

## **Unemployment Compensation Administration Questions (FY20)**

1. The RFP notes that the state currently contracts with Employers Edge for these services. Could you provide the contract number and expiration date?

***The contract number is 16OSC0003AA; it expires on 6/30/2020.***

2. Given the need for these services pursuant to General Statute Section 3-117a, will these services still be required beyond the term of the awarded contract from this RFP, and therefore bid out again in the future as the contract nears expiration?

***The need for the services is ongoing, and we must issue an RFP for such services at least every 5 years.***

3. Could you provide the spend data on the contract with Employers Edge for these services?

***We decline to share this information based upon our desire to avoid shadow pricing by potential vendors.***

4. Does this project have an incumbent vendor and, if so, which vendor?

***The incumbent is Employers Edge, LLC.***

5. Are the services in this RFP continually needed, even beyond the term of the resulting contract, and therefore may be bid out again?

***Yes, see response to #2 above.***

6. How many requests for verifications of earnings did you receive from the State Department of Labor, in connection with audits and other requests for information, in 2017, 2018 and 2019?

***We do not have that information available; typically, earnings verification reports are prepared by the employee's last state agency rather than the unemployment administration vendor.***

7. How many requests for verifications of earnings did you receive from social security, child support enforcement and similar agencies, in 2017, 2018 and 2019?

***We do not have that information available***

8. Is your outlined process for gathering the information needed to complete the above requests the current process being followed?

***At present, requests for verification of earnings received by the current vendor are transmitted to the last agency for which the employee worked. All garnishments go to OSC Central Payroll for processing.***

9. Would the state consider outsourcing the response to “commercial” verifications (i.e. Banks, Mortgage Companies, background screeners, etc.) through our automated portal, at no cost to the state or its employees?

***Bidders are welcome to propose such services; however, it is unlikely that we will implement that service at the present time. We are asking for bids in the event that we may wish to consider such an arrangement within the contract period***

#### **Unemployment Claims Clarification Questions**

10. Does current provider have access to your back-office systems? a. If yes, is this through an integration or manual pull?

**No.**

11. Is information regarding separations available in any system?

***Yes, separation dates are entered in our Oracle system, CORE-CT***

- a. Is this centralized?

***The data are centralized but individual agencies have limited access to information regarding employees of other agencies.***

- b. Does it contain details regarding:

i. Separation reason? **No**

ii. Performance documentation? **No**

1. Performance improvement plans? **No**

iii. Attendance? **Yes**

iv. Behavior? **No**

12. Is HR and Payroll centralized across divisions?

***HR administration and Payroll for executive state agencies are in the process of being consolidated. The CT Judicial Branch has its own time and labor and HR functions; wages are paid through Central Payroll. Legislative Management has its own time and labor and HR functions; wages are paid through Central Payroll. The Connecticut higher education institutions have their own HR functions; time and labor are administered separately; wages are paid through Central Payroll.***

#### **Employment and Wage Verification Unemployment Claims Clarification Questions**

13. Who is current VOE/I provider?

- a. If there was an RFP submitted for this service previously, may suppliers receive a copy of this previous winning bid?

***The RFP submitted by the incumbent provider included wage verification services; however, those services were never implemented due to internal concerns about providing ongoing access to Payroll data and other personally identifiable information.***

14. How many verification requests are received per week?

***We do not have that information.***

15. What is the current turnaround time on verifications?

***We do not have that information; verifications are currently processed by the employing agency.***

16. What is the ideal turnaround time for verification request fulfillment in this RFP? ***N/A***

17. How many Social Services Verification requests received weekly?

***We do not have that information; verifications are currently processed by the employing agency***

18. How many government Verification requests received weekly?

***We do not have that information; verifications are currently processed by the employing agency***

19. How many commercial Verification requests received weekly?

***We do not have that information; verifications are currently processed by the employing agency***

20. Is the State open to receiving monetary rebates on Commercial Verifications fulfilled?

***N/A***

#### **Additional Questions**

21. May we have a copy of the previous winning proposal when these services were put up for RFP most recently?

***A copy is not currently available.***

22. May we have a copy of current pricing terms from incumbent provider, Employers Edge, LLC?

***We decline to share cost and payment information based upon our desire to avoid shadow pricing by potential vendors.***

#### **Claims Management Process and Pricing Model Section**

23. How many state unemployment tax account numbers (SUTA #s) do you have?

24. We have experienced record low unemployment levels the past five years; would you be willing to share with us your post-recession claims activity from 2010 to 2015? *See below.*

Year	Claims	Addl			Cont%	Pndg	Hrgs	Board
		Claims	Cont	Egbl				
FY 2011	2585	90	839	1746	32%	0	208	15
FY 2012	2801	108	882	1919	31%	0	201	20
FY 2013	2341	193	727	1614	31%	0	133	12
FY 2014	<b>2226</b>	<b>241</b>	<b>609</b>	<b>1617</b>	<b>27%</b>	<b>0</b>	<b>103</b>	<b>1</b>
FY 2015	1899	311	504	1395	27%	0	97	5

**Verifications Section**

25. Is the State of CT looking to outsource commercial verifications (mortgage, auto, pre-employment, etc.?) in addition to the wage audit, SSA and child support enforcement use cases they specifically cite?

***Not at the present time; we are asking for bids in the event that we may wish to enter into such arrangement within the contract period.***

26. Of the 75% of state employees on CORE-CT (the population that payroll data would be made available to perform verifications on behalf of) — how many employees would that be in total?

***Approximately 78,000, includes part-time and full-time employees.***

27. Is there expectation that the verification provider will perform verifications on separated or historical employees of the State of CT?

***Not at the present time; see response to question #25.***

28. Does the Peoplesoft HRMS (CORE-CT) also contain benefits coverage data that would be necessary to perform social service verifications?

***Yes.***