



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 | Clarification Request

Procurement Folder: 1266377

Procurement Type: Central Master Agreement

Vendor ID: 000000187090

Legal Name: STELLARWARE CORPORATION

Alias/DBA:

Total Bid: \$102,457.30

Response Date: 09/20/2023

Response Time: 13:31

Responded By User ID: Stellarware

First Name: George

Last Name: French

Email: gfrench@stellarware.com

Phone: 7813473633

SO Doc Code: CRFQ

SO Dept: 0511

SO Doc ID: CSE2400000001

Published Date: 8/31/23

Close Date: 9/21/23

Close Time: 13:30

Status: Closed

Solicitation Description: NEW HIRE SERVICES

Total of Header Attachments: 1

Total of All Attachments: 1



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

**State of West Virginia
 Solicitation Response**

Proc Folder: 1266377
Solicitation Description: NEW HIRE SERVICES
Proc Type: Central Master Agreement

| Solicitation Closes | Solicitation Response | Version |
|---------------------|------------------------------|---------|
| 2023-09-21 13:30 | SR 0511 ESR09202300000001443 | 1 |

VENDOR
 000000187090
 STELLARWARE CORPORATION

Solicitation Number: CRFQ 0511 CSE2400000001
Total Bid: 102457.3000000000029103830456 **Response Date:** 2023-09-20 **Response Time:** 13:31:24
Comments: STELLARWARE WILL NOT BE OFFERING ANY DISCOUNTS FOR EARLY PAYMENT, RATHER, OFFERS ITS MOST COMPETITIVE PRICING FOR THIS BID.

FOR INFORMATION CONTACT THE BUYER
 Crystal G Husted
 (304) 558-2402
 crystal.g.husted@wv.gov

Vendor Signature X **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 | | | |

Commodity Line Comments: AS THE CURRENT VENDOR OPERATING THE NEW HIRE PROGRAM, THERE ARE NO TRANSITIONAL COSTS ASSOCIATED WITH THIS BID.

Extended Description:

Transitional Cost (fixed fee) from current Vendor

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|-----------------------------|-----------|------------|------------|-----------------------------|
| 2 | Rate per each record Year 1 | 241076.00 | EA | 0.102500 | 24710.29 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80101604 | | | |

Commodity Line Comments: STELLARWARE BIDS A RATE OF \$0.1025 PER EACH NEW HIRE RECORD OR RESUBMIT.

Extended Description:

Rate per each New Hire record or resubmit - initial year

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|--|-----------|------------|------------|-----------------------------|
| 3 | Rate per each record Optional Renewal Year 1 | 241076.00 | EA | 0.102500 | 24710.29 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80101604 | | | |

Commodity Line Comments: STELLARWARE WILL NOT INCREASE THE UNIT PRICE FOR RENEWAL OPTION YEAR ONE (1). STELLARWARE BIDS A RATE OF \$0.1025 PER EACH NEW HIRE RECORD OR RESUBMIT.

Extended Description:

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

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|--|-----------|------------|------------|-----------------------------|
| 4 | Rate per each record Optional Renewal Year 2 | 241076.00 | EA | 0.107500 | 25915.67 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80101604 | | | |

Commodity Line Comments: STELLARWARE BIDS A RATE OF \$0.1075 PER EACH NEW HIRE RECORD OR RESUBMIT.

Extended Description:

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

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|--|-----------|------------|------------|-----------------------------|
| 5 | Rate per each record Optional Renewal Year 3 | 241076.00 | EA | 0.112500 | 27121.05 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80101604 | | | |

Commodity Line Comments: STELLARWARE BIDS A RATE OF \$0.1125 PER EACH NEW HIRE RECORD OR RESUBMIT.

Extended Description:

Rate per each record Optional Renewal Year 3



TECHNICAL PROPOSAL

New Hire Services
Request for Quotation
(RFQ) # CRFQ 0511 CSE2400000001

September 21, 2023 | 1:30 PM (Eastern Time)

OFFEROR CONTACT INFORMATION

George French, President, Stellarware
600 Longwater Drive, Ste. 202 | Norwell, MA 02061
gfrench@stellarware.com
(781) 347-3633

STATE PROCUREMENT CONTACT

Crystal G. Husted
Buyer
crystal.g.husted@wv.gov
(304) 558-2402

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Transmittal Letter

September 21, 2023

State of West Virginia
Purchasing Division
Department of Health and Human Services
Bureau for Child Support Enforcement

Re: CRFQ 0511 CSE2400000001, New Hire Services

Ms. Crystal G. Husted,

Enclosed with this letter is our response to the Centralized Request for Quote (CRFQ) for New Hire Program Services for the State of West Virginia. Stellarware Corporation has proudly operated the New Hire Reporting project for the State since November 2019 and has realized tremendous growth and technological innovations. We welcome the opportunity to continue operating this project and commit to furthering our partnership with the State to provide innovative solutions, easy-to-use employer platforms, and the highest level of customer service to the child support and employer communities. A cornerstone of Stellarware's success is our robust employer outreach and compliance strategies, ensuring the programs we manage to achieve excellence and improve efficiency without sacrificing the personal service touch that our clients have come to expect. We currently operate the New Hire Reporting programs on behalf of Georgia, Indiana, Mississippi, Nebraska, North Carolina, New Jersey, New Mexico, Rhode Island, Tennessee, Virginia, Wisconsin, West Virginia, and the District of Columbia.

We have a deep understanding of the work to be performed and extensive experience operating the West Virginia New Hire Reporting program since 2019. The State can be assured that our operations will continue to meet and exceed the expectations of the State of West Virginia. Stellarware agrees to all terms and conditions outlined in the Request for Centralized Quote #CRFQ-0511-CSE2400000001, as well as addendums 1-3, issued by the State.

I certify that, as President of Stellarware Corporation, I am the designated Contract Administrator and the initial point of contact for matters related to this Contract.

George French, President
Stellarware Corporation
600 Longwater Drive
Suite 202
Norwell, MA 02061
Phone: 781-964-6600
Fax: 781-622-9013
Email: gfrench@stellarware.com

Additionally, we are designating the following individual as Contract Manager, responsible for overseeing the Vendor's responsibilities under this Contract. The contract manager will be available during normal business hours to address any customer service or other issues related to this contract.

Clarissa Combs
Phone: 781-347-3633
Fax: 781-622-9013
Email: ccombs@stellarware.com

In addition, by signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for

that product or service, unless otherwise stated herein; that the vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of the law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law, and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

We look forward to the opportunity to continue our relationship with the State of West Virginia on this very important project and commit to taking the program to the next level in innovation and service should we be the successful respondent of this bid.

Sincerely,



Signature

George French

Printed Name

Stellarware Corporation

Company

President

Company Title

(781) 964-6600

Phone

(781) 622-9013

Fax

gfrench@stellarware.com

Email

Thursday, September 21, 2023

Date Signed

RFQ Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ CSE2400000001

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.

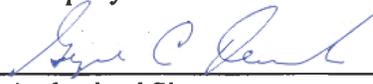
Addendum Numbers Received:
(Check the box next to each addendum received)

- | | |
|--|--|
| <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 checked="" 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 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 21, 2023

Date

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

Federal Funds Addendum

FEDERAL FUNDS ADDENDUM

2 C.F.R. §§ 200.317 – 200.327

Purpose: This addendum is intended to modify the solicitation in an attempt to make the contract compliant with the requirements of 2 C.F.R. §§ 200.317 through 200.327 relating to the expenditure of certain federal funds. This solicitation will allow the State to obtain one or more contracts that satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

Instructions: Vendors who are willing to extend their contract to procurements with federal funds and the requirements that go along with doing so, should sign the attached document identified as: “REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)”

Should the awarded vendor be unwilling to extend the contract to federal funds procurement, the State reserves the right to award additional contracts to vendors that can and are willing to meet federal funds procurement requirements.

Changes to Specifications: Vendors should consider this solicitation as containing two separate solicitations, one for state level procurement and one for county/local procurement.

State Level: In the first solicitation, bid responses will be evaluated with applicable preferences identified in sections 15, 15A, and 16 of the “Instructions to Vendors Submitting Bids” to establish a contract for both standard state procurements and state federal funds procurements.

County Level: In the second solicitation, bid responses will be evaluated with applicable preferences identified in Sections 15, 15A, and 16 of the “Instructions to Vendors Submitting Bids” omitted to establish a contract for County/Local federal funds procurement.

Award: If the two evaluations result in the same vendor being identified as the winning bidder, the two solicitations will be combined into a single contract award. If the evaluations result in a different bidder being identified as the winning bidder, multiple contracts may be awarded. The State reserves the right to award to multiple different entities should it be required to satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

State Government Use Caution: State agencies planning to utilize this contract for procurements subject to the above identified federal regulations should first consult with the federal agency providing the applicable funding to ensure the contract is compliant.

County/Local Government Use Caution: County and Local government entities planning to utilize this contract for procurements subject to the above identified federal regulation should first consult with the federal agency providing the applicable funding to ensure the contract is compliant. For purposes of County/Local government use, the solicitation resulting in this contract was conducted in accordance with the procurement laws, rules, and procedures governing the West Virginia Department of Administration, Purchasing Division, except that vendor preference has been omitted for County/Local use purposes and the contract terms contained in the document entitled “REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)” have been added.

FEDERAL FUNDS ADDENDUM

REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

The State of West Virginia Department of Administration, Purchasing Division, and the Vendor awarded this Contract intend that this Contract be compliant with the requirements of the Procurement Standards contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements found in 2 C.F.R. § 200.317, et seq. for procurements conducted by a Non-Federal Entity. Accordingly, the Parties agree that the following provisions are included in the Contract.

**1. MINORITY BUSINESSES, WOMEN'S BUSINESS ENTERPRISES, AND LABOR SURPLUS AREA FIRMS:
(2 C.F.R. § 200.321)**

- a. The State confirms that it has taken all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible. Those affirmative steps include:

- (1) Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
- (2) Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
- (3) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
- (4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises;
- (5) Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce; and
- (6) Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (1) through (5) above.

- b. Vendor confirms that if it utilizes subcontractors, it will take the same affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

**2. DOMESTIC PREFERENCES:
(2 C.F.R. § 200.322)**

- a. The State confirms that as appropriate and to the extent consistent with law, it has, to the greatest extent practicable under a Federal award, provided a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United

States (including but not limited to iron, aluminum, steel, cement, and other manufactured products).

b. Vendor confirms that will include the requirements of this Section 2. Domestic Preference in all subawards including all contracts and purchase orders for work or products under this award.

c. Definitions: For purposes of this section:

(1) "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.

(2) "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

3. BREACH OF CONTRACT REMEDIES AND PENALTIES:

(2 C.F.R. § 200.327 and Appendix II)

(a) The provisions of West Virginia Code of State Rules § 148-1-5 provide for breach of contract remedies, and penalties. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

4. TERMINATION FOR CAUSE AND CONVENIENCE:

(2 C.F.R. § 200.327 and Appendix II)

(a) The provisions of West Virginia Code of State Rules § 148-1-5 govern Contract termination. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

5. EQUAL EMPLOYMENT OPPORTUNITY:

(2 C.F.R. § 200.327 and Appendix II)

Except as otherwise provided under 41 CFR Part 60, and if this contract meets the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3, this contract includes the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

6. DAVIS-BACON WAGE RATES:

(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this Contract includes construction, all construction work in excess of \$2,000 will be completed and paid for in compliance with the Davis–Bacon Act (40 U.S.C. 3141–3144, and 3146–3148) as supplemented by Department of Labor regulations (29 CFR Part 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must:

- (a) pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
- (b) pay wages not less than once a week.

A copy of the current prevailing wage determination issued by the Department of Labor is attached hereto as Exhibit B. The decision to award a contract or subcontract is conditioned upon the acceptance of the wage determination. The State will report all suspected or reported violations to the Federal awarding agency.

7. ANTI-KICKBACK ACT:
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that it will comply with the Copeland Anti-KickBack Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). Accordingly, Vendor, Subcontractors, and anyone performing under this contract are prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The State must report all suspected or reported violations to the Federal awarding agency.

8. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT
(2 C.F.R. § 200.327 and Appendix II)

Where applicable, and only for contracts awarded by the State in excess of \$100,000 that involve the employment of mechanics or laborers, Vendor agrees to comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, Vendor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

9. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.
(2 C.F.R. § 200.327 and Appendix II)

If the Federal award meets the definition of “funding agreement” under 37 CFR § 401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.

10. CLEAN AIR ACT
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this contract exceeds \$150,000, Vendor is to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

11. DEBARMENT AND SUSPENSION
(2 C.F.R. § 200.327 and Appendix II)

The State will not award to any vendor that is listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

12. BYRD ANTI-LOBBYING AMENDMENT
(2 C.F.R. § 200.327 and Appendix II)

Vendors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

13. PROCUREMENT OF RECOVERED MATERIALS
(2 C.F.R. § 200.327 and Appendix II; 2 C.F.R. § 200.323)

Vendor agrees that it and the State must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the

Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

14. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.

(2 C.F.R. § 200.327 and Appendix II; 2 CFR § 200.216)

Vendor and State agree that both are prohibited from obligating or expending funds under this Contract to:

- (1) Procure or obtain;
- (2) Extend or renew a contract to procure or obtain; or
- (3) Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115–232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).
 - (i) For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
 - (ii) Telecommunications or video surveillance services provided by such entities or using such equipment.
 - (iii) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

In implementing the prohibition under Public Law 115–232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.

State of West Virginia

Vendor Name: Stellarware Corporation

By: _____

By:  _____

Printed Name: _____

Printed Name: George French

Title: _____

Title: President

Date: _____

Date: September 21, 2023

**EXHIBIT A To:
REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY
CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):**

W. Va. CSR § 148-1-5

West Virginia Code of State Rules
Title 148. Department of Administration
Legislative Rule (Ser. 1)
Series 1. Purchasing

W. Va. Code St. R. § 148-1-5
§ 148-1-5. Remedies.

Currentness

5.1. The Director may require that the spending unit attempt to resolve any issues that it may have with the vendor prior to pursuing a remedy contained herein. The spending unit must document any resolution efforts and provide copies of those documents to the Purchasing Division.

5.2. Contract Cancellation.

5.2.1. Cancellation. The Director may cancel a purchase or contract immediately under any one of the following conditions including, but not limited to:

5.2.1.a. The vendor agrees to the cancellation;

5.2.1.b. The vendor has obtained the contract by fraud, collusion, conspiracy, or is in conflict with any statutory or constitutional provision of the State of West Virginia;

5.2.1.c. Failure to honor any contractual term or condition or to honor standard commercial practices;

5.2.1.d. The existence of an organizational conflict of interest is identified;

5.2.1.e. Funds are not appropriated or an appropriation is discontinued by the legislature for the acquisition;

5.2.1.f. Violation of any federal, state, or local law, regulation, or ordinance, and

5.2.1.g. The contract was awarded in error.

5.2.2. The Director may cancel a purchase or contract for any reason or no reason, upon providing the vendor with 30 days' notice of the cancellation.

5.2.3. Opportunity to Cure. In the event that a vendor fails to honor any contractual term or condition, or violates any provision of federal, state, or local law, regulation, or ordinance, the Director may request that the vendor remedy the contract breach or legal violation within a time frame the Director determines to be appropriate. If the vendor fails to remedy the contract breach or legal violation or the Director determines, at his or her sole discretion, that such a request is unlikely to yield a satisfactory result, then he or she may cancel immediately without providing the vendor an opportunity to perform a remedy.

5.2.4. Re-Award. The Director may award the cancelled contract to the next lowest responsible bidder (or next highest scoring bidder if best value procurement) without a subsequent solicitation if the following conditions are met:

5.2.4.a. The next lowest responsible bidder (or next highest scoring bidder if best value procurement) is able to perform at the price contained in its original bid submission, and

5.2.4.b. The contract is an open-end contract, a one-time purchase contract, or a contract for work which has not yet commenced.

Award to the next lowest responsible bidder (or next highest scoring bidder if best value procurement) will not be an option if the vendor's failure has in any way increased or significantly changed the scope of the original contract. The vendor failing to honor contractual and legal obligations is responsible for any increase in cost the state incurs as a result of the re-award.

5.3. Non-Responsible. If the Director believes that a vendor may be non-responsible, the Director may request that a vendor or spending unit provide evidence that the vendor either does or does not have the capability to fully perform the contract requirements, and the integrity and reliability necessary to assure good faith performance. If the Director determines that the vendor is non-responsible, the Director shall reject that vendor's bid and shall not award the contract to that vendor. A determination of non-responsibility must be evaluated on a case-by-case basis and can only be made after the vendor in question has submitted a bid. A determination of non-responsibility will only extend to the contract for which the vendor has submitted a bid and does not operate as a bar against submitting future bids.

5.4. Suspension.

5.4.1. The Director may suspend, for a period not to exceed 1 year, the right of a vendor to bid on procurements issued by the Purchasing Division or any state spending unit under its authority if:

5.4.1.a. The vendor has submitted a bid and then requested that its bid be withdrawn after bids have been publicly opened.

5.4.1.b. The vendor has exhibited poor performance in fulfilling his or her contractual obligations to the State. Poor performance includes, but is not limited to any of the following: violations of law, regulation, or ordinance; failure to deliver timely; failure to deliver quantities ordered; poor performance reports; or failure to deliver commodities, services, or printing at the quality level required by the contract.

5.4.1.c. The vendor has breached a contract issued by the Purchasing Division or any state spending unit under its authority and refuses to remedy that breach.

5.4.1.d. The vendor's actions have given rise to one or more of the grounds for debarment listed in [W. Va. Code § 5A-3-33d](#).

5.4.2. Vendor suspension for the reasons listed in section 5.4 above shall occur as follows:

5.4.2.a. Upon a determination by the Director that a suspension is warranted, the Director will serve a notice of suspension to the vendor.

5.4.2.b. A notice of suspension must inform the vendor:

5.4.2.b.1. Of the grounds for the suspension;

5.4.2.b.2. Of the duration of the suspension;

5.4.2.b.3. Of the right to request a hearing contesting the suspension;

5.4.2.b.4. That a request for a hearing must be served on the Director no later than 5 working days of the vendor's receipt of the notice of suspension;

5.4.2.b.5. That the vendor's failure to request a hearing no later than 5 working days of the receipt of the notice of suspension will be deemed a waiver of the right to a hearing and result in the automatic enforcement of the suspension without further notice or an opportunity to respond; and

5.4.2.b.6. That a request for a hearing must include an explanation of why the vendor believes the Director's asserted grounds for suspension do not apply and why the vendor should not be suspended.

5.4.2.c. A vendor's failure to serve a request for hearing on the Director no later than 5 working days of the vendor's receipt of the notice of suspension will be deemed a waiver of the right to a hearing and may result in the automatic enforcement of the suspension without further notice or an opportunity to respond.

5.4.2.d. A vendor who files a timely request for hearing but nevertheless fails to provide an explanation of why the asserted grounds for suspension are inapplicable or should not result in a suspension, may result in a denial of the vendor's hearing request.

5.4.2.e. Within 5 working days of receiving the vendor's request for a hearing, the Director will serve on the vendor a notice of hearing that includes the date, time and place of the hearing.

5.4.2.f. The hearing will be recorded and an official record prepared. Within 10 working days of the conclusion of the hearing, the Director will issue and serve on the vendor, a written decision either confirming or reversing the suspension.

5.4.3. A vendor may appeal a decision of the Director to the Secretary of the Department of Administration. The appeal must be in writing and served on the Secretary no later than 5 working days of receipt of the Director's decision.

5.4.4. The Secretary, or his or her designee, will schedule an appeal hearing and serve on the vendor, a notice of hearing that includes the date, time and place of the hearing. The appeal hearing will be recorded and an official record prepared. Within 10 working days of the conclusion of the appeal hearing, the Secretary will issue and serve on the vendor a written decision either confirming or reversing the suspension.

5.4.5. Any notice or service related to suspension actions or proceedings must be provided by certified mail, return receipt requested.

5.5. Vendor Debarment. The Director may debar a vendor on the basis of one or more of the grounds for debarment contained in [W. Va. Code § 5A-3-33d](#) or if the vendor has been declared ineligible to participate in procurement related activities under federal laws and regulation.

5.5.1. Debarment proceedings shall be conducted in accordance with [W. Va. Code § 5A-3-33e](#) and these rules. A vendor that has received notice of the proposed debarment by certified mail, return receipt requested, must respond to the proposed debarment within 30 working days after receipt of notice or the debarment will be instituted without further notice. A vendor is deemed to have received notice, notwithstanding the vendor's failure to accept the certified mail, if the letter is addressed to the vendor at its last known address. After considering the matter and reaching a decision, the Director shall notify the vendor of his or her decision by certified mail, return receipt requested.

5.5.2. Any vendor, other than a vendor prohibited from participating in federal procurement, undergoing debarment proceedings is permitted to continue participating in the state's procurement process until a final debarment decision has been reached. Any contract that a debarred vendor obtains prior to a final debarment decision shall remain in effect for the current term, but may not be extended or renewed. Notwithstanding the foregoing, the Director may cancel a contract held by a debarred vendor if the Director determines, in his or her sole discretion, that doing so is in the best interest of the State. A vendor prohibited from participating in federal procurement will not be permitted to participate in the state's procurement process during debarment proceedings.

5.5.3. If the Director's final debarment decision is that debarment is warranted and notice of the final debarment decision is mailed, the Purchasing Division shall reject any bid submitted by the debarred vendor, including any bid submitted prior to the final debarment decision if that bid has not yet been accepted and a contract consummated.

5.5.4. Pursuant to [W.Va. Code § 5A-3-33e\(e\)](#), the length of the debarment period will be specified in the debarment decision and will be for a period of time that the Director finds necessary and proper to protect the public from an irresponsible vendor.

5.5.5. List of Debarred Vendors. The Director shall maintain and publicly post a list of debarred vendors on the Purchasing Division's website.

5.5.6. Related Party Debarment. The Director may pursue debarment of a related party at the

same time that debarment of the original vendor is proceeding or at any time thereafter that the Director determines a related party debarment is warranted. Any entity that fails to provide the Director with full, complete, and accurate information requested by the Director to determine related party status will be presumed to be a related party subject to debarment.

5.6. Damages.

5.6.1. A vendor who fails to perform as required under a contract shall be liable for actual damages and costs incurred by the state.

5.6.2. If any commodities delivered under a contract have been used or consumed by a spending unit and on testing the commodities are found not to comply with specifications, no payment may be approved by the Spending Unit for the merchandise until the amount of actual damages incurred has been determined.

5.6.3. The Spending Unit shall seek to collect damages by following the procedures established by the Office of the Attorney General for the collection of delinquent obligations.

Credits

History: Filed 4-1-19, eff. 4-1-19; Filed 4-16-21, eff. 5-1-21.

Current through register dated May 7, 2021. Some sections may be more current. See credits for details.

W. Va. C.S.R. § 148-1-5, WV ADC § 148-1-5

End of Document

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EXHIBIT B To:
REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY
CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

Prevailing Wage Determination

– Not Applicable Because Contract Not for Construction

– Federal Prevailing Wage Determination on Next Page

Proposal Narrative

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 thirteen 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 to establish paternity, institute new child support orders, enforce orders, and make 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 establishing a garnished cash medical payment order from the employee's wages. Efficiently managing a New Hire program is just one important piece of 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 rely 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 desperately rely on timely child support payments.

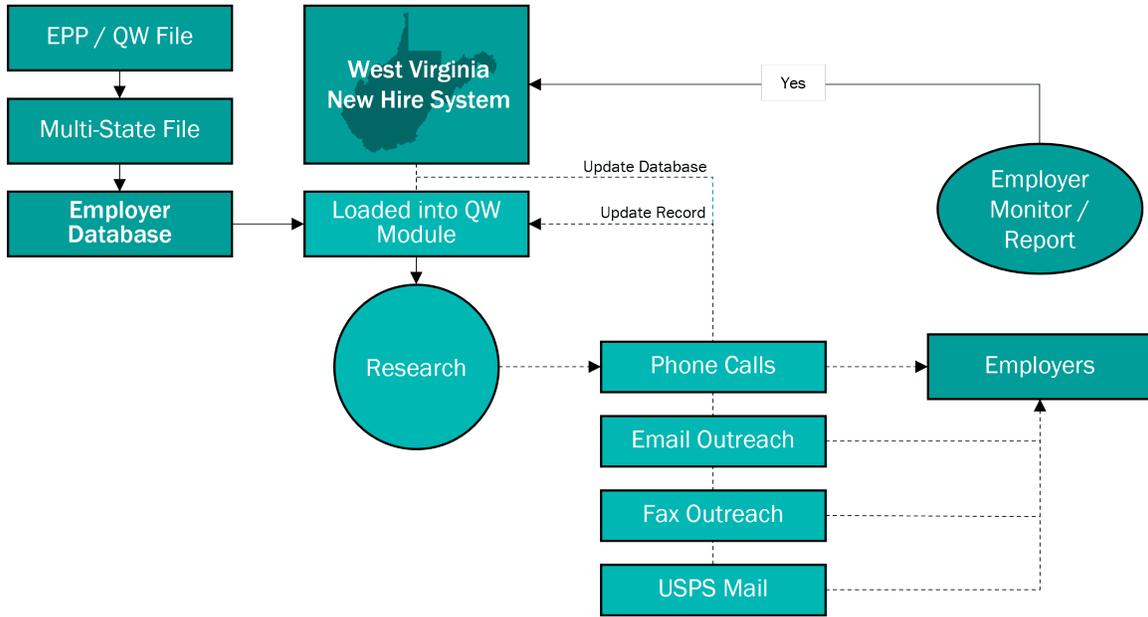
In addition to technology, innovation, and partnership, some of Stellarware's core company values include respect for our clients, delivering value, and the opportunity to impact society. Being a small company, Stellarware takes the time to understand each of our client's unique needs so that we can 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 impact how effectively states can serve their communities positively. 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. Having these focuses in common, in addition to our experience as the incumbent vendor, 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.

As a leader in developing innovative solutions that improve business and government communications, Stellarware delivers the most advanced new hire reporting solution to West Virginia, enabling employers, staff, and the State to submit, track, and review new hire reporting data using a secure and reliable web portal. Stellarware provides West Virginia with a strong track record and proven approach throughout its design, configuration, and operations, implementing an advanced technological platform with a business model that meets challenges with a commitment to what is needed today and a vision for the future.

Stellarware has successfully operated the West Virginia New Hire Reporting Center since November 2019. Over the years, we have introduced new features using industry best practices in web services technology to achieve incredible increases in electronic reporting and compliance. These features include infrastructure and interface upgrades that allow us to take advantage of newer web-based technologies to continue providing secure and reliable access to data that serves the State of West Virginia and, more importantly, is appreciated by the employer community.

Stellarware has brought leading-edge technology and innovation to the West Virginia New Hire program and has built a great working relationship with the employer community. The following diagram provides a high-level overview of the workflow for the West Virginia process.





Corporate Experience & the Benefits of Choosing Stellarware



NATION'S PREFERRED EMPLOYER SERVICES PORTAL

STELLARWARE'S EMPLOYER SERVICES PORTAL PROVIDES THE PERFECT 'ONE-STOP-SHOP' FOR USERS LOOKING TO FULFILL THEIR CHILD SUPPORT OBLIGATIONS WITH EFFICIENCY AND EASE

SUCCESSFUL OPERATION OF 13 NEW HIRE PROGRAMS

ALL OF OUR PROGRAMS HAVE GROWN YEAR AFTER YEAR, DESPITE ECONOMIC UNCERTAINTIES

UNMATCHED ELECTRONIC REPORTING LEVELS

WE FOCUS ON CONVERSION AND AVERAGE A 92%-95% ELECTRONIC REPORTING RATE ACROSS ALL PROJECTS

SOLUTIONS BUILT FOR THE FUTURE

SELECT ADDITIONAL SERVICES INCLUDE EMPLOYER DATABASE MAINTENANCE & VERIFICATION AND STREAMLINED LUMP SUM PAYMENT, IWO, AND NMSN PROCESSING

TRUSTED CONNECTION TO THE CHILD SUPPORT COMMUNITY

UNPARALLELED COMMITMENT TO COMPLIANCE AND EDUCATING EMPLOYERS

FOCUS ON SUPERIOR CUSTOMER SERVICE

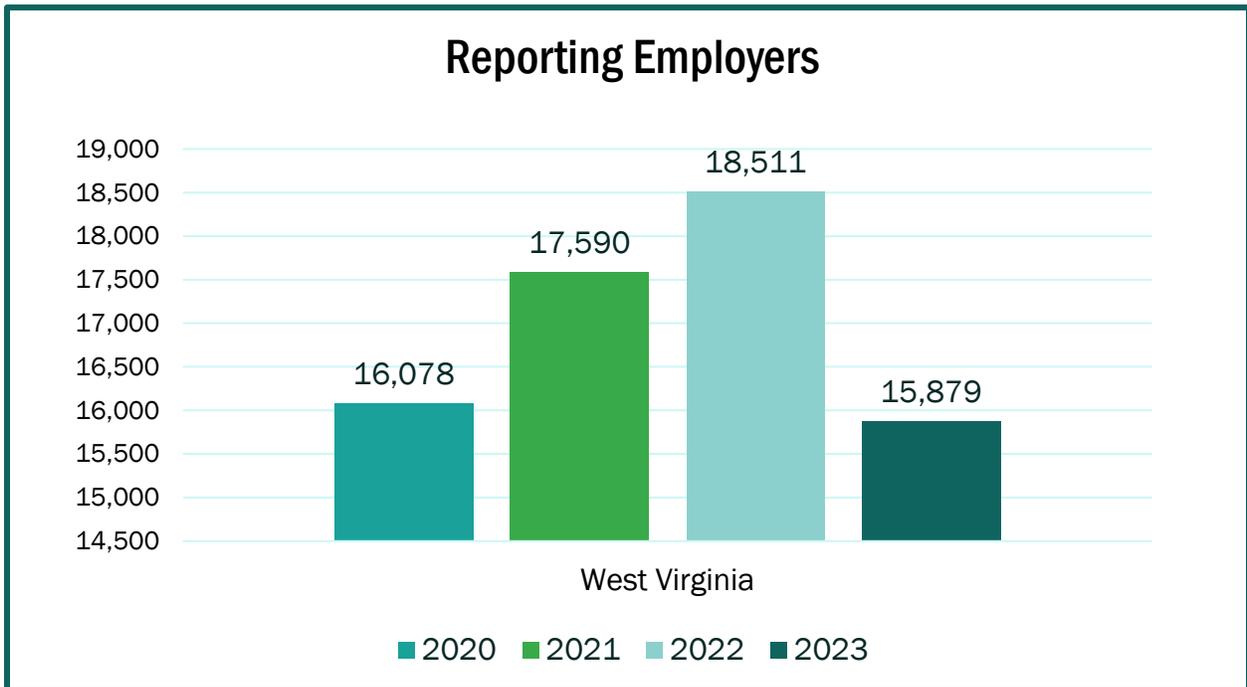
A PARTNER OF THE CHILD SUPPORT COMMUNITY FOR OVER 20 YEARS

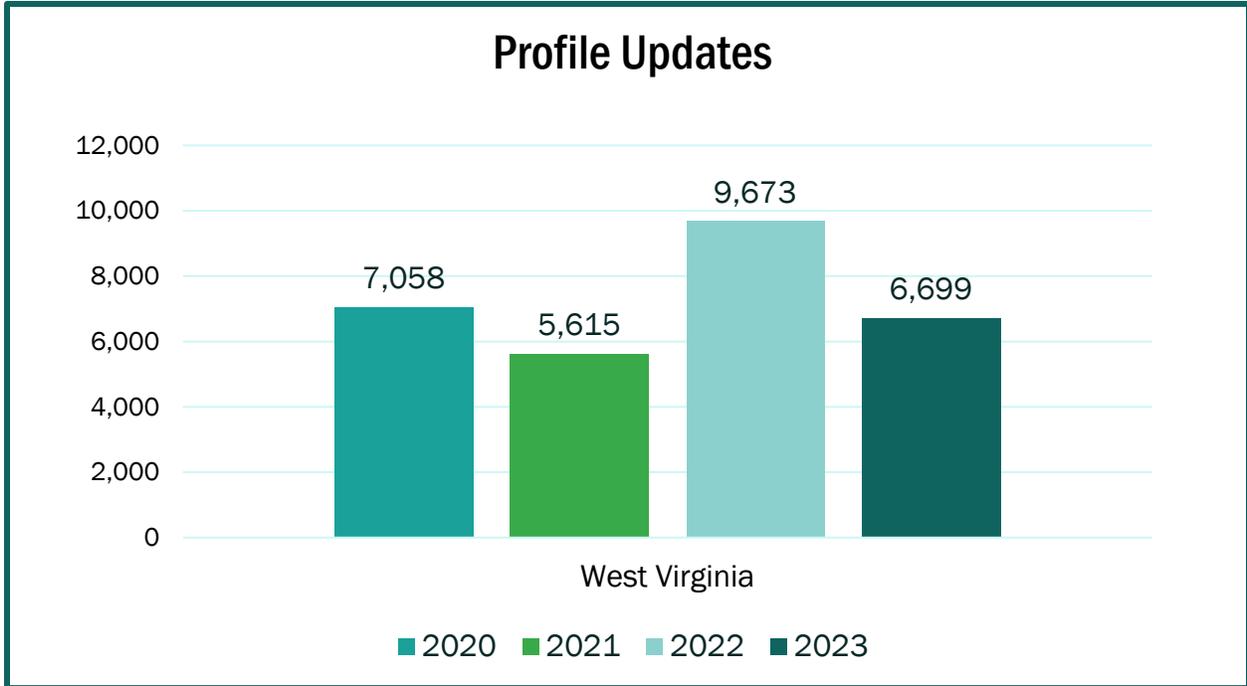
STELLARWARE TRULY UNDERSTANDS THE POSITIVE IMPACT A WELL-RUN NEW HIRE PROGRAM CAN HAVE ON FAMILIES



Stellarware Corporation has over twenty (20) years of experience in managing and enhancing all components of a successful New Hire operation, including employer outreach, customer service, communications, hardware, operating procedures, data security, and software, through the operation of thirteen (13) New Hire Reporting programs across the country, including West Virginia. Stellarware manages New Hire Reporting programs on behalf of Georgia, Indiana, Mississippi, Nebraska, North Carolina, New Jersey, New Mexico, Rhode Island, Tennessee, Virginia, Wisconsin, West Virginia, and the District of Columbia. Our customized and easy-to-use systems and well-qualified in-house staff guarantee fast, accurate, and compliant results that ultimately increase child support collections for our state partners and the children and families they serve.

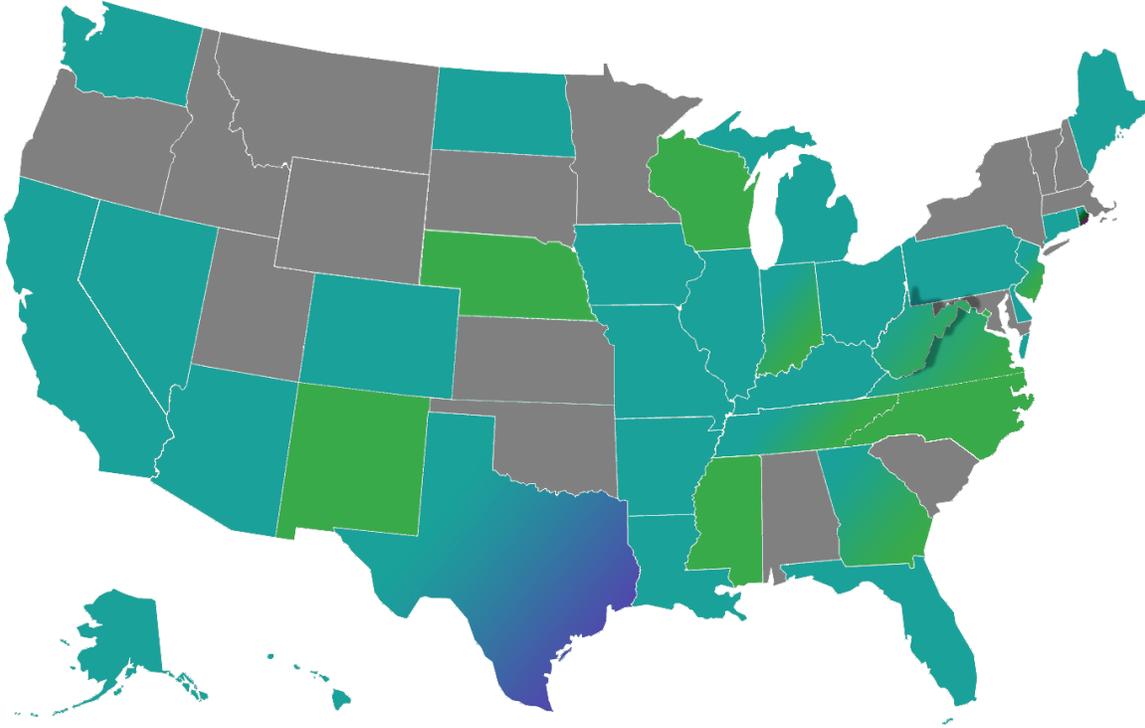
As shown in the data charted below, Stellarware has proudly run the New Hire Reporting program for the State of West Virginia since November of 2019 and has experienced remarkable growth with new hire records, reporting employers and technological advancement during that time.





We are excited about the opportunity to continue managing this project and are committed to growing our collaboration with the State to offer the child support and employer communities cutting-edge solutions, user-friendly employer platforms, and the highest caliber of customer care. All risks associated with switching vendors are eliminated because Stellarware already manages the New Hire Reporting program for the State of West Virginia, saving state personnel the time and effort needed for a new implementation.

In addition to technology, innovation, and partnership, Stellarware’s core company values include respect for our clients, the ability to deliver value, and the opportunity to make an impact on society. While we may be a small company, we deliver big results, and Stellarware takes the time to understand each of our client’s unique needs so that we can deliver the best value solution. We feel fortunate to work with child support and human service departments across the country and for the chance to positively impact how effectively states can serve their communities. We are extremely proud of the thirteen (13) New Hire programs we currently operate, as well as the Child Support Lien Network (CSLN), working with over thirty (30) US agencies, and the Medicaid Recovery Network (MRN), operating in Rhode Island and Texas.



Supported by a talented team of programmers and system administrators, the Stellarware New Hire solution takes complete advantage of the latest equipment and environments. Our ability to design, develop, implement, and maintain New Hire programs is a direct result of the technical architecture of our system. Utilizing our ability to add memory, data storage, and virtual machines allows us to easily add new projects, monitoring and increasing capacity as needed while staying nimble and flexible for our client’s ever-evolving needs. In addition, Stellarware was recently awarded ISO 27001 certification, a globally recognized standard for information security management services.



[\(Click to view Stellarware’s Information Security Management System \(ISMS\) Certification\)](#)

Collectively, our proprietary systems:

- Have collected over \$2.2 billion dollars in past-due child support
- Process over 18 million new hire records, annually
- Increased electronic reporting rates to an average of 92% - 95% across all clients
- Streamlined and automated outreach campaigns to targeted audiences
- Enable real-time (customizable) dashboards with relevant data for key stakeholders
- Have processed over 1.5MM insurance claims for Medicaid recoveries
- Identified and liened over \$89.6MM in medical claims
- Recovered over \$21.5MM in Medicaid funds on behalf of state clients

Stellarware is excited about what we can continue to offer West Virginia, and the following are just some of the benefits of choosing Stellarware and its innovative solutions.

| Unique Stellarware Feature | Benefit to West Virginia | Key Deliverables | The 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 clients that have used employer contact information supplied by the Employer Registry have reported it to be 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 time for outreach activities · Improved data reliability | <ul style="list-style-type: none"> · Our projects average a combined 92%-95% electronic reporting rate · Stellarware has grown our projects' electronic reporting rate 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 information that is ready for action · Increased collections · Valuable connections throughout the country | <ul style="list-style-type: none"> · Stellarware has operated the Child Support Lien Network for 20+ years, which is hosted by Rhode Island and partners with 30 U.S. agencies and over 2,000 insurance companies · Successful operation of thirteen (13) New Hire programs and over 15 million records processed annually |
| Comprehensive Outreach Module | <ul style="list-style-type: none"> · Unmatched innovation · Improved efficiency · Effective communication · Professional relationship with the employer community | <ul style="list-style-type: none"> · Reduced pollution of data · Commitment to compliance and conversion · Traditional and 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 by the system and carries over to the employer database for consistency · From 2021 to 2022, we saw a 10% increase in reporting employers |

Stellarware’s comprehensive web-based new hire solution provides customization and flexibility to continue to address all new hire reporting requirements of the West Virginia New Hire Reporting Program as detailed in this RFQ, specifically Section 4, Mandatory Requirements.

Our strategies focus on 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 on 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 receiving positive client feedback – 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 ”*

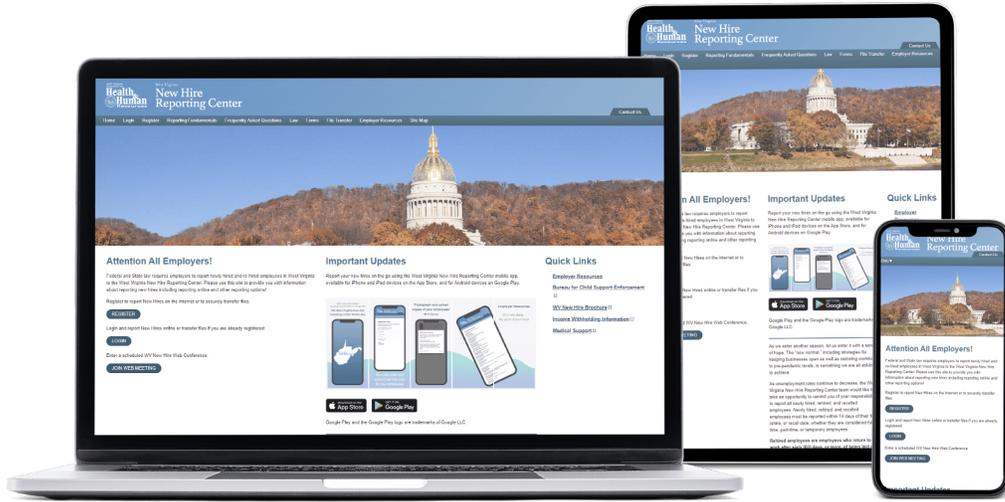
*“ We have a tremendous working relationship with Stellarware, they make the New Hire processing effortless.
- Current State Client ”*

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 because 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 continue to provide successful growth of the West Virginia New Hire Reporting Program without disruption should we be awarded the contract.

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. 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 Stellarware’s New Hire Reporting websites are available 24 hours a day, seven days a week. Stellarware will ensure availability remains 24 hours a day, seven days a week, except for scheduled downtime for maintenance, as it continues to operate West Virginia’s New Hire Reporting.

Stellarware was the first to use the Internet as a reporting method, and established standards still being used in the industry today. Our electronic reporting rates are significantly higher than our competitors can demonstrate. We emphasize working with employers to convert to electronic reporting at every opportunity, whether placing or receiving a call, sending outreach material, following up on

invalid records, or informing employers of an address change. Stellarware's proprietary Outreach Module maintains real-time records of each outreach campaign with the employer community, allowing our 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 have been providing West Virginia with an EPP feature no other vendor can match. This feature allows registered employers 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.

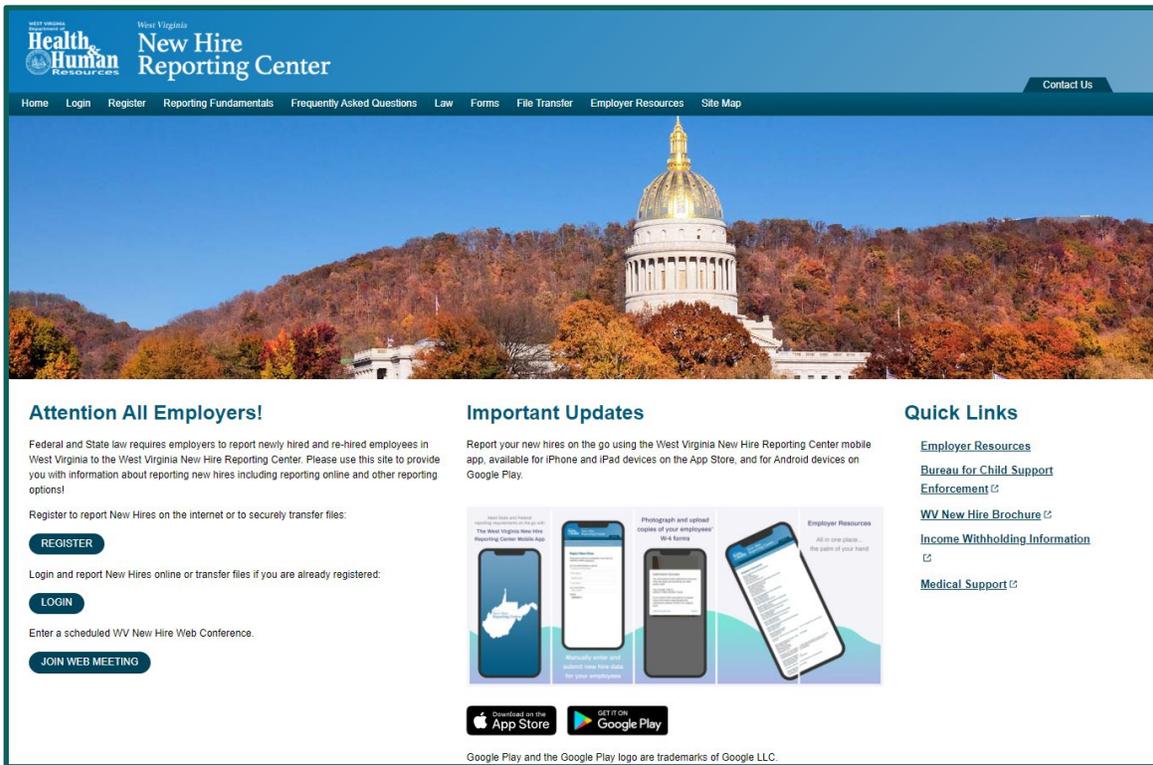
Employers also have the option to download a file, which they can complete and submit electronically to the New Hire Center. The Stellarware Employer Registry makes this advanced feature possible and has helped hundreds of EPP employers achieve compliance.

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 new hire reporting by interacting with employers daily. Our Employer Registry, offered by Stellarware, is the best resource for collecting and maintaining current 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 project staff utilizes 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.

Stellarware New Hire System Features

Stellarware’s New Hire web application is available 24 hours a day, seven days a week. It 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 levels 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 as well.



The Registration page of our new hire reporting portal, 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.



West Virginia
New Hire Reporting Center

[Home](#) | [Login](#) | [Register](#) | [Reporting Fundamentals](#) | [Frequently Asked Questions](#) | [Law](#) | [Forms](#) | [File Transfer](#) | [Employer Resources](#) | [Site Map](#)

Home > Register

Register

Use this form to register your company for online access to West Virginia New Hire Program Services.

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

Company Information

* Company Name

* FEIN 9 digits, do not include dashes or spaces

* Password Your password must be at least 8 characters long.
Your password must utilize at least three of the following four:

- Special characters
- Alphabetical characters
- Numerical characters
- Combination of upper case and lower case letters

* Password Verification You must retype your exact password in this space

* Address

 Please enter the Employer's address used for the processing of Income Withholding Orders

* City

* State (two-letter abbreviation)

* Zip Code -

Is the company less than one year old?

Offer Medical Insurance?

Company's website url

Number of Employees

Industry Type

Payroll Provider

- If you are a PAYROLL PROVIDER (or Service Bureau) registering YOUR OWN ACCOUNT (through which you will report for other employers), use this form, and be sure to click the Payroll Provider check box below.
- If you are NOT A PAYROLL PROVIDER and WILL NOT REPORT FOR OTHER EMPLOYERS, use this form, and do not click the Payroll Provider check box below.

Yes Payroll Provider

Contact Information

* First Name First name must be at least 2 characters long

* Last Name Last name must be at least 2 characters long

Contact Title

* Phone Phone number must be 10 digits

Fax Fax number should include leading zero followed by area code

* Email

Contact Preference

Reporting Preference

SUBMIT REGISTRATION

CLEAR FORM

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



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.

West Virginia New Hire Reporting Center: Registration Complete

 West Virginia New Hire Reporting Center <contact@wv-newhire.com>
To Mary Norris

 New Hire Information.pdf 795 KB

 *West Virginia*
New Hire Reporting Center

Your registration for online access to the West Virginia New Hire Reporting Center 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://wv-newhire.com/>; or
2. Save your new hire records to a text or Excel file. Then easily upload your files to <https://wv-newhire.com/>, or send the files via FTP. Information about file formats and layout requirements is available at <https://wv-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.

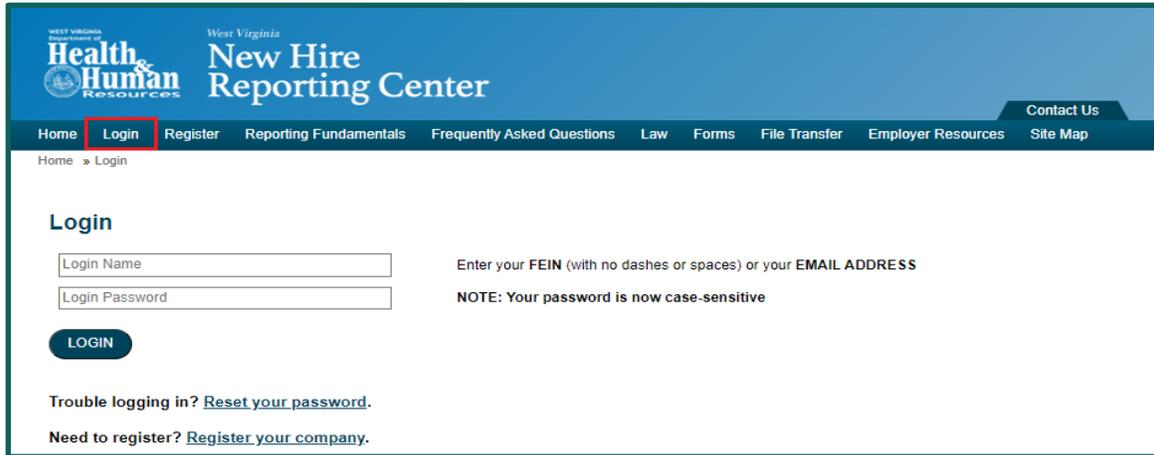
Reporting new hires electronically is beneficial to employers in a number of ways:

- 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.

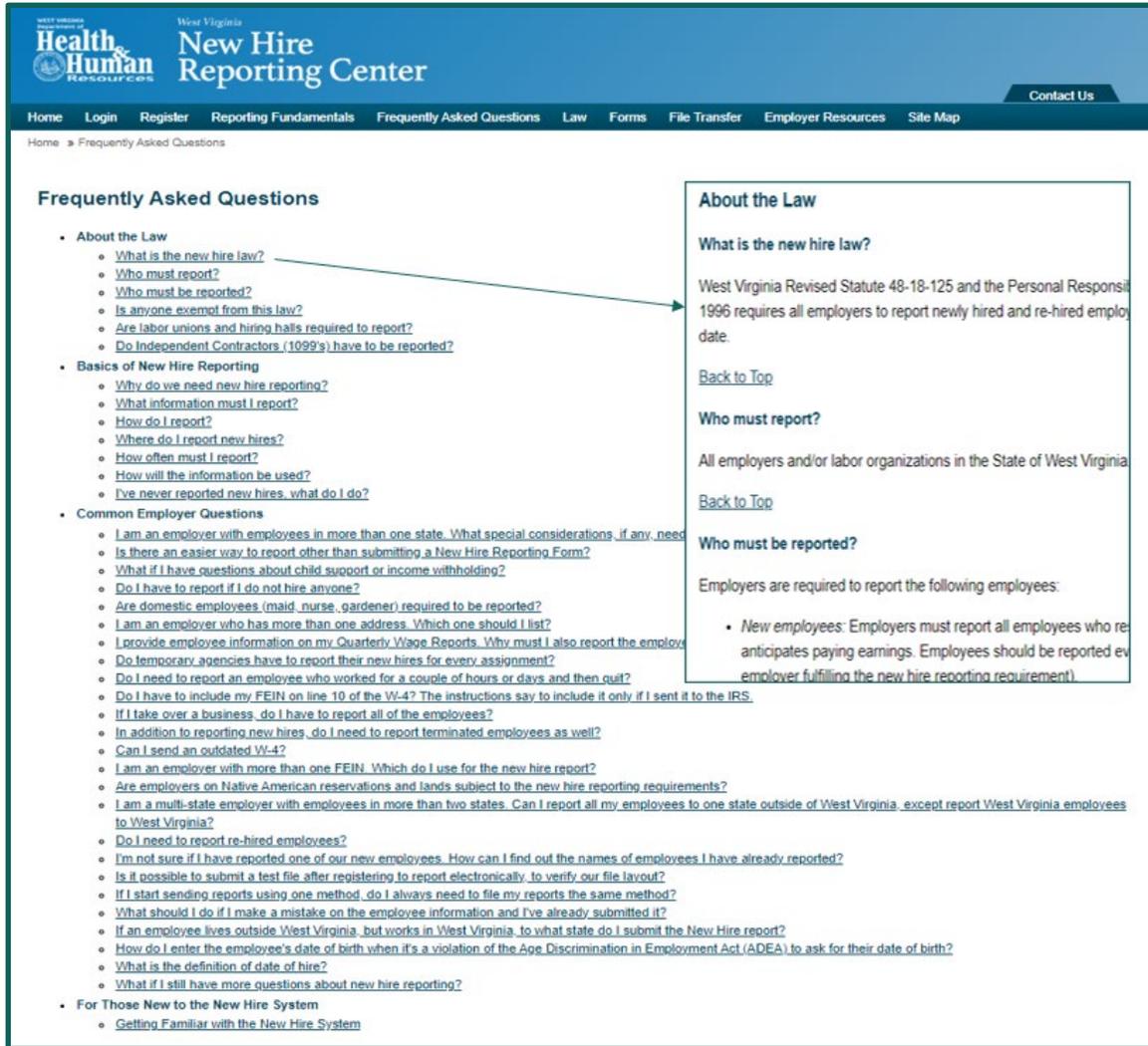
Kind Regards,

The West Virginia New Hire Reporting Center
<https://wv-newhire.com/>
(877) 625-4669

At this time, the registered contact may immediately access the login function to the West Virginia New Hire Reporting Center as illustrated below.



Our employer portal provides the employer with robust information on the West Virginia New Hire Reporting requirements and a 'FAQ' section that proactively offers answers to questions on New Hire Reporting.



Our portal contains a 'Contact Us' page, allowing users to contact us by whatever means of communication is the most convenient for them. Stellarware provides dedicated support for our employer portal to achieve service level objectives and unprecedented reliability. Inquiries communicated via telephone are addressed in real time while the caller is on the phone. Email inquiries during business hours are typically responded to within one-hour. Requests outside of business hours are resolved the next business day. As illustrated in the image below, the 'Contact Us' page of the West Virginia New Hire Reporting website details the mailing address, phone number, and fax number.

The screenshot displays the 'Contact Us' page of the West Virginia New Hire Reporting Center. The page header includes the West Virginia Department of Health & Human Resources logo and the title 'New Hire Reporting Center'. A navigation menu at the top lists: Home, Login, Register, Reporting Fundamentals, Frequently Asked Questions, Law, Forms, File Transfer, Employer Resources, and Site Map. The main content area is titled 'Contact Us' and provides the following information:

- West Virginia New Hire Reporting Center**
PO Box 2998
Trenton, NJ 08690
<https://wv-newhire.com/>
- Phone:** (877) 625-4669
- Fax:** (877) 625-4675
- Email:**

To the right, there is a 'General Comments / Feedback' form with the instruction: 'Please complete the form below to send us your comments and feedback about the web site.' The form includes input fields for: Your Name, Your Email, Your Phone Number, Company Name, FEIN, and a larger text area for Comments/Feedback. A 'SEND' button is located at the bottom of the form. A blue arrow points from the 'Email:' label to the 'General Comments / Feedback' form.

Below the contact information, there are two bullet points:

- [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.

A disclaimer at the bottom states: '* The West Virginia New Hire Reporting Center does not have access to specific child support information, and does not have the ability to answer questions directly related to child support. If additional child support information is needed, or to find information on local, state, and federal child support agencies, view the [Employer Resources page](#).'

Our employer portal 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.

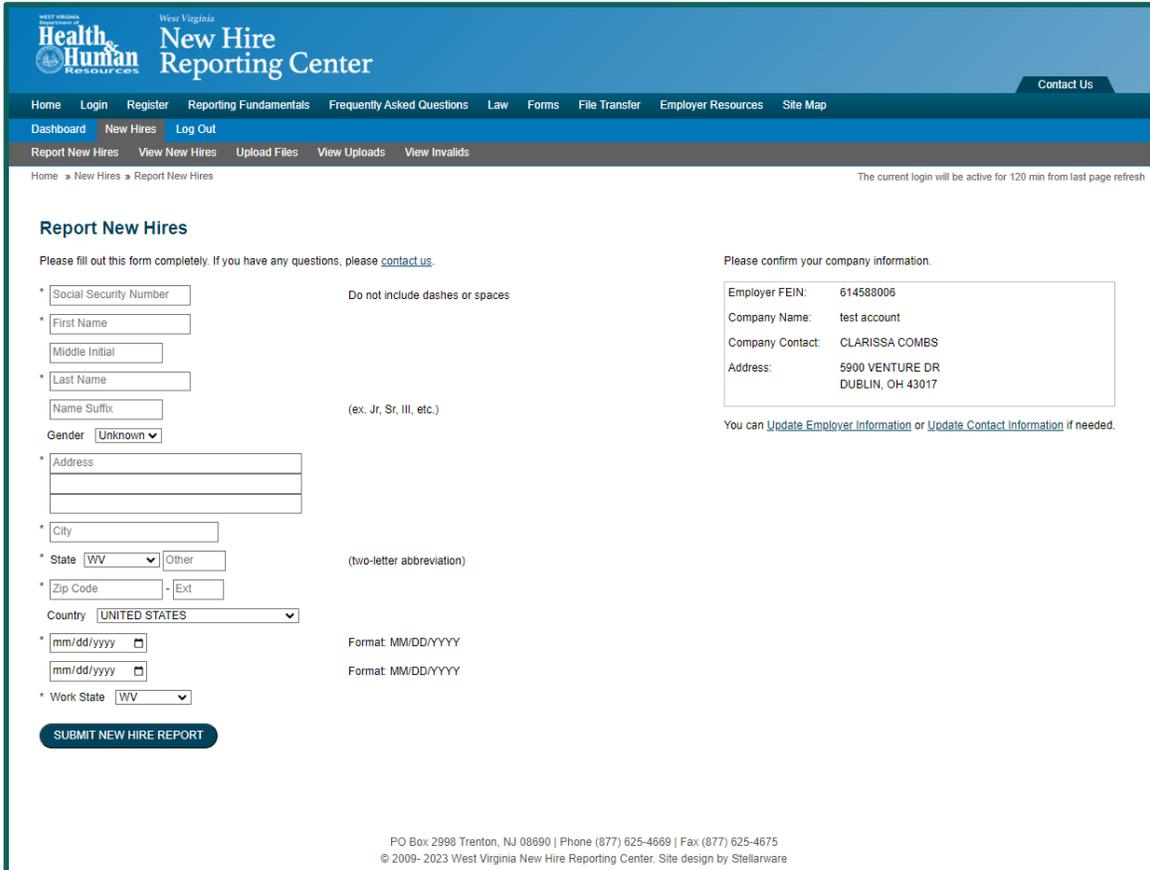


To facilitate a smooth transition to electronic file transmission, our web application delivers clear information outlining details on the supported file formats, fields, and file transfer protocol supported by the West Virginia New Hire Reporting Center.

Stellarware’s portal 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. The portal also provides online editing capabilities for records entered and the option for that employer to view records they have previously submitted.

Our portal 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.



West Virginia Health Human Resources New Hire Reporting Center

Home Login Register Reporting Fundamentals Frequently Asked Questions Law Forms File Transfer Employer Resources Site Map [Contact Us](#)

Dashboard **New Hires** Log Out

Report New Hires View New Hires Upload Files View Uploads View Invalids

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

Report New Hires

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

Please confirm your company information.

* Social Security Number Do not include dashes or spaces

* First Name

Middle Initial

* Last Name

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

Gender

* Address

* City

* State Other (two-letter abbreviation)

* Zip Code - Ext

Country

* Format: MM/DD/YYYY

Format: MM/DD/YYYY

* Work State

SUBMIT NEW HIRE REPORT

Employer FEIN: 614588006
Company Name: test account
Company Contact: CLARISSA COMBS
Address: 5900 VENTURE DR
DUBLIN, OH 43017

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

PO Box 2998 Trenton, NJ 08690 | Phone (877) 625-4669 | Fax (877) 625-4675
© 2009- 2023 West Virginia New Hire Reporting Center. 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.

West Virginia New Hire Reporting Center - Confirmation of Online New Hire Report

 West Virginia New Hire Reporting Center <contact@wv-newhire.com>
To Brenda Waugh

WEST VIRGINIA
Department of
Health & Human Resources

West Virginia
New Hire Reporting Center

Thank you for using the West Virginia New Hire Reporting Center. This email serves as your receipt for reporting the following employees:

| Employee First | Employee Middle | Employee Last | Employee Suffix | Hire State | Hire Date | Received |
|----------------|-----------------|---------------|-----------------|------------|------------|------------|
| John | E | Steen | | WV | 08/16/2023 | 08/17/2023 |

If you have any questions about this submission, please contact us through the web site, or call (877) 625-4669.

West Virginia New Hire Reporting Center
<https://wv-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.

West Virginia New Hire Reporting Center - File Upload Confirmation

 West Virginia New Hire Reporting Center <contact@wv-newhire.com>
To John Witt

 New Hire Information.pdf 795 KB ▾  duplicate_listing.html 1 KB ▾

 **West Virginia**
New Hire Reporting Center

Thank you, Service Plus, for reporting your new hires to the West Virginia New Hire Reporting Center.

The file **SERV0817.txt** uploaded at 2023-08-17 15:06:40 has been processed. (Upload ID 11799)

9 records were found in the file.
8 records were loaded.
1 records were duplicates and were not loaded. **These records do not need to be resubmitted.**
0 records were found to be invalid and could not be loaded.

Please refer to the attached files for additional detail.

If you have any questions please send an email to contact@wv-newhire.com or call us at (877) 625-4669.

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.

← Back to message

 New Hire Information.pdf 795 KB ▾  invalid_listing.html 2 KB ▾  duplicate_listing.html 1 KB ▾

Invalid New Hire Records

Received in WVUMNewHire.csv on 2023-08-18 05:05:10

From [REDACTED]

| Employer FEIN | Employee Last Name | Employee First Name | Employee Middle Name | Hire Date | Invalid Reasons |
|---------------|--------------------|---------------------|----------------------|------------|--|
| 550754713 | MICHAEL | JENA | | 08/14/2023 | <ul style="list-style-type: none"> Employee Address Verification Failed - No address match found. |
| 550754713 | HARRIS | JONTELL | | 08/11/2023 | <ul style="list-style-type: none"> Employee Address Verification Failed - No address match found. |



Duplicate New Hire Records

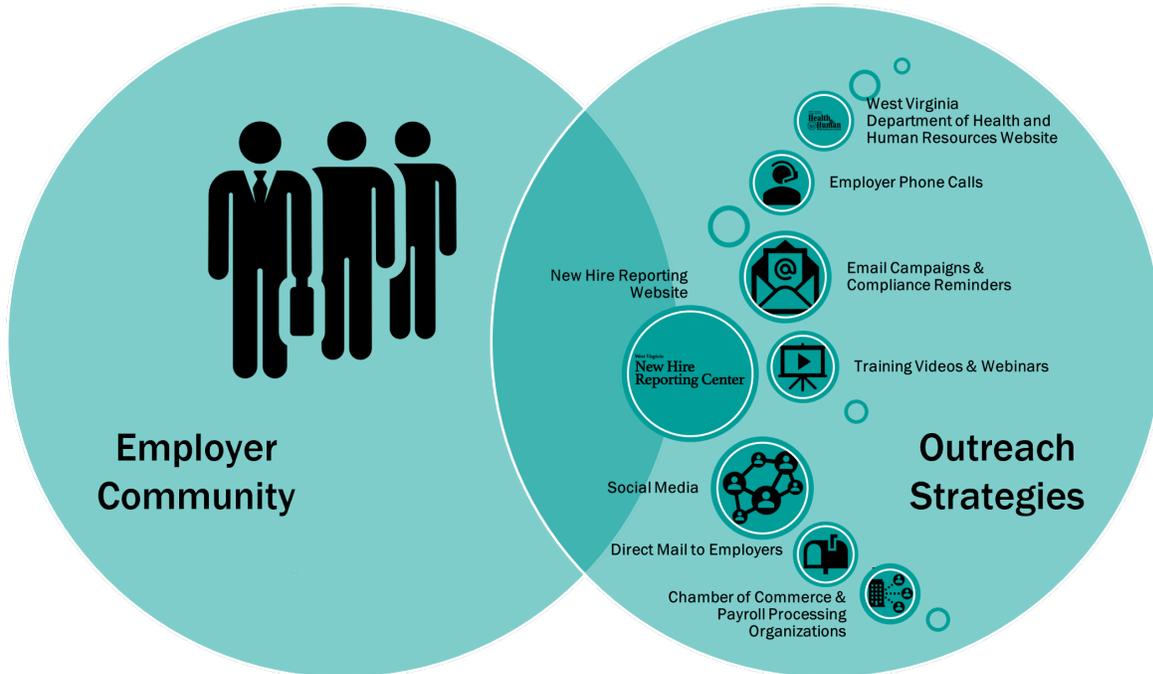
Received in WV_CONN_20230818_0911.txt on 2023-08-18 10:24:06

From [REDACTED]

| Employee Last Name | Employee First Name | Employee Middle Name | Original Report Date |
|--------------------|---------------------|----------------------|----------------------|
| Greenfield | Blaise | | 02/12/2020 |
| Beadle | Shelli | A | 08/18/2023 |

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:

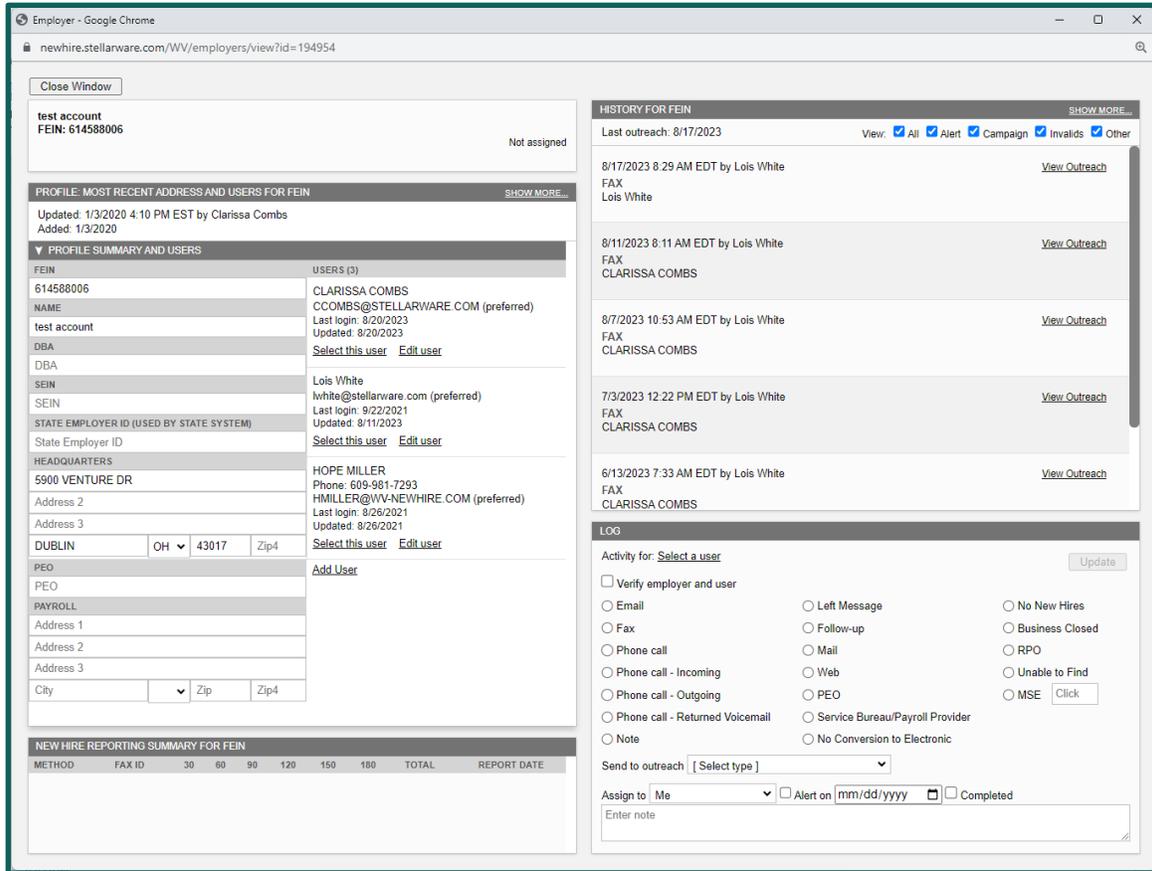
- Profile information
 - Employer/Service Bureau information
 - Contact person information
- Service Bureau
- Reporting summary
 - Provides a snapshot of the employer including contact information, reporting method, a synopsis or report for the last 90 days, and the last report date
- New Hire Records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



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

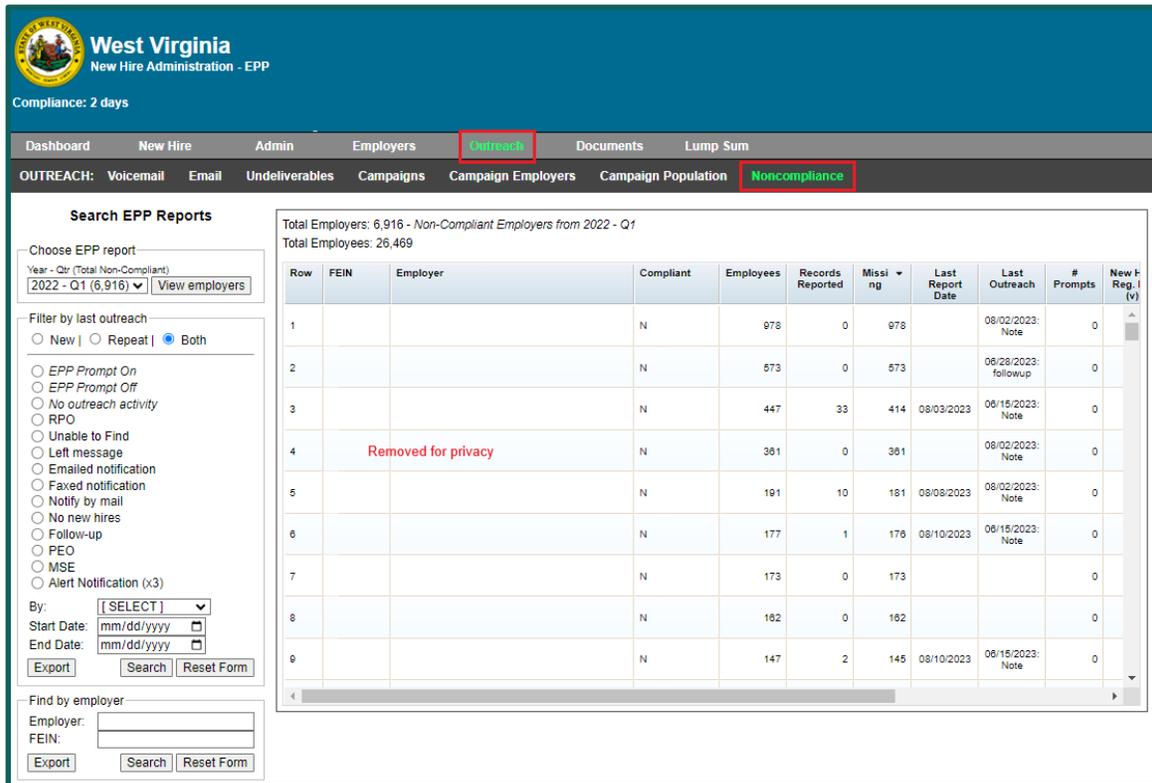
Below please find an image of the landing page for Stellarware’s Outreach Module.



The screenshot displays the Stellarware New Hire Reporting system interface. The main content area is divided into several sections:

- test account:** FEIN: 614588006, Not assigned.
- PROFILE: MOST RECENT ADDRESS AND USERS FOR FEIN:** Updated: 1/3/2020 4:10 PM EST by Clarissa Combs, Added: 1/3/2020.
- PROFILE SUMMARY AND USERS:**
 - FEIN:** 614588006
 - USERS (3):**
 - CLARISSA COMBS (CCOMBS@STELLARWARE.COM (preferred), Last login: 8/20/2023, Updated: 8/20/2023)
 - Lois White (lwhite@stellarware.com (preferred), Last login: 9/22/2021, Updated: 8/11/2023)
 - HOPE MILLER (HMILLER@WV-NEWHIRE.COM (preferred), Last login: 8/26/2021, Updated: 8/26/2021)
- HEADQUARTERS:** 5900 VENTURE DR, DUBLIN, OH 43017, Zip4.
- PEO:** Add User.
- PAYROLL:** Address 1, Address 2, Address 3, City, Zip, Zip4.
- NEW HIRE REPORTING SUMMARY FOR FEIN:** A table with columns: METHOD, FAX ID, 30, 60, 90, 120, 150, 180, TOTAL, REPORT DATE.
- HISTORY FOR FEIN:** Last outreach: 8/17/2023. View: All, Alert, Campaign, Invalids, Other.
 - 8/17/2023 8:29 AM EDT by Lois White (View Outreach)
 - 8/11/2023 8:11 AM EDT by Lois White (View Outreach)
 - 8/7/2023 10:53 AM EDT by Lois White (View Outreach)
 - 7/3/2023 12:22 PM EDT by Lois White (View Outreach)
 - 6/13/2023 7:33 AM EDT by Lois White (View Outreach)
- LOG:** Activity for: Select a user. Update.
 - Verify employer and user
 - Email
 - Fax
 - Phone call
 - Phone call - Incoming
 - Phone call - Outgoing
 - Phone call - Returned Voicemail
 - Note
 - Left Message
 - Follow-up
 - Mail
 - Web
 - PEO
 - Service Bureau/Payroll Provider
 - No Conversion to Electronic
 - No New Hires
 - Business Closed
 - RPO
 - Unable to Find
 - MSE (Click)

Stellarware’s system also supports outreach to employers outside of the database. Any employer lists provided through EPP, 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.



West Virginia
New Hire Administration - EPP

Compliance: 2 days

Dashboard | New Hire | Admin | Employers | **Outreach** | Documents | Lump Sum

OUTREACH: Voicemail | Email | Undeliverables | Campaigns | Campaign Employers | Campaign Population | **Noncompliance**

Search EPP Reports

Choose EPP report
 Year - Qtr (Total Non-Compliant)
 2022 - Q1 (6,916) | 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: [SELECT] v
 Start Date: mm/dd/yyyy
 End Date: mm/dd/yyyy
 [Export] [Search] [Reset Form]

Find by employer
 Employer: _____
 FEIN: _____
 [Export] [Search] [Reset Form]

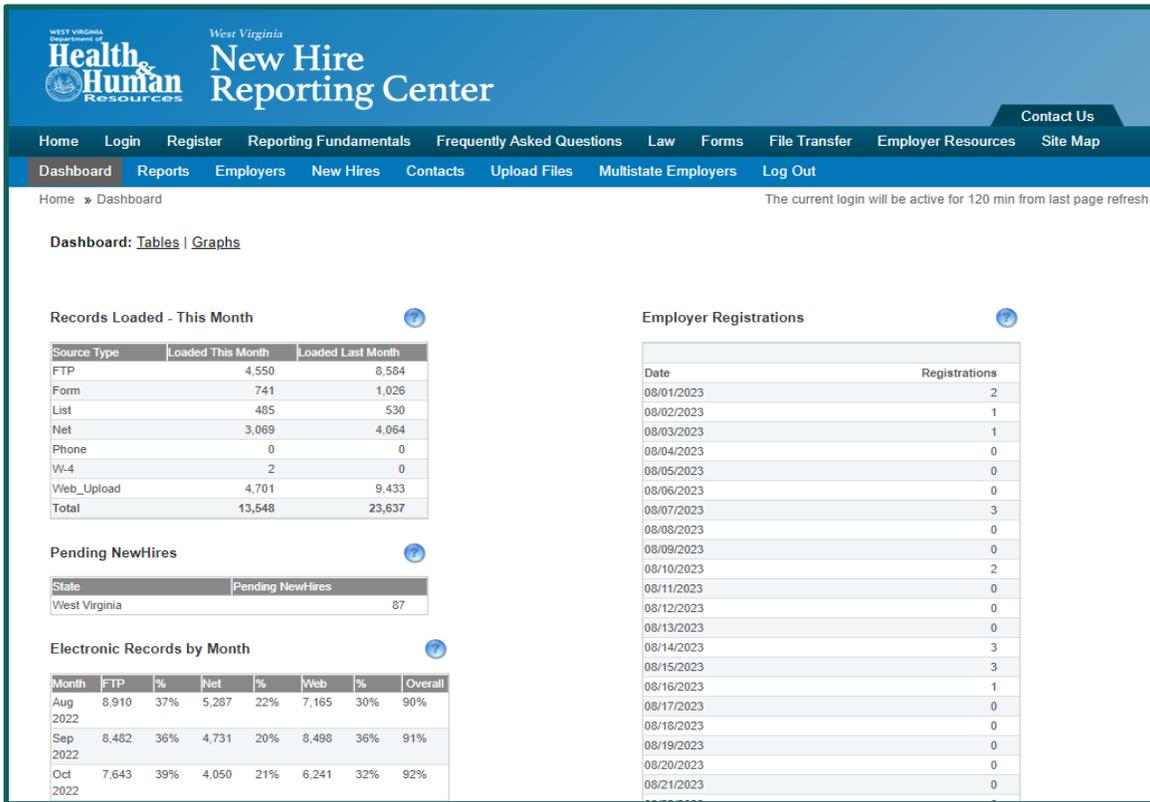
Total Employers: 6,916 - Non-Compliant Employers from 2022 - Q1
 Total Employees: 26,469

| Row | FEIN | Employer | Compliant | Employees | Records Reported | Missing | Last Report Date | Last Outreach | # Prompts | New Hire Reg. (v) |
|-----|------|---------------------|-----------|-----------|------------------|---------|------------------|----------------------|-----------|-------------------|
| 1 | | | N | 978 | 0 | 978 | | 08/02/2023: Note | 0 | |
| 2 | | | N | 573 | 0 | 573 | | 06/28/2023: followup | 0 | |
| 3 | | | N | 447 | 33 | 414 | 08/03/2023 | 08/15/2023: Note | 0 | |
| 4 | | Removed for privacy | N | 361 | 0 | 361 | | 08/02/2023: Note | 0 | |
| 5 | | | N | 191 | 10 | 181 | 08/08/2023 | 08/02/2023: Note | 0 | |
| 6 | | | N | 177 | 1 | 176 | 08/10/2023 | 08/15/2023: Note | 0 | |
| 7 | | | N | 173 | 0 | 173 | | | 0 | |
| 8 | | | N | 162 | 0 | 162 | | | 0 | |
| 9 | | | N | 147 | 2 | 145 | 08/10/2023 | 08/15/2023: Note | 0 | |

Quarterly Wage (QW)/EPP 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 all reporting needs, including but not limited to:

- Total number of records received per day, month, year-to-date and year
- Total number of entry records keyed per day
- Total electronic records transmitted to file by type of media
- Total records transmitted to the 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



WEST VIRGINIA
 DEPARTMENT OF
Health & Human Resources

West Virginia
New Hire Reporting Center

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

Dashboard Reports Employers New Hires Contacts Upload Files Multistate Employers Log Out

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

Dashboard: [Tables](#) | [Graphs](#)

Records Loaded - This Month

| Source Type | Loaded This Month | Loaded Last Month |
|--------------|-------------------|-------------------|
| FTP | 4,550 | 8,584 |
| Form | 741 | 1,026 |
| List | 485 | 530 |
| Net | 3,069 | 4,064 |
| Phone | 0 | 0 |
| W-4 | 2 | 0 |
| Web_Upload | 4,701 | 9,433 |
| Total | 13,548 | 23,637 |

Pending NewHires

| State | Pending NewHires |
|---------------|------------------|
| West Virginia | 87 |

Electronic Records by Month

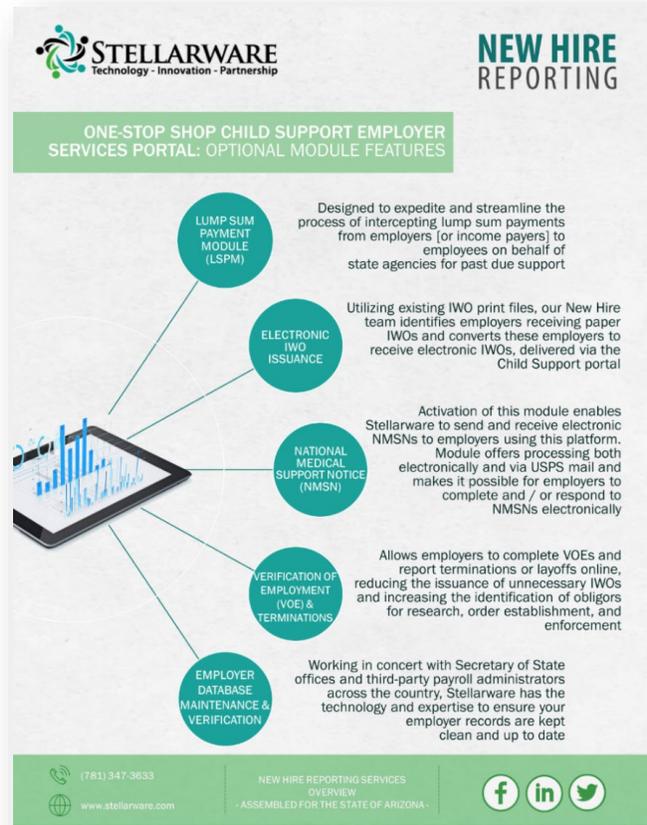
| Month | FTP | % | Net | % | Web | % | Overall |
|----------|-------|-----|-------|-----|-------|-----|---------|
| Aug 2022 | 8,910 | 37% | 5,287 | 22% | 7,165 | 30% | 90% |
| Sep 2022 | 8,482 | 36% | 4,731 | 20% | 8,498 | 36% | 91% |
| Oct 2022 | 7,643 | 39% | 4,050 | 21% | 6,241 | 32% | 92% |

Employer Registrations

| Date | Registrations |
|------------|---------------|
| 08/01/2023 | 2 |
| 08/02/2023 | 1 |
| 08/03/2023 | 1 |
| 08/04/2023 | 0 |
| 08/05/2023 | 0 |
| 08/06/2023 | 0 |
| 08/07/2023 | 3 |
| 08/08/2023 | 0 |
| 08/09/2023 | 0 |
| 08/10/2023 | 2 |
| 08/11/2023 | 0 |
| 08/12/2023 | 0 |
| 08/13/2023 | 0 |
| 08/14/2023 | 3 |
| 08/15/2023 | 3 |
| 08/16/2023 | 1 |
| 08/17/2023 | 0 |
| 08/18/2023 | 0 |
| 08/19/2023 | 0 |
| 08/20/2023 | 0 |
| 08/21/2023 | 0 |

Stellarware is extremely confident that our experience and technology would continue to provide the State of West Virginia with an innovative and successful New Hire reporting program and would like to put forth some value-added solutions for the state’s consideration. These value-added solutions are outside the pricing provided in accordance with this RFQ and would be negotiated separately should the State like to implement one, or multiple, in the future.

Value-added services provide additional functionalities and capabilities that would enhance West Virginia’s New Hire Reporting Program, and create a richer, easy-to-use experience for employers. This section recommends innovative practices, business strategies, and value-added services, within the scope of this RFQ, that could be offered to enable the State of West Virginia to build the most comprehensive, employer services-friendly one-stop Portal. Ultimately, increasing and improving communications with child support’s most valuable partners, the employer community, will result in more collections for the children and families of West Virginia.



All of Stellarware’s existing programs focus on improving production and processes to achieve the highest accuracy and performance satisfaction while looking forward to future technologies. Our solution will provide employers in West Virginia with a comprehensive Employer Services Portal for communications and access related to much more than just New Hire Reporting, and we encourage the State to consider the great benefit these solutions would bring to the New Hire Reporting program.

Following, please find an overview of the various solution offerings available via the portal, including a summary of each:

- Lump Sum Payment Module (LSPM)
- Electronic Income Withholding Order (IWO) Issuance
- National Medical Support Notice (NMSN)
- Verification of Employment (VOE) & Terminations
- Employer Database Maintenance & Verification

LUMP SUM PAYMENT MODULE (LSPM)



STELLARWARE
Technology - Innovation - Partnership

Lump Sum Payment Module

**Our service.
Your solution.**

SOLUTION OVERVIEW

Lump sum payments to employees such as bonuses are considered income that may be garnished to collect past-due child support. Lump sum payments include, but are not limited to:

- Bonuses (discretionary and non-discretionary)
- Performance-based bonuses
- Commissions
- Merit increases (retroactive)
- Severance / termination pay
- Signing bonuses
- Holiday pay

Our Lump Sum Payment Module provides a one-stop, user-friendly interface that notifies states' child support agencies of upcoming payments while electronically delivering the appropriate documentation to employers (on the states' behalf).

BENEFITS

| | | |
|---|--|--|
| <p>ENHANCED USABILITY</p> <p>Sites are responsive and can be accessed across desktop and mobile devices.</p> | <p>TOP NOTCH QUALITY</p> <p>Our solution provides higher quality match results coupled with expedited document issuance (IWO, Lien etc.).</p> | <p>PEACE OF MIND</p> <p>States can be more confident of the results from our solution and achieve more effective child support collections.</p> |
|---|--|--|

LUMP SUM PAYMENT MODULE | 1

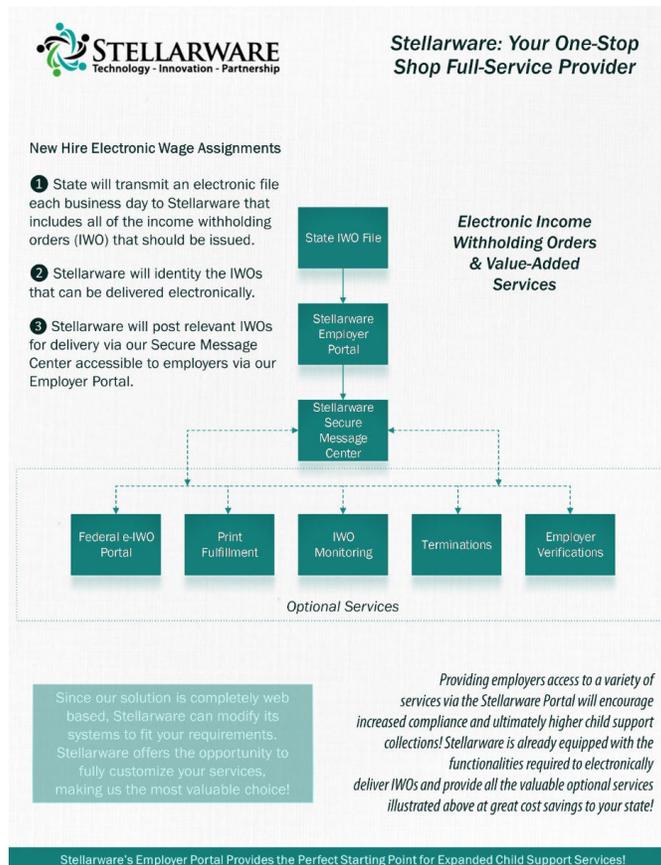
In 2020, Stellarware developed a Lump Sum Payment Module (LSPM) that will enable West Virginia employers to confirm obligor status of an employee via an interactive lookup or file sharing feature (against a current obligor file provided by WV) prior to making a lump sum payout. Our module can deliver real-time/same-day IWOs to employers who have matched records. Stellarware is currently providing LSPM Module services to Mississippi, Rhode Island, Tennessee, and Virginia, with implementation scheduled for other states, including New Jersey, this year. With the Stellarware software already in place and established, we believe West Virginia is an excellent candidate for LSPM implementation, which will increase child support collections. Since its inception, the LSPM has already realized \$2MM+ in collections.

ELECTRONIC IWO ISSUANCE

Stellarware has successfully converted employers to an electronic reporting method, with over 95% of records reported electronically. This clearly indicates that many employers are ready and willing to accept electronic wage assignments, many of whom will already be users of our New Hire Reporting website. Combining electronic wage assignment documents with our comprehensive Employer Registry will provide a unique and efficient one-stop-shop, delivering unparalleled value

and cost savings to West Virginia and its employers. Utilizing existing IWO print files, our New Hire team identifies employers receiving paper IWOs and, through continuous outreach efforts, converts those employers to receive electronic IWOs delivered directly through the Employer Services Portal.

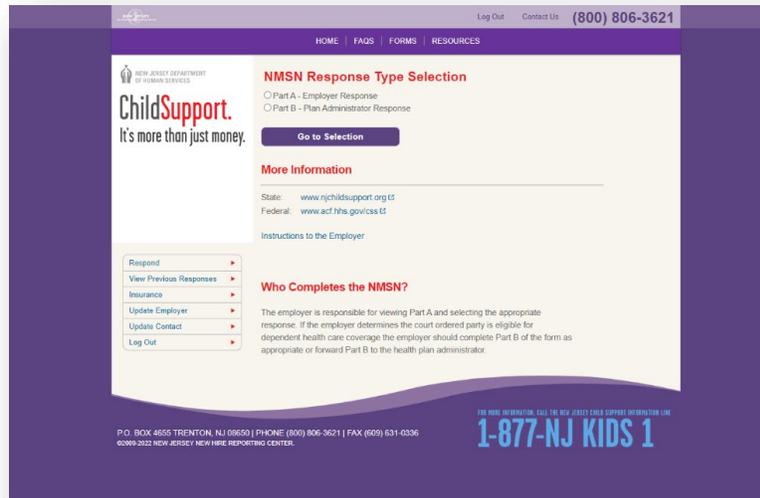
Since Stellarware’s systems are completely web-based, it is very simple for us to integrate our advanced data-matching capabilities to fulfill the needs of NMSNs, IWOs, E/IVRs, and more. Stellarware has advanced data matching and file transmission procedures, as evidenced in the sample diagram below.



For the State to fully take advantage of our Employer Registry and its functions, Stellarware recommends utilizing our value-added services to generate, deliver, process, and follow up on electronic wage assignments on behalf of WV. Stellarware already provides a similar service to thirty (30) state agencies via the Child Support Lien Network (CSLN) and through existing New Hire Reporting programs. Stellarware is also currently managing the distribution of the following legal documents by mail, eFax, and electronic lien.

- Insurance/FIDM/Lump Sum Documents:
 - Administrative Order for Seizure of Assets
 - Response to Administrative Order of Seizure
 - Notice of Seizure of Assets
 - Notice to Remit Payment for Child Support Lien
 - Notice of Release of Lien or Partial Release of Lien
 - Income Withholding Order (IWO)
 - Termination of IWO

NATIONAL MEDICAL SUPPORT NOTICES (NMSN)



Stellarware offers a unique opportunity to incorporate an electronic two-way distribution and receipt process for NMSNs with employers utilizing our Employer Services Portal. Using an NMSN print file, we can accommodate distribution to OCSS and employers who have registered to receive and respond via the portal and work with the state's print facility for those NMSNs requiring printing and mailing. Stellarware follows up with employers, based on State time requirements, to ensure the employers are retrieving and complying with the NMSNs. Our unique portal allows for easy review and response by employers and our dedicated NMSN staff.

Each document issued for the State of West Virginia would be tracked for quality assurance, document generation, and issuance activities. Each of these features, plus our unique reporting mechanisms, make Stellarware's approach to an Employer Services Portal a successful one.

VERIFICATION OF EMPLOYMENT (VOE) & TERMINATIONS

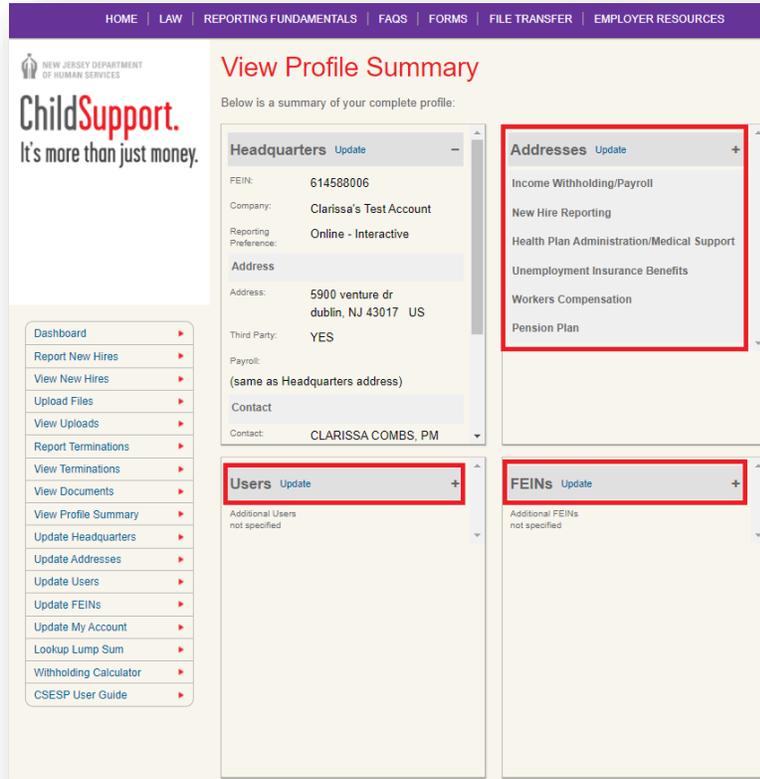
Another component of the Employer Services Portal is employment verification & reporting of terminations. This service allows employers to report terminations or layoffs online, reducing the issuance of unnecessary IWOs. Electronic termination reporting allows employers a faster method of informing child support agencies they will no longer be withholding wages and the employee is no longer working.

The image displays two screenshots of the New Hire Reporting website interface.

The top screenshot shows the "Report Terminations" page. The header includes "Log Out", "Contact Us", and the phone number "1-877-654-4737". The navigation menu lists: HOME | LAW | REPORTING FUNDAMENTALS | FAQs | FORMS | FILE TRANSFER | EMPLOYER RESOURCES. The main content area is titled "Report Terminations" and includes instructions: "Report Employee Termination: Employers should use this section to report a staff member that has been terminated from employment." Below this is a "Please Note" section and a form for company information. The form fields include: Employer FEIN (614588006), Company Name (Clarissa's Test Account), Company Contact (CLARISSA COMBS), Address (PO BOX 4654, TRENTON, NJ 08650), City, State (NEW JERSEY), Zip Code, Country (UNITED STATES), Date of Termination, and Work State (NEW JERSEY). A sidebar menu on the left lists various options, with "Report Terminations" highlighted. A red box highlights the "Report Terminations" link in the sidebar. A red box highlights the "Report Terminations" heading in the main content area. A red box highlights the "Please Note" section. A red box highlights the "Please enter the terminated employee questions, please contact us." text. A red box highlights the "Fields marked with an * are required" text. A red box highlights the "Social Security Number" field. A red box highlights the "First Name" field. A red box highlights the "Last Name" field. A red box highlights the "Middle Initial" field. A red box highlights the "Name Suffix" field. A red box highlights the "Address" field. A red box highlights the "City" field. A red box highlights the "State" field. A red box highlights the "Zip Code" field. A red box highlights the "Country" field. A red box highlights the "Date of Termination" field. A red box highlights the "Work State" field. A red box highlights the "Does this employee have an income withholding order (IWO)?" field. A red box highlights the "SUBMIT TERMINATION REPORT" button.

The bottom screenshot shows a zoomed-in view of the "Report Terminations" form. The header includes "Home", "Login", "Register", "Reporting Fundamentals", "Frequently Asked Questions", "Law", "Forms", "File Transfer", "Employer Resources", and "Site Map". The navigation menu lists: Dashboard | New Hires | Terminations | Account | Log Out. The main content area is titled "Report Terminations" and includes a "Please Note" section: "Please Note: Information entered on the Terminations Report does not fulfill an employer's obligations to report information to DWD for claimants who have filed for unemployment insurance benefits. Employers who wish to protest an unemployment insurance benefits claims must report this information to DWD. If the employer is registered with SIDES, termination/separation information may be submitted electronically at <https://www.in.gov/dwd/sides.htm>. If the employer is not registered in SIDES, the employer may submit this information by filing out State Form 640-P, which can be located here: <https://www.in.gov/dwd/2496.htm>." Below this is a "Please fill out this form completely. If you have any questions, please contact us." text and a form for employee information. The form fields include: Social Security Number, First Name, Middle Initial, Last Name, Name Suffix (ex. Jr, Sr, III, etc.), Address, City, State (IN), Other (two-letter abbreviation), Zip Code (Ext), Country (UNITED STATES), Date of Termination (Format: MM/DD/YYYY), Work State (IN), and Does this employee have an income withholding order (IWO)? (SELECT). A red box highlights the "Please Note" section. A red box highlights the "Please fill out this form completely. If you have any questions, please contact us." text. A red box highlights the "Social Security Number" field. A red box highlights the "First Name" field. A red box highlights the "Middle Initial" field. A red box highlights the "Last Name" field. A red box highlights the "Name Suffix" field. A red box highlights the "Address" field. A red box highlights the "City" field. A red box highlights the "State" field. A red box highlights the "Zip Code" field. A red box highlights the "Country" field. A red box highlights the "Date of Termination" field. A red box highlights the "Work State" field. A red box highlights the "Does this employee have an income withholding order (IWO)?" field. A red box highlights the "SUBMIT TERMINATION REPORT" button.

EMPLOYER DATABASE MAINTENANCE & VERIFICATION



Stellarware's Employer Services Portal is based upon high-quality employer contact information and communication tools. By capturing contact information for the following departments, we are able to provide child support communications to the appropriate employer contact: Income withholding/payroll, new hire reporting, health plan administration/medical support, unemployment insurance benefits, workers' compensation, and pension plans. Once these contacts are established our Employer Services Portal will automatically alert employers to update or verify their contact information regularly to meet the state's criteria.

By opting into these value-added services, West Virginia can utilize economies of scale and save precious state resources and time that can be assigned to other critical tasks. In our experience, we have discovered that many of today's employers prefer to communicate electronically. We foresee this evolving into an even more robust communication method as the COVID-19 pandemic has altered how we all do business. By integrating all our proven technology into one feature-rich application, we can

successfully deliver and track the results for New Hire, Income Withholding, NMSN, employment verifications, terminations, and lump sum/bonus payments. The idea of a comprehensive employer portal is becoming a reality in the child support industry. Stellarware offers the State of West Virginia the opportunity to develop its own comprehensive solution and become a leader in innovative New Hire Reporting technology nationwide.

Appendix

Proof of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
09/13/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

| | | | | | | | |
|---|--|--------------|--|--|--|-----------------------------|--|
| PRODUCER NorthStar Ins. Services, Inc. 72 River Park Street, Ste. 201 Needham, MA 02494 | | 781-431-2500 | | CONTACT NAME: PHONE (A/C, No, Ext): 781-431-2500 | | FAX (A/C, No): 781-431-6134 | |
| INSURED Stellarware Corporation 600 Longwater Drive, Suite 202 Norwell, MA 02061 | | | | INSURER(S) AFFORDING COVERAGE | | NAIC # | |
| | | | | INSURER A: Travelers Insurance Company | | 25682 | |
| | | | | INSURER B: Underwriters Lloyds of London | | 15792 | |
| | | | | INSURER C: | | | |
| | | | | INSURER D: | | | |
| | | | | INSURER E: | | | |
| | | | | INSURER F: | | | |

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|--|-----------|----------|---------------|-------------------------|-------------------------|--|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: | | | 680178M9557 | 10/06/2022 | 10/06/2023 | EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000 |
| A | AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY | | | 680178M9557 | 10/06/2022 | 10/06/2023 | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ |
| A | <input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 5,000 | | | CUP247M662A | 10/06/2022 | 10/06/2023 | EACH OCCURRENCE \$ 3,000,000 AGGREGATE \$ 3,000,000 |
| A | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y <input checked="" type="checkbox"/> N If yes, describe under DESCRIPTION OF OPERATIONS below | | N/A | UB2J244717 | 06/01/2023 | 06/01/2024 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000 |
| B | E&O/Cyber Liab | | | MPL426083421 | 11/05/2022 | 11/05/2023 | Per Claim \$ 5,000,000 Aggregate \$ 5,000,000 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER CANCELLATION

| | |
|--|---|
| STATEWV State of West Virginia WV DHHR- BCSE 350 Capitol St. Charleston, WV 25301 | SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE  |
|--|---|

West Virginia Secretary of State Certification

State of West Virginia



Certificate

I, Mac Warner, Secretary of State of the State of West Virginia, hereby certify that

STELLARWARE CORPORATION

a corporation formed under the laws of Massachusetts filed an application to be registered as a foreign corporation authorizing it to transact business in West Virginia. The application was found to conform to law and a “Certificate of Authority” was issued by the West Virginia Secretary of State on October 09, 2019.

I further certify that the corporation has not been revoked by the State of West Virginia nor has a Certificate of Withdrawal been issued to the corporation by the West Virginia Secretary of State.

Accordingly, I hereby issue this Certificate of Authorization

CERTIFICATE OF AUTHORIZATION

Validation ID:7WV42_J85JX



*Given under my hand and the
Great Seal of the State of
West Virginia on this day of
September 13, 2023*

Mac Warner

Secretary of State