

# OFFICE OF THE STATE COMPTROLLER—Responses to Questions from Bidders—February 17, 2015

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## Wage Verification

1. Q--Does the contract include the ability for the vendor to also provide Income and Employment verifications for “commercial” verifiers, such as banks, Mortgage companies, etc.?

*A—Providing income and employment verifications is not part of the RFP. Such verifications are provided by the employing agency.*

2. Q--How many state wage or governmental income and wage verifications were completed in in the past 3 years?

*A—The actual number of verifications returned to the Department of Labor is presently unknown due to the fact that wage verifications have been forwarded to individual agencies for completion. A significant number of verifications from the Department of Labor were either sent in late or completed incorrectly by agencies, which is tantamount to non-completion. For that reason we are seeking to have a vendor responsible for such service. Vendors should anticipate that there would be a minimum of 50 Department of Labor requests and a minimum of 25 child support or Social Security requests for income verification.*

3. Q--Of those processed, how many were from the 25% that do not have time and labor details in the CORE-CT system?

*A—We would estimate that at least 25% of the total Dept. of Labor requests apply to the out-of-scope agencies, that do not have time and labor details in the CORE-CT system. We do not have details on how many of the Dept. of Labor wage verification requests were actually completed; however, the overall compliance rate for all state agencies is believed to be around 25%. It is this deficit that we are hoping to address.*

4. Q--Has Employers Edge been responding to all of these verifications for the past 3 years?

*A—No. Employers Edge has not had access to payroll information and forwarded the requests to the Office of the State Comptroller, which then sent them to the agencies or Central Payroll for completion.*

5. Please provide your annual projected breakdown of employment/income verifications. Number of non-governmental vs. governmental verifications?

*A—We do not have details on the number of non-governmental verification requests, as this is not part of the RFP. See response to Question 2 with regard to volume.*

6. What volume of verifications do you anticipate or currently handle (monthly, annually)?

*A-- See response to Question 2 with regard to volume.*

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7. What is the frequency of the data file feed?

*A—Most employees are paid on a biweekly schedule. As one possible solution, we are considering giving the selected vendor access to an initial feed containing with 12 months of payment/salary information and an incremental feed to be provided on a biweekly basis. The selected vendor will need to work with CORE-CT to refine the process for this. In addition, the selected vendor will be expected to assist us with developing a process for obtaining wage verifications for employees assigned to agencies not currently participating in the CORE-CT Time and Labor modules.*

8. In addition to the benefit wage audits, will the non-governmental/private verifications be included within the scope of work? I.E: home loans, car loans, refinance applications, etc.

*A—No. Please see response to Question 1.*

9. What is your current practice as it relates to Section F, Questions 3 & 4, regarding the DOL's required format of Sunday through Saturday?

*A—We ask the responsible agency that employed the affected employee to provide payroll data in the Sunday through Saturday format required by the Dept. of Labor. However, compliance with those instructions has been inconsistent, which results in rejection of the form.*

### **Unemployment Claims Administration**

10. How many or what % of the unfavorable decisions are attributable to "non-compliance" or controllable loss reason? (i.e., late claims, no response, limited response, etc.)

*A-Less than 1%.*

11. Did Employer's Edge send a representative to every unemployment hearing?

*A-Yes.*

12. What is your win % at hearings?

*A—69%.*

13. We are able to find your prior service provider's fee, but unable to find the current vendor's fee. As this is public information, please disclose their fee.

*A—It is not our practice to disclose contract pricing based upon the belief that it encourages less competition in procurements. Vendors are encouraged to give us their best price for the contracted services. In addition, the current vendor has designated the pricing portion of its contract as a trade secret and confidential commercial information that is exempt from disclosure under the Freedom of Information Act.*

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14. Will there be a central point of contact when requesting separation details?

*A—No, separation details must be obtained from the agency that employed the claimant.*

15. Where is the supporting documentation and separation information currently held?

*A—Supporting data for employment status is stored in CORE-CT, but only for employees working at agencies using the HR, Time and Labor, and Payroll Modules of CORE-CT. Employment status indicators may not be current in all cases; therefore, it is necessary for the unemployment administration vendor to seek supporting documentation and verification through the employing agency.*

16. What is the means of sending this supporting documentation? IE: Fax, Email, PDF attachments, etc.

*A—Primary means of sending separation information and documentation is email.*

17. How many HR Contacts will be involved in investigating the protestable claims?

*A—Each agency will be coordinate investigation of protestable claims pertaining to its employees. Vendors should anticipate that there will be a primary and secondary contact for each agency. There are 151 agencies with individual State UI tax identification numbers.*

18. Will the main vehicle for communication with the employer be email or phone?

*A—Primary means will be email, telephone communication would be secondary except for purposes of consultation regarding hearings, etc. The vendor is expected to keep the Office of the State Comptroller advised in the event that agency personnel are not being responsive.*

19. Will all vendors be allowed to view the answers to the questions submitted by all vendors participating in this RFP?

*A—Yes.*