

REQUEST FOR PROPOSAL
PROJECT NO. RFP 17-67
UNEMPLOYMENT INSURANCE CLAIMS MANAGEMENT
AND EMPLOYMENT VERIFICATION

QUESTIONS AND ANSWERS NO. 2

Date: October 5, 2017

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

1. Can you provide CY2016 and YTD 2017 unemployment claims and hearings volume?

Response: FY2016 – 150 claims and 36 hearings. For 2017 – 131 claims and 25 hearings with 8 hearings waiting to be scheduled.

2. On what percentage of the total claims processed was benefit eligibility contested in CY2016? YTD 2017?

Response: FY2016-78% (33 lack of work claims); YTD2017-93% (9 lack of work claims).

3. Of the determinations received on contested claims, what is the win percentage in CY2016? YTD 2017?

Response: FY2016 win percentage was 96.5%; YTD 2017 is 96.6%.

4. Of the hearings participated in during CY2016 and YTD2017, what percentage were a result of employer appeals and claimant appeals?

Response: Between 10/2/16-10/2/17 is 48% of the appeals filed by HCC; 52% filed by the claimant.

5. Does your current TPA participate in unemployment hearings with Houston Community College? Is that a level of service that is required?

Response: Yes, if requested. Yes, but on an “as needed” or “requested” basis.

6. Of the hearing decisions received, what is the win percentage in CY2016? YTD 2017?

Response: FY2016 - 92%; YTD 2017 - 88%.

7. How much in unemployment benefit charges did Houston Community College reimburse the State of TX in CY2016?

Response: CY2016 - \$238,825 and YTD2017 - \$119,994 through second quarter.

8. How much in benefit charge credits were received for CY2016 and YTD2017 as a result of state error or benefit overpayments?

Response: 2016-\$16,718 and 2017-\$10,994

9. Do you currently have a centralized source for your TPA to secure separation information/documentation when necessary or is it a decentralized process?

Response: HCC has a centralized source.

10. Does Houston Community College currently provide a periodic file feed of wage and separation information to the incumbent vendor? If no, does the system have the ability to do so?

Response: Yes, but does not do so at the present time.

11. What are the current payroll and HRIS platforms of Houston Community College?

Response: HCC uses PeopleSoft.

12. When do you believe a decision will be made regarding the proposal?

Response: Within 6 months following the closing for submission of proposals

13. Form I-9

- Is Form I-9 management included in this RFP? **No**
- How many new hires does HCC have on an annual basis? **1700-1900**
- What is the current process; paper or electronic? **Electronic**
- Does HCC currently use E-Verify? **Yes**
- Does HCC currently use an Applicant Tracking System (ATS); if so, which one? **Yes, TALEO**

14. Could HCC clarify under the Scope of Services – II. Requirements for Employment and Wage Verifications if you are looking for a vendor to provide employment and wage verifications for those employees who currently work for HCC or if you are looking for a background screening solution for potential employees of HCC?

Response: Current employee's verification is performed by HCC staff. HCC is seeking this task to be performed by a vendor. Potential employee's verification will be performed by a vendor.

15. What is your annual screening volume?

Response: Between 1700 and 1900.

16. Do you run different packages for each position or do you run the same package for all positions?

Response: HCC runs the same package for all positions.

17. In either case, please list each package in play along with the products & scope contained in each.

Response: Unsure of the question and what is meant by “packages”.

18. Do you run drug tests? If so what panel and what is your annual volume?

Response: Yes, 10 panel screen.

19. Is your screening process centralized or decentralized?

Response: HCC’s screening process is Centralized.

20. Are you sending adverse action letters?

Response: Yes.

21. Do you have an ATS and is your background screen platform integrated?

Response: Yes.

22. Are there any batch or rescreening procedures in your program?

Response: Unsure of the question

23. When was the last time you had an assessment done on your screening program?

Response: N/A

24. How do you ensure compliance in your program?

Response: Using TPA to conduct screening.

25. Who is HCC’s current payroll provider?

Response: “In house” processing of payroll.

26. Who is HCC’s incumbent provider for UC and Wage/Employment Verification and what other services do they provide to HCC?

Response: The Work Number (Equifax) when the candidate’s former employer is a subscriber. Otherwise HCC provides employment verification of its employees as requested.