

WEST VIRGINIA

NEW HIRE REPORTING PROGRAM

Stellarware Corporation

RFQ #: CSE11066

'Original'



RECEIVED
2011 FEB 18 A 9:50
PURCHASING DIVISION
STATE OF WV

TABLE OF CONTENTS

Transmittal Letter

RFQ Signature Pages

Executive Summary1-6

Background and Experience1-6

Vendor Responsibilities.....1-41

Cost Quotation

Appendix

- Arizona PowerPoint Presentation for Employers
- Mississippi State Dashboard
- Monthly Reports
 - Arizona Outreach Report
 - Arizona Records Sent to State by Type Pie Chart
 - Arizona Rejected Records Summary
 - District of Columbia Monthly Status Report
 - Mississippi Monthly Activity Summary
- Outreach Materials
 - Phone Scripts
 - Mississippi P.O. Box Outreach Script and Attachment
 - Mississippi EPP Outreach Script and Coordinating E-mail
 - Reporting Form
 - Rhode Island
 - Brochures (in rear pocket of binder)
 - Arizona
 - District of Columbia
 - Mississippi

February 17, 2011

Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, West Virginia 25305-0130

Re: RFQ CSE11066, Contract for New Hire Program Services

Dear Ms. Roberta Wagner:

Enclosed with this letter is our response to the Request for Quotation (RFQ) regarding a contract for New Hire Program Services for the State of West Virginia. We are very proud of our approach to New Hire Reporting and the fact that Stellarware has emerged as a national leader in providing innovative solutions to the Child Support community. We currently operate the New Hire Reporting programs for the States of Arizona, Mississippi, Rhode Island, and the District of Columbia. Stellarware achieves excellence through increasing the new generation of employer outreach and compliance combined with the most advanced new hire reporting technologies. We understand the work to be performed, and assure you that our operations will meet and exceed the expectations of the State of West Virginia. Stellarware agrees to all of the terms and conditions outlined in the Request for Quotation CSE11066, as well as any addendums that the State has issued.

Enclosed please find **one** (1) original and **one** (1) convenience copy of our written proposal. We have submitted the proposal as outlined in the RFQ.

I certify that I, as President of Stellarware Corporation, I am the individual authorized to bind our company to all statements made, including services and prices, contained in the proposal. I can be reached as follows:

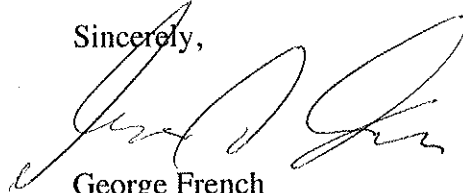
George French, President
Stellarware Corporation
140 North Franklin Street
Suite 2-1
Holbrook, MA 02343
Telephone: 1-781-986-1400
Mobile: 1-781-964-6600
Fax: 1-781-623-8030
E-mail: gfrench@stellarware.com.

(Continued)

In addition, I am the individual to respond to any questions from the State of West Virginia regarding this proposal.

We look forward to the opportunity to work with the State of West Virginia Department of Health and Human Resources, Bureau for Child Support Enforcement on this very important project to ensure the children of the State of West Virginia receive the court ordered child support they need and deserve.

Sincerely,

A handwritten signature in black ink, appearing to read "George French", written in a cursive style.

George French
President



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**Request for
 Quotation**

RFQ NUMBER
 CSE11066

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 ROBERTA WAGNER
 304-558-0067

VENDOR

RFQ COPY
 Stellarware, Corporation
 140 North Franklin Street
 Suite 2-1
 Holbrook, MA 02343

SHIP TO

HEALTH AND HUMAN RESOURCES
 CHILD ADVOCATE OFFICE
 CAPITOL COMPLEX
 BUILDING 6
 CHARLESTON, WV
 25305 304-746-2383

DATE PRINTED 01/10/2011	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
----------------------------	---------------	----------	--------	---------------

BID OPENING DATE: 02/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	YR	961-20			
OPEN-END BLANKET CONTRACT CONTRACT FOR NEW HIRE PROGRAM SERVICES VENDOR TO PROVIDE SERVICES TO ASSIST IN THE LOCATION OF INDIVIDUALS WHO HAVE A DUTY TO SUPPORT THEIR CHILDREN THROUGH THE REPORTING OF NEWLY HIRED OR REHIRED EMPLOYEES OR THOSE RETURNING TO WORK. VENDOR IS TO PROVIDE DATA ENTRY, EMPLOYER OUTREACH, COMPLIANCE MONITORING, AND REPORTING SERVICES AS PER THE ATTACHED SPECIFICATIONS. EXHIBIT 3 LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON MAY 1, 2011 AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 781-986-1400	DATE February 17, 2011
TITLE President	FEIN 04-3392848	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**Request for
 Quotation**

RFQ NUMBER
 CSE11066

PAGE
 2

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

RFQ COPY

Stellarware, Corporation
 140 North Franklin Street
 Suite 2-1
 Holbrook, MA 02343

SHIP TO

HEALTH AND HUMAN RESOURCES
 CHILD ADVOCATE OFFICE
 CAPITOL COMPLEX
 BUILDING 6
 CHARLESTON, WV
 25305 304-746-2383

DATE PRINTED 01/10/2011	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
----------------------------	---------------	----------	--------	---------------

BID OPENING DATE: 02/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 781-986-1400	DATE February 17, 2011
TITLE President	FEIN 04-3392848	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 CSE11066

PAGE
 3

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

RFQ COPY

Stellarware, Corporation
 140 North Franklin Street
 Suite 2-1
 Holbrook, MA 02343

VENDOR

SHIP TO

HEALTH AND HUMAN RESOURCES
 CHILD ADVOCATE OFFICE
 CAPITOL COMPLEX
 BUILDING 6
 CHARLESTON, WV
 25305 304-746-2383

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/10/2011				

BID OPENING DATE: 02/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>INQUIRIES WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON 1/25/2011. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER, OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRIES TO:</p> <p>ROBERTA WAGNER</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	781-986-1400	February 17, 2011
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
President	04-3392848	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**Request for
 Quotation**

RFQ NUMBER
 CSE11066

PAGE
 4

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

VENDOR

RFQ COPY
 Stellarware, Corporation
 140 North Franklin Street
 Suite 2-1
 Holbrook, MA 02343

SHIP TO

HEALTH AND HUMAN RESOURCES
 CHILD ADVOCATE OFFICE
 CAPITOL COMPLEX
 BUILDING 6
 CHARLESTON, WV
 25305 304-746-2383

DATE PRINTED 01/10/2011	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
----------------------------	---------------	----------	--------	---------------

BID OPENING DATE: 02/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25311 FAX: 304-558-4115 E-MAIL: ROBERTA.A.WAGNER@WV.GOV EXHIBIT 4 LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES ON THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEND TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST CLEARLY INDICATE SUCH REFUSAL IN HIS BID. SUCH REFUSA SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY MANNER. REV. 3/88 PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHIC IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD. NOTICE SEE REVERSE SIDE FOR TERMS AND CONDITIONS						

SIGNATURE 	TELEPHONE 781-986-1400	DATE February 17, 2011
TITLE President	FEIN 04-3392848	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

HFO NUMBER
 CSE11066

PAGE
 5

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 ROBERTA WAGNER
 304-558-0067

RFQ COPY

VENDOR
 Stellarware, Corporation
 140 North Franklin Street
 Suite 2-1
 Holbrook, MA 02343

SHIP TO
 HEALTH AND HUMAN RESOURCES
 CHILD ADVOCATE OFFICE
 CAPITOL COMPLEX
 BUILDING 6
 CHARLESTON, WV
 25305 304-746-2383

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/10/2011				

BID OPENING DATE: 02/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>PLEASE NOTE: A CONVENIENCE COPY WOULD BE APPRECIATED.</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER:-----FILE 22/RW-----</p> <p>RFQ. NO.:-----CSE11066-----</p> <p>BID OPENING DATE:----- 02/10/2011-----</p> <p>BID OPENING TIME:-----1:30 PM-----</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: Fax: 781-623-8030</p> <p>-----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): George French Office: 781-986-1400 Mobile: 781-964-1400 Email: g french@stellarware.com</p>						

SIGNATURE <i>George French</i>		SEE REVERSE SIDE FOR TERMS AND CONDITIONS		TELEPHONE 781-986-1400	DATE February 17, 2011
TITLE President	FERN 04-3392848	ADDRESS CHANGES TO BE NOTED ABOVE			

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 CSE11066

PAGE
 6

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

VENDOR

RFQ COPY
 Stellarware, Corporation
 140 North Franklin Street
 Suite 2-1
 Holbrook, MA 02343

SHIP TO

HEALTH AND HUMAN RESOURCES
 CHILD ADVOCATE OFFICE
 CAPITOL COMPLEX
 BUILDING 6
 CHARLESTON, WV
 25305 304-746-2383

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/10/2011				

BID OPENING DATE: 02/10/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
***** THIS IS THE END OF RFQ CSE11066 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 781-986-1400	DATE February 17, 2011
TITLE President	FEIN 04-3392848	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**Request for
 Quotation**

RFQ NUMBER
 CSE11066

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

VENDOR FOR

RFQ COPY
 TYPE NAME/ADDRESS HERE
 Stellarware, Corporation
 140 North Franklin Street
 Suite 2-1
 Holbrook, MA 02343

SHIP TO

HEALTH AND HUMAN RESOURCES
 CHILD ADVOCATE OFFICE
 CAPITOL COMPLEX
 BUILDING 6
 CHARLESTON, WV
 25305 304-746-2383

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B	FREIGHT TERMS
02/08/2011				

BID OPENING DATE: 02/22/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
1. QUESTIONS AND ANSWERS ARE ATTACHED.						
2. TO MOVE THE BID OPENING DATE FROM 2/10/2011 TO 2/22/2011.						
3. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.						
EXHIBIT 10						
REQUISITION NO.: CSE11066						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO.'S:						
NO. 1						
NO. 2						
NO. 3						
NO. 4						
NO. 5						
I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE 781-986-1400	DATE February 17, 2011
TITLE President	FEIN 04-3392848	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentially.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 CSE11066

PAGE
 2

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

RFQ COPY

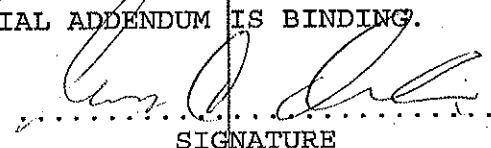
TYPE NAME/ADDRESS HERE
 Stellarware, Corporation
 140 North Franklin Street
 Suite 2-1
 Holbrook, MA 02343


SHIP TO

HEALTH AND HUMAN RESOURCES
 CHILD ADVOCATE OFFICE
 CAPITOL COMPLEX
 BUILDING 6
 CHARLESTON, WV
 25305 304-746-2383

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/08/2011				

BID OPENING DATE: 02/22/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p style="text-align: center;">  SIGNATURE Stellarware COMPANY February 17, 2011 DATE </p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p style="text-align: center;">END OF ADDENDUM NO. 1</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE 	TELEPHONE 781-986-1400	DATE February 17, 2011	
TITLE President	FEIN 04-3392848	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

RFQ No. CSE11066

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: Stellaware Corporation

Authorized Signature: [Signature] Date: 2/17/11

State of Massachusetts

County of Suffolk, to-wit: George C. Search Jr

Taken, subscribed, and sworn to before me this 17 day of February, 2011.

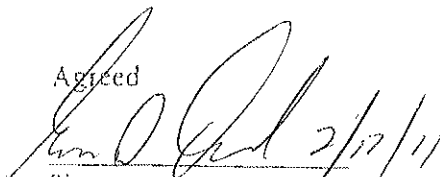
My Commission expires 12/31/12, 20 .

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

ATTACHMENT
P.O.# CSE11066

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder.

Agreed

Signature Date

President

Title

Stellarware Corporation

Company Name

Signature Date

Title

Agency/Division

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts), West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. Application is made for 2.5% resident vendor preference for the reason checked:
N/A Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
N/A Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
N/A Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked:
N/A Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked:
N/A Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked:
N/A Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:
N/A Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:
N/A Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Stellarware Corporation Signed: [Signature]
Date: 02/17/2011 Title: President

*Check any combination of preference consideration(s) indicated above which you are entitled to receive.



West Virginia Department of Health & Human Resources
Federal Program Participation Acknowledgement, Authorization, Consent and Release

If necessary upon contract award, Stellarware will fill out the following form as required.

**West Virginia Department of Health & Human Resources
FEDERAL PROGRAM PARTICIPATION ACKNOWLEDGMENT,
AUTHORIZATION, CONSENT, AND RELEASE**

No person who is currently excluded, debarred, suspended, or otherwise ineligible to participate in federal health care programs or in federal procurement or non-procurement programs shall be hired by the West Virginia Department of Health and Human Resources.

I am am not currently excluded, debarred, suspended, or otherwise ineligible to participate in federal health care programs or in federal procurement or non-procurement programs.

Signature

Date

I authorize and consent to a background check by the West Virginia Department of Health and Human Resources specifically to determine whether I am currently excluded, debarred, suspended, or otherwise ineligible to participate in federal health care programs or in federal procurement or non-procurement programs. If hired, I also agree to periodic conduct of additional such background checks during the course of employment by the West Virginia Department of Health and Human Resources.

I release any persons and the West Virginia Department of Health and Human Resources and its agents, officials, representatives, employees, officers, or related personnel both individually and collectively, from any and all liability for damages of any kind that may result because of compliance with this acknowledgment and authorization.

For positive identification purposes, the following information is required when conducting a background check. This information is confidential and will not be used for any other purposes (please print):

Name

last name

first name

middle initial

Maiden/Other Names

(This should include other married names by which you have been known.)

Current Address

street/box#

city

state

NOTE: Your social security card must be presented for verification purposes.

Social Security #

_____-_____-_____

Date of Birth

____/____/____
month/day/year

Driver's License Number

State of Issue

Signature

Date

EMPLOYING UNIT INFORMATION

Office/Facility/Region/District

Contact Person

Fax Number

Phone Number

FOR OPS USE ONLY

HHS Match Outcome

Positive

Negative

GSA Match Outcome

Positive

Negative

Initial

Date



EXECUTIVE SUMMARY

Stellarware understands that New Hire Reporting is a key component of Child Support Enforcement

As a company that has developed trusted partnerships with Child Support programs across the country, Stellarware Corporation understands the importance of timely and accurate information that can be provided from a state of the art New Hire Reporting Project. An effective and accurate New Hire Program Services Project is the most efficient way to ensure that children receive their timely child support payments, as well as are provided access to medical care through court ordered health insurance.

Stellarware understands that New Hire Reporting programs assist caseworkers in determining where the non-custodial parent (NCP) is employed for the purposes of establishing paternity, new child support orders, enforcing orders and making collections through income withholding orders. We also understand the importance of providing medical insurance for the dependent children whenever possible. Providing an accurate and timely report of the NCP's employer will greatly enhance the enrollment of his/her children in a medical insurance plan or allow for the establishment of a garnished cash medical payment order from the wages of the employee.

Children need support everyday from their parents, both emotional support and of course, financial support. Missing just one week's payment of child support, causes havoc and severe hardship to the child and to the custodial parent who relies so heavily on that financial support to meet their everyday needs for sustenance. Caseworkers, with the help of automated child support enforcement systems, need to know where non-custodial parents work at all times. Stellarware knows that getting fast and accurate employment information is critical to issuing timely child support payments to children. Having a well-managed and operated New Hire Program can greatly enhance the lives of children who so desperately rely on timely child support payments.

With the economic challenges facing state budgets, as well as individual families, New Hire Reporting programs are more important than ever. Currently, Stellarware provides cutting edge New Hire Reporting programs to the States of Arizona, Mississippi, and Rhode Island, as well as the District of Columbia. We are committed to providing the same nation leading technology and success rates to the State of West Virginia.

Stellarware understands that electronic reporting is crucial to ensuring accurate and timely information

Electronic reporting is a key component of any New Hire Employer program. Electronic reporting ensures timely and accurate data. In addition, electronic reporting is the least intrusive reporting method for employers. Stellarware is very proud of the fact that in our



New Hire Reporting projects we have worked with employers to increase the percentage of reports submitted electronically. Our New Hire Reporting system can accept electronic data in a wide variety of formats, meeting the needs of virtually any employer. This saves the agencies money and saves the employers valuable time. These strategies have resulted in an electronic submission rate of more than 90 percent. In fact, in our Arizona project, 93% of all new hires are reported electronically. To facilitate electronic submission, we not only provide and promote this means of reporting, but also make our Project Lead Supervisor and New Hire/Customer Service Specialists available to provide technical assistance to all employers making electronic submissions.

Compared to the industry average, Stellarware leads the way with innovative and user-friendly electronic reporting methods. The quality of our contribution is borne out not only in the high rates of electronic submission, but also, in the contract extensions that have been awarded by our clients, as well as the level of satisfaction expressed by both our clients and the employers we serve on their behalf.

We are committed to working closely with the employers of West Virginia to assist any that are currently submitting new hire by paper to transition to the form of electronic reporting that best meets their needs. Of course, we will always accept new hire by paper, fax, or even phone if that best suits the needs of an individual business.

Stellarware offers an Employer Registry for better communication and greater flexibility

The Stellarware Employer Registry is a unique tool that we are offering to the State of West Virginia. Our Employer Registry will provide the West Virginia Child Support Bureau with better communication and an ability to expand new hire services to include wage assignments, terminations, medical support notices and employer file maintenance. An Employer Registry can greatly improve the operations of a New Hire Program Services project by interacting with employers throughout the state on a daily basis. An Employer Registry is truly the best resource for collecting employer information.

The Employer Registry also serves as the database for employers to gain access via the secure site, and will be an excellent tool for communications. Employers will have the ability to be able to log on to the secure database and submit new hire reports directly to the website. Besides allowing employers to easily and accurately submit new hires, there are many other benefits provided by the Employer Registry. Employers can submit questions online 24 hours a day/seven days a week. Stellarware will establish a secure employer mailbox for communication of important confidential information including the capability for the West Virginia New Hire Program Services project to issue electronic income/wage assignments, employee verifications, the national medical support notice, compliance surveys and important communications related to the new hire and medical reporting program.



A key communication technique that also becomes available using the Employer Registry is providing feedback – it is proven that employers will be more committed and compliant if they are shared results of their participation and understand and recognize the value of the program. Stellarware offers the opportunity to change the culture of employers and demonstrate how business and government can work together. Further, the West Virginia New Hire Program Services project can use the email address on the database to send information and alerts simultaneously to all of the employers in the State of West Virginia.

Stellarware offers a state of the art web-based solution

Another tool that sets Stellarware apart from any other vendor is our state of the art web-based solution that will include state and administrative real-time dashboards. This is an interactive system that allows employers to ask questions 24 hours a day, 7 days a week. It also allows Child Support Bureau staff to, at anytime, have a macro or micro view of the New Hire Reporting process. A West Virginia Child Support Bureau staff member can have a “big picture” view of the project including statistics and the daily workload. The staff member can also look at individual employers, as well as individual new hires that are in the queue to be entered into the system. They can look at new hires that are in a pending status for data resolution, along with any notes and documentation provided by our New Hire Reporting Customer Service Specialist.

We truly believe that this 24/7 access and display of information and data for both employers and the State of West Virginia Child Support Bureau staff sets us apart of any other vendor providing New Hire services.

Stellarware will provide comprehensive outreach to the employers of West Virginia

The West Virginia New Hire Reporting Services Project will only be as good as the relationship it can develop with the employers of West Virginia. We commit to a comprehensive outreach program that will include a strategy comprised of e-mail, fax, telephone calls and mailings that will provide the state with significant project savings. A key objective of our outreach is communication electronically via the employer registry and e-mail before any mail is sent thus reducing the cost normally associated with large postal mailings. In addition providing employers with the ability to ask questions online and access data 24 hours a day, 7 days a week through our interactive website.

Stellarware will compare a comprehensive list of employers in West Virginia to those reporting to the New Hire Program Services project to identify any employers that are failing to report. This may be because they are reporting to another state, but we have found that it is often because of a change in personnel or the length of time between



employee hire they just stop reporting. We will gently work with these employers to explain the requirement and to find the reporting method that is least intrusive for their operation. We have found that this process not only brings the employer back into compliance but establishes a long term relationship between the program and the employer. We will also work with employers to move them from paper to electronic, if this would be beneficial to their business.

How will we accomplish this? Following a contract award, Stellarware will methodically compare and analyze Federal OCSE Employer Participation Project (EPP), the West Virginia FSD extract and existing State new hire data. The results of this analysis will be utilized to develop a detailed and comprehensive outreach plan tailored specifically for the needs of the State and its employer community. The plan is likely to incorporate many of our existing effective outreach strategies such as JAD sessions, general mailings, targeted mailings, phone contacts, presentations and broadcast e-mails and faxes. However, it is our goal to develop completely new and innovative approaches to reaching the employer community in West Virginia, propelling the State above all others in its implementation of New Hire “promising practices”.

Stellarware will provide the Bureau and the Employers of West Virginia with outstanding Customer Service

We are very proud of the emphasis that we place on Customer Service. Our employees are well trained to assist by the State of West Virginia Bureau for Child Support Services and the employers of the State of West Virginia with consistent, timely, and accurate information anytime they contact our project. Phone calls are usually answered by the second ring and are never allowed to reach a point of going to voice mail. If further research is necessary, an exact time for calling that employer back is agreed to before the call is terminated. If an increase in phone calls is anticipated because of a mass mailing, additional Customer Service Specialists are made available. We believe in the adage “You never get a second chance to make a first impression,” and operate our Customer Service based on this statement.

On our other New Hire projects, we get almost daily compliments from employers because of the knowledge and friendliness of our customer service specialists, as well as the fact that they follow through on any commitments. We are committed to achieving the same level of success for the employers of West Virginia.

Compliance monitoring will be the cornerstone of the Stellarware approach

Stellarware will incorporate both a manual and automated compliance monitoring process. Our automated New Hire system allows both our management team and the



West Virginia Bureau of Child Support Enforcement management team with real time access to compliance data. This data will provide a snap shot of compliance with timeframes, accuracy, and employer contacts. In addition, our management team will conduct audits of randomly selected reports to further ensure compliance. In addition, we have the technology to allow our managers to listen in on customer service calls to ensure accurate information and polite service is provided to the employers of West Virginia. Finally, our automated system allows for a wide variety of reports, both routine and ad hoc, that can be generated for project and State management staff.

Stellarware offers a Transition and Management Team second to none

Stellarware will assemble a fully functional management team during the first two (2) weeks of the transition period. Stellarware will provide the Bureau for Child Support Enforcement with the names and biographical sketches of all management team members. We understand and accept that if at any time a team member is replaced, Stellarware must notify the Bureau for Child Support Enforcement within two (2) business days. After the transition period expires, the Stellarware management team will assume full and complete responsibility for the new hire process.

Stellarware offers the West Virginia Bureau for Child Support Enforcement highly qualified and motivated staff that has significant New Hire Program experience. Our senior management and project staff are nationally known for our child support and New Hire Program expertise, and have a history of designing innovative solutions to facilitate involvement from all stakeholders critical to the development of an effective and highly efficient New Hire Program Services project.

A detailed description of our Transition and Management Team, including resumes, is found in Section L of this proposal.

Stellarware promises the State of West Virginia that we will increase electronic reporting by no less than 10%

With the innovation of our Employer Registry, interactive website, and comprehensive outreach plan, we PROMISE the State of West Virginia that we will increase electronic reporting by NO LESS than 10%. We are confident in this promise because of the success we have had in our other new hire projects and because of the level of commitment that we have for this very important project.

Why is this promise so important? When we keep or surpass this promise, the State of West Virginia Bureau of Child Support Enforcement will be provided with more accurate and timely information. The employers of West Virginia will be using a less intrusive and more time friendly process of reporting. Most importantly, the children of West



Virginia will be getting their court ordered child support in a more timely manner, and isn't that what this whole process is about?



BACKGROUND AND EXPERIENCE

Stellarware Corporation was founded in 1997 as a unique web design firm that focused on improving business and government communications by utilizing technological advantages of the Internet. Today Stellarware Corporation is a much more diverse company.

Stellarware now offers a complete line of government services assisting agencies and departments with involvement in Child Support Enforcement, Child Welfare, Medicaid, TANF, Labor and Revenue, along with a private sector clientele. From designing and developing automated systems for locating persons, electronic data matching, discovering assets, new hire reporting or providing professional staffing, Stellarware combines professional services with innovative web technologies to bring brilliant solutions to our customers. The Stellarware philosophy, and its basis for success, is in recognizing the importance of understanding your organization first in order to meet your needs and provide brilliant, usable Internet solutions.

Stellarware is very knowledgeable and experienced in providing New Hire Directory services and web-based solutions (static, interactive, transactional and transformational) and services for federal, state and local governments. We provide exceptionally proficient web processing solutions for handling hundreds of thousands of Employee New Hire Reports required by state and federal law. Additional services offered by Stellarware for the child support enforcement community include performing Financial Institution Data Matching (FIDM) services, the ability to issue Medical Insurance Notices to employers and handling their responses. Using the web, we provide location services to find missing persons, find real property ownership, bank accounts and other liquid assets for attaching or verification. We also designed and manage a multi-state national network called the Child Support Lien Network (currently with 30 state members) for the matching of millions of delinquent child support obligor records to millions of insurance claim settlements.

Through Stellarware, we also offer quality professional and technical staff placement services in state and local government offices. Our most attractive corporate expertise is our ability to successfully complement huge computer systems by extending the life of these older systems through the design and implementation of user-friendly Internet solutions. Add to these solutions, our ability to provide government managers with an e-dashboard of online options to get real time customized reports and statuses, and make our already attractive products much more valuable.

Below are examples of our experience working with government agencies on projects similar in scope and size to the State of West Virginia's New Hire Reporting Program.



Rhode Island New Hire Reporting Directory

After several years of serving as the subcontractor for the Rhode Island State Directory of New Hires, Stellarware was awarded as the prime contractor for the Rhode Island New Hire Reporting Directory in 2008. During the last 10 years we have implemented, modified and improved this system. This current full service outsourcing project for New Hire Reporting is equipped to effectively complete all functions required to operate a New Hire Reporting directory.

Stellarware Corporation has a history of delivering all projects on time and within budget. To date, Stellarware has not experienced a project schedule slippage of any kind with our customers and, in many instances, has exceeded our projections for contract completion and implementation.

Arizona New Hire and Medical Reporting Center

In November 2009 Stellarware was awarded the contract to operate the Arizona New Hire Reporting Center. With continuing efforts to improve the New Hire process, Stellarware has integrated software solutions that allow for hundreds of thousands of new hires to enter the system in many unique formats. In 2010, Stellarware processed 1.3 million new hire records for the State of Arizona.

Mississippi New Hire Reporting Project

In June 2010 Stellarware was awarded the contract to operate the Mississippi New Hire Reporting Project. Taking full advantage of our new developed new hire systems Stellarware completed a seamless transition in less than 30 days.

District of Columbia's New Hire Reporting Project

In late May 2010 Stellarware was awarded the contract to operate the District of Columbia New Hire Reporting Project. Stellarware completed a seamless transition in 60 days and started operations August 1, 2010. Since implementation we have met or exceeded all reporting expectations.

Child Support Lien Network (CSLN) – State of Rhode Island

Hosted by the State of Rhode Island, the Child Support Lien Network aggregates the delinquent child support obligor data currently from thirty states and compares that data against personal injury and workers compensation insurance claims for the purpose of



identifying settlements which may be liened and seized for outstanding child support arrearages. The CSLN system has been cited and recommended by the US Dept. of HHS, Office of Child Support Enforcement as a Best Practice of 2001 and has received federal system certification in 2003 as an alternative FIDM enforcement technology system.

Stellarware's Office Location

All staff will be based at the Stellarware Corporate Office located in Holbrook Massachusetts. This office is fully equipped functionally and technically to operate the West Virginia New Hire Reporting Services. Should Stellarware be selected, we will dedicate a section of the office to the West Virginia New Hire Reporting Program and install all necessary equipment, hardware and software to support the additional employees necessary for the operation of this project.

During the Implementation Phase, we will design and create the materials and processes to be used in the operation of this project. There are five tasks we will complete during this phase, which are listed below.

- Update/Maintain New Hire website content and other materials required for operation.
- Develop New Hire Procedures and Quality Assurance
- Program Status and Production Reports
- Educate and Train Staff (and sign confidentiality statements)
- Notify employers of any necessary changes

A Seamless Transition and Responsive Project for Employers and State Staff

During the implementation and operation of this project, every decision will take into account the needs of the in the West Virginia Department of Health and Human Resources Bureau for Child Support Enforcement and the employers of the State of West Virginia.

Stellarware understands that there may be some apprehension by the State in having the project operate outside of the State of West Virginia. We want to assure you that Stellarware has successful experience operating projects of this size and scope remotely. In fact, we have developed a strong relationship with States throughout the country based on our responsive operation of remote projects. **Besides being immediately and constantly available via the telephone and Internet, Stellarware commits to having our West Virginia New Hire Reporting Programs management team travel to Missouri anytime your staff determines that this is helpful or necessary.**

The West Virginia New Hire Reporting Program will operate, at a minimum, from 8:00 A.M. to 5:00 P.M. central time on all required business days. In addition, employers will be able to submit questions online 24 hours a day / 7 days a week.



We will establish a new PO Box in Holbrook MA for employer report mailings should we be selected the contractor for this project. If possible, Stellarware intends to use the established toll free fax and telephone lines in our Project Office to handle the volume of faxes received daily, so that no employer is unduly inconvenienced by busy signals when submitting their new hire information.

If awarded the State of West Virginia New Hire Reporting Program contract, Stellarware will take a multi-pronged and cost effective approach to notifying employers of the change of location. The first order of business will be to work with the current vendor to secure a transfer of services, build a website and establish a P.O. Box. The objective will be to minimize any changes for employers and to make the transfer as seamless as possible. We know this approach is effective because it was used during our transition of New Hire projects in Rhode Island, the District of Columbia, Arizona, and Mississippi.

This approach also provides us time to get familiar with the employer database and analyze reporting trends to effectively perform outreach and communicate with the biggest employers first. We have learned over time that 80% of new hire reports come from 20% of the employers – it is this information we will initially use to target employers for outreach and ensure a smooth and seamless transition. The outreach campaign will include web site announcements, e-mail notifications, notification at the time the employer's login to the reporting web site, telephone calls, employer publication announcements and mailings. It is the objective of Stellarware to utilize the most cost-effective mechanisms available prior to sending postal mail. With today's technology and a comprehensive effort we believe we can transition the project to a new location, improve the overall reporting and working relationship with the employers in the state of West Virginia.

Stellarware's workflow to meet all reporting requirements

In managing data for the West Virginia New Hire Reporting Program, there are two major priorities. The first priority is protecting the security and ensuring the accuracy of the data. The second priority is meeting State and Federal timeframes in the transfer of the data. Through operating New Hire Reporting projects for other states and as the creator and operator of the Child Support Lien Network (CSLN) with over 30 states as members, Stellarware is recognized as a national leader in data transfer and data security. In addition, we are very proud of the fact that each of our customers will enthusiastically confirm that Stellarware is dedicated to meeting all project timeframes.

For the West Virginia New Hire Reporting Program, Stellarware will accept new hire data from employers in an extensive range of formats. In addition, Stellarware will work



closely with the State's employers to provide any assistance they require and to ensure that the data is provided to the project in a timely and accurate manner.

Once the data is received from the employer via mail, Internet, tape, or any other format, it will be entered into our database where it will be run through an extensive gauntlet of verifications. On a daily basis, our well-qualified Customer Service staff will investigate and resolve any data that does not pass our system edits.

Understanding that each new hire report potentially means child support for a child in the State, Stellarware commits to resolve every new hire record that is incomplete or inaccurate. Within required timeframes, the new hire data will be submitted to the State and the Federal New Hire Reporting Registry. Using the Stellarware new hire application we will collect new hire reports daily and generate a file to be transferred to the State of West Virginia as required. Stellarware is currently meeting federal new hire reporting requirements as an out-of-state vendor for the state of Rhode Island, Mississippi, Arizona, and the District of Columbia, and we are confident we can do the same for State of West Virginia. Because our systems are web-based and we utilize secure FTP, all transactions are protected during transfer. The new hire system is automated to create and transfer the state and federal extracts as required. The extract is then sent to the state for transfer to the National Directory of New Hires.

Sample text from e-mail for Rhode Island

Rhode Island New Hire State File Generated:

The Rhode Island New Hire State feed file was generated on 2009-07-31 09:00. All records not previously downloaded were included.
1361 New Hire Reports were downloaded for the State feed

Rhode Island New Hire Federal File Generated:

The Rhode Island New Hire Federal feed file was generated on 2009-07-31 15:00.
Federal Batch Id 101231. All records not previously downloaded were included.
1552 New Hire Reports were downloaded for the Federal feed

We are proud that New Hire Reporting projects operated by Stellarware have some of the highest compliance rates in the country, and that we always operate within mandated timeframes. If selected, it is our commitment to the State of West Virginia to continue our history of outstanding accuracy and service.

Stellarware's organization and staffing

Stellarware offers the State of West Virginia highly qualified and motivated staff that has significant New Hire Reporting experience. Our senior management and project staff is nationally known for our child support and New Hire Reporting expertise. The new hire team has a history of designing innovative solutions to facilitate involvement from all



stakeholders critical to the development of an effective and highly efficient New Hire Reporting program.

Project Implementation

Stellarware proposes a talented and experienced team to effectively and efficiently support operation of the New Hire Reporting Program in accordance with all requirements presented in the RFQ. Our experience as subcontractor in the establishment of New Hire Reporting operations in Tennessee, and prime contractor in Rhode Island, Mississippi, Arizona, and the District of Columbia have provided us with the first-hand knowledge necessary to successfully implement and operate a New Hire Reporting program.

Our capacity to successfully implement and begin operation of our New Hire Reporting projects within a short period of time demonstrates the effectiveness of our approach and the talent of our team. We will bring the same commitment and effort to the State of West Virginia New Hire Reporting Program. Lastly, our Project Team offers hands on experience realized from providing professional services for New Hire Reporting systems over the last 10 years, which is invaluable in assuring the successful implementation of innovative approaches and solutions.

New Hire Management Team

The Stellarware Management Team consists of the following positions and persons:

- Corporate Officer-In-Charge – Mr. George French
- Project Director – Ms. Lauren Hansen
- Technical Manager – Mr. Michael Kastelein

Below is a brief description of our management team:

Mr. George French, Corporate Officer-In-Charge, has more than 20 years of experience in Child Support and has led the development of the Stellarware's New Hire Reporting practice.

Ms. Lauren Hansen, Project Director, oversees all operations of our New Hire Reporting projects. In this capacity, she identifies and incorporates best practices, as well as informs the State of the progress of the project.

Mr. Michael Kastelein, Technical Manager, brings more than 15 years of automated system experience to this Project. Michael is experienced in program operations and management, the design and administration of custom programming, the design, installation and maintenance of Novell networks and IBM mainframe links.



VENDOR RESPONSIBILITIES

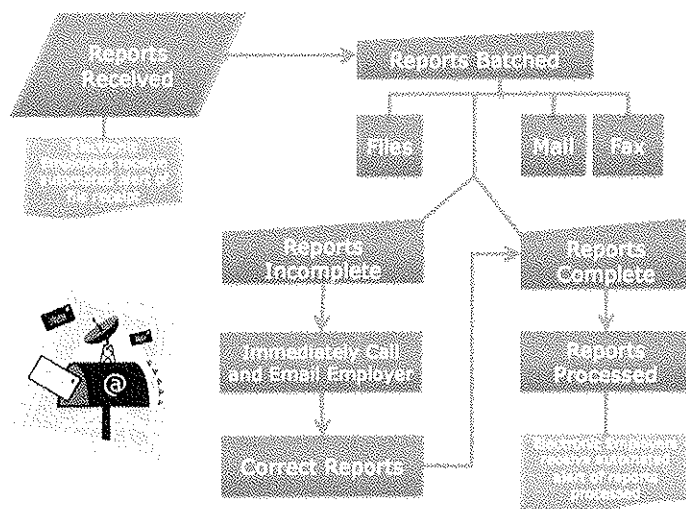
- A. Stellarware Corporation has over twelve (12) years of experience and knowledge in developing and maintaining new hire reporting web sites. Over the years we have gained expertise and knowledge in New Hire Reporting and currently operate four (4) New Hire programs. Stellarware values its customers and if awarded this contract, we will provide high-quality customer and technical services to the Agency and West Virginia employers. Stellarware understands the importance of developing and distributing effective employer outreach materials in order to maintain compliance and stimulate project growth. We currently have employer compliance monitoring built into our system and a website with support staff which relay reporting requirements for each of our current projects. Stellarware agrees to provide outstanding communication and technical assistance to employers in West Virginia. Stellarware has demonstrated expertise in data verification, data entry, imaging transmission, magnetic and electronic data transmission, facsimile transmission, interactive voice response systems and quality control in our other new hire reporting projects and are confident we can meet the West Virginia requirements and expectations.
- B. Stellarware understands that we will be responsible for establishing and maintaining equipment, facilities and the necessary supplies required to maintain the daily operations of the Agency's New Hire program. Stellarware's acknowledges our operational standards will include but not limited to: 1) maintaining a staff adequate for performing daily operation of the Agency's new hire program; 2) maintaining comprehensive and sufficient quality controls to ensure the equipment and personnel will perform as required; and 3) developing and maintaining a schedule detailing Stellarware operational policies and procedures which will be reviewed and updated at least annually.
- C. New Hire Data Elements
Stellarware understands West Virginia Revised Statute §48-18-125, requires all employers to report newly hired, re-hired and employees returning from an extended leave to a state directory within fourteen (14) days of their new hire date. At a minimum, we will accept required data elements (Sections 1-6 below), and when available, any additional optional data elements (Sections 7-10 below) that employers elect to report to the State.
1. Employee's full name
 2. Employee's address
 3. Employee's SSN
 4. Employer's name and complete address
 5. Employer's payroll address if different
 6. Employers FEIN
 7. Employee's date of birth (optional)
 8. Employee's income (optional)

- 9. Employee's date of hire (optional federal law)
- 10. Employee's state of hire (optional federal law)

D. Incomplete Reports

Stellarware will ensure that only complete records are sent to the State Agency. Records that are missing information or are illegible will be followed up on immediately and until completed. The Stellarware New Hire Reporting web-based solution provides the state and employers with the newest generation of handling incomplete reports. Our web-site is developed to prevent incomplete reports being submitted when employers use the interactive data entry screens, instant validation and address scrubbing is preformed when the employer submits new hire reports alerts the employer so that the correction can be made right away. Employers also will receive an e-mail confirmation listing the new hire reports. Our file processing (FTP and Upload) system provides validation and address scrubbing when files are processed. Again, employers are notified via e-mail of the results of the file load, which will include a report of any invalids. The report lists the invalids and identifies what needs to be fixed and re-submitted. The feedback from employers has been very positive because the system provides them with excellent and instruction allowing them to meet their reporting requirements.

The procedure for correcting any non-electronic records is as follows:



E. Report Processing

Stellarware will accept and process all new hire records whether submitted by mail, facsimile or electronic means. All paper records will be date stamped upon receipt

and all fax and electronic records are automatically date stamped as they are received. Stellarware will ensure all records are processed within (2) business days of receipt regardless of transmittal method. We have been successful in meeting this reporting requirement in the State of Arizona and have a 100% compliance rate. Should any backlog occur, Stellarware agrees to inform the State Agency and develop an efficient corrective plan.

F. Report Formats

Stellarware agrees to accept and process reports received in the following formats:

1. Paper Reports

- a. W-4 Forms:
- b. Facsimile:

Stellarware will provide a national toll-free fax number that will be operational 24 hours a day, 7 days a week. Stellarware uses an e-fax to ensure reliable connectivity. Our state-of-the-art system is programmed to automatically receive, batch, and date stamp all e-faxes.

- c. Any other report form that requires data elements:

Stellarware will process records in any other report form so long as it contains all required data elements. With state approval, we will design and implement a reporting form for the State of West Virginia to be used by employers.

2. Electronic Reporting

Stellarware will accept reports in electronic format including FTP, file uploads, Internet, diskettes, CD, and cartridge tape. Stellarware will accept all reports in the format specified by the Agency.

Stellarware will provide West Virginia employers with the option to upload files via the secure public web site or SFTP. To assist employers to meet reporting requirements the website will provide visitors to access layouts and download templates. When a file is submitted electronically our new hire reporting system automatically alerts employers of file receipt and load statistics (number of records: found, loaded, duplicate, and any invalid).

New hire staff is well trained and has the resources to provide employers with technical support and conduct web meetings that guide employers through the reporting process.

All Stellarware systems have strict security standards requiring username and password access, encryption and confidentiality and privacy documentation signed by all new hire staff. In addition any paper reports are stored and maintained in locked storage.

Home Login Register Reporting Fundamentals FAQs Low Forms File Transfer Employer Resources

File Transfer Options

This page details the file formats, compression and encryption, and file transfer protocols supported by the Arizona New Hire Reporting Center.

File Formats

We accept new hire reports in a variety of file formats, listed below. Choose whichever file format is most convenient.

Fixed-Width Text Format

Fixed-width is a text file format where each line of the file represents one record, and each field is a fixed length. When preparing a fixed-width file for submission, please refer to the [fixed-width file layout](#).

Delimited Text File

A delimited file format designates a separator character between fields which is used throughout the file. We accept files where the fields are separated (or delimited) by commas or tabs. When preparing a delimited file for submission, please refer to the [delimited file layout here](#).

Excel File

An excel file is a table where the first row designates the fields that make up the file. Data that matches each field is located under each field in its column. For changes to layout, see [excel file layout](#).

Encryption and Compression

Some employers choose to compress and/or encrypt data files which are sent to us. Before implementing either, one should consider:

- Encryption is usually unnecessary when transferring files using a secure method which provides encryption itself.
- Compression is usually unnecessary for all but the largest of files.

We do accept encrypted and/or compressed files according to the following guidelines.

Encrypted Files

Stellarware currently operates four (4) new hire projects, all of which have an 86% or better electronic reporting rate. Stellarware is setting new standards for new hire record validation and follow up with employers. We have developed an automated e-mail alert that is instantly sent to the employers to confirm receipt of their new hire submission. This e-mail informs the employer of any invalid or incomplete records that must be resubmitted. Stellarware's new hire staff uses these e-mails to follow up and work with the employer to get the reports corrected and resubmitted. Our objective is not only to help the employer correct any records but also prevent any reoccurrences going forward.

From: Mississippi State Directory of New Hires <contact@ms-newhire.com>
Subject: **Mississippi State Directory of New Hires - File Upload Confirmation**
Date: September 7, 2010 1:53:31 PM EDT
To: John Kastelein

Thank you, JohnTest, for reporting your new hires to the Mississippi State Directory of New Hires.

The file **rf_000009476.txt** uploaded at 2010-09-07 12:40:14 has been processed.

115 records were found in the file.
115 records were loaded.
0 records were duplicates and were not loaded.
0 records were found to be invalid and could not be loaded.

If you have any questions please send an email to contact@ms-newhire.com or call us at (800) 241-1330.

Employers may report new hires by diskette or magnetic tape cassette. As with file uploads, the files must conform to the file format specifications presented in the New Hire Employer Packet and on the web site as specified by the State Agency.

Upon file upload, all incoming records date logged are run through a series of field and data edits to ensure required date elements are present and valid. Only after a report has passed the QA process will it be incorporated into the New Hire database. Any invalid files are moved to another folder for immediate follow-up.

3. Interactive Voice Response (IVR) Reporting

Stellarware has experienced a dramatic switch in the use of IVR systems for new hire reporting to the Internet in the employer community. Employer's across the country are looking at ways to streamline and "go green" where possible. Stellarware has developed the next generation of new hire reporting web sites with the introduction of our "Employer Registry" and providing employers excellent communication and with the best customer service in the industry. Over the past few years we have received very few new hire reports via the telephone by not utilizing an IVR we can pass significant savings back to the state. However, Stellarware will deploy an IVR if necessary.

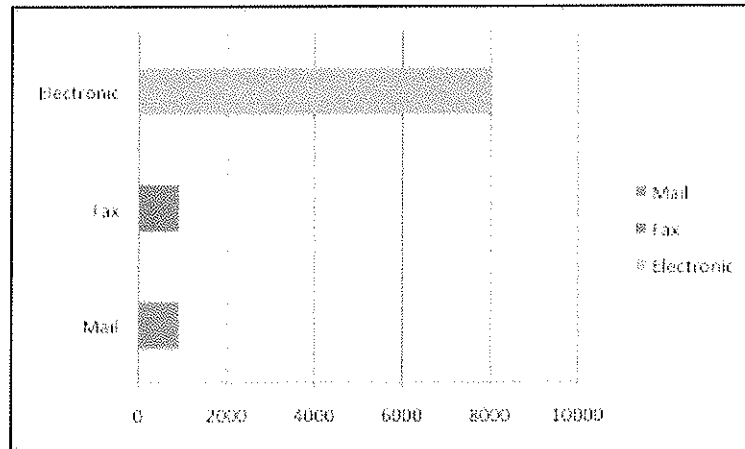
4. Internet Reporting

The Stellarware web sites are second to none in their design, information and ease of use. The West Virginia new hire reporting web site will be available nationally and 24 hours – 7 days a week. Successful New Hire programs are built upon consistent and continuous employer participation. Compliance evaluation and monitoring together with effective outreach strategies and simplified reporting processes are the cornerstones to employer participation. Stellarware has a thorough understanding of these issues. Our experience comes from our compliance evaluations in the New Hire reporting programs by the states of Rhode Island, Arizona, Mississippi and the District of Columbia. Stellarware's New Hire reporting programs are some of the most successful and user-friendly programs in the country. Each program continuously demonstrates higher than average electronic reporting rates as well as nearly error free data entry. Peak periods of processing have seen new hire reports submitted electronically as high as 93.5 percent.

Stellarware was the first to use the Internet as a reporting method and established the standards being used in the industry today. As such, we believe that our Internet reporting rates are significantly higher than our competitors can demonstrate. We place emphasis on converting employers to electronic at every opportunity, whether it be sending or receiving a call, sending out reach material, follow-up on invalid records.

Stellarware has made great strides with the employers across the country to increase the number of electronically submitted New Hire reports. A highlight of new hire reporting projects includes where paper submissions have been reduced to 14% of total submissions, while electronic submissions (including Internet), have risen to 86% overall and 93.5% in Arizona of our total monthly submissions. Stellarware understands that today's high unemployment rates affect New Hire reporting volumes. Therefore, we believe in implementing an aggressive and effective outreach and compliance strategy. to help mitigate the effects unemployment has on report volumes. In each of our New Hire projects, Stellarware has consistently exceeded the number of new hire reports initially projected by the state.

The exhibit below represents a typical month in the Rhode Island New Hire Directory, one of our New Hire Reporting Projects:



Our success in this area has been accomplished through a comprehensive website combined with our outreach and compliance strategy. A key part of our outreach strategy is converting paper filers to electronic reporting. Particular emphasis is placed on converting employers to Internet reporting. However, due to security risks, we do not encourage employers to report via e-mail.

Stellarware has a complete understanding of the effect outreach has on compliance levels and we can position West Virginia to meet and exceed an inevitable federal mandate. New Hire Reporting Programs have now been in place since 1997. During the first five years, states were focused on system development, interfaces and employer notification. Now that the program has matured, we maintain that continuous outreach and employer compliance to be of paramount importance to the continued success of this program. The New Hire Reporting Services program, coupled with access to the National Directory of New Hire (NDNH) records provides



West Virginia with the best employment database in the country. As users for New Hire Reporting data are expanded, states are likely to be required to increase reporting compliance levels.

One of the innovative approaches that Stellarware is recommending to West Virginia is the establishment of an Employer Registry. An Employer Registry can greatly improve the operations of a New Hire reporting project by interacting with employers throughout the district on a daily basis. An Employer Registry is truly the best resource for collecting employer information and keeping a regularly used two-way channel for communication with employers. Concurrently the employer registry can help save the state thousands of dollars in outreach costs. It is a goal of Stellarware that the employer registry becomes the information platform preferred by employers for the employers – in other words when they think of The Agency they think of the Employer Registry. User-friendly, self maintained, informative and responsive are elements of the employer registry that will help develop trust with employers in the State of West Virginia. More importantly, employers have the control necessary to address child support related issues directly with Stellarware or State Agency staff.

Employers will have the ability be able to log on to the secure database and submit new hire reports directly to the website. Besides allowing employers to easily and accurately submit new hires, there are many other benefits provided by the Employer Registry. Employers can submit questions online 24 hours a day/seven days a week. Stellarware will establish a secure employer mailbox for communication of important confidential information; all inquiries can be entered into the Stellarware tracking system and be assigned to Stellarware and/or state staff for resolution.

Our main objective is to develop the capability to communicate with employers electronically by gathering and updating e-mail addresses. With e-mail addresses in the employer registry we will be able to change the way outreach is performed. We have found this is the way employers prefer to communicate which also significantly reduces the cost of the new hire program in the State of West Virginia. Not to mention, this new outreach technique helps us all to “Go Green”.

Other innovative and cost savings features include the capability for West Virginia to issue electronic income/wage assignments, compliance surveys and important communications related to the new program. A key communication technique that also becomes available using the Employer Registry is providing **feedback** – it is proven that employers will be more committed and compliant if they are shared results of their participation and understand and recognize the value of the program. Stellarware offers the opportunity to change the culture of employers and demonstrate how business and government can work together. Further, the State can use the



email address in the database to send information and alerts simultaneously to all of the employers in West Virginia.

In economic times like these, we feel this approach is innovative and cost effective for all parties. Stellarware recognizes that effective communication is the key to compliance, and the Employer Registry can be an important component and strategy used to support these communications. **Stellarware commits to making this valuable communication tool available to the employers in the state of West Virginia, should we be awarded this contract.**

G. Quality Assurance

Stellarware recognizes one of the most important requirements of any New Hire Reporting Project is ensuring that accurate and complete new hire records are transmitted to the State Agency on time. Stellarware understands that compliance with this requirement is critical. **All records entered into the new hire system undergo a comprehensive field edit and validation process prior to being accepted into the database.** These validations make it impossible for incomplete records or inappropriate data elements to be passed to the State.

Stellarware will subscribe to a stringent accuracy policy. We will put into place both manual and automated data verification processes, regardless of the method by which a report was submitted. We incorporate numerous validations and checks into our state-of-the-art reporting systems.

Our objective is to ensure that data being transferred to the State or other entity is complete and accurate. Stellarware will verify each data element on each new hire record. This process incorporates the major safeguards described below.

Field Edits: Certain data elements have specific criteria that must be met before the record is completely verified. For example, the Social Security Number must be all numeric values, must be nine digits, cannot have runs of sequential numbers (123456789), and cannot contain all zeros in any section of the number (000 or 00 or 0000). The same logic applies to batch numbers, dates, zip codes, states, cities, and all other data elements that may have restrictions, limits, or state and federal criteria associated with them.

Record Verification: Because it is so critical and so easily mistyped, the batch number, SSN, FEIN and Date of Birth (if provided) are verified by our Record Verification procedure. As new hire reports are entered through the Stellarware New Hire web site or via electronic format and more importantly before any record is transmitted to the State. The application alerts the operator of any records not meeting the requirements and providing for clear and concise follow up with an employer. If they match, the record is marked as verified and ready to be sent to the State. If the

data elements do not match, the New Hire/Customer Service Specialist is required to fix the incorrect data as soon as it is identified and then proceed through the verification process again. This ensures a **99.8%** accuracy rate of the most critical data elements used for matching purposes within the State systems.

Duplicate and Reject Verification: All reports are verified against the existing rejected reports and all of the completed reports submitted in the past 90 days. If a new report matches an existing report and the report is already submitted, the report will be rejected with an error code of duplicate and not sent to the State. Stellarware takes great pride in making sure there are no duplicates sent to the Agency. Reports that match a rejected report with the same FEIN and SSN, and have all of the correct required data elements will be submitted to the State. The system will then indicate the date of the correction of that rejected report.

When using the interactive interface, the employer receives instant feedback on rejected records and is given the option to correct and resubmit immediately. During batch processing (non-interactive, uploaded files), notice of rejected records is sent to the employer by email, and they resubmit additional/corrected records, as needed and as required.

FEIN Employer Auto-Fill. After entering the employer once, the operator can recall the information by entering only the FEIN. This saves time and prevents keying mistakes on subsequent entries. If more than one employee is being reported from the employer, the employer information can be kept on the screen without re-typing the FEIN. The system also allows for employer search by name as well as FEIN.

- **Multiple Employer Locations.** The system also allows for more than one address for each FEIN to accommodate multiple employer locations. If an operator keys in an FEIN with more than one location, a pop-up screen appears requesting the operator to select the address appearing on the source document or offering a quick option to add the address of the new location. This section of the database can also be modified to address the employer verification.
- **Zip Code Entry.** Stellarware has added an address-scrubbing feature that takes potentially bad addresses and runs them through a proprietary address validation application, ensuring the addresses that pass the validation are deliverable according to US Postal standards.
- **Batch Totals Controlled.** In batch-controlled entry, any documents missed are quickly found by comparing actual document counts with system-generated counts. Double entered documents are immediately reported as duplicates.

Stellarware's New Hire Reporting system maintains a "date of entry" and a "date of receipt" for every record entered. This has been useful from both the Stellarware



management and State's viewpoints. At any time, Stellarware can produce a list or file containing previously entered records upon request.

All reports submitted via facsimile are received electronically and batched automatically by day; batches are assigned to customer service specialists for data entry and stored electronically. Data entry is completed via a dual monitor configuration which eliminates the need to print copies, therefore saving time and money while also contributing to the "Going Green" approach Stellarware applies to work everyday.

Stellarware will obtain all mandatory items, if any item is missing, or illegible on the reporting medium.

H. Transmission of New Hire Data to the State

Stellarware will develop and transmit an electronic file according to State specifications, which will be sent to the Agency mainframe by SFTP. All new hire reports for the State of West Virginia received within the last two (2) days will be included in the file. If Stellarware is awarded the contract, we agree to transmit the records at a time and day specified by the State. In the event a file cannot be transmitted to the State, Stellarware agrees to notify the Agency at once to make alternative arrangements.

I. Employer Outreach and Compliance

Stellarware understands we must work in cooperation with the Agency to provide outreach to employers about responsibilities pertaining to new hire reporting and child support in general. Stellarware agrees to take responsibility for all costs associated with outreach and compliance. If awarded the contract, Stellarware will obtain approval from the State of West Virginia prior to implementing any procedures, processes or written outreach materials.

1. Stellarware will submit a detailed plan, including timeframes and goals for transitioning the new hire project upon contract award. The plan shall be developed in consultation with the state agency, and we understand the state agency must approve the plan prior to implementation by Stellarware.
2. Upon contract award to Stellarware we will work to create a seamless transition with minimal impact on the employer community. We have recently done this with contract awards in Mississippi and the District of Columbia. By maintaining the same web site address, telephone and fax numbers we can work with the employer community transition the new hire project to Stellarware. Our customer service team will also develop and implement an outreach effort by distributing the updated employer packet and



utilizing electronic methods where and when necessary as approved by the State Agency.

Our goal is to develop and communicate with employers, payroll companies, employer groups via e-mail and the web site before issuing any first class mail. The Stellarware outreach plan will include an initial postal mailing highlighting the development and introduction of a secure web site for reporting new hire information. We can also include information regarding income withholding, terminations and medical support or any other information the state requires.

We have found the web site / electronic process to be the preferred method by employers and it allows us to save cost for the Agency. We believe over time as we build our Employer Registry we can continually reduce the operating cost of the West Virginia New Hire Reporting Directory – Stellarware commits to reducing the mailing cost of the program by 25% in the first year.

Stellarware will implement a system to record/log the sending and receipt of the materials and data in this section. The Stellarware new hire admin system is used to track all outreach materials and has a state-of-art delivery system allowing new hire staff to distribute new hire information in various methods to accommodate the preference of the employer. Any issuance of outreach material is generated from the new hire admin site and is logged into the system for reporting and future follow up.

A sample of the outreach material used in our new hire projects can be found in the appendix. Stellarware will be able to provide the State Agency with monthly reports for all outreach activity and can also make this information available electronically on a State “Dashboard”.

3. Stellarware has developed outreach-tracking mechanisms within our New Hire system that allows us to send and track correspondence during all outreach efforts.

In developing our comprehensive outreach plan, we identify potentially non-compliant employers and separate this information into two categories:

- Partially non-compliant, and
- Potentially non-compliant.

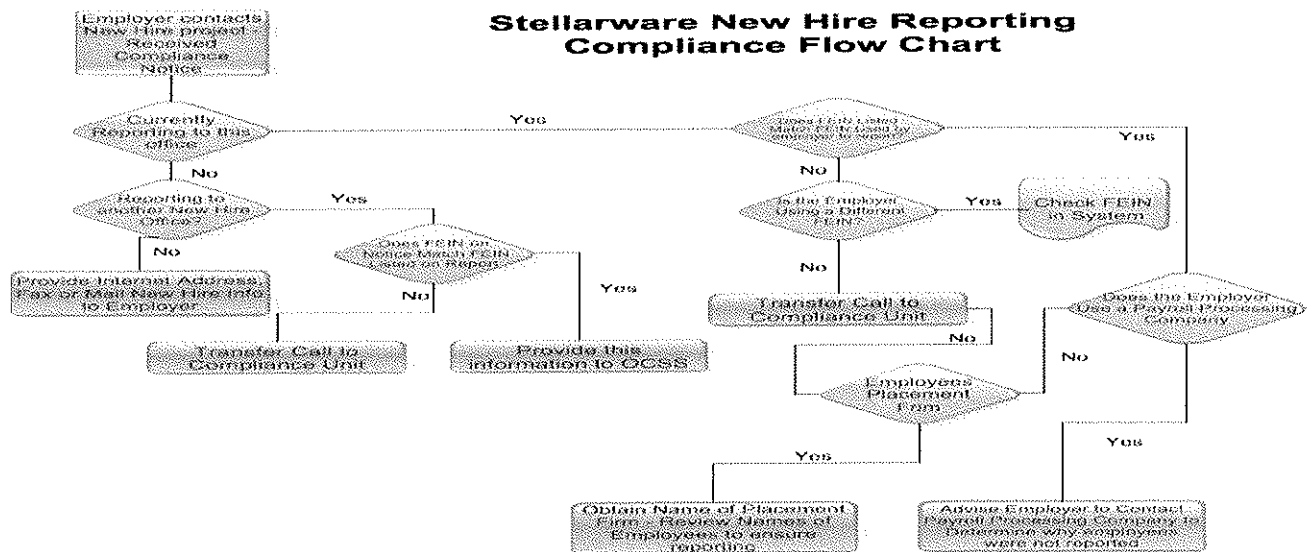
For employers identified as partially non-compliant, we plan to work with the State to develop targeted outreach strategies to improve compliance. This group of employers is uninformed rather than non-compliant. Personnel turnover in a company's Human Resources or Accounting Department is typically the reason for partial compliance, with new staff not having been trained in the requirements of the New Hire reporting law. Informational outreach strategies are more effective in encouraging compliance with this group than heavy-handed enforcement tactics.

Alternatively, employers who appear to be completely non-compliant are analyzed further. First, we categorize them according to potential technical issues, such as those that appear to be reporting quarterly wage and new hire data under separate FEIN's. We then implement the compliance strategy most appropriate for each category. We have found that we are far more successful when we focus our efforts on the cause of the non-compliance then work with the employer to resolve it, rather than approaching employers as though they are intentionally being non-compliant.

Those employers for whom we cannot identify obvious data discrepancies are sent a compliance notice. During the transition phase, we intend to develop this notice and submit a draft to The Agency for approval. In the notice, we plan to discuss the employer's responsibility to report in a timely manner and detail the information to be reported.

Our New Hire Specialist follows up with all employers who receive a non-compliance notice, if reports have not been received or the employer has not made contact with our office following receipt of the notice.

To further illustrate our strategies for assessing employer compliance, we present a flowchart diagram in the exhibit below, New Hire Reporting Compliance Flow Chart.



New Hire Reporting Compliance Flow Chart. This graphic illustrates the Stellarware process for evaluating employer compliance with reporting new hires. It is our intent to assist employers to the best of our ability and provide all the information necessary to meet compliance guidelines.

4. Stellarware will develop, implement and maintain an Internet website that provides basic child support information for employers. Stellarware understands that all content on the website must be approved by the State Agency. Stellarware currently operates 4 new hire websites and prides itself on the security of each website. Stellarware will be sure to use a secure process for employers to report new hires via Internet.

Stellarware's New Hire Internet System - Meets Innovation: Stellarware's ability to enhance all the components of a successful new hire operation— employer outreach, communications, hardware, operating procedures, data, and software—makes us worthy of an extended look and equal to the task. Our

systems coupled with our well-qualified, in-house staff guarantees fast, accurate, and compliant results. Stellarware creates and maintains all of our systems internally. Since we have an established and effective technology system the risks associated with a new start up or transition are eliminated.

The Stellarware New Hire system currently in use for our new hire projects in Arizona, District of Columbia, Mississippi and Rhode Island, is user friendly and we have paid particular attention to the automated system's communications module. The system is designed to operate in two modules the first being the "Public" secure reporting site used by employers across the state to submit new hire reports via interactive and file upload and supplemented by secure FTP. The second module is our "Admin" system, which is utilized by project staff for data entry, processing and outreach tasks. The employer registry highlights both modules, which has been a very successful platform from which to communicate with employers. The "Employer Registry" provides instant email alerts and confirmations to employers, on-line reports for employers and an address scrubbing feature which validates new hire program addresses to meet the USPS postal standards for mail. It is this technology that will be customized to handle employer verification and medical support notices. Stellarware is an industry leader in web-based notice processing having developed and operated the Child Support Lien Network (CSLN) for over ten (10) years. It's this same innovative and creative approach we bring to new hire reporting.

Sample "Public" Employer Web Sites on the following page



www.az-newhire.com



MISSISSIPPI 1-800-241-1330
contact us

» Home » Login » Register » Reporting Fundamentals » FAQs » Law » Forms » File Transfer » Employer Resources

Welcome to the Mississippi State Directory of New Hires

www.ms-newhire.com

DC HOME ABOUT DC RESIDENTS BUSINESS VISITORS DC GOVERNMENT Kids

ADRIAN M. FENTY, MAYOR
District of Columbia
DC Directory of New Hires

Mayor
Adrian M. Fenty

Home Login Register FAQs File Transfer Employer Resources Contact Us

DC Directory of New Hires

USER LOGIN ABOUT THE DC DIRECTORY
NEW USER REGISTRATION ELECTRONIC REPORTING
PASSWORD HELP

Welcome to the District of Columbia Directory of New Hires. Please note that this website has changed. The directory allows you to enter and submit new hires, and maintain employer/user information. To access the directory, you must have a registered account. Accounts are registered using the company's Federal Employer Identification Number (FEIN) and are password protected.

- New employers can register at [New User Registration](#). You must have your FEIN and a valid email address.
- If you have an existing account, you can start right away at [User Login](#).
- If you forget your password, the system can send it to you at the email address on file. See [Password Help](#).

Learn more about the District of Columbia Directory of New Hires, view reporting forms and filing requirements, and access other online resources at [About DC New Hire Directory](#). Employers that plan to export data from existing payroll or human resource software packages should refer to our [Electronic Reporting](#) section.

www.dc-newhire.com



Rhode Island
NEW HIRE REPORTING DIRECTORY

1-888-870-6461
contact us

Home Login Register Reporting Fundamentals FAQs Law Forms File Transfer Employer Resources

Welcome to the Rhode Island New Hire Reporting Directory





Attention All Employers!

All employers with business operations in the state of Rhode Island are required to report all newly hired employees who live or work in Rhode Island within fourteen days of the employee's first day on the job. State and federal law require employers to report paid individuals, regardless of whether the person is considered an employee by federal tax code standards. Employees who are returning to the payroll after a lapse in pay of thirty calendar days or more must also be reported. Some payroll processing services automatically report newly-hired employees. Meeting the requirements of the state New Hire law is the Employer's responsibility. If you use a payroll processing service, make sure they are sending reports on behalf of your organization.

Register to Report New Hires on the Internet or to securely transfer files



Login and Report New Hires online or transfer files if you are already registered



www.ms-newhire.com

Updates

The Rhode Island New Hire Reporting Directory would like to remind employers that all newly hired and rehired employees must be reported within fourteen (14) days of the employee's effective date of employment. Please view the Reporting Fundamentals and Frequently Asked Questions sections of the web site for detailed information regarding new hire reporting requirements.

LINKS

- Employer Resources
- Child Support Lien Network
- Federal Office of Child Support Enforcement
- RI Department of Labor and Training
- State of RI Office of Child Support Services

5. Stellarware would like to use the current toll-free telephone number employers operating in West Virginia are familiar with and return the number upon termination of the contract. We will make every attempt to continue to keep the current number for the state of West Virginia's new hire program so as not to inconvenience employers. The lines will be fully accessible and staffed during regular business hours, which can be defined as Monday through Friday, 8:30am to 5:00 pm EST. For each new hire transition thus far, Stellarware has been successful in transferring phone numbers. Stellarware understands that we are responsible for all costs associated with maintaining telecommunication lines.

J. Security and Retention Records

1. Stellarware will maintain secure backup copies of all new hire reports for a minimum of 90 days. The reports will be maintained on a register and shall contain the receipt date, reporting method, and the submitter's name.
2. Stellarware has an established procedure for record housing security and on-site shredding. All new hire records can be purged and destroyed as required by the State.
3. Stellarware is aware of State expectations regarding security and confidentiality necessary to operating New Hire Projects. Stellarware will provide the appropriate safeguards against any disclosure of information.



Stellarware will maintain the data in a secure environment and uphold security during transmission of records to the State. Under no circumstances will Stellarware disclose or make available the information to any other person or companies unless specifically required by law.

K. Statistical Reports

Stellarware can provide the State of West Virginia with the following reports as needed. We will make any modifications to these reports and also make these reports available online and only to secure users approved by the State agency.

1. Stellarware has the capability to provide daily, weekly, monthly, yearly and year-to-date reports.
2. Stellarware keeps track of all data entry records keyed per day and breaks them down according to mail, fax, and transmittal method.
3. Stellarware will provide the total electronic records transmitted by type of media.
4. Stellarware will provide the total records transmitted to the Agency per transmission.
5. Stellarware will provide the total number of employers reporting.
6. Stellarware will provide a report identifying the total number of non-compliant employers and the number of non-compliant notices sent
7. Stellarware will provide the number of multi-state employer/employees reported per month, by state.
8. Stellarware can create a report to capture all website usage


See next two pages for sample reports

Records Sent to the State By Type and By Date

Arizona New Hire Reporting Center

08/23/2010 through 08/27/2010

Date	Electronic					Fax					Mail					Totals		
	FTP	List	Net	Phone	Total	FTP	Form	List	W-4	Total	FTP	Form	List	Phone	W-4	Total	Non-Electronic Total	Total
08/23/2010	14,682	0	1,080	0	15,762	0	419	217	8	644	1	150	386	1	57	595	1,239	17,00
08/24/2010	20,726	5	817	1	21,549	6	196	2	0	204	0	84	103	0	0	187	391	21,94
08/25/2010	4,598	0	392	0	4,990	1	110	0	8	119	0	16	12	0	0	28	147	5,13
08/26/2010	2,137	0	607	0	2,744	9	62	42	0	113	24	0	291	0	0	315	428	3,17
08/27/2010	1,788	0	557	0	2,345	1	64	48	3	116	3	0	14	0	3	20	136	2,48
Total	43,931	5	3,453	1	47,390	17	851	309	19	1,196	28	250	806	1	60	1,145	2,341	49,73



Arizona
New Hire Administration - Dashboard

Arizona 34

Home | New Hire Administration | Dashboard | Reports | Settings | Logout
Reports - Administration Dashboard

Arizona | All States

Employers

Total Employers	365,115
New Employers This Month	153

Reporting Employers

Total Employers	56,554
Reported This Month	9,491
Reported Last 6 Months	29,856

Files Processed - This Week

From	To	Success	Failed	Errors	Warnings	Info	Debug
09/19/2010	1	2,316	2,408	3	5	1	0
09/20/2010	11	4,829	4,598	71	157	1	10
Total	12	7,245	7,006	77	162	2	10

[Refresh Updated](#)

Records Loaded - This Month

From	To	Success	Failed	Errors	Warnings	Info	Debug
Form		2,009					
FTP		58,279					
List		3,867					
Net		7,647					
W-1		153					
Web Upload		3,386					
Total		75,341					

Current Sessions

From	To	Success	Failed	Errors	Warnings	Info	Debug
Employer		21					
Service Bureau		1					
Total		22					

[Refresh New Lines](#)

Records Sent to State - This Week


From	To	Success	Failed	Errors	Warnings	Info	Debug
Total		0					

Records Sent to State - Last Week

From	To	Success	Failed	Errors	Warnings	Info	Debug
09/13/2010		7,593					
09/14/2010		5,976					
09/15/2010		1,922					
09/16/2010		3,648					
Total		19,141					

Records Sent to State - By Month

From	To	Success	Failed	Errors	Warnings	Info	Debug
January 2010		95,676					
February 2010		84,621					



Mississippi
New Hire Administration - Reports

Mississippi 34

Home | New Hire Administration | Reports | Settings | Logout
Reports - Administration Dashboard

Data Entry

Date (MM/DD/YYYY):

[Go](#)

State Invalids

Month/Year:

[Go](#)

Employer Reports - 12 Month Comparison

Employers to Display:

Only 0 Reports:

Minimum Difference:

[Go](#)

Updated Profiles

Date (MM/YYYY):

[Go](#)

Turnaround Compliance Report

Date (MM/YYYY):

[Go](#)

Updated User Profiles

Start Date (MM/DD/YYYY):

End Date (MM/DD/YYYY):

[Go](#)

FTP Users

Source:

Type:

Records Sent to State

From (MM/DD/YYYY):

Mail Sent by Employers

Start Date (MM/DD/YYYY):



From: Ryan Cullen
Date: 04/5/2010

Re: New Hire Outreach for March 2010

Monthly UI Mailing:

There were 1576 employers contacted for the month of March based off the information provided in the UI file

Calls Initiated to Non-Compliant Employers:

For the month of March there were 11 calls to high volume employers who had not reported for the month of February
There were 18 calls made to employers with problem files

New Employers Added

181 New Employers added in March
140 were located in AZ
42 were not located in AZ
11 339 total employers reported for the month

Compliance Mailings Update:

For the month of March there was no compliance mailing. We are currently analyzing the data and will begin outreach shortly

Calls

For the month of February 98 calls were received.

L. Our proposed West Virginia New Hire Program Services project team has the knowledge and the experience to meet all transition requirements within the specified timeframes. Stellarware will begin to participate in transition activities no later than three (3) months prior to the assumption of the new hire process. We understand and accept that our responsibilities during the transition period will include, but not be limited to the following:

Management Team:

Stellarware will assemble a fully functional management team during the first two (2) weeks of the transition period. Stellarware will provide the Bureau for Child Support Enforcement with the names and biographical sketches of all management team members. We understand and accept that if at any time a team member is replaced, Stellarware must notify the Bureau for Child Support Enforcement within two (2) business days. After the transition period expires, the Stellarware management team will assume full and complete responsibility for the new hire process.

Stellarware offers the West Virginia Bureau for Child Support Enforcement highly qualified and motivated staff that has significant New Hire Program experience. Our senior management and project staff are nationally known for our child support and New Hire Program expertise, and have a history of designing innovative solutions to facilitate involvement from all stakeholders critical to the development of an effective and highly efficient New Hire Program Services project.



Project Implementation

Stellarware proposes a talented and experienced team to support effective and efficient operation of the New Hire Program Services project in accordance with all requirements presented in the RFQ. Our experience as subcontractor in the establishment of New Hire Reporting operations in Tennessee, and prime contractor in Rhode Island, Mississippi, Arizona, and the District of Columbia has provided us with first-hand knowledge necessary to successfully implement and operate a New Hire Program project. Our capacity to successfully implement and begin operation of our New Hire Reporting projects within a short period of time demonstrates the effectiveness of our approach and the talent of our team. We will bring the same commitment and effort to the State of West Virginia New Hire Program Services project. Lastly, our Project Team offers hands on experience realized from providing professional services to New Hire Reporting systems over the last 10 years, which is invaluable in assuring the Bureau for Child Support Enforcement the implementation of successful and innovative approaches and solutions.

New Hire Program Services Project Team

Mr. George French, Corporate Officer-In-Charge has more than 18 years of experience in Child Support and has led the development of the Stellarware's New Hire Reporting practice. Mr. French oversees Stellarware's New Hire Reporting operations and is also the innovator of such creative Child Support Enforcement approaches as the Child Support Lien Network and web site solutions for our San Mateo County, California and New Hampshire Department of Labor projects.

Ms. Lauren Hansen, Project Director, oversees all of our New Hire Reporting projects and supervises the day-to-day operation of our New Hire projects including hiring and trainings staff, and ensuring our quality and time standards are met. In this capacity, she identifies and incorporates best practices. In addition, Lauren will serve as the liaison to the Department of Social Services, Family Support Division staff. Ms. Hansen will personally address any issues or concerns presented by the State, as well as keep the State informed of the progress of the project. Other duties include delegating follow up on incomplete reports, implementing outreach and compliance procedures, research new hire issues, and develop outreach strategies aimed at increasing employer participation with State requirements.

Mr. Michael Kastelein, Technical Manager, brings more than 15 years of automated system experience to this Project. He is experienced in program operations and management, the design and administration of custom programming, the design, installation and maintenance of Novell networks and IBM mainframe links. Mr. Kastelein has experience with the systems and telecommunications responsibilities for Child Support projects, including New Hire Reporting Projects in Arizona, Mississippi, District of Columbia, Tennessee, and Rhode Island. He also has developed,



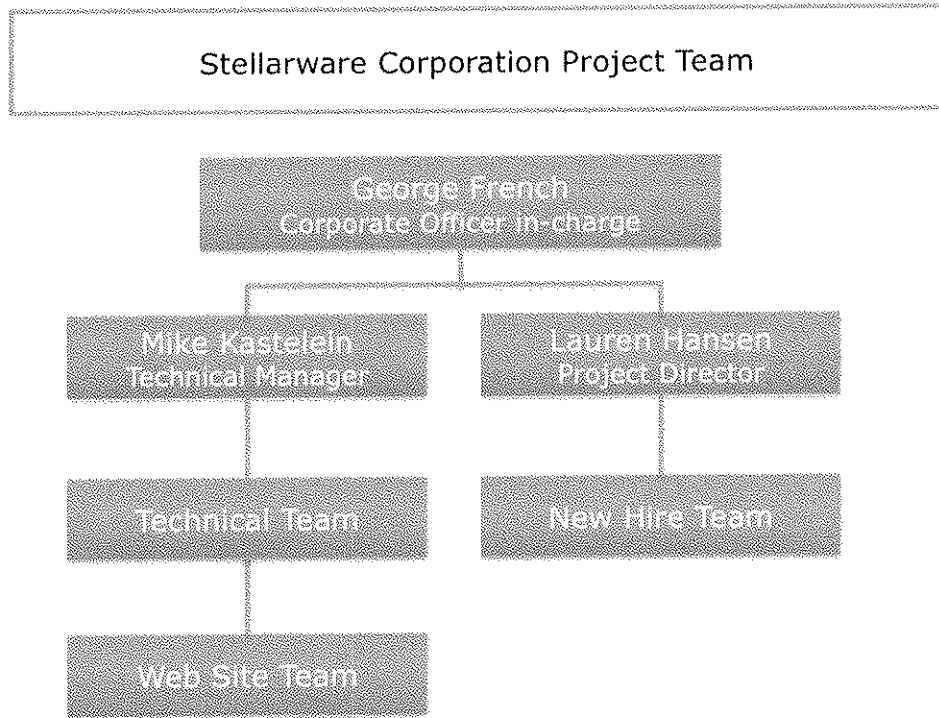
tested, and implemented location software used by child support programs across the country.

West Virginia's New Hire Reporting Operations Team

Under the direction of Ms. Lauren Hansen, Stellarware offers the proven experience and capabilities of quality assurance, training, human resources, and operations staff. Ms. Hansen has been involved at all levels of implementing New Hire Reporting operations in three states and are described below.

Below, we provide an organization chart for our proposed operations team, as well as job descriptions for each position. This team is comprised of the previously mentioned Management Team and Child Support professionals who have been carefully selected to ensure that all aspects of this project satisfy the standards, goals, and expectations of the State of West Virginia.

The Operations Team Organization Chart below details the staff, positions, and lines of authority comprising our proposed State of West Virginia's New Hire Employer Services Project team.



Proposed West Virginia New Hire Program Services Project Organization Chart

The staff and positions illustrated above have been selected to ensure that all aspects of the project satisfy the standards, goals, and expectations of the State of West Virginia.

Project Director

The Project Director oversees all of our New Hire Reporting projects. In this capacity, she identifies and incorporates best practices. In addition, Lauren will serve as the liaison to the Department of Health and Human Services staff. Ms. Hansen will personally address any issues or concerns presented by the State, as well as keep the State informed of the progress of the project. The Project Director is responsible for the day-to-day operation of the project and will be the contact person for the State of West Virginia staff with oversight responsibilities.

The Project Director carries out the following tasks:

- contacts employers for follow-up on incomplete reports;
- issues notifications to employers determined to have failed to report their new hires within 20 days of hire;
- implements outreach and compliance procedures for employer and CSE inquiries;
- researches new hire issues;
- develops outreach strategies aimed at increasing employer participation and compliance with State and federal New Hire Reporting requirements;
- conducts outreach activities, emphasizes the use of electronic reporting and, more specifically, Internet reports;
- manages the overall fulfillment of day-to-day, ongoing operations of the New Hire Employer Services Project;
- provides leadership and promotes teamwork;
- oversees quality customer service;
- ensures full compliance with all federal and State regulations and requirements; and
- supervises the New Hire/Customer Service Specialists

Requirements for this position include:

- New Hire experience, multiple states preferred;
- supervisory experience in managing call center and data entry staff;
- ability to develop outreach strategies aimed at increasing employer participation with State requirements;
- strong problem-solving skills;
- extensive experience with Microsoft Office software;
- customer service experience; and
- flexibility to adjust project workload to meet tight timeframes.

Qualified candidates must have:

- college degree in a related field;
- the ability to work independently and interact positively with co-workers;
- the ability to learn and apply the requirements of the New Hire Directory services program;
- good interpersonal skills;
- organization skills and attention to detail;
- the ability to inspire others to give their best effort on a daily basis.

New Hire Specialist Team

Stellarware commits to allocating the necessary resources to meet the reporting requirements of the project. We recognize the transformation from paper reporting to electronic reporting will take time and resources. Stellarware has the skills and systems to work with employers in West Virginia and help guide them to a better, more cost effective reporting environment. All staff will be trained and directed to work with employers to make the transition to electronic reporting as user-friendly as possible.

The New Hire/Customer Service Specialists perform the following tasks:

- provides excellent customer service to callers;
- supplies information and assistance to employers regarding the New Hire Reporting law, reporting requirements, and methods of reporting;
- uses search tools to locate employer information;
- compiles daily statistics;
- performs entry of data from forms, reports, W-4s, and various other documents within two (2) days of receipt;
- verifies computer forms for accuracy, legibility, and completeness;
- assists in maintaining an organized filing system;
- collects mail from the post office as needed;
- processes mail and faxes;
- verifies the accuracy, legibility, and completeness of W-4s, forms, and reports;
- reviews, codes, and sorts employer forms into appropriate categories;
- compiles daily statistics on the volume of mail and faxes;
- operates general office equipment;
- reviews employer forms and responds to incomplete reports as appropriate;
- provides basic office support;
- performs other duties as assigned.

Requirements for this position include the ability to:

- accurately and promptly interpret data received;
- read and interpret computer screens for an extended period;
- research and locate information from a variety of sources;



- compile statistics on volume and type of telephone calls made and received;
- speak clearly, answer questions, and gather information over the telephone;
- accurately and efficiently enter data into the computer system;
- recognize inconsistencies and errors in data received;
- operate a computer keyboard and other office machines for extended periods.

Qualified candidates must have:

- a high school diploma or equivalent;
- the ability to work independently and interact positively with co-workers;
- the ability to learn and apply the requirements of the New Hire Directory services program;
- good interpersonal skills;
- organization skills and attention to detail;
- the ability to complete work in a timely and accurate manner.

Additionally, some experience in a position that includes customer service and/or data entry responsibilities is preferred.

Resumes

For your review, we provide resumes for the key personnel identified in this proposal. Specifically, we provide resumes for the following key staff:

- Mr. George French, Corporate Officer-In-Charge;
- Ms. Lauren Hansen, Project Director;
- Mr. Michael Kastelein, Technical Manager.



RESUME 1: MR. GEORGE FRENCH, CORPORATE OFFICER-IN-CHARGE

SUMMARY

A proven business leader with P&L experience, directing systems development, technological solutions for revenue generating and human service organizations both in the public and private sector. Extensive background includes building strong, productive, system design and development teams, web design development, project management, product and technology training. Proven experience in leading organizations through complex change including rapid growth, systems implementation marketing and program operations. Governmental experience includes departments of revenue, human services, health and labor with both federal and state government.

SKILLS

- Management of complex projects
- E-commerce solutions design and implementation: business rules, process flow, account management and reporting for handling transactions in multiple environments
- Event and contact management solutions design and implementation: event administration, registration, contact history, collaboration and reporting
- Application development for intranets: display and editing of online content, user access levels and virtual databases in multiple environments

PROFESSIONAL EXPERIENCE

Stellarware Corporation

2004 - Present

As the Vice President of Business Development, Mr. French leads the development and conceptual design for web-based solutions for local, state and federal government agencies. Highlighted by the introduction of our CITONET system Stellarware offers comprehensive, efficient and effective solutions for locating assets and collecting past-due debts owed to government agencies.

MAXIMUS, Inc., Child Support Division:

1997 – 2004

MAXIMUS, Inc. is a \$500 million Health and Human Services company with 5000 employees. As the Director of Products and Services, George had executive responsibility for the development and operation of the Child Support Lien Network

VENDOR RESPONSIBILITIES
RESPONSE TO STATE OF WEST VIRGINIA
NEW HIRE REPORTING PROGRAM
RFQ# CSE11066



(CSLN). He is credited with the conception and development of the national Child Support Lien Network (CSLN), a network of 18 state child support agencies that have joined together to intercept insurance claim settlements for past due child support utilizing an innovative, web enabled system for interfacing with the nations insurers and claims databases. CSLN with 18 states and over 2.3 million delinquent cases is responsible for over \$35 million dollars in child support collections in FY 2003.

As Project Director, George provided daily operational management of the CSLN program and was responsible for intergovernmental and insurance outreach. CSLN has been cited by the Federal Office of Child Support Office as a State Best Practice in 2000 and has become the model system for a national insurance intercept program. He also introduced innovative optional services for the CSLN network to provide RI and other CSLN member states with several optional services, including a Financial Institution Data Match system that was federally certified in 2003, real property liens and locate services. George also managed the New Hampshire Department of Labor web development effort introducing groundbreaking web solutions improving the operation and communication in New Hampshire. In addition, had responsibility for all new hire reporting and locate services as well as implementation of automated projects. Also had oversight of the design and development of all web-based projects.

George's responsibilities included:

- System Design and documentation - CSLN, HireAuthority, MA Child Support System (COMETS)
- Web design and development – CSLN 18 States, 2.3 million cases, \$35 million in collections, New Hire Reporting (NE, RI & TN)
- Project Management – Direct divisional leading projects in growth, revenue and profit.
- Marketing – Responsible for over \$20 million in contact awards in new business lines.
- Program Operations – Established innovative CSLN, New Hire and Locate Services
- Personnel Management – Directed over 35 project staff and subcontractors

Commonwealth of Massachusetts Department of Revenue, Child Support Enforcement Division

1991- 1997

Associate Deputy Commissioner, Chief Administrative Officer

1996-1997

George directed multiple administrative and technology bureaus including Information Technology Bureau, Special Projects, Operations Support, Revenue Conduit Bureau and Analysis & Reporting. He directed efforts for all technology and automated projects relating to location, enforcement and collections including New Hire Reporting, Bank



Levies, Insurance Liens, Property Liens, Wage Assignments and Wage Levies. George designed location database for state agency matching and automated paternity established processing. He was responsible for \$55 million CSE budget management for 810 employees and 7 regional offices.

Activities under this position included budget structure and presentation to all levels of state government, prepared impact analysis and expansion budget for Welfare Reform. He guided Revenue Conduit Bureau that processed all child support payments representing collections of \$270 million and all lockbox transactions developed automated processing for RPO's futures and suspense accounts. George provided departmental, state and federal reports for CSE activity. He prepared and distributed CSE caseload and collection statistics for all levels of processing.

Information Technology Bureau Chief
1995-1996

George directed information technology projects supporting location processing of non-custodial parents. He designed and developed applications for processing credit reports, SESA and 1099 information providing caseworkers with electronic user-friendly computer location tools. George managed and implemented Massachusetts Child Support Enforcement Internet presence including "Wanted on the Web" and all Internet activity. He represented Child Support Enforcement Deputy Commissioner on national IV-D systems committee and made numerous presentations on location processing and Internet development and presence.

Chief User Participation Bureau, Commonwealth of Massachusetts, Department of Revenue
1992-1994

George managed and coordinated all CSE design efforts for New System Development. He developed process for selection and assignment of 26 Users for system development and project management. He directed reengineering of all CSE functional units including Case Initiation, Litigation, Customer Service, Case Management, Enforcement and Financial. He produced flow charts (BLUE SKY DOCUMENTS) and data flow diagrams for all functional requirements. George directed efforts for researching and resolving 82 issues impacting case processing, policy and procedures and the organizational structure. He managed and coordinated all User efforts for system development and directed state staff in working with the vendor. George also managed System Modification Document development, completed comprehensive effort in 90 days. He had review sign-off responsibility for all project deliverables.

Chief of Field Operations, Commonwealth of Massachusetts, Department of Revenue
1991-1992

George managed 41 local offices and 350 staff members. He directed reengineering of local office structure including: consolidation of 12 offices and specialized functional processing. He developed and implemented functional responsibilities and duties for Intake, Case Management and Enforcement. He established and implemented reporting mechanism for all activities for case management and collections. George supported automated Enforcement Initiatives and coordinated all field involvement. Under George's management collections increased 14 million dollars in FY92. He also served as a member of the Vendor Selection Board for new Child Support Enforcement Computer System.

Deputy Chief of Operations Division, Commonwealth of Massachusetts, Department of Revenue

1988-1991

George served as the administrative/MIS coordinator for Operations Division with Arthur Andersen, MASSTAX accomplishment: researched, designed, implemented and trained, automated process coordinated financial and administrative controls for Miscellaneous Taxes. George streamlined processing; effectively improving the management of 14 different taxes representing 1.1 billion dollars in revenue and 50,000 taxpayers. He designed project management tools servicing the Operations Division on PC Platforms.

EDP Audit Specialist, Commonwealth of Massachusetts, Office of the Auditor

1987-1988

George performed EDP audit surveys on the mainframe, mini systems and LANs. He directed survey audits for state higher education institutions in the Commonwealth. He delivered formal report and presentation to MIS management team. The survey included system development, risk analysis, environmental controls, physical security, contingency analysis and user satisfaction. He completed a CISA review.

Operations Manager, Consumer Publications, INC.

1987-1988

George initiated multi-user system: inventory control, accounts receivable, accounts payable, general ledger and customer database.

Director of Operations/Marketing, Fotobeam/Brookside, INC.

1981-1986

George was a member of executive management committee. He implemented systems and procedures for operations and marketing, efforts resulted in annual sales growing over 3 million dollars in 4 years. Areas of management included sales, telemarketing, purchasing, bids and contracts, customer service and warehouse. George coordinated



sound business principles relating to budgets, forecasts and departmental quotas.

EDUCATION

Bachelor of Science, Marketing/Management and Associates Degree in Accounting
Bentley College



RESUME 2: MS. LAUREN HANSEN, PROJECT DIRECTOR

SUMMARY

Lauren has extensive project management experience as a manager of New Hire projects, and, previously, as manager of the Child Support Lien Project. As the manager of New Hire projects for Stellarware, she has ultimate responsibility for the day-to-day operation including hiring and trainings staff, and ensuring our quality and time standards are met. Lauren's skills and abilities include strong organizational skills, Solid oral and written communication, extensive customer service experience, and executive level office experience

PROFESSIONAL EXPERIENCE

Stellarware Corporation,

2009-Present

As the New Hire Project Manager, Lauren directly oversees four projects and departmental personnel. She is responsible for start up and day-to-day operations of new hire projects. This includes the hiring and training of staff to ensure job requirement and expectations are met. She researches, creates, analyzes, improves, coordinates and implements strategies for outreach and compliance procedures on all technical new hire issues.

A. Cerino Enterprises, Boston, MA

2006-2009

Lauren provided administrative support for this high volume business. She prepared correspondence and reports; was responsible for scheduling and implementing their document control system (University of Massachusetts-Boston, Boston, MA). She was also responsible for the quantitative analysis, database management, accounts receivable and data entry.

Australian Businesswomen's Network, New South Wales, Australia

2008

As an Event Planner, Lauren delivered online seminar series; served as assistant publisher, and maintained client relations, while developing logistics of networking events.



New Hampshire Higher Education Assistance Foundation, Plymouth, NH
2004-2008

Lauren served as the customer service shift manager where she provided customer service. Her duties included receptionist, sales, office management, and warranty specialist. She also served as a multifaceted office administrator, and coordinated bulk mailing and served as a multi-line phone operator.

BioPure Pharmaceuticals, Inc., Cambridge, MA
2007-2008

Lauren provided quality assurance through maintaining a document control system. In this function, she analyzed, reviewed, revised, and archived materials as part of her quality control process.

EDUCATION

Bachelor's of Science in Business Administration, Plymouth State University, Plymouth, NH, May 2009

RESUME 3: MR. MICHAEL KASTELEIN, TECHNICAL SUPPORT MANAGER

SUMMARY

Michael works well independently or as part of a team. He is able to accurately set and meet deadlines and estimate timeframes. Michael has excellent problem solving skills and attention to detail. He also has excellent technical writing, documentation and written communication skills. Michael is certified MySQL 4 Professional.

LANGUAGES/APPLICATIONS

- Database Administration (SQL, MySQL, Oracle, PostgreSQL)
- UNIX System Administration (Linux, FreeBSD, OpenBSD, Solaris)
- Web-based Application Development (PHP, Perl, mod_perl, Apache)

PROFESSIONAL EXPERIENCE

Stellarware

8/2001 to present

Michael provides hardware and software system administration for numerous mission-critical web, file transfer and database servers. He handles routine maintenance, support and problem resolution. Also participate in various development projects.

Banknorth Group

5/2001 to 7/2001

Michael worked with web development team to migrate several applications from MS Access to browser-based solutions. He designed and implemented interface using Perl and HTML::Macro module and dynamic data provided by MySQL database back-end. Application code provided a modular framework for rapid conversion of roughly a dozen other similar MS Access based applications.

Fairchild Semiconductor

9/2000 to 4/2001

Michael worked with the UNIX team of developers in support of the corporate Oracle-based Data Warehouse. Designed and implemented a unified scheduler/ETL tool for the Data Warehouse to be used for all UNIX data processing. He transferred the development



and maintenance efforts to Fairchild employees. He provided off-hours, on-call support from December 2000 until the end of the contract.

Aurora & Quanta Productions

8/1999 to 8/2000

Michael worked with new media team to develop database-enabled content for web sites primarily utilizing Perl and MySQL. He configured and supported Aurora's TCP/IP network, along with various Internet services including DNS, Web, E-Mail and File Sharing (via Samba).

Internet Maine/HarvardNet

2/1996 to 7/1999

Michael served as a lead programmer for various ecommerce and database-enabled applications. He was also involved in top-tier customer support and system administration for all Internet services, including web, FTP, email, DNS, Oracle and MySQL.

Planning

Immediately upon notification of selection, Stellarware will submit a detailed transition plan for the Agency's approval. Stellarware has extensive successful experience in quick, seamless, and errorless transitions on Child Support projects of similar and larger size. We commit to put forth the commitment, effort, and staffing level necessary to make this transition painless to Bureau for Child Support Enforcement, the employers of the State of West Virginia, and most importantly, to the families who rely on the program. All aspects of our plan will be presented to the Bureau for Child Support Enforcement for your review and approval. Modifications will be made to meet any concerns or suggestions made by the Bureau for Child Support Enforcement.

The plan, at a minimum will include:

a. Planned Activities:

Stellarware has transitioned New Hire projects in as little as one month. Our Transition Plan for the State of West Virginia will ensure the three-month transition timeframe will be met, including time for training, testing, and an extensive dry run. Stellarware will present this plan to the Bureau for Child Support Enforcement for feedback and incorporate any suggestions made by the State.

b. Staffing Levels:

Stellarware will present a detailed staffing plan to meet the needs of this project. Our plan includes personnel for supervision/quality assurance, training, data entry/customer service, and clerical functions. Our office also provides Stellarware to allocate extra New Hire personnel with extensive experience to help during the transition period to ensure the seamless transition that we are determined to provide to the State of West Virginia.

c. A time Line for Completion and Deliverables:

Stellarware will provide the Bureau for Child Support Enforcement a detailed Gantt chart outlining a detailed implementation timeframe for your review and approval. After it has been approved by the Bureau for Child Support Enforcement, Stellarware will immediately notify the State if any timeframes are not met or any adjustments need to be considered. No adjustments to the timelines will be made without the approval of the Bureau for Child Support Enforcement.

d. A checklist for review and acceptance by the Bureau for Child Support Enforcement of the policies and procedures developed by Stellarware to accomplish a successful transition:

Stellarware will provide the Bureau for Child Support Enforcement with a detailed and comprehensive Policies and Procedures Manual that outline Federal and State New Hire requirements, as well as relevant company policies. This Manual will be presented to the Bureau for Child Support Enforcement for your review, comments, and approval.

e. **A detailed disaster recovery/business contingency plan** which must be submitted prior to the expiration of the three-month transition plan and will be approved by the Bureau for Child Support Enforcement.

- 1) **Disaster Plan:** Stellarware has a comprehensive Disaster Recovery plan that ensures that the West Virginia New Hire Reporting program will continue to operate in the face of a natural or man-made disaster. Our plan includes multiple work sites for our employees, as well as a secure offsite storage facility for project data. This plan will be modified to meet any unique needs of the State of West Virginia during the transition period. Backup equipment will be tested for compatibility and capacity and any identified shortcomings will be resolved to the Bureau for Child Support Enforcement's satisfaction. Our backup facility will also be tested to show that it can provide operational capacity for a minimum of two (2) months.

General Requirements:

Stellarware's operational facility will be located at:

140 North Franklin Street

Suite 2-1

Holbrook, MA 02343

Stellarware will allow the Bureau for Child Support Enforcement and Federal Office of Child Support Enforcement to conduct on-site inspections and audits of work in progress at our office.

Stellarware will participate in evaluating the efficiency and effectiveness of the New Hire Program at the request of and in conjunction with the Bureau for Child Support Enforcement's evaluation unit. Stellarware understands and accepts that the purpose of the evaluation will be to assess compliance with the contract, to monitor compliance with State and Federal procedures, and to determine the overall effectiveness of the program. Stellarware understands and accepts that the Bureau for Child Support Enforcement reserves the right to make recommendations and/or approve or disapprove operational processes and procedures that have been noted as the result of any inspection/audit conducted by the Bureau for Child Support Enforcement's Performance Evaluation Unit.

Insurance Requirements:

Stellarware understands and accepts that Insurance Certificates are required prior to award but are not required at the time of bid. Stellarware will present evidence of insurance at the time of award in the types and amounts required by the Bureau for Child Support Enforcement and acceptable to the State of West Virginia. Included in the required insurance coverage will be the following:



1. For bodily injury (including death): \$500,000 per person, a minimum of \$1,000,000 per occurrence.
2. For property damage; a minimum of \$1,000,000 per occurrence.
3. Professional liability; a minimum of \$1,000,000 per occurrence.

Proof of insurance will be provided by Stellarware at the time the contract is awarded.

Prohibition Against Gratuities:

Stellarware warrants that we have not employed any company or person other than a bona fide employee working solely for our company to solicit or secure the contract and that we have not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of the contract.

Stellarware understands that for breach or violation of this warranty, the State has the right to annul this contract without liability at its discretion, and/or pursue any other remedies available under this contract or by law.

Certifications Related to Lobbying:

Stellarware certifies that no federally appropriated funds have been paid, or will be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any federal entity, a Member of Congress, an office or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any federal contract, grant, loan, or cooperative agreement.

Stellarware understands and accepts that if any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, Stellarware will complete and submit a disclosure form to report the lobbying.

Stellarware agrees that this language of certification will be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients will certify and disclose accordingly. Stellarware understands and accepts that this certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.



Non-Appropriation of Funds:

Stellarware understands and accepts that if the Bureau for Child Support Enforcement is not allotted funds in any succeeding fiscal year for the continued use of the service covered by this contract by the West Virginia Legislature, the Bureau for Child Support Enforcement may terminate the contract at the end of the affected current fiscal period without further charge or penalty. The Bureau for Child Support Enforcement will give Stellarware written notice of such non-allocation of funds as soon as possible after the Bureau for Child Support Enforcement receives notice. Stellarware understands and accepts that no penalty will accrue to the Bureau for Child Support Enforcement in the event this provision is exercised.

License Requirements:

Stellarware understands and accepts that we must maintain the necessary licenses to conduct business with the State of West Virginia.

Purchasing Affidavit:

Stellarware understands and accepts that West Virginia State Code 5A-3-10a-(3)(d) requires that all vendors submit a Purchasing Affidavit ("Affidavit"), which certifies there are no outstanding obligations or debts owing to the State of West Virginia.

Debarment and Suspension:

Stellarware understands and accepts that we will not be considered in the proposal process if debarred or suspended. Stellarware certifies that neither our company nor our employees have been debarred or suspended. Stellarware certifies that no entity, agency or person associated with Stellarware is debarred or suspended.

Resident Vendor Preference:

Stellarware understands and accepts that we do not qualify for and will not request preference for residency status.

Vendor Relationship:

Stellarware understands and accepts that the relationship of Stellarware to the State will be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the parties to this contract. Stellarware, as an independent contractor, will be solely liable for the acts and omissions of its employees and agents.

Stellarware understands and accepts that we will be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this RFQ and resulting contract. Neither Stellarware nor any employees or contractors of



Stellarware will be deemed to be employees of the State of West Virginia for any purposes whatsoever.

Stellarware understands and accepts that we will be exclusively responsible for the payment of employees and contractors, including, but not limited to, wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension or other deferred compensation plans, including but not limited to Workers' Compensation and Social security obligations, and licensing fees, etc. and the filling of all necessary documents, forms and returns pertinent to all of the foregoing.

Stellarware understands and accepts that we cannot bring any type of legal action, and will hold harmless, as well as provide the State and Bureau for Child Support Enforcement with a defense against any and all claims that the State is held responsible for, including but not limited to payments, wage withholdings, contributions, taxes, Social Security taxes and employer income tax returns.

Stellarware understands and accepts that we cannot assign, convey, transfer or delegate any of its responsibilities and obligations under this contract to any person, corporation, partnership, association or entity without expressed written consent of the Bureau for Child Support Enforcement.

Stellarware understands and accepts that we are solely responsible for all work performed under this contract and will assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. Stellarware also understands and accepts that the State of West Virginia will consider Stellarware to be the sole point of contact with regard to all contractual matters. Stellarware will, with prior written consent of the State of West Virginia, enter into written subcontracts for performance of work under this contract. However, Stellarware will remain totally responsible for payment of the subcontractor.

Indemnification:

Stellarware agrees to indemnify, defend and hold harmless the State of West Virginia and the Bureau for Child Support Enforcement, their officers and employees from and against:

- A. Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of the contract;
- B. Any claims or losses resulting to any person or entity injured or damaged by Stellarware, our officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data used under the contract in a manner not authorized by the contract, or by

- Federal or State statutes or subcontractors to observe State and Federal statutes or regulations;
- C. Any failure of Stellarware, its officers, employees or subcontractors to observe State and Federal laws, including but not limited to, labor and wage laws;
 - D. Any claims or losses to any person or firm injured or damaged by the erroneous or negligent acts, including without limitation, disregard of Federal or State Medicaid and Medicare statutes or regulations of Stellarware, its officers, employees, or subcontractors in the performance of the services required in the resulting contract.

Compliance with Laws and Regulations:

Stellarware will procure all necessary permits and licenses to comply with all applicable laws, Federal, State, or municipal, along with all regulations, and ordinances of any regulating body.

Stellarware understands and accepts that West Virginia Code 21A-2-6(18) prohibits the State or any agency from contracting with any vendor not in compliance with the regulations set forth by the Bureau of Employment Programs.

Stellarware understands and accepts that we will pay any applicable sales, use, or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract, the transaction, or the equipment, or services delivered pursuant hereto will be borne by Stellarware. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

Life of Contract:

Stellarware understands and accepts that this contract will be effective May 1, 2011 and will be extended for the period of one (1) year, at which time the contract may, upon the mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of two (2) one-year renewals, or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period will not exceed twelve (12) months.

Stellarware understands and accepts that the specific provisions are stipulated elsewhere in this contract document, the terms, conditions and pricing set herein are firm for the life of the contract.

Contract Termination:

Stellarware understands and accepts that the State may terminate any contract resulting from the RFQ immediately at any time Stellarware fails to carry out our responsibilities



or to make substantial progress under the terms of this RFQ and resulting contract. West Virginia will provide Stellarware with advance notice of performance conditions, which are endangering the contract's continuation. If, after such notice, Stellarware fails to remedy the conditions contained in the notice, within the time period contained in the notice, the State will issue Stellarware an order to cease and desist any and all work immediately. The State will be obligated only for services rendered and accepted prior to the date of the notice of termination.

Stellarware understands and accepts that this contract may also be terminated upon mutual agreement of the parties with thirty (30) days prior notice.

Stellarware also understands and accepts that the Director of Purchasing reserves the right to cancel this contract immediately upon written notice to Stellarware if the commodities and/or services supplied are of an inferior quality or do not conform to the specifications of the bid and contract herein.

Liquidated Damages:

Pursuant to West Virginia State Code 5A-3-4(8), Stellarware agrees that liquidated damages will be imposed at the rate of \$200.00 per day for failure to provide deliverables, meet mile stones identified to keep the project on target, or failure to meet specific deadlines. This class will in no way be considered exclusive and will not limit the State or Bureau for Child Support Enforcement's rights to pursue any other additional remedy to which the State or Bureau for Child Support Enforcement may have legal cause for action including further damages and penalties against Stellarware.

Record Retention & Confidentiality:

Stellarware will comply with all applicable Federal and State of West Virginia rules and regulations and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered, under the contract by Stellarware. Stellarware will maintain such records a minimum of five (5) years and make available all records to the Bureau for Child Support Enforcement personnel at our location during normal business hours upon written request by the Bureau for Child Support Enforcement within ten (10) days after receipt of the request.

Stellarware understands that we will have access to private and confidential data maintained by the Bureau for Child Support Enforcement to the extent required for Stellarware to carry out the duties and responsibilities defined in this contract. Stellarware agrees to maintain confidentiality and security of the data made available and will indemnify and hold harmless the State of West Virginia and the Bureau for Child Support Enforcement against any and all claims brought by any party attributed to actions of breach of confidentiality by Stellarware, subcontractors, or individuals permitted access by Stellarware.

Vendor Compensation:

Stellarware understands and accepts that compensation for any transition efforts associated with the testing and development of operational procedures will be based upon an agreed fixed price. We further understand and accept that equal monthly progress payments covering the transition costs will be made during the transition period. Payments will begin one month after the Bureau for Child Support Enforcement's approval of the transition plan. Each payment will only be made upon review and approval of a detailed invoice outlining the milestones and/or deliverables achieved during the invoice period. Stellarware will include any transitional costs as a part of the cost proposal.

Stellarware understands and accepts that our compensation for the term of the contract, outside of the transition period, will be made in accordance with the State of West Virginia's purchasing rules and regulations as prescribed and enforced by the Department of Administration. Stellarware will submit monthly invoices in arrears to the Bureau for Child Support Enforcement summarizing the costs of the services rendered in the month prior to the billing. No payment will be made prior to the receipt of service. Stellarware understands and accepts that payment on the invoice will be in the form of a State Warrant.

Stellarware will adjust the monthly invoice to reflect reimbursements owed to the Bureau for Child Support Enforcement for related errors that resulted in an expense or loss to the Bureau for Child Support Enforcement or any of the Bureau for Child Support Enforcement's recipients of services.

Stellarware understands and accepts that invoices will be submitted and addressed to the West Virginia Department of Health and Human Resources, Bureau for Child Support Enforcement, 350 Capitol Street, Room 147, Charleston, West Virginia 24301-3703 and to the attention of Hal Pendell. We will use the format of the invoice found in Attachment C of this RFQ.

**NEW HIRE REPORTING PROGRAM
(CSE11066)**

COST QUOTATION

Transitional Cost	(Fixed Fee)			<u>\$ 0.00</u>
			* <u>Current Avg.</u>	
Rate Per New Hire Record or Resubmittal	\$	<u>24749</u>	X	<u>15133</u>
				<u>\$ 3,745.27</u>
			Grand Total:	<u>\$ 3,745.27</u>

***Current Averages:** - These numbers are for comparison purposes ONLY.
Actual workload may vary.

Award will be based upon the lowest total of Transitional Cost plus Monthly Average Estimated Cost, where Transitional Cost is any flat fee to be charged during the first two months of the contract for set-up or change of operations and Monthly Average Estimated Cost is the vendor's proposed rate per record times the estimated monthly average of 15133.

Arizona
PowerPoint Presentation
For Employers



Arizona Department of Economic Security

What is New Hire Reporting?

New Hire Reporting is a process through which employers report information on new and rehired employees to a designated State agency.



Authority

Federal

- ❖ In August of 1996, Congress passed the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA).

State

Arizona Revised Statute (A.R.S.) 23-722.01

- ❖ Gives authority to establish a centralized new hire system
- ❖ Defines duty of employers
- ❖ Defines how, what, whom, and when to report
- ❖ Defines how the information will be used



New Hire Reporting Goals

- ❖ Improve the lives of children and families by increased child support collections
- ❖ Decrease public assistance costs
- ❖ Decrease unemployment insurance benefits



The Arizona Department Of Economic Security

Stellarware Corporation



A Private-Public Partnership



Whom to Report?

Arizona Statute requires that employers report:

- ❖ All new employees who are hired
- ❖ Any employee who is returning to work after a lay-off, furlough, separation from work, leave of absence without pay or termination of employment
- ❖ Temporary and seasonal employees must be reported if you pay the employee's wages.



Who is Exempt from being Reported?

- ❖ Anyone that will be receiving a 1099 form at the end of the year is considered an Independent Contractor and does **not** need to be reported

A simple rule of thumb:

- ❖ if the employee fills out a W-4 form--you will have to report them



What to Report?

Employer's

- ❖ Federal Employer Identification Number (FEIN) used for quarterly wage reporting
- ❖ Business Name
- ❖ Address Where Income Withholding Order will be sent

Employee's

- ❖ Social Security number
- ❖ First & Last Name
- ❖ Address

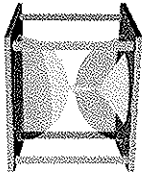
Optional, But Recommended

- Employee Date of Birth
- Employee Date of Hire
- Medical Insurance



When to Report?

Employers must report their new hires within **20 days** of the employee's hire date or twice a month if reporting electronically



How to Report?

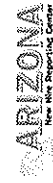
Reporting options include:

Electronic:

- ❖ Website — www.az-newhire.com
(Spanish version also available)
- ❖ File Transfer Protocol (FTP)
- ❖ Magnetic tape
- ❖ Computer diskette or CD

Non-Electronic: - Can be sent via mail or fax

- ❖ Printed list
- ❖ New Hire Reporting Form
- ❖ W-4
- ❖ Telephone



Where to Report?

Arizona New Hire Reporting Center

PO Box 402
Hollbrook, MA 02343

Phone: (888) 282-2064

Fax: (888) 282-0502

www.az-newhire.com



Keeping It Simple

- ❖ A quick and easy process with several reporting options
- ❖ One central location to send reports
- ❖ Multi-state employers can send reports to one state



Benefits of New Hire Reporting:

- ❖ Provides regular support for families
- ❖ Quickly locates potential obligors for paternity or support order establishment
- ❖ Expedites collection of support from obligors who change jobs frequently
- ❖ Quickly locates potential obligors who may live in another state
- ❖ Speeds up income withholding



12

New Hire Reporting Process

- ❖ New hire data is sent to the Division of Child of Support Enforcement (DCSE) daily and compared to custodial and non-custodial parent information.
- ❖ When data matches to a custodial or non-custodial parent, the worker takes the next appropriate action on the case.
- ❖ New hire data is sent to the National Directory of New Hires (NDNH) within three days for any state child support agency to utilize the information.



13

Who Will Have This Information?

- ❖ The information is shared with state agencies to detect fraudulent benefit payments.
- ❖ This information will be used by other state child support enforcement agencies to assist in locating custodial and non-custodial parents/alleged fathers.
- ❖ All information provided is confidential and will be safeguarded to ensure that only specified agencies will have access to this data.



14

Outreach to Employer Community

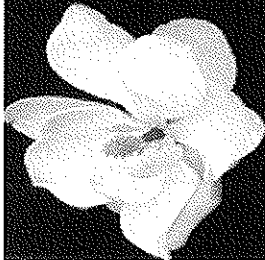
- ❖ Monthly mailing to all new Arizona employers
- ❖ Quarterly Employer Compliance Mailing
- ❖ Targeted employer outreach
- ❖ Presentations upon request



15

Mississippi State Dashboard

Mississippi State Dashboard



MISSISSIPPI

1-800-241-1330

[contact us](#)

- [» Home](#) [» Reporting Fundamentals](#) [» FAQs](#) [» Law](#) [» Forms](#) [» File Transfer](#) [» Employer Resources](#)
- [» Dashboard](#) [» Reports](#) [» Log Out](#)

Employer Registrations

Total Employers	16,885
Registrations This Month	1,192

Reporting Employers

Total Employers	16,602
Reported This Month	2,456
Reported Last 6 Months	8,734

Current Sessions

Access Level	# Users
Employer	13
Service Bureau	1
Total	14

Records Loaded - This Month

Source Type	Loaded
Form	1,388
FTP	1,784
List	1,017
Net	4,922
Phone	0
W-4	26
Web_Upload	3,655
Total	12,792

Profiles Updated

Updates Today	11
Updates This Week	42
Updates This Month	145
Total Updates	2,752
Total Pending	15,883
% Profiles Updated	14.76%

Records Sent to State - This Week

Date	Sent
02/14/2011	1,701
02/15/2011	992
02/16/2011	1,915
Total	4,608

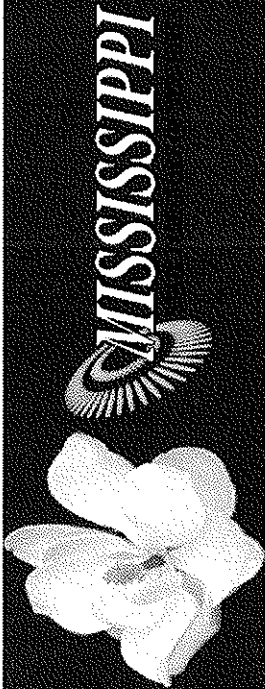
Records Sent to State - Last Week

Date	Sent
02/07/2011	1,429
02/08/2011	828
02/09/2011	914
02/10/2011	869
02/11/2011	386
Total	4,426

Records Sent to State - By Month

Month, Year	Sent
-------------	------

Mississippi State Dashboard - Reports



1-800-241-1330

[contact us >](#)

- [» Home](#)
- [» Reporting Fundamentals](#)
- [» FAQs](#)
- [» Law](#)
- [» Foms](#)
- [» File Transfer](#)
- [» Employer Resources](#)
- [» Dashboard](#)
- [» Reports](#)
- [» Log Out](#)

State Reports

Choose one of the reports below..

Records Sent to State

From (MM/DD/YYYY):

To (MM/DD/YYYY):

Report Format:

New Employer Report

From (MM/YYYY):

To (MM/YYYY):

Monthly Reports



To: Michael Gurney
Quality Initiatives Manager--State of Arizona

From: Ryan Cullen

Date: 10/04/2010

Re: New Hire Outreach for September 2010

Monthly UI Mailing:

The total employers contacted in the month of September were 826 based off the information provided in the August UI report.

Calls Initiated to Non-Compliant Employers:

For the month of September there were 11 calls to high volume employers who had not reported for the month of August.

There were 23 calls made to employers with problem files or invalids

New Employers Added

141 New Employers added in September

113 were located in AZ

28 were not located in AZ

13,293 total employers reported for the month

Compliance Mailings Update:

3rd Quarter of 2009 EPP letters were sent to 679 employers in the month of May 2010. 42 employers have responded to this mailing in the month of June.

For the 3rd Quarter of 2009 EPP, 9 employers have responded for the month of July.

For the 3rd Quarter of 2009 EPP, 9 employers have responded for the month of August.

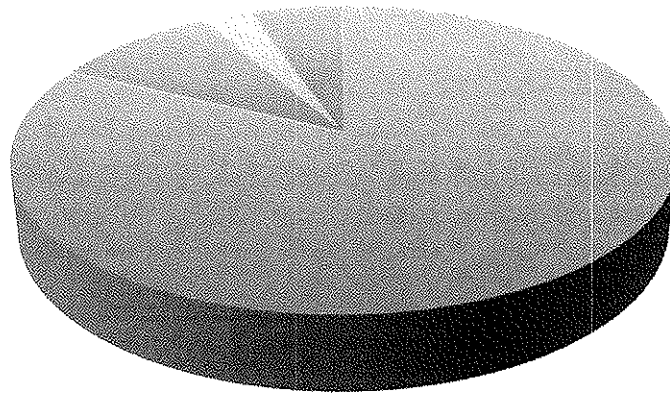
Calls

For the month of August 96 calls were received.

AZ New Hire and Medical Reporting - October 2010

Report Based on Records Sent to State

FTP	82.3%	106,394
NET	9.5%	12,346
FORM	2.7%	3,536
W4	0.1%	151
LIST	5.3%	6,876
PHONE	0.1%	5
TOTAL	100.00%	129,308



- FTP
- NET
- FORM
- W4
- LIST
- PHONE

Records Accepted/Rejected Summary
Arizona New Hire Reporting System
10/01/10 through 10/30/10

	Accepted	Rejected A	Rejected B	% of Records Rejected (Prior to Corrections)	% of Records Rejected (After Corrections)
Non-Electronic Form					
List	3,536	6	0	0.2%	0.0%
W-4	6,876	25	7	0.4%	0.1%
Phone	151	0	0	0.0%	0.0%
Total	10,568	31	7	0.3%	0.1%

Rejected column A is records rejected during entry process, prior to any inhouse corrections

Rejected column B is rejects remaining after inhouse attempts at corrections



To: Harold Johnson
 District of Columbia—New Hire Reporting Program Services

From: Lauren Hansen
 Date: 11/03/2010

Re: **New Hire Monthly Status Report for October 2010**

New employers total:

Total Employers	3,203
New Employers	106

Daily totals of incoming and outgoing calls by type

	Incoming	Outgoing
<i>Employers</i>	31	17
<i>Employees</i>	0	0
<i>Service Bureaus</i>	0	2
Total	31	19

Number of mailed envelopes received per day:

Date	Envelopes Received
10/1	7
10/5	8
10/7	5
10/12	10
10/14	9
10/18	11
10/19	3
10/20	2
10/21	2
10/22	3
10/25	7
10/26	5
10/27	5
10/28	8
10/29	5
Total:	90

Reports requiring corrective action:

- Electronic reject handling- E-mail is sent instantly
- Non-electronic reject handling- are called on same day and followed up daily until resolved – this has not been an issue.

Records Sent to State Report:

Records Sent to the State By Type and By Date

District of Columbia Directory of New Hires

10/01/2010 through 10/29/2010

Date	Electronic			Total	Fax			Total	Mail			Total	Totals	
	FTP	Net	Web_Upload		Form	List	W-4		Form	List	W-4		Total	Non-Electronic Total
10/07/2010	1,785	234	2,024	4,043	37	82	5	124	9	242	0	251	375	4,418
10/14/2010	2,521	81	336	2,938	52	52	0	104	14	82	0	96	200	3,138
10/21/2010	1,571	182	233	1,986	37	71	2	110	22	127	1	150	260	2,246
10/28/2010	2,521	227	148	2,896	18	92	3	113	11	5	0	16	129	3,025
Total	8,398	724	2,741	11,863	144	297	10	451	56	456	1	513	964	12,827

Figure 1.1 below summarizes the percentage of records received by method of transmittal

October Record Percentage by Submission Type

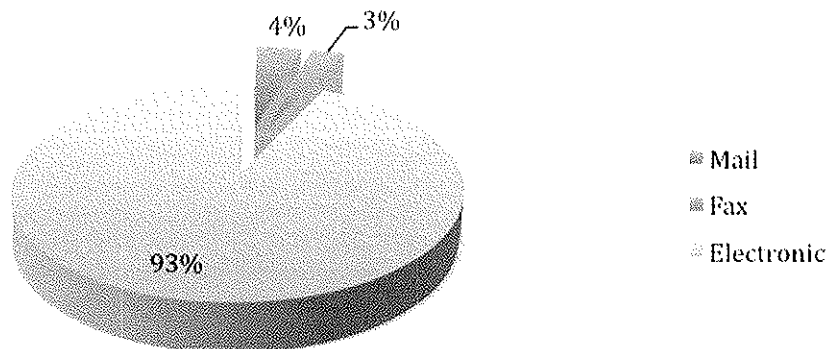


Figure 1.1



To: Debra Johnson-Cockrell
MDHS-- State of Mississippi

From: Lauren Hansen

Date: 12/01/2010

Re: New Hire Monthly Activity Summary for November 2010

New employers total:

Total Employers	3,389
New Employers	239

All new employers receive an electronic copy of initial mailing flyer

Reports requiring corrective action:

- Electronic reject handling- E-mail is sent instantly
- Non-electronic reject handling- we call on same day and followed up daily until resolved – this has not been an issue.

Records Sent to State Report:

- This report can be found on the next page

The following activity summaries will be available going forward:

Number of new employers mailed initial mailing flyer

- Based on first quarter 2010 EPP data 95 employers were mailed a compliance reminder

Number of employers cited for not reporting

- Zero

Number of employers provided a warning for not complying with reporting requirements

- Zero

Number of employer responses to the notices of failure to report

- Zero



Records Sent to the State By Type and By Date

Mississippi State Directory of New Hires

11/01/2010 through 11/30/2010

Date	Electronic						Fax				Mail				Totals		
	FTP	Form	List	Net	Phone	Web_Upload	Total	Form	List	W-4	Total	Form	List	W-4	Total	Non-Electronic Total	Total
11/01/2010	719	1	0	529	0	430	1,679	54	131	5	190	10	7	20	37	227	1,906
11/02/2010	10	0	0	534	0	86	630	54	4	1	59	251	0	0	251	310	940
11/03/2010	12	0	0	446	1	366	825	48	112	1	161	106	111	0	217	378	1,203
11/04/2010	0	0	0	362	0	22	384	60	25	0	85	2	84	0	86	171	555
11/05/2010	44	0	1	277	1	650	973	0	0	0	0	179	95	0	274	274	1,247
11/08/2010	903	0	0	301	1	82	1,287	65	97	1	163	1	55	0	56	219	1,506
11/09/2010	25	0	0	447	0	12	484	65	138	3	206	0	0	0	0	206	690
11/10/2010	36	0	0	387	0	537	960	73	11	0	84	0	0	0	0	84	1,044
11/12/2010	146	0	0	590	0	1,619	2,355	136	92	1	229	34	265	0	299	528	2,883
11/15/2010	708	0	0	344	1	187	1,240	0	0	0	0	48	80	9	137	137	1,377
11/16/2010	27	0	0	395	0	585	1,007	95	44	20	159	89	174	0	263	422	1,429
11/17/2010	4	0	0	324	0	382	710	42	99	0	141	0	0	0	0	141	851
11/18/2010	0	0	0	387	0	0	387	34	14	0	48	96	84	0	180	228	615
11/19/2010	123	0	0	311	0	66	500	89	28	0	117	52	80	0	132	249	749
11/22/2010	0	0	0	323	1	40	364	109	56	11	176	59	59	0	118	294	658
11/23/2010	0	0	0	311	0	204	515	4	33	1	38	1	202	0	203	241	756
11/24/2010	0	0	0	285	0	233	518	2	4	0	6	28	621	1	650	656	1,174
11/29/2010	0	0	0	317	0	293	610	35	32	1	68	124	325	0	449	517	1,127
11/30/2010	978	0	0	402	0	224	1,604	38	14	0	52	0	1	0	1	53	1,657
Total	3,735	1	1	7,272	5	6,018	17,032	1,003	934	45	1,982	1,080	2,243	30	3,353	5,335	22,367

Outreach Materials

CALL WITH CONTACT INFO

Hello, my name is -----, I am calling from the Mississippi State Directory of New hires. May I please speak with -----.

Before we begin could I please update the contact information in case we have questions about any new hire reports in the future.

[update profile]

I am calling to confirm that Mississippi new hires reports are being mailed to P.O. Box 312 in Holbrook Massachusetts. Any reports being sent to P.O. Box 900008 in Raleigh, NC will be returned to the sender.

<i>IF ADDRESS CONFIRMED</i>	<i>IF NOT</i>
Thank you. I would like to briefly describe the electronic reporting options available to employers.	Please be sure to mail all of you Mississippi new hire reports to: P.O. Box 312 in Holbrook Massachusetts. That's H-O-L-B-R-O-O-K, M-A zip code 0-2-3-4-3.
Many employers find our website to be fast and easy-to-use. The records are submitted right online and will send you a receipt of each new hires you submit	
All you have to do is register at www.ms-newhire.com and if you have any questions we are always happy to help.	
Thank for your time and have a great day!	

CALL WITHOUT CONTACT INFO

Hello, my name is [-----], I am calling from the Mississippi State Directory of New hires. May I please speak with to the person responsible for reporting new hires, they would most likely be in your HR or Payroll Department.

[after you are transferred] Hello, my name is -----, I am calling from the Mississippi State Directory of New hires. Am I speaking to the person responsible for reporting new hires?

Before we begin could I please update the contact information in case we have questions about any new hire reports in the future. [update profile]

The reason I am calling is to confirm that Mississippi new hire reports are being mailed to P.O. Box 312 in Holbrook Massachusetts. Any reports being sent to P.O. Box 900008 in Raleigh, NC will be returned to the sender.

<i>IF ADDRESS CONFIRMED</i>	<i>IF NOT</i>
Thank you. I would like to briefly describe the electronic reporting options available to employers.	Please be sure to mail all of you Mississippi new hire reports to: P.O. Box 312 in Holbrook Massachusetts. That's H-O-L-B-R-O-O-K, M-A zip code 0-2-3-4-3.
Many employers find our website to be fast and easy-to-use. The records are submitted right online and will send you a receipt of each new hires you submit	
All you have to do is register at www.ms-newhire.com and if you have any questions we are always happy to help.	
Thank for your time and have a great day!	

VOICEMAIL

Hello, my name is -----, I am calling from the Mississippi State Directory of New hires.

The reason I am calling is to confirm that Mississippi new hire reports are being mailed to P.O. Box 312 in Holbrook Massachusetts. That's H-O-L-B-R-O-O-K, M-A zip code 0-2-3-4-3.

Any reports being sent to P.O. Box 25638 in Phoenix, Mississippi will be returned to the sender and must be mailed to the Holbrook PO Box 312.

I would also like to make you aware that we have a number of online reporting options. All you have to do is register at www.ms-newhire.com and you can begin reporting your new hires online.

If you have any questions please feel free to call us at 800-241-1330. Thank you and have a great day



Mississippi State Directory of New Hires

Important Message from Mississippi Department of Human Services

Change of Address Notice

Effective immediately all New Hire Reports should be mailed to the following address:

**Mississippi State Directory of New Hires
P.O Box 312
Holbrook, MA 02343**

Employers can choose to submit new hires using a W4 form, the Mississippi New Hire Form or an approved Listing.

If you have any questions regarding new hire reporting please visit our website, call or email us.

If you would like to report online, please register at our website; www.ms-newhire.com.

Thank you,

Mississippi State Directory of New Hires
Phone: 800-241-1330
Fax: 800-937-8668
Email: contact@ms-newhire.com
Website: www.ms-newhire.com

EPP OUTREACH

Always approach outreach with sincere professional and courteous attitude. Put a smile in your voice. Remember these employers are why we have a job. Always be polite and helpful.

Hello, my name is -----, I am calling from the Mississippi State Directory of New Hires. I am calling because your company may not be aware of the law requiring employers to report their employees. Can you please direct me to someone in your HR or payroll department?

When you have the appropriate person on the phone or if asked to explain the call:

Hello (use persons name when possible), my name is -----, and I am calling from the Mississippi State Directory of New Hires. Our Records Indicate that your company may not be aware of state and federal laws requiring all employers to report newly hired and re-hired employees to a state directory within 15 days of their hire date.

The purpose for this call is to make you aware of the law, provide you with the information you need to be compliant with the law, and answer any questions you may have.

Use the website as a reference point and the frequently asked questions on the last page of this script.

The directory offers a variety of reporting options. The easiest way to report is online. If you like, I would be happy to walk you through the process.

Assist employer with the registration process, inform them an email will be sent once their registration is approved and explain the electronic options—online and upload by web or FTP. Direct them to the 'file transfer' tab and point out acceptable file formats.

If the employer would like to send reports by non-electronic means take the time to set them up in the system (with contact information) and be sure to email them a brochure and reporting form.

When ending call:

Do you have any other questions about new hire reporting?

Thank you so much (use persons name), I appreciate you taking the time to speak with me today. Please feel free to contact the directory with any questions or if you need me to walk you through the process.

VOICEMAIL

Hello -----, this is ----- calling from the Mississippi State Directory of New Hires. I am calling to inform you of state and federal laws requiring all employers to report their employees to a state directory.

Please give me a call at 1-800-241-1330 or visit www.ms-newhire.com for more information on reporting requirements. Again that number was 1-800-241-1330. Thank you and have a nice day!

In your spreadsheet leave a note of the date you left a message. If you haven't heard back, follow up in 2-3 days.

Closing Steps:

1. Add a detailed note in your spreadsheet
2. If requested, e-mail or fax the updated reporting form
3. At the end of your shift please email Lauren, Ryan and George a copy of your spreadsheet with the number of calls you made.

Possible Questions

Why would your records indicate I haven't reported?

We perform a matching process against quarterly wage reporting and our records do not match the list of employees you submitted to the department of labor for the last quarter.

I've never reported new hires, what do I do?

To begin, report any new employees you have hired within the last 180 days. Then, continue to report any new employees you hire within 15 days of their hire date.

Will I be penalized for not reporting?

Now that you are aware of the reporting requirements, failure to submit new hire reports could result in a penalty or fine.

What is the new hire law?

Mississippi Code 43-19-46 and 93-11-101 and the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, 42 U.S.C. 653A, requires all employers to report newly hired and re-hired employees to a state directory within 15 days of their start date.

Who must report?

All public, private, non-profit, and government employers in the State of Mississippi are required to report their new hires.

Who must be reported?

Employers are required to report the following employees:

- *New employees*
- *Re-hires or Re-called employees*
- *Temporary employees*

Why do we need new hire reporting?

New hire reporting helps locate alleged non-custodial parents to help establish paternity, accelerate child support income withholding order process and, expedite collection of child support. New hire reporting is essential to helping children receive the support they need and deserve.

How often must I report?

Employers must report within 15 days of a new employee's hire date. Employers who submit reports magnetically or electronically shall submit the reports in two monthly transmissions not more than 12-16 days apart.

From: Mississippi State Directory of New Hires
Subject: **Mississippi State Directory of New Hires - State and Federal Reporting Law**
Date: February 17, 2011 2:48:13 PM EST
To: George French
▶ 1 Attachment, 811 KB [Save](#) [Quick Look](#)

Dear Ms. Hansen,

ATTENTION! The Mississippi State Directory of New Hire records indicate that your company may not be aware of the federal and state law requiring employers to report newly hired and re-hired employees to a state directory within 15 days of their hire date.

For your convenience, I have attached a brochure outlining the reporting requirements. To be in compliance, we ask that you please submit reports for all employees you have hired in the last 90 days. Reports can be submitted a variety of ways, the easiest way is to report is online at www.ms-newhire.com/register.

If you have questions or need additional information please call 1-800-241-1330 or visit www.ms-newhire.com.

Thank you!
Mississippi State Directory of New Hires

 MS New Hire...pdf (811 KB)



Rhode Island New Hire Reporting Form

Mail completed form to: Rhode Island New Hire Reporting Directory
P.O. Box 335
Holbrook, MA 02343

Or fax completed form to: 1-888-430-6907

Beginning October 1, 1997, an employer who hires or rehires an employee on or after October 1, 1997, must report the hiring or rehiring of the employee to the department or its designee. If reporting on a W-4 or its equivalent records are to be sent no later than fourteen (14) days after hire or rehire, and twice a month if reporting electronically or magnetically. To submit new hire reports electronically, register at www.ri-newhire.com or call 1-888-870-6461 to obtain information.

TO ENSURE ACCURACY, PLEASE PRINT OR TYPE NEATLY IN UPPERCASE LETTERS AND NUMBERS, USING A DARK BALL-POINT PEN

Below, please complete all employer information ()*

EMPLOYER INFORMATION

*Federal Employer Identification Number (FEIN): -

(Please the same FEIN for which listed employee(s) quarterly wages will be reported under)

*Employer Name: _____ DBA: _____

*Employer Address: _____

*City: _____ *State: _____ *Zip Code: _____ +4: _____

Payroll Address: (if different than above) _____

City: _____ State: _____ Zip Code: _____ +4: _____

Contact Name: _____ Phone: _____

Email: _____ Fax: _____

Below, please complete one entry for each new employee ()*

EMPLOYEE INFORMATION

*Social Security Number: - -

*First Name: _____ Middle Name: _____

*Last Name: _____

*Employee Address: _____

*City: _____ *State: _____ *Zip Code: _____ +4: _____

Does employee qualify for health insurance (circle one)? Yes No

If yes, provide the date the employee qualifies for health insurance: ____/____/____

Date of Birth: ____/____/____ Date of Hire: ____/____/____ State of Hire _____

THIS FORM MAY BE REPRODUCED AS NECESSARY.

For more information on new hire reporting please visit our website at www.ri-newhire.com
or call us toll-free at 1-888-870-6461



DC Directory of New Hires

District Of Columbia Revised Statute §46-226.06 and the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, 42 U.S.C. §653a, requires all employers to report newly hired and rehired employees to a state directory within 20 days of their hire date.

What is new hire reporting?

All employers with business operations in the District of Columbia are required to report all newly hired and rehired employees, who live or work in the District of Columbia, to the District of Columbia Directory of New Hires within twenty (20) days of an employee's first day on the job. State and federal law require employers to report paid individuals regardless of whether the person is considered an employee by federal tax code standards.

Why is new hire reporting important?

Employers play an essential role in helping the District of Columbia's children receive the support they need. Many families who don't receive financial support are often forced to depend on public assistance or live in poverty. By acting in accordance with the new hire reporting laws, you will help children receive the support they deserve. Furthermore, new hire reporting reduces fraudulent unemployment insurance and workers' compensation claims. Ultimately, new hire reporting is an easy, yet vital process, designed to help employers make a positive difference in their communities.

What information do I need to report?

Employer information:

- Federal Employer Identification Number (FEIN)
- Name of Business
- Address to be used for income withholding orders
- Contact's name, phone and fax numbers, and email address*
- State Employer Identification Number (EIN)*

Employee Information:

- Name
- Mailing Address
- Social Security Number (SSN)
- Date of Birth*
- Gender*
- Medical insurance eligibility and date of eligibility*
- Salary, Wages, or Other Compensation*
- Date of Hire*
- State of Hire*

* optional, but recommended

How do I report new hires and rehires?

If you use a payroll or accounting service, you may ask the service to report your new hires for you. Or, you can easily report them yourself using one of the convenient methods listed below.

Electronic:

- Internet reporting at www.DC-NEWHIRE.com
- Secure file upload
- Secure account, password exclusively for your company and a confirmation receipt
- Electronic reports via diskette, CD-ROM, or tape cartridges
- Electronic File Transfer

Non-Electronic:

- New Hire Reporting Form
- Printed List
- W-4 Form (including company name, address and FEIN)

Please mail or fax your non-electronic new hire reports

Toll Free Phone: 877-846-9523

www.DC-newhire.com

Toll Free Fax: 877-892-6388



DC Directory of New Hires



Feel free to contact our office and speak with a customer service representative to receive technical support.

If you use a third-party vendor to report your new hires, please ensure that the vendor is reporting accurate information on your behalf to ensure compliance with the District of Columbia Directory of New Hire State law, D.C. Code §46-226.06, and the Federal Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, 42 U.S.C §653a.

Will the information be kept private?

All of the information submitted to the District of Columbia Directory of New Hires will be kept private and secure. When pertinent and allowed by law, however, some information will be shared with government agencies or private entities under contract with government agencies to support child support functions and to help reduce fraud in areas like Worker's Compensation, Unemployment, and Welfare Benefits.

Multistate Employers

Multistate employers have the option of reporting their new hires electronically to only one (1) state. Employers who choose this option must provide written notification of their intention to do so to the Secretary of the U.S Department of Health and Human Services (DHHS). Employers may contact the Federal Office of Child Support Enforcement (OCSE) to request a form at (202) 401-9267 or visit www.acf.dhh.gov to download a form.

Employers play an essential role in helping the District of Columbia's children receive the support they need and deserve.



www.DC-NEWHIRE.com

DC Directory of New Hires
P.O. Box 366
Holbrook, MA 02343

Phone: 877-846-9523
Fax: 877-892-6388

Toll Free Phone: 877-846-9523

www.DC-newhire.com

Toll Free Fax: 877-892-6388

Mississippi State Directory of New Hires



Effective October 1, 1997, state and federal laws require all Mississippi employers to report each new and rehired employee to the State Directory of New Hires, a program of the Mississippi Department of Human Services.

What is new hire reporting?

All employers with business operations in the state of Mississippi are required to report all newly hired employees who live or work in Mississippi within fifteen (15) days of the employee's first day on the job. State and federal laws require employers to report paid individuals regardless of whether the person is considered an employee by federal tax code standards.

Why is new hire reporting important?

Employers play an essential role in helping Mississippi's children receive the support they need. Many families who don't receive financial support are often forced to depend on public assistance or live in poverty. By acting in accordance with the new hire reporting law, you will help children receive the support they deserve. Furthermore, new hire reporting reduces fraudulent unemployment insurance and workers' compensation claims. Ultimately, new hire reporting is an easy, yet vital process, designed to help employers make a positive difference in their communities.

Will the information be kept private?

All of the information submitted to the State Directory of New Hires will be kept private and secure. When pertinent, some information will be shared with government agencies to help reduce fraud in areas like Worker's Compensation, Unemployment, and Welfare Benefits.

What information do I need to report?

Employer information:

- Federal Employer Identification Number (FEIN)
- Name of Business
- Employer address to be used for income withholding orders
- Employers State EIN

Employee Information:

- Name
- Mailing Address
- Social Security Number (SSN)
- Work State
- Date of Birth
- Date of Hire
- Gender
- Medical insurance eligibility
- Salary and Payment Frequency

How do I report new hires and rehires?

If you use a payroll or accounting service, you may ask the service to report your new hires for you. Or, you can easily report them yourself using one of the convenient methods listed below.

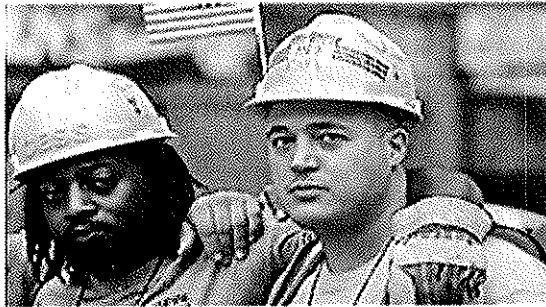
Electronic:

- Internet reporting at www.MS-NEWHIRE.com
- Secure file upload
- Secure account, password exclusively for your company and a confirmation receipt
- Electronic reports via diskette, cd-rom, or tape cartridges
- Electronic File Transfer

Non-Electronic:

- New Hire Reporting Form
- Printed List
- W-4 Form (including company name, address and FEIN)

Please mail or fax your non-electronic new hire reports



Feel free to contact our office and speak with a customer service representative to receive technical support.

If you use a third-party vendor to report your new hires, please ensure that the vendor is reporting accurate information on your behalf to ensure compliance with Mississippi State laws 43-19-46 and 91-11-101 and the Federal Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA).

Multistate Employers

Multistate employers have the option of reporting their new hires electronically to only one state. Employers who choose this option must provide written notification to the Secretary of the U.S Department of Health and Human Services (DHHS) of their intention to do so. Employers may contact the Federal Office of Child Support Enforcement (OCSE) to request a form at (202) 401-9267 or visit www.acf.hhs.gov to download a form.

The State of Mississippi is encouraging all employers and financial institutions to remit child support payments electronically via Electronic Funds Transfer (EFT). Remitting payments electronically is more efficient, accurate and helps children get the support they need more promptly. Please visit www.ms-newhire.com for more information and instructions for remitting payments electronically.

Employers play an essential role in helping Mississippi's children receive the support they deserve.



www.ms-newhire.com

**Mississippi State Directory of New Hires
P.O. Box 312
Holbrook, MA 02343
Phone: 800-241-1330
Fax: 800-937-8668**