




The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 1

 List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 573043

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0511

Vendor ID: 000000187090

SO Doc ID: CSE2000000001

Legal Name: STELLARWARE CORPORATION

Published Date: 8/29/19

Alias/DBA:

Close Date: 9/10/19

Total Bid: \$103,855.53

Close Time: 13:30

Response Date: 09/09/2019

Status: Closed

Response Time: 16:50

Solicitation Description: Addendum #2 - Open-End Contract
for New Hire Services

Total of Header Attachments: 1

Total of All Attachments: 1



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder : 573043

Solicitation Description : Addendum #2 - Open-End Contract for New Hire Services

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2019-09-10 13:30:00	SR 0511 ESR09091900000001549	1

VENDOR
000000187090 STELLARWARE CORPORATION

Solicitation Number: CRFQ 0511 CSE2000000001

Total Bid : \$103,855.53 **Response Date:** 2019-09-09 **Response Time:** 16:50:11

Comments: Stellarware will not be providing any discounts for early payment of invoices, but has put forth our most fair and competitive pricing for this project.

FOR INFORMATION CONTACT THE BUYER
 April E Battle
 (304) 558-0067
 april.e.battle@wv.gov

Signature on File	FEIN #	DATE
--------------------------	---------------	-------------

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Transitional Cost	1.00000	EA	\$0.000000	\$0.00

Comm Code	Manufacturer	Specification	Model #
80101604			

Extended Description : Transitional Cost (fixed fee) from current Vendor

Comments: STELLARWARE WILL NOT CHARGE THE STATE A TRANSITIONAL COST (FIXED FEE) TO IMPLEMENT THIS NEW HIRE SERVICES PROJECT. STELLARWARE HAS THE CAPABILITY TO TRANSITION THE PROJECT FROM THE CURRENT VENDOR WITHIN 30 DAYS OF CONTRACT AWARD.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Rate per each record Year 1	241076.00000	EA	\$0.104900	\$25,288.87

Comm Code	Manufacturer	Specification	Model #
80101604			

Extended Description : Rate per each New Hire record or resubmit - initial year

Comments: STELLARWARE BIDS A RATE OF \$0.1049 PER EACH NEW HIRE RECORD OR RESUBMIT. STELLARWARE AGREES TO PROCESS EACH NEW HIRE RECORD OR RESUBMIT WITHIN THE REQUIRED 2-DAY TIME FRAME.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Rate per each record Optional Renewal Year 1	241076.00000	EA	\$0.104900	\$25,288.87

Comm Code	Manufacturer	Specification	Model #
80101604			

Extended Description : Rate per each New Hire record or resubmit - Optional year 1

Comments: STELLARWARE WILL NOT INCREASE THE UNIT PRICE FOR RENEWAL OPTIONAL YEAR ONE - STELLARWARE BIDS A RATE OF \$0.1049 PER EACH NEW HIRE RECORD OR RESUBMIT. STELLARWARE AGREES TO PROCESS EACH NEW HIRE RECORD OR RESUBMIT WITHIN THE REQUIRED 2-DAY TIME FRAME.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Rate per each record Optional Renewal Year 2	241076.00000	EA	\$0.108600	\$26,180.85

Comm Code	Manufacturer	Specification	Model #
80101604			

Extended Description : Rate per each New Hire record or resubmit - optional year 2

Comments: STELLARWARE BIDS A RATE OF \$0.1086 PER EACH NEW HIRE RECORD OR RESUBMIT. STELLARWARE AGREES TO PROCESS EACH NEW HIRE RECORD OR RESUBMIT WITHIN THE REQUIRED 2-DAY TIME FRAME.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Rate per each record Optional Renewal Year 3	241076.00000	EA	\$0.112400	\$27,096.94

Comm Code	Manufacturer	Specification	Model #
80101604			

Extended Description : Rate per each New Hire record or resubmit - optional year 3

Comments: STELLARWARE BIDS A RATE OF \$0.1124 PER EACH NEW HIRE RECORD OR RESUBMIT. STELLARWARE AGREES TO PROCESS EACH NEW HIRE RECORD OR RESUBMIT WITHIN THE REQUIRED 2-DAY TIME FRAME.



STELLARWARE
Technology - Innovation - Partnership

New Hire Services

Request for Quotation (CRFQ 0511 CSE2000000001)

Bid Opening Date & Time: September 10, 2019 1:30 PM Eastern Time (ET)

Buyer: April Battle (april.e.battle@wv.gov)

STATE OF WEST VIRGINIA

NEW HIRE SERVICES

PROPOSAL



Innovation That Makes A Difference

Table of Contents

I.	Transmittal Letter	3
II.	RFQ Addendum Acknowledgement Form	6
III.	Purchasing Affidavit.....	8
IV.	Proposal Narrative	10
A.	Executive Summary.....	11
B.	Benefits of Choosing Stellarware.....	15
C.	Corporate Experience.....	20
D.	Stellarware’s Web Service Technology	22
E.	Stellarware New Hire System Features	24

I. Transmittal Letter



September 6, 2019

Ms. April Battle, File #22
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
April.E.Battle@wv.gov

New Hire Services CRFQ # 0511 CSE2000000001

Dear Ms. Battle,

Enclosed with this letter is our response to the Centralized Request for Quote (CRFQ) #0511 CSE2000000001, New Hire Services, as issued by State of West Virginia, Division of Human Services. We welcome the opportunity to offer our services to the State, providing innovative solutions and the highest level of service to the child support community. We are very proud of our approach to the New Hire services we currently provide to ten (10) New Hire programs across the country, including, Georgia, Indiana, Kentucky, Mississippi, New Mexico, New Jersey, Rhode Island, Virginia, Wisconsin and the District of Columbia. Stellarware is also currently in the process of implementing New Hire services for North Carolina as well as New Hire compliance solutions for California.

By taking advantage of our existing New Hire Reporting Modules, Stellarware offers a business solution supported by vast industry experience and top-notch innovations. Stellarware achieves excellence and improves efficiency of employer outreach campaigns and compliance strategies by combining superior customer service with the most advanced New Hire technologies. As such, we are confident that our proven skill set in providing New Hire services will translate to success in fulfilling the specific requirements of this RFQ.

We understand the full scope of work to be performed, have vast experience in operating multiple new hire projects, and assure you that our operations will exceed the expectations of West Virginia. Furthermore, Stellarware agrees to all requirements, terms and conditions outlined in New Hire Services CRFQ # 0511 CSE2000000001, as well as all addenda that the State has issued (*namely Addendums #1 and #2 as published on August 27th and August 29th, respectively*).

Stellarware also certifies that no relationships exist between Stellarware and the State of West Virginia, Division of Human Services, that may interfere with fair competition or establish any conflicts of interest. In addition, no relationships exist between Stellarware and any another person or organization that may constitute a conflict of interest with respect to a state contract.

I certify that, as President of Stellarware Corporation and as the **Contract Manager** for this solicitation, that I am the individual authorized to contractually obligate this organization to all statements made, including the services and prices, contained in the bid. I may 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

In addition, I am the individual to negotiate the contract on behalf of the organization and the contact person for clarification from the State of West Virginia regarding this bid.

We look forward to the opportunity to build a relationship with West Virginia's Division of Human Services on this very important project, and to help create a successful program while maximizing collections for the benefit of West Virginia's children and families.

Sincerely,

George French
President

II. RFQ Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ 0511 CSE 2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

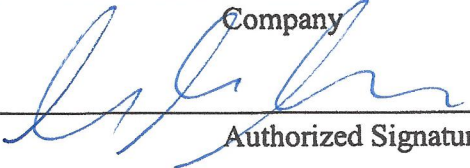
(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

Stellarware Corporation

Company



Authorized Signature

September 6, 2019

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

III. Purchasing Affidavit

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"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.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: George French, President, Stellarware Corporation

Authorized Signature:  Date: September 6, 2019

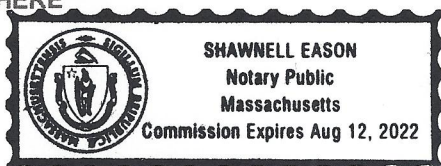
State of Massachusetts, United States of America

County of Plymouth, to-wit:

Taken, subscribed, and sworn to before me this 9 day of September, 2019.

My Commission expires August 12, 2022

AFFIX SEAL HERE



NOTARY PUBLIC



Purchasing Affidavit (Revised 01/19/2018)

IV. Proposal Narrative

A. Executive Summary

Stellarware Corporation has become an innovative leader in the child support industry over the past twenty years through its high-level operation of ten New Hire Reporting programs and the Child Support Lien Network (CSLN). We are thoroughly familiar with the needs of child support programs and services, and, the need for an accurate and timely reporting system for collecting employee New Hire reports. Stellarware understands that these reports will assist caseworkers in finding where non-custodial parents (NCPs) are employed for the purposes of establishing paternity, instituting 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 NCPs' employers 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. Efficiently managing a New Hire program is just one important piece to the puzzle in making families independent and financially stable.

Children need support every day from their parents, both emotional support and of course, financial support. Just missing one week's payment of child support causes havoc and severe hardship to the child and the custodial parent, who relies so heavily on that financial support to meet their everyday needs for sustenance. Caseworkers and 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 Reporting system can greatly enhance the lives of children who so desperately rely on timely child support payments.

In addition to technology, innovation, and partnership, some of Stellarware's core company values include respect for our clients, the ability to deliver value, and the opportunity to make an impact on society. Being a small company, Stellarware takes the time to understand each of our client's unique needs so that we can deliver the best value solution to their problem through excellent customer service. We feel fortunate to work with child support and human services departments across the country and for the chance to positively impact how effectively states can serve their communities. Stellarware's core competencies directly align with the West Virginia Bureau for Child Support

Enforcement’s mission of promoting and enhancing the social, emotional, and financial bonds between children and their parents and doing so in a customer-friendly atmosphere ¹. Having these focuses in common, Stellarware is confident that we understand the State’s needs as well as the complexity and importance of all components of this New Hire Services project.

A Seamless Transition and Responsive Project for Employers and State Staff

The Stellarware team is second to none in knowledge and experience when it comes to New Hire reporting success. This knowledge and experience will ensure a seamless transition, as well as the ongoing operation of a project that will meet all timeframes, requirements, and expectations outlined in the RFQ. In addition, we are excited to bring our best practices that we have developed based on our years of experience managing all New Hire responsibilities.



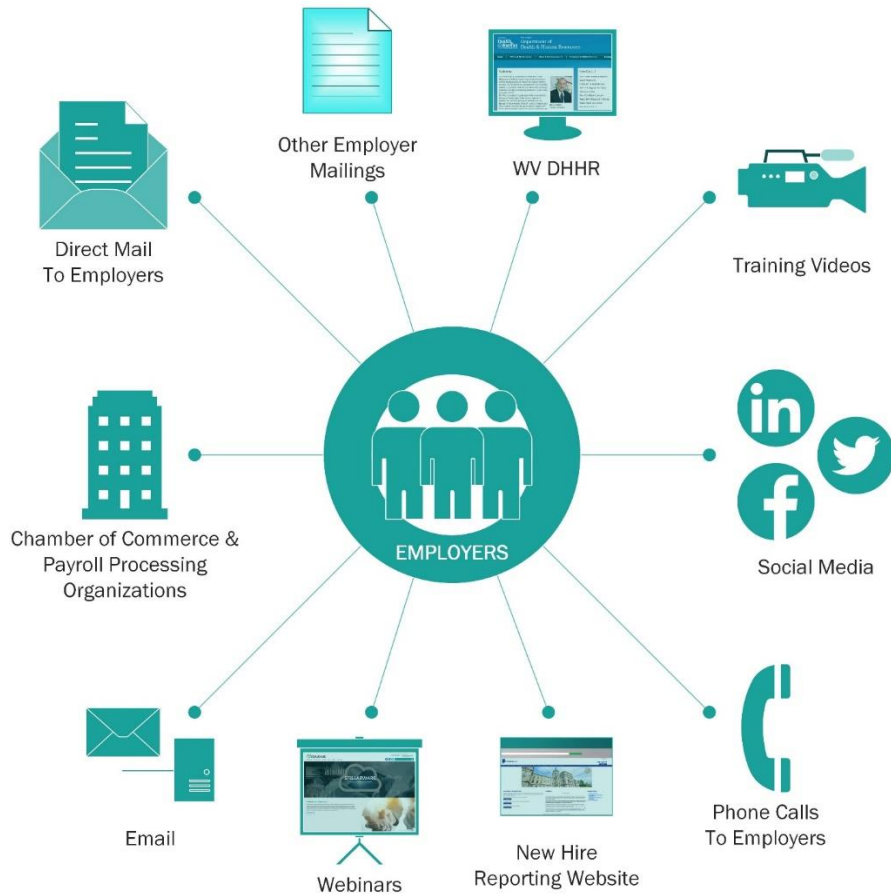
Stellarware has become a master at successfully transitioning New Hire programs while maintaining a high level of service to employer communities, often within tight timeframes. Over the past several years, Stellarware has effectively transitioned tens of New Hire projects from the current Vendor, which have all seen immediate results. During the implementation and operation of this project, if awarded, every decision will take into account the needs of the employers of West Virginia, as well as State staff. It is our commitment to BCSE and the employers of West Virginia that our office will be 100% transparent in the operation of the project.

If awarded this contract, Stellarware will take a multi-pronged and cost-effective approach to notify employers of any changes associated with the transition. The first order of business will be to work with the current Vendor to secure a transfer of services. Stellarware’s objective is to minimize any changes for employers and to make the transfer as seamless as possible. We know this strategy will

¹ West Virginia Bureau for Child Support Enforcement. (2019). About Us. [online] Available at: <https://dhhr.wv.gov/bcse/about/pages/default.aspx> [Accessed 7 Sep. 2019].

be effective because we took the same approach for our other New Hire projects, which have all experienced great success immediately after implementation.

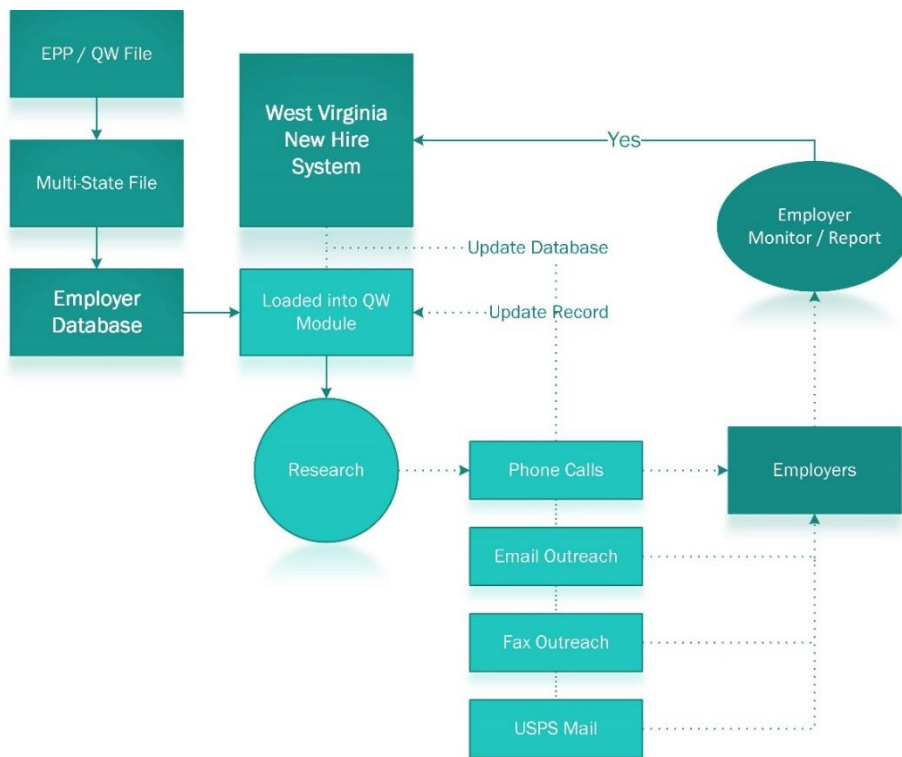
This approach also provides us time to get familiar with the new employer database and analyze reporting trends to effectively perform outreach and communicate with the largest employers first. We have learned from our experience that 80% of New Hire reports come from 20% of the employers. Stellarware will use this information to target employers for outreach and ensure a smooth and seamless transition. The outreach campaign will include but not be limited to email alerts, notifications, telephone calls, and faxes, as illustrated in the graphic below. It is Stellarware’s objective to utilize the most cost-effective mechanisms available prior to sending postal mail. With today’s technology and our proven approach, Stellarware believes we can transition this project while improving the overall reporting and working relationship with the employers of the State of West Virginia.



Stellarware’s Workflow to Meet All Reporting Requirements

In managing the data for the West Virginia New Hire Reporting Center, 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 ten states and as the responsible operator of the Child Support Lien Network (CSLN) partnering with 31 U.S. agencies, 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. 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.

Over the past several years, Stellarware has brought leading edge technology and innovation to the New Hire programs we operate. We have been able to greatly increase the number of reporting employers, the amount of records processed, and overall electronic reporting rates. The following diagram provides a high-level overview of the workflow we’ll use to ensure the same for West Virginia’s program.



If selected, it is our commitment to the State of West Virginia to continue our history of outstanding accuracy and service and bring a fresh approach to this New Hire Services project. Stellarware never stops improving its innovative applications and systems to make it more efficient for employers to fulfill their reporting requirements and for the State to oversee the program. Stellarware looks forward to building our relationship with West Virginia and working together to improve employer compliance. We do not anticipate any problems successfully accomplishing the work outlined in the RFQ. We believe that our strength, energy, and innovative approach to New Hire Reporting will greatly benefit the State of West Virginia, its employers, and the families it serves.

B. Benefits of Choosing Stellarware



A+
STELLARWARE
Technology - Innovation - Partnership

A PREMIER NEW HIRE REPORTING SERVICE PROVIDER

INNOVATION
OUR SERVICES AS YOUR GUIDELINE

<p>NATION'S ONLY EMPLOYER REGISTRY STELLARWARE IS THE ONLY VENDOR WITH AN ADVANCED, WEB-BASED EMPLOYER DATABASE</p>	<p>SUCCESSFUL OPERATION OF 10 NEW HIRE PROGRAMS ALL OF OUR PROGRAMS HAVE GROWN YEAR AFTER YEAR, DESPITE ECONOMIC UNCERTAINTIES</p>	<p>UNMATCHED ELECTRONIC REPORTING LEVELS WE FOCUS ON CONVERSION AND AVERAGE A 92% ELECTRONIC REPORTING RATE</p>
<p>SOLUTIONS BUILT FOR THE FUTURE ADDITIONAL SERVICES INCLUDE EMPLOYER DATABASE MAINTENANCE AND STREAMLINED IWO & NMSN PROCESSING</p>	<p>TRUSTED CONNECTION TO THE CHILD SUPPORT COMMUNITY UNPARALLELED COMMITMENT TO COMPLIANCE AND EDUCATING EMPLOYERS</p>	<p>FOCUS ON SUPERIOR CUSTOMER SERVICE A PARTNER OF THE CHILD SUPPORT COMMUNITY FOR OVER 20 YEARS</p>

STELLARWARE TRULY UNDERSTANDS THE POSITIVE IMPACT A WELL-RUN NEW HIRE PROGRAM CAN HAVE ON FAMILIES

Stellarware is excited about the success the West Virginia New Hire Reporting program will see by teaming with Stellarware. We look forward to having the opportunity to drive and build upon a

successful relationship to have a positive impact on the families of West Virginia. The below are just some of the benefits of choosing our innovative solutions.

Unique Stellarware Feature	Benefit to West Virginia	Key Deliverables	Proof
Nation's Only Employer Registry	<ul style="list-style-type: none"> • “One stop shop” solution • Web-based for easy access • Improved efficiency • Reliable data 	<ul style="list-style-type: none"> • State access to employer information • Customized reports • Ability to electronically communicate with employers directly from the system 	<ul style="list-style-type: none"> • State client used employer contact information supplied by the Employer Registry and reported it as the “best and most current information”
Increased Electronic Reporting Rates Guaranteed	<ul style="list-style-type: none"> • Cost efficient • Improved compliance • Quicker turnaround 	<ul style="list-style-type: none"> • Reduced data entry time • Increased outreach activities • Improved data reliability 	<ul style="list-style-type: none"> • For example, Wisconsin New Hire electronic reporting rates have increased from 84% to 91% under Stellarware’s management of the project • Stellarware has grown the electronic reporting rate of our projects to peak periods of 97%
Extensive Child Support Experience	<ul style="list-style-type: none"> • Trusted resources • Big picture focus • Commitment and understanding towards a good cause of helping children and families 	<ul style="list-style-type: none"> • Reliable data that is ready for action • Increased collections • Valuable connections throughout the country 	<ul style="list-style-type: none"> • Stellarware successfully operates New Hire Reporting programs for Georgia, Indiana, Kentucky, Mississippi, New Mexico, New Jersey, Rhode Island, Virginia, Wisconsin and the District of Columbia. Stellarware is also implementing New Hire services for the State of North Carolina and New Hire compliance solutions for the State of California • Stellarware has operated the Child Support Lien Network for 20 years, which is hosted by Rhode Island and partners with 31 states and over 1,800 insurance companies

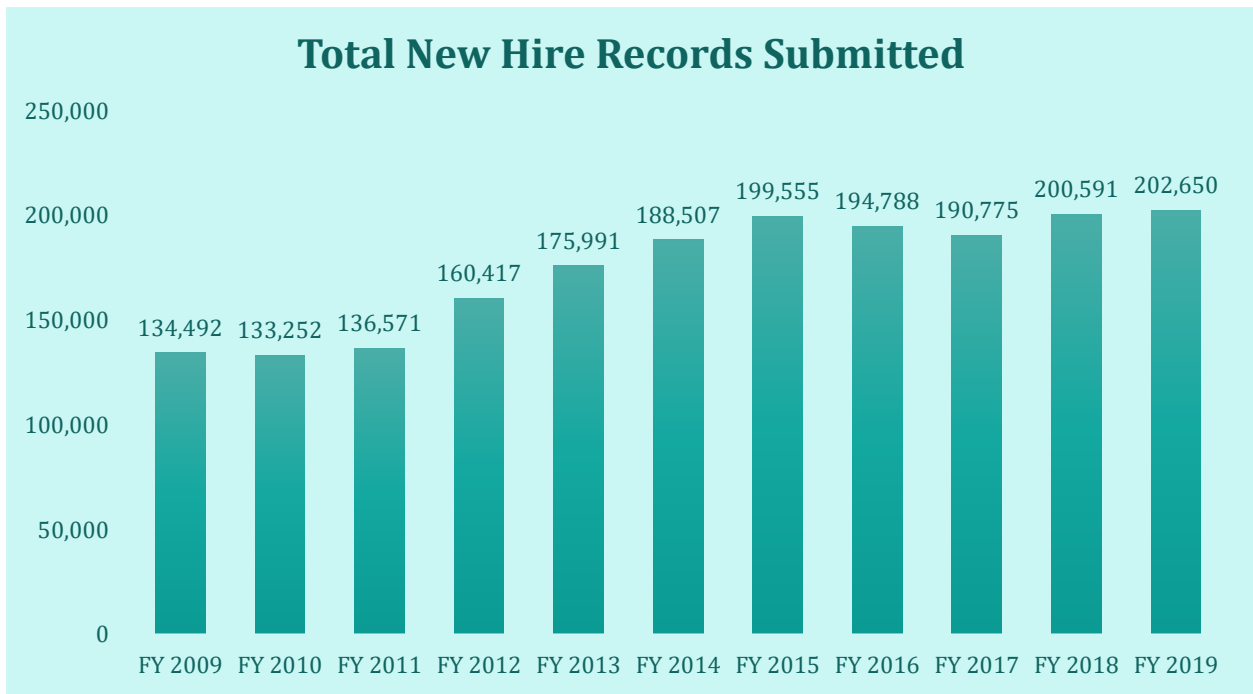
<p>Comprehensive Outreach Module</p>	<ul style="list-style-type: none"> • Unmatched innovation • Improved efficiency • Effective communication • Professional relationship with employer community 	<ul style="list-style-type: none"> • Reduced pollution of data • Commitment to compliance & conversion • Traditional & ad-hoc campaigns, Employer Participation Program (EPP), Unemployment Insurance (UI) outreach, option for multi-state audit 	<ul style="list-style-type: none"> • EPP and UI data only go into the Employer Registry once the employer has been validated and reported New Hires • All outreach activity is tracked in real time by the system and carries over to the employer database for consistency
<p>Professional Management & Staff</p>	<ul style="list-style-type: none"> • Trustworthy partnership • Commitment to excellence • Immediate results 	<ul style="list-style-type: none"> • Established team with proven track record • Operations Manager with experience managing new hire programs • Fully trained customer service staff with experience working on nine new hire programs 	<ul style="list-style-type: none"> • Increased the number of new hire records processed from 2012 to 2019 in all states we manage

West Virginia New Hire Reporting: Project Success with Stellarware Corporation

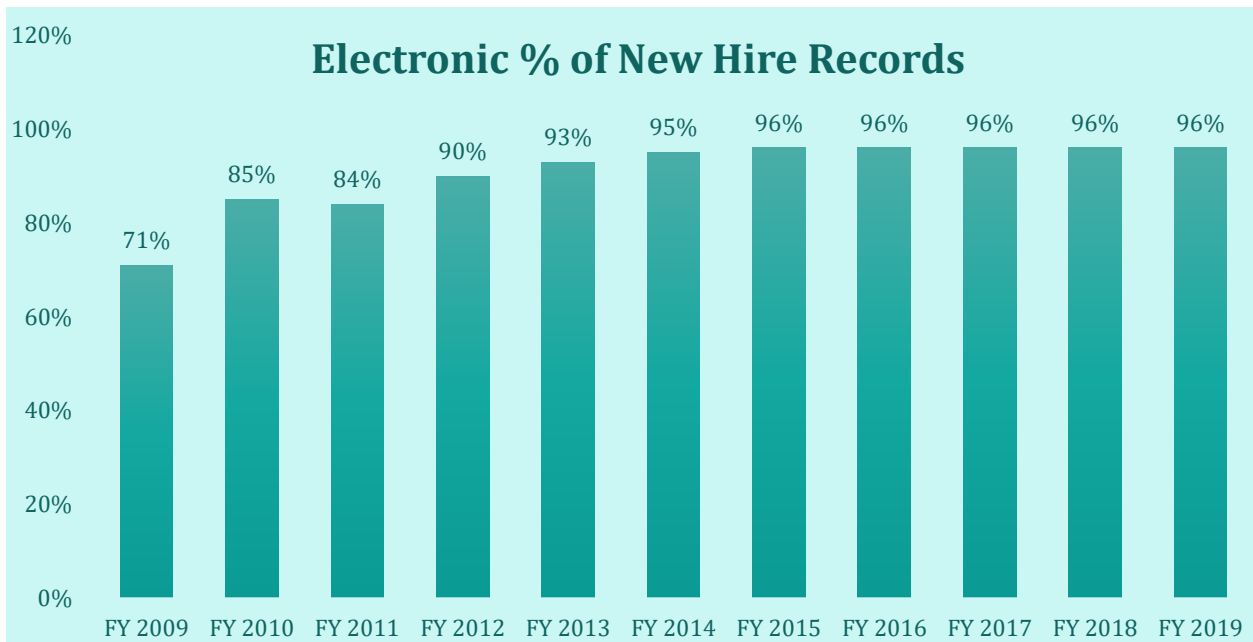
Stellarware recognizes that the employer is the most important partner to the child support community. The increases in new hire records, reporting employers, and electronic reporting all contribute to increased wage assignments, medical support, and overall collections. 95% of these collections go directly to the families and children.

Stellarware New Hire Reporting Success Stories

Rhode Island New Hire Reporting: Records increased 34% under Stellarware management



Improved Electronic Reporting by 12% under Stellarware management



Potential collections on an increase of 100,000 new hire records

Example: *100,000 new hire reports – 3% match Rate IWO - \$300 monthly child support order*

New Hire Records	Match Rate	Number of Matches	Monthly Order Amount	Monthly Collection	Number of Months	Annual Collection
100,000	3%	3000	\$300	\$900,000	12	\$10,800,000

This means:

- If all the IWOs pay for 12 months the state would collect **\$10.8 million** annually
- If the IWOs resulted in 50% of collections the state would collect **\$5.4 million** annually
- If the IWOs resulted in 25% of collections the state would collect **\$2.7 million** annually
- If the IWOs resulted in 10% of collections the state would collect **\$1.08 million** annually

Stellarware is extremely proud of the improvements it has made in the areas of increased reporting employers (compliance) and new hire reports. These improvements offer West Virginia excellent potential for increased child support collections. It is recognized that 100% of IWOs resulting in payment and collections is highly unlikely. However, even a lower rate of payment collection provides a material benefit to child support. The example above is based on an increase of 100,000 records; however, Stellarware has increased new hire reports in 2016 and 2017 at more than 300,000 records. The true potential is actually three (3) times the example. Stellarware hopes that consideration for these improvements and increases are factored into the award of a new contract.

C. Corporate Experience

Stellarware has been a partner in New Hire Reporting since it began and has introduced leading edge technology and innovation to the new hire programs we operate. Coupling this technology with the highest caliber of new hire reporting expertise and dedicated client service teams is our core model. We currently operate ten (10) New Hire Reporting projects in [Georgia](#), [Indiana](#), [Kentucky](#), [Mississippi](#), [New Mexico](#), [New Jersey](#), [Rhode Island](#), [Virginia](#), [Wisconsin](#) and the [District of Columbia](#). Stellarware is also in the process of implementing New Hire services for the State of North Carolina as well as New Hire solutions for the State of California.

Stellarware’s experience in how we can service the West Virginia New Hire reporting program can be illustrated by the positive performance and growth realized since we began operating Rhode Island’s New Hire Reporting program, which is of similar size and scope. For FY2018, the Rhode

Island New Hire Reporting project's electronic reporting attributed to 96% of all records submitted with an estimated 15,853 employers reporting a total of 192,552 records annually. Stellarware's continuous comprehensive outreach campaigns, communication with employers, and focus on converting employers to electronic reporting has benefited the program year over year. With these results, Stellarware has set new standards for Rhode Island New Hire Reporting which the program has greatly benefited from.

The results of other New Hire projects operated by Stellarware have similar performance results. Our performance has led to **an average electronic submission rate of more than 92%** across all our projects. Our strategies are focused on executing effective outreach with employers, easing the reporting process for all involved parties, reducing the manual entry of data, maintaining current data within our employer database, and providing the most accurate new hire records. Thanks to our proactive outreach and focus on educating employers of the importance of reporting new hires, we ensure all employers have tools and options available to them for a flexible and simplified reporting process and have delivered increases in new hire reporting. Our approach has led to the receipt of positive feedback from our clients – below are just a couple of examples.

*“ Thank you for the good news and all you do for us. I have been watching the steady growth of overall volume and proportion of electronic reporting. It's a pleasure working with you!
- Current State Client ”*

*“ We have a tremendous working relationship with Stellarware, they make the New Hire processing effortless.
- Current State Client ”*

The quality of our contribution is borne not only out of the high rates of electronic submissions and communication with employers but reinforced by the contract extensions awarded to Stellarware as a result of the satisfaction expressed by both our clients and the employer community.



As a company, we have developed trusted partnerships with child support programs and employers across the country. Stellarware understands the importance of providing timely and accurate information. Stellarware will provide successful growth of the West Virginia New Hire Reporting Program without disruption should we be awarded the contract.

D. Stellarware's Web Service Technology

In this section, Stellarware provides an overview of web services technology, both from a technical and business function perspective. Stellarware's new hire reporting system is the most advanced web-based modular platform allowing staff, employers and the state to submit, track, and review new hire reporting data and SSL encryption to protect data in transit.

The Stellarware system is the only fully integrated web-based system for new hire reporting and completely uses web services to perform business functionality through standard web service technology. **The Stellarware new hire reporting websites are considered by many to be the**

premier websites in the industry, highlighted by the innovative Employer Registry and our state-of-the-art administrative modules for outreach, project management reports, and dashboards. The administrative modules offer ready access to electronic communication, dashboards for monitoring, accurate reporting, and excellent compliance and outreach tracking capabilities. All of Stellarware's New Hire Reporting websites are available 24 hours a day, 7 days a week. Stellarware will ensure availability remains 24 hours a day, 7 days a week, with the exception of scheduled downtime for maintenance, as it operates West Virginia's New Hire Reporting.

Stellarware was the first to use the Internet as a reporting method and established standards that are still being used in the industry today. Our Internet reporting rates are significantly higher than our competitors can demonstrate. We place emphasis on working with employers to convert to electronic reporting at every opportunity, whether it be placing or receiving a call, sending outreach material, following up on invalid records, or informing employers of a change in address. Stellarware's proprietary Outreach Module maintains real-time records of each outreach campaign with the employer community, allowing our team of new hire experts to maintain open communication and follow-up with employers.

Stellarware's Employer Participation Project (EPP) work is housed in the Outreach Module, and we are excited to offer West Virginia a brand new EPP feature no other vendor can match. Stellarware recently launched a feature allowing registered employers the ability to see and interactively report missing records via our secure website. Upon logging into the system, an employer is presented with a list of unreported employees, according to EPP data, which they are required to submit. The employer can individually report each employee with pre-filled information or report the employees as no longer employed. Employers also have the option to download a file, which they can complete and submit electronically to the New Hire center. This advanced feature is made possible by the Stellarware Employer Registry and has already helped hundreds of EPP employers achieve compliance.

One of the innovative approaches that Stellarware has implemented is the establishment of an Employer Registry. This registry has proven to be an invaluable tool in the operation of new hire reporting by interacting with employers daily. **Our Employer Registry, only offered by Stellarware, is truly the best resource for collecting and maintaining up to date employer information while ensuring open communication with employers.** Through our Employer

Registry, the cost of outreach with employers is greatly reduced by using electronic communication. In addition to meeting all web standards, the Employer Registry is user-friendly, self-maintained, informative, responsive, and guaranteed to develop trust with employers in the State of West Virginia. More importantly, employers have the control necessary to address new hire and child support related issues directly with Stellarware or State staff.

Our new hire reporting 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 electronically. The second module is our administrative system, which is utilized by project staff for data entry, processing, and outreach tasks. The Employer Registry highlights both modules and has been a very successful platform from which to communicate with employers.

E. Stellarware New Hire System Features

Stellarware's New Hire web application is available 24 hours a day, seven days a week and supports Microsoft Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome, and Apple Safari across all devices, including mobile. Our web application also has SSL with at least 128-encryption level for data transfer and provides for employer password entry. Employers may not access the web application without their password. Our web application will generate random passwords, which do not contain the employer's New Hire user ID or FEIN number, via automated email. Employers can change their passwords online.


Skip Navigation

1-888-870-6461 Ext. 200

[contact us >](#)

» Home » Login » Register » Reporting Fundamentals » Frequently Asked Questions » Law » Forms » File Transfer » Employer Resources » Site Map

Home The current login will be active for 120 min from last page refresh




Welcome to the
Rhode Island New Hire Reporting Directory



Attention All Employers!

Federal and State law requires employers to report newly hired and re-hired employees in Rhode Island to the Rhode Island New Hire Reporting Center. Please use this site to provide you with information about reporting new hires including reporting online and other reporting options!

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

[REGISTER >](#)

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

[LOGIN >](#)

Enter a scheduled RI New Hire Web Conference

[JOIN WEB MEETING >](#)

Updates


New hire reporting speeds up the child support income withholding order process, expedites collection of child support from parents who change jobs frequently, and quickly locates alleged non-custodial parents to help in establishing paternity and child support orders. New hire reporting helps children receive the support they deserve. New hire reporting also saves taxpayers by preventing fraud in welfare, Workers Compensation, and unemployment insurance. Employers are a key partner in ensuring financial stability for many children and families and should take pride in their role.

LINKS

- [Employer Resources](#)
- [State of RI Office of Child Support Services](#)
- [RI Department of Labor and Training](#)
- [Federal Office of Child Support Enforcement](#)
- [Child Support Lien Network](#)

PO Box 335 Holbrook, MA 02343 | Phone (888) 870-6461 | Fax (888) 430-6907
 © 2009-2019 Rhode Island New Hire Reporting Directory. Site design by Stellarware

The Registration page of our web application, as shown on the next page, is user friendly, requires and retains email addresses. Registrants can also create their passwords for additional security and customization. Registrants can apply for an employer account or a service bureau account.


Skip Navigation

1-888-870-6461 Ext. 200

[contact us >](#)

» Home » Login » Register » Reporting Fundamentals » Frequently Asked Questions » Law » Forms » File Transfer » Employer Resources » Site Map

Home » Register The current login will be active for 120 min from last page refresh

Register

NOTE: If you are a SERVICE BUREAU registering to report new hires ON BEHALF OF AN EMPLOYER, please [use this form instead](#) (login required).
 If you are a SERVICE BUREAU registering YOUR OWN ACCOUNT (through which you will report for other employers), click the check box.
 If you are NOT A SERVICE BUREAU and WILL NOT REPORT FOR OTHER EMPLOYERS, use this form and do not click the check box.

Use this form to register your company for online access to the Rhode Island New Hire Reporting Directory.
 Click the **Submit Registration** button below to submit your registration information.

Company Information

- * COMPANY NAME
- * 9 digits, do not include dashes or spaces.
- * Your password must be at least 6 characters long.
- * You must retype your exact password in this space.
- *
- *
- * State (two-letter abbreviation)
- * -
- * Country
- Service Bureau Yes

Contact Information

- * First name must be at least 2 characters long.
- * Last name must be at least 2 characters long.
-
- *
- Fax number should include leading zero followed by area code
-

*Note: Fields marked with an asterisk indicates required fields. Only address line 1 is required.

PO Box 335 Holbrook, MA 02343 | Phone (888) 870-6461 | Fax (888) 430-8907
 © 2009-2019 Rhode Island New Hire Reporting Directory. Site design by Stellarware

Following the submission of the registration request, the requestor will quickly receive the below email confirming the receipt of the registration request pending approval.

From: Rhode Island New Hire Reporting Directory [<mailto:contact@ri-newhire.com>]
Sent: Wednesday, September 4, 2019 6:28 PM
To: [REDACTED]
Subject: Rhode Island New Hire Reporting Directory - Employer Registration

Thank you for registering for online access to the Rhode Island New Hire Reporting Directory!

Our staff will review the information you provided, and you will receive another email when your account setup has been completed.

Rhode Island New Hire Reporting Directory

Our staff actively monitors registration requests for review and approval. Upon reviewing the information provided, the below approval email will be delivered to confirm registration approval, with detail of the options available to them for reporting new hires electronically.

From: Rhode Island New Hire Reporting Directory [<mailto:contact@ri-newhire.com>]
Sent: Thursday, September 5, 2019 7:45 AM
To: [REDACTED]
Subject: Rhode Island New Hire Reporting Directory - Registration Complete

Your registration for online access to the Rhode Island New Hire Reporting Directory is complete. You may now log in and report your new hires electronically.
There are two ways to report electronically:


1. Report your new hires online using our convenient, interactive website, <https://ri-newhire.com/>; or
2. Save your new hire records to a text or Excel file. Then easily upload your files to <https://ri-newhire.com/>, or send the files via FTP. Information about file formats and layout requirements is available at <https://ri-newhire.com/ftp>. We suggest using the fixed-width file layout, which supports automatic file processing. Our goal is to make reporting your new hires as simple and easy as possible.

Reporting new hires electronically is beneficial to employers in a number of ways:

- Saves on paper, processing time, and postage;
- Reduces the likelihood of errors;
- Helps to avoid rejected records because of unreadable or missing information;
- Qualifies Multistate employers for "Multistate" new hire reporting; and
- Allows employers with many work sites to centralize their new hire reporting.

Kind Regards,
The Rhode Island New Hire Reporting Directory
<https://ri-newhire.com/>
(888) 870-6461

At this time, the registered contact may immediately access the login function to the West Virginia New Hire Reporting Center as illustrated below (example from Rhode Island).

 **Rhode Island**
New Hire Reporting Directory

Skip Navigation
1-888-870-6461 Ext. 200
[contact us >](#)

» Home » Login » Register » Reporting Fundamentals » Frequently Asked Questions » Law » Forms » File Transfer » Employer Resources » Site Map

Home » Login The current login will be active for 120 min from last page refresh

Login

Enter your FEIN (with no dashes or spaces) or your EMAIL ADDRESS

NOTE: Your password is now case-sensitive

Trouble logging in? [Reset your password.](#)

Need to register? [Register today.](#)

Updates

Friendly Reminder:
Employee's Date of Hire is required. For further clarification please see the "Claims Resolution Act" discussed on the Law page, and the required employee information listed on the Frequently Asked Questions and Reporting Fundamentals pages. See also Contact Us.

Definition of a Newly Hired Employee:


The Claims Resolution Act of 2010 (CRA) was signed into law by President Obama on December 8, 2010, and took effect on June 8, 2011. Section 802 of the CRA now requires employers to provide the date an employee first performed services for pay to the state New Hire Directory. Employers can input this information by using the existing Employees Date of Hire (Start date) field.

Date of Hire is Required:

Effective April 21, 2012, The Trade Adjustment Assistance Extension Act of 2011, signed October 21, 2011 by President Obama, amends section 453A(a)(2) of the Social Security Act. This amendment defines a newly hired employee as an employee who (i) has not previously been employed by the employer; or (ii) was previously employed by the employer but has been separated from such prior employment for at least 60 consecutive days.

PO Box 335 Holbrook, MA 02343 | Phone (888) 870-6461 | Fax (888) 430-6007
© 2009-2019 Rhode Island New Hire Reporting Directory. Site design by Stellarware

Our web application provides the employer with information on the West Virginia New Hire Reporting requirements and a 'FAQ' section that proactively offers answers to questions on New Hire Reporting. Our web application also contains a 'Contact Us' page, allowing users to contact us by whatever means of communication is the most convenient for them.



[Skip Navigation](#)
1-888-870-6461 Ext. 200
[contact us >](#)

» Home » Login » Register » Reporting Fundamentals » Frequently Asked Questions » Law » Forms » File Transfer » Employer Resources » Site Map

Home » Frequently Asked Questions
The current login will be active for 120 min from last page refresh

Frequently Asked Questions

[Getting Familiar with the New Hire System](#)

1. [How do I get access to the new hire reporting web site?](#)
2. [Do I still need to mail W-4's if reporting new hires by internet?](#)
3. [What should I do if I've been in violation of this law and was not aware until now?](#)
4. [Must I report temporary or seasonal employees?](#)
5. [Is there a fine for not reporting new hire information?](#)
6. [Since our organization reports all employees quarterly, and we have a high turnover rate, why is it necessary to incur the expense of sending a weekly list of all newly hired employees? They will show up on our quarterly wage report anyway.](#)
7. [Who must I report?](#)
8. [Where do I mail, fax, or obtain tax layout information regarding the new hire information?](#)
9. [Must I report employees returning from maternity, family or other leave of absence?](#)
10. [We do not officially hire employees until after the three month probationary period has been completed, even though they are on the payroll. When do they count as new hires?](#)
11. [Can you provide me with additional W-4 forms?](#)
12. [I have no employees who pay child support. Why have I received this notice?](#)
13. [When is an individual considered a new hire?](#)
14. [Must an employer report an employee who is being recalled from a layoff or who is returning from a leave of absence?](#)
15. [Do entities hiring independent contractors or subcontractors have to report new hires? Do independent contractors or subcontractors have to report new hires?](#)

1. How do I get access to the new hire reporting web site?

You may [register on-line for access](#) to the Rhode Island New Hire Reporting Directory Internet site. After you complete the registration form we will process your request and e-mail a confirmation of access. This verification and confirmation will be completed within 24 hours. Please make note of your username and password.

[Back to Top](#)

2. Do I still need to mail W-4's if reporting new hires by internet?

No, your obligation has been met. There is no need to mail or fax a W-4 if you submit via the internet.

[Back to Top](#)

3. What should I do if I've been in violation of this law and was not aware until now?

Begin reporting your new hires immediately.

[Back to Top](#)

4. Must I report temporary or seasonal employees?

Yes. Temporary and seasonal employees are one of the primary reasons why the law was implemented. These employees move frequently between jobs, making it difficult to collect child support if the state is not notified. You do not need to report temporary employees that you employ through a temporary employee agency. In these situations it is the responsibility of the temporary agency to report the individual as a new hire.

[Back to Top](#)

5. Is there a fine for not reporting new hire information?

Yes. Failure to report new hires is punishable by a fine determined by the state. If you begin timely reporting of new hires now, you will not be fined.


[Back to Top](#)

6. Since our organization reports all employees quarterly, and we have a high turnover rate, why is it necessary to incur the expense of sending a weekly list of all newly hired employees? They will show up on our quarterly wage report anyway.

While quarterly wage reporting plays an important role in enforcing child support obligations, it's no substitute for new hire reporting. New Hire reporting provides up-to-date employment information that the state uses to collect child support from individuals who move from job to job.

[Back to Top](#)

7. Who must I report?



[Skip Navigation](#)
1-888-870-6461 Ext. 200
[contact us >](#)

» Home » Login » Register » Reporting Fundamentals » Frequently Asked Questions » Law » Forms » File Transfer » Employer Resources » Site Map

Home » Contact Us
The current login will be active for 120 min from last page refresh

Contact Us

Rhode Island New Hire Reporting Directory
 PO Box 335
 Holbrook, MA, 02343
<http://ri-newhire.com>

Phone:
 (888) 870-6461 Ext. 200

Fax:
 (888) 430-6907

E-mail:

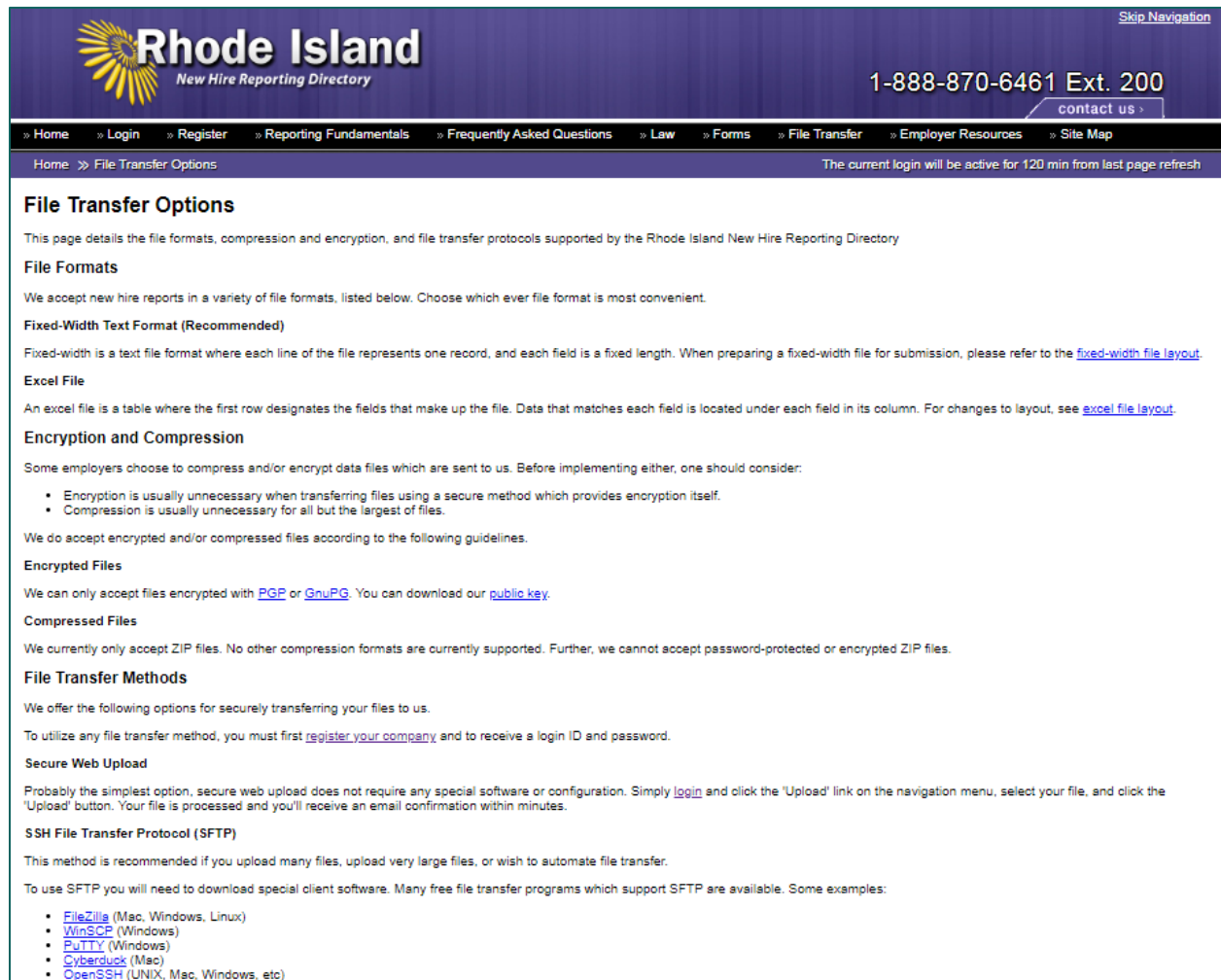
- [General Comments and Feedback Form](#) for comments, suggestions, or questions about this Web site.
- [Customer Service/Technical Support Form](#) for employers/users seeking more technical information or assistance.

* The Rhode Island New Hire Reporting Directory does not have access to specific child support information, and does not have the ability to answer questions directly related to child support.

Visit our [Employer Resources](#) to find information on local, state, and federal child support agencies.

PO Box 335 Holbrook, MA 02343 | Phone (888) 870-6461 | Fax (888) 430-6907
 © 2009-2019 Rhode Island New Hire Reporting Directory. Site design by Stellarware

Our web application also provides the employer with detailed information on the multiple options available to them for automated file upload and file transfer. Templates and file layouts are provided in common business software formats and are available for download to further encourage online reporting.



The screenshot shows the website header for the Rhode Island New Hire Reporting Directory. The header includes the logo, the name "Rhode Island New Hire Reporting Directory", a phone number "1-888-870-6461 Ext. 200", and a "Skip Navigation" link. Below the header is a navigation menu with links for Home, Login, Register, Reporting Fundamentals, Frequently Asked Questions, Law, Forms, File Transfer, Employer Resources, and Site Map. The main content area is titled "File Transfer Options" and contains the following text:

This page details the file formats, compression and encryption, and file transfer protocols supported by the Rhode Island New Hire Reporting Directory

File Formats

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

Fixed-Width Text Format (Recommended)

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](#).

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

We can only accept files encrypted with [PGP](#) or [GnuPG](#). You can download our [public key](#).

Compressed Files

We currently only accept ZIP files. No other compression formats are currently supported. Further, we cannot accept password-protected or encrypted ZIP files.

File Transfer Methods

We offer the following options for securely transferring your files to us.

To utilize any file transfer method, you must first [register your company](#) and to receive a login ID and password.

Secure Web Upload

Probably the simplest option, secure web upload does not require any special software or configuration. Simply [login](#) and click the 'Upload' link on the navigation menu, select your file, and click the 'Upload' button. Your file is processed and you'll receive an email confirmation within minutes.

SSH File Transfer Protocol (SFTP)

This method is recommended if you upload many files, upload very large files, or wish to automate file transfer.

To use SFTP you will need to download special client software. Many free file transfer programs which support SFTP are available. Some examples:

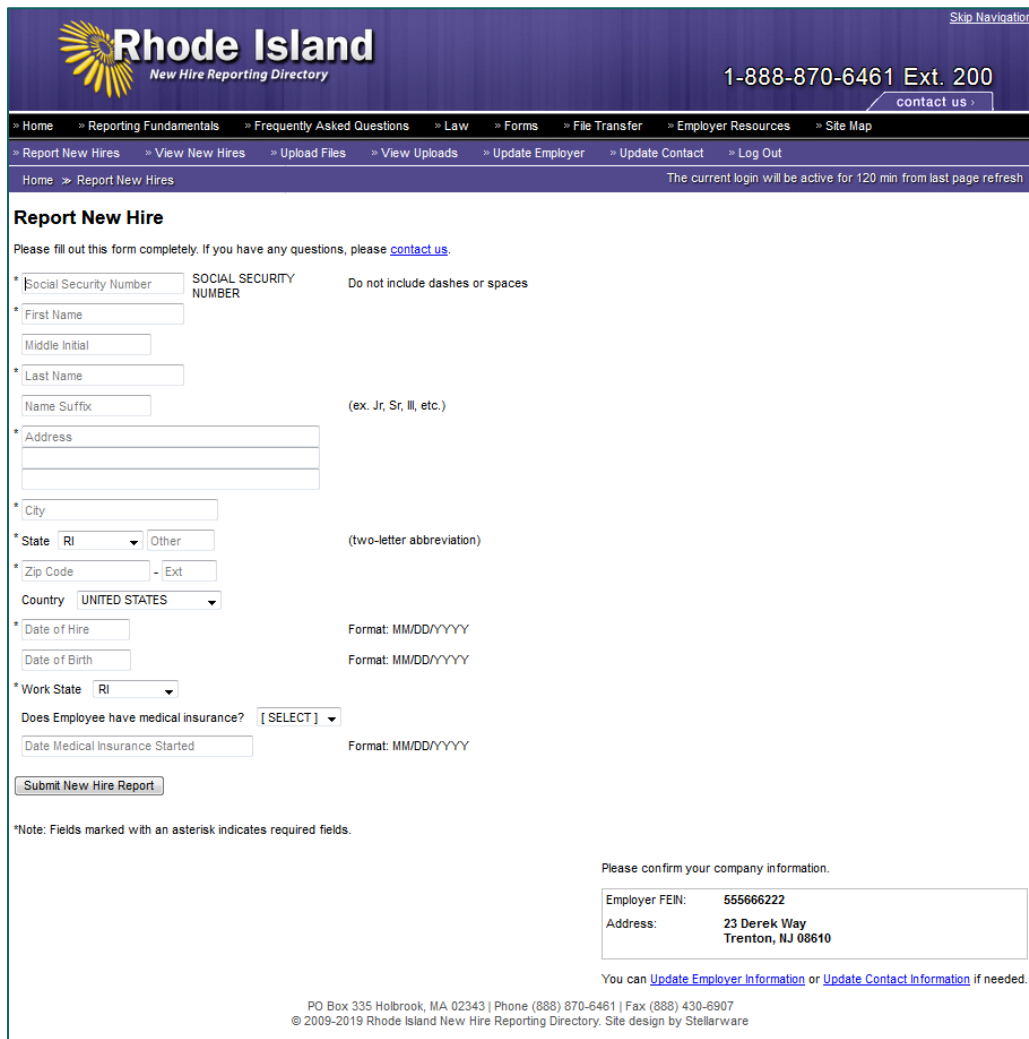
- [FileZilla](#) (Mac, Windows, Linux)
- [WinSCP](#) (Windows)
- [PuTTY](#) (Windows)
- [Cyberduck](#) (Mac)
- [OpenSSH](#) (UNIX, Mac, Windows, etc)

To facilitate a smooth transition to electronic file transmission, our web application delivers clear information outlining details on the supported file formats, fields, and file transfer protocol supported by the West Virginia New Hire Reporting Center.

Stellarware's web application supports entry and validation for employer FEIN, employer name, employer address, new hire employee name, employee address, Social Security Number, date of

birth, date of hire, and employee state of hire. Our application also provides online editing capabilities for records entered and the option for that employer to view records they have previously submitted.

Our web application offers the option of keying records interactively, uploading files, and / or facilitating records via automatic file transfer. Data can also be processed for those employers who submit records via diskette, CD, or otherwise, and they will be contacted regarding alternative online reporting options as well. The page for keying individual new hire records is illustrated below, and can be customized to include any additional or optional fields such as Employee Income.



Rhode Island
New Hire Reporting Directory

1-888-870-6461 Ext. 200
contact us

Home » Reporting Fundamentals » Frequently Asked Questions » Law » Forms » File Transfer » Employer Resources » Site Map

» Report New Hires » View New Hires » Upload Files » View Uploads » Update Employer » Update Contact » Log Out

Home » Report New Hires The current login will be active for 120 min from last page refresh

Report New Hire

Please fill out this form completely. If you have any questions, please [contact us](#).

* Social Security Number SOCIAL SECURITY NUMBER Do not include dashes or spaces

* First Name

Middle Initial

* Last Name

Name Suffix (ex. Jr, Sr, III, etc.)

* Address

* City

* State RI Other (two-letter abbreviation)

* Zip Code - Ext

Country UNITED STATES

* Date of Hire Format: MM/DD/YYYY

Date of Birth Format: MM/DD/YYYY

* Work State RI

Does Employee have medical insurance? [SELECT]

Date Medical Insurance Started Format: MM/DD/YYYY

*Note: Fields marked with an asterisk indicates required fields.

Please confirm your company information.

Employer FEIN:	555666222
Address:	23 Derek Way Trenton, NJ 08610

You can [Update Employer Information](#) or [Update Contact Information](#) if needed.

PO Box 335 Holbrook, MA 02343 | Phone (888) 870-6461 | Fax (888) 430-6907
© 2009-2019 Rhode Island New Hire Reporting Directory. Site design by Stellarware

Our system displays a message from within the application and sends an automatic reply via email confirming the receipt of a New Hire report(s). Our interactive online feature allows the employer to instantly transmit records for multiple employees at one time. We then display a confirmation

message to the employer and provide a report of acceptance after processing has been completed, which can be viewed within the application or via email.

From: Rhode Island New Hire Reporting Directory [<mailto:contact@ri-newhire.com>]
Sent: Thursday, September 5, 2019 9:58 AM
To: [REDACTED]
Subject: Rhode Island New Hire Reporting Directory - Confirmation of Online New Hire Report

Thank you for using the Rhode Island New Hire Reporting Directory. This email serves as your receipt for reporting the following employees:

Employee First	Employee Middle	Employee Last	Employee Suffix	Employee SSN	Hire State	Hire Date	Received
William	[REDACTED]	[REDACTED]		XXXXX7036	RI	08/28/2019	09/05/2019

If you have any questions about this submission, please contact us through the web site, or call (888) 870-6461.
 Rhode Island New Hire Reporting Center
<https://ri-newhire.com/>

Our file upload and file transfer options provide the ability for the employer to transmit multiple records at one time. Following the transmission of a file we display a confirmation message to the employer and provide a report by email of acceptance after processing has been completed. That report will also identify records loaded, duplicated, and invalid as demonstrated in the following image.

From: Rhode Island New Hire Reporting Directory [<mailto:contact@ri-newhire.com>]
Sent: Thursday, September 5, 2019 7:11 AM
To: [REDACTED]
Subject: Rhode Island New Hire Reporting Directory - File Upload Confirmation

Thank you, [REDACTED], for reporting your new hires to the Rhode Island New Hire Reporting Directory. The file RI-acsinc.txt uploaded at 2019-09-05 07:10:12 has been processed. (Upload ID 343975)
 1564 records were found in the file.
 1539 records were loaded.
 19 records were duplicates and were not loaded. These records do not need to be resubmitted.
 6 records were found to be invalid and could not be loaded. These records must be corrected and resubmitted.
 Please refer to the attached files for additional detail.
 For more information about the formats you may use for submitting new hire records, please refer to the File Formats section on our [File Transfer](#) page.
 If you have any questions please send an email to contact@ri-newhire.com or call us at (888) 870-6461.

ATTENTION!!! Employee's Date of Hire is required. For further clarification please see the "Claims Resolution Act" discussed on the Law page, and the required employee information listed on the Frequently Asked Questions and Reporting Fundamentals pages. See also Contact Us.

The confirmation report mentioned above details what records are invalid, including the reason for the invalid. This enables the employers to act independently, correct the records, and resubmit them after the corrections have been made.

Invalid New Hire Records

Received in RI-acsinc.txt on 2019-09-05 07:10:12

From [REDACTED] Inc.

Employer FEIM	Employee Last Name	Employee First Name	Employee Middle Name	Employee SSN	Hire Date	Invalid Reasons
[REDACTED]	[REDACTED]	ANCAROXANA		XXX-XX-8666	08/19/2019	<ul style="list-style-type: none"> Employee Address Verification Failed - Address not standardized: not enough information provided Employee Address Verification Failed - No address match found.
[REDACTED]	[REDACTED]	THEODOR		XXX-XX-8305	08/26/2019	<ul style="list-style-type: none"> Employee Address Verification Failed - Address not standardized: not enough information provided Employee Address Verification Failed - No address match found.
[REDACTED]	[REDACTED]	DIJANA		XXX-XX-1950	08/12/2019	<ul style="list-style-type: none"> Employee Address Verification Failed - Address not standardized: not enough information provided Employee Address Verification Failed - No address match found.
[REDACTED]	[REDACTED]	DOMINGO		XXX-XX-9572	08/19/2019	<ul style="list-style-type: none"> Employee zip code does not match city/state Employee Address Verification Failed - Address non-deliverable. No add-on assigned Employee Address Verification Failed - Five Digit Zip no match, match found in finance number
[REDACTED]	[REDACTED]	LISA		XXX-XX-6542	07/08/2019	<ul style="list-style-type: none"> Employer Address Verification Failed - Address not standardized: not enough information provided Employer Address Verification Failed - No address match found.
[REDACTED]	[REDACTED]	G		XXX-XX-9888	08/19/2019	<ul style="list-style-type: none"> Field employee_first must be at least two alpha characters.

ATTENTION!! Employee's Date of Hire is required. For further clarification please see the "Claims Resolution Act" discussed on the Law page, and the required employee information listed on the Frequently Asked Questions and Reporting Fundamentals pages. See also Contact Us.

Duplicate New Hire Records

Received in RI-acsinc.txt on 2019-09-05 07:10:12

From [REDACTED] Inc.

Employee Last Name	Employee First Name	Employee Middle Name	Original Report Date
[REDACTED]	LEYSA		08/27/2019
[REDACTED]	NICHOLAS		08/20/2019
[REDACTED]	LOIS		04/23/2015
[REDACTED]	RUPERTO		08/08/2019
[REDACTED]	RICHARD		09/05/2019
[REDACTED]	SCOTT		08/26/2019
[REDACTED]	ROBERTA		09/05/2019
[REDACTED]	JEN		08/14/2014
[REDACTED]	EVAN		03/08/2018
[REDACTED]	ISAIAH		07/26/2018
[REDACTED]	ESPERANZA		09/02/2019
[REDACTED]	WILLIAM		09/21/2017
[REDACTED]	AARON		09/05/2019
[REDACTED]	JOAO		01/16/2014
[REDACTED]	JOHN		03/08/2018
[REDACTED]	MICHAEL		09/05/2019
[REDACTED]	KAYLA		07/11/2019
[REDACTED]	DELETE		09/05/2019
[REDACTED]	JAYMEN		08/08/2019

ATTENTION!! Employee's Date of Hire is required. For further clarification please see the "Claims Resolution Act" discussed on the Law page, and the required employee information listed on the Frequently Asked Questions and Reporting Fundamentals pages. See also Contact Us.

Our administrative web application supports a comprehensive outreach platform, which enables managers to identify target audiences for various outreach efforts (such as compliance, conversion, Multi-State Employer audits, and more) and assign those campaigns to staff. The outreach module, which is integrated into the system, not only records all user and employer activity, but also allows the user to view detailed information pertaining to the employers, including:

- Profile information
 - Employer/Service Bureau information
 - Contact person information
- Service Bureau
- Reporting summary
 - Provides a snapshot of the employer including contact information, reporting method, a synopsis or report for the last 90 days, and last report date
- New Hire Records
 - Overall volume, records reported, transmission method, source type, last report date, batch ID number

Close Window

January Case 120: [271964077] ██████████ LLC - completed

Campaign: January Case 120

Method	Fax ID	30 Days	60 Days	90 Days	120 Days	150 Days	180 Days	Total	Last Report Date
Net		0	0	8	0	39	0	68	09/30/2016

Company Name ██████████

Address Line 1 ██████████

Address Line 2 ██████████

City ██████████

State RI

Zip Code ██████████

Country UNITED STATES

Employer profile was last updated on 06/14/2016 at 11:35:52 PM by Jessica Wronowski

Update Employer

Registered Users: Jessica ██████████ (primary)

Contact First Name Jessica

Contact Last Name ██████████

Contact Title

Phone ██████████

Phone Extension

Fax ██████████

E-mail ██████████

Access Level [SELECT]

Login Name

Password

User profile was last updated on 06/14/2016 at 11:35:52 PM by Jessica ██████████

Update User Unlock Account

Verify Employer and User

[LOG OUTREACH=ACTIVITY]

Add note for outreach activity

Add Activity

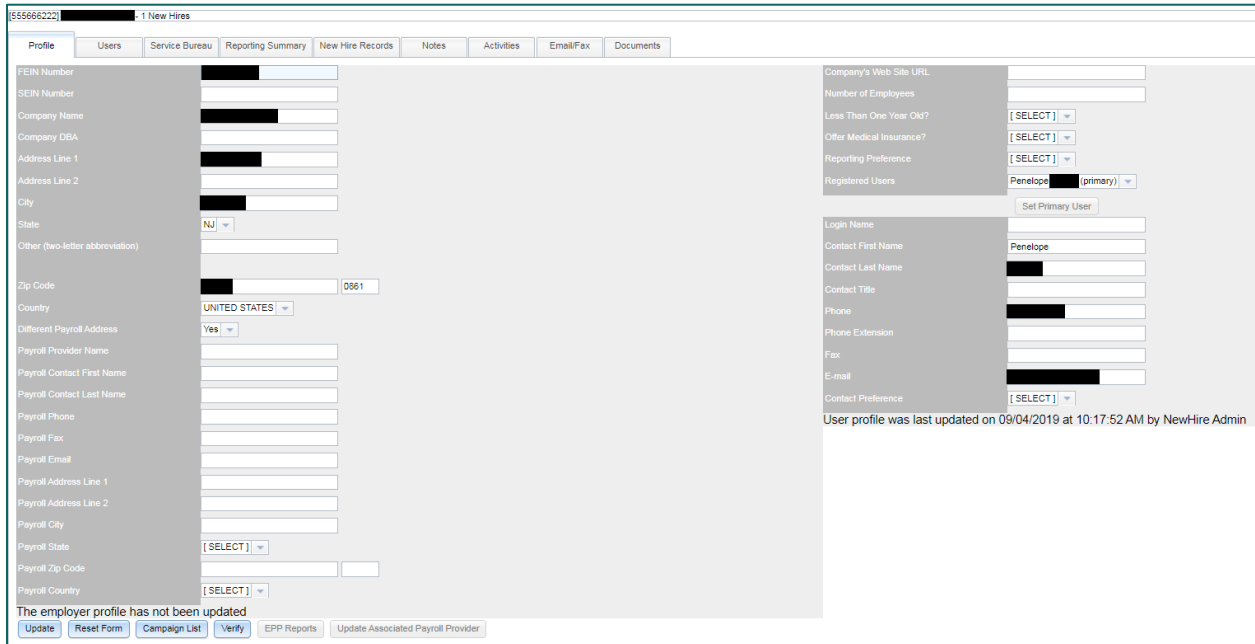
Date/Time	Activity By	Recipient	Type	Activity
09/05/2019 2:07PM	NewHire Admin	Jessica ██████████	Email	<p>To: test@test.com Subject: Compliance Reminder - Over 120 Days Date: Thu, 5 Sep 2019 14:07:45 -0400</p> <p>Dear HR or Payroll Department.</p> <p>The purpose of this letter is to provide a kind reminder from The Rhode Island New Hire Reporting Directory located at www.RI-newhire.com. If calling in response to this reminder, please refer to Case File #120 at 1-888-870-6461.</p> <p>We have not received any new hire records for FEIN# ██████████ since #last_report_date#.</p> <p>If your company has not had any new hires, as defined by law, please consider this a kind reminder for future reference.</p> <p>If your company has had new hires, then you will need to report those new hires to The Rhode Island New Hire Reporting Directory at your first opportunity by way of www.RI-newhire.com.</p> <p>Federal and state laws require employers to report within 14 days of an employee's hire date.</p> <p>Employers who submit reports by way of files must submit two files a month.</p> <p>New legislation defines a new hire as, "...an employee who-(i) has not previously been employed by the employer, or (ii) was previously employed by the employer but has been separated from such prior employment for at least 60 consecutive days."</p> <p>The attached brochure and this link to our web site provide additional information. www.RI-newhire.com.</p> <p>We welcome your questions and look forward to helping you in any way we can.</p>

Additionally, the user has the capability to take necessary action steps to contact the employer, which include:

- Notes
 - Add, edit, and display any staff notes related to the outreach effort or otherwise
- Activities
 - Update the status of the outreach effort to the employer (new, in progress, on hold, resolved)
 - Record and track actions taken with the employer (left message, follow-up required, and more)

- Email/Fax
 - Ability to fax and email through the system using approved templates
 - Capability to attach documents
 - All correspondence is system generated and recorded in the activities section

Below please find an image of the landing page for Stellarware’s Outreach Module.



Stellarware’s system also supports outreach to employers outside of the database. Any employer lists provided through DWD’s cross match, audit programs, and Quarterly Wage Reports can be made available within the system for outreach activity and tracking. This module is designed to allow email, fax, and mail correspondence to be instantly distributed. Stellarware whole-heartedly believes in a hands-on approach to employer outreach and prefaces every correspondence to an employer with a phone call.

Search EPP Reports

Choose EPP report
 Year - Qtr (Total Non-Compliant)
 [View employers](#)

Filter by last outreach
 New | Repeat | Both

EPP Prompt On
 EPP Prompt Off
 No outreach activity
 RPO
 Unable to Find
 Left message
 Emailed notification
 Faxed notification
 Notify by mail
 No new hires
 Follow-up
 PEO
 MSE
 Alert Notification (x3)

By:

Start Date:

End Date:

Total Employers: 9,817 - Non-Compliant Employers from 2016 - Q1
 Total Employees: 25,136

Row	FEIN	Employer	Compliant	Employees	Records Reported	Missing	Last Report Date	Last Outreach	# Promp
1		PONDEROSA DAIRY PRODUCTS LLC	Y	3	3	0	01/31/2017	EPP Prompt On on 01/31/2017	
2		SIGHTS ON SERVICE INC	N	80	0	80		email on 01/06/2017	
3		IVY LANE CORPORATION	N	64	0	64		email on 01/06/2017	
4		EXQUISITE THREADING LLC	N	79	0	79		email on 01/06/2017	
5		CRM OF THE CAROLINAS LLC	N	1	0	1		email on 01/09/2017	
6		EL CAPITAN INC	N	6	0	6	01/12/2017	email on 01/09/2017	
7		STONE MANOR BRIDAL LLC	N	6	0	6		email on 11/07/2016	
8		SAFEBUILT WISCONSIN LLC	N	48	0	48		email on 11/07/2016	

Find by employer
 Employer:
 FEIN:

Quarterly Wage (QW) outreach is executed through the system, as indicated above. The system is designed to track all outreach and monitor results. The module will capture records reported by the non-compliant QW employers and distribute the information to management daily.

Stellarware recognizes the importance of tracking and monitoring all of the project related activities outlined throughout this RFQ. As such, our robust dashboard functionality allows us to provide the State with any and all reporting needs, including but not limited to:

- Total number of records received per day, month, year-to-date and year
- Total number entry records keyed per day
- Total electronic records transmitted to file by type of media
- Total records transmitted to Agency per transmission
- Total number of employees reporting
- Total number of non-compliant employers identified, and number of compliance letters sent
- Number and name of multi-state employer / employees reported per month, by state
- Statistics regarding website usage by reporting employers
- Annual evaluation of efficiency and efficacy of New Hire Reporting program



Stellarware is extremely confident that our experience and technology would provide the State of West Virginia with an innovative and successful New Hire reporting program and appreciate your consideration for award of this contract.