

QUESTIONS AND ANSWERS
RFP # 13-003-64
UNEMPLOYMENT CLAIMS ADMINISTRATION

What has been the claim volume for the past three years (2010, 2011, 2012)?

2010: 176 Claims (Quarter 3 and Quarter 4 only)

2011: 575 claims for the year

2012; 503 Claims for the year

2. Of these claims, how many were contested? 82 Total for 10 quarters (2010 quarter 3 through 2012 quarter 4)

3. How many unemployment hearings did Shelby County have in the past three years (2010, 2011, 2012)?

82 contested for 10 quarters mentioned above

4. Are there any significant changes in employment levels expected in the next year (reductions in force or increases in staff levels) Unsure of factors such as budget, attrition, etc

Question 5, e (p. 18 of the RFP) - Experience of the Respondent, Resumes

1. Are bios acceptable? or are full resumes required? Full resumes preferred

How many SUI account numbers does Shelby County have? one

Is Shelby County set up as a direct reimbursor for Unemployment Benefits? Bill is forwarded to 3rd party representative whom forwards the payment amount to Shelby County

Can you provide the name of the vendor you are presently working with? Cushion Employer Services

How many claims did you have in 2012? 503

How many of those claims were protested? 51

How many hearings did you have in 2012? 19

Do you require attendance by the vendor to all of the hearings? Only those were a representative is requested

Are most of the hearings conducted by phone? Yes

In the pricing, can hearings be separate from the rest of the service? Would prefer all pricing as one

1. What is your Win Rate on the 51 claims protested - **Win Rate of claims protested 80%**
 2. What is your Win Rate for the 19 Hearings? How many Hearings were Employer Appeals? **Win Rate of hearings 70%; 5 were Employer Appeals**
 3. Since TN is a “work-site” state for Unemployment purposes would Shelby be willing to supply Barnett a weekly or bi-weekly excel spreadsheet with claims information? This has the dual purpose of meeting tight deadlines as well as lowers our cost of services.
No
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In order for us to prepare a quote we would need the annual claim volume and protest %.
Can you kindly provide so that we may submit an accurate quote?

Number of claims processed in 2012 - 503
WIN rate of claims protested - 80%

1. What is your primary objective for selecting a provider to perform these services for your organization? See **RFP Purpose – Unemployment claims Processing, Unemployment Hearings, Wage and Separation Transmission, Educational Workshops, Reports**
2. Can you please provide us with a total headcount for Shelby employees? **6,000 plus**
3. Please provide the total number of claims processed in 2012? **503**
4. Of those, how many were voluntary quits? **18 Discharges? 42**
5. Total number of claims not protested (Voluntary reduction offerings, displacements, contract losses)? **452 not protested**
6. Of the Non Protestable claims are they not protested because of the separation reason or because the employer has chosen not to protest? **The vast majority were because of Separation reasons (see #7)**
7. Can you provide a case analysis (category summary breakdown) of your claims not protested (poor performance, lack of work, not protested at client request, no sep info provided, not protested by state regulation, other claims not protested, etc.) for a recent annual period ? **Claims not protested: Lack of work – 382; not protested at client request – 2; no separation information provided – 11; not protested by state regulation - 30**
8. Total number of hearings scheduled? Of those how many were “No Appearance” hearings and “Petition for Appeal” hearings? **19 hearings, 2 hearings claimant did not appear**
9. Total number of hearings attended? Of those, how many were attended with 3rd party representation? **19 hearings attended, 5 attended by 3rd party representation**
10. Will there be a central point of contact when requesting separation details? **Yes**
11. Where is the supporting documentation and separation information currently held? **Employees master personnel file, department files**
12. How many HR Contacts will be involved in investigating the protestable claims. **There are eight Elected Officials in Shelby county Government; therefore if needed there would be a representative from the department.**
13. Will the vehicle for communication with the employer be email? **Email, mail, telephone**
14. Will a file feed be available? If so, what information will be provided on the feed? Also, what is the frequency of that feed? **No**
15. What payroll and HRIS system and provider are you using today? **GEMS/SIGMA**
16. Is Shelby County’s Employment & Wage Verification business included in this RFP? **No**
17. Please describe how employment & wage verifications are handled today (3rd party, in-house) **In-house**
18. Please provide your annual projected breakdown of employment/income verifications. Number of private verifications? Number of government verifications? **employment/income verification service conducted in-house approximately 18,000 annually**
19. What volume of verifications do you anticipate or currently handle (monthly, annually)? **Varies based on employee request**