



# Customer Name

## Proposal Information

Thursday, April 21, 2022

**paid**  
*You earned it.*

# Who are we?

The company was founded by President and CEO Matt Edman, who, after spending a decade in accounting and ERP applications consulting, wanted to support businesses of all sizes, complexities, and payroll needs – including those often ignored by large payroll solutions providers.

Today, we closely partner with organizations to provide innovative approaches to age-old problems through flexible software, reliable services, and balanced counsel based on our team's deep experience in:

- Accounting
- Payroll
- Compliance
- Grants
- Software
- Business Model Assessment

We aim to build client relationships that last. In leveraging our unique perspective on accounting and payroll solutions, our goal is to provide every partnership with a configurable, cost-effective set of services that:

- Perfectly complement their existing operations
- Meet them where and how they need to interact with third-party services.
- Support their role and responsibilities as a leader among employees.

At Paid, striving for the next level of excellence is the norm. Our drive to do better, be smarter, and offer stronger solutions is engrained in our company culture that prioritizes collaboration, trust, and opportunity. As a result, our team members embrace the customer-growth mindset that enables us to build client relationships that last.

We have more than 20 years of experience in this business, so we understand payroll and accounting needs evolve quickly. No matter if it is creating journal entries or providing trusted counsel on complex payroll situations, we are here to evolve, learn, and grow with you.

# Our Products and Services

## Get Paid

Paid has partnered with UKG Workforce Ready® to deliver a powerful all-in-one system for all of your workforce management needs with unlimited support from real experts. You get all of this functionality in a single application.

---

<b>Talent Acquisition</b>	Automate recruiting, create job posts, manage online applications, and more, all with one app. We help you find, attract and hire the best talent for your business.
---------------------------	--

---

<b>Time &amp; Labor</b>	Control your labor costs and maintain compliance with modules for GEO-spatial punches, schedule implementation, and time clocks for online and mobile environments.
-------------------------	---

---

<b>HR/HCM</b>	Leverage custom workflows and notifications to create organization-wide alignment. Use the HR/HRM module for online onboarding, asset and vehicle tracking, tracking workers' compensation claims, and more.
---------------	--

---

<b>Payroll Administration &amp; Processing</b>	Make administrative recordkeeping and payroll execution simple and cost-efficient. Manage employee maintenance, garnishment setup, benefit & deduction management, tax compliance, time entry, check printing/ACH, tax payments, and garnishment payments with the payroll module.
--	--

---

<b>Benefits Administration</b>	Streamline electronic benefit enrollment and management of carrier and life changes. Create benefit profiles and make benefit statements and carrier connections available to employees with the click of a button.
--------------------------------	---

---

<b>Workforce Mobile</b>	Free up staff time and increase access to managers with a mobile app that allows employees to access pay statements and make time-off requests. Managers can approve requests from the GPS-enabled app.
-------------------------	---

---

## Payroll Services

---

**Payroll Innovation** We help you transform your payroll into an unstoppable tool for boosting productivity and retention by creating innovative incentives, inspirational leadership messages, and purpose-driven announcements.

---

**Payroll Administration & Processing** We make all of the administrative recordkeeping and payroll execution simple and cost-efficient. We handle employee maintenance, garnishment setup, benefit & deduction management, tax compliance, time entry, check printing/ACH, tax payments, and garnishment payments.

---

**Payroll Innovation?** We ensure your company is in full compliance with federal, state, and local payroll regulations, including payments and reports for the end of each quarter, end of the year, wage statements, and income verification requests.

# Why Us?

## 1. We know your business inside and out.

Unlike the large national chains, we pride ourselves on getting to know you and your business personally. And as long-time professionals in the HCM industry, we understand that no two businesses are the same. That's why we take the time to identify your organization's pain points and provide the expertise and resources to solve them.

## 2. We offer industry-leading, single-platform HCM technology.

We provide the latest cloud based HCM technology, with a platform that is continually evolving to meet and exceed market demands. Powered by this unified platform, our solution optimizes your entire workforce with end-to-end employee lifecycle management to help you drive productivity, increase employee engagement, and make more informed business decisions. What's more, your employees will love using our system, which takes advantage of the latest usability and design trends for peak performance on their computers or mobile devices.

## 3. We deliver on our promise to provide dedicated support and service.

When you need help, we'll be there — with support from real, knowledgeable people you'll get to know by name. No long hold times or frustration from getting passed around to multiple contacts. We work with you one-on-one to make sure you're getting the most from our solutions and services.

## 4. We pay close attention to the details, so you don't have to worry about them.

As your personal HCM provider, we hold ourselves to the highest standard when managing your business's greatest asset — your workforce. As a midsize business ourselves, we understand that there's no room for error when managing tasks like payroll, so we remain vigilant about every detail. You can trust us to handle your workforce complexities and keep you compliant, so you can focus on your bottom-line results.

## 5. We save you time and money and consistently look for ways to optimize your business.

We succeed only when you do. As expert problem solvers, we're empowered to help save your business time and money by streamlining workforce management tasks and maintaining your organization's compliance with complex labor laws. Our goal is to help you find ways to improve your business's performance.

# Solution Approach

## Scope of Services

SERVICES	
<b>Workforce Solution Services</b>	<<To be updated based on individual customer requirements>>
<b>Payroll Services</b>	<<To be updated based on individual customer requirements>>

## Our Understanding of Objectives

The high-level strategic expectations of <<Customer Name>> from this project as understood by Paid and corresponding key solution aspects of Paid solution are given in the table below:

CUSTOMER OBJECTIVES	PAID SOLUTION ASPECTS
<b>Customer Objective 1</b>	<<insert solution elements aligned to objectives >>
<b>Customer Objective 2</b>	<<insert solution elements aligned to objectives >>

## Service Level Agreements

PAID has determined its Service levels based on industry standards. Based on the standard industry scenario and its experience, PAID has defined the following categories of services and performance commitments, which are subject to complexity and support level of the actual service requirement. The measurements, wherever applicable are done through a tool-based approach.

PAID's Service Level Management frameworks shall serve as a guideline for <<Customer>> and PAID to work together to establish the initial service level standards.

PAID's philosophy towards service level commitment is:

- Define Quality of Service for on-going performance controls and measurements.
- Clearly document agreement between the two organizations
- A structured framework for service delivery
- Evolution of service level in line with customers business needs

### Service Levels Proposed:

<<Insert customer expected service levels here>>

<<Remove section if no service level or propose standard>>

# Pricing

## Pricing options available

NOTE: We typically have 3 different pricing options for the customer to choose from. We would want to be able to show what they get for each one. Below is a view of the estimated price of the in-scope services.

DESCRIPTION	PRICE (USD PER MONTH)
Option 1	\$
Option 2	\$
Option 3	\$

# Assumptions and Dependencies

## Commercial Assumptions

- <<Please list all Commercial/Pricing related assumptions and dependencies here>>.

## Solution Assumptions

- <<Please list all proposal related assumptions and dependencies here>>.



# Master Services Agreement

