TWIA/TFPA Fraud Mitigation Services RFP Respondent Questions and Answers

Note: All questions were posed by prospective RFP Respondents in random order. Submitted questions were presented as received with minimal editing for spelling and to maintain anonymity but were not edited for grammar or sentence structure. Duplicates were retained to preserve the integrity of each inquiry.

Q 1. Do the two companies have their own NAIC #?

A. TWIA: 30040; TFPA: 11543

Q 2. Is there a parent company they both fall under?

A. No.

Q 3. Are they affiliates of one another?

A. TWIA operates TFPA under a management agreement.

Q 4. Pricing example assumptions. Sec. 8.15 references assumptions "provided by TWIA/TFPA," but none are included.

A. Please provide pricing based on your experience servicing similar insurance organizations. If selected, TWIA/TFPA and the successful Respondent will mutually determine the most appropriate pricing structure based on the services contracted.

Q 5. Travel costs. Sec. 3.5 says travel isn't reimbursed, but Sec. 8.15 asks for travel and mileage rates under Time & Expense. Which applies?

A. Pursuant to Section 3.5 of the RFP, TWIA/TFPA will not reimburse travel costs, meals, lodging, or other out-of-pocket expenses incurred in performing services under any resulting contract, except for authorized required travel. Respondents should clearly identify any travel-related assumptions in their pricing proposal.

Q 6. Exhibit A (Tabs 1 to 3) and Exhibit B. Are there required forms, or may respondents use their own format?

A. Respondents may use their own format.

Q 7. Expected annual referral volume for TWIA and for TFPA, split by desk vs. field, to support accurate pricing?

A. TWIA/TFPA cannot provide referral volumes separated by desk and field investigations. Historically, most assignments are desk-based. Field investigations generally occur in connection with hurricanes and other significant catastrophe events and may vary substantially from year to year.

A.

Year	New Claims	SIU Referrals	% Referred to SIU
2018	12,962	2,392	18%
2019	13,654	1,988	15%
2020	17,363	2,326	13%
2021	22,006	2,145	10%
2022	8,388	1,252	15%
2023	13,561	1,385	10%
2024	59,945	837	1%
2025	16,253	3,125	19%
2026*	9,806	2,083	21%
Totals	173,938	17,533	10%

Q 8. Pricing firm "for the duration of any resulting Contract." Does that mean the one-year initial term only, with renewal pricing negotiable per Sec. 3.1?

A. Respondents should provide pricing in accordance with Section 8.15. Proposed pricing should remain firm for the initial contract term. Contract term, renewal options, and any associated pricing provisions will be finalized during contract negotiations with the selected Respondent(s).

Q 9. Is there an incumbent SIU vendor, and what's the current claims system for integration planning? Can you share who that is?

A. Yes. The current vendor utilizes its own system and has access to TWIA/TFPA systems as needed. There is no integration with TWIA/TFPA's core claims platform, Guidewire.

Q 10. Please confirm this is for new assignments.

A. Yes. This solicitation is for new assignments beginning on the effective date of any resulting contract. Previously closed claims may occasionally require additional SIU support due to disputes, litigation, or claim reopening activities.

Q 11. Under section 2.0, Claim history reports are referenced. Can you please clarify what these reports entail, format, etc. and who is to prepare them?

A. TWIA/TFPA currently maintains limited reporting capabilities in this area. One purpose of this solicitation is to identify opportunities to enhance reporting and analytics. Respondents should describe available reporting capabilities and recommendations for improving fraud-related reporting across claims, underwriting, and for addressing and discovering internal fraud in our operations.

Q 12. Under section 2.0, is there a preferred fraud scoring format or list of criteria? Can we get an example?

A. TWIA/TFPA currently utilizes ISO ClaimSearch and ISO ClaimDirector within its claims environment and CLUE for TFPA underwriting purposes. TWIA/TFPA is open to evaluating alternative approaches and methodologies.

Q 13. Under section 2.0, can you elaborate on digital threat analysis?

A. Examples include search engine monitoring, detection of fraudulent or impersonation websites, online brand misuse, AI-generated misinformation, and related monitoring, take down, mitigation, response, and awareness services.

Q 14. Sec. 2.1.1 lists "program administration, technology resources and tool sets." What does that cover for a respondent proposing SIU services only?

A. TWIA/TFPA expects respondents providing SIU administration services to describe available technology resources, tools, and capabilities that support fraud detection, investigations, reporting, and fraud mitigation efforts.

Q 15. For respondents proposing SIU services only, should the Sec. 2.8 analytics and integration items be marked not applicable?

A. Respondents should address requirements applicable to the services being proposed and identify any requirements they consider not applicable. Analytics and reporting capabilities remain relevant where services offered typically provide for this type of information sharing.

Q 16. Will a respondent with SOC 2 Type II in progress be considered, with a target completion date of June 2027, under Sec. 2.6? We can provide a SOC Letter of Assertion.

A. Respondents should disclose their current certification status and provide any supporting documentation regarding planned certification efforts. TWIA/TFPA will evaluate information security qualifications and certifications as part of the overall proposal evaluation process.

Q 17. Is it permissible to submit a proposal for a portion of the work/services outlined in the RFP despite not offering every service listed within section 2.1.2 (e.g., arson investigation capabilities)?

A. Yes. Respondents may propose only those services they currently provide and wish to offer under this solicitation.

Q 18. If yes, please indicate how you would like us to clarify the specific categories of services (listed within section 2.1) we intend to offer within our proposal — e.g., via an itemized list within section 8.5.

A. Respondents should provide an itemized list identifying the specific services they propose to provide under any resulting contract.

Q 19. Does the RFP permit an international company incorporated outside the United States/Texas to submit a proposal directly as a Respondent, particularly for the Fraud Mitigation Technology / Analytics / Digital Threat Analysis scope?

A. Yes. International companies may submit proposals consistent with the requirements of this RFP. Respondents should clearly describe how they will satisfy all applicable contractual, legal, regulatory, information security, and operational requirements.

Q 20. Could you please clarify whether an international technology company that does not currently have a Texas taxpayer number or U.S. FEIN is eligible to participate directly? If these identifiers are mandatory for the prime Respondent, would TWIA/TFPA permit an international technology provider to participate through an eligible U.S./Texas prime contractor or subcontracting/partner arrangement?

A. Respondents should review and comply with the requirements outlined in Section 8.1 of the RFP. Any proposed legal structure, partnership arrangement, or subcontracting relationship should be clearly identified within the proposal. Compliance with all applicable legal, tax, contractual, and regulatory requirements will be required prior to execution of any contract.

Q 21. Would an eligible U.S./Texas prime Respondent be permitted to engage an international technology company as a technology subcontractor for fraud mitigation technology, AI, analytics, case management, digital threat analysis and related integration services?

A. Yes. TWIA/TFPA will consider qualified subcontracting arrangements that provide value and meet all applicable contractual and regulatory requirements.

Q 22. Can an international technology company submit a response limited specifically to the technology components, without providing Texas-based field investigations, SIU administration, fire/arson investigations, surveillance or CAT field investigation services?

A. Yes. Respondents may propose only those services they currently provide and wish to offer under this solicitation.

Q 23. Section 2.6 states that the Vendor must maintain SOC 2 Type II certification: Could you please clarify whether this requirement applies equally to a technology-only Respondent/subcontractor, and whether TWIA/TFPA would consider equivalent internationally recognized information-security certifications where applicable?

A. Respondents should identify all relevant security certifications, controls, and standards maintained by their organization. Any exceptions to the requirements of Section 2.6 should be clearly identified and explained within the proposal.

Q 24. For a Respondent providing only technology, AI, analytics and digital fraud-mitigation services, would Texas investigator licensing requirements apply, or are such licensing requirements applicable only to Respondents performing SIU/investigative services?

A. Licensing requirements generally apply to investigative services. Respondents are responsible for ensuring compliance with all licensing requirements applicable to the services they propose to perform.

Q 25. Would TWIA/TFPA consider a structure where a U.S./Texas organization provides SIU/field investigation services?

A. Yes. TWIA/TFPA will consider proposals that utilize a U.S.-based or Texas-based organization to provide SIU and field investigation services.

Q 26. Would TWIA/TFPA consider a structure where an international technology company provides the fraud mitigation technology, AI, analytics and digital threat analysis platform?

A. Yes. TWIA/TFPA will consider technology-focused proposals consistent with the scope described in Sections 1.2 and 2.1 of the RFP. Technology providers are not required to provide SIU administration services to respond to this solicitation.

Q 27. In reviewing 1.2 highlighted language and 2.1.2 where it notes “must haves”, I can’t determine if 1.2 is describing services listed under 2.1.2. Are all of these services in 2.1.2 required. If so, can the rfp participant outsource any of these services.

1.2 Purpose

The purpose of this RFP is to solicit proposals from qualified vendors to provide Fraud Mitigation Services, including Fraud Mitigation technology services, Digital Threat Analysis and support services, Special Investigation Unit (SIU) services, supporting the administration, identification, investigation, documentation, and referral of suspected fraudulent residential and commercial property insurance claims, underwriting, and internal fraud services. **Respondents may propose providing some or all** services described in this RFP, and TWIA/TFPA reserves the right to award one or more contracts to one or more Respondents if doing so provides the best value and ensures the requested services are covered. Any selected vendor will function as an extension of TWIA/TFPA for the services awarded and support fraud prevention, cost containment, regulatory compliance, claims, underwriting, and other internal quality objectives.

2.1.2 Critical Requirements (Must-Haves)

The Respondents must demonstrate some or all the following capabilities:

- Dedicated property insurance SIU expertise
- Statewide coverage throughout Texas; national or multi-state coverage is preferred but not required
- Compliance with all applicable state licensing and regulatory requirements
- Fraud bureau referral and regulatory reporting support
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- Property fire and arson investigation capability
  Catastrophe (CAT) surge capacity
- Ability to meet the Service Level Requirements (SLAs) established in this RFP
- Robust investigative reporting, analytics, and fraud trend analysis capabilities
- Secure technology platform for assignment management, documentation, communication, and reporting
- Proven experience providing SIU services to major property and casualty (P&C) insurance carriers
- Technology solutions that support Claims, Underwriting, and Internal Fraud mitigation

A. Respondents are not required to provide every service identified in Section 2.1.2. Qualified subcontracting or outsourcing arrangements may be considered where mutually agreed to be beneficial.

Q 28. Would TWIA consider a technology-only proposal without SIU administration, TPA, or field-investigation services?

A. Yes. Respondents may propose only those services they currently provide and wish to offer under this solicitation.

Q 29. Does TWIA prefer fraud technology deployed directly or provided through its selected TPA/SIU provider?

A. TWIA/TFPA does not have a preferred deployment model and welcomes respondent recommendations.

Q 30. Is TWIA interested in detecting and preventing fraud earlier at digital claim intake, before SIU investigation?

A. Yes. TWIA/TFPA is interested in evaluating solutions that identify fraud risks as early as practical within the claim lifecycle.

Q 31. Which fraud indicators identified in the RFP are highest priority for technology-enabled detection and risk assessment?

A. TWIA/TFPA is interested in understanding available marketplace capabilities and does not prescribe a prioritized list of fraud indicators.

Q 32. At what points in the claims process should fraud detection, identity verification, and risk assessment occur?

A. TWIA/TFPA welcomes recommendations regarding where fraud detection, identity verification, and risk assessment capabilities can provide the greatest operational value.

Q 33. Which systems and claim-intake channels would the proposed fraud-mitigation solution need to integrate with?

A. TWIA/TFPA currently utilizes Guidewire as its core claims platform. Any integration requirements would be discussed during implementation planning and contract negotiations.

Q 34. Does TWIA want to evaluate device, IP, geolocation, email, and other digital identity signals?

A. TWIA/TFPA is interested in learning about available digital identity and fraud detection capabilities.

Q 35. What data sources should support detection of document, duplicate-claim, ownership, contractor, and coordinated fraud?

A. Respondents should describe the data sources, methodologies, and tools utilized by their solution.

Q 36. Which channels should the fraud solution support, such as digital, mobile, and call center?

A. Respondents should describe supported channels and recommend best practices for fraud detection across customer interaction points.

Q 37. If a call center use case is in scope, what fraud or identity risks does TWIA want to address in the call center?

A. TWIA/TFPA is interested in capabilities that address identity verification, account security, impersonation risks, and fraudulent underwriting, claim, and internal fraud by personnel and contracted employees during operational activity.

Q 38. (General) Will TWIA/TFPA provide a draft contract before proposals are due? Please confirm the expected terms for indemnity, limits of liability, termination, breach notification and SLA penalties or credits.

A. No draft contract will be released as part of this solicitation. TWIA/TFPA is not providing predefined contract terms regarding indemnity, limitations of liability, termination, breach notification, or service level provisions as part of the RFP process. Respondents should submit proposals based on the requirements set forth in the RFP. Contract terms and conditions will be discussed with the selected Respondent(s) following completion of the evaluation process.

Q 39. (3.5 vs. 8.15) Section 3.5 states travel costs are not reimbursable. Section 8.15 asks for mileage and travel pricing. Which governs? May mileage be billed per case?

A. Pursuant to Section 3.5 of the RFP, TWIA/TFPA will not reimburse travel costs, meals, lodging, or other out-of-pocket expenses incurred in performing services under any resulting contract, except for authorized travel. Respondents should clearly identify any travel-related needs or assumptions in their pricing proposal.

Q 40. (8.15 vs. 3.1) Must pricing stay fixed through all renewal years? Or may rates be adjusted at renewal under Section 3.1?

A. Respondents should provide pricing in accordance with Section 8.15. Proposed pricing should remain firm for the initial contract term. Contract term, renewal options, and any associated pricing provisions will be finalized during contract negotiations with the selected Respondent(s).

Q 41. (8.13) What E&O coverage limits are required?

A. Section 8.13 requires the selected Respondent to maintain professional liability insurance covering errors and omissions and to provide proof of coverage upon contract execution. Respondents should describe their current coverage within their proposal. No minimum coverage limit is specified in the RFP.

Q 42. (3.6.2) What time zone applies to "business hours"? Does the 24-hour high-severity review include weekends and holidays?

A. Unless otherwise specified, references to business hours should be interpreted as Central Time. The High-Severity Referral Review requirement is within 24 hours as stated in Section 3.6.2.

Q 43. (8.7, 8.14) Please provide the Exhibit A and Exhibit B templates. They do not appear in the posted RFP.

A. Respondents may use their own format.

Q 44. (2.1.4, 3.6.2) Is there a required format for the Investigation Plan due within 2 business days? Or may vendors use their own?

A. No. Respondents may use their own format provided it adequately describes scope, objectives, planned activities, and expected timelines.

Q 45. For selected property field or desk investigation services, which SIU management, staffing and technology requirements remain mandatory, and how should requirements outside that scope be addressed? (Sections 2.1.2, 2.8 and 8.8.)

A. Respondents should address requirements applicable to the services being proposed and identify any requirements considered not applicable.

Q 46. Would statewide Texas coverage satisfy Sections 2.1.2 and 2.4 for Texas investigations, including CAT, given their differing national network requirements?

A. Yes. Statewide Texas coverage is acceptable for respondents proposing Texas-based investigation services. Respondents should clearly describe their geographic coverage capabilities and any service limitations.

Q 47. Can identified subcontractors' experience and personnel support qualifications, and can their client references count toward the three-reference minimum? (Sections 8.7 through 8.11.)

A. Yes. Respondents may include the qualifications, experience, personnel resources, and references of identified subcontractors that are proposed to perform services under any resulting contract. The Respondent remains solely responsible for contract performance and must clearly identify the services to be performed by each subcontractor.

Q 48. Please provide available historical and anticipated referrals by association, service and geography, including CAT. Is any minimum volume contemplated?

A. TWIA/TFPA cannot provide referral volumes separated by desk and field investigations. Historically, most assignments are desk-based. Field investigations generally occur in connection with hurricanes and other significant catastrophe events and may vary substantially from year to year.

Q 49. Please provide the scenario and assumptions for the standard investigation pricing example. (Section 8.15, page 25.)

A. Please provide pricing based on your experience servicing similar insurance organizations. If selected, TWIA/TFPA and the successful Respondent will mutually determine the most appropriate pricing structure based on the services contracted.

Q 50. How should travel be priced under Sections 3.5 and 8.15? Should ordinary travel be included in service rates, with separate charges only for permitted exceptions?

A. Pursuant to Section 3.5 of the RFP, TWIA/TFPA will not reimburse travel costs, meals, lodging, or other out-of-pocket expenses incurred in performing services under any resulting contract, except for authorized travel. Respondents should clearly identify any travel-related assumptions in their pricing proposal.

Q 51. May a respondent propose only those limited research and analytical services, rather than the entire SIU or technology solution?

A. Yes. Respondents may propose only those services they currently provide and wish to offer under this solicitation.

Q 52. For such a desk-based, limited-scope respondent, are the SOC 2 Type II, secure-platform, and geographic-coverage requirements mandatory irrespective of whether access to TWIA/TFPA confidential claims systems is needed?

A. Respondents should address all applicable requirements associated with the services they propose to provide and clearly identify any exceptions in accordance with Section 3.10 of the RFP.

Q 53. Does the RFP permit this narrower capability to participate as a named subcontractor to an otherwise qualified prime respondent?

A. Yes. TWIA/TFPA will consider qualified subcontractors providing specialized capabilities as part of a respondent's overall proposed solution.