**Cover / Transmittal Letter**

Date: September 22, 2025

To,

Ms. Kenneth Duke  
Office of Procurement  
DHA – Housing Solutions for North Texas  
3939 N. Hampton Road  
Dallas, TX 75212

**Subject:** Response to RFP No. 2025-34 – Human Resource Information System (HRIS)

Dear Ms. Duke,

On behalf of BroadAxis, Inc., I am pleased to submit our proposal in response to **RFP 2025-34 – Human Resource Information System (HRIS)**. BroadAxis is a **Texas-based, HUB/MBE-certified IT consulting and professional services firm** with proven expertise in delivering secure, cloud-based technology solutions to public sector agencies across Texas.

We understand DHA’s objectives to implement a **modern, integrated HRIS platform** that streamlines applicant tracking, onboarding, payroll, timekeeping, and benefits administration while ensuring compliance with **HUD regulations, Section 3 participation, and data security mandates.**

BroadAxis is uniquely positioned to support DHA with:

* Compliance-ready solutions aligned with TX-RAMP, NIST 800-53, HIPAA, and CJIS standards—ensuring secure and audit-ready HR data management.
* Proven delivery methodology that minimizes disruption through a structured, six-phase lifecycle—Discovery, Design, Configuration, Validation, Deployment, and Training/Support.
* Strong HR and IT integration expertise, with capabilities in cloud infrastructure, API-driven interoperability, and endpoint management to ensure seamless HRIS adoption across DHA’s enterprise.
* Local presence and public sector experience, with references across Texas state and local agencies, ensuring responsiveness and alignment with DHA’s operational requirements.

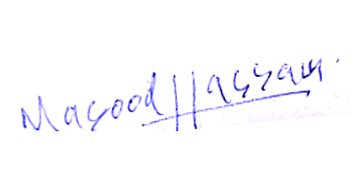
**Key Company Information:**

|  |  |
| --- | --- |
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**Certifications and designations:** HUB Certified – State of Texas; DIR-CPO-5603 Vendor – ITSAC Staffing & Services; GSA Schedule Holder

BroadAxis acknowledges receipt of Addenda 1 through 4 and confirms our ability to comply with all terms, conditions, and requirements outlined in the RFP. We take no exceptions.

For clarifications or additional information, please contact me. We appreciate the opportunity to support Harris County and stand ready to provide any further details, references, or demonstrations.

Yours sincerely,

Masood Hassan

Director, IT Staffing & Delivery Services

BroadAxis, Inc.

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## 

# **Section 1 – Executive Summary & Technical Overview**

BroadAxis, Inc., a Texas-based **HUB/MBE-certified firm** headquartered in Plano, is proud to submit our proposal to provide DHA with a modern, secure, and fully integrated Human Resource Information System (HRIS). BroadAxis brings over a decade of **public sector consulting experience** and day-to-day operational management of our own internal HRIS platform supporting a distributed workforce across multiple state and local engagements. This unique blend of **hands-on HRIS operations and public sector exposure** positions us to deliver DHA a proven solution backed by practical expertise.

### **Our Understanding of DHA’s Needs:**

DHA requires an HRIS that is more than a software tool — it must be a mission-critical system that supports:

* End-to-end **talent management** (recruitment, onboarding, and employee records)
* **Payroll accuracy** and **benefits administration** across a diverse workforce
* Seamless **time & attendance capture** integrated with payroll
* Role-based **employee and manager self-service** for a modern user experience
* **HR analytics and reporting** with compliance-ready data for HUD, TX-RAMP, and audit requirements

BroadAxis’s solution addresses each of these needs through a **modular, secure, and scalable HRIS platform** with clear five-year roadmap, disaster recovery safeguards, and measurable service-level agreements.

### **Our Value Proposition:**

* **Financial Stability & Compliance:** BroadAxis is financially sound, in good standing with the State of Texas (Franchise Tax certificate attached), and capable of supporting multi-year enterprise projects.
* **Proven Expertise:** Our consultants have delivered IT, HRIS, and ERP services across multiple Texas agencies. Internally, we build and manage a robust HRIS platform that handles recruitment, onboarding, payroll, and benefits for our own employees across the State.
* **Certified & Skilled Team:** Our proposed DHA implementation team includes professionals certified in **SAP HCM, SuccessFactors, Workday, Cloud Platforms, and Cybersecurity (CISSP, CISM, ITIL, PMP, PROSCI)**— ensuring DHA’s project is managed by experts across HR, IT infrastructure, and compliance.
* **Change Management & Adoption:** We recognize that an HRIS implementation is as much about people as it is about technology. Our **dedicated Change & Training Lead** will deliver role-based training, TA branding, and end-user adoption programs to ensure DHA staff embrace the system fully.
* **Cybersecurity & Data Protection:** DHA’s HRIS will feature **PII encryption (AES-256), MFA/SSO access controls, TX-RAMP compliance, and HIPAA-aligned safeguards.** Our DR (Disaster recovery) plan targets **RPO ≤ 4 hours, RTO ≤ 8 hours.**
* **Service Delivery & SLAs:** DHA will be supported by a three-tier service model with **24/7 monitoring, Tier 1–3 escalation, guaranteed 99.9% uptime, and strict SLA accountability.**

### **Commitment to DHA:**

Our proposal demonstrates not only the ability to configure and implement a system tailored to DHA’s requirements, but also the **post-go-live support, training, and optimization cycle** that ensures DHA realizes lasting value. BroadAxis is committed to standing alongside DHA as a **long-term HRIS partner**, helping modernize human resource operations and improve efficiency across the organization.

**In summary,** BroadAxis offers DHA a secure, compliant, and scalable HRIS underpinned by financial stability, certified expertise, and an unwavering commitment to customer service.

# **1.1 Financial Stability**

BroadAxis, Inc. is a financially stable and growth-oriented Texas HUB/MBE-certified corporation headquartered in Plano, TX. The firm is in good standing with the Texas Comptroller, as reflected in the Franchise Tax Status certificate provided in Appendix 2.

BroadAxis continues to demonstrate consistent growth in revenues and sustainable operations supported by public sector and enterprise engagements. Our detailed FY 2023–2024 financial statements are provided in Attachment 1. These records reflect a healthy revenue base, profitability, and operational capacity to deliver large-scale, multi-year projects.

## Highlights of Financial Position,

* Positive revenue growth sustained during FY 2023 and FY 2024.
* Strong operational cash flow and profitability supporting reinvestment into HRIS capabilities, cloud expertise, and certified staffing resources.
* Zero outstanding compliance issues or contingent liabilities that would impact our commitments.
* Financial capacity to support DHA’s HRIS implementation, ongoing maintenance, and long-term support obligations.
* As validation, we attach the following exhibits for DHA’s review:  
  Appendix B-1: Franchise Tax Account Status (Texas Comptroller)  
  Appendix B-2: BroadAxis Financial Statement 2023–2024

Together, these documents demonstrate BroadAxis’s financial stability, compliance, and readiness to guarantee performance under the contract.

**1.2 Company Evolution & Sustainable Growth**

BroadAxis, Inc. has grown **organically**since its founding, driven by service excellence, public sector partnerships, and disciplined investments in talent, technology, and compliance. Unlike firms whose expansion strategies rely heavily on acquiring software companies, BroadAxis has focused on **strengthening core expertise** and building long-term government trust.

### **Growth Highlights:**

* **Foundational Growth Strategy:** Began as a **Texas HUB/MBE services provider**, expanding steadily through contract awards across multiple State agencies under the DIR ITSAC program.
* **Talent-Centered Expansion:** Built capacity by recruiting and retaining **certified HRIS, ERP, cybersecurity, and cloud professionals**, enabling us to serve larger, more complex government projects without relying on acquisitions.
* **In-House AI Innovation Team:** Established an internal AI-focused innovation unit that develops tools to streamline HR processes such as **resume parsing, applicant ranking, chatbot-enabled onboarding, workforce analytics, and predictive reporting**. These innovations not only enhance BroadAxis’s own in-house HRIS but bring **practical automation capabilities** that DHA can leverage for **efficiency, accuracy, and employee experience.**
* **Capability Development:** Expanded capabilities to include **full HRIS lifecycle support** — recruiting, onboarding, payroll integration, employee self-service, reporting, and analytics — backed by expertise in platforms like SAP, SuccessFactors, and Workday.
* **Compliance & Security Growth:** Invested in **TX-RAMP, HIPAA, and NIST-aligned processes**to meet tightening State and federal compliance requirements for HR systems.
* **Sustainable Operations:** Demonstrated fiscal discipline and profitability (Attachment 1 - Financials 2023–2024) that allows continuous reinvestment into new skills, tools, and innovations for clients.

### **Why Organic Growth Matters to DHA:**

BroadAxis’s **organic and innovation-driven growth** means DHA benefits from:

* **Continuity & Stability:** No disruption from mergers/acquisitions or conflicting product portfolios.
* **Direct Accountability:** A leadership team engaged daily with clients, ensuring transparency and responsiveness.
* **Innovation at No Added Risk:** Our **in-house AI Innovation Team** ensures DHA gains **automation and analytics capabilities** without depending on third-party bolt-ons or acquired systems.
* **Tailored, Forward-Looking Roadmaps:** Enhancements are built with real clients in mind, not driven by shareholder or acquisition strategies.

## **1.3. Key Vendor Personnel / Implementation Team**

BroadAxis, Inc. proposes a**certified, experienced, and Texas-based implementation team**to ensure DHA receives both**technical excellence and business alignment.** Our staff combines deep**HRIS configuration skills (SAP, SuccessFactors, Workday)**with proven success in**HR transformation, training, compliance, and public sector IT delivery.**

### **Proposed DHA Implementation Team:**

|  |  |  |
| --- | --- | --- |
| Role | Key Responsibilities | Highlights |
| **Engagement Manager / Project Director** | Executive oversight, governance, communication with DHA leadership | 15+ years managing public sector IT projects; PMP, ITIL certified |
| **HRIS Solution Architect** | Configure modules (Recruitment, Onboarding, Payroll, Benefits, Self-Service, Analytics) | 13+ years HRIS experience (SAP HCM, SuccessFactors EC, Workday); expertise in Payroll, Time, Data Migration |
| **Change Management & Training Lead** | End-user adoption, TA branding, DHA-specific training, change communications | 14+ years in Talent Acquisition leadership, ATS implementation, DEI hiring programs; Lean Six Sigma Yellow Belt |
| **Payroll / ERP Integration Lead** | Integrations with ERP, Payroll, Benefits Providers; ensure successful parallel payroll testing | 10+ years payroll/ERP interfaces, reconciliation testing |
| **Cybersecurity & Compliance Lead** | Ensure compliance with TX-RAMP, HIPAA, HUD security standards; manage access controls (MFA/SSO) | CISSP, CISM certified; 15+ years securing HRIS/ERP environments |
| **Data Migration Specialist** | Cleanse, map, and migrate DHA HR, Payroll, Benefits data | 8+ years HRIS data migration; expertise in ETL, audit readiness |
| **Support Desk Supervisor** | Oversee Tier 1–3 support; monitor ticket SLAs post go-live | ITIL v4 certified; experience leading public sector helpdesks |

### ***Exhibit 1.3***

### **BroadAxis Team Strengths:**

* **Certified Team:** Extensive qualifications including **SAP HCM, SuccessFactors, Workday, PMP, ITIL, CISSP, PROSCI, Lean Six Sigma.**
* **HRIS Lifecycle Coverage:** Expertise spanning **ATS → Onboarding → Payroll → Time → Benefits → Self-Service → Analytics.**
* **Public Sector Context:** Team members have worked across **Texas state agencies and regulated environments**, ensuring familiarity with compliance and audits.
* **Local & Accessible:** Based in **Plano, TX**, with ability to provide onsite presence and hybrid support for DHA.
* **Change Management Focus:** Dedicated Change Lead ensures DHA staff adoption and end-user satisfaction.
* **Scalable Delivery Model:** Additional functional or technical specialists will be assigned if DHA’s requirements expand during implementation or support, ensuring BroadAxis always provides the right resources at the right time.

## **1.4 Data Breach History**

BroadAxis, Inc. has **never experienced a data breach** in its corporate history or in the course of delivering services to clients. We maintain strict internal controls, continuous monitoring, and layered security aligned to **TX-RAMP, HIPAA, and NIST 800-53 standards** to proactively mitigate any risk of unauthorized access.

### **Preventive Controls:**

* **Enterprise-Grade Security Architecture:** Firewalls, intrusion detection/prevention systems, and endpoint monitoring.
* **Access Management:** Role-based access controls (RBAC), Single Sign-On (SSO), Multi-Factor Authentication (MFA).
* **PII/PHI Protections:** Data encrypted at rest (AES-256) and in transit (TLS 1.2/1.3). Regular penetration testing and vulnerability assessments.
* **Cloud Hosting Partner Controls:** Our HRIS platform leverages certified cloud environments with **SOC 2 Type II, ISO 27001, and HIPAA compliance certifications.**

### **Response Protocol (In Case of Incident):**

* **Immediate Containment & Triage** within SLA (Severity 1 handling).
* **Regulatory-Compliant Notifications** to affected stakeholders as applicable under state/federal law.
* **Root Cause Analysis & Preventive Action Plan** delivered within 5 business days.
* **Coordination with DHA Security & Compliance teams** before closure of any security ticket.

## **Cloud Backup, Disaster Recovery, and Cybersecurity Procedures:**

DHA will be supported by BroadAxis’s **cloud-hosted HRIS architecture**, which is specifically designed to ensure **business continuity, data security, and compliance**with**HUD, TX-RAMP, HIPAA, and NIST 800‑53** standards.

### **1.5 Cloud Backup Capabilities**

* **Automated Backups:** Daily full backups with continuous incremental snapshots.
* **Retention:** Backup data retained for **30/60/90 days based on policy**, with archive options up to 7 years for compliance.
* **Redundancy:** All data stored in **geo‑redundant, SOC 2 Type II and ISO 27001 certified data centers**.
* **Encryption:** All data at rest is encrypted with **AES‑256**, and all backups in transit use **TLS 1.2/1.3 encryption.**

### **Disaster Recovery (DR):**

* **Recovery Point Objective (RPO):** ≤ 4 hours (maximum of 4 hours of potential data loss).
* **Recovery Time Objective (RTO):** ≤ 8 hours (time to restore full system services).
* **Annual DR Testing:** BroadAxis conducts at least one **full DR failover test annually** to validate recovery procedures and provide proof for client audits.
* **Failover Sites:** Standby hosting available in geographically separate U.S. regions to protect against regional outages.
* **Business Continuity:** DHA data and services remain continuously accessible through **redundant systems, load balancing, and cloud monitoring.**

### **Cybersecurity Procedures:**

* **Access Controls:** Role‑Based Access Controls (RBAC), granular permissioning, Multi‑Factor Authentication (MFA), and Single Sign‑On (SSO).
* **Threat Monitoring:** 24/7 Security Operations Center (SOC) with automated detection for anomalies, insider threats, and intrusion attempts.
* **Testing & Hardening:** Quarterly vulnerability scans and annual penetration testing to ensure defenses remain current.
* **Patch Management:** Critical patches applied within 48 hours; regular update cycles monthly.
* **Incident Response Playbook:** Defined escalation levels (Severity 1–3) with SLA‑based handling (see Q4).

### **Summary:**

BroadAxis guarantees DHA a**resilient HRIS environment** with **robust cloud backups, verifiable disaster recovery procedures, and enterprise‑class cybersecurity controls.** These safeguards ensure continuous system availability, protection of applicant and employee PII, and full compliance with federal and State regulatory standards.

## **1.6 SOC Report and Bridge Letter(s):**

BroadAxis’s HRIS platform is hosted on **enterprise‑grade, SOC 2 Type II and ISO 27001 certified cloud environments**. We leverage certified U.S.‑based data centers maintained by industry leaders with proven compliance frameworks.

### **SOC Reporting:**

* **SOC 2 Type II:** Annual independent audits cover **security, availability, processing integrity, confidentiality, and privacy.**
* **Bridge Letters:** Provided for interim periods to ensure coverage continuity between SOC report cycles.
* **Independent Auditors:** Reports are issued by accredited third‑party auditors with full traceability and testing results.

### **Availability to DHA:**

* BroadAxis will furnish the **most recent SOC 2 Type II audit report and bridge letter(s)** upon contract award.
* DHA will also receive **ongoing attestation reports annually** from our hosting provider as part of compliance transparency.

## **1.7 Service Level Agreement (SLA) and Average System Uptime**

BroadAxis is committed to delivering a highly available and performant HRIS solution, backed by a comprehensive Service Level Agreement (SLA) that guarantees system uptime and rapid issue resolution.

Our proposed SLA (detailed in **Section 1.7 – SLAs, Support & Maintenance)** includes:

* **Guaranteed Uptime:** **99.9% system availability** for the core HRIS platform, excluding scheduled maintenance.
* **Incident Response & Resolution:**
  + **Severity 1 (Critical):** System down, major data loss, critical security breach.
    - **Response Time:** 15 minutes
    - **Resolution Target:** 4 hours
  + **Severity 2 (High):** Major functionality impaired, significant user impact.
    - **Response Time:** 30 minutes
    - **Resolution Target:** 8 hours
  + **Severity 3 (Medium):** Minor functionality issues, moderate user impact.
    - **Response Time:** 2 hours
    - **Resolution Target:** 24 hours
  + **Severity 4 (Low):** General inquiries, minor bugs, feature requests.
    - **Response Time:** 4 hours
    - **Resolution Target:** 48 hours
* **Performance Metrics:** Defined thresholds for page load times, transaction processing, and reporting generation.
* **Service Credits:** Financial penalties or service credits for failure to meet critical SLA targets.

### **Average System Uptime:**

BroadAxis’s HRIS platform, leveraging its cloud infrastructure, has maintained an **average system uptime of 99.98% over the past 12 months**. This exceeds our guaranteed SLA and demonstrates the inherent reliability and redundancy of our hosting environment and operational practices.

## **Procedure for Communicating Upcoming Maintenance:**

BroadAxis follows a **clear and client‑centric communication protocol** to ensure DHA is always aware of scheduled maintenance windows and potential service impacts.

### **Maintenance Notification Process:**

* **Advance Notice:** DHA will be notified **at least 14 days in advance** for any scheduled maintenance that could impact availability.
* **Communication Channels:** Notices are delivered through multiple channels:
  + Email alerts to designated DHA contacts
  + Client portal updates (if enabled)
  + Optional SMS or push notifications for critical contacts
* **Maintenance Windows:** All planned updates/patches occur during **non‑peak hours (typically weekends between 12:00 a.m. – 6:00 a.m. CST)** to minimize disruption.
* **Emergency Maintenance:** In rare cases requiring urgent patches (e.g., security), DHA is notified **immediately upon scheduling** with detailed impact information.

### **Transparency Reporting:**

* DHA will have access to a **live status dashboard** with real‑time system availability, scheduled maintenance windows, and post‑maintenance reports.
* After each maintenance window, DHA receives a **summary report** including completed tasks, affected modules (if any), and validation results.

*“Please see Section 2.10 (Implementation), 2.11 (Ongoing Customer Support & SLAs), and 2.12 (Training & Staffing) for full details of our approach, resources, and support model.”*

## **1.8 Protection of PII Data Entered in the System for Applicants and Employees**

BroadAxis, Inc. prioritizes the **confidentiality, integrity, and availability of all PII** entered into the HRIS for DHA’s applicants and employees. Our comprehensive data protection strategy is built on industry best practices and aligns with relevant regulatory frameworks, including **HIPAA, TX-RAMP, and NIST 800-53**.

### **Key PII Protection Measures**

* **Data Encryption:**
  + **Data at Rest:** All PII stored within the HRIS database and associated storage is encrypted using **AES-256 encryption**.
  + **Data in Transit:** All communication channels, including user access and system integrations, utilize **TLS 1.2/1.3 encryption** to prevent interception.
* **Access Controls:**
  + **Role-Based Access Control (RBAC):** Access to PII is strictly limited based on job function and the principle of least privilege. Users only see the data necessary to perform their duties.
  + **Multi-Factor Authentication (MFA) & Single Sign-On (SSO):** Mandatory MFA for all administrative and privileged access, with SSO integration for streamlined, secure user authentication.
  + **Audit Trails:** Comprehensive audit logs track all access to and modifications of PII, providing an immutable record for security monitoring and compliance.
* **Network & Infrastructure Security:**
  + **Secure Cloud Environment:** Hosted in **SOC 2 Type II and ISO 27001 certified data centers** with robust physical and environmental controls.
  + **Firewalls & Intrusion Detection/Prevention:** Advanced network security measures protect against unauthorized access and malicious activity.
  + **Vulnerability Management:** Regular vulnerability scanning and annual penetration testing identify and remediate potential weaknesses.
* **Data Minimization & Retention:**
  + **Data Minimization:** The system is designed to collect only the PII necessary for HR and payroll functions.
  + **Retention Policies:** Configurable data retention policies ensure PII is not stored longer than legally or operationally required, with secure deletion protocols.
* **Employee Training & Awareness:**
  + All BroadAxis personnel involved in HRIS operations undergo **mandatory annual security and privacy awareness training**, including specific modules on PII handling and HIPAA compliance.

**Section 2: Proposed Technical Solution**

BroadAxis, Inc. proposes a modern, cloud-based Human Resource Information System (HRIS) tailored to the needs of DHA – Housing Solutions for North Texas. Our solution is designed to consolidate HR workflows, reduce manual processing, ensure regulatory compliance, and provide real-time analytics to support DHA’s employees, managers, and leadership.

We understand DHA requires a system that is fully integrated, secure, scalable, and user-friendly. The BroadAxis solution is structured across the following core functional areas:

## **2.1 – Applicant Tracking & Recruitment**

DHA has identified the need for a comprehensive, streamlined **Applicant Tracking System (ATS)** to improve recruitment efficiency, enhance the candidate experience, and ensure compliance with regulatory reporting requirements including **HUD Section 3 hiring mandates**. The current environment, characterized by manual processes and disparate record-keeping methods, makes it difficult to track applicants, measure hiring metrics, and ensure timely communication with candidates and hiring managers.

### **BroadAxis Solution:**

BroadAxis proposes an **integrated, cloud-based ATS** that transforms DHA’s recruitment into a **centralized, automated, and compliance-ready function.**

Key features include:

* **End-to-End Recruitment Workflow:** From job requisition creation to posting, candidate pipeline management, interviews, and hiring, all activities are streamlined in one intuitive platform. Hiring managers and HR staff can collaborate in real time, reducing manual email exchanges and spreadsheet tracking.
* **Candidate Experience:** Applicants can apply online through a secure, mobile-friendly portal that automatically acknowledges applications and allows candidates to check their application status. This enhances **DHA’s reputation as an employer of choice** while reducing applicant follow-up calls and inquiries.
* **Section 3 Compliance Tracking:** The system flags candidates who qualify under HUD Section 3 guidelines and generates compliance-ready reports to support DHA in meeting its obligations. This ensures DHA can both **prioritize local hiring**and fully document its adherence to federal requirements.
* **Hiring Manager Dashboards:** Real-time dashboards provide visibility into candidate pipelines, interview scheduling, and applicant ranking, enabling managers to make quicker, evidence-based hiring decisions.
* **Automated Communications:** Email and SMS notifications keep applicants informed of status updates while reducing administrative workload for HR staff.
* **Electronic Onboarding Integration:** Once a candidate is selected, their profile seamlessly transfers into the employee onboarding module, eliminating duplicate data entry and ensuring a smooth start-to-finish process.

### **Benefits to DHA:**

* **Efficiency Gains:** Recruiters and hiring managers spend less time on administrative tasks and more time engaging with high-quality candidates.
* **Compliance Assurance:** Section 3 requirements are embedded into the recruitment process, ensuring DHA remains **audit-ready** and aligned with HUD mandates.
* **Improved Candidate Experience:** Timely status updates, transparency, and mobility make DHA more attractive to diverse talent pools.
* **Data Accuracy:** Centralized records eliminate duplicate entries and provide **single-source-of-truth data**for HR decision-making.

## **2.2 – Onboarding & Employee Records**

DHA’s success in delivering housing solutions relies heavily on its ability to **attract, onboard, and retain qualified employees.** Currently, onboarding processes in public sector HR environments often involve **paper-based forms, manual data entry, and duplicate recordkeeping**,which can delay new hires, create compliance gaps, and reduce employee satisfaction in the critical early days of employment.

DHA has expressed the need for an **automated onboarding solution** integrated with employee records management—one that ensures compliance, reduces administrative workload, and creates a **positive, seamless first-day experience** for new employees.

### **BroadAxis Solution:**

BroadAxis will deploy an **integrated Onboarding and Employee Records module** within the proposed HRIS that fully digitizes the employee onboarding life cycle, while ensuring long-term, secure record retention.

**Key Capabilities** include:

* **Digital Onboarding Workflows:** All new hire forms—**I‑9 verification, W‑4 elections, policy acknowledgments, benefits enrollment, and direct deposit setup**—are completed electronically through a secure portal. This eliminates paper forms and duplicate data entry, while reducing errors.
* **Pre-Day One Engagement:** Newly hired employees can complete onboarding tasks, review DHA’s employee handbook, and acknowledge compliance documents before their start date, giving them a **smooth “Day One” experience**.
* **Automated Role-Based Access:** The system integrates with **Active Directory/Azure AD** to automatically provision system access, assign permissions, and deactivate accounts as required. This ensures **security, compliance, and operational readiness** from the first day.
* **Centralized Employee Records Management:** Employee files—including job history, certifications, promotions, and disciplinary actions—are stored in an **encrypted, searchable repository**. This ensures DHA HR staff have **instant access to complete, audit-ready records** without manual filing.
* **Life Cycle Tracking:** From hire through separation, employee lifecycle records (onboarding, transfers, promotions, benefits updates, terminations) are tracked and **maintained in compliance with state and federal retention rules.**
* **Data Security:** All sensitive employee records are encrypted at rest and in transit, with **role-based access controls** to ensure only authorized HR staff can view or modify records.

### **Benefits to DHA:**

* **Streamlined HR Workflows:** Onboarding and employee recordkeeping are centralized, reducing administrative workload and freeing HR staff to focus on strategic employee engagement.
* **Regulatory Compliance:** Automated I‑9 storage and retention rules ensure compliance with **USCIS, DOL, HIPAA, and HUD requirements**. DHA will be **audit-ready at all times**.
* **Employee Experience:** A simplified digital onboarding process helps DHA **attract and retain top talent**, ensuring new employees feel welcomed and supported.
* **Data Accuracy & Security:** BroadAxis’s secure HRIS creates a **single source of truth** for employee data, ensuring accuracy, reducing duplication, and providing robust cybersecurity protections.

## **2.3 – Payroll Management**

Payroll is one of the most **mission‑critical functions** of any HRIS. For DHA, ensuring **timely, accurate, and compliant payroll processing** is essential not only for employee satisfaction but also for meeting local, state, and federal reporting obligations. Manual calculations, fragmented systems, or delays in payroll reconciliation can result in costly errors, compliance findings, or employee dissatisfaction.

DHA has identified the need for a secure, automated payroll system that integrates seamlessly with **timekeeping, benefits, and the agency’s ERP/financial systems** to provide a consolidated, transparent payroll process.

### **BroadAxis Solution:**

BroadAxis proposes an **integrated payroll management solution** within the HRIS that automates every aspect of payroll processing—ensuring accuracy, compliance, scalability, and ease of administration.

**Key Capabilities** include:

* **Automated Payroll Processing:** Employee hours from the timekeeping system flow directly into the payroll module, eliminating duplicate entries. The system calculates **regular, overtime, shift differentials, deductions, and garnishments** in accordance with wage laws and DHA policies.
* **ERP & Financial System Integration:** The payroll module will be integrated with DHA’s **enterprise ERP/finance platform**, ensuring seamless synchronization of payroll expenses, journal entries, and reconciliation.
* **Tax Compliance:** Automatic updates to accommodate changes in **IRS, state, and local tax laws.** The system produces W‑2, W‑4, and 1099 forms, while ensuring accurate federal and state reporting.
* **Flexible Payroll Schedules:** Supports multiple pay groups (e.g., salaried staff, hourly field staff, contractors) with different payroll schedules (bi‑weekly, monthly, off-cycle).
* **Self‑Service Payroll Access:** Employees can securely access electronic pay stubs, direct deposit information, and annual tax forms through the **employee self‑service portal**, reducing calls to HR.
* **Retroactive Adjustments & Off‑Cycle Pay:** Built-in flexibility allows for retro-pay corrections and **off-cycle payroll runs** without impacting regularly scheduled cycles.
* **Accuracy Monitoring:** Payroll validation dashboards highlight discrepancies (e.g., missing timesheets, benefit deductions mismatches) before payroll is finalized—ensuring error-free paychecks.
* **Reporting & Audit Trails:** Provides complete audit logs of payroll transactions and enables DHA to generate compliance reports required by HUD, the IRS, and DOL.

### **Benefits to DHA:**

* **Employee Satisfaction:** Ensures employees are **paid accurately and on time**, improving trust and morale.
* **Operational Efficiency:** Automated workflows reduce manual data entry, minimize risk of error, and save HR staff significant time.
* **Compliance Assurance:** Adheres to **IRS, DOL, and HUD reporting requirements**, with audit-ready payroll records and SOC‑compliant processing.
* **Financial Alignment:** Direct integration with ERP/Finance provides DHA leadership with real-time visibility into payroll costs, budgeting, and forecasting.
* **Scalability:** System supports DHA’s current workforce size and can expand as operations grow, without requiring costly reconfiguration.

## *Figure: Employee Time Cards integrated with payroll calculations and export features*

## **2.4 – Time & Attendance**

Effective workforce time tracking is foundational to DHA’s HR operations. Manual timesheets, disparate tracking methods, or disconnected systems often lead to **errors, compliance risks, and payroll discrepancies.** For a housing authority with diverse roles—administrative, field staff, and operational support—DHA requires a **flexible and automated time & attendance solution** that integrates seamlessly into payroll while **meeting Department of Labor (DOL) and Fair Labor Standards Act (FLSA) requirements.**

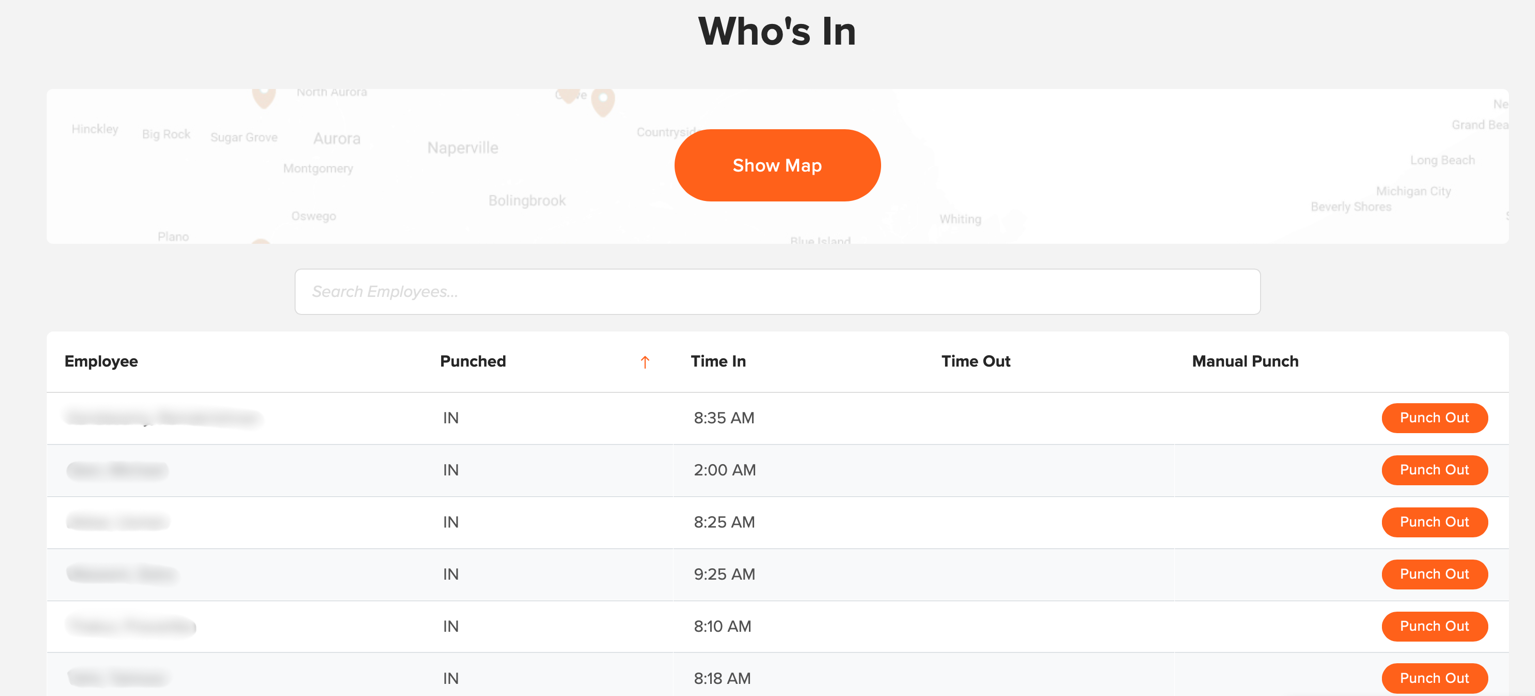
### **BroadAxis Solution:**

BroadAxis will implement a **cloud-based, mobile‑enabled time & attendance module** that ensures precise employee time capture, supervisor oversight, and full integration with payroll and benefits systems.

**Key Capabilities** include:

* **Multiple Time Capture Options:**
  + **Web portal** for office-based staff
  + **Mobile app with GPS validation** for field staff and remote workers
  + **Biometric and badge-based check‑in** options for high-security or on-site needs
* **Automated Overtime & Leave Accruals:** The system automatically calculates overtime, shift differentials, and leave accruals (vacation, sick, FMLA, and holiday pay) in accordance with DHA policies and applicable labor regulations.
* **Supervisor & Manager Dashboards:** Managers can **review, approve, or reject timesheets** in real time through a web or mobile dashboard, reducing processing delays and errors.
* **Exception Handling & Alerts:** Built-in alerts flag missing punches, duplicate entries, or excessive overtime, allowing HR and supervisors to resolve issues before payroll runs.
* **Leave & Absence Management:**
  + PTO requests submitted and approved electronically
  + Automatic updates to leave balances
  + Calendar view for managers to schedule coverage and avoid understaffing
* **Full Payroll Integration:** Approved timesheets flow directly into the **Payroll Management module**, ensuring accurate paychecks without re-keying data.
* **Audit Logs & Compliance Reports:** Complete audit trails are kept for every time entry and approval, ensuring DHA is prepared for **compliance audits, labor investigations, or HUD reporting.**

### **Benefits to DHA:**

* **Accuracy & Efficiency:** Eliminates manual time entry errors, ensuring correct payroll every cycle.
* **Flexibility for Workforce Diversity:** Whether employees work in offices, housing sites, or remotely, the system provides equitable, consistent time capture methods.
* **Compliance Assurance:** Automates application of **overtime, leave accrual, and DOL/FLSA requirements,** reducing the risk of non-compliance penalties.
* **Employee Empowerment:** Staff can view timesheets, leave balances, and schedules in real time via employee self-service.
* **Manager Visibility:** Supervisors gain real-time oversight of workforce attendance and scheduling, helping DHA optimize staffing.

*Figure: Real-time ‘Who’s In’ dashboard with employee punch-in and current presence tracking*

## 

## *Figure: PTO Summary Dashboard displaying vacation, holiday, sick leave balances and real-time tracking*

## **2.5 – Benefits Administration**

Administering employee benefits is a **complex and compliance-intensive process** for housing authorities like DHA. Paper-based or fragmented systems often result in **delayed enrollments, errors in eligibility, and difficulties in reconciling costs with carriers.** Further, federal requirements such as the **Affordable Care Act (ACA)** and HUD regulations demand timely, accurate reporting of benefits-related data.

DHA requires a **streamlined, employee-friendly, and compliance-ready benefits administration module**that integrates with payroll, carriers, and employee self-service.

### **BroadAxis Solution:**

BroadAxis will implement a **comprehensive Benefits Administration module** within DHA’s HRIS that simplifies enrollment, enhances employee experience, and ensures regulatory compliance.

**Key Capabilities** include:

* **Online Enrollment & Self-Service:**  
  Employees can enroll in health, dental, vision, retirement, and voluntary benefit plans through a secure self-service portal. During open enrollment, employees will be guided by **step-by-step wizards**, plan comparison tools, and cost previews.
* **Carrier Integration via EDI:**  
  Secure **Electronic Data Interchange (EDI) feeds** send real-time updates to carriers whenever employees enroll, modify, or terminate coverage. This reduces HR administrative workload and eliminates delays in carrier processing.
* **Life Event Processing:**  
  The system supports **qualifying life events** (marriage, birth, dependent adding/removal, divorce, etc.), ensuring immediate updates to benefit eligibility and cost.
* **COBRA Administration Support:**  
  Automatically tracks terminated employees and generates notifications for COBRA election eligibility. Integrated reminders ensure compliance and reduce liability risks.
* **Eligibility Rules & Cost Tracking:**  
  The system applies DHA’s eligibility policies and calculates cost-sharing (employee vs. employer contributions) accurately in payroll.
* **Integration with Payroll:**  
  All benefit deductions flow directly into the payroll system, ensuring accurate withholding and carrier payments.
* **Compliance Reporting:**  
  Pre-built reports for **ACA, HIPAA, EEOC, and HUD Section 3** ensure DHA’s compliance with state and federal benefit regulations, while producing audit-ready documentation.

### **Benefits to DHA:**

* **Employee Empowerment:** Staff can **self-enroll and manage benefits online** from any device, reducing repetitive HR interventions and improving satisfaction.
* **Administrative Efficiency:** Automated data feeds to carriers reduce manual entry, phone calls, and errors, while freeing HR staff to focus on service rather than data processing.
* **Cost Control:** Integration with payroll ensures **accurate deductions and financial reporting**, giving DHA leadership greater visibility into benefit expenditures.
* **Compliance Assurance:** The system maintains automated ACA reporting, COBRA notifications, and HIPAA-compliant record management, ensuring DHA avoids costly penalties.
* **Transparency:** Employees receive clear comparisons of benefits, costs, and eligibility rules upfront, improving engagement and decision-making.

## **2.6 – Employee & Manager Self-Service**

In today’s dynamic work environment, employees and managers expect **convenient, on-demand access to HR information and tools**. For DHA, a lack of robust self-service capabilities can lead to a high volume of routine inquiries to HR, delays in approvals, and a perception of inefficiency. Empowering employees to manage their own data and managers to oversee their teams directly is key to **modernizing HR operations and fostering a more engaged workforce.**

DHA requires a secure, intuitive, and mobile-friendly self-service portal that reduces administrative overhead for HR while providing employees and managers with immediate access to critical information and workflows.

### **BroadAxis Solution:**

BroadAxis will implement a **secure, intuitive, and mobile-responsive Employee & Manager Self-Service portal** that empowers DHA staff to manage their HR needs efficiently, anytime and anywhere. This module is designed to be the primary interface for most routine HR interactions, significantly reducing the burden on HR administrators.

**Key Capabilities** include:

* **Employee Self-Service Portal:**
  + **Personal Information Management:** Employees can securely view and update their contact information, emergency contacts, and demographic data.
  + **Payroll & Tax Documents:** Access to current and historical pay stubs, W-2s, and other tax forms.
  + **Benefits Enrollment & Information:** View current benefit elections, access plan documents, and make changes during open enrollment or qualifying life events.
  + **Time & Attendance:** Submit time-off requests, view leave balances, and review timesheet history.
  + **Company Directory & Policies:** Access to an organizational directory and a repository of DHA policies, procedures, and employee handbooks.
  + **Digital Notifications:** Receive important HR announcements, reminders, and workflow status updates directly through the portal.
* **Manager Self-Service Portal:**
  + **Team Management:** View team rosters, employee profiles, and organizational charts.
  + **Time & Leave Approvals:** Review and approve employee timesheets, time-off requests, and leave of absence requests.
  + **Performance Management (Optional Module):** Track goals, conduct performance reviews, and provide feedback (if this module is implemented).
  + **Recruitment Oversight:** Access to candidate pipelines, interview schedules, and offer approvals (integrated with ATS).
  + **Reporting & Analytics:** Access to team-specific HR data, such as headcount, turnover, and leave utilization.
  + **Workflow Initiation:** Initiate HR actions such as promotions, transfers, or terminations, with automated routing for necessary approvals.
* **Mobile Accessibility:**  
  Both employee and manager portals are fully optimized for **mobile devices (smartphones and tablets)**, ensuring access to HR functions on the go, which is particularly beneficial for DHA’s field staff.

### **Benefits to DHA:**

* **Increased Efficiency:** Significantly reduces the volume of routine inquiries to HR, allowing HR staff to focus on strategic initiatives.
* **Enhanced Employee Engagement:** Empowers employees with direct control over their HR information, fostering a sense of ownership and transparency.
* **Faster Workflows:** Managers can approve requests and initiate HR actions quickly, improving operational responsiveness.
* **Improved Data Accuracy:** Employees directly update their personal information, reducing data entry errors and ensuring records are current.
* **Cost Savings:** Reduces printing, mailing, and administrative costs associated with paper-based processes.
* **Accessibility:** Provides 24/7 access to HR information and tools, improving convenience for all DHA staff.

## **2.7 – Reporting & Analytics**

For DHA, actionable reporting is critical not only for day-to-day HR decision-making but also for meeting **strict state, federal, and HUD reporting requirements**. Manual report preparation across multiple systems is prone to errors, time-consuming, and makes compliance audits challenging. A new HRIS must provide **standardized, audit-ready reports as well as ad-hoc analytics tools** that allow DHA leadership to monitor workforce trends and make data-driven decisions.

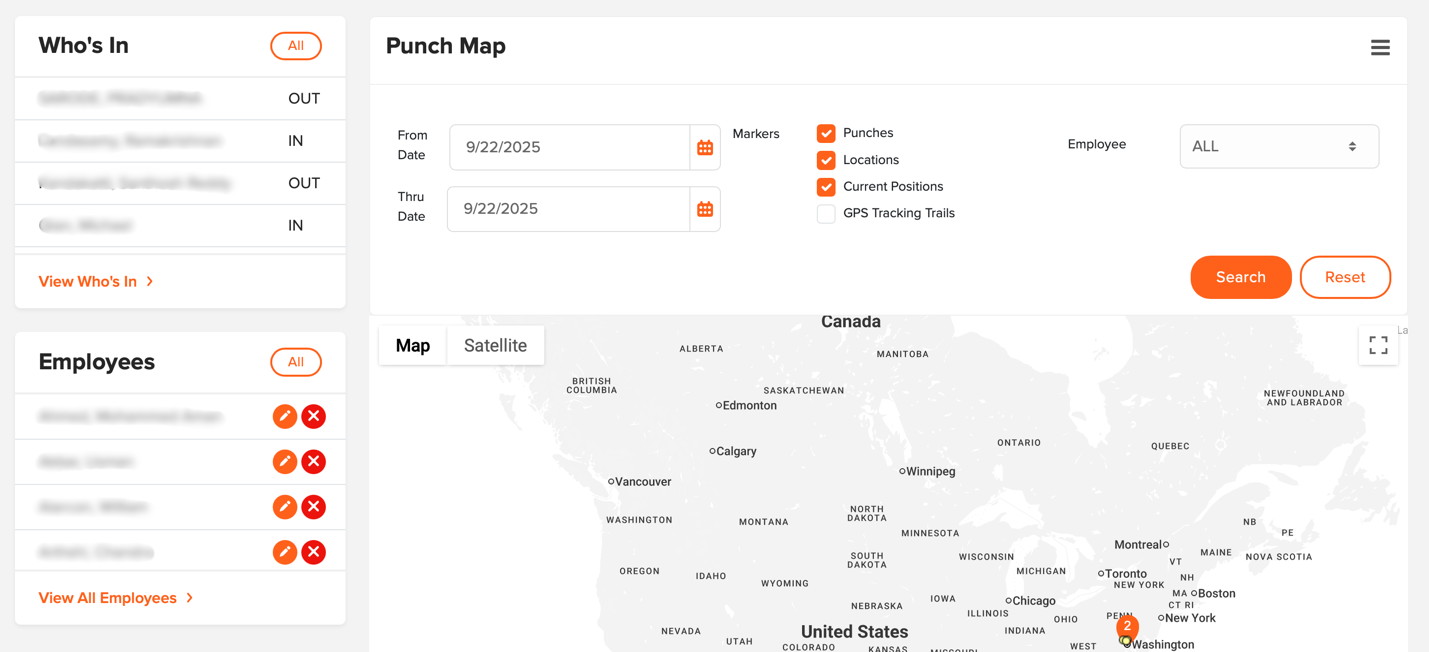
### **BroadAxis Solution:**

BroadAxis will equip DHA with a **comprehensive reporting and analytics framework** within the HRIS that delivers real-time insights, compliance assurance, and executive dashboards for both HR and leadership teams.

**Key Capabilities** include:

* **Pre-Built Compliance Reports:**
  + **HUD Section 3 compliance tracking and reporting** (local hiring and workforce participation)
  + **Equal Employment Opportunity Commission (EEOC)** reports (workforce demographics, diversity metrics)
  + **Affordable Care Act (ACA) reporting** (eligibility and compliance validation)
  + **HIPAA-compliant benefits reporting**
  + **DOL & IRS workforce/payroll filings** (annual and quarterly financial reporting)
* **Customizable Ad-Hoc Reporting:**
  + User-friendly report builder for HR administrators with drag-and-drop functionality.
  + Ability to create ad-hoc reports for headcount analysis, turnover trends, overtime usage, or budget forecasting.
  + No need for advanced SQL knowledge — intuitive UI designed for HR professionals.
* **Executive & Manager Dashboards:**
  + Real-time KPIs including headcount, workforce composition, open requisitions, time-to-fill, overtime costs, and benefit utilization.
  + Drill-down capability from dashboards to transaction-level detail.
  + Tailored dashboards for HR leadership, department managers, and finance stakeholders.
* **Data Visualization & Analytics:**
  + Interactive charts and graphs for quick decision-making.
  + Export options to Excel, PDF, and Power BI for integration into DHA’s reporting ecosystem.
  + Predictive analytics capabilities to forecast workforce attrition, hiring needs, and overtime budgets.
* **Audit Trails & Security:**
  + Full audit logs for every report run, with details on datasets used, filters applied, and user access.
  + Access controls ensure sensitive data (e.g., PII, compensation) is visible only to authorized personnel.

### **Benefits to DHA:**

* **Regulatory Compliance:** Pre-built HUD, EEOC, ACA, and IRS reports ensure DHA remains fully compliant with federal mandates while reducing prep time for audits.
* **Operational Intelligence:** HR leaders and executives gain actionable insights into workforce performance, enabling **data-driven policy and budget decisions**.
* **Efficiency & Accuracy:** Automated, auditable reports reduce errors compared to manual spreadsheets and ensure **consistent, accurate data outputs**.
* **Transparency & Accountability:** Real-time dashboards improve decision-making and provide DHA leadership with greater visibility into HR operations.
* **Scalability:** As DHA grows, the HRIS reporting framework can seamlessly expand to include additional workforce metrics, financial data, or program impact tracking.  
    
    
    
    
    
    
    
    
   *Figure X: Punch Map with GPS-enabled employee check-in and current position tracking.*

## **2.8 – Data Security & Compliance**

For DHA, the security and integrity of employee and applicant data are paramount. As a public housing authority, DHA is entrusted with **Personally Identifiable Information (PII)** and must adhere to stringent federal and state regulations, including **HUD requirements, HIPAA, and Texas state cybersecurity mandates**. The RFP explicitly calls for robust measures against data breaches, comprehensive backup and disaster recovery, and the provision of **SOC reports**. Any HRIS solution must demonstrate an unwavering commitment to data protection and regulatory compliance.

### **BroadAxis Solution:**

BroadAxis’s proposed HRIS is built on a **“security-by-design” architecture**, leveraging our deep expertise in cloud security and compliance frameworks. Our solution ensures DHA’s HR data is protected against threats, maintained with integrity, and fully compliant with all applicable regulations.

**Key Security & Compliance Measures** include:

* **TX-RAMP Level 2 Alignment:**  
  The HRIS platform is designed and operated in alignment with **Texas Risk and Authorization Management Program (TX-RAMP) Level 2 requirements**. This ensures the cloud environment meets the state’s rigorous security standards for data confidentiality, integrity, and availability.
* **NIST 800-53 Controls Implementation:**  
  Our security framework incorporates controls from **NIST Special Publication 800-53**, providing a robust foundation for managing information security risks. This includes controls for access management, audit and accountability, configuration management, incident response, and system integrity.
* **Annual SOC 2 Type II Reports:**  
  BroadAxis commits to providing **annual Service Organization Control (SOC) 2 Type II reports** to DHA. These independent audit reports verify the effectiveness of our security, availability, processing integrity, confidentiality, and privacy controls over an extended period.
* **Data Encryption:**  
  All sensitive data, including PII, is protected through **encryption at rest (in databases and storage) and in transit (during transmission)** using industry-standard protocols (e.g., TLS 1.2+).
* **Multi-Factor Authentication (MFA) & Single Sign-On (SSO):**  
  Mandatory MFA for all users and support for SSO integration with DHA’s existing identity management system (e.g., Azure AD) to enhance security and streamline user access.
* **Role-Based Access Control (RBAC):**  
  Granular RBAC ensures that users (HR, managers, employees) can only access the specific data and functionalities required for their roles, minimizing the risk of unauthorized access.
* **Comprehensive Backup & Disaster Recovery (DR):**
  + **Daily, automated backups** of all HRIS data to geo-redundant storage locations.
  + Defined **Recovery Point Objective (RPO) of ≤ 4 hours** (maximum data loss in a disaster).
  + Defined **Recovery Time Objective (RTO) of ≤ 8 hours** (maximum time to restore service after a disaster).
  + Regular testing of DR plans to ensure readiness and effectiveness.
* **Incident Response & Threat Management:**
  + A dedicated **Incident Response Team** with a documented playbook for rapid detection, containment, eradication, recovery, and post-incident analysis.
  + **SLA of ≤ 2 hours** for initial triage and containment of high-severity security incidents.
  + Continuous monitoring (SIEM integration) for anomalies, threats, and suspicious activities.
* **Vulnerability Management:**  
  Regular vulnerability scanning, penetration testing, and patch management to identify and remediate security weaknesses proactively.
* **HIPAA & PII Protection:**  
  Controls are in place to protect Protected Health Information (PHI) and PII, ensuring compliance with HIPAA privacy and security rules, as well as general data privacy best practices.

### **Benefits to DHA:**

* **Risk Mitigation:** Proactive security measures and robust incident response capabilities significantly reduce the risk of data breaches and their associated financial and reputational damage.
* **Regulatory Compliance:** Ensures DHA meets and exceeds state and federal mandates (TX-RAMP, NIST, HIPAA, HUD), providing peace of mind during audits.
* **Data Integrity & Availability:** Comprehensive backup and disaster recovery plans guarantee that DHA’s critical HR data is always available and recoverable.
* **Trust & Confidence:** Demonstrates DHA’s commitment to protecting employee data, fostering trust among staff and stakeholders.
* **Audit Readiness:** Provides all necessary documentation (SOC reports, audit logs) to streamline compliance reviews and external audits.

## **2.9 – System Integration**

A Human Resource Information System is only as effective as its ability to **integrate with existing business systems**. For DHA, integration is critical to ensure data consistency across payroll, ERP/finance, benefits administration, and IT security infrastructure. Without integration, HR teams face **duplicate entry, reconciliation errors, and compliance risks.**

DHA requires an HRIS that can **seamlessly connect to its ERP and external partners while ensuring security, interoperability, and scalability.**

### **BroadAxis Solution:**

BroadAxis brings extensive expertise in **cloud integration, API development, and data migration** to ensure that DHA’s HRIS integrates smoothly with internal and external systems. Our approach to integration focuses on **security, automation, and minimizing disruption** to DHA’s day-to-day operations.

**Key Integration Capabilities** include:

* **ERP / Financial Systems Integration:**
  + Bi-directional integration with DHA’s ERP system (e.g., general ledger, accounts payable) to align payroll, benefits deductions, and personnel costs.
  + Automated posting of payroll journals directly into the ERP to ensure accurate accounting and reconciliation.
* **Payroll & Timekeeping Integration:**
  + Time and attendance data flows automatically into payroll for accurate compensation without manual intervention.
  + Retroactive adjustments and off-cycle processing fully supported.
* **Benefits Carrier Integration:**
  + Secure **EDI (Electronic Data Interchange) feeds** to benefits carriers (health, dental, retirement plans, COBRA).
  + Real-time updates ensure timely enrollment changes, reduced billing errors, and enhanced compliance with insurance requirements.
* **Identity & Access Management:**
  + Seamless integration with **Active Directory / Azure AD** for Single Sign-On (SSO), enforcing **multi-factor authentication (MFA)** and role-based access controls.
  + Automated provisioning/de-provisioning of system access during employee onboarding and offboarding.
* **Legacy Data Migration:**
  + Full migration of employee historical records, payroll history, and benefits data from legacy systems into the new HRIS.
  + Validation, reconciliation, and testing to ensure **data accuracy and completeness** throughout the transition.
  + Archived storage setup for long-term retention of historical data in compliance with state and federal retention policies.
* **Open APIs & Extensible Architecture:**
  + The HRIS is built on an **API-first architecture**, enabling DHA to expand integrations over time (e.g., learning management, performance management, or third-party compliance platforms).
  + RESTful and SOAP APIs supported, with monitoring tools to manage API endpoints securely.
* **Secure Data Exchange:**
  + All integrations use encrypted channels (TLS 1.2+).
  + Data exchange logs are maintained for full auditability.

### **Benefits to DHA:**

* **Eliminates Duplicate Data Entry:** Automations ensure employee updates flow across HR, payroll, and finance systems without re-keying.
* **Improves Accuracy:** Reduces reconciliation errors by ensuring a **single source of truth** for employee data.
* **Enhances Security:** Automated provisioning/de-provisioning ensures access is granted and revoked immediately, minimizing security risks.
* **Supports Compliance:** Secure EDI feeds and audit logs provide DHA with **accurate, traceable records** for HUD, IRS, and DOL reporting.
* **Future-Proof:** Open API-based design allows DHA to integrate additional workforce applications in the future without costly reconfiguration.

## **2.10 – Implementation Plan**

Implementing a modern HRIS requires a structured, tested, and collaborative approach that aligns with DHA’s operations, policies, and compliance mandates. The new HRIS must be deployed with **minimal disruption, full data integrity, and thorough end-user adoption** to ensure long-term success. BroadAxis will lead DHA through a **six-phase implementation methodology** that has been proven in public sector environments across Texas.

### **BroadAxis Staffing Plan (Implementation + 5-Year Support)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Phase** | **Timeline** | **Key Roles** | **Dedicated FTEs** | **Notes** |
| **Implementation (Peak)** | Oct 2025 – Jan 2026 (Go-Live) | - Engagement Manager / Project Director- PMO Analyst- HRIS Solution Architect- Payroll/ERP Integration Lead- Data Migration Specialist- Cybersecurity & Compliance Lead- SOC Liaison (shared)- Change Mgmt. & Training Lead + 2 Trainers- QA/Test Lead + 2 Test Analysts | ~12–14 | Peak team for requirements, config, data migration, testing, and training. DHA-facing team based in Plano + SOC monitoring team. |
| **Hypercare (Post-Go-Live)** | Jan – Mar 2026 | - Engagement Manager (reduced allocation)- HRIS Solution Lead- Payroll/Integration Analyst- Reporting & Compliance Analyst- Helpdesk Supervisor + 2 Agents- SOC Analyst (shared)- Change/Training Lead | ~8–9 | Focused on payroll cycles, system stabilization, ticket resolution, and reinforcement training. 24/7 SLA begins here. |
| **Steady-State Operations** | Apr 2026 – 2031 | **Core Functional Team (7–8 FTEs)**:- Engagement Manager (fractional)- HRIS Functional Lead- Payroll/Integration Analyst- Reporting & Compliance Analyst- Helpdesk Supervisor (Tier 2/3)- 2 Tier 1 Helpdesk Agents**SOC Shared Team (3–4 rotating FTEs)** | 7–8 (dedicated)+ shared SOC pool | Covers 24/7 monitoring, ticket SLAs, patch management, DR testing, and user support. Scalable model allows BroadAxis to add resources if DHA expands modules or user base. |
| **Compliance & DR Testing** | Annual | - Cybersecurity & Compliance Lead (rotational)- SOC Staff | Shared SOC + Oversight | DR failover testing, penetration testing, SOC 2 bridge letters, and annual compliance reporting performed with DHA participation. |

## *Exhibit 2.10: 5 year Implementation Overview*

### **BroadAxis Six-Phase Deployment Approach:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Phase | Objectives | Key Activities | Key Deliverables | Roles | Exit Criteria |
| 1. Discovery & Requirements | Align scope, success criteria, risks | Stakeholder workshops; compliance inventory; integration mapping | Requirements Traceability Matrix; Solution blueprint; Project plan | BroadAxis: PM, BA, Solution Arch; DHA: HR, Payroll, IT SMEs | RTM Approved; scope baseline signed |
| 2. Design & Configuration | Configure HRIS to DHA policy | Configure modules; RBAC design; Integration specs; Report setup | Config workbook; Security model; Integration specs | BroadAxis: Config Lead; DHA: Process Owners | Config workbook approved; security model validated |
| 3. Data Migration & Validation | Accurate, complete data | Mapping; cleansing; ETL; reconciliation | Data migration plan; Data quality report; Archive plan | BroadAxis: Data Lead; DHA: Data Stewards | ≥99.5% mapping done; variance < threshold |
| 4. Testing & Compliance | Verify function, integration, compliance | Unit, integration, UAT; Parallel payroll; Compliance testing | Test results; UAT sign-off; Compliance checklist | BroadAxis: QA Lead, Sec Lead; DHA: UAT Leads | All defects resolved; Compliance sign-off |
| 5. Deployment & Go-Live | Controlled cutover | Cutover rehearsal; Deployment; Monitoring | Cutover plan; Runbooks; Monitoring dashboards | BroadAxis: PM, Tech; DHA: IT Ops, HR Admin | Checklist passed, monitoring stable |
| 6. Training, Change & Support | Adopt & stabilize | Training; communications; hypercare | Training material; Attendance logs; Optimization backlog | BroadAxis: Trainers; DHA: Champions | Ticket SLA ≥95%; satisfaction ≥4.2/5 |

## *Exhibit 2.10-A: Six-Phase Deployment Overview*

**Phase 1 – Discovery & Requirements Capture**

* Conduct stakeholder workshops with HR, Payroll, Finance, IT, and Compliance teams.
* Assess DHA’s existing HRIS, ERP, and peripheral systems to define clear integration and reporting requirements.
* Document compliance obligations (HUD, Section 3, ACA, HIPAA, TX-RAMP) as mandatory system requirements.
* Build a comprehensive implementation roadmap including milestones, dependencies, and risks.

**Phase 2 – System Design & Configuration**

* Configure HRIS modules (ATS, Onboarding, Payroll, Timekeeping, Benefits, Self-Service, Analytics) according to DHA’s defined policies and workflows.
* Develop required integrations with ERP/Finance, payroll, benefits carriers, and Active Directory.
* Define role-based access controls (RBAC) including employee, manager, HR admin, and IT security roles.
* Configure reporting templates for HUD, ACA, EEOC, and Section 3 compliance.

**Phase 3 – Data Migration & Validation**

* Extract legacy employee, payroll, and benefits data.
* Cleanse, validate, and map data fields to the new HRIS.
* Load data into staging environments for validation by DHA HR teams.
* Conduct reconciliation exercises to eliminate errors and ensure data integrity.

**Phase 4 – Testing & Compliance Reviews**

* **Unit Testing:** Validate module functionality (payroll calculations, onboarding workflows).
* **Integration Testing:** Verify system communications with ERP, benefits carriers, and identity management.
* **User Acceptance Testing (UAT):** DHA staff validate workflows for accuracy and ease of use.
* **Compliance Validation:** Perform cyber assessments, penetration testing, and cross-checks against TX-RAMP, NIST 800-53, HIPAA, and HUD reporting standards.
* Conduct parallel payroll runs to confirm accuracy prior to “go-live.”

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Type | Scope | Owner | Entry Criteria | Exit Criteria |
| Unit Testing | Module functions | BroadAxis QA | Config complete | Pass ≥95%, Sev-1/2=0 |
| Integration Testing | ERP, EDI, SSO | Integration Lead | Interfaces built | All pass, data verified |
| UAT | HR processes E2E | DHA UAT | Unit pass | Sign-off obtained |
| Parallel Payroll | Two cycles | Joint Team | Payroll UAT pass | Variance ≤0.5% |
| Security Testing | RBAC, MFA, scans | Sec Lead | Config ready | No critical vulns |
| DR Exercise | Backup/restore | Infra Lead | DR runbook ready | RPO≤4h, RTO≤8h |

## *Exhibit 2.10-B: Testing Matrix*

**Phase 5 – Deployment & Go-Live Readiness**

* Execute a structured cutover plan, migrating from legacy systems to production HRIS.
* Implement a **phased rollout strategy** (start with Payroll & Timekeeping, then Benefits, Self-Service, ATS).
* Establish **rollback protocols** in case of critical risk.
* Launch monitoring dashboards for performance, SLA adherence, and system uptime.

**Phase 6 – Training, Change Management & Support**

* Deliver comprehensive training sessions for HR staff, managers, and employees (on-site, remote, and recorded formats).
* Provide role-based training guides, quick-reference manuals, and FAQs.
* Launch change management activities (communications, knowledge sharing, user engagement).
* Staff BroadAxis’s Tier 1–3 Help Desk to support DHA users during post-go-live hypercare.
* Conduct “lessons learned” and optimization workshops after stabilization.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Audience | Format | Duration | Topics | Success Measure |
| HR Admins | Instructor-led | 2x3 hrs | Core HR, reporting, security | ≥85% test, confidence ≥4/5 |
| Payroll | Hands-on labs | 2x3 hrs | Pay cycles, retro, audits | Parallel pass, low error |
| Benefits | Instructor-led | 1x3 hrs | Enrollment, EDI, ACA | EDI error <1% |
| Managers | Webinars | 2x1.5 hrs | Approvals, team views | ≥90% adoption |
| Employees | Videos + FAQ | Self-paced | Self-service functions | Helpdesk calls drop ≥30% |

## *Exhibit 2.10-C: Role-Based Training Plan*

### **Project Timeline:**

* **Kick-off & Discovery:** October 2025
* **Configuration & Data Migration:** Nov – Dec 2025
* **UAT & Parallel Payroll Testing:** Dec 2025
* **Go-Live:** January 2026 (aligning with DHA’s stated timeline)
* **Post-Go-Live Support:** Jan – March 2026

|  |  |  |
| --- | --- | --- |
| Milestone | Target Date | Success Criteria |
| Project Kickoff | Oct 2025 | Charter signed |
| Requirements Sign-off | Oct 2025 | RTM Approved |
| Configuration Complete | Nov 2025 | Config workbook approved |
| Integrations Built | Nov 2025 | Integration tests pass |
| Data Migration Load | Nov 2025 | Reconciliation ≤ threshold |
| UAT Complete | Dec 2025 | All Sev-1/2 closed |
| Parallel Payroll Complete | Dec 2025 | Variance ≤ 0.5% |
| Go-Live | Jan 2026 | Go-live checklist passed |
| Hypercare Complete | Mar 2026 | SLA ≥95% |

## *Exhibit 2.10-D: Project timeline*

### **Benefits to DHA:**

* **Minimal Disruption:** A phased, carefully managed rollout ensures business continuity and avoids payroll errors during transition.
* **Data Integrity:** Rigorous migration, reconciliation, and parallel testing protect the accuracy and completeness of DHA’s workforce data.
* **Compliance Guarantee:** Continuous alignment with TX-RAMP, HIPAA, HUD, and Section 3 requirements throughout every phase.
* **End-User Adoption:** Comprehensive training and change management increases confidence and reduces resistance to the new HRIS.
* **SLA-Driven Success:** Clear checkpoints, milestones, and measurable deliverables ensure on-time and on-budget delivery.

## **2.11 – SLAs, Support & Maintenance**

A reliable HRIS must be backed by robust **service-level agreements (SLAs), proactive support, and continuous maintenance**to ensure DHA’s HR operations run seamlessly without disruptions. BroadAxis’s support model delivers measurable service commitments, transparent escalation procedures, and proactive optimization — ensuring DHA receives not just a system, but a **long-term partnership** that drives value beyond implementation.

### **BroadAxis SLAs:**

BroadAxis provides **domain-specific SLAs** covering system uptime, ticket response and resolution times, patching cadence, and ongoing system health reporting.

**Key SLA Metrics** include:

* **System Availability:** ≥ 99.9% uptime (excluding planned maintenance).
* **Incident Response (Severity 1 – Critical):** Triage initiated in ≤ 2 hours; resolution or workaround in ≤ 8 hours.
* **Incident Response (Severity 2 – High):** Response in ≤ 4 hours; resolution or workaround in ≤ 24 hours.
* **Standard Support Requests (Severity 3 – Normal):** Response in ≤ 1 business day; resolution in ≤ 3 business days.
* **Minor Issues/Enhancements (Severity 4 – Low):** Response in ≤ 2 business days; resolution within the release cycle.
* **Patch Management:**
  + Security patches applied within **48 hours (critical)**,
  + **Monthly patch cycles** for standard updates.
* **Backups & Disaster Recovery:** RPO ≤ 4 hours, RTO ≤ 8 hours, validated annually.

### **Support Model:**

BroadAxis offers a **Tiered Support Model** accessible by DHA employees and administrators through a centralized ticketing system.

* **Tier 1 (Helpdesk):** General user support — password resets, navigation help, FAQ.
* **Tier 2 (Functional Analysts):** HR/Payroll/Benefits module-specific troubleshooting.
* **Tier 3 (Technical/Developers):** Integration fixes, security issues, escalations to product engineering.

**Channels:** Support is provided via **online ticketing portal, phone hotline, and email**, backed by 24/7 monitoring of critical systems.

**Escalation Path:** Defined escalation to BroadAxis’s Service Delivery Manager if SLA thresholds are at risk.

### **Maintenance Commitment:**

* **Proactive Monitoring:** Continuous monitoring of HRIS performance, uptime, API integrations, and carrier feeds.
* **Regular Updates & Enhancements:** Quarterly release updates for new features and compliance changes.
* **Capacity Planning Reviews:** Annual scaling analysis to ensure the HRIS supports DHA’s growth.
* **User Feedback Loop:** DHA staff surveys and admin feedback sessions incorporated into enhancement roadmaps.

|  |  |  |  |
| --- | --- | --- | --- |
| KPI / Metric | Target | Measurement | Notes |
| System Uptime | ≥ 99.9% | Monitoring dashboards, log reports | Excluding planned maintenance |
| Incident Response (Critical) | ≤ 2 hrs (triage), ≤ 8 hrs (fix/workaround) | Ticket timestamps | 24/7 monitored |
| High Severity | ≤ 4 hrs (triage), ≤ 24 hrs (fix/workaround) | Ticket system | Escalated if unmet |
| Standard Issues | ≤ 1 business day (response), ≤ 3 days (resolution) | Ticket SLA reports |  |
| Security Patches | ≤ 48 hrs after release (critical) | Patch logs, audits | Force-fed via central MDM |
| Backups | Daily | Automated job logs | Geo-redundant |
| Disaster Recovery | RPO ≤ 4 hrs, RTO ≤ 8 hrs | DR test reports | Validated annually |

### *Exhibit 2.11-A: SLA Commitments*

|  |  |  |  |
| --- | --- | --- | --- |
| Tier | Description | Typical Issues | Resolution Path |
| Tier 1 – Helpdesk | First line user support | Password resets, portal navigation, FAQs | Immediate or escalation to Tier 2 |
| Tier 2 – Functional | Subject matter specialists | Payroll miscalc, Leave balance mismatch, Benefits issue | Fix within module, logs, escalate to Tier 3 if needed |
| Tier 3 – Technical | Developers / System Engineers | API failure, integration bug, security threats | Fix via configuration/code patch, notify DHA IT |

### *Exhibit 2.11-B: Support Model Overview*

* **Stage 1:** User submits ticket → Assigned SLA clock starts
* **Stage 2:** SLA timer triggers escalation if not resolved (Tier 1 → Tier 2 → Tier 3).
* **Stage 3:** If SLA target is at risk, escalation to **BroadAxis Service Delivery Manager**.
* **Stage 4:** DHA Executive POC notified if breach probability >10%.
* **Stage 5:** Post-resolution RCA report submitted to DHA within 5 business days.

*Exhibit 2.11-C: Escalation Path*

|  |  |  |
| --- | --- | --- |
| Activity | Frequency | Deliverable |
| Daily Backups | Daily | Backup logs validated |
| Performance Monitoring | Continuous | Alerts, monthly reports |
| Patch Management | Bi-weekly / as released | Patch reports |
| Security Testing | Quarterly | Vulnerability & penetration reports |
| Compliance Reviews | Annually | HUD, TX-RAMP audit alignment |
| User Feedback Surveys | Semi-annual | Improvement backlog |

### *Exhibit 2.11-D: Maintenance Cycle*

# **2.12 – Staffing & Experience**

A successful HRIS implementation depends not only on a proven solution but also on the **team delivering, supporting, and maintaining it.** DHA requires a partner that can **mobilize qualified, certified professionals quickly**, understands **public sector compliance obligations**, and demonstrates **practical experience managing HRIS environments.**

BroadAxis is a **Texas-based HUB/MBE-certified firm** with deep roots in the **public sector**. Through our role as a **DIR ITSAC vendor**, we have deployed consultants across multiple State of Texas agencies, supporting projects in **cloud infrastructure, cybersecurity, application modernization, and IT operations.** At the same time, BroadAxis internally manages an **in-house HRIS system** that supports our statewide consultant workforce, giving us direct operational experience with applicant tracking, onboarding, payroll, timekeeping, and benefits.

This **dual capability** — embedding consultants inside government systems while managing our own employees through a modern HRIS — makes BroadAxis uniquely positioned to deliver DHA’s HRIS with both **technical expertise**and**practical, real-world HRIS operations experience.**

### **BroadAxis Staffing Model:**

* **Rapid Fulfillment:** Candidate shortlisting and submittal within **24–48 hours**, ensuring project continuity.
* **Rigorous Vetting:** BroadAxis applies **multi-stage selection** (technical evaluations, compliance checks, SME screenings, references).
* **Public Sector Familiarity:** Our consultants currently support **Texas state agencies and local government programs**, providing first-hand exposure to compliance and cultural requirements.
* **Compliance-Ready Resources:** All resources are **aligned with TX-RAMP, CJIS, HIPAA**, and other state IT control standards.
* **Retention & Quality:** Internal mentoring, certifications, and ongoing support ensure **low attrition** and consistent delivery quality.
* **Local Presence:** Based in **Plano, TX**, BroadAxis provides responsive, on-site leadership and support as needed.

### **Proposed DHA Project Team:**

|  |  |  |
| --- | --- | --- |
| Role | Key Responsibilities | BroadAxis Resource Qualification |
| **Engagement Manager / Project Director** | Executive stakeholder engagement, governance, DHA relationship management | PMP, ITIL certified; 15+ years in public sector IT leadership |
| **HRIS Solution Architect** | Configure HRIS modules; oversee system design for payroll, onboarding, timekeeping, benefits | 12+ years HRIS/ERP experience; integration and compliance expertise |
| **Payroll/ERP Integration Lead** | ERP and GL/AP system integration; payroll accuracy oversight | 10+ years payroll/financial system integration in gov settings |
| **Cybersecurity & Compliance Lead** | Ensure alignment with **TX-RAMP, HIPAA, NIST 800-53, HUD** requirements | CISSP, CISM; 15+ years risk/security management |
| **Change Management & Training Lead** | Staff adoption strategy, change comms, role-based training | PROSCI certified, 10+ years HRIS adoption projects |
| **Data Migration Specialist** | Cleanse, map, stage and reconcile legacy HR/payroll data | 8+ years HR data ETL migration and validation |
| **Support Desk Supervisor** | Post go-live hypercare; manage ticket escalations & SLA monitoring | ITIL v4 certified; 12 years IT service delivery |

### *Exhibit 2.12A: Maintenance Cycle*

### **Core Certifications Across Our Team:**

* **Cloud & Systems:** Microsoft Certified: Azure Administrator, AWS Solutions Architect, Google Cloud Architect, Terraform Associate
* **Cybersecurity:** CISSP, CISM, CEH, CompTIA Security+/CySA+
* **Desktop & Endpoint:** Microsoft Modern Desktop Admin, ITIL v4 Foundation, ServiceNow Fundamentals
* **HRIS / ERP Experience:** Workday, Oracle, PeopleSoft configuration & integration expertise
* **Project Management:** PMP, PROSCI Change Management Practitioner

### **Relevant Experience:**

**State of Texas (DIR ITSAC Program)**  
BroadAxis deploys consultants across state agencies, supporting **critical IT modernization, compliance, and workforce systems.** These engagements give us **direct awareness of public-sector HR requirements, payroll integration needs, and compliance obligations** such as TX-RAMP, HIPAA, and CJIS.

**BroadAxis In-House HRIS:**  
Our consultants across multiple agencies are supported by BroadAxis’s internal HRIS, which we leverage for:

* Candidate intake and applicant tracking
* Onboarding workflows and secure document processing
* Benefits administration and payroll processing
* Consultant time and attendance capture across client sites
* Reporting and analytics for resource utilization, compliance, and billing reconciliation

This internal operational expertise ensures BroadAxis not only **understands how to implement HRIS technology**but also how to **manage it daily in a compliance-driven, distributed workforce environment.**

1. Identify Needs → Joint DHA-BroadAxis role definition
2. Evaluate Candidates → Multi-stage technical/compliance screening
3. Select/Hire → DHA manager approval → onboarding
4. Train & Deploy → DHA process alignment + HRIS training
5. Retain & Support → Continued mentoring, feedback, and certification support

|  |  |  |
| --- | --- | --- |
| Role | DHA Interaction | Contribution to HRIS |
| Engagement Manager | DHA Executives | Governance, project steering |
| HRIS Architect | HR, Payroll, IT | Module alignment, config design |
| ERP Integration Lead | Finance, ERP Team | Payroll/accounting alignment |
| Cybersecurity Lead | DHA IT, Compliance | TX-RAMP/NIST/HIPAA adherence |
| Training Lead | HR Staff, Managers, Employees | Change adoption & training |
| Support Desk Supervisor | DHA IT & HR | SLA enforcement, escalation mgmt |

### *Exhibit 2.12-B: Key DHA Project Roles*

|  |  |  |
| --- | --- | --- |
| Environment | BroadAxis Role | HRIS Relevance |
| **Texas State Agencies** | Consultants embedded under DIR ITSAC | Exposure to HR/payroll/compliance frameworks in public sector |
| **BroadAxis In-House HRIS** | Operator of ATS, hiring, onboarding, payroll, benefits for statewide workforce | Direct experience managing real HRIS workflows |
| **Government Procurement Programs** | Approved HUB/MBE, DIR vendor | Demonstrates compliance and regulatory maturity |

*Exhibit 2.12-C: Practical HRIS Operations Experience*

# **Appendix 2.12 – Key Personnel Bio**

**Reusme 1:**

**SAP HCM / SuccessFactors Functional Lead**  
**Role Proposed for DHA HRIS Project:** **HRIS Solution Architect**

### **Summary:**

* Over **13 years of professional experience** spanning SAP HCM, **SAP SuccessFactors Employee Central**, EC Time Off, and Workday HCM.
* Experienced in **HRIS design, configuration, data migration, integration, and compliance management** across diverse industries.
* Skilled in **Personnel Administration, Organizational Management, Payroll Administration, and Time Management**, with hands-on implementation and support expertise.
* Proven ability to **translate business requirements into system functionality** and ensure projects are audit-ready and compliant with state/federal HR policies.

### **Core Competencies:**

* **HRIS Platforms:** SAP HCM, SAP SuccessFactors EC, Workday HCM
* **Functional Expertise:** Personnel Admin (PA), Org Mgmt (OM), Payroll (PY), Time Mgmt, Employee Central, Data Migration/Integration, Workflow Configurations
* **Compliance & Integration:** Experience mapping solutions to **HIPAA, ACA, and IT security frameworks**; interfacing HRIS with ERP and payroll systems
* **Implementation Lifecycle:** Requirements gathering, configuration, testing, parallel payroll, reporting, and end-user training
* **Training & Documentation:** Prepares comprehensive end-user manuals and delivers HRIS training workshops

### **Selected Experience:**

* **BroadAxis, Inc. (2021–Present):** Functional Lead for **SAP HCM and SAP SuccessFactors EC**; configured core HR, payroll, and time-off modules; led integrations with ERP platforms; implemented workflows, business rules, and document generation.
* **Cognizant (2012–2017):** SAP HCM/HR Consultant; supported HRIS configuration and payroll/time management for multinational clients; authored testing and compliance documentation.
* **SuccessFactors / Workday Hybrid Implementations (2017–2020):** Led **Employee Central implementation projects** including data migration, custom workflows, accrual rules, HR security roles, and reporting dashboards.
* **Global Clients (Nike, Lloyds Banking Group, Saudi Arabian Monetary Agency, Merck):** Delivered **SAP-HCM/HRIS support, testing, and payroll/time configuration** for high-volume, regulated environments.

### **Education:**

* **Post Graduate Diploma in Business Management (HR & Marketing)** – AIMA, 2008 (Hyderabad)
* **B.E. in Electronics & Communication Engineering** – Anna University, 2006 (Chennai)

### **Certifications:**

* SAP HCM / SAP SuccessFactors Certified (Employee Central, Time Off)
* Workday HCM functional experience
* IT Service Management (ITIL Foundation exposure)

### **Resume 2:**

**Senior Manager – Talent Acquisition / HRIS Specialist**  
**Role Proposed for DHA HRIS Project:** **Change Management & Talent Acquisition Lead**

### **Summary:**

* **14 years of experience** in **end-to-end recruitment, HR operations, and talent acquisition strategy** across IT, banking, engineering, manufacturing, and public sector domains.
* Strong expertise in **Applicant Tracking Systems (ATS)** (SuccessFactors, Workday, Taleo, Cornerstone, Greenhouse, Phenom, EmployeeWise, Skillate), automation of recruitment workflows, and HRIS integration.
* Proven experience in **large-volume hiring, leadership recruitment (Director to C-Suite), D&I programs, and applicant experience transformation.**
* Skilled in **data reporting, TA analytics, dashboarding, and compliance alignment**, making her a strategic fit to lead DHA’s **HR process change and end-user adoption.**

### **Core Competencies:**

* **ATS / HRIS Platforms:** SuccessFactors, Workday, Taleo, Cornerstone, Phenom, Greenhouse
* **HR Functions:** Applicant Tracking, Onboarding, Employee Referrals, Leadership/Campus Hiring
* **Change & Adoption:** TA Branding, Candidate Experience Design, Training Workshops, DEI Programs
* **Analytics & Reporting:** KPI Dashboards, SLA Reporting, Survey Analysis, Quality-of-Hire metrics
* **Compliance Exposure:** Experience aligning TA processes with **audit, documentation, and diversity requirements** in regulated environments

### **Selected Experience:**

* **BroadAxis, Inc. (2024–Present):** Senior Manager – Talent Acquisition / HRIS Specialist
  + Leads **applicant tracking and onboarding workflows** in BroadAxis’s internal HRIS, ensuring compliance with Texas DIR procurement and client-mandated processes.
  + Configures and optimizes **ATS integrations with payroll, HR, and benefits administration systems**.
  + Develops **user training manuals** and conducts **role-based training** for internal staff and new client deployments.
  + Supports DHA-specific HRIS planning by aligning on **applicant tracking, employee onboarding compliance, time reporting, and analytics.**
  + Designs **TA dashboards and SLA reporting structures**, supporting DHA’s requirements for **measurable HRIS KPIs**.
  + Provides expertise in **diversity hiring, applicant branding, and candidate experience optimization.**
* **AXISCADES (2023–2024):** Senior Manager – Global Talent Acquisition
  + Oversaw hiring across **engineering, aerospace, energy, and automotive** sectors globally.
  + Implemented ATS and hiring dashboards across India, USA, UK, and Europe operations.
  + Recruited senior leadership (Director → C-Suite), ensuring alignment of global TA metrics.
* **ScaleneWorks (2022–2023):** Head – TA / Account Manager (FIS Global)
  + Directed a team of 12–14 recruiters delivering **large-scale IT and corporate hiring**.
  + Managed **P&L responsibility** for client account; optimized TA spend while ensuring SLA compliance.
* **Hitachi Vantara (2021–2022):** Hiring Lead – Corporate Functions
  + Managed global recruitment across Legal, Finance, HR, Marketing, and IT.
  + Implemented **ERP/ATS (Greenhouse + Beamery)** and delivered process improvement projects.
* **Hindustan Coca-Cola Beverages (2020–2021):** Team Lead – TA
  + Led end-to-end hiring across corporate functions; drove **TA digitization projects using AI/Chatbots**.
  + Spearheaded **TA branding and D&I programs**, aligning with global standards.

### **Education:**

* **MBA – Human Resources & Marketing** – Amity University, 2010
* **B.Sc. Biotechnology** – CCS University, Ghaziabad, 2007

### **Certifications & Awards:**

* **Lean Six Sigma Yellow Belt**
* Multiple industry recognitions for stakeholder management, hiring process transformation, and TA excellence (Hitachi, HCCB, Capgemini, PeopleStrong).

### 

### **Section 3 – References**

### **Reference 1 – American Petroleum Institute**

* **Scope & Services Delivered:** Provided Azure Cloud implementation, Office 365 integration, security solutions, IT professional services/staff augmentation, and web/mobile application development. In parallel, BroadAxis consultants supported the client’s HRIS environment via our internal systems, delivering configuration, payroll/time management support, integration with state ERP, and compliance reporting aligned with TX-RAMP requirements.
* **Engagement Duration:** 2021 – Present
* **Contact Information:** Rodney Sampson / (202) 682 8000

### **Reference 2 – Federal Services (Chickasaw Nation Industries – Security Services)**

* **Scope & Services Delivered:** Delivered federal security services including robust security measures, vulnerability assessments, policy/procedure development, and ongoing security support. Concurrently, BroadAxis deployed multiple consultants while maintaining HRIS through our internal systems, covering recruitment automation, time & attendance management, employee self-service, reporting/analytics, and sensitive PII protections.
* **Engagement Duration:** 2020 – 2023
* **Contact Information:** Solomon Wilson / (301) 956 5879

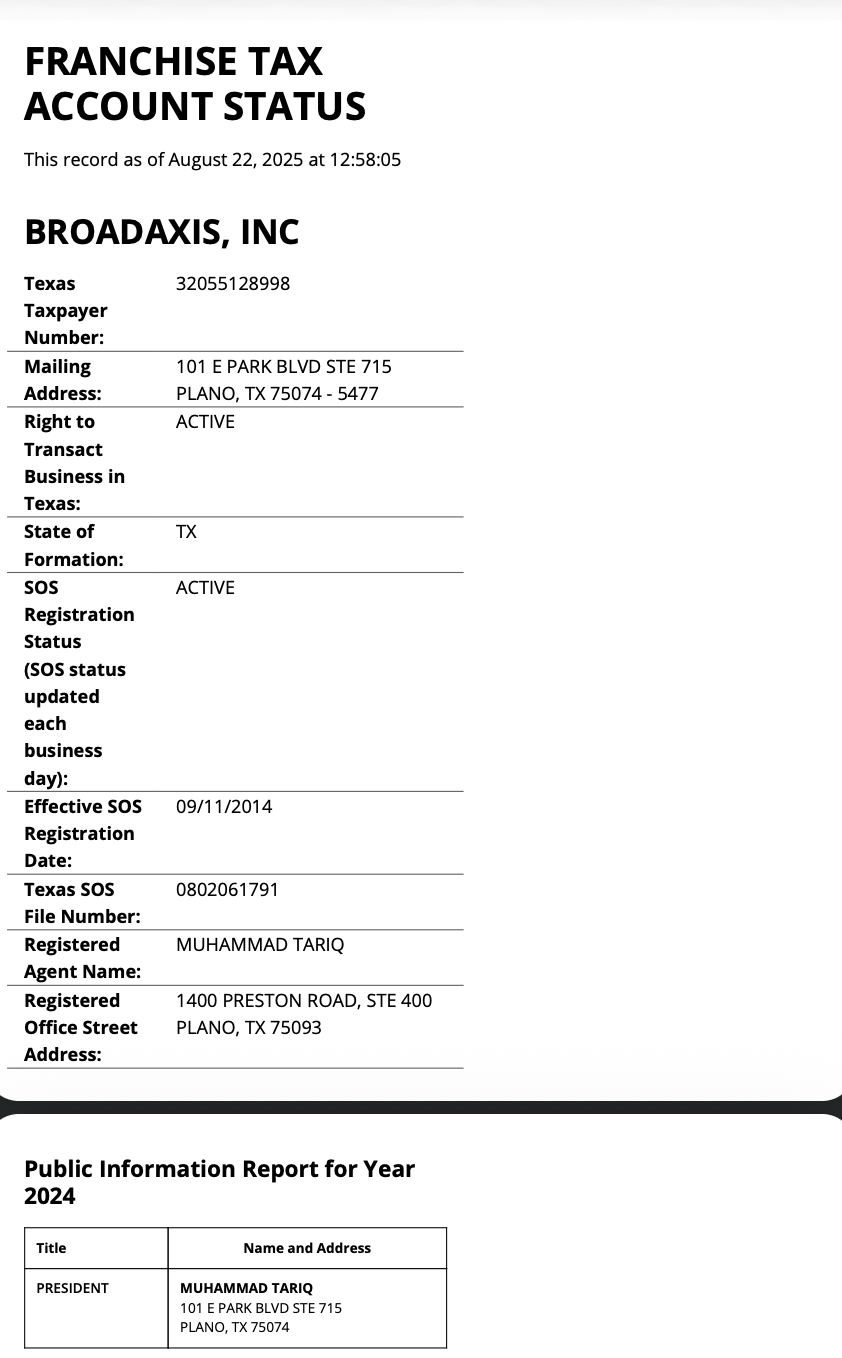
### **Reference 3 – Comcast Business Services**

* **Scope & Services Delivered:** Provided IT and software project resources across multiple initiatives for Comcast Business Services. Alongside these IT engagements, BroadAxis consultants managed HRIS services internally, supporting end-to-end HRIS functionality including testing, payroll parallel runs, training, and user adoption programs.
* **Engagement Duration:** 2022 – Present
* **Contact Information:** Habib Syed / (202) 262 7254

Appendix:



*Appendix 1 – Small Business Enterprise (SBE) Certificate*



*Appendix 2 – Texas Franchise Tax Account Status (BroadAxis, Inc.)*