



Q & A for the Pre-Proposal Conference on August 9, 2024, at 11:00 AM CST

**SERCO of Texas Request for Proposals: Professional Employer Organization Services
(PEO)**

Release Date: August 14, 2024, AT 10:00 AM CST

Proposal Submission:

1. **Question:** The RFP mentions both electronic and mailed copies. Is a physical copy required, or is an electronic submission sufficient?
 - **Answer:** An electronic copy must be submitted by email by the deadline to be considered. A physical copy with the original signature is required but not required to meet the submission deadline. Both documents must be identical.

2. **Question:** Is it acceptable to break up a proposal into multiple emails if the file size is too large, as long as they are all submitted by the deadline?
 - **Answer:** Yes, submitting the proposal in multiple emails is acceptable as long as all parts are submitted by the deadline. However, each part of the proposal response must be submitted sequentially in the order as described in the submission requirements. SERCO of Texas will not be responsible if parts of the response submission are not submitted in its entirety by the deadline or the order of the parts of the response as submitted were not in the order required by the RFP.

Evaluating Criteria & Scope of work

1. **Question:** Will the cost of benefits to the organization be evaluated, and is a census provided to show benefit costs?
 - **Answer:** The PEO is expected to administer employee benefits plans but not provide the actual benefits product. SERCO utilizes an independent benefits broker, and it is expected that the PEO and broker will work closely on behalf of SERCO. Proposals can include options for workers' compensation and risk management administration. Sharing of workers' compensation policy and loss runs provided.

2. **Question:** What is the PEO's role in handling employee benefit inquiries and claims, given that some benefits are managed by an outside broker? (See Question #3)

- **Answer:** The PEO and the broker work together to handle benefit inquiries. The broker provides frequent reporting to the PEO to manage open enrollment and employee concerns effectively.
3. **Question:** How will the PEO handle employee benefits, considering some benefits are offered through an outside broker?
- **Answer:** The PEO and the broker work closely together to manage benefits, including open enrollment and addressing employee concerns. Collaboration between the PEO and broker is expected to ensure effective benefit administration.
4. **Question:** Can the current workers' compensation policy be provided to help in preparing the proposal?
- **Answer:** While the full policy may not be provided, we are sharing the workers' compensation codes, loss runs. Available on the SERCO of Texas website labeled [Exhibits - B](#)
5. **Question:** Clarification needed on the fee structure for payroll cycles, drug tests, and background checks.
- **Answer:** The RFP mentioned 27 payroll cycles due to an additional off-timed check issuance. The number of drug tests and background checks should be up to 50 per year, and these costs should be included in the per-check pricing. Additional costs can be offered for anything beyond the included services.
6. **Question:** For the 50 included background checks, can you please list the specific reports/checks that should be included/required? Provide a checklist of the items we use through LS Screening. Not the prices though.
- **Answer:**
 - Address History/SSN Trace
 - Multi-Jurisdictional Criminal Record Search
 - County Criminal Record Search
 - Driver History/Motor Vehicle Records (MVR)
 - Employment Credit Report
 - Employment Verification
 - Education Verification
 - Additional Criminal Search (authorized for multiple counties)
 - Drug Testing (with results treated according to FCRA rules)
7. **Question:** What is the Federal ID number for SERCO?
- **Answer:** 38-2891233

8. **Question:** Do you currently use E-Verify?
 - **Answer:** Yes, we do; it is offered through our current PEO.

9. **Question:** Are any employee benefits offered/provided through the PEO and not an outside broker? If so, can you provide plan and rate details?
 - **Answer:**
 - Eflex card
 - EPLI insurance
 - All other employee benefits are offered through an outside broker.

HUB Bonus Points:

1. **Question:** Are HUB bonus points awarded only if the prime contractor is a HUB, or can subcontracting with a HUB also earn points?
 - **Answer:** Points will be awarded for subcontracting relationships with a HUB demonstrated by pre-arrangement documentation submitted with the proposal, but the full five (5) points are awarded if the prime contractor is a HUB with active certification from the State of Texas.

HR Management and Training:

1. **Question:** What is the expected frequency and audience for in-person and remote training under HR management?
 - **Answer:** The proposal should outline the commitment to in-person training, with consideration of virtual options as well. Training should cover both leadership and worksite employees across various locations in Texas. The expectation includes consistent and comprehensive training offerings.

2. **Question:** How many in-person training sessions are expected annually, considering the locations across Texas?
 - **Answer:** The expectation is for the PEO to outline the commitment to in-person training sessions, considering the costs of travel across various locations in Texas. The proposal should reflect both in-person and virtual training options.