



State of New Mexico General Services Department

Price Agreement

Awarded Vendor:
3 Vendors (see page 6)

Price Agreement Number: **20-51600-21-05596**

Payment Terms: **Net 30**

F.O.B.: **Destination**

Delivery: **As Requested**

Ship To:
New Mexico Department of Game and Fish
1 Wildlife Way
Santa Fe, NM 87507
Attn: Robert Osborn

Procurement Specialist: **Kimberly A Hunt-Brown**

Telephone No.: **(505) 490-3152** KAHB

Email: **Kimberly.Hunt-Brown@state.nm.us**

Invoice:
Same as Ship To

For questions regarding this agreement please contact:
Robert Osborn 505-469-5927

Title: Five County Raccoon Control Services

Term: December 30, 2021 – December 29, 2025

This Price Agreement is made subject to the “terms and conditions” as indicated on subsequent pages.

Accepted for the State of New Mexico

Valerie Paulk

Date: 1/3/2022

Mark Hayden, New Mexico State Purchasing Agent

× **This Agreement was signed on behalf of the State Purchasing Agent**

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Terms and Conditions

(Unless otherwise specified)

1. **General:** When the State Purchasing Agent or his/her designee issues a purchase document in response to the Vendor's bid, a binding contract is created.
2. **Variation in Quantity:** No variation in the quantity of any item called for by this order will be accepted unless such variation has been caused by conditions of loading, shipping, packing or allowances in manufacturing process and then only to the extent, if any, specified in this order.
3. **Assignment:**
 - a. Neither the order, nor any interest therein, nor any claim thereunder, shall be assigned or transferred by the Vendor, except as set forth in Subparagraph 3b or as expressly authorized in writing by the State Purchasing Agent or his/her designee. No such assignment or transfer shall relieve the Vendor from the obligations and liabilities under this order.
 - b. Vendor agrees that any and all claims for overcharge resulting from antitrust violations which are borne by the State as to goods, services, and materials purchased in connection with this bid are hereby assigned to the State.
4. **State Furnished Property:** State furnished property shall be returned to the State upon request in the same condition as received except for ordinary wear, tear and modifications ordered hereunder.
5. **Discounts:** Prompt payment discounts will not be considered in computing the low bid.
6. **Inspection:** Final inspection and acceptance will be made at the destination. Supplies rejected at the destination for nonconformance with specifications shall be removed at the Vendor's risk and expense, promptly after notice of rejection.
7. **Inspection of Plant:** The State Purchasing Agent or his/her designee may inspect, at any reasonable time, the part of the Contractor's, or any subcontractor's plant or place of business, which is related to the performance of this contract.
8. **Commercial Warranty:** The Vendor agrees that the supplies or services furnished under this order shall be covered by the most favorable commercial warranties the Vendor gives for such to any customer for such supplies or services. The rights and remedies provided herein shall extend to the State and are in addition to and do not limit any rights afforded to the State by any other clause of this order. **Vendor agrees not to disclaim warranties of fitness for a particular purpose of merchantability.**
9. **Taxes:** The unit price shall exclude all state taxes.
10. **Packing, Shipping and Invoicing:**
 - a. The State's purchasing document number and the Vendor's name, user's name and location shall be shown on each packing and delivery ticket, package, bill of lading and other correspondence in connection with the shipments. The user's count will be accepted by the Vendor as final and conclusive on all shipments not accompanied by a packing ticket.
 - b. The Vendor's invoice shall be submitted duly certified and shall contain the following information: order number, description of supplies or services, quantities, unit price and extended totals. Separate invoices shall be rendered for each and every complete shipment.
 - c. Invoices must be submitted to the using agency and NOT the State Purchasing Agent.
11. **Default:** The State reserves the right to cancel all or any part of this order without cost to the State, if the Vendor fails to meet the provisions of this order and, except as otherwise provided herein, to hold the Vendor liable for any excess cost occasioned by the State due to the Vendor's default. The Vendor shall not be liable for any excess costs if failure to perform the order arises out of causes beyond the control and without the fault or negligence of the Vendor, such causes include but are not restricted to, acts of God or the public enemy, acts of the State or Federal Government, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather and defaults of

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subcontractors due to any of the above, unless the State shall determine that the supplies or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Vendor to meet the required delivery scheduled. The rights of the State provided in this paragraph shall not be exclusive and are in addition to any other rights now being provided by law or under this order.

12. **Non-Collusion:** In signing this bid the Vendor certifies he/she has not, either directly or indirectly, entered into action in restraint of free competitive bidding in connection with this offer submitted to the State Purchasing Agent or his/her designee.

13. **Nondiscrimination:** Vendor doing business with the State of New Mexico must be in compliance with the Federal Civil Rights Act of 1964 and Title VII of the Act (Rev. 1979) and the Americans with Disabilities Act of 1990 (Public Law 101-336).

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

15. **Items:** All bid items are to be NEW and of most current production, unless otherwise specified.

16. **Payment for Purchases:** Except as otherwise agreed to: late payment charges may be assessed against the user state agency in the amount and under the conditions set forth in Section 13-1-158 NMSA 1978.

17. **Workers' Compensation:** The Contractor agrees to comply with state laws and rules pertaining to Workers' Compensation benefits for its employees. If the Contractor fails to comply with Workers' Compensation Act and applicable rules when required to do so, this Agreement may be terminated by the contracting agency.

18. **Submission of Bid:** Bids must be submitted in a sealed envelope with the bid number and opening date clearly indicated on the bottom left hand side of the front of the envelope. Failure to label bid envelope will necessitate the premature opening of the bid in order to identify the bid number.

19. **Contractor Personnel:** Personnel proposed in the Contractor's written bid to the Procuring Agency are considered material to any work performed under this Price Agreement. Once a Purchase Order or contract has been executed, no changes of personnel will be made by the Contractor without prior written consent of the Procuring Agency. Replacement of any Contractor personnel, if approved, shall be with personnel of equal ability, experience, and qualifications. The Contractor will be responsible for any expenses incurred in familiarizing the replacement personnel to insure their being productive to the project immediately upon receiving assignments. Approval of replacement personnel shall not be unreasonably withheld. The Procuring Agency shall retain the right to request the removal of any of the Contractor's personnel at any time.

20. **Subcontracting:** The Contractor shall not subcontract any portion of the Price Agreement without the prior written approval of the Procuring Agency. No such subcontracting shall relieve the Contractor from its obligations and liabilities under this Price Agreement, nor shall any subcontracting obligate payment from the Agency.

21. **Records and Audit:** The Contractor shall maintain detailed time and expenditure records that indicate the date, time, nature, and cost of services rendered during this Price Agreement's term and effect, and retain them for a period of three (3) years from the date of final payment under this Price Agreement. The records shall be subject to inspection by the Agency, State Purchasing Division, Department of Finance and Administration, and for Information Technology contracts, State Chief Information Officer. The Agency shall have the right to audit billings, both before and after payment. Payment for services under this Price Agreement shall not foreclose the right of the Agency to recover excessive or illegal payments.

22. **Subcontracts:** The foregoing requirements for Contractor Personnel, Subcontracting, and Audit shall be inserted into all subcontracts from the prime contractor to the subcontractor.

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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 agrees to maintain for the term of the contract, health insurance for its New Mexico Employees and offer that health insurance to its New Mexico Employees if the expected annual value in the aggregate of any and all contracts between Contractor and the State exceeds \$250,000 dollars.

B. Contractor agrees to maintain a record of the number of its New Mexico 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 of its New Mexico Employees of the availability of State publicly financed health care coverage programs by providing each of its New Mexico Employees with, as a minimum, the following web site link to additional information: <https://bewellnm.com>.

D. For purposes of this Paragraph, the following terms have the following meanings:

- (1) "New Mexico Employee" means any resident of the State of New Mexico employed by Contractor who performs the majority of the employee's work for Contractor within the State of New Mexico, regardless of the location of Contractor's office or offices; and
- (2) "offer" means to make available, without unreasonable restriction, enrollment in one or more health coverage plans and to actively seek and encourage participation in order to achieve the goals of Executive Order 2007-049. This could include State publicly financed public health coverage programs such as *Insure New Mexico!*

Department Price Agreement

Article I – Statement of Work

Under the terms and conditions of this Price Agreement, the using agency may issue orders for items and/or services described herein.

The terms and conditions of this Price Agreement shall form a part of each order issued hereunder.

The items and/or services to be ordered shall be listed under Article IX – Price Schedule. All orders issued hereunder will bear both an order number and this Price Agreement number. It is understood that no guarantee or warranty is made or implied by either the New Mexico State Purchasing Agent or the user that any order for any definite quantity will be issued under this Price Agreement. The Contractor is required to accept the order and furnish the items and/or services in accordance with the articles contained hereunder for the quantity of each order issued.

Article II –Term

The term of this Price Agreement for issuance of orders shall be as indicated in specifications.

Article III –Specifications

Items and/or services furnished hereunder shall conform to the requirements of specifications and/or drawings applicable to items listed under Article IX - Price Schedule. Orders issued against this schedule will show the applicable price agreement item(s), number(s), and price(s); however they may not describe the item(s) fully.

Article IV – Shipping and Billing Instructions

Contractor shall ship in accordance with the instructions of this form. Shipment shall be made only against specific orders which the user may place with the contractor during the term indicated in Article II – Term. The Contractor shall enclose a packing list with each shipment listing the order number, price agreement number and the commercial parts number (if any) for each item. Delivery shall be made as indicated on page 1. If vendor is unable to meet stated delivery the State Purchasing Agent must be notified.

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Article V - Termination

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. Contractor shall give Agency written notice of termination at least thirty (30) 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. Termination of this Contract, however, shall not affect any outstanding orders. This provision is not exclusive and shall not waive other rights and remedies afforded either party in the event of breach of contract or default. In such instances the contract may be cancelled effective immediately.

Article VI – Amendment

This Price Agreement may be amended by mutual agreement of the New Mexico State Purchasing Agent or his/her designee and the Contractor upon written notice by either party to the other. An amendment to this Price Agreement shall not affect any outstanding orders issued prior to the effective date of the amendment as mutually agreed upon, and as published by the New Mexico State Purchasing Agent or his/her designee. Amendments affecting price adjustments and/or the extension of a price agreement expiration date are not allowed unless specifically provided for in the bid and price agreement specifications.

Article VII – Issuance or Orders

Only written signed orders are valid under this Price Agreement.

Article VIII – Packing (if applicable)

Packing shall be in conformance with standard commercial practices.

Article IX – Price Schedule

Prices as listed in the price schedule hereto attached are firm.

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Awarded Vendors:

(AA) 0000147129
Black Paw Vermin Solutions
PO Box 819
Santa Cruz, NM 87507
505-496-8341
Gustavacastilla0@gmail.com

Payment Term: Net 30
Delivery: NA

(AB) 0000162320
Bosque Pest Control, LLC
082 Acosta Lane
Bernalillo, NM 87004
505-697-1776
joshurban0621@gmail.com

Payment Term: Net 30
Delivery: NA

(AC) 0000102714
Wildlife Wranglers Creature Capture and Removal Services
5623 Saturnia Road
Albuquerque, NM 87114
505-966-6700
Lamendola.vincenzo.vl@gmail.com

Payment Term: Net 30
Delivery: NA

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Specifications:

The Depredation and Nuisance Wildlife Abatement Program of the New Mexico Department of Game and Fish (NMDGF) wishes to develop a Price Agreement with two or more vendors who will provide Nuisance Wildlife Abatement Services within Sandoval, Bernalillo, Valencia, Los Alamos, and Santa Fe counties, **but** excluding all tribal and public lands within these counties.

Term:

The term of this Price Agreement shall be for four (4) years from the date of award with no option to extend. This price agreement shall not exceed four (4) years.

The Department reserves the right to terminate this agreement at any time if Awarded Vendor does not perform the services outlined in this ITB, as expected, or if customer satisfaction levels are low, based on interaction with the Awarded Vendor while they are completing the abatement tasks outlined in this ITB.

Method of Award:

In order to provide the best service to the wide geographic region covered by the five (5) counties and pursuant to the Procurement Code, Sections 13-1-153 and 13-1-154, the State reserves the right to issue multiple awards to obtain the items listed.

Bidders are required to possess a Nuisance Wildlife Permit issued by NM DGF's Special Permits Program at the time of award.

The Bidder must be able to provide service in all five counties.

Escalation / Reduction Clause:

Contractor shall keep pricing fixed for each year of this Agreement. Thereafter, SPD and the Contractor may adjust pricing no more than once annually through an amendment to the Agreement at the time of Agreement renewal. Contractor shall submit all pricing increase requests to SPD directly or through the agency contact in writing and provide substantiating evidence that each request is based on demonstrable market changes impacting the cost of products. The request must show all proposed increases by line item and include supporting documentation acceptable to SPD (such as a letter from a manufacturer indicating price increases, etc.) SPD's decision on what is acceptable in this context is final and shall be accepted by all parties to the Agreement. ***Requested price increases that exceed 10% will not be accepted. No*** price increase may result in a higher profit margin for the Contractor than at the beginning of the initial term of this Agreement. Pricing changes will apply to Agreements and amendments to Agreements entered on and after the effective date of the price change. Price decreases as well as increases shall apply in the same manner. If vendor's prices are reduced for any reason, users shall receive the benefit of such reductions, immediately. Price increases will not be retroactive to orders already in house or backorders. Orders will be filled at the price in effect on the date of receipt of the order by the vendor.

To facilitate prompt consideration, all requests for price increase must include all information listed below:

1. Agreement Item Number
2. Current Item Price
3. Proposed New Price
4. Percentage of Increase
5. Mill/Supplier Notification of price increase indicating percentage of increase and including the reason for the increase.

Tax Note:

Price shall not include state gross receipts tax or local option tax. Such tax or taxes shall be added at time of invoicing at current rate, and shown as a separate item to be paid by user.

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Minimum Requirements:

A. Scope of Work:

1. Respond to and resolve nuisance raccoon complaints that are reported to the NM DGF and then subsequently assigned to an Awarded Vendor within Sandoval, Bernalillo, Valencia, Los Alamos, and Santa Fe counties, excluding all tribal and public lands within these counties.
 - a. Provide "Full Service" responses to raccoon complaints, which may include trapping and removal of one or more live raccoons from a complainant's property.
 - b. Provide "Pickup and Disposal Only" responses, which will involve removing live or deceased raccoons captured by a homeowner/landowner in their own equipment from the property, as defined in these ITB specifications.
 - c. Both types of service include euthanizing live raccoons and properly disposing of the carcasses.
2. All Bidders must provide a bid on both components (Items) listed in the ITB:
 - a. Item 001, Full Service
 - 1) **"Full Service"** shall include handling the raccoon complaint from start (i.e., responding to the initial call) to finish (i.e., euthanasia of the animal and subsequent proper disposal of the carcass).
 - 2) The Bid Price entered for this Item shall be per complaint; multiple trips **may be required** for each complaint.
 - b. Item 002, Pickup and Disposal Only Service
 - 1) **"Pickup and Disposal Only Service"** shall include picking up raccoons that homeowners/landowners have captured in their own equipment, euthanizing the raccoon, and properly disposing of the carcass.
 - 2) The Bid Price entered for this Item shall be per complaint; multiple trips **should not be required** for each complaint unless a trap needs to be returned to the homeowner/landowner.
3. All activities pursuant to this Price Agreement must be performed in accordance with current State Statutes, Rules, and Policies as directed by the NM DGF.
 - a. All required documents will be made available by NM DGF upon request by an Awarded Vendor.
 - b. The Awarded Vendor shall be required, if necessary, to obtain any and all NM DGF Permits required to successfully perform the tasks described in this ITB
4. The Awarded Vendor shall additionally meet the following requirements:
 - a. Represent the NMDGF and be professional at all times when carrying out the duties of the Price Agreement, and when interacting with customers.
 - b. Possess a Nuisance Wildlife Permit issued by the NM DGF's Special Use Permits Program.
 - c. Ensure initial capture of raccoons is made via humane box-style live traps (e.g., Havaheart-style live trap) or catch pole.
 - 1) Use of foot hold traps, body gripping traps and snares is prohibited.
 - 2) Traps must be checked a minimum of once every 24 hours.
 - d. Ensure captured animals are picked up and attended to **within 24 hours at the most**, and sooner whenever possible, following notification to them by NM DGF.
 - e. The Awarded Vendor shall consult with the NM DGF **immediately** in all cases associated or suspected to be associated with a disease or a disease epizootic.
5. Live captured nuisance animals that have been caught in a homeowner's trap may, for the safety and convenience of the homeowner and Awarded Vendor, be transported using the homeowner's trap. If the homeowner's trap will be used for transport of a live animal, the Awarded Vendor must ensure that the trap is labeled or otherwise clearly marked with the owner's contact information so the trap can be returned to the homeowner once the animal has been removed.

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6. Since raccoons are known carriers of rabies; it is strongly recommended that the Awarded Vendor and any field employees receive the pre-exposure vaccination series for rabies from a qualified, licensed medical professional prior to performing any capture or removal work under this Price Agreement.

B. Awarded Vendor Duties and Responsibilities

1. The Awarded Vendor shall respond to raccoon complaints as reported to the NM DGF and as then assigned to them by NM DGF.
 - a. The NM DGF will compile and provide a list of complaints to the Awarded Vendor on a daily basis (excluding weekends and holidays).
 - b. Complaints shall be categorized either for Full Service or for Pickup and Disposal Only Service (owner-trapped animals).
 - c. The complaint list will include the name, address, and phone number of the complainant, and a brief summary of the complaint.
2. The Awarded Vendor shall maintain adequate personnel and equipment to ensure all traps and all active complaints within the five-county service area are handled according to the timelines outlined in the Price Agreement; seven day a week service is necessary to meet this requirement.
 - a. The Awarded Vendor must respond to the complaint or contact the complainant within 24 hours of being notified by the NMDGF
 - b. If the Awarded Vendor cannot respond with 24 hours, Awarded Vendor must contact the complainant within the initial 24 hour period to let them know when an employee will respond
 - c. The Awarded Vendor must respond, on-site to all complaints within 72 hours of notification by the NMDGF
3. The Awarded Vendor shall respond to reported complaints on the complaint list, and shall record all necessary information and activities on a Standard Wildlife Complaint Form.
 - a. The NMDGF will provide the Awarded Vendor with the Standard Wildlife Complaint Form.
 - b. The Awarded Vendor must ensure they completely fill out the Standard Wildlife Complaint Form for each complaint with all pertinent information, including a brief description of the situation and actions taken.
4. The Awarded Vendor shall submit to NMDGF on or before the 10th of each month, the following documents or invoicing:
 - a. Monthly reports, which must be accurately completed in their entirety, and submitted to: DGF.permits@state.nm.us
 - b. Standard Wildlife Complaint Forms, which must be accurately completed in their entirety, and submitted to Robert Osborn, Assistant Chief Private Lands Programs, at: Robert.Osborn@state.nm.us
 - c. Invoices, which must be for the previous 30-day reporting period and only include those complaints for which work has been completed.
 - 1) Invoices should be itemized and identify the following:
 - a) Type of service, either Full or Pickup,
 - b) Name of the homeowner,
 - c) Street address.
 - 2) Invoices must be submitted to Robert Osborn, Assistant Chief Private Lands Programs at: Robert.Osborn@state.nm.us

C. Necessary Equipment and Supplies

1. The Awarded Vendor shall provide all equipment, supplies, vehicles, and fuel necessary to perform the duties of this Price Agreement (excluding forms and documents that are required, and provided by, the NMDGF).
 - a. Awarded Vendor vehicles used for field duties must be marked with the company's identifying information, be clean, appear professional, and be identifiable to customers.

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- b. Employees of the Awarded Vendor must have either a uniform or clothing that appears professional and is identifiable to customers as being linked to the Awarded Vendor's company (e.g., through the use of logo patches or other devices).
2. The Awarded Vendor shall possess enough box-style live traps, and all other necessary equipment, to handle the high volume of complaints generated through this Price Agreement. The NM DGF does **not** have additional equipment to loan to Awarded Vendors of this Price Agreement.
 - a. Traps shall be labeled or otherwise clearly marked with the Awarded Vendor's contact information.
 - b. If the homeowner's trap is used for animal transport, the Awarded Vendor must ensure that the trap is labeled or otherwise clearly marked with the owner's contact information so the trap can be returned to the homeowner once animal transport and disposal actions have been completed.

D. Animal Handling and Transport Requirements

1. If dealing with an animal family group, the entire group must be dealt with as a unit. If the parent(s) are trapped, the young must also be trapped and removed.
2. All animals must be handled according to best management practices and treated humanely.
3. Traps containing animals being transported must be placed on a level, stable platform and secured so they do not shift.
 - a. Traps containing live animals should preferably be placed in the bed of the truck and in a single "layer".
 - b. If traps containing live animals must be stacked one on top of another, a layer of cardboard, plywood or other solid material shall be placed between the layers of traps to create a stable platform upon which traps can sit.
4. Traps shall be in good repair to prevent injury to the animal from the trap during transport.
5. Traps containing live animals must be covered to help keep animals calm during transport.
 - a. Covers must be made of an opaque material that both shades the animal and obscures their vision.
 - b. Covers must allow air to circulate.
6. Live captured animals being transported shall not be in the truck for longer than six (6) hours.

E. Euthanasia and Disposal Protocol

1. The Awarded Vendor must euthanize raccoons in accordance with NMDGF policies, permits and procedures. Relocation and/or release of trapped animals is **not** permitted.
 - a. Euthanasia methods will be in accordance with the AVMA Guidelines for Euthanasia of Animals: 2013 Edition. Of the methods listed in the AVMA document, only three (3) are approved for use by the NM DGF:
 - 1) Inhaled carbon dioxide within a kill chamber designed for carbon dioxide euthanasia.
 - 2) Penetrating captive bolt from a cleaned and maintained captive bolt gun and used by an experienced person.
 - 3) Gunshot with a properly placed bullet by a person experienced and competent in the use of firearms.
 - b. All euthanasia methods employed must comply with all applicable Municipal, County, State and Federal rules, ordinances and laws.
 - c. Euthanasia must be done discreetly, off-site.
 - d. Any use of chemical and/or drug agents to capture, incapacitate or immobilize target animals is prohibited.
2. All carcasses must be disposed of appropriately and in compliance with all Municipal, County, State and Federal rules, ordinances and laws

F. Complaint Handling and Customer Service

1. The Awarded Vendor will handle all complaints with the highest degree of professionalism.
 - a. Complainants (homeowners, landowners, etc.) are customers and will be treated with courtesy and respect.
 - b. All complaints must be handled promptly as described in this ITB.
2. Awarded Vendor performance and customer satisfaction will be monitored.
 - a. The Awarded Vendor shall maintain adequate personnel and equipment to ensure all traps within the five county service area can be handled according to the timelines outlined in this ITB.

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- b. The Awarded Vendor shall maintain adequate personnel and equipment to ensure that all active complaints within the five county service area can be handled according to the timelines outlined in this ITB.
- c. The Awarded Vendor shall maintain capabilities to provide service of traps and all active complaints within the five county service area on a seven-days-a-week basis.
- d. The Awarded Vendor **must** respond to the complaint or contact the complainant within 24 hours of being notified by the NMDGF if the call is related to a captured animal in a trap.
 - 1) If the Awarded Vendor cannot respond with 24 hours, Awarded Vendor must contact the complainant within the initial 24 hour period to let them know when an employee will respond.
 - 2) The Awarded Vendor must respond, on-site to all complaints within 72 hours of notification by the NM DGF.
- e. Complainants (customers) may be contacted by the NMDGF to determine if:
 - 1) Their complaint was handled in a timely manner (i.e., captured raccoons were picked up within 24 hours of Pickup and Disposal Only Service call).
 - 2) They were satisfied with the way their complaint was handled.
 - 3) They were satisfied with the final resolution of the complaint.
- f. The NM DGF will monitor the Awarded Vendor to determine if:
 - 1) Complaints are being handled according to the terms of this contract.
 - 2) Wildlife complaint forms, reports, invoices and other required documentation are being filled out correctly and completely and delivered to the NM DGF within the timelines outlined in this contract.

*****End of Specifications*****

Item	Approx. Qty.	Unit	Article and Description	Unit Price
1	1	Each	<p>“Full Service” shall include handling the raccoon complaint from start to finish (initial response call through euthanasia and or proper disposal of the carcass). The Bid Price entered for this Item shall be per complaint; multiple trips may be required for each complaint.</p>	<p>Vendor AA: \$455.00</p> <p>Vendor AB: \$225.00</p> <p>Vendor AC: \$325.00 \$325.00 per call for overnight trap services. Service will start to finish in a 24-48 hour window.</p>
2	1	Each	<p>“Pickup and Disposal Only Service” shall include picking up raccoons that homeowners/landowners have captured in their own equipment, euthanizing the raccoon, and properly disposing of the carcass. The Bid Price entered for this Item shall be per complaint; multiple trips should not be required for each complaint unless a trap needs to be returned to the homeowner/landowner.</p>	<p>Vendor AA: \$225.00</p> <p>Vendor AB: \$150.00</p> <p>Vendor AC: \$230.00 \$230.00 for pickup and disposal services all completed within a 12 hour window the same day.</p>

***** 2 Items Awarded Total *****

Certificate Of Completion

Envelope Id: D917A6CBCC23425F952B59DFF7424B18

Status: Completed

Subject: GSD/SPD Procurement#: 20-51600-21-05596

Source Envelope:

Document Pages: 11

Signatures: 1

Envelope Originator:

Certificate Pages: 5

Initials: 2

Kimberly A Hunt-Brown

AutoNav: Enabled

13 Bataan Blvd

Envelopeld Stamping: Enabled

Santa Fe, NM 87508

Time Zone: (UTC-07:00) Mountain Time (US & Canada)

Kimberly.Hunt-Brown@state.nm.us

IP Address: 164.64.63.2

Record Tracking

Status: Original

Holder: Kimberly A Hunt-Brown

Location: DocuSign

12/30/2021 1:03:27 PM

Kimberly.Hunt-Brown@state.nm.us

Security Appliance Status: Connected

Pool: StateLocal

Storage Appliance Status: Connected

Pool: GSD

Location: DocuSign

Signer Events**Signature****Timestamp**

Natalie Martinez



Sent: 12/30/2021 1:05:38 PM

natalie.martinez1@state.nm.us

Viewed: 12/30/2021 4:34:32 PM

New Mexico General Services

Signed: 12/30/2021 4:40:52 PM

Security Level: Email, Account Authentication
(None)

Signature Adoption: Pre-selected Style

Using IP Address: 98.19.10.81

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

Kimberly A Hunt-Brown



Sent: 12/30/2021 4:40:54 PM

kimberly.hunt-brown@state.nm.us

Viewed: 1/3/2022 11:08:42 AM

New Mexico General Services

Signed: 1/3/2022 11:08:47 AM

Security Level: Email, Account Authentication
(None)

Signature Adoption: Pre-selected Style

Using IP Address: 184.155.117.73

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

Valerie Paulk



Sent: 1/3/2022 11:08:49 AM

valerie.paulk@state.nm.us

Viewed: 1/3/2022 11:09:21 AM

Signed of Behalf of State Purchasing Agent

Signed: 1/3/2022 11:09:49 AM

New Mexico General Services

Security Level: Email, Account Authentication
(None)

Signature Adoption: Pre-selected Style

Using IP Address: 75.161.45.20

Signed using mobile

Electronic Record and Signature Disclosure:

Accepted: 5/29/2020 9:40:59 AM

ID: f12ca6d0-7cba-4de4-b58f-8180244887ff

In Person Signer Events**Signature****Timestamp****Editor Delivery Events****Status****Timestamp****Agent Delivery Events****Status****Timestamp****Intermediary Delivery Events****Status****Timestamp****Certified Delivery Events****Status****Timestamp**

Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	12/30/2021 1:05:38 PM
Certified Delivered	Security Checked	1/3/2022 11:09:21 AM
Signing Complete	Security Checked	1/3/2022 11:09:49 AM
Completed	Security Checked	1/3/2022 11:09:49 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

B. Obtaining paper copies

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

C. Withdrawing your consent

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

D. Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

E. All notices and disclosures will be sent to you electronically

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

F. How to contact GSD:

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: GSD.SPInfo@state.nm.us

G. To advise SPD of your new email address

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of such request you must include your previous and new email addresses.

H. To request paper copies from SPD

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

I. To withdraw your consent with SPD

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to GSD.SPDinfo@state.nm.us and in the body of your request state your email address, full name, mailing address, and telephone number.

J. Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

K. Acknowledging your access and consent to receive and sign documents electronically

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.