



Transition Plan

OVERVIEW

PSI has extensive experience transitioning new hire programs from other vendors, state operations and from one contract term to the next. Each of these transitions has not only met the essential goal of maintaining ongoing, uninterrupted new hire operations during a transition, but has also led to improved program success. PSI attributes this success to a detailed transition plan that is designed to ensure a smooth and seamless transition.

PSI's Commitment to Seamless Exit Transitions

Having operated the New Mexico New Hire Reporting Program since 1997, we keenly understand the impact a disruption of services would have on employers and other new hire service customers. We also believe that a smooth and productive contract transition is a measure of PSI's performance. Accordingly, providing a seamless end-of-contract transition is for us both a point of honor and a task to which we are highly committed. PSI will work with the State of New Mexico to support a process that provides for the least interruption of service to new hire customers. During the transition, PSI will maintain the same level of efficiency provided throughout the contract. The Contractor's Project Manager will be available in Santa Fe as needed.

Delivering a Plan that Facilitates an Orderly End of Contract Transition to the next Contract Term

Below we provide a transition plan that focuses on the key elements crucial to a successful project transfer.

1. Orientation and Training

PSI understands the importance of maintaining a full complement of experienced staff during the transition of a project and agrees to provide such staffing. Key staff members named in the proposal including Dawn Gelle, Colleen Martin, Leslie Perry Duffy, Jeanne Moore, Penny Betz, Lisa Bybee, and Connie Sturdavant have all transitioned to the next contract term. DeeDee Olson, Team Lead for the New Mexico program, is leading the front-line staff. All of the PSI team members, with the exception of Lisa Bybee, have experience working and are well trained with the New Mexico Directory of New Hires program. Lisa Bybee received training from Leslie Perry Duffy the week of July 27, 2009, in Santa Fe. Leslie will provide oversight and direction to Lisa over the next contract term.

2. Transition Communication

PSI will work directly with the Department Contract Manager and will seek approval for any changes made to the program. Should PSI be contacted by anyone other than the Contract Manager, PSI will seek guidance from the Contract Manager.



3. Transfer of Documentation

PSI has created a Turnover Plan for the State of New Mexico. This includes training materials and standard procedures for operating the new hire program. In 2009, PSI updated the Customer Service and Operations Manual, Data Entry Handbook, and New Hire Web Guide as part of the Turnover Plan. PSI will update the Turnover Plan and all of the corresponding documents after the Spanish version website has been approved by the Department. The Turnover Plan also includes a sample of supplies and forms, which will be updated with the most current information.

PSI created an Outreach Plan for the next contract term and has submitted it to the Department for approval. PSI also created new call prompting phone scripts and is working with the Department on finalization. PSI will seek final approval from the Department on the English and Spanish versions of the scripts.

PSI is working with the Department and will be providing copies of the New Hire Brochure and NMSN Brochure for review. Should the Department request any changes to these brochures, PSI will make the requested changes and resubmit for final approval.

PSI will forward to the Department a performance bond in the amount of \$200,000 upon the receipt of the executed contract.

Because PSI retained the contract, it was unnecessary to transition any data. All of the data is stored and secure in PSI's database. PSI is and remains compliant with the State's data retention requirements

4. Installation and operation of software applications

Changes to Web Site

PSI's IT project team is coordinating the addition of a Spanish option on the New Mexico New Hires Directory website, www.nm-newhire.com. We have secured professional translation services and will be using the English version of the website as the foundation. We will work with the Department to obtain approval for the addition of the Spanish website to our existing website. Once the website is developed, PSI will provide access to the website for Department approval before moving to a "live" environment. PSI is also adding the NMSN brochure to the existing English website.

HIRES

PSI is not making any changes to the existing HIRES application. Should any changes be made, PSI will coordinate those changes with the Department.

5. Proposed location for the office.

PSI will use the existing site in Austin, TX, thereby having no need to relocate the office. This ensures continuity with the staff and none of the processes will be disrupted. PSI has added a Senior Outreach Representative, Lisa Bybee, to the organization. Lisa is currently working in a home-office set up by PSI. Lisa is working with a PSI supplied laptop computer, printer, and cell phone.



PSI recognizes the importance of providing a seamless transition for New Mexico's employers. Keeping the same P.O. Box, phone, and fax numbers is critical as doing so allows employers to continue to submit reports and receive customer service. PSI has not made any changes to the post office box, telephone or fax numbers. PSI is forwarding the mail from Santa Fe to the Austin location on a daily basis. We have secured a back-up to forward the mail should the Senior Outreach Representative be unavailable to do so.

PSI is pleased to continue our partnership with the State of New Mexico for the next contract term. By remaining partners, the transition from one contract term to the next provides zero disruption to our mutual customers and the level of service remains high.