

Quote051010 Unemployment Cost Management Services

The City of Haverhill Human Resource Department is seeking quotations from qualified and experienced firms to provide Unemployment Cost Management Services. The City has approximately 1500 employees: 1100 in the School Department and 400 in all other City departments.

Statement of Work:

The successful firm shall provide the following services required to manage unemployment compensation for the City of Haverhill:

A. Claims Services

- a. Process unemployment compensation claims transmitted,
- b. Where applicable, present reasons for claimant termination to the state agency,
- c. Provide complete follow through on protested and non-protested claims, dealing with the state agency on behalf of the client,
- d. Discuss claims of unusual or problematical nature with the client.
- e. Assist the client in the preparation for an Unemployment Hearing.
- f. On occasion, represent the client at the Unemployment Hearing.

B. Auditing Services

- a. Establish auditing parameters for all claims so as to control the state's charging of the client's account,
- b. Review each claim's wage data and record and compute that is required for "cost-efficient" auditing,
- c. Audit all benefit charge statements,
- d. Protest and appeal illegal, excessive, and unwarranted benefit charges
- e. Provide follow through on prior protest and inquiries to maximize the opportunity for a client credit.
- f. Perform duties and advise client of changes as it relates to Quest, the state's On-line Insurance system.

C. Consultation and Reporting Services

- a. Consult with the client on all matters relating to the control of unemployment compensation costs when requested by the client or when necessary,
- b. Give advice, when requested on personnel and administrative procedures relating to unemployment compensation costs,
- c. Acquaint the client of unemployment compensation statute or regulation changes or other matters which might require significant policy or procedural changes for the client,
- d. Assist in the formulation of client personnel policies which do or could relate to unemployment compensation costs,
- e. Submit a detailed written annual report to the client at the expiration of this agreement, thereby allowing the client to fully evaluate the effectiveness of the program.

D. Special Training Services

- a. Provide educational seminars and informal discussions for any groups of company personnel designated by the client provided that:
- b. The contents of these meetings shall be applicable to the unemployment compensation statute and procedures there under.

1. Bidders shall use the Quote Sheet (Appendix A) attached to this document. Quote Sheets must be signed and dated by the Bidder to be considered valid.
2. Quotes will be accepted via mail, fax or email at the City of Haverhill, City Hall, Robert J. DeFusco C.P.M., Purchasing Department, Room 105, 4 Summer Street, Haverhill, Massachusetts 01830 by 2:00 p.m., Monday, June 7, 2010.
3. Questions concerning this quote must be submitted in writing to: Robert J. DeFusco, email rdefusco@cityofhaverhill.com, before 2:00 p.m., Tuesday, June 1, 2010. Question may be delivered, mailed, emailed or faxed. Written responses will be mailed, emailed or faxed to all Bidders on record as having picked up / downloaded the quote.
4. Each bidder will submit two (2) copies of all required forms. All quotes must include a signed non-collusion and tax compliance form, a reference listing and a completed quote sheet.

Term & Conditions

1. The Contract term is July 1, 2010 to June 30, 2011. This Contract may be extended under the same terms and conditions for one (1) additional year at the sole discretion of the City.
2. Prices to remain firm during this period.

Rule of Award: An award will be made to the responsive and responsible bidder offering the lowest cost to the City.

**Quote051010
Appendix A
Quote Sheet**

Annual Cost for Unemployment Cost Management Services: \$ _____.

Firm Name: _____

Address: _____

Telephone No.: _____

Email Address: _____

Type/Print Name: _____

Title: _____

Date: _____

**Quote051010
Appendix B
Certifications**

I. CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee club, or other organization, entity, or group or individuals.

Signature of individual submitting bid or proposal

Name of Business

II. TAX COMPLIANCE CERTIFICATION

Pursuant to M.G.L. Chapter 62C, Sec. 49A, I certify under the penalties of perjury that, to the best of my knowledge and belief, I am in compliance with all laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

Signature of individual submitting bid or proposal

Name of Business

**Quote051010
Appendix C
References**

Provide information relative to three municipal references where vendor provides Unemployment Cost Management Services.

Municipality	Contact Person	Address	Phone