

	SOLICITATION ADDENDUM	CITY OF PHOENIX Human Resources Dept. 251 W. Washington Street 7th Floor Phoenix, AZ 85003
	Solicitation Number: RFP HR 20-119 (MLM) Addendum #1, Page 1 of 4	
Solicitation Due Date: July 6, 2020, 2:00 p.m. Local AZ Time		

**VERIFICATION OF EMPLOYMENT/INCOME AND
UNEMPLOYMENT COST MANAGEMENT SERVICES**

CHANGE

Section III – Evaluation Criteria, Tab 2 – Method of Approach, Question 42 is changed to:

42.	Confirm Scope of Work; in particular, items 3.8 through 4 requirements will be met.
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QUESTIONS AND ANSWERS

The following are questions submitted and are represented as they were received:

Item No.	Question	Answer
1.	Typically, there is no cost associated with Verification of Employment/Income. How will you evaluate this service? Will you combine evaluation with Unemployment Insurance?	It is common in the industry for the verifier to pay the cost of the verification. Even if there is no charge to the City, the cost charged to the verifier will be evaluated in Tab 3 – Pricing. This rate is requested in the RFP.
2.	Is your process for Verification of Employment/Income & Unemployment Cost Management Services outsourced today or managed in-house?	Both are outsourced.
3.	If outsourced, could you please specify the name of the current Vendor?	They are uConfirm and Employers Unity, respectively.
4.	How long has the current Vendor has been providing the services?	Each vendor has a five-year contract with the City.
5.	Are there any reason/issues, City of Phoenix is not renewing the contract with the current Vendor?	The City of Phoenix conducts competitive procurement processes for the procurement of goods and services in accordance with Phoenix City Code, Chapter 43 – Procurement, generally on a five-year cycle.
6.	Are there are performance issues with the current Vendor, what is the reason for the RFP?	No. Please see response to question 5.
7.	Can you share the copy the Vendor’s prior proposal?	You may submit a public records request for this information.
8.	Can you share the list of Vendors invited for the RFP and the list of Vendors participating?	A public notice of solicitation was sent to 708 vendors registered with the City of Phoenix through ProcurePHX. The City does not have a list of vendors



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Solicitation Number: RFP HR 20-119 (MLM) Addendum #1, Page 2 of 4

Solicitation Due Date: July 6, 2020, 2:00 p.m. Local AZ Time

		participating in this solicitation as this is a public procurement and we do not know who will be responding.
9.	If a vendor is providing Employment/Income verification for 10 years, but the Unemployment Cost Management service is being offered for 9+ years. Would the City of Phoenix be flexible enough to accept the proposal for both services?	A service provider must meet the minimum number of years of experience in each service as stated in the Minimum Qualifications paragraph.
10.	What payroll & HRIS systems are being used by City of Phoenix?	The City uses PeopleSoft.
11.	The section 1 of Exhibit A specifies that 5500 verifications are anticipated by end of 2020. Does this include Social services Verifications?	Yes.
12.	What percentage of overall verifications are social service employment/income verifications annually? Please provide social services verification numbers for last 3 years.	Most recent 12 months: 56 SS, 45 EE, 5809 Commercial = 0.95% 2 nd most recent 12 months: 64 SS, 38 EE, 3120 Commercial = 1.99% 3 rd most recent 12 months: 64 SS, 18 EE, 3228 Commercial = 1.93%
13.	Does City of Phoenix handle any manual verifications internally currently? If so, what is the approximate volume?	No, we complete forms internally but verifications are outsourced.
14.	Does the response to requests for Employment/Income verifications from the verifiers need to be instantaneous? If not, then how much time is allowed for the response?	The expectations are stated in the Scope of Work, 6.3.
15.	Total number of SUI's registered under City of Phoenix and its subsidiaries	One.
16.	Total number of FEIN's	One.
17.	What is the annual turnover rate for City of Phoenix?	In 2019, there were 1133 full-time staff terminations and 530 part-time staff terminations.
18.	What is the average protested unemployment claims percentage for 2019 and YTD 2020 respectively?	58.09% and 49.5%, respectively
19.	What is the average protested claims' win rate for 2019 and YTD 2020 respectively?	75% and 53.8%, respectively
20.	How many unemployment claims protested resulted in unemployment hearings in 2019, and YTD 2020 respectively?	18.99% and 14%, respectively
21.	What is the average unemployment hearings winning rate?	2019: 73.33%



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Solicitation Number: RFP HR 20-119 (MLM) Addendum #1, Page 3 of 4

Solicitation Due Date: July 6, 2020, 2:00 p.m. Local AZ Time

22.	Does the City of Phoenix currently utilize an internal payroll system or contract a third party for payroll needs?	The City uses PeopleSoft to process payroll internally.
23.	What is the project transition date to the selected vendor?	It is December 3, 2020.
24.	How does the current vendor obtain separation data for unemployment claims?	The vendor requests separation data via email to one City contact.
25.	If available, please describe the current UI vendor's claims protest process, claims through board of review.	This process is determined by the State of Arizona.
26.	Will City of Phoenix provide weekly payroll upload and/or daily termination files through a third-party payroll company?	No, the payroll data will be transmitted from the City.
27.	Will there be a single point of contact for claims, or will the selected provider work directly with department HR managers? Does this answer vary based on question/data need?	There is one primary contact. Other Human Resources staff will be involved depending on the situation.
28.	Are there specific issues/concerns with the current program or new target goals City of Phoenix is seeking?	No. See response to question 5.
29.	To ensure a competitive fee, may we know the current rates at which unemployment claims and hearings are charged by the City of Phoenix's current provider?	Yes, the annual rate for fiscal year 2019/20 is \$6,396.00.
30.	If a company has less than 10 years of experience as a provider of either platform, will the proposal be rejected out of hand?	Each service must meet the minimum number of years of experience as stated in the Minimum Qualifications paragraph.
31.	Question 42 refers to "...items 1.8 through 2 requirements will be met." There does not seem to be a section or item number 1.8 in the RFP. Is this an error?	See Change in Addendum above.
32.	Of the 191 claims received in 2019, how many of these were protested? a. Of the protested claims, how many were won? b. Of the 3-5 hearings in 2019, how many were won?	2019 Total Protestable Claims: 79 2019 Claim Win: 75% 2019 Total Hearings: 15 2019 Hearing Win rate: 73.33%
33.	Does the City of Phoenix's current unemployment claims provider have access to the City's back office HR system? a. If no, how does the City relay separation documentation to the current provider?	No, they do not have access to the City's HR system. Separation documents are provided via email.



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Solicitation Number: RFP HR 20-119 (MLM) Addendum #1, Page 4 of 4

Solicitation Due Date: July 6, 2020, 2:00 p.m. Local AZ Time

34.	How many state unemployment insurance (SUI) account #'s are in scope?	One.
35.	Of the 5,500 verifications performed in 2019: a. How many verifications performed were Commercial verification requests? b. How many verifications performed were Social Services verification requests?	a. Commercial in 2019 = 4342 b. Social Services in 2019 = 52 other requests (Employee) in 2019 = 41 Total 2019 requests = 4435
36.	Is your current provider handling 100% of verification requests, including Social Services requests, or is the City required to handle some on its own?	All verifications are handled by the current provider.

The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by returning the entire addendum with the bid or proposal submittal.

Name of Company: _____
Address: _____
Authorized Signature: _____
Print Name and Title: _____