



Attachment H OFFEROR RESPONSE WORKSHEET

Offeror must provide complete and succinct responses to each question below as a searchable PDF. Offerors must follow the sequential order of the questions and include the question number immediately before each response. Each section has a specific page limit, with a total limit of **55 pages** for all sections; however, Offerors are encouraged to be as concise as possible. Responses should be thorough and complete, addressing all questions in the section, but **do not** need to reach the page limit if not necessary. While supplementary marketing materials are neither requested nor desired, Offeror should provide all information necessary to demonstrate Offeror's ability to meet the requirements of this RFP and the RFP's Scope of Work.

Do not include any cost information in the Technical Proposal Response

CATEGORIES

Offerors shall provide one technical proposal, regardless of the number of Categories the Offeror would like to be considered for an award. Indicate which Categories your company is submitting a proposal for (check all that apply):

- ☐ Category 1 – Administrative
- ☐ Category 2 – Commercial and Industrial
- ☐ Category 3 – Educational
- ☐ Category 4 – Healthcare (Clinical and Non-Clinical)
- ☐ Category 5 – Informational Technology (Professional and Non-Professional)
- ☐ Category 6 – Professional Services (excluding IT)

1. ORGANIZATIONAL EXPERIENCE – Not to exceed 5 pages

Provide a description of the Offeror's experience and history in operating as a Managed Service Provider (MSP) for Temporary Employment Services. Offeror's response must also include a description of its business location(s), size, areas of specialization and expertise, and client base (including other currently held contracts or agreements with state and/or local government entities). In addition, provide a description of the qualifications and work experience of the proposed Account Manager and other key staff assigned to perform the work as outlined in this RFP, listing their title/position, relevant education, experience, licenses, and certifications, including related certifications the organization requires the Contractor's staff to maintain.

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 Temporary Employment Services. The response must include the key staff's familiarity with Temporary Employment Services.

2. OPERATIONAL INFORMATION – Not to exceed 15 pages

Provide a description of the offeror's ability to provide Temporary Employment Services nationwide. At a minimum, please describe the following:

- A.** Describe your company's proposed account management structure for this contract. Include a description of how your company will manage multiple Purchasing Entities in different geographic areas and support each of their unique requirements. Include how time zone differences will be managed to ensure timely communication during each entity's standard business hours, including but not limited to Hawaii and Alaska.
- B.** Describe your onboarding process for a new Purchasing Entity. How do you transition an agency from its current staffing model to your proposed MSP solution without interrupting service?

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- C.** Describe the Management System (MS) that your company will provide. Include screenshots and describe the major functionality components to include inputting and managing requests, candidate sourcing and review, reporting, billing, timesheets, Sub-vendor management, and other requirements identified in Attachment B, Scope of Work. Describe how the components of the MS will reduce the time to fill Contingent Worker requests.
- D.** Describe how the Management System will improve the efficiency for a Purchasing Entity by providing tracking, updates, process automation, request review, candidate review, manual process reduction, cost reduction, average system support response time, and any other key efficiencies. Include a description of the training that your company will provide for implementing an MS. Describe how the MS will also contemplate user-specific requirements and business processes.

3. SUB-VENDOR MANAGEMENT – Not to exceed 5 pages

Provide a description of how the Offeror manages its Sub-vendor network. At a minimum, please describe the following:

- A.** Describe how your company manages its sub-vendor network. Include your process for identifying, vetting, onboarding, and removing sub-vendors in your network. Include how the Purchasing Entity is informed throughout the sub-vendor management process. Describe how the proposed Sub-vendor management ensures that your company can consistently source a qualified pool of candidates.
- B.** Describe the process for Sub-vendors to respond to Contingent Worker requests.
- C.** How does your company ensure that the sub-vendor network is sub-vendor neutral?
- D.** How does your company ensure that Sub-vendors comply with contractual requirements? Describe how your company will handle any state-specific requirements, Purchasing Entity requirements, insurance, and other requirements contemplated in the contract.

4. CONTINGENT WORKERS – Not to exceed 10 pages

- A.** Outline a step-by-step process of a Contingent Worker request from the beginning to the end. Include a description of how the Purchasing Entity is informed throughout this process to monitor the progress of a Contingent Worker request.
- B.** Describe how your company ensures that its Contingent Worker sourcing process is compliant with applicable state, local, and federal employment laws.
- C.** Contingent Worker Selection: Describe how your company prescreens and qualifies candidates to ensure they are compliant with the Purchasing Entity's requirements. How are the most qualified candidates identified? Describe any interviews, reference checks, skills testing, screening mechanisms, etc. Please also describe how Purchasing Entity-specific requirements are handled. Examples include additional background checks, specific training, or other qualifications.
- D.** Describe how your company handles pre-employment requirements, including background checks, professional licenses, drug screenings, employment eligibility, etc.
- E.** Describe how your company will ensure that all requirements from the Purchasing Entity are communicated to the Contingent Worker. Examples of this include dress code, internal policies, IT policies, professional conduct requirements, security, safety, and other expectations.
- F.** How does your company ensure that Contingent Workers maintain compliance with professional licensure, certifications, and other requirements throughout the term of their assignment? How are discrepancies or issues with licenses and certifications handled if they arise?



5. QUALITY ASSURANCE – Not to exceed 5 pages

- A.** How do you monitor and measure Purchasing Entity satisfaction? Include any KPIs or reporting metrics. How does your company respond to Purchasing Entity complaints? This may include complaints about the Contractor, Sub-vendor, or Contingent Workers. Include a description of any escalation paths for resolving issues.
- B.** Describe how the Offeror monitors the performance of Contingent Workers, including any performance evaluations or disciplinary actions. Include a description of how your company handles unsatisfactory Contingent Workers.
- C.** How does your company manage the documentation requirements identified in the Scope of Work? Include a description of how your company incorporates Purchasing Entity-specific documentation requirements.
- A.** If your company is currently using Artificial Intelligence (AI), how is it being used and to what extent? How does the Offeror envision using AI in the future? Describe when and where it will be used, along with the security mechanisms in place (including, but not limited to, client data protection, Contingent Worker data, etc.) and specific tools in use. Is the Offeror willing to discontinue use of the AI tools if prohibited by a Participating Entity?

6. DATA MANAGEMENT AND SECURITY – Not to exceed 10 pages

- A.** Describe how your company will adhere to the Data Management and Security section of Attachment B, Scope of Work. Include a description of how data is stored, accessed, and processed to maintain the security of the Purchasing Entity and Lead State's data, information, and documents.
- B.** What measures does the Offeror take with the Contingent Worker and Sub-vendor to protect sensitive information received from the Purchasing Entity related to their Temporary Employment Services work?
- C.** Describe how your company trains and ensures that Contingent Workers adhere to all privacy and confidential requirements, especially state-specific or Purchasing Entity-specific requirements.
- D.** Describe how your company responds, monitors, and remediates any suspected or confirmed Data Breaches.

7. IMPLEMENTATION AND PROMOTION OF THE NASPO VALUEPOINT MASTER AGREEMENT – Not to exceed 5 pages

- A.** Describe your company's experience working with contracting cooperatives.
- B.** List the cooperatives through which you currently have a contract, and provide sales volume information for each. Identify any restrictions on pricing and sales (e.g., most-favored nation clauses) imposed by your other cooperative contracts.
- C.** Describe how you intend to market your Master Agreement and encourage participation among potential Participating Entities, including state governments.
- D.** Describe features of the dedicated website you will be setting up for this Master Agreement, including, as applicable, customized price lists for each Participating Entity, Contractor staff contact information, and online ordering capabilities.

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- E.** Describe the staff and other resources that will be allocated to your Master Agreement and the training you will provide to staff to ensure their familiarity with Master Agreement terms and pricing and their compliance therewith.
- F.** Describe how you intend to encourage adoption and usage of your Master Agreement by Participating and Purchasing Entities.
- G.** Describe your approach to negotiation of Participating Addenda. Describe the extent to which you will provide Participating Entities flexibility in incorporating entity-specific language into their Participating Addenda. (e.g., Do you require entities to provide statutory citations for their entity-specific language? Are you able to devote resources to simultaneous negotiation of multiple Participating Addenda?)
- H.** Describe your how you will be able to provide services immediately upon execution of a Master Agreement and Participating Addenda.
- I.** Describe how you will ensure summary and detailed sales information is promptly, completely, and accurately reported to you by your dealers, partners, and resellers for aggregation and reporting to NASPO ValuePoint in compliance with the terms of your Master Agreement.