contain scores and written evaluations of all responsive Offeror proposals.
14. **“Final Award”** means, in the context of this Request for Proposals and all its attendant documents, that point at which the final required signature on the contract(s) resulting from the procurement has been affixed to the contract(s) thus making it fully executed.
15. **“Finalist”** means an Offeror who meets all the mandatory specifications of this Request for Proposals and whose score on evaluation factors is sufficiently high to merit further consideration by the Evaluation Committee.
16. **“Hourly Rate”** means the proposed fully loaded maximum hourly rates that include travel, per diem, fringe benefits and any overhead costs for contractor personnel, as well as subcontractor personnel if appropriate.
17. **“IDEA”** means Individuals with Disabilities Education Act.
18. **“IT”** means Information Technology.
19. **“Mandatory”** – the terms ”must,” ”shall” ”will,” ”is required,” or ”are required,” identify a mandatory item or factor. Failure to meet a mandatory item or factor may result in the rejection of the Offeror’s proposal.
20. **“Minor Irregularities”** means anything in the proposal that does not affect the price, quality and/or quantity, or any other mandatory requirement.
21. **“NMPSIA”** means New Mexico Public Schools Insurance Authority.
22. **“Offeror”** is any person, corporation, or partnership who chooses to submit a proposal.
23. **“Procurement Manager”** means any person or designee authorized by a state agency or local public body to enter into or administer contracts and make written determinations with respect thereto.
24. **“Project”** means a temporary process undertaken to solve a well-defined goal or objective with clearly defined start and end times, a set of clearly defined tasks, and a budget. The project terminates once the project scope is achieved and project acceptance is given by the project executive sponsor.

25. **“Redacted”** means a version/copy of the Offeror’s proposal with the information considered proprietary or confidential (as defined by §§57-3A-1 to 57-3A-7, NMSA 1978 and NMAC 1.4.1.45 and summarized herein and outlined in Section II.C.8 of this RFP) blacked-out BUT NOT omitted or removed.
26. **“Request for Proposals (RFP)”** means all documents, including those attached or incorporated by reference, used for soliciting proposals.
27. **“Responsible Offeror”** means an Offeror who submits a responsive proposal and who has furnished, when required, information and data to prove that his financial resources, production or service facilities, personnel, service reputation and experience are adequate to make satisfactory delivery of the services, or items of tangible personal property described in the proposal.
28. **“Responsive Offer”** or means an offer which conforms in all material respects to the requirements set forth in the request for proposals. Material respects of a request for proposals include, but are not limited to price, quality, quantity or delivery requirements.
29. **“SPD”** means State Purchasing Division of the New Mexico State General Services Department.
30. **“Staff”** means any individual who is a full-time, part-time, or an independently contracted employee with the Offerors’ company.
31. **“State (the State)”** means the State of New Mexico.
32. **“State Agency”** means any department, commission, council, board, committee, institution, legislative body, agency, authority, government corporation, educational institution or official of the executive, legislative or judicial branch of the government of this state. “State agency” includes the Purchasing Division of the General Services Department and the State Purchasing Agent but does not include local public bodies.
33. **“Statement of Concurrence”** means an affirmative statement from the Offeror to the required specification agreeing to comply and concur with the stated requirement(s). This statement shall be included in Offerors proposal. (E.g. “We concur,” “Understands and Complies,” “Comply,” “Will Comply if Applicable,” etc.)
34. **“TPA”** means Third-Party Administrator.
35. **“Unredacted”** means a version/copy of the proposal containing all complete information; including any that the Offeror would otherwise consider confidential, such copy for use only for the purposes of evaluation.
36. **“Written”** means typewritten on standard 8 ½ x 11-inch paper. Larger paper is permissible for charts, spreadsheets, etc.

## **G. PROCUREMENT LIBRARY**

A procurement library has been established. Offerors are encouraged to review the material contained in the Procurement Library by selecting the link provided in the electronic version of this document through your own internet connection. The library contains information listed below:

Electronic version of RFP, Questions & Answers, RFP Amendments, etc. <https://nmopsia.com/>

## II. CONDITIONS GOVERNING THE PROCUREMENT

This section of the RFP contains the schedule of events, the descriptions of each event, and the conditions governing this procurement.

### A. SEQUENCE OF EVENTS

The Procurement Manager will make every effort to adhere to the following schedule:

Action	Responsible Party	Due Dates
1. Issue RFP	NMPSIA	November 10, 2022
2. Acknowledgement of Receipt Form	Potential Offerors	November 17, 2022
3. Deadline to submit Written Questions	Potential Offerors	November 23, 2022
4. Response to Written Questions	Procurement Manager	November 30, 2022
<b>5. Submission of Proposal</b>	<b>Potential Offerors</b>	<b>December 13, 2022</b>
6.* Proposal Evaluation	Evaluation Committee	TBD
7.* Selection of Finalists	Evaluation Committee	TBD
8.* Best and Final Offers	Finalist Offerors	TBD
9.* Oral Presentation(s)	Finalist Offerors	TBD
10.* Finalize Contractual Agreements	Agency/Finalist Offerors	TBD
11.* Contract Awards	Agency/ Finalist Offerors	TBD
12.* Protest Deadline	NMPSIA	+15 days

\*Dates indicated in Events 7 through 13 are estimates only, and may be subject to change without necessitating an amendment to the RFP.

### B. EXPLANATION OF EVENTS

The following paragraphs describe the activities listed in the Sequence of Events shown in Section II.A., above.

#### 1. Issue RFP

This RFP is being issued on behalf of the State of New Mexico, The New Mexico Public Schools Insurance Authority. November 10,2022, the date indicated in Section II.A, Sequence of Events.

#### 2. Acknowledgement of Receipt Form

Potential Offerors may e-mail the Acknowledgement of Receipt Form (APPENDIX A), to the Procurement Manager, Claudette Roybal at [NMPSIA.procurement@psia.nm.gov](mailto:NMPSIA.procurement@psia.nm.gov), to have their organization placed on the procurement Distribution List. The form must be

returned by 3:00 pm MST/ MDT on November 17, 2022, the date indicated in Section II.A, Sequence of Events.

The procurement distribution list will be used for the distribution of written responses to questions, and/or any amendments to the RFP. Failure to return the Acknowledgement of Receipt Form does not prohibit potential Offerors from submitting a response to this RFP. However, by not returning the Acknowledgement of Receipt Form, the potential Offeror's representative shall not be included on the distribution list, and will be solely responsible for obtaining from the Procurement Library (Section I.G.) responses to written questions and any amendments to the RFP.

### 3. **Deadline to Submit Written Questions**

Potential Offerors may submit written questions to the Procurement Manager as to the intent or clarity of this RFP until 3:00PM MST/MDT as indicated in Section II.A, Sequence of Events. All written questions must be addressed to the Procurement Manager as declared in Section I.D. Questions shall be clearly labeled and shall cite the Section(s) in the RFP or other document which form the basis of the question.

### 4. **Response to Written Questions**

Written responses to the written questions will be provided via e-mail, on or before the date indicated in Section II.A, Sequence of Events, to all potential Offerors who timely submitted an Acknowledgement of Receipt Form (Section II.B.2 and APPENDIX A).

An electronic version of the Questions and Answers will be posted to: <https://nmopsia.com/>

### 5. **Submission of Proposal**

At this time, only **electronic** proposal submission is allowed. **Do not** submit hard copies until further notice.

ALL PROPOSALS MUST BE RECEIVED BY THE PROCUREMENT MANAGER OR DESIGNEE NO LATER THAN 3:00 PM MST/MDT ON December 13, 2022, THE DATE INDICATED IN SECTION II.A, SEQUENCE OF EVENTS. **NO LATE PROPOSAL CAN BE ACCEPTED.**

*It is the Offeror's responsibility to ensure all documents are completely uploaded and submitted electronically via email by the deadline set forth in this RFP. Please ensure that you, as the Offeror, allow adequate time for large uploads and to fully complete your submittal by the deadline. A submission that is not both: (1) fully complete; and (2) received, via the email by the deadline, will be deemed late. Further, a submission that is not fully complete and received via email by the deadline because the response was captured, blocked, filtered, quarantined, or otherwise prevented from reaching the proper destination server by any anti-virus or other security*

*software will be deemed late. In accordance with statute and rule, **NO LATE PROPOSAL CAN BE ACCEPTED.***

**Proposals must be addressed and delivered to the Procurement Manager at the address identified in Section I.E via email.** Proposals submitted by facsimile, or other electronic means other than through the NMPSIA email address, will not be accepted.

A log will be kept of the names of all Offeror organizations that submitted proposals. Pursuant to §13-1-116, NMSA 1978, the contents of proposals shall not be disclosed to competing potential Offerors during the negotiation process. The negotiation process is deemed to be in effect until the contract is awarded pursuant to this Request for Proposals. Awarded in this context means the final required state agency signature on the contract(s) resulting from the procurement has been obtained.

## **6. Proposal Evaluation**

An Evaluation Committee will perform the evaluation of proposals. This process will take place as indicated in Section II.A, Sequence of Events, depending upon the number of proposals received. During this time, the Procurement Manager may initiate discussions with Offerors who submit responsive or potentially responsive proposals for the purpose of clarifying aspects of the proposals. However, proposals may be accepted and evaluated without such discussion. Discussions SHALL NOT be initiated by the Offerors.

## **7. Selection of Finalists**

The Evaluation Committee will select and the Procurement Manager will notify the finalist Offerors as per schedule Section II.A, Sequence of Events or as soon as possible thereafter. A schedule for Oral Presentation, if any, will be determined at this time. Best and Final Offers.

Finalist Offerors may be asked to submit revisions to their proposals for the purpose of obtaining best and final offers by as per schedule Section II. A., Sequence of Events or as soon as possible. Best and final offers may also be clarified and amended at finalist Offeror's oral presentation.

## **8. Oral Presentations**

Finalist Offerors, as selected per Section II.B.8 above, may be required to conduct an oral presentation at a venue to be determined as per schedule Section II.A., Sequence of Events, or as soon as possible thereafter. If oral presentations are held, Finalist Offerors may be required to make their presentations through electronic means (GoToMeeting, Zoom, etc). The Agency will provide Finalist Offerors with applicable details. Whether or not Oral Presentations will be held is at the discretion of the Evaluation Committee and NMPSIA.

## **9. Finalize Contractual Agreements**

After approval of the Evaluation Committee Report, any contractual agreement(s) resulting from this RFP will be finalized with the most advantageous Offeror(s), taking into consideration the evaluation factors set forth in this RFP, as per Section II.A., Sequence of

Events, or as soon as possible thereafter. The most advantageous proposal may or may not have received the most points. In the event mutually agreeable terms cannot be reached with the apparent most advantageous Offeror in the timeframe specified, the State reserves the right to finalize a contractual agreement with the next most advantageous Offeror(s) without undertaking a new procurement process.

## **10. Contract Awards**

Upon receipt of the signed contractual agreement, the Agency Procurement office will award as per Section II.A., Sequence of Events, or as soon as possible thereafter. The award is subject to appropriate Agency and State approval.

## **11. Protest Deadline**

Any protest by an Offeror must be timely submitted and in conformance with §13-1-172, NMSA 1978 and applicable procurement regulations. As a Protest Manager has been named in this Request for Proposals, pursuant to §13-1-172, NMSA 1978 and 1.4.1.82 NMAC, ONLY protests delivered directly to the Protest Manager in writing and in a timely fashion will be considered to have been submitted properly and in accordance with statute, rule and this Request for Proposals. The 15 calendar day protest period shall begin on the day following the notice of award of contract(s) and will end at 3:00 pm MST/MDT on the 15<sup>th</sup> day. Protests must be written and must include the name and address of the protestor and the request for proposal number. It must also contain a statement of the grounds for protest including appropriate supporting exhibits and it must specify the ruling requested from the party listed below. The protest must be delivered to:

New Mexico Public Schools Insurance Authority  
410 Old Taos Highway  
Santa Fe, New Mexico  
505-988-2736

**PROTESTS RECEIVED AFTER THE DEADLINE WILL NOT BE ACCEPTED.**

## **C. GENERAL REQUIREMENTS**

### **1. Acceptance of Conditions Governing the Procurement**

Potential Offerors must indicate their acceptance of these Conditions Governing the Procurement, Section II.C, by completing and signing the Letter of Transmittal form, pursuant to the requirements in Section II.C.30, located in APPENDIX E.

### **2. Incurring Cost**

Any cost incurred by the potential Offeror in preparation, transmittal, and/or presentation of any proposal or material submitted in response to this RFP shall be borne solely by the Offeror. Any cost incurred by the Offeror for set up and demonstration of the proposed equipment and/or system shall be borne solely by the Offeror.

### **3. Prime Contractor Responsibility**

Any contractual agreement that may result from this RFP shall specify that the prime contractor is solely responsible for fulfillment of all requirements of the contractual agreement with a State Agency which may derive from this RFP. The State Agency entering into a contractual agreement with a vendor will make payments to only the prime contractor.

### **4. Subcontractors/Consent**

The use of subcontractors is allowed. The prime contractor shall be wholly responsible for the entire performance of the contractual agreement whether or not subcontractors are used. Additionally, the prime contractor must receive approval, in writing, from the agency awarding any resultant contract, before any subcontractor is used during the term of this agreement.

### **5. Amended Proposals**

An Offeror may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. **Agency personnel will not merge, collate, or assemble proposal materials.**

### **6. Offeror's Rights to Withdraw Proposal**

Offerors will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The Offeror must submit a written withdrawal request addressed to the Procurement Manager and signed by the Offeror's duly authorized representative.

The approval or denial of withdrawal requests received after the deadline for receipt of the proposals is governed by the applicable procurement regulations, 1.4.1.5 & 1.4.1.36 NMAC.

### **7. Proposal Offer Firm**

Responses to this RFP, including proposal prices for services, will be considered firm for one-hundred twenty (120) days after the due date for receipt of proposals or ninety (90) days after the due date for the receipt of a best and final offer, if the Offeror is invited or required to submit one.

### **8. Disclosure of Proposal Contents**

The contents of all submitted proposals will be kept confidential until the final award has been completed by the Agency. At that time, all proposals and documents pertaining to the

proposals will be available for public inspection, *except* for proprietary or confidential material as follows:

- a. **Proprietary and Confidential information is restricted to:**
  1. **confidential financial information concerning the Offeror's organization;**  
**and**
  2. **information that qualifies as a trade secret in accordance with the Uniform Trade Secrets Act, §§57-3A-1 through 57-3A-7, NMSA 1978.**
- b. **An additional but separate redacted version of Offeror's proposal, as outlined and identified in Sections III.A.1.a.i shall be submitted containing the blacked-out proprietary or confidential information, in order to facilitate eventual public inspection of the non-confidential version of Offeror's proposal.**

**IMPORTANT:** The price of products offered or the cost of services proposed **SHALL NOT** be designated as proprietary or confidential information.

If a request is received for disclosure of proprietary or confidential materials, the Agency shall examine the request and make a written determination that specifies which portions of the proposal should be disclosed. Unless the Offeror takes legal action to prevent the disclosure, the proposal will be so disclosed. The proposal shall be open to public inspection subject to any continuing prohibition on the disclosure of proprietary or confidential information.

## **9. No Obligation**

This RFP in no manner obligates the State of New Mexico or any of its Agencies to the use of any Offeror's services until a valid written contract is awarded and approved by appropriate authorities.

## **10. Termination**

This RFP may be canceled at any time and any and all proposals may be rejected in whole or in part when the Agency determines such action to be in the best interest of the State of New Mexico.

## **11. Sufficient Appropriation**

Any contract awarded as a result of this RFP process may be terminated if sufficient appropriations or authorizations do not exist. Such terminations will be affected by sending written notice to the contractor. The Agency's decision as to whether sufficient appropriations and authorizations are available will be accepted by the contractor as final.

## **12. Legal Review**

The Agency requires that all Offerors agree to be bound by the General Requirements contained in this RFP. Any Offeror's concerns must be promptly submitted in writing to the attention of the Procurement Manager.

### **13. Governing Law**

This RFP and any agreement with an Offeror which may result from this procurement shall be governed by the laws of the State of New Mexico.

### **14. Basis for Proposal**

Only information supplied in writing by the Procurement Manager or contained in this RFP shall be used as the basis for the preparation of Offeror proposals.

### **15. Contract Terms and Conditions**

The contract between an agency and a contractor will follow the format specified by the Agency and contain the terms and conditions set forth in the Draft Contract Appendix C. However, the contracting agency reserves the right to negotiate provisions in addition to those contained in this RFP (Draft Contract) with any Offeror. The contents of this RFP, as revised and/or supplemented, and the successful Offeror's proposal will be incorporated into and become part of any resultant contract.

The Agency discourages exceptions from the contract terms and conditions as set forth in the RFP Draft Contract. Such exceptions may cause a proposal to be rejected as nonresponsive when, in the sole judgment of the Agency (and its evaluation team), the proposal appears to be conditioned on the exception, or correction of what is deemed to be a deficiency, or an unacceptable exception is proposed which would require a substantial proposal rewrite to correct.

Should an Offeror object to any of the terms and conditions as set forth in the RFP Draft Contract (APPENDIX C) strongly enough to propose alternate terms and conditions in spite of the above, the Offeror must propose **specific** alternative language. The Agency may or may not accept the alternative language. General references to the Offeror's terms and conditions or attempts at complete substitutions of the Draft Contract are not acceptable to the Agency and will result in disqualification of the Offeror's proposal.

Offerors must provide a brief discussion of the purpose and impact, if any, of each proposed change followed by the specific proposed alternate wording.

If an Offeror fails to propose any alternate terms and conditions during the procurement process (the RFP process prior to selection as successful Offeror), no proposed alternate terms and conditions will be considered later during the negotiation process. Failure to propose alternate terms and conditions during the procurement process (the RFP process prior to selection as successful Offeror) is an **explicit agreement** by the Offeror that the contractual terms and conditions contained herein are **accepted** by the Offeror.

## **16. Offeror's Terms and Conditions**

Offerors must submit with the proposal a complete set of any additional terms and conditions they expect to have included in a contract negotiated with the Agency. See Section II.C.15 for requirements.

## **17. Contract Deviations**

Any additional terms and conditions, which may be the subject of negotiation (such terms and conditions having been proposed during the procurement process, that is, the RFP process prior to selection as successful Offeror), will be discussed only between the Agency and the Offeror selected and shall not be deemed an opportunity to amend the Offeror's proposal.

## **18. Offeror Qualifications**

The Evaluation Committee may make such investigations as necessary to determine the ability of the potential Offeror to adhere to the requirements specified within this RFP. The Evaluation Committee will reject the proposal of any potential Offeror who is not a Responsible Offeror or fails to submit a Responsive Offer as defined in §13-1-83 and §13-1-85, NMSA 1978.

## **19. Right to Waive Minor Irregularities**

The Evaluation Committee reserves the right to waive minor irregularities, as defined in Section I.F. The Evaluation Committee also reserves the right to waive mandatory requirements, provided that **all** of the otherwise responsive proposals failed to meet the same mandatory requirements and the failure to do so does not otherwise materially affect the procurement. This right is at the sole discretion of the Evaluation Committee.

## **20. Change in Contractor Representatives**

The Agency reserves the right to require a change in contractor representatives if the assigned representative(s) is (are) not, in the opinion of the Agency, adequately meeting the needs of the Agency.

## **21. Notice of Penalties**

The Procurement Code, §§13-1-28 through 13-1-199, NMSA 1978, imposes civil, and misdemeanor and felony criminal penalties for its violation. In addition, the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kickbacks.

## **22. Agency Rights**

The Agency in agreement with the Evaluation Committee reserves the right to accept all or a portion of a potential Offeror's proposal.

## **23. Right to Publish**

Throughout the duration of this procurement process and contract term, Offerors and contractors must secure from the agency written approval prior to the release of any information that pertains to the potential work or activities covered by this procurement and/or agency contracts deriving from this procurement. Failure to adhere to this requirement may result in disqualification of the Offeror's proposal or removal from the contract.

## **24. Ownership of Proposals**

All documents submitted in response to the RFP shall become property of the State of New Mexico and the Agency. If the RFP is cancelled, all responses received shall be destroyed by the Agency unless the Offeror either picks up, or arranges for pick-up, the materials within three (3) business days of notification of the cancellation. Offeror is responsible for all costs involved in return mailing/shipping of proposals.

## **25. Confidentiality**

Any confidential information provided to, or developed by, the contractor in the performance of the contract resulting from this RFP shall be kept confidential and shall not be made available to any individual or organization by the contractor without the prior written approval of the Agency.

The Contractor(s) agrees to protect the confidentiality of all confidential information and not to publish or disclose such information to any third party without the Agency's written permission.

## **26. Electronic mail address required**

A large part of the communication regarding this procurement will be conducted by electronic mail (e-mail). Offeror must have a valid e-mail address to receive this correspondence. (See also Section II.B.5, Response to Written Questions).

## **27. Use of Electronic Versions of this RFP**

This RFP is being made available by electronic means. In the event of conflict between a version of the RFP in the Offeror's possession and the version maintained by the agency, the Offeror acknowledges that the version maintained by the agency shall govern. Please refer to: <https://nmpsia.com/>

## 28. New Mexico Employees Health Coverage

- A. If the Offeror has, or grows to, six (6) or more employees who work, or who are expected to work, an average of at least 20 hours per week over a six (6) month period during the term of the contract, Offeror must agree to have in place, and agree to maintain for the term of the contract, health insurance for those employees if the expected annual value in the aggregate of any and all contracts between Contractor and the State exceed \$250,000 dollars.
- B. Offeror must agree to maintain a record of the number of employees who have (a) accepted health insurance; (b) decline health insurance due to other health insurance coverage already in place; or (c) decline health insurance for other reasons. These records are subject to review and audit by a representative of the state.
- C. Offeror must agree to advise all employees of the availability of State publicly financed health care coverage programs by providing each employee with, as a minimum, the following web site link to additional information <https://bewellnm.com>.
- D. For Indefinite Quantity, Indefinite Delivery contracts (price agreements without specific limitations on quantity and providing for an indeterminate number of orders to be placed against it); these requirements shall apply the first day of the second month after the Offeror reports combined sales (from state and, if applicable, from local public bodies if from a state price agreement) of \$250,000.

## 29. Campaign Contribution Disclosure Form

Offeror must complete, sign, and return the Campaign Contribution Disclosure Form, APPENDIX B, as a part of their proposal. This requirement applies regardless whether a covered contribution was made or not made for the positions of Governor and Lieutenant Governor or other identified official. **Failure to complete and return the signed, unaltered form will result in Offeror's disqualification.**

## 30. Letter of Transmittal

Offeror's proposal must be accompanied by an **unaltered** Letter of Transmittal Form (APPENDIX E), which must be **completed** and **signed** by the individual authorized to contractually obligate the company, identified in #2 below. **DO NOT LEAVE ANY OF THE ITEMS ON THE FORM BLANK** (N/A, None, Does not apply, etc. are acceptable responses).

The Letter of Transmittal MUST:

1. Identify the submitting business entity (its Name, Mailing Address and Phone Number);
2. Identify the Name, Title, Telephone, and E-mail address of the person authorized by the Offeror's organization to (A) contractually obligate the business entity providing the Offer, (B) negotiate a contract on behalf of the organization; and/or (C) provide clarifications or answer questions regarding the Offeror's proposal content (*A response to B and/or C is only required if the responses differs from the individual identified in A*);
3. Identify sub-contractors, if any, anticipated to be utilized in the performance of any resultant contract award;
4. Describe any relationship with any other entity (such as State Agency, reseller, etc., that is not a sub-contractor identified in #3), if any, which will be used in the performance of this awarded contract; and
5. **Be signed and dated** by the person identified in #2 above; attesting to the veracity of the information provided, and acknowledging (a) the organization's acceptance of the Conditions Governing the Procurement stated in Section II.C.1, (b) the organizations acceptance of the Section V Evaluation Factors, and (c) receipt of any and all amendments to the RFP.

**Failure to respond to ALL items as indicated above, will result in Offeror's disqualification.**

### **31. Disclosure Regarding Responsibility**

- A. Any prospective Contractor and any of its Principals who enter into a contract greater than sixty thousand dollars (\$60,000.00) with any state agency or local public body for professional services, tangible personal property, services or construction agrees to disclose whether the Contractor, or any principal of the Contractor's company:
  1. is presently debarred, suspended, proposed for debarment, or declared ineligible for award of contract by any federal entity, state agency or local public body;
  2. has within a three-year period preceding this offer, been convicted in a criminal matter or had a civil judgment rendered against them for:
    - a. the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) contract or subcontract;
    - b. violation of Federal or state antitrust statutes related to the submission of offers; or
    - c. the commission in any federal or state jurisdiction of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, violation of Federal criminal tax law, or receiving stolen property;

3. is presently indicted for, or otherwise criminally or civilly charged by any (federal state or local) government entity with the commission of any of the offenses enumerated in paragraph A of this disclosure;
  4. has, preceding this offer, been notified of any delinquent Federal or state taxes in an amount that exceeds \$3,000.00 of which the liability remains unsatisfied. Taxes are considered delinquent if the following criteria apply.
    - a. The tax liability is finally determined. The liability is finally determined if it has been assessed. A liability is not finally determined if there is a pending administrative or judicial challenge. In the case of a judicial challenge of the liability, the liability is not finally determined until all judicial appeal rights have been exhausted.
    - b. The taxpayer is delinquent in making payment. A taxpayer is delinquent if the taxpayer has failed to pay the tax liability when full payment was due and required. A taxpayer is not delinquent in cases where enforced collection action is precluded.
    - c. Have within a three-year period preceding this offer, had one or more contracts terminated for default by any federal or state agency or local public body.)
- B. Principal, for the purpose of this disclosure, means an officer, director, owner, partner, or a person having primary management or supervisory responsibilities within a business entity or related entities.
- C. The Contractor shall provide immediate written notice to the State Purchasing Agent or other party to this Agreement if, at any time during the term of this Agreement, the Contractor learns that the Contractor's disclosure was at any time erroneous or became erroneous by reason of changed circumstances.
- D. A disclosure that any of the items in this requirement exist will not necessarily result in termination of this Agreement. However, the disclosure will be considered in the determination of the Contractor's responsibility and ability to perform under this Agreement. Failure of the Contractor to furnish a disclosure or provide additional information as requested will render the Offeror nonresponsive.
- E. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the disclosure required by this document. The knowledge and information of a Contractor is not required to exceed that which is the normally possessed by a prudent person in the ordinary course of business dealings.
- F. The disclosure requirement provided is a material representation of fact upon which reliance was placed when making an award and is a continuing material representation of the facts during the term of this Agreement. If during the performance of the contract, the Contractor is indicted for or otherwise criminally or civilly charged by any government entity (federal, state or local) with commission of any offenses named in this document the Contractor must provide immediate written notice to the State Purchasing Agent or other party to this Agreement. If it is later determined that the

Contractor knowingly rendered an erroneous disclosure, in addition to other remedies available to the Government, the State Purchasing Agent or Central Purchasing Officer may terminate the involved contract for cause. Still further the State Purchasing Agent or Central Purchasing Officer may suspend or debar the Contractor from eligibility for future solicitations until such time as the matter is resolved to the satisfaction of the State Purchasing Agent or Central Purchasing Officer.

### **32. New Mexico Preferences**

To ensure adequate consideration and application of §13-1-21, NMSA 1978 (as amended), Offerors **must** include a copy of their preference certificate with their proposal.

Certificates for preferences must be obtained through the New Mexico Department of Taxation & Revenue <http://www.tax.newmexico.gov/Businesses/in-state-veteran-preference-certification.aspx>.

#### **A. New Mexico Business Preference**

A copy of the certification must accompany Offeror's proposal.

#### **B. New Mexico Resident Veterans Business Preference**

A copy of the certification must accompany Offeror's proposal.

**An agency shall not award a business both a resident business preference and a resident veteran business preference.**

### III. RESPONSE FORMAT AND ORGANIZATION

#### A. NUMBER OF RESPONSES

Offerors shall submit only one proposal in response to this RFP.

##### 1. ELECTRONIC SUBMISSION ONLY

**Proposals in response to this RFP must be submitted through NMPSIA’s procurement email address ONLY: ([NMPSIA.procurement@psia.nm.gov](mailto:NMPSIA.procurement@psia.nm.gov))**, The Offeror need only submit one single electronic copy of each portion of its proposal (Technical and Cost) as outlined below. *EXCEPTION: Single electronic files that exceed 50mb may be submitted as multiple uploads, which must be the least number of uploads necessary to fall under the 50mb limit.* Separate the proposals as described below into separate electronic files for submission.

Proposals must be submitted in the manner outlined below. Technical and Cost portions of Offerors proposal **must** be submitted in separate uploads as indicated below in this section, and **must** be prominently identified as “Technical Proposal,” or “Cost Proposal,” on the front page of each upload

- a) **Technical Proposals** – One (1) ELECTRONIC upload must be organized in accordance with **Section III.B.1. Proposal Format**. All information for the Technical Proposal **must be combined into a single file/document for uploading**. *EXCEPTION: Single electronic files that exceed 50mb may be submitted as multiple uploads, which must be the least number of uploads necessary to fall under the 50mb limit.* The Technical Proposals **SHALL NOT** contain any cost information.

i. **Confidential Information:** If Offeror’s proposal contains confidential information, as defined in Section I.F. and detailed in Section II.C.8, Offeror **must** submit **two (2) separate ELECTRONIC technical files :**

- One (1) ELECTRONIC version of the requisite proposals identified in Section III.B.1.a above as **unredacted** (def. Section I.F) versions for evaluation purposes; and
- One (1) **redacted** (def. Section I.F) ELECTRONIC for the public file, in order to facilitate eventual public inspection of the non-confidential version of Offeror’s proposal. Redacted versions **must** be clearly marked as “REDACTED” or “CONFIDENTIAL” on the first page of the electronic file;

- b) **Cost Proposals** – One (1) ELECTRONIC upload of the proposal containing **ONLY** the Cost Proposal. All information for the cost proposal **must be combined into a single file/document for uploading**. *EXCEPTION: Single electronic files that exceed 50mb may be submitted as multiple uploads, which must be the least number of uploads necessary to fall under the 50mb limit.*

The ELECTRONIC proposal submission **must be fully uploaded** by the submission deadline in Section II.B.6.

*It is the Offeror's responsibility to ensure all documents are completely uploaded and submitted electronically via the NMPSIA's procurement email [NMPSIA.procurement@psia.nm.gov](mailto:NMPSIA.procurement@psia.nm.gov) by the deadline set forth in this RFP. Please ensure that you, as the Offeror, **allow adequate time for large uploads and to fully complete your submittal by the deadline.** A submission that is not both: (1) fully complete; and (2) received, will be deemed late. Further, a submission that is not fully complete and received by the deadline because the response was captured, blocked, filtered, quarantined or otherwise prevented from reaching the proper destination server by any anti-virus or other security software will be deemed late. In accordance with statute and rule, **NO LATE OFFER CAN BE ACCEPTED.***

Any proposal that does not adhere to the requirements of this Section and **Section III Proposal Content and Organization** may be deemed non-responsive and rejected on that basis.

## **B. PROPOSAL FORMAT**

All proposals must be submitted as follows:

Organization of files/envelopes for electronic copy proposals:

### **1. Proposal Content and Organization**

Direct reference to pre-prepared or promotional material may be used if referenced and clearly marked. Promotional material must be minimal. The proposal must be organized and indexed in the following format and must contain, at a minimum, all listed items in the sequence indicated.

#### **Technical Proposal – DO NOT INCLUDE ANY COST INFORMATION IN THE TECHNICAL PROPOSAL.**

- A. Signed Letter of Transmittal
- B. Signed Campaign Contribution Form
- C. Table of Contents
- D. Response to Contract Terms and Conditions (from Section II.C.15)
- E. Offeror's Additional Terms and Conditions (from Section II.C.16 )
- F. Response to Specifications (**except Cost information which shall be included ONLY in Cost Proposal/Binder 2**)
  1. Organizational Experience
  2. Organizational References
  3. Oral Presentation
  4. Mandatory Specification
  5. Desirable Specification
  6. Financial Stability (Financial information considered confidential, as defined in Section I.E. and detailed in Section II.C.8, should be placed in

the **Confidential Information** file, per Section III.A.1.a.i or Section II.B.2.

7. New Mexico Preferences

G. Other Supporting Material (if applicable)

**Cost Proposal:**

1. Completed Cost Response Forms (APPENDIX D, E, and F)

Within each section of the proposal, Offerors should address the items in the order indicated above. All forms provided in this RFP must be thoroughly completed and included in the appropriate section of the proposal. **Any and all discussion of proposed costs, rates or expenses must occur ONLY in the Cost Proposal.**

A Proposal Summary may be included in Offeror's Technical Proposal, to provide the Evaluation Committee with an overview of the proposal; however, this material will not be used in the evaluation process unless specifically referenced from other portions of the Offeror's proposal. **DO NOT INCLUDE COST INFORMATION IN THE PROPOSAL SUMMARY.**

## **IV. SPECIFICATIONS**

### **1. DETAILED SCOPE OF WORK**

The Third-Party Administrator (TPA) shall investigate, evaluate, process, manage and resolve both first and third-party claims premised upon allegations of negligent or careless acts or omissions and potential claims for money damages or losses of the Authority's Member for which the Authority's Member are alleged to be legally responsible. The TPA will provide Property, Crime, Automobile Physical Damage, Cyber Liability, Automobile Liability, General Liability including Sexual Abuse, Student Accidents, and Errors & Omissions Liability claim administration services. The TPA will also provide defense and litigation management; in consultation with the Authority's General Counsel and Executive Director; establish and maintain a statewide panel of attorneys with defense and trial experience; evaluate the attorney's annually (or as requested by the Authority) and report findings to the Authority; assign and monitor legal counsel in consultation with the Authority's General Counsel and Executive Director; prepare checks bearing the name of the Authority to third parties; make recommendations to the Authority to update, as needed, the Memorandum of Coverage, claims procedure manual and litigation management guidelines; adhere to excess carrier reporting requirements for all qualified claims and provide electronic generated loss information; identify coverage issues under the Authority's Memorandum of Coverage and set reserves, and issue reservation of rights letters where appropriate.

In addition, the TPA will process potential claims involving both Limited Criminal Defense and Limited Individuals with Disabilities Education Act (IDEA) coverages which are self-insured coverages not reinsured by excess carriers. The TPA must meet all licensure and other legal requirements of both the State of New Mexico and Federal laws applicable to proper claims administration practices. NMPSIA/TPA claim procedures and litigation management guidelines will be expected to be adhered to. If the claim procedures are not adhered to performance penalties will be enforced. The claim procedures and litigation management guidelines are written to illustrate the expectations between both parties and to ensure timely and efficient adjustment, litigation management and a thorough investigation of claims. They are also used by a claims auditor annually to ensure compliance.

#### **Summary of Contract Services in General**

The TPA shall aggressively manage and adjust claims in coordination with the Authority's Executive Director, Deputy Director, and/or General Counsel and assigned Attorneys with the objective of resolving claims in a proactive, expeditious, and cost-effective manner. Below are some of the activities expected from the TPA for all participating Members:

1. Receive timely notice of claims and open claim file (input all claims and incidents) from the Authority's members;
2. Verify coverage;
3. Investigate the underlying facts and circumstances;
4. Accept or reject the claim, or manage the process if approvals are required;

5. Assist in writing Reservation of Rights letter with NMPSIA's General Council;
6. Set reserves; forecast to the ultimate cost of the claim and likely outcomes;
7. Perform periodic reserve updates and monitor resource process;
8. Determine appropriate payments required for wage reimbursement, medical services and other expenses;
9. Monitor progress of the claim; close out and assign to counsel as necessary;
10. Notify excess carriers timely of all qualified claims per the reporting requirements of the excess carriers;
11. Provide electronic generated loss information to all Members, the Authority and the Authority's Consultant/Broker (RMIS access for all members, currently there are approximately 500 users). The TPA must ensure accurate data will be entered into the claims management system. There needs to be a process to review and check all financial documentation entered into the claims management system to ensure the financial integrity.
12. Update, if necessary, claim procedure manuals and conduct annual regional orientation meetings, if requested;
13. Maintain files for Memorandum of Coverages and Reinsurance Policies;
14. Attend arbitration and mediation hearings, etc.;
15. Attend monthly NMPSIA Risk Advisory Committee and Board meetings in New Mexico, generally in Albuquerque (first Wednesday and Thursday of each month);
16. All Adjusters will be licensed in the State of New Mexico and any other TPA staff that is required by the State to be licensed;
17. The Authority retains the right to interview, approve the Adjusters and request changes in Adjusters when service standards and requirement are not being met;
18. Maintain a toll-free telephone number;
19. It is imperative the TPA provide a safe environment to house all claim files, records, correspondence, documents, etc., pertaining to the Authority's account;
20. The TPA shall adhere to a "back-up" system for all computer records daily. The TPA shall implement a Data Backup and Disaster Recovery Plan. In addition, it is the responsibility of the TPA to safely store *all* closed Authority files;
21. Provide weekly written notice of the amounts paid by the TPA;
22. Provide amounts below and above self-insurance retentions monthly to the Authority;
23. Review the development of the self-insurance claim program periodically with the Authority to identify problems and recommend corrective action;

24. Provide a written Notice of Loss Report when reserves reach \$25,000. Report will include description of loss, adjuster's comments, recommendations, etc.;
25. Recommend legal counsel to Executive Director, Deputy Director and/or General Counsel for approval;
26. Require panel attorneys to have a Data Backup and Disaster Recovery Plan;
27. Adhere to the NMPSIA/TPA claim procedures and litigation management guidelines;
28. Fully cooperate with an annual claims audit performed by an independent claims auditing company selected by the Authority;
29. TPA will keep the Authority notified with respect to legislative changes or pending changes in any state statute or regulations as soon as information becomes available. TPA will provide a report illustrating monetary impact on the Authority. In addition, the TPA will be responsible to inform all members in writing and if deemed necessary by the Authority, perform regional seminars to explain these changes. All associated research costs will be the responsibility of the TPA;
30. TPA shall reimburse the Authority for any penalties assessed to the Authority and/or its Members which is found to be the result of the TPA's lack of proper claim handling, including late payments and costs incurred due to late/improper notifications, and any payments for legal services that are not within the Litigation Management Guidelines or approved by the Authority. The TPA shall pay all administrative penalties assessed on claims whether self-imposed or by an Excess Insurance Carrier or Reinsurer.

### **Summary of Property and Liability Services**

- A. Review all claim and loss reports made by the Authority or any participating school district or educational entity or any employee thereof to the TPA and process each claim or loss report in accordance with applicable statutory and administrative notification requirements.
- B. Investigate each reported claim or loss to the extent deemed necessary in the performance of its obligations.
- C. Arrange for independent investigations of medical or other experts to the extent deemed necessary in connection with processing any qualified claim or loss.
- D. Promptly pay any qualified claim, loss or expense in accordance with fair and equitable claims practice.
- E. It is the Authority's position to maintain a conservative reserving practice. If there are any questions in establishing a reserve amount, then it is the TPA's obligation to discuss the circumstance with the Executive Director, Deputy Director and/or General Counsel and mutually agree on a reserve amount.

- F. Perform reasonable and necessary administration and clerical work in connection with qualified claims or losses including the preparation of checks. All checks shall bear the name of the Authority and will be drawn on an approved bank located in the State of New Mexico. The account or accounts will be established by the TPA. Bank reconciliation will be the TPA's responsibility and shall be provided to the Authority monthly. For instance, the TPA will be required to calculate outstanding excess carrier(s) recoveries for all claims monthly. In addition, the TPA will be required to provide all subrogation amounts monthly.
- G. Maintain a file for each qualified claim or loss which shall be subject to review by the Authority or its designated agent(s).
- H. Notify excess insurers of all qualified claims or losses with respect to which potential losses may exceed the Authority's self-insured retention and, if requested, provide such insurers with necessary information on the status of those claims or losses. Any fines or penalties assessed by the excess insurers due to late reporting is the responsibility of the TPA.
- I. Notify timely all sexual abuse claims and all claims that could exceed 50% of the Self-Insured Retention to the Authority's Broker/Consultant.
- J. The TPA shall recommend legal counsel to the Authority for the defense of claims or losses by the TPA. TPA shall only select counsel skilled in the defense of insurance matters and with trial experience. The Authority's expectation is to assign only skilled and cost-effective counsel. Prior to assigning counsel, the TPA shall notify the Executive Director, Deputy Director and/or Legal Counsel with a recommendation to defend the Authority or its participating member. Once approval is given by the Executive Director, Deputy Director and/or Legal Counsel, the TPA shall retain the attorney on behalf of the Authority. TPA shall protect and preserve the interest of the Authority and supervise the legal aspects of the Authority's, participating entity's and/or the claimant's obligations. The fees and expenses to be paid by the TPA shall be no higher than those approved by the Authority. TPA is required to request itemized bills, maintain them in each file, and adhere to NMPSIA's litigation management guidelines. In addition, the TPA must have the computer capability to include a specific code on the loss run that clearly displays that the claim is "in-suit."
- K. Accept or reject the claim, or manage the process if approvals are required. Determine when a Reservation of Rights letter is required and prepare such a letter on a timely basis.
- L. Assist in the preparation of applicable release agreements and computations resulting from settlements or court awards with a copy of such agreements sent to the Authority. When appropriate, utilize "structured settlements."
- M. Assist the Authority's counsel and panel attorney, if requested, to prepare the defense for litigated cases, to negotiate settlements and to prepare for subrogation or contribution actions.

- N. Maximum caseload per adjuster will be 150 for General Liability/Property. For property only, the maximum per adjuster will be 100. If the amount changes up or down, the TPA will notify NMPSIA timely.
- O. Use computer programs to furnish to the Authority and all its members, selected loss information reports, as stated below. All reports are required to be mailed or provided on-line within 10 days of the close of each month, for each line of coverage in the following formats, at minimum.
- P. Provide the Authority financial Liability Reserve and Recovery and Reimbursement reports with detail and any other financial reports needed by the Authority no later than the 10<sup>th</sup> of the month for the prior month.
- Q. Provide any reports including ad hoc reports for legislative analysis within a 24-hour period.
- R. Assemble and maintain a record of all claimants, defendants, locations and/or departments participating in the Authority's coverages and assign an appropriate code. TPA will also subscribe and participate in the Index Bureau and will file *all* claims. All indexing costs will be charged to the respective file and will not be a TPA expense.

### ***Minimum Report Standards***

#### **Required Reports**

1. Authority's loss experience by line of coverage, by year;
2. Each participating member's loss experience, by line of coverage, by year;
3. List of payments/reserves/recoveries during current month, by member, by year;
4. Authority's claim activity during current month, by line of coverage, by year;
5. A list of all reportable claims to the excess carrier(s) by coverage, by year;
6. Accident Loss Analysis Report (List of type, source and cause of accidents; sorted by the top five accidents for the Authority and for each participating member between the most current policy period and the last policy period.)
7. Listing of all Member open and closed claims, by coverage, by year;
8. Loss Analysis Report;
9. List of litigated cases;
10. List of all attorney fees broken down by firm; and
11. Report on the effectiveness of the attorneys utilized.
  - a. Please provide copies of your "standard" report package in your written proposal. In addition, provide samples of reports that demonstrate "ad hoc" capabilities.

In addition to the above standard reports, the TPA must have the capability to produce "ad hoc" reports to the Authority, on an as needed basis. Any costs to produce these reports, shall *not* be passed on to the Authority. Some examples of "ad hoc" reports, are as follows:

12. Provide narrative or analytical reports for all claims which exceed \$25,000;
13. Provide paid and reserve costs for litigation expenses broken down by member;
14. Provide claim reports that illustrate the type, source and nature of loss by line of coverage. In addition, provide claim reports that list the top 20 members who have experienced the highest number of losses and the highest cost;
15. To complete the annual cost allocation formula, the TPA will provide to the Authority's Executive Director, Deputy Director and/or Legal Counsel and the Authority's Consultant/Broker, the following: a summary of all claims, separated by line of coverage, above and below \$25,000, segregated by member, for the last three policy periods;
16. A report designed to track aggregate limits and aggregate coverage layers, where applicable;
17. Report that differentiates "claims made" and "occurrence" claims;
18. List of all bus accidents; and
19. List of all sexual abuse claims, or any other potential high-cost claims.
20. Update, if necessary, the procedure manual pertaining to claim administration for use by participating entities and the Authority. The manual will be updated and disseminated to the Authority and all participating entities annually. All costs associated with the production of the manual will be the TPA's responsibility.
21. Participate in the training of the Authority's Members who are directly or indirectly involved in the processing of qualified claims or losses.
22. Meet excess carrier reporting provisions on a timely basis.
23. The TPA will confer with the Authority during all stages of any legal proceedings to ensure that all facts and investigations are obtained and are timely. The Authority reserves the right to assign a "serious" claim to an independent adjusting firm where, for example, a potential conflict of interest may exist.
24. Pursue subrogation efforts on all claims where applicable.
25. The TPA will have the ability to evaluate any coverage below the self-insured retention(s). In addition, the TPA will develop and maintain an agreement with the excess carrier(s) as to how and by whom claims will be adjusted above the self-insured retention. For the benefit of its members, the Authority wants to ensure a consistent and non-interrupted

adjustment once a claim falls within any excess layer. The Authority prefers ongoing supervision by the TPA.

26. The TPA's computer system must capture minimum information, such as: the participating entity's name; date of loss; date loss was reported to the TPA; time of loss; gender; identify the applicable line of coverage; condensed description of the incident; payments made; estimated future costs (reserves), including the ability to track reserve changes; claimant's name; claimant's date of birth; defendant's name; defendant's date of birth; employee's occupation or position with the employer; and plaintiff and defense costs, including any additional legal expenses. The Authority prefers the availability of open data fields so that reports can be customized to the Authority's program.
27. The TPA will maintain a quality control system to ensure claims are coded accurately. In addition, a supervisor or manager from another office, will perform a random audit of at least 50 claims each quarter and provide findings to the Authority.
28. The TPA will conduct on-site or other requested training and education of the Authority's Member(s) regarding reporting and handling claims.
29. The TPA will inform the Authority's Consultant/Broker in writing, and carbon copy the Executive Director and Deputy Director, concerning all claims reported to the excess carrier(s) and seek advice or coverage guidance on large or complex claims.
30. The TPA will meet monthly or as agreed with the Executive Director, Deputy Director and/or Legal Counsel and/or the Authority's Broker to review significant claims and related activities.
31. Maintain a communication system that assures the Authority and Members that the TPA is available to react to a claim twenty-four (24) hours a day.
32. Effect prompt recovery from other parties, when applicable.
33. Maintain records of all litigated cases and cost for retaining legal counsel, case duration and outcomes. Protect and preserve the interest of the Member and supervise the legal aspects of Member obligations.
34. Agree to performance measures implemented by the Authority.

***[If the TPA cannot perform any of the summary services stated above, a brief explanation must be provided in the written proposal for each service the TPA cannot perform.]***

## B. TECHNICAL SPECIFICATIONS

### 1. Organizational Experience

Offeror **must**:

- a) provide a detailed description of relevant corporate experience with state government and private sector. The experience of all proposed subcontractors must be described. The narrative **must** thoroughly describe how the Offeror has supplied expertise for similar contracts and must include the extent of their experience, expertise and knowledge as a provider of Property and Liability Claims Administration Services.
- b) provide a detailed resume/bio of all key personnel Offeror proposes to use in performance of the resulting contract, should Offeror be awarded. Key personnel is identified as personnel that will be working on the NMPSIA account. Offeror must include key personnel education, work experience, relevant/applicable certifications/licenses, and experience.
- c) indicate how many new clients have been installed in the last three years and what percentage of business revenue is derived from engagements.
- d) describe at least two project successes and failures of client implantations and the outcomes. Include how each experience improved the Offeror's services.

### 2. Organizational References

Offeror must provide a list of a minimum of three (3) external references from similar projects/programs performed for private, state or large local government clients within the last three (3) years.

Offeror shall include the following Business Reference information as part of its proposals:

- a) Client name;
- b) Project description;
- c) Project dates (starting and ending);
- d) Technical environment (i.e., Software applications, Internet capabilities, Data communications, Network, Hardware);
- e) Staff assigned to reference engagement that will be designated for work per this RFP; and
- f) Client project manager name, telephone number, fax number and e-mail address.

Offeror is required to submit APPENDIX F, Organizational Reference Questionnaire ("Questionnaire"), to the business references it lists. **The business references must submit the Questionnaire directly to the designee identified in APPENDIX F. The business references must not return the completed Questionnaire to the Offeror.** It is

the Offeror's responsibility to ensure the completed forms are submitted on or before the date indicated in Section II.A, Sequence of Events, for inclusion in the evaluation process.

Organizational References that are not received or are not complete, may adversely affect the Offeror's score in the evaluation process. Offerors are encouraged to specifically request that their Organizational References provide detailed comments.

### **3. Mandatory Specification**

TPA will provide Property, Crime, Automobile Physical Damage, Cyber Liability, Automobile Liability, General Liability including Sexual Abuse, Student Accidents, and Errors & Omissions Liability claim administration services. The TPA will also provide defense and litigation management; establish and maintain a statewide panel of attorneys with defense and trial experience; evaluate the attorney's annually (or as requested by the Authority) and report findings to the Authority; assign and monitor legal counsel and provide litigation management; prepare checks bearing the name of the Authority to third parties; make recommendations to the Authority to update, as needed, the claims procedure manual and litigation management guidelines; adhere to excess carrier reporting requirements for all qualified claims and provide electronic generated loss information; determine availability of coverage and set reserves, and issue reservation of rights letters where appropriate.

A statement of concurrence is required.

### **4. Desirable Specification**

#### **I. Third Party Administration - TPA**

##### *a. Philosophy*

Describe your claims management philosophy.

##### *b. Staffing and Project Organization*

Provide the names and functions of all personnel who will play key roles in the development, implementation, and administration of the Authority's Program. Include a brief outline, related experience, and credentials for those individuals. Provide an organization chart indicating the names and positions of the team members. Include caseloads for all assigned staff.

##### *c. What performance standards have you set for your adjusters/claim examiners? How are they measured? What results are shared each month? Each Quarter? Annually? Are results shared with the adjusters and your clients?*

##### *d. Describe how your firm develops and trains its staff.*

##### *e. How have you been a resource to your clients for benchmarking studies?*

- f. Provide a sample annual stewardship report your Company has prepared for a client. You may redact it to maintain confidentiality.
- g. *Work Plan and Technical Approach*
  - (a) Briefly summarize how the TPA's services in the Proposal will meet or exceed the requirements (refer to the Detailed Scope of Work).
  - (b) Provide a Transition Plan with specific milestones, tasks, and deliverables to be accomplished by the TPA during the transition period prior to July 1, 2022. Include the electronic data transfer process.
  - (c) Describe the Authority's responsibilities in the transition process.
  - (d) Explain any special resources, procedures, or approaches that make the services of the TPA unique and advantageous to the Authority.
  - (e) Identify any limitations or restrictions of the TPA in providing services that the Authority should be aware of in evaluating the Proposal.
  - (f) Describe the TPA's reserving policies, practices, and standards for review of reserves (e.g. involvement of the supervisor or manager in adjusting reserves). Provide a sample Claim Reserving Sheet.
  - (g) Under what circumstances according to the TPA's claim management process are property claims assigned to an outside claims adjuster?
  - (h) Describe the TPA's policies or procedures for litigation management.
  - (i) Describe in detail the TPA's special management process with handling sexual abuse and molestation claims. On average, how many years of experience do each of the TPA's personnel/staff assigned to the Authority's account have with managing these types of claims?
  - (j) Describe the methods used for establishing a legal panel.
  - (k) Describe the TPA's policies or procedures in reviewing the performance of the legal panel.
  - (l) Describe the TPA's process for auditing billings from the legal panel. On average, how many adjustments and amounts have you retracted from your panel in the last two years based on wrongful filings?
  - (m) How does the TPA monitor's the trust fund account (Impress Account) and make recommendations to the Authority as to the appropriate

level of funding for the account to comply with established laws? Provide an explanation of your policies and procedures.

## II. Information Technology and Reports

- (a) Describe the proposed Claims Management System, and whether it is owned or leased. How will the system meet or exceed the requirements of the Authority? Explain any advantages that this proposed system would have over the competitors' systems. Explain any disadvantages or limitations that the Authority should be aware of in evaluating the proposal.
- (b) To what extent will the Authority, its user affiliates and the Broker/Consultant have access to the Claims Management System, including, but not limited to, diary access, claim status notes, payments and reserves, all correspondence, work status access, and all reports? Describe the use-friendly function of the Claims Management System and the Authority's ability to run ad hoc reports and at what additional cost, if any.
- (c) Describe the level of detail (i.e. search field options) the Claims Management System provides. Explain the process as to how Authority's members can report claims online. Does the TPA provide a 24-hour hotline to report claims?
- (d) What practices and controls does the TPA have in place to ensure its Information Technology System(s) is adequately protected against environmental, physical, and cyber/data breach threats? State if the TPA will be compliant with all relevant data protection legislation and all applicable Federal and State privacy statutes, rules, regulations, and orders, including HIPAA requirements related to electronic data interchange for all services included in this proposal.
- (e) Describe the TPA's screening procedures for all employees to ensure that information accessed by TPA's personnel is protected. Include any security awareness training and training on applicable regulations (e.g. Data Privacy Law).
- (f) Describe the TPA's Business Continuity Plan and Insurance Policy (if any) and how they will counteract the effects of a major breach, failure, or disaster, and mitigate the impact of interruptions to your business activities. Provide a description of the Plan and scope, systems used, etc., and if the plan is tested/drilled on a routine basis to verify plan accuracy and effectiveness. If you have an IT Disaster Recovery Plan, can you state the Recovery Time Objective (RTO) and the Recovery Point Objective (RPO)?
- (g) The TPA shall provide samples of monthly, quarterly, and annual claims management/summary reports in the Appendix of the Proposal (i.e. Claim Summary and Status Reports, Claims Opened and Closed Monthly Reports, Loss Run Report, Penalty Report, etc.) Performance metric reports should be

clearly defined and differentiated (e.g. hard dollar savings, soft dollar (cost avoidance) savings, return-on-investment measurements (ratio of savings to fees), claims' open-to-close ratio, etc.) Describe the types of reports that are available in Excel.

- (h) What other additional services not mentioned in the scope of this RFP does the TPA provide to its clients and what are the fees for each service? Provide a description of the services and the fee/charge.

## C. BUSINESS SPECIFICATIONS

### 1. Financial Stability

Offerors must submit copies of the most recent years independently audited financial statements and the most current 10K, as well as financial statements for the preceding three years, if they exist. The submission must include the audit opinion, the balance sheet, and statements of income, retained earnings, cash flows, and the notes to the financial statements. If independently audited financial statements do not exist, Offeror must state the reason and, instead, submit sufficient financial information (e.g. D & B report,).

### 2. Performance Surety Bond

Surety Bond will not be required for this RFP.

### 3. Letter of Transmittal Form

The Offeror's proposal **must** be accompanied by the Letter of Transmittal Form located in APPENDIX E. The form **must** be completed and must be signed by the person authorized to obligate the company. **Failure to respond to ALL items, as indicated in Section II.C.30 and APPENDIX E, and to return a signed, unaltered form will result in Offeror's disqualification.**

### 4. Campaign Contribution Disclosure Form

The Offeror must complete an unaltered Campaign Contribution Disclosure Form and submit a signed copy with the Offeror's proposal. This must be accomplished whether or not an applicable contribution has been made. (See APPENDIX B). **Failure to complete and return the signed, unaltered form will result in Offeror's disqualification.**

### 5. Oral Presentation

If selected as a finalist, Offerors agree to provide the Evaluation Committee the opportunity to interview proposed staff members identified by the Evaluation Committee, at the option of the Agency. The Evaluation Committee may request a finalist to provide an oral

presentation of the proposal as an opportunity for the Evaluation Committee to ask questions and seek clarifications.

**6. Cost**

Offerors must complete the Cost Response Forms in APPENDIX D, E, and F.

**7. Resident Business or Resident Veterans Preference**

To ensure adequate consideration and application of NMSA 1978, § 13-1-21 (as amended), Offerors **MUST** include a copy, in this section, of its NM Resident preference certificate, as issued by the New Mexico Taxation and Revenue Department.

## V. EVALUATION

### A. EVALUATION POINT SUMMARY

The following is a summary of evaluation factors with point values assigned to each. These weighted factors will be used in the evaluation of individual potential Offeror proposals by sub-category.

<b>Evaluation Factors</b> <i>(Correspond to section IV.B and IV C)</i>	<b>Points Available</b>
<b>B. Technical Specifications</b>	
B. 1. Organizational Experience	140
B. 2. Organizational References	60
B. 3. Mandatory Specification	Pass/Fail
B. 4. Desirable Specification	
4.B.5.I Third Party Administration (TPA)	200
4.B.5.II Information Technology and Reports	100
<b>C. Business Specifications</b>	
C.1. Financial Stability	Pass/Fail
C.2. Performance Surety Bond	Pass/Fail
C.3. Letter Of Transmittal	Pass/Fail
C.4. Campaign Contribution Disclosure Form	Pass/Fail
C.5. Oral Presentations	200
C.6. Cost	300
<b>TOTAL POINTS AVAILABLE</b>	<b>1,000</b>
C.7. New Mexico Preference - Resident Vendor Points per Section IV C. 7	<b>50</b>
C.7. New Mexico Preference - Resident Veterans Points per Section IV C.7	<b>100</b>

Table 1: Evaluation Point Summary

### B. EVALUATION FACTORS

#### 1. B.1 Organizational Experience (See Table 1)

Points will be awarded based on the thoroughness and clarity of Offeror's response in this Section. The Evaluation Committee will also weigh the relevancy and extent of Offeror's experience, expertise and knowledge; and of personnel education, experience and certifications/licenses. In addition, points will be awarded based on Offeror's candid and well-thought-out response to successes and failures, as well as the ability of the Offeror to learn from its failures and grow from its successes.

## **2. B.2 Organizational References (See Table 1)**

Points will be awarded based upon an evaluation of the responses to a series of questions on the Organizational Reference Questionnaire (Appendix H). Offeror will be evaluated on references that show positive service history, successful execution of services and evidence of satisfaction by each reference. References indicating significantly similar services/scopes of work and comments provided by a submitted reference will add weight and value to a recommendation during the evaluation process. Points will be awarded for each individual response up to 1/3 of the total points for this category. Lack of a response will receive zero (0) points.

The Evaluation Committee may contact any or all business references for validation of information submitted. If this step is taken, the Procurement Manager and the Evaluation Committee must all be together on a conference call with the submitted reference so that the Procurement Manager and all members of the Evaluation Committee receive the same information. Additionally, the Agency reserves the right to consider any and all information available to it (outside of the Organizational Reference information required herein), in its evaluation of Offeror responsibility per Section II.C.18.

## **3. B.3 Mandatory Specifications**

TPA will provide Property, Crime, Automobile Physical Damage, Cyber Liability, Automobile Liability, General Liability including Sexual Abuse, Student Accidents, and Errors & Omissions Liability claim administration services. The TPA will also provide defense and litigation management; establish and maintain a statewide panel of attorneys with defense and trial experience; evaluate the attorney's annually (or as requested by the Authority) and report findings to the Authority; assign and monitor legal counsel and provide litigation management; prepare checks bearing the name of the Authority to third parties; make recommendations to the Authority to update, as needed, the claims procedure manual and litigation management guidelines; adhere to excess carrier reporting requirements for all qualified claims and provide electronic generated loss information; determine availability of coverage and set reserves, and issue reservation of rights letters where appropriate.

A statement of concurrence is required.

## **4. B.4 Desirable Specifications**

### **I. Third Party Administration - TPA**

#### **a. Philosophy**

Describe your claims management philosophy.

#### **b. Staffing and Project Organization**

Provide the names and functions of all personnel who will play key roles in the development, implementation, and administration of the Authority's Program. Include a brief outline, related experience, and credentials for those individuals. Provide an organization chart indicating the names and positions of the team members. Include caseloads for all assigned staff.

- c. What performance standards have you set for your adjusters/claim examiners? How are they measured? What results are shared each month? Each Quarter? Annually? Are results shared with the adjusters and your clients?
- d. Describe how your firm develops and trains its staff.
- e. How have you been a resource to your clients for benchmarking studies?
- f. Provide a sample annual stewardship report your Company has prepared for a client. You may redact it to maintain confidentiality.
- g. Work Plan and Technical Approach;
  - (a) Briefly summarize how the TPA's services in the Proposal will meet or exceed the requirements (refer to the Detailed Scope of Work).
  - (b) Provide a Transition Plan with specific milestones, tasks, and deliverables to be accomplished by the TPA during the transition period prior to July 1, 2022. Include the electronic data transfer process.
  - (c) Describe the Authority's responsibilities in the transition process.
  - (d) Explain any special resources, procedures, or approaches that make the services of the TPA unique and advantageous to the Authority.
  - (e) Identify any limitations or restrictions of the TPA in providing services that the Authority should be aware of in evaluating the Proposal.
  - (f) Describe the TPA's reserving policies, practices, and standards for review of reserves (e.g. involvement of the supervisor or manager in adjusting reserves). Provide a sample Claim Reserving Sheet.
  - (g) Under what circumstances according to the TPA's claim management process are property claims assigned to an outside claims adjuster?

- (h) Describe the TPA's policies or procedures for litigation management.
- (i) Describe in detail the TPA's special management process with handling sexual abuse and molestation claims. On average, how many years of experience do each of the TPA's personnel/staff assigned to the Authority's account have with managing these types of claims?
- (j) Describe the methods used for establishing a legal panel.
- (k) Describe the TPA's policies or procedures in reviewing the performance of the legal panel.
- (l) Describe the TPA's process for auditing billings from the legal panel. On average, how many adjustments and amounts have you retracted from your panel in the last two years based on wrongful filings?
- (m) How does the TPA monitor's the trust fund account (Impress Account) and make recommendations to the Authority as to the appropriate level of funding for the account to comply with established laws? Provide an explanation of your policies and procedures.

## II. Information Technology and Reports

- a. Describe the proposed Claims Management System, and whether it is owned or leased. How will the system meet or exceed the requirements of the Authority? Explain any advantages that this proposed system would have over the competitors' systems. Explain any disadvantages or limitations that the Authority should be aware of in evaluating the proposal.
- b. To what extent will the Authority, its user affiliates and the Broker/Consultant have access to the Claims Management System, including, but not limited to, diary access, claim status notes, payments and reserves, all correspondence, work status access, and all reports? Describe the use-friendly function of the Claims Management System and the Authority's ability to run ad hoc reports and at what additional cost, if any.
- c. Describe the level of detail (i.e. search field options) the Claims Management System provides. Explain the process as to how Authority's members can report claims online. Does the TPA provide a 24-hour hotline to report claims?

- d. What practices and controls does the TPA have in place to ensure its Information Technology System(s) is adequately protected against environmental, physical, and cyber/data breach threats? State if the TPA will be compliant with all relevant data protection legislation and all applicable Federal and State privacy statutes, rules, regulations, and orders, including HIPAA requirements related to electronic data interchange for all services included in this proposal.
- e. Describe the TPA's screening procedures for all employees to ensure that information accessed by TPA's personnel is protected. Include any security awareness training and training on applicable regulations (e.g. Data Privacy Law).
- f. Describe the TPA's Business Continuity Plan and Insurance Policy (if any) and how they will counteract the effects of a major breach, failure, or disaster, and mitigate the impact of interruptions to your business activities. Provide a description of the Plan and scope, systems used, etc., and if the plan is tested/drilled on a routine basis to verify plan accuracy and effectiveness. If you have an IT Disaster Recovery Plan, can you state the Recovery Time Objective (RTO) and the Recovery Point Objective (RPO)?
- g. The TPA shall provide samples of monthly, quarterly, and annual claims management/summary reports in the Appendix of the Proposal (i.e. Claim Summary and Status Reports, Claims Opened and Closed Monthly Reports, Loss Run Report, Penalty Report, etc.) Performance metric reports should be clearly defined and differentiated (e.g. hard dollar savings, soft dollar (cost avoidance) savings, return-on-investment measurements (ratio of savings to fees), claims' open-to-close ratio, etc.) Describe the types of reports that are available in Excel.
- h. What other additional services not mentioned in the scope of this RFP does the TPA provide to its clients and what are the fees for each service? Provide a description of the services and the fee/charge.

**5. C.1 Financial Stability (See Table 1)**

Pass/Fail only. No points assigned

**6. C.3 Letter of Transmittal (See Table 1)**

Pass/Fail only. No points assigned.

**7. C.4 Campaign Contribution Disclosure Form (See Table 1)**

Pass/Fail only. No points assigned.

**8. C.5 Oral Presentation (See Table 1)**

Points will be awarded based on the quality, organization and effectiveness of communication of the information presented, as well as the professionalism of the

presenters and technical knowledge of the proposed staff. Prior to Oral Presentation, Agency will provide the Offeror a presentation agenda. (If no Oral Presentations are held all Offerors will receive the maximum amount of total points for this Evaluation Factor).

**9. C.6 Cost (See Table 1)**

The evaluation of each Offeror’s cost proposal will be conducted using the following formula:

$$\frac{\text{Lowest Responsive Offeror's Cost}}{\text{Each Offeror's Cost}} \times \text{Available Award Points}$$

**10. C.7. New Mexico Preferences**

Percentages will be determined based upon the point-based system outlined in NMSA 1978, § 13-1-21 (as amended).

- A. **New Mexico Resident Business Preference**  
If the Offeror has provided a copy of their Preference Certificate the Preference Points for a New Mexico Resident Business is 5% of the total points available in this RFP.
- B. **New Mexico Resident Veterans Business Preference**  
If the Offeror has provided a copy of their Preference Certificate the Preference Points for a New Mexico Resident Veteran Business is 10% of the total points available in this RFP.

**C. EVALUATION PROCESS**

1. All Offeror proposals will be reviewed for compliance with the requirements and specifications stated within the RFP. Proposals deemed non-responsive will be eliminated from further consideration.
2. The Procurement Manager may contact the Offeror for clarification of the response as specified in Section II. B.7.
3. Responsive proposals will be evaluated on the factors in Section IV, which have been assigned a point value in Section V. The responsible Offerors with the highest scores will be selected as finalist Offerors, based upon the proposals submitted. In accordance with 13-1-117 NMSA 1978, the responsible Offerors whose proposals are most advantageous to the State taking into consideration the Evaluation Factors in Section V will be recommended for award (as specified in Section II.B.12). Please note, however, that a serious deficiency in the response to any one factor may be grounds for rejection regardless of overall score.

# APPENDIX A

## REQUEST FOR PROPOSAL

Property and Liability Claims Administration Services  
RFP#342-2023-05

### ACKNOWLEDGEMENT OF RECEIPT FORM

This Acknowledgement of Receipt Form should be signed and submitted no later than 3:00 pm MST/ MDT on November 17, 2022. Only potential Offerors who elect to return this form will receive copies of all submitted questions and the written responses to those questions, as well as any RFP amendments, if any are issued.

In acknowledgement of receipt of this Request for Proposal, the undersigned agrees that he or she has received a complete copy of the RFP, beginning with the title page, and ending with APPENDIX I.

The name and address below will be used for all correspondence related to the Request for Proposal.

ORGANIZATION: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_ PHONE NO.: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

**Submit Acknowledgement of Receipt Form to:**

To: Claudette Roybal

E-mail: [NMPSIA.procurement@psia.nm.gov](mailto:NMPSIA.procurement@psia.nm.gov)

Subject Line: Property and Liability Claims Administration Services RFP#342-2023-05

## APPENDIX B

### CAMPAIGN CONTRIBUTION DISCLOSURE FORM

Pursuant to the Procurement Code, Sections 13-1-28, *et seq.*, NMSA 1978 and NMSA 1978, § 13-1-191.1 (2006), as amended by Laws of 2007, Chapter 234, a prospective contractor subject to this section shall disclose all campaign contributions given by the prospective contractor or a family member or representative of the prospective contractor to an applicable public official of the state or a local public body during the two years prior to the date on which a proposal is submitted or, in the case of a sole source or small purchase contract, the two years prior to the date on which the contractor signs the contract, if the aggregate total of contributions given by the prospective contractor or a family member or representative of the prospective contractor to the public official exceeds two hundred fifty dollars (\$250) over the two-year period. A prospective contractor submitting a disclosure statement pursuant to this section who has not contributed to an applicable public official, whose family members have not contributed to an applicable public official or whose representatives have not contributed to an applicable public official shall make a statement that no contribution was made.

A prospective contractor or a family member or representative of the prospective contractor shall not give a campaign contribution or other thing of value to an applicable public official or the applicable public official's employees during the pendency of the procurement process or during the pendency of negotiations for a sole source or small purchase contract.

Furthermore, a solicitation or proposed award for a proposed contract may be canceled pursuant to Section [13-1-181](#) NMSA 1978 or a contract that is executed may be ratified or terminated pursuant to Section [13-1-182](#) NMSA 1978 if a prospective contractor fails to submit a fully completed disclosure statement pursuant to this section; or a prospective contractor or family member or representative of the prospective contractor gives a campaign contribution or other thing of value to an applicable public official or the applicable public official's employees during the pendency of the procurement process.

The state agency or local public body that procures the services or items of tangible personal property shall indicate on the form the name or names of every applicable public official, if any, for which disclosure is required by a prospective contractor.

THIS FORM MUST BE INCLUDED IN THE REQUEST FOR PROPOSALS AND MUST BE FILED BY ANY PROSPECTIVE CONTRACTOR WHETHER OR NOT THEY, THEIR FAMILY MEMBER, OR THEIR REPRESENTATIVE HAS MADE ANY CONTRIBUTIONS SUBJECT TO DISCLOSURE.

The following definitions apply:

“**Applicable public official**” means a person elected to an office or a person appointed to complete a term of an elected office, who has the authority to award or influence the award of the contract for which the prospective contractor is submitting a competitive sealed proposal or who has the

authority to negotiate a sole source or small purchase contract that may be awarded without submission of a sealed competitive proposal.

**“Campaign Contribution”** means a gift, subscription, loan, advance or deposit of money or other thing of value, including the estimated value of an in-kind contribution, that is made to or received by an applicable public official or any person authorized to raise, collect or expend contributions on that official’s behalf for the purpose of electing the official to statewide or local office. “Campaign Contribution” includes the payment of a debt incurred in an election campaign, but does not include the value of services provided without compensation or unreimbursed travel or other personal expenses of individuals who volunteer a portion or all of their time on behalf of a candidate or political committee, nor does it include the administrative or solicitation expenses of a political committee that are paid by an organization that sponsors the committee.

**“Family member”** means a spouse, father, mother, child, father-in-law, mother-in-law, daughter-in-law or son-in-law of (a) a prospective contractor, if the prospective contractor is a natural person; or (b) an owner of a prospective contractor;

**“Pendency of the procurement process”** means the time period commencing with the public notice of the request for proposals and ending with the award of the contract or the cancellation of the request for proposals.

**“Prospective contractor”** means a person or business that is subject to the competitive sealed proposal process set forth in the Procurement Code [Sections [13-1-28](#) through [13-1-199](#) NMSA 1978] or is not required to submit a competitive sealed proposal because that person or business qualifies for a sole source or small purchase contract.

**“Representative of a prospective contractor”** means an officer or director of a corporation, a member or manager of a limited liability corporation, a partner of a partnership or a trustee of a trust of the prospective contractor.

**Name(s) of Applicable Public Official(s) if any:** \_\_\_\_\_  
**(Completed by State Agency or Local Public Body)**

**DISCLOSURE OF CONTRIBUTIONS BY PROSPECTIVE CONTRACTOR:**

Contribution Made By: \_\_\_\_\_

Relation to Prospective Contractor: \_\_\_\_\_

Date Contribution(s) Made: \_\_\_\_\_  
\_\_\_\_\_

Amount(s) of Contribution(s) \_\_\_\_\_  
\_\_\_\_\_

Nature of Contribution(s) \_\_\_\_\_

Purpose of Contribution(s)

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(Attach extra pages if necessary)

Signature

Date

Title (position)

**--OR--**

**NO CONTRIBUTIONS IN THE AGGREGATE TOTAL OVER TWO HUNDRED FIFTY DOLLARS (\$250) WERE MADE** to an applicable public official by me, a family member or representative.

Signature

Date

Title (Position)

**APPENDIX C**  
**DRAFT CONTRACT**

STATE OF NEW MEXICO

**NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY**

PROFESSIONAL SERVICES CONTRACT # \_\_\_\_\_

THIS AGREEMENT is made and entered into by and between the State of New Mexico, **Public Schools Insurance Authority**, hereinafter referred to as the “Agency,” and **NAME OF CONTRACTOR**, hereinafter referred to as the “Contractor,” and is effective as of the date set forth below upon which it is executed by the Agency.

IT IS AGREED BETWEEN THE PARTIES:

**1. Scope of Work.**

The Contractor shall perform the following work:

The Third-Party Administrator (TPA) shall investigate, evaluate, process, manage and resolve both first and third-party claims premised upon allegations of negligent or careless acts or omissions and potential claims for money damages or losses of the Authority’s Member for which the Authority’s Member are alleged to be legally responsible. The TPA will provide Property, Crime, Automobile Physical Damage, Cyber Liability, Automobile Liability, General Liability including Sexual Abuse, Student Accidents, and Errors & Omissions Liability claim administration services. The TPA will also provide defense and litigation management; in consultation with the Authority’s General Counsel and Executive Director; establish and maintain a statewide panel of attorneys with defense and trial experience; evaluate the attorney’s annually (or as requested by the Authority) and report findings to the Authority; assign and monitor legal counsel in consultation with the Authority’s General Counsel and Executive Director; prepare checks bearing the name of the Authority to third parties; make recommendations to the Authority to update, as needed, the Memorandum of Coverage, claims procedure manual and litigation management guidelines; adhere to excess carrier reporting requirements for all qualified claims and provide electronic generated loss information; identify coverage issues under the Authority’s Memorandum of Coverage and set reserves, and issue reservation of rights letters where appropriate.

In addition, the TPA will process potential claims involving both Limited Criminal Defense and Limited Individuals with Disabilities Education Act (IDEA) coverages which are self-insured coverages not reinsured by excess carriers. The TPA must meet all licensure and other legal requirements of both the State of New Mexico and Federal laws applicable to proper claims administration practices. NMPSIA/TPA claim procedures and litigation management guidelines will be expected to be adhered to. If the claim procedures are not adhered to performance penalties will be enforced. The claim procedures and litigation management guidelines are written to illustrate the expectations between both parties and to ensure timely and efficient adjustment, litigation

management and a thorough investigation of claims. They are also used by a claims auditor annually to ensure compliance.

Firms are required to provide a comprehensive fee schedule to provide the Property and Liability Administration Claims Services to the Authority as described in the Detailed Scope of Work. The Property and Liability Administration Claims Services will be paid under a Fixed Annual/Cost Plus service contract. The Consultant will also be requested to include pricing for all services.

**2. Compensation.**

A. The Agency shall pay to the Contractor in full payment for services satisfactorily performed at the rate of \_\_\_\_\_ dollars (\$\_\_\_\_\_) per hour (OR BASED UPON DELIVERABLES, MILESTONES, BUDGET, ETC.), such compensation not to exceed (AMOUNT), excluding gross receipts tax. The New Mexico gross receipts tax levied on the amounts payable under this Agreement totaling (AMOUNT) shall be paid by the Agency to the Contractor. **The total amount payable to the Contractor under this Agreement, including gross receipts tax and expenses, shall not exceed (AMOUNT). This amount is a maximum and not a guarantee that the work assigned to be performed by Contractor under this Agreement shall equal the amount stated herein. The parties do not intend for the Contractor to continue to provide services without compensation when the total compensation amount is reached. Contractor is responsible for notifying the Agency when the services provided under this Agreement reach the total compensation amount. In no event will the Contractor be paid for services provided in excess of the total compensation amount without this Agreement being amended in writing prior to those services in excess of the total compensation amount being provided.**

B. Payment is subject to availability of funds pursuant to the Appropriations Paragraph set forth below and to any negotiations between the parties from year to year pursuant to Paragraph 1, Scope of Work, and to approval by the GSD/SPD. All invoices MUST BE received by the Agency no later than fifteen (15) days after the termination of the Fiscal Year in which the services were delivered. Invoices received after such date WILL NOT BE PAID.

(—OR—)

**(CHOICE – MULTI-YEAR)**

A. The Agency shall pay to the Contractor in full payment for services satisfactorily performed pursuant to the Scope of Work at the rate of \_\_\_\_\_ dollars (\$\_\_\_\_\_) in FYXX (USE FISCAL YEAR NUMBER TO DESCRIBE YEAR; DO NOT USE FY1, FY2, ETC.). The New Mexico gross receipts tax levied on the amounts payable under this Agreement in FYXX totaling (AMOUNT) shall be paid by the Agency to the Contractor. **The total amount payable to the Contractor under this Agreement, including gross receipts tax and expenses, shall not exceed (AMOUNT) in FYXX.**

(REPEAT LANGUAGE FOR EACH FISCAL YEAR COVERED BY THE AGREEMENT -- USE FISCAL YEAR NUMBER TO DESCRIBE EACH YEAR; DO NOT USE FY1, FY2, ETC.).

B. Payment in FYXX, FYXX, FYXX, and FYXX is subject to availability of funds pursuant to the Appropriations Paragraph set forth below and to any negotiations between the parties

from year to year pursuant to Paragraph 1, Scope of Work, and to approval by the GSD/SPD. All invoices MUST BE received by the Agency no later than fifteen (15) days after the termination of the Fiscal Year in which the services were delivered. Invoices received after such date **WILL NOT BE PAID**.

C. Contractor must submit a detailed statement accounting for all services performed and expenses incurred. If the Agency finds that the services are not acceptable, within thirty days after the date of receipt of written notice from the Contractor that payment is requested, it shall provide the Contractor a letter of exception explaining the defect or objection to the services, and outlining steps the Contractor may take to provide remedial action. Upon certification by the Agency that the services have been received and accepted, payment shall be tendered to the Contractor within thirty days after the date of acceptance. If payment is made by mail, the payment shall be deemed tendered on the date it is postmarked. However, the agency shall not incur late charges, interest, or penalties for failure to make payment within the time specified herein.

**3. Term.**

THIS AGREEMENT SHALL NOT BECOME EFFECTIVE UNTIL APPROVED BY THE AGENCY with a start date of **(DATE)**. This agreement shall terminate on **(DATE)** unless terminated pursuant to paragraph 4 (Termination), or paragraph 5 (Appropriations). In accordance with NMSA 1978, § 13-1-150, no contract term for a professional services contract, including extensions and renewals, shall exceed four years, except as set forth in NMSA 1978, § 13-1-150.

**4. Termination.**

A. **Grounds.** The Agency may terminate this Agreement for convenience or cause. The Contractor may only terminate this Agreement based upon the Agency's uncured, material breach of this Agreement.

B. **Notice; Agency Opportunity to Cure.**

1. Except as otherwise provided in Paragraph (4)(B)(3), the Agency shall give Contractor written notice of termination at least thirty (30) days prior to the intended date of termination.

2. Contractor shall give Agency written notice of termination at one hundred and eighty (180) days prior to the intended date of termination, which notice shall (i) identify all the Agency's material breaches of this Agreement upon which the termination is based and (ii) state what the Agency must do to cure such material breaches. Contractor's notice of termination shall only be effective (i) if the Agency does not cure all material breaches within the thirty (30) day notice period or (ii) in the case of material breaches that cannot be cured within thirty (30) days, the Agency does not, within the thirty (30) day notice period, notify the Contractor of its intent to cure and begin with due diligence to cure the material breach.

3. Notwithstanding the foregoing, this Agreement may be terminated immediately upon written notice to the Contractor (i) if the Contractor becomes unable to perform the services contracted for, as determined by the Agency; (ii) if, during the term of this Agreement, the Contractor is suspended or debarred by the State Purchasing Agent; or (iii) the Agreement is terminated pursuant to Paragraph 5, "Appropriations", of this Agreement.

C. **Liability.** Except as otherwise expressly allowed or provided under this Agreement, the Agency's sole liability upon termination shall be to pay for acceptable work performed prior to the Contractor's receipt or issuance of a notice of termination; provided, however, that a notice of termination shall not nullify or otherwise affect either party's liability for pre-termination defaults under or breaches of this Agreement. The Contractor shall submit an invoice for such work within thirty (30) days of receiving or sending the notice of termination. **THIS PROVISION IS NOT EXCLUSIVE AND DOES NOT WAIVE THE AGENCY'S OTHER LEGAL RIGHTS AND REMEDIES CAUSED BY THE CONTRACTOR'S DEFAULT/BREACH OF THIS AGREEMENT.**

D. **Termination Management.** Immediately upon receipt by either the Agency or the Contractor of notice of termination of this Agreement, the Contractor shall: 1) not incur any further obligations for salaries, services or any other expenditure of funds under this Agreement without written approval of the Agency; 2) comply with all directives issued by the Agency in the notice of termination as to the performance of work under this Agreement; and 3) take such action as the Agency shall direct for the protection, preservation, retention or transfer of all property titled to the Agency and records generated under this Agreement. Any non-expendable personal property or equipment provided to or purchased by the Contractor with contract funds shall become property of the Agency upon termination and shall be submitted to the agency as soon as practicable.

5. **Appropriations.**

The terms of this Agreement are contingent upon sufficient appropriations and authorization being made by the Legislature of New Mexico for the performance of this Agreement. If sufficient appropriations and authorization are not made by the Legislature, this Agreement shall terminate immediately upon written notice being given by the Agency to the Contractor. The Agency's decision as to whether sufficient appropriations are available shall be accepted by the Contractor and shall be final. If the Agency proposes an amendment to the Agreement to unilaterally reduce funding, the Contractor shall have the option to terminate the Agreement or to agree to the reduced funding, within thirty (30) days of receipt of the proposed amendment.

6. **Status of Contractor.**

The Contractor and its agents and employees are independent contractors performing professional services for the Agency and are not employees of the State of New Mexico. The Contractor and its agents and employees shall not accrue leave, retirement, insurance, bonding, use of state vehicles, or any other benefits afforded to employees of the State of New Mexico as a result of this Agreement. The Contractor acknowledges that all sums received hereunder are reportable by the Contractor for tax purposes, including without limitation, self-employment and business income tax. The Contractor agrees not to purport to bind the State of New Mexico unless the Contractor has express written authority to do so, and then only within the strict limits of that authority.

7. **Assignment.**

The Contractor shall not assign or transfer any interest in this Agreement or assign any claims for money due or to become due under this Agreement without the prior written approval of the Agency.

**8. Subcontracting.**

The Contractor shall not subcontract any portion of the services to be performed under this Agreement without the prior written approval of the Agency. No such subcontract shall relieve the primary Contractor from its obligations and liabilities under this Agreement, nor shall any subcontract obligate direct payment from the Procuring Agency.

**9. Release.**

Final payment of the amounts due under this Agreement shall operate as a release of the Agency, its officers and employees, and the State of New Mexico from all liabilities, claims and obligations whatsoever arising from or under this Agreement.

**10. Confidentiality.**

Any confidential information provided to or developed by the Contractor in the performance of this Agreement shall be kept confidential and shall not be made available to any individual or organization by the Contractor without the prior written approval of the Agency.

**11. Product of Service -- Copyright.**

All materials developed or acquired by the Contractor under this Agreement shall become the property of the State of New Mexico and shall be delivered to the Agency no later than the termination date of this Agreement. Nothing developed or produced, in whole or in part, by the Contractor under this Agreement shall be the subject of an application for copyright or other claim of ownership by or on behalf of the Contractor.

**12. Conflict of Interest; Governmental Conduct Act.**

A. The Contractor represents and warrants that it presently has no interest and, during the term of this Agreement, shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance or services required under the Agreement.

B. The Contractor further represents and warrants that it has complied with, and, during the term of this Agreement, will continue to comply with, and that this Agreement complies with all applicable provisions of the Governmental Conduct Act, Chapter 10, Article 16 NMSA 1978. Without in anyway limiting the generality of the foregoing, the Contractor specifically represents and warrants that:

1) in accordance with NMSA 1978, § 10-16-4.3, the Contractor does not employ, has not employed, and will not employ during the term of this Agreement any Agency employee while such employee was or is employed by the Agency and participating directly or indirectly in the Agency's contracting process;

2) this Agreement complies with NMSA 1978, § 10-16-7(A) because (i) the Contractor is not a public officer or employee of the State; (ii) the Contractor is not a member of the family of a public officer or employee of the State; (iii) the Contractor is not a business in which a public officer or employee or the family of a public officer or employee has a substantial interest; or (iv) if the Contractor is a public officer or employee of the State, a member of the family of a public officer or employee of the State, or a business in which a public officer or employee of the State or the family of a public officer or employee of the State has a substantial interest, public notice was given as required by NMSA 1978, § 10-16-7(A) and this Agreement was awarded pursuant to a competitive process;

3) in accordance with NMSA 1978, § 10-16-8(A), (i) the Contractor is not, and has not been represented by, a person who has been a public officer or employee of the State within the preceding year and whose official act directly resulted in this Agreement and (ii) the Contractor is not, and has not been assisted in any way regarding this transaction by, a former public officer or employee of the State whose official act, while in State employment, directly resulted in the Agency's making this Agreement;

4) this Agreement complies with NMSA 1978, § 10-16-9(A) because (i) the Contractor is not a legislator; (ii) the Contractor is not a member of a legislator's family; (iii) the Contractor is not a business in which a legislator or a legislator's family has a substantial interest; or (iv) if the Contractor is a legislator, a member of a legislator's family, or a business in which a legislator or a legislator's family has a substantial interest, disclosure has been made as required by NMSA 1978, § 10-16-7(A), this Agreement is not a sole source or small purchase contract, and this Agreement was awarded in accordance with the provisions of the Procurement Code;

5) in accordance with NMSA 1978, § 10-16-13, the Contractor has not directly participated in the preparation of specifications, qualifications or evaluation criteria for this Agreement or any procurement related to this Agreement; and

6) in accordance with NMSA 1978, § 10-16-3 and § 10-16-13.3, the Contractor has not contributed, and during the term of this Agreement shall not contribute, anything of value to a public officer or employee of the Agency.

C. Contractor's representations and warranties in Paragraphs A and B of this Article 12 are material representations of fact upon which the Agency relied when this Agreement was entered into by the parties. Contractor shall provide immediate written notice to the Agency if, at any time during the term of this Agreement, Contractor learns that Contractor's representations and warranties in Paragraphs A and B of this Article 12 were erroneous on the effective date of this Agreement or have become erroneous by reason of new or changed circumstances. If it is later determined that Contractor's representations and warranties in Paragraphs A and B of this Article 12 were erroneous on the effective date of this Agreement or have become erroneous by reason of new or changed circumstances, in addition to other remedies available to the Agency and notwithstanding anything in the Agreement to the contrary, the Agency may immediately terminate the Agreement.

D. All terms defined in the Governmental Conduct Act have the same meaning in this Article 12(B).

### **13. Amendment.**

A. This Agreement shall not be altered, changed or amended except by instrument in writing executed by the parties hereto and all other required signatories.

B. If the Agency proposes an amendment to the Agreement to unilaterally reduce funding due to budget or other considerations, the Contractor shall, within thirty (30) days of receipt of the proposed Amendment, have the option to terminate the Agreement, pursuant to the termination provisions as set forth in Article 4 herein, or to agree to the reduced funding.

**14. Merger.**

This Agreement incorporates all the Agreements, covenants and understandings between the parties hereto concerning the subject matter hereof, and all such covenants, Agreements and understandings have been merged into this written Agreement. No prior Agreement or understanding, oral or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in this Agreement.

**15. Penalties for violation of law.**

The Procurement Code, NMSA 1978 §§ 13-1-28 through 13-1-199, imposes civil and criminal penalties for its violation. In addition, the New Mexico criminal statutes impose felony penalties for illegal bribes, gratuities and kickbacks.

**16. Equal Opportunity Compliance.**

The Contractor agrees to abide by all federal and state laws and rules and regulations, and executive orders of the Governor of the State of New Mexico, pertaining to equal employment opportunity. In accordance with all such laws of the State of New Mexico, the Contractor assures that no person in the United States shall, on the grounds of race, religion, color, national origin, ancestry, sex, age, physical or mental handicap, or serious medical condition, spousal affiliation, sexual orientation or gender identity, be excluded from employment with or participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity performed under this Agreement. If Contractor is found not to be in compliance with these requirements during the life of this Agreement, Contractor agrees to take appropriate steps to correct these deficiencies.

**17. Applicable Law.**

The laws of the State of New Mexico shall govern this Agreement, without giving effect to its choice of law provisions. Venue shall be proper only in a New Mexico court of competent jurisdiction in accordance with NMSA 1978, § 38-3-1 (G). By execution of this Agreement, Contractor acknowledges and agrees to the jurisdiction of the courts of the State of New Mexico over any and all lawsuits arising under or out of any term of this Agreement.

**18. Workers Compensation.**

The Contractor agrees to comply with state laws and rules applicable to workers compensation benefits for its employees. If the Contractor fails to comply with the Workers Compensation Act and applicable rules when required to do so, this Agreement may be terminated by the Agency.

**19. Records and Financial Audit.**

The Contractor shall maintain detailed time and expenditure records that indicate the date; time, nature and cost of services rendered during the Agreement's term and effect and retain them for a period of three (3) years from the date of final payment under this Agreement. The records shall be subject to inspection by the Agency, the General Services Department/State Purchasing Division and the State Auditor. The Agency shall have the right to audit billings both before and after payment. Payment under this Agreement shall not foreclose the right of the Agency to recover excessive or illegal payments

**20. Indemnification.**

The Contractor shall defend, indemnify and hold harmless the Agency and the State of New Mexico from all actions, proceeding, claims, demands, costs, damages, attorneys' fees and all other liabilities and expenses of any kind from any source which may arise out of the performance of this Agreement, caused by the negligent act or failure to act of the Contractor, its officers, employees, servants, subcontractors or agents, or if caused by the actions of any client of the Contractor resulting in injury or damage to persons or property during the time when the Contractor or any officer, agent, employee, servant or subcontractor thereof has or is performing services pursuant to this Agreement. In the event that any action, suit or proceeding related to the services performed by the Contractor or any officer, agent, employee, servant or subcontractor under this Agreement is brought against the Contractor, the Contractor shall, as soon as practicable but no later than two (2) days after it receives notice thereof, notify the legal counsel of the Agency and the Risk Management Division of the New Mexico General Services Department by certified mail.

**21. New Mexico Employees Health Coverage.**

A. If Contractor has, or grows to, six (6) or more employees who work, or who are expected to work, an average of at least 20 hours per week over a six (6) month period during the term of the contract, Contractor certifies, by signing this agreement, to have in place, and agree to maintain for the term of the contract, health insurance for those employees and offer that health insurance to those employees if the expected annual value in the aggregate of any and all contracts between Contractor and the State exceed \$250,000 dollars.

B. Contractor agrees to maintain a record of the number of employees who have (a) accepted health insurance; (b) declined health insurance due to other health insurance coverage already in place; or (c) declined health insurance for other reasons. These records are subject to review and audit by a representative of the state.

C. Contractor agrees to advise all employees of the availability of State publicly financed health care coverage.

**22. Invalid Term or Condition.**

If any term or condition of this Agreement shall be held invalid or unenforceable, the remainder of this Agreement shall not be affected and shall be valid and enforceable.

**23. Enforcement of Agreement.**

A party's failure to require strict performance of any provision of this Agreement shall not waive or diminish that party's right thereafter to demand strict compliance with that or any other provision. No waiver by a party of any of its rights under this Agreement shall be effective unless express and in writing, and no effective waiver by a party of any of its rights shall be effective to waive any other rights.

**24. Notices.**

Any notice required to be given to either party by this Agreement shall be in writing and shall be delivered in person, by courier service or by U.S. mail, either first class or certified, return receipt requested, postage prepaid, as follows:

To the Agency:  
[insert name, address and email].

To the Contractor:  
[insert name, address and email].

**25. Authority.**

If Contractor is other than a natural person, the individual(s) signing this Agreement on behalf of Contractor represents and warrants that he or she has the power and authority to bind Contractor, and that no further action, resolution, or approval from Contractor is necessary to enter into a binding contract.

**IN WITNESS WHEREOF, the parties have executed this Agreement as of the date of signature by the GSD/SPD Contracts Review Bureau below.**

New Mexico Public Schools Insurance Authority

By: \_\_\_\_\_  
Al Park,, Board President

Date: \_\_\_\_\_

**(CONTRACTOR)**

By: \_\_\_\_\_  
Contractor

Date: \_\_\_\_\_

## APPENDIX D

### COST PRICING WORKSHEET - PART 1

*(Please attached additional pages if needed)*

	Year (1)	Year (2)	Year (3)	Year (4)
<b>Claims Administration</b>				
Fixed Flat Annual Fee	\$0.00	\$0.00	0.00	\$0.00
Above pricing based on assumption of 441 takeover claims				
<b>Liability Takeover Claims</b>				
Auto Liability	<b>Claim Type</b>	<b># Of Claims</b>	<b>Per Claims Charge</b>	<b>Totals</b>
	Bodily Injury			
	Property Damage			
	Auto Physical Damage			
General Liability	Bodily Injury			
	Property Damage			
	Errors & Omissions			
	Employment Practices			
	Directors & Officers			
	Cyber Liability			
Property	Per Occurrence (Per Matter)			
	Crime - Per Matter			
	<b>Totals</b>			

#### **LIABILITY TAKEOVER CLAIMS**

Option Year 2 (% increase) \_\_\_\_\_ : (xx/xx/xxxx thru xx/xx/xxxx) Price: \$ \_\_\_\_\_

Option Year 3 (% increase) \_\_\_\_\_ : (xx/xx/xxxx thru xx/xx/xxxx) Price: \$ \_\_\_\_\_

Option Year 4 (% increase) \_\_\_\_\_ : (xx/xx/xxxx thru xx/xx/xxxx) Price: \$ \_\_\_\_\_

<b>Liability - New Claims</b>				
Auto Liability	Claim Type	# Of Claims	Per Claims Charge	Totals
	Bodily Injury	1		
	Property Damage	1		
	Auto Physical Damage	1		
General Liability	Bodily Injury	1		
	Property Damage	1		
	Errors & Omissions	1		
	Employment Practices	1		
	Directors & Officers	1		
	Cyber Liability	1		
Property	Per Occurrence (Per Matter)	1		
	Crime - Per Matter	1		
	<b>Totals</b>			
<b>Cost Plus Worksheet</b>				(Sample)
Staffing Summary	Position	Estimated Staffing Required	Estimated Annual Salary	Estimated Program Salaries
	Management/Supervisors	2	\$125,000	\$35,000
	Adjusters	5	\$352,000	\$125,000
	Clerical			
* (i.e., independent adjusting services)	Other			
Total Estimated Staffing				\$160,000
Salary Factor to include Overhead & Profit				1.9
<b>Total Estimated Fee</b>				<b>\$304,000</b>

\* Include attachment detailing position(s).

**COST PLUS**

Option Year 2 (% increase) \_\_\_\_\_ : (xx/xx/xxxx thru xx/xx/xxxx) Price: \$ \_\_\_\_\_

Option Year 3 (% increase) \_\_\_\_\_ : (xx/xx/xxxx thru xx/xx/xxxx) Price: \$ \_\_\_\_\_

Option Year 4 (% increase) \_\_\_\_\_ : (xx/xx/xxxx thru xx/xx/xxxx) Price: \$ \_\_\_\_\_

**APPENDIX E**  
**COST PRICING WORKSHEET - PART 2**  
**(ADDITIONAL EXPENSES)**

Description	Type	Quantity	Cost per Item

<b>Totals</b>	
---------------	--

All amounts provided must include all labor, materials, equipment, transportation, configuration, installation, training, and profit to provide the goods and/or services described in Section IV.A, (as amended by any current RFP amendments for the period specified).

Option Year 2 (% increase) \_\_\_\_\_ : (xx/xx/xxxx thru xx/xx/xxxx) Price: \$ \_\_\_\_\_

Option Year 3 (% increase) \_\_\_\_\_ : (xx/xx/xxxx thru xx/xx/xxxx) Price: \$ \_\_\_\_\_

Option Year 4 (% increase) \_\_\_\_\_ : (xx/xx/xxxx thru xx/xx/xxxx) Price: \$ \_\_\_\_\_

## APPENDIX F

### COST PRICING WORKSHEET - PART 3 TOTAL COST AND FIXED FEE SUMMARY

Directions: At the bottom of this worksheet, APPENDICES D, E and F will be added together for a total Cost and Fixed Fee Price.

	Year (1)	Year (2)	Year (3)	Year (4)
<b>Claims Administration</b>				
Fixed Flat Annual Fee				
Liability Takeover Claims				
Liability - New Claims				
<b>Cost Plus</b>				
Total Estimated Fee				
Additional Expenses				
<b>Totals</b>	\$	\$	\$	\$

## **APPENDIX G**

### **LETTER OF TRANSMITTAL FORM**

## **APPENDIX G**

### **Letter of Transmittal Form**

**ITEMS #1 to #4 EACH MUST BE COMPLETED IN FULL (pursuant to Section II.C.30).  
FAILURE TO RESPOND TO ALL FOUR (4) ITEMS WILL RESULT IN THE  
DISQUALIFICATION OF OFFEROR'S PROPOSAL! DO NOT LEAVE ANY ITEM BLANK!**  
(N/A, None, Does not apply, etc. are acceptable responses.)

**RFP#:342-2023-05**

**1. Identify the following information for the submitting organization:**

<b>Offeror Name</b>	
<b>Mailing Address</b>	
<b>Telephone</b>	
<b>FED ID#</b>	
<b>NM CRS#</b>	

**2. Identify the individual(s) authorized by the organization to (A) contractually obligate, (B) negotiate, and/or (C) clarify/respond to queries on behalf of this Offeror:**

	<b>A Contractually Obligate</b>	<b>B Negotiate*</b>	<b>C Clarify/Respond to Queries*</b>
<b>Name</b>			
<b>Title</b>			
<b>E-mail</b>			
<b>Telephone</b>			

\* If the individual identified in Column A also performs the functions identified in Columns B & C, then no response is required for those Columns. If separate individuals perform the functions in Columns B and/or C, they must be identified.

**3. Use of subcontractors (Select one):**

- No subcontractors will be used in the performance of any resultant contract, OR  
 The following subcontractors will be used in the performance of any resultant contract:

\_\_\_\_\_  
 (Attach extra sheets, as needed)

**4. Describe any relationship with any entity (such as a State Agency, reseller, etc. that is not a subcontractors listed in #3 above), if any, which will be used in the performance of any resultant contract. (N/A, None, Does not apply, etc. are acceptable responses to this item.)**

\_\_\_\_\_  
 (Attach extra sheets, as needed)

**By signing the form below, the Authorized Signatory attests to the accuracy and veracity of the information provided on this form, and explicitly acknowledges the following:**

- On behalf of the submitting-organization identified in item #1, above, I accept the Conditions Governing the Procurement, as required in Section II.C.1. of this RFP;
- I concur that submission of our proposal constitutes acceptance of the Evaluation Factors contained in Section V of this RFP; and
- I acknowledge receipt of any and all amendments to this RFP, if any.

\_\_\_\_\_, 20\_\_\_\_\_  
 Authorized Signature and Date (*Must be signed by the individual identified in item #2.A, above.*)

## **APPENDIX H**

### **ORGANIZATIONAL REFERENCE QUESTIONNAIRE**

The State of New Mexico, as a part of the RFP process, requires Offerors to list a minimum of three (3) organizational references in their proposals. The purpose of these references is to document Offeror's experience relevant to the Section IV.A, Detailed Scope of Work in an effort to evaluate Offeror's ability to provide goods and/or services, performance under similar contracts, and ability to provide knowledgeable and experienced staffing.

Offeror is required to send the following Organizational Reference Questionnaire to each business reference listed in its proposal, as per Section IV.B.2. The business reference, if it chooses to respond, is required to submit its response to the Organizational Reference Questionnaire directly to: Claudette Roybal at [NMPSIA.procurement@psia.nm.gov](mailto:NMPSIA.procurement@psia.nm.gov) by December 13, 2022, 3:00 pm MST/MDT for inclusion in the evaluation process. The Questionnaire and information provided will become a part of the submitted proposal. Businesses/Organizations providing references may be contacted for validation of content provided therein.

**RFP # 342-2023-05**  
**ORGANIZATIONAL REFERENCE QUESTIONNAIRE**  
**FOR:**

\_\_\_\_\_  
(Name of Offeror)

This form is being submitted to your company for completion as a reference for the organization listed above. This Questionnaire is to be submitted to the State of New Mexico, NMPSIA via e-mail at:

Name: Claudette Roybal  
Email: [NMPSIA.procurement@psia.nm.gov](mailto:NMPSIA.procurement@psia.nm.gov)

Forms must be submitted no later than December 9, 2022, 3:00 pm MST/MDT and **must not** be returned to the organization requesting the reference. References are **strongly encouraged** to provide comments in response to organizational ratings.

**For questions or concerns regarding this form**, please contact the State of New Mexico **Procurement Manager** at 505-469-5746 or [NMPSIA.procurement@psia.nm.gov](mailto:NMPSIA.procurement@psia.nm.gov). When contacting the Procurement Manager, include the Request for Proposal number provided at the top of this page.

<b>Organization providing reference</b>	
<b>Contact name and title/position</b>	
<b>Contact telephone number(s)</b>	
<b>Contact e-mail address</b>	
<b>Project description</b>	
<b>Project dates (start and end dates)</b>	
<b>Technical environment for the project your providing a reference</b> (i.e., Software applications, Internet capabilities, Data communications, Network, Hardware);	

QUESTIONS:

1. In what capacity have you worked with this vendor in the past?

COMMENTS:

2. How would you rate this firm's knowledge and expertise?

\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)

COMMENTS:

3. How would you rate the vendor's flexibility relative to changes in the project scope and timelines?

\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)

COMMENTS:

4. What is your level of satisfaction with hard-copy materials produced by the vendor?

\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable, N/A = Not applicable)

COMMENTS:

5. How would you rate the dynamics/interaction between vendor personnel and your staff?

\_\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)

COMMENTS:

6. Who are/were the vendor's principal representatives involved in your project and how would you rate them individually? Would you, please, comment on the skills, knowledge, behaviors or other factors on which you based the rating?

\_\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

COMMENTS:

7. How satisfied are/were you with the products developed by the vendor?

\_\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable, N/A = Not applicable)

COMMENTS:

8. With which aspect(s) of this vendor's services are/were you most satisfied?

COMMENTS:

9. With which aspect(s) of this vendor's services are/were you least satisfied?

COMMENTS:

10. Would you recommend this vendor's services to your organization again?

COMMENTS:

## APPENDIX I

### THREE (3) YEAR LOSS SUMMARY OF CLAIMS DATA

Policy Year Coverage	Claim Count	Total Paid	O/S Reserves	Total Incurred
<b>2019</b> Auto Liability-3rd Party	80	968,380	343,721	1,312,101
Auto Physical Damage-1st Party	170	527,104	-	527,104
Crime	2	-	-	-
Errors and Omissions	1	19,845	-	19,845
General Liability	135	3,285,560	668,848	3,954,408
GL Legal Fee Retention Reimb	2	9,090	20,000	29,090
Personal Injury	54	1,569,669	832,451	2,402,120
Professional Liability	5	218,316	41,689	260,005
Property	119	2,955,940	21,938	2,977,878
<b>2019 Total</b>	<b>568</b>	<b>9,553,903</b>	<b>1,928,648</b>	<b>11,482,551</b>
<b>2020</b> Auto Liability-3rd Party	30	1,288,307	-	1,288,307
Auto Physical Damage-1st Party	145	542,612	-	542,612
Crime	3	65,303	-	65,303
Errors and Omissions	1	59,160	30,840	90,000
General Liability	37	1,629,324	64,684	1,694,008
GL Legal Fee Retention Reimb	5	25,329	27,000	52,329
Personal Injury	27	63,723	262,745	326,467
Property	133	6,994,950	4,852,258	11,847,208
<b>2020 Total</b>	<b>381</b>	<b>10,668,708</b>	<b>5,237,526</b>	<b>15,906,234</b>
<b>2021</b> Auto Liability-3rd Party	120	271,541	259,707	531,248
Auto Physical Damage-1st Party	188	528,989	70,133	599,123
Crime	4	1,307	33,914	35,222
General Liability	117	204,062	938,269	1,142,331
GL Legal Fee Retention Reimb	4	-	135,000	135,000
Personal Injury	29	78,849	373,047	451,895
Professional Liability	1	-	-	-
Property	93	6,617,254	28,752,391	35,369,645
<b>2021 Total</b>	<b>556</b>	<b>7,702,002</b>	<b>30,562,461</b>	<b>38,264,463</b>
<b>2022</b> Auto Liability-3rd Party	11	20,498	13,195	33,693
Auto Physical Damage-1st Party	26	60,185	110,287	170,472
General Liability	10	49	78,202	78,251
GL Legal Fee Retention Reimb	3	-	30,000	30,000
Personal Injury	2	12	25,500	25,512
Property	20	322,095	2,146,841	2,468,936
<b>2022 Total</b>	<b>72</b>	<b>402,840</b>	<b>2,404,025</b>	<b>2,806,865</b>
<b>Grand Total</b>	<b>1,577</b>	<b>28,327,453</b>	<b>40,132,660</b>	<b>68,460,113</b>