



REQUEST FOR INFORMATION (RFI)

For the State of New Jersey

**WAGE AND HOUR
MODERNIZATION PROJECT**

Released on: 01/08/2026

Issuing Office: NJ Department of Labor and Workforce Development

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REQUEST FOR INFORMATION SUMMARY SHEET

Name:	Request for Information Wage & Hour Modernization
Issue Date:	01/08/2026
RFI Questions Due:	01/30/2026
Issuing Office:	NJ Department of Labor and Workforce Development (NJDOL)
RFI Response Due Date & Time	02/19/2026 at 5:00pm
RFI questions are to be sent via email to: RFI responses must be submitted no later than 5:00 p.m., ET, on 02/19/2026	DOLProcurement@dol.nj.gov

I. Purpose of the Request for Information (RFI)

The New Jersey Department of Labor and Workforce Development (NJDOL) is issuing this Request for Information (RFI) to solicit information about possible solutions for the replacement of NJDOL's existing Wage & Hour Compliance systems. This RFI contains preliminary information to serve as a platform for discussion with the vendor community. The information in this RFI is in no way final nor does it represent what may be contained in a Request for Proposal (RFP), should one be issued. This issuance does not constitute a commitment to issue an RFP, award a contract, or pay any costs incurred in preparation of a response to this request.

NJDOL is exploring recommendations and innovative solutions that satisfy the objectives and desired features described in this RFI, including but not limited to:

- **Software as a Service (SaaS)** – Software as a Service consisting of software that can be configured to meet Wage & Hour requirements. This may include Commercial Off-the-Shelf (COTS), Modifiable Off-the-Shelf (MOTS) solutions or a combination thereof.
- **Transfer System** – Builds upon an existing, already modernized system from another state's Wage and Hour system
- **Infrastructure as a Service (IaaS)** – Affords the consumer the ability to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications. The consumer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, deployed applications; and possibly limited control of select networking components (e.g., host firewalls).
- **Platform as a Service (PaaS)** – Affords the consumer the ability to deploy onto the cloud infrastructure consumer-created or - acquired applications created using programming languages and tools supported by the provider. This capability does not necessarily preclude the use of compatible programming languages, libraries, services, and tools from other sources. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, or storage, but has control over the deployed applications and possibly application hosting environment configurations.

- **Custom Solution** - Develop a Wage & Hour case management and compliance solution from the ground up.
- **Best of Breed Components** - Solutions/Modules/Components relevant to achieving Wage & Hour Compliance Modernization objectives.
- **Hybrid** - Combination of any of these options or others.
- Other innovative approaches.

At the conclusion of this modernization initiative, the expectation is that NJDOL will have established a modern, accessible, easy to maintain Wage & Hour investigation and case management, compliance enforcement and hearing system; fully integrated with necessary third-party applications and legacy data sets. It is further expected that existing NJDOL staff will be trained in managing this system, resulting in a high-quality, cost-efficient program that can evolve with our needs.

All ideas and suggestions that provide alternative recommendations to designing, developing, acquiring, operating, supporting, and managing any areas of the Wage & Hour Compliance solution are welcome. NJDOL encourages creativity and outside-the-box thinking in response to this RFI.

II. Request for Information (RFI) Submission

Responses to the State of New Jersey's RFI should be submitted electronically via email to DOLProcurement@dol.nj.gov no later than **02/19/2026** at 5:00 PM.

A. Electronic Question and Answer Period

The State will electronically accept questions and inquiries from all potential respondents.

Questions or inquiries should be submitted electronically via email at DOLProcurement@dol.nj.gov no later than **01/30/2026** at 5:00 PM.

Questions should be directly tied to the RFI and asked in consecutive order, from beginning to end, following the organization of the RFI; and

Each question should begin by referencing the RFI section number to which it relates.

The deadline for electronic questions and inquiries relating to this RFI is indicated on the RFI cover sheet. In the event that questions are posed by potential Respondents, answers to such questions will be issued by RFI Amendment. RFI Amendments, if any, will be posted on the State's website in the same manner as the RFI.

B. Contents of the RFI Submissions

Responses to this RFI can be released to the public pursuant to N.J.A.C. 17:12-1.2(b) and (c), or under the New Jersey Open Public Records Act (OPRA), N.J.S.A. 47:1A-1.1 et seq., or the common law right to know.

All information submitted to the State in response to this RFI is considered public information notwithstanding any disclaimers to the contrary submitted by a Respondent. Proprietary and confidential information may be exempt from public disclosure by OPRA and/or the common law.

As part of its response, a Respondent may designate any data or materials it asserts are exempt from public disclosure under OPRA and/or the common law, explaining the basis for such assertion. The location in the response of any such designation should be clearly stated in a cover letter. The State reserves the right to make the determination as to what is proprietary or confidential and will advise the Respondent accordingly. Any proprietary and/or confidential information in a response will be redacted by the State. The State will not honor any attempt by a Respondent to designate its entire response as proprietary, confidential and/or to claim copyright protection for its entire response. Copyright law does not prohibit access to a record which is otherwise available under the Open Public Records Act (OPRA). In the event of any challenge to the Respondent's assertion of confidentiality with which the State does not concur, the Respondent shall be solely responsible for defending its designation, but in doing so, all costs and expenses associated therewith shall be the responsibility of the Respondent. The State assumes no such responsibility or liability.

III. High Level Business and Systems Objectives

Recent legislative changes and enforcement strategies necessitate a modern, flexible Wage and Hour system capable of integrating with external agencies and evolving over time. The existing systems are no longer sustainable as they cannot be expanded to meet operational and legislative demands due to technical limitations and minimal support resources. The primary objective of this Request for Information is to identify vendors who can replace the current Wage & Hour systems with a leading edge, fully integrated case management, compliance enforcement and hearing solution.

The following are the main goals of this initiative:

- Replace aging applications and infrastructure with a comprehensive, flexible solution that can be configured to accommodate changes to business processes or workflows
- Improve user interface and staff productivity
- Enable public self-service applications and complaint filing through a user friendly, multi-lingual portal
- Improve and/or expand integration and data sharing with other NJDOL and state systems
- Ensure continued compliance with new labor laws and strategic initiatives
- Improve access to data and analytics to monitor productivity, track and measure time spent on investigations, training, administrative tasks and enforcement activities, identify bottlenecks, and make data-driven decisions to improve workflow.

- Allow scheduling, tracking and recording of telephone, in-person and virtual proceedings (e.g. phone conferences, Wage Collection proceedings, and Hearing & Review hearings)
- Upgrade the accounting processes to handle various payment categories (back wages, tax deductions, liquidated damages, misclassification penalty, administrative fees, registration fees, penalties), offer online payment options, and track the status of payments.

IV. Overview of the Division of Wage & Hour Compliance

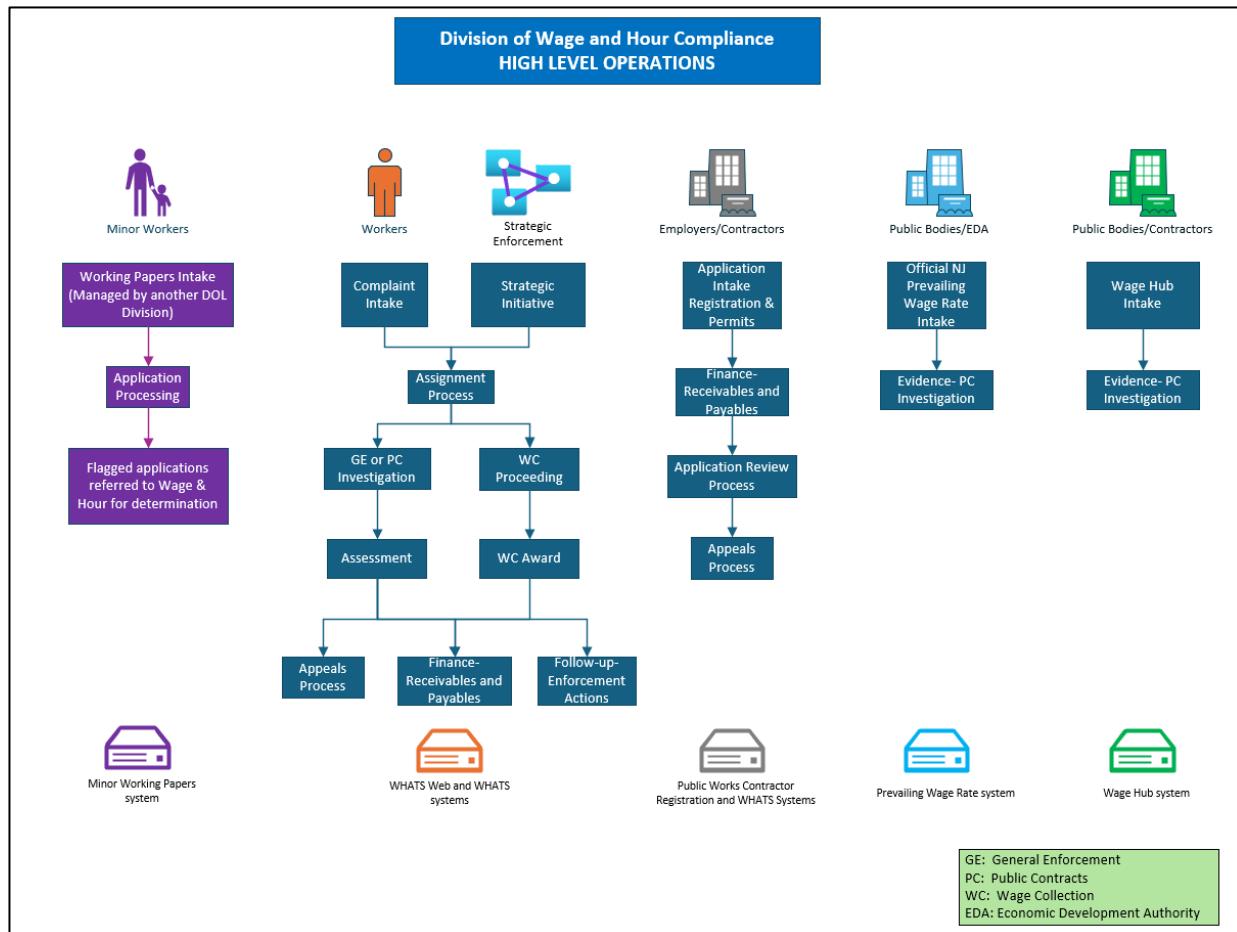
The Division of Wage & Hour Compliance (Division) is an agency within the NJ Department of Labor (NJDOL) that enforces a variety of labor laws including but not limited to minimum wage, wage payment, child labor, earned sick leave, prevailing wage, public works contractor registration, misclassification, agriculture housing and camps, agriculture crew leader registration, apparel registration and temporary workers.

The public can submit complaints and referrals with the Division, electronically or via paper, regarding unpaid or underpaid wages or other labor violations. The Division reviews and investigates the complaints and determines the validity of the claims and whether penalties will be imposed.

For contractors and subcontractors who bid on construction related public works projects, they can submit their applications, who will in turn issue the appropriate certifications.

The Division also initiates and tracks strategic enforcement activities in targeted industries with suspected labor violations. These industries are identified through research and analysis of historical data and industry trends. Recent initiatives included statewide investigations of laundromats, drywall contractors, temporary help services, animal slaughter/meat processing, and limited-service restaurants.

A. Current Organization Structure and Operational Units



B. Current Operational Units and Business Process Background

The functional scope of the modernization effort and the system/solution Wage & Hour is seeking must improve upon the following existing program elements:

1. Complaints and Referrals

The public can file complaints and referrals electronically using an online application or via mail, fax, email or by telephone if the complainant requests to be anonymous.

Staff reviews the submission to confirm jurisdiction and then assigns it to one of three areas for conciliation, investigation or a formal proceeding: General Enforcement (GE) Area, Public Contracts (PC) Area or Wage Collection (WC) Area. If there is no jurisdiction, staff notifies the complainant and if applicable, makes appropriate referral

2. GE and PC Conciliation and Investigations

Complaints/Referrals assigned to GE and PC are then assigned to investigators for conciliation or investigation:

- **Conciliation** - last paycheck not paid to one employee. Staff is assigned to mediate for a complainant in an attempt to have the employer directly pay monies owed. This does not require a formal investigation.
- **Investigation** – limited or full depending on the extent of the issues
The steps of an investigation may vary, but normally includes a series of steps including interviews, surveillance, site inspections, records inspections, etc. The investigation conclude with a formal report and recommendations:

3. Employer Assessments

After a GE or PC investigation is completed, a supervisor reviews the report and then issues a formal assessment to the employer that details the Labor Law violations and corresponding monetary penalty, monies due to workers and fees. Currently these assessments are mailed by regular and certified mail to the employer. The division would like to have the capability of emailing the assessment to the employer in the future.

- **Appeal Rights** – The employer has the option to request a conference if they do not agree with the assessment.
- **Enforcement Actions:** If the employer does not request a conference and does not submit payment in full, the Division may escalate the enforcement action through various methods including submitting a Docketed Judgment in Superior Court, Issuing Stop Work Orders, collection activities and public announcements of the violations.

4. Wage Collection Proceedings

Complaints assigned to Wage Collection are reviewed by support staff and then scheduled for a hearing. Wage Collection proceedings are quasi-judicial in-person or virtual hearings presided over by Referees. Employers and employees are sworn in and are required to provide testimony and present evidentiary materials. All parties may be represented by an attorney, but there is no requirement to be represented.

Upon completion of the formal proceeding, the Referee will render a decision based on the evidence and testimony presented. If either party wishes to appeal the decision of the Wage Collection Referee, they may file a notice of appeal. Appeals will be referred to the Superior Court of NJ.

5. Registration and Permits

In addition to the claims investigation and enforcement activities outlined above, the Division also processes, registers and collects fees, if applicable, from over 6000 yearly Permit/License applications for the following:

- **Public Works Contractor Registration (PWCR)** – The application and collection of registration fees are processed electronically through a vendor supported system.
- **Others:** Apparel Industry, Agriculture Crew Leaders, Request for Permission to Maintain Payroll Records Outside of New Jersey, Request to Pay Less than

Minimum Wage to a Disabled Person, Industrial Homework, Homework License, Sheltered Workshop Permit. These are all initiated with a paper form.

To process these applications, the Division conducts a multi-step review process to ensure certain pre-requisites are in place and confirm the employer is in good standing. Once the review has concluded, the staff issues the certificate or permit.

6. Finance

As referred to in the above sections, the Division also manages the receipt, tracking and full accounting of various fees, penalties, assessments and the disbursement of the monies collected to affected parties. Some of the registration fees are paid online via a 3rd party vendor and are processed through Treasury/OIT (NJ Department of Treasury's Accounting System – NJCFS). Other payments are submitted by check via mail.

Division staff is responsible for logging the payments and preparing the submission to NJDOL's Finance & Accounting office (F&A) for actual deposit into the Division's account. Division staff also create a breakdown report that identifies all the monies collected for workers, fees and penalties collected along with the associated details to ensure monies are allocated to the correct accounts.

Monies deposited that are earmarked for employees must be disbursed within a certain period of time or is then referred to Treasury Unclaimed Property for additional processing.

7. Document Management

The Division has a document management system that stores all the documents related to a complaint or referral, but not for investigations or Wage Collection proceedings. The Division will need an expansion of this feature in the future.

8. Customer Relations Management

The Division's Customer Relations Management (CRM) unit interacts closely with the system in order to conduct a variety of duties:

- Initial review of complaints: Employer Search and Section Assignment.
- Enter and scan all “paper” complaints received by mail, fax or email.
- Mail – Open, stamp, direct mail accordingly.
- Checks – Enter checks into WHATS system. Enter check details and associate with correct case.
- Process all docketing requests to Superior Court for GE and PC cases.
- Utilize an Interactive Voice Response (IVR) system to answer general questions and direct callers.
- Review, answer and direct WH emails.
- Maintain inventory and order office supplies for Central Office and field offices.
- Pull and scan files prior to warehouse storage.

9. Reporting/Metrics

Wage & Hour staff routinely generate management reports, KPIs, performance

metrics, custom reports as well as public web lists from WHATS and WHATS Web data sources. Some of the reports are built into the WHATS system. Others are generated from excel extracts or by using PowerBI.

C. Current Systems Background

The Division manages its day-to-day operations utilizing the following systems:

1. WHATS (legacy VB6 system implemented in 1998)

This is the primary case management application. Key capabilities:

- Complaints Intake
- Case Management
- Employer Management
- Registration and Permits
- Letters and Reports (300+)
- Financial: Wage & Hour has a financial component for the receipt, tracking, and disbursement of:
 - Registration fees for PWCR, Apparel, and Industrial Homework
 - Administrative fees assessed against employers when monies are due workers
 - Monetary penalties assessed against employers for labor law violations
 - Monies due workers: Back wages, Liquidated damages, Misclassification penalty

2. WHATS Web (*supplemental .Net web system introduced in 2017*)

Public Portal: wagehour.nj.gov (English and Spanish)

- Electronic Complaint and Referral Filing capability
- Complaint Status Lookups
- Dropbox style document upload portal

Internal Portal: Manage Complaints/Referrals/Uploads

- Tracking, Scheduling and Assignments
- Customized Dashboard
- Employer Module
- Advanced User Admin Module
- Data Exchange between WHATS/WHATS Web
- NJPortal Integration

In CY 2024, the Division received approximately 7000 wage complaints and 250 referrals through the WHATS and WHATS Web systems.

3. Public Works Contractor Registration (PWCR) (*vendor hosted*)

- Public Intake/Registration Website: www.njportal.com/lwd/pwcr
- Web API calls and Financial Data Transfers
- Integration with WHATS

In CY 2024, the Division processed and registered applications for the following:

- Public Works Contractor Registration (PWCR) –5725 applications received
- Apparel Industry –149 applications received

- Agriculture Crew Leaders – 40 applications received

4. Prevailing Wage Rates

- Admin/Developer (JBoss)
- Public Intake: 2 Applications/Forms (Economic Development Authority (EDA)/Public Body)
- Retrieve rates by Conf #
- Publish: Current and historical wage rates Application
- Internal: Upload Rates PDF's
- Search/View current Applications (EDA/Public Body)

5. Reporting (*PowerBI*)

Public:

- Public Web Lists

Internal:

- Analytics and KPI for Management Using PowerBI, Automated Weekly Stats Reports
- PowerBI Gateway: Connects to our on-prem Oracle DB.

6. NJDOL Web API – Certified Payroll

- Web API hosted on on-prem prod server for certified payroll. Uses JSON Web Tokens (JWT)

7. SimpliGov API Gateway

- In progress for data transfer from SimpliGov forms to on-prem Databases using AWS API gateway.

V. Future Vision

NJDOL has a mandate to serve all New Jersey Workers who have filed complaints for unpaid or underpaid wages or for a labor law violation and a mission to reduce labor law violations by using strategic initiatives with employers and industry groups. The Division of Wage & Hour Compliance is seeking a comprehensive case management system that will replace an existing set of case management systems. The new solution must be able to accommodate all varieties of information contained in a complaint filing and obtained during the investigation.

At a minimum, the proposed solution must be able to handle the functionality of the existing system as outlined in ***Section B - Current Business Process Background*** while addressing the following required features:

General:

- The process should be transparent to assist staff in expedited complaint processing, investigations and employer assessments. Complaint data and investigative results must be easily available and displayed in such a manner for analysis and decision-making.
- The proposed solution should be a vendor supported solution, easy to maintain, cost efficient, include flexibility to enable modifications by staff, and adaptable to support ongoing policy and legislative changes.

- Improve upon the existing user interface, workflow and design, leading to improvements in staff decision making and productivity
- Allow for flexibility to ensure compliance with new labor laws and strategic initiatives
- Integrate with Interactive Voice Response (IVR) and web-based customer service systems
- The user interface should meet the minimum accessibility standards (WCAG 2.2AA)

Public Portal:

- Enable public self-service applications and complaint filing. The portal should also allow for anonymous submissions of certain forms
- A Self-Service Portal for system stakeholders with robust identity management and authentication.
- The ability for the public to file complaints in multiple languages (currently English and Spanish), receive and obtain comprehensive online status updates, submit additional documents, evidence, photos, etc. after initial filing, and communicate easily with agency using a variety of methods (text, email, online, mail).

Case Management:

- Automated complaint and case assignment processes.
- Automated task assignments/workflow/worklists for all levels of case review.
- Support issuance and monitoring of Stop Work Orders and other formal communications, including appeals and outcomes
- Allow scheduling, tracking and recording of telephone, in-person and virtual proceedings (e.g. phone conferences, Wage Collection proceedings, and Hearing & Review hearings)
- Integrated financial system for the purpose of efficient tracking of accounts receivables and disbursements of payments/refunds and the ability to receive a myriad of payment methods (EFT, Credit Card, Debit Card, etc.). NJDOL envisions a faster and efficient process so that monies received on behalf of workers are issued as quickly as possible.

Investigation Process:

- The new system should improve the investigative process for our investigators, employers and complainants so that it is customer friendly, comprehensive and efficient.
- The new system should ensure all aspects of the investigation are stored and accessible in one place for easy retrieval and review.
- Provide an integrated calendaring module to facilitate the scheduling of investigations, taking into account available resources and proximity to the location.
- Provide investigators with a variety of methods (text, email, online, mail) to communicate with employers and to document the encounters.

Document Management:

- Provide a robust system to store and organize all pertinent documentation received or produced during an investigation or Wage Collection proceeding. This would include all system generated forms and incoming correspondence, time and payroll records, investigative findings, photos, videos, etc.

Access, Security and Privacy:

- Track all system actions and data changes via a comprehensive audit trail and real-time notifications of improper data access
- Ability to assign one or more roles to an individual
- Ability to assign various levels of access to different users or classes of users
- Ability to redact sensitive information

Data, Reporting and Analytics:

- Increase integration with other NJDOL and state systems
- Improve access to data and analytics to monitor productivity, track and measure time spent on investigations, training, administrative tasks and enforcement activities, identify bottlenecks, and make data-driven decisions to improve workflow.
- Ability to customize dashboards based on role

Administrative:

- Allow for easy configuration and updates by administrative staff to accommodate changes to business rules, processes, law changes and reference table updates.
- Allow for easy correction of data or case status as needed
- Provide training and appropriate Knowledge Transfer to staff

VI. Responding to the RFI

Respondents are encouraged to provide any information relative to technologies that may be of benefit to NJDOL. Does the Technology Industry provide these features listed above in the Future Vision Section? Recommendations for Business Process Improvements are welcome.

RESPONSE DUE DATE: **02/19/2026**. Please send in electronic format (MS Word or PDF) to DOLProcurement@dol.nj.gov

A. General Vendor Information:

1. Company Information

- a) Name of Company
- b) Contact person
- c) Address
- d) telephone number and email address
- e) Company websites/online literature, if available

B. Solutions and Recommendations:

1. General

- a) Describe your recommendations for an efficient, cost-effective solution that will satisfy the desired features.
- f) Explain how the recommendations best balance delivery of functionality against schedule, cost, risk, staff resources and quality.
- g) Has your company implemented a Claims Management, Investigation/Inspection or Compliance Enforcement system? If so, what was the system and where was that system implemented? What was the duration of the implementation? Please provide references.
- h) Does your company's system solution support the complete life cycle of a claim, including claim intake, assignment, investigation, penalty assessment, dispute resolution tracking, collections and payment activity, communications tracking? Please explain.
- i) Does your company have any experience in data migration from a legacy VB6 system? If yes, describe how your company would plan for the migration to

ensure no data integrity loss.

- j) Please describe your software development lifecycle and project management methodologies.
- k) If your solution follows a license-based model, please elaborate on whether it is seat-based, usage-based, enterprise or other.
- l) Please provide details on your hosting model – SaaS, private cloud, on-prem, other.

2. Claims Management

- a) Please provide recommendations for user defined fields for a claim record. Would it require customization or a configuration? Can your company use these user defined fields for reporting, querying, statistical analysis and other processing?
- b) Please provide recommendations for components of an integrated system that relies on external partners for delivery. (e.g. other state and federal agencies, APIs, batch processes, etc.)

3. Reporting and Analytics

- a) What tools and capabilities does your company offer for data visualization and reporting? Can end-users create or customize their own dashboards and reports?

4. Implementation Recommendation and Plan

- a) Please provide information relative to the type of implementation recommendations your company uses and the benefits of those recommendations.
- b) What recommendations could your company provide for testing? Would your company recommend automated tools for systems and stress testing?
- c) Please provide your company's recommendations for knowledge transfer and training.
- d) Please provide your company's generic recommendations to workflow.

5. Business Rules & workflow

- a) Describe your recommendations for business rules and workflow. What functions can be supported by business rules?

6. Payments

- a) Does your solution provide the ability to assess penalties/collect fees/disburse payments? If Yes, can you elaborate on the process?

7. Technical Architecture and Security

- a) Does your company recommend a standard architectural framework supporting open system standards? If so, describe.
- b) What certifications, if any, does your solution comply with (IRS PUB 1075, FedRamp certifications, NIST)

8. Maintenance

- a) Please recommend a system maintenance model.
- b) Would your company recommend a release schedule for modifications to code?
- c) How would your company recommend data back-up and disaster recovery if it were a hosted application?

C. Operations and Support

Describe and discuss recommendations for a Wage and Hour Compliance solution that can be supported and maintained most efficiently and cost-effectively. Where appropriate for the recommendations, address the merits and drawbacks of:

1. State supported – Knowledge-transfer recommendations should be detailed by the respondent.
2. Hybrid recommendations – Where the State shares support responsibility with the Vendor.
3. Vendor Supported – Turnkey service delivery by a vendor with a multi-year agreement for hosting/maintenance/upgrades (including law changes, technology refresh, and product evolution).