

REQUEST FOR PROPOSAL

PROJECT NO. RFP 17-67

**UNEMPLOYMENT INSURANCE CLAIMS MANAGEMENT
AND EMPLOYMENT VERIFICATION**

QUESTIONS AND ANSWERS NO. 1

Date: September 22, 2017

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

1. Are there incumbent contractor(s) currently performing services as outlined in RFP?

Response: *No, only UI claims conducted at the present time.*

2. Who are the incumbents?

Response: *The incumbent is Thomas and Co.*

3. How many contractors staff are performing RFP services?

Response: *Unknown*

4. What is the average unemployment claims processed in 1 week?

Response: *Between 3 to 4 weekly, 13 to 14 monthly and 159 yearly.*

5. What is the average unemployment claims processed in 30 days (1 month)?

Response: *Approximately 14*

6. Approximately how many unemployment claims does HCC expect to be processed each month? And annually?

Response: *Approximately 150-160 annually.*

7. Is there a back log of unemployment claims to be processed by the awarded contractor? If so, how many?

Response: *No*

8. Is there a back log of employment verifications to be processed by the awarded contractor? How many?

Response: *No*

9. Approximately how many employment verifications does HCC expect to be processed each week? Monthly? Annually?
Response: *HCC do between 40 to 50 employment verifications on a weekly basis and between 480 to 500 on a yearly basis.*
10. Is there a back log of employment verifications to be processed by the awarded contractor? How many?
Response: *No*
11. Does HCC currently utilize an employment verification system which they expect the contractor to adopt as part of its proposal?
Response: *No*
12. What current systems are utilized to perform both unemployment claims and employment verifications?
Response: *Thomas and Co. and in house verification*
13. Does HCC have a ceiling budget for the 3-year base contract? If so, what is the estimated annualized ceiling?
Response: *No*
14. What is the address of the worksite or is it expected that work is to be performed at contractor's office?
Response: *Work to be performed at the contractor's work place*
15. Is there any travel outside of Houston metropolitan area to perform services under this contract? Is so, what areas/states? And How often?
Response: *No*
16. Whether companies from Outside USA can apply for this? (from India or Canada)
Response: *HCC is not looking for an offshore solution.*
17. Do we need to come over there for meetings?
Response: *None are anticipated except for the transition period.*
18. Can we perform the tasks (related to RFP) outside USA? (from India or Canada)
Response: *It would be difficult for the provider to perform the work outside of the USA*
19. Can we submit the proposals via email?
Response: *No. Proposals need to be submitted at 3100 Main St. 11th Floor, Houston, TX 77002 in person or by certified mail.*