

YWCA El Paso del Norte Region

Request for Proposals for Licensed Public Adjuster – Insurance Claim Services

RFP # 20-0101 Questions & Answers

1. Is there a page limit to responses?

There is no page limit but we prefer that responses be concise.

2. Are firms that have never worked a claim in the city of El Paso excluded?

Proposals from firms that have not worked a claim in El Paso, TX but are licensed in the state of Texas will be considered.

3. What is the acceptable delivery method?

Sealed proposal packets must be received by 4PM MST on Friday, February 7, 2020. Any reasonable delivery method may be used, except facsimile and email. Use of a traceable delivery method such as certified mail-return receipt requested, guaranteed express service, or hand delivery is recommended.

No email or facsimile will be accepted.

4. Must the licensed public adjuster be local?

YWCA will consider proposals from non-local firms that have licensed public adjusters on board.

5. Does this RFP have any submission guidelines?

Official receipt of proposals will be entered on a receipt form issued by YWCA staff. Bidder(s) who mail a proposal will be sent a copy of this receipt from upon request. Sealed proposals must be hand delivered or mailed to and labeled as follows: **YWCA El Paso del Norte Region; Contracts Department; RFP # 20-0101; 201 E. Main St., Suite 400; El Paso, TX 79901**. Timely delivery of proposals to the above address is the sole responsibility of the proposer. Proposals submitted via courier or overnight mail services will be considered hand-carried and must be received by the deadline. All proposals will become the property of YWCA and will not be returned. No documents relating to this procurement will be presented or otherwise made available to any other person, agency or organization until after the funding award. Any proprietary information should be clearly marked "Proprietary". All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Proposer and will not be reimbursed by YWCA. Each respondent is required to submit one (1) signed original, three (3) copies and one (1) reproducible master disk or flash drive prepared or converted to Microsoft Office Software (Word, Excel, etc.) or PDF of the complete proposal response. The original must clearly be marked "ORIGINAL" on the cover sheet and contain signatures, where applicable. Double-sided printing is allowed. All responses must be typed and will become the property of YWCA. All responses, forms and attachments must be submitted on standard 8.5 by 11-inch paper, and either stapled or bound together. Font size must be no smaller than 12 point, single space.

6. Can you please let me know if we would be working with a mutual fund (Texas Municipal League, etc. or an actual insurance company?

Claims work would be with our agency's insurance company carrier.