

City of Waxahachie
Informal Request for Products/Services/Pricing

Release Date: Sunday, April 16, 2017

Department Submitting: Department of Human Resources

Title: Request for products/services/pricing for Employee Employment/Income Verification

Purpose: The City of Waxahachie is seeking information for professional services to verify employment and income upon request by third parties.

Scope of Work (minimum requirements):

Seeking vendors that can:

1. Provide verifications instantly via phone, web, or digital feed to commercial and social services verifiers and Human Resource personnel
2. Provide a secure database protected by state of the art security
3. Provide privacy protection by minimizing the number of people involved in the verification process
4. Provide verifications that will require the employee's approval (either written or electronic)
5. Offer reporting capability that provides timely and accurate metrics include the following data for salary and employment information:
 - Current Salary
 - Year to Date Salary
 - By various earnings types (regular, vacation, overtime, shift and all other earning types)
 - Previous Year Salary
 - By various earnings types (regular, vacation, overtime, shift and all other earning types)
 - Employer Name
 - Employee Address
 - Employment Status
 - Most Recent Start Date
 - Original Hire Date
 - Total Time with Employer
 - Job Title
 - Employee ID Number
 - Last four digits of SSN
 - Date of Birth

Additional Specifications:

Service providers shall demonstrate their ability to provide an Employment Verification Service that provides:

- Access to wage/payroll information and have the ability to maintain records for over 500 employees
- Ability to store employee job status and wage data each payroll period
- Ability to demonstrate that they will continuously seek to contract with employer agencies to add to their data base for query

Additionally, the vendor must

- Have a Customer Support or Helpdesk for the City of Waxahachie and partners for training, to answer routine questions, and to trouble shoot problems during the hours of 8am – 6pm, Monday - Friday
- Always obtain permission to verify employment and earnings information from the employee or company

Special Requirements:

Service providers shall

- a) Have resources adequate to deal with multiple electronic requests from the City at any given time; this will include necessary staff, communications equipment, and expertise
- b) Remit at least three references with their information submission
- c) Have a proven record of providing employment verification

Preferred Component:

Special consideration will be given to service providers who can offer this service at no cost with rebate incentives that offer money back to the City of Waxahachie associated with the number of verifications requested/completed.

Special Note:

All submissions must include pricing information and an implementation timeline and strategy/plan.

Proposal Delivery Requirements: Provide detailed response to the request for information no later than the deadline noted. **Please submit to Yasmin Barnes at ybarnes@waxahachie.com no later than 5:00 PM (CST), Friday, April 28, 2017.**