



Department of Purchasing & Contract Compliance

Felicia Strong-Whitaker, Interim Director

Fulton County, GA

July 16, 2015

Re: 15RFP98000C-MT – Unemployment Insurance Services

Dear Bidders:

Attached is one (1) copy of **Addendum 3**, hereby made a part of the above referenced 15RFP98000C-MT – Unemployment Insurance Services.

Except as provided herein, all terms and conditions in the RFP referenced above remain unchanged and in full force and effect.

Sincerely,

Malcolm Tyson

Malcolm Tyson
Assistant Purchasing Agent

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This Addendum forms a part of the contract documents and **modifies** the original RFP documents as noted below:

1. Please provide any available historic reports that will allow us to evaluate the number of appeal hearings in relation to the claim numbers provided.
Response: Request this information via e-mail.
2. Will there be a central point of contact when requesting separation details?
Response: Yes. The Personnel Department.
3. Where is the supporting documentation and separation information currently held?
Response: Personnel Department in the employee's 201 file.
4. How many HR Contacts will be involved in investigating the protestable claims?
Response: Two primary contacts and 5 back-up contacts.
5. Will the vehicle for communication with the employer be email?
Response: Email as primarily; telephone as secondary.
6. Will the payroll file feed be in production by the 1/1/16 start date?
Response: The payroll file should be available before the first pay date of the year which will be on Friday January 8, 2016.
7. Please provide the total number of Employment/Income Verifications.
Response: 1,555
8. Total Governmental Inquiries (ie: TANF, Food Stamps, Wage Garnishments).
Response: Governmental Inquiries are not tracked separately. Total included in question 8.
9. Total Non-Governmental Inquiries (ie: Home Loan, Refinance, Car Loans, etc.).
Response: Non-Governmental Inquiries are not tracked separately. Total included in question 8.
10. Please provide clarification on the County's expectation regarding the first bullet point in section 3.3.1 Claims Administrator Services, "Payment of Unemployment Benefit Reimbursing Obligations."
Response: The County makes payment of unemployment benefit reimbursing obligations.
11. We noticed an increase in claims for Fulton County. Was there a layoff of employees recently?
Response: Combination of factors including but not limited to layoffs.
12. In the last two years, Fulton County had 280 and 352 claims, respectively. What percentage were protested?
Response: 2014 – 26.4% and 2013 – 37.5%; while this is the percentage protested there is opportunity to improve as often we are not able to protest further due to a lack of documentation.

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- 13. How many UI Hearings did Fulton County attend? How many wins / losses? How many Hearings were telephone Hearings? How many were in-person?
Response: In 2014 there were 37 hearings, winning 28 of them. These were all telephone hearings and 24 of these were attended by the current unemployment administrator.
- 14. Can you provide an annual unemployment report for Fulton County? Ideally, the report would include claim and hearing volume, protest %, compliance%, claim and hearing win %, and other key performance indicators.
Response: Please request this information via e-mail.
- 15. How many state account numbers (SUTA's) does the County have in the State of Georgia?
Response: One
- 16. Please provide any available historic reports that will allow us to evaluate the number of appeal hearings in relation to the claim numbers provided
Response: Please request this information via e-mail.
- 17. Please provide the total number of claims protested in 2014.
Response: 93
- 18. Total number of hearings attended? **Response: Twenty-four.** B) Of those, how many were attended with 3rd party representation?
Response: Zero

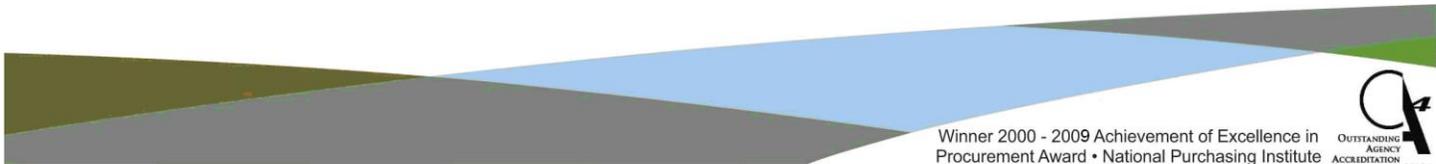
ACKNOWLEDGEMENT OF ADDENDUM NO. 3

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the **Bid** due date and time of **July 22, 2015 at 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 3, _____ day of _____, 20__.

Legal Name of Bidder

Signature of Authorized Representative





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Title

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