

CAROL CURRAN – CEO



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AGENDA

Topic	Time
Introductions <i>(Please note the State will not be introducing themselves)</i>	5 minutes
Staffing Approach Staffing approach for transition. How did the Respondent arrive at the proposed staffing levels and why do you think they are the right staffing levels to meet the scope of work? Breakdown of responsibilities between the Respondent and each subcontractor and breakdown of resources from the Respondent and each subcontractor (% by major project task and role) Critical assumptions behind staffing levels How will the Respondent quickly provide staffing for temporary changes to volumes or receipt format of pages? What is your timeframe and process for staffing up or changing the staffing mix if a need arises? What is the process for determining what items, if any, will be at an additional cost to the State?	15 minutes
Compliance Please clarify the intended compliance standards improvements that are being referred to on page 24 of your technical proposal. Specifically, what compliance processes will you be implementing ahead of the new contract?	5 minutes
Transition and Turnover Review of critical assumptions that you used as a basis for technical and cost response	10 minutes
Innovative Approaches If you were to win this contract, over the next several years what kinds of improvement ideas do you have to advance the current state of operations?	10 minutes
Q&A	15 minutes

WHO WE ARE

Carol Curran – President and CEO

Robert Prasuhn – VP/Director of Finance

Jennifer Hamilton – Project Manager

Dawn Jones – Document Center Manager

Rachel Condon – Quality Control Analyst

STAFFING APPROACH

Transition Activities

- Existing staff will remain in place and continue to perform their current operational roles
- All Document Center staff is knowledgeable and cross-trained on each of the current work processes
- Staff is trained on new process upon their implementation [i.e., Maintenance Releases (MRs), DocUpload]
- Prior to commencement of the new contract, staff will be fully trained on any new standards or regulations
- Project Manager will be onsite in Marion during the transition
- Additional staffing would only take place with a measurable increase in pages received

Proposed Staffing Levels

- With current staffing levels, PDC has exceeded the established KPIs and SLAs for the last 6^{1/2} years
- Staffing has always been maintained to achieve success with the established KPIs and SLAs
- As the incumbent, staffing levels will remain the same, unless measurable changes in pages are received

Document Center SLA Measurements	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	YTD-16
1. Same Day KPI #1a Measurement	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	99.96%
2. Same Day KPI #1b Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3. Same Day KPI #1c Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Document Center SLA Measurements	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	YTD-17
1. Same Day KPI #1a Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2. Same Day KPI #1b Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3. Same Day KPI #1c Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Document Center SLA Measurements	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	YTD-18
1. Same Day KPI #1a Measurement	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.98%
2. Same Day KPI #1b Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3. Same Day KPI #1c Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Document Center SLA Measurements	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	YTD-19
1. Same Day KPI #1a Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2. Same Day KPI #1b Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3. Same Day KPI #1c Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Document Center SLA Measurements	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	YTD-20
1. Same Day KPI #1a Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2. Same Day KPI #1b Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3. Same Day KPI #1c Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Document Center SLA Measurements	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	YTD-21
1. Same Day KPI #1a Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
2. Same Day KPI #1b Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3. Same Day KPI #1c Measurement	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Document Center SLA Measurements	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD-22
1. Same Day KPI #1a Measurement	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
2. Same Day KPI #1b Measurement	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
3. Same Day KPI #1c Measurement	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%

STAFFING APPROACH FOR SUBCONTRACTORS

Professional Management Enterprises, Inc. (PME) an MBE

- PME is highly engaged with the State of Indiana, the Federal Government and many large nationwide organizations
- Assist with any staffing augmentation services
- Support compliance and training activities, including both new and existing standards and compliance regulations
- Assure compliance with PII/PHI/HIPAA
- PME will provide 2 dedicated resources plus a pool of SMEs to be utilized as needed
- PME will share 10% of the major project tasks and roles

netlogx, LLC a WBE

- netlogx specializes in business process reengineering and organization change
- Leverage lean principles to determine operational and cost efficiencies areas of improvement for people, processes and policies
- netlogx will provide 1 dedicated resource plus a pool of SMEs to be utilized as needed
- Netlogx will share 10% of the major project tasks and roles

STAFFING APPROACH

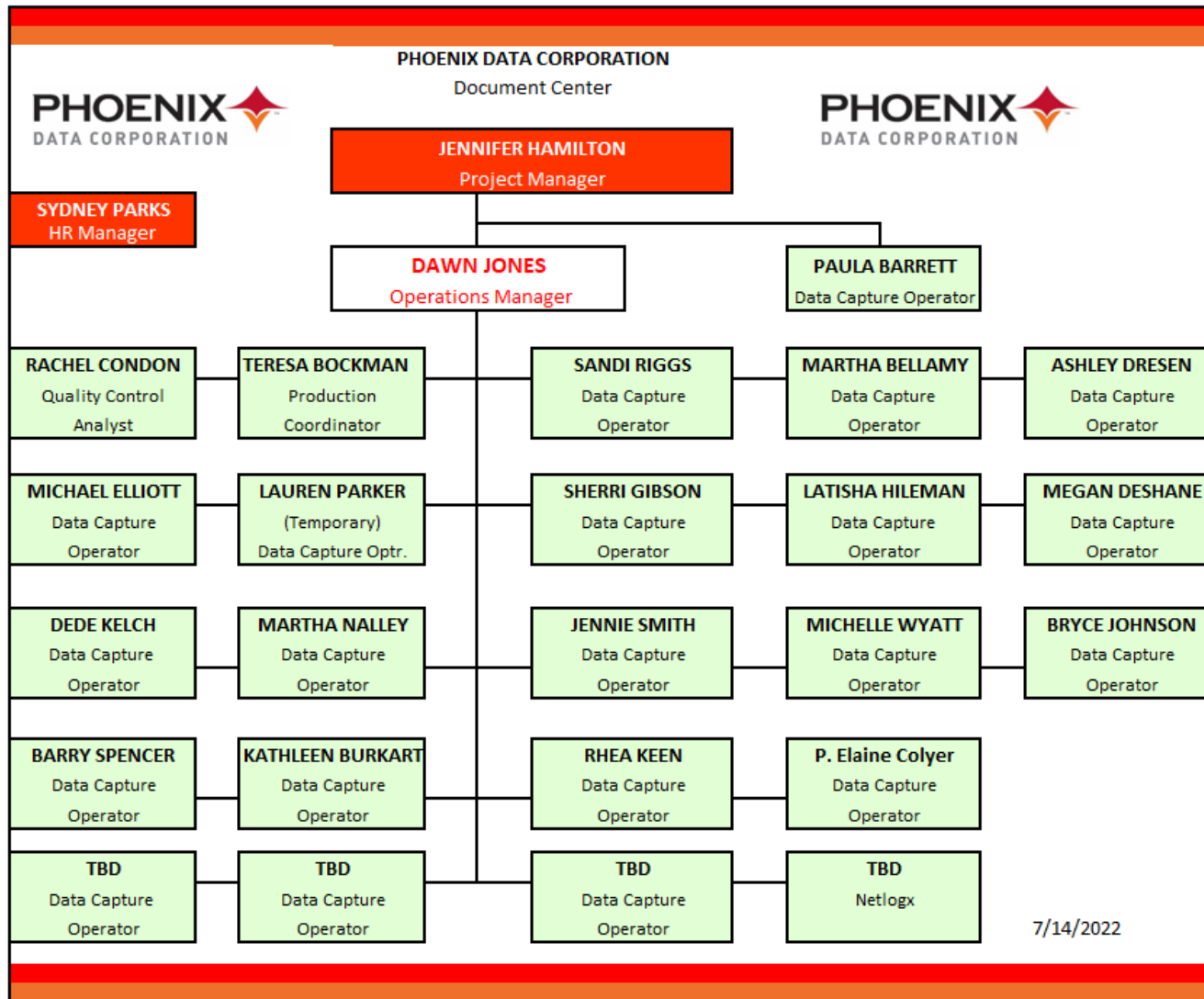
Assumptions

- PDC will follow our successful, comprehensive retention plan which is focused on staff care and communication
- PME (MBE) will assist with staffing needs
- Continued team engagement and community involvement to aid in employee retention
- No attrition of personnel in vital roles
- Team continues to be dedicated, experienced and passionate
- Upon award, PDC will develop a full Staffing Plan. The Staffing Plan will include number, type and categories of staff proposed and required staff qualifications. The plan will be presented to FSSA leadership for approval prior to implementation activities

8 POINT RETENTION STRATEGY

Retention Strategy	Description
Making the Right Match	<ul style="list-style-type: none"> We carefully screen our candidates to ensure any potential placement offers the right match in terms of skills, environment, and candidate availability. Long-term retention starts with job satisfaction.
Competitive Pay with Direct Deposit	<ul style="list-style-type: none"> We make sure our candidates are offered the right market rate for their skillset.
<p>Benefits</p> <p>Team Phoenix offers an excellent benefits package – above and beyond the typical staffing industry offerings.</p> <p>We ensure our staff can maintain balance between their work and personal lives.</p>	<ul style="list-style-type: none"> 401k match Holiday and vacation pay Medical plan options Dental Vision Supplemental insurances Work/Life Balance Compensation and Benefits Merit-Based Bonuses Investing in Success
Orientation & Training - gives our staff the confidence to succeed in their role. It improves overall performance and therefore satisfaction rates.	<ul style="list-style-type: none"> Providing pre-assignment training On-the-job training
<p>Team Building & Recognition:</p> <p>In our larger environments, we work to ensure our staff feel like a cohesive unit. Team Phoenix puts on building activities such as lunches, gatherings and ice cream socials to help foster the interpersonal relationships we find critical to a positive work environment. We provide spot awards as well.</p>	<ul style="list-style-type: none"> Staff recognition activities Spotlight awards Productivity recognition and awards Attendance recognition and awards Birthday & Anniversary recognition Celebratory meals and Holiday Parties Care packages
<p>Giving Back to the Community:</p> <p>Team Phoenix supports local and national non-profits and has multiple campaigns each year to volunteer and raise funds for organizations helping those in need or crisis. Helping others as a team improves staff morale and builds a stronger community.</p>	<ul style="list-style-type: none"> Juvenile Diabetes Foundation Marine Children Scholarship Fund Providing hats and gloves to kids and adults in rural impoverished areas. Volunteering at non-profit events Raising funds for local schools
<p>Communication & Feedback</p> <p>We recognize superior performance regularly. When there are challenges, we deliver communications in the form of performance improvement plans that help our staff stay on the right track. We pride ourselves on being available to our staff for questions and clarifications – or just a chat when needed.</p>	<ul style="list-style-type: none"> First day follow-up First Week follow-up First monthly follow-up Ongoing Monthly follow-up sessions Quarterly Satisfaction Survey
<p>Opportunities for Growth</p> <p>We communicate with our clients to identify opportunities for our current staff to grow.</p>	<ul style="list-style-type: none"> When we can, we offer promotion opportunities. Clear growth plans help us retain our very best performers and mentor them for more senior roles.

PHOENIX DATA CORPORATION ORG CHART



Name	Years
Employee 1	11
Employee 2	10
Employee 3	3
Employee 4	14
Employee 5	1
Employee 6	11
Employee 7	1
Employee 8	14
Employee 9	6
Employee 10	2
Employee 11	1
Employee 12	14
Employee 13	10
Employee 14	1
Employee 15	10
Employee 16	3
Employee 17	9
Employee 18	9
Employee 19	16
Employee 20	1
Employee 21	16
Employee 22	1.5

Document Center
Staff Longevity

STAFFING APPROACH – RAPID CHANGES

Activity	Methodology
Utilize technology and social media for wide base of proactive recruiting and marketing	<ul style="list-style-type: none">• LinkedIn, Indeed, Monster, Career Builder, Zip Recruiter• Facebook, Twitter, Instagram• Texting Platform• Development of targeted websites• Social network activity via geofencing activity/movement
Referral networking	<ul style="list-style-type: none">• Proactively engage with current staff to identify qualified candidates• Referral bonus structure for current staff
Passive vs. active candidates	<ul style="list-style-type: none">• Direct target of organizations with similar talent• Network with local government, not-for-profit and community-based organizations for referrals (workforce development, job training institutions, civic and religious organizations, etc.)• Build relationships with local education institutions
Traditional Marketing Formats	<ul style="list-style-type: none">• Media advertisements• Signage (billboards, banners, flyers)• Job fair attendance

- Opportunity to utilize PME (MBE)
- PDC can add staff quickly based on individuals who have knowledge of the Document Center
- Resumes for management staff are on file, if necessary
- Each member of the staff at the Document Center is cross-trained on each job type, allowing PDC to remix staff as business needs change

COMPLIANCE

- In addition to the Indiana State Personnel Department Training, PDC employees take the following annual training
 - Cyber Security
 - CUI (Controlled Unclassified Information)
 - HIPAA
 - Insider Threat Training
 - Sexual Harassment
 - Workplace Violence
- PDC is rolling out a monthly Ethics and Compliance module for all employees. Modules will be accessed in PDC's ADP system
- PDC will begin setting up new compliance processes for any standards or regulations not present in the current contract, i.e., changes related to the ACA. Document Center staff will be fully trained on any new procedures or processes prior to the commencement of the new contract
- The Project Manager will work closely with PME (MBE) to prepare training materials as necessary and ensure staff is trained
- PDC currently adheres to multiple compliance and security regulations and credentialing organizations

DATA MANAGEMENT: ROLE-BASED LOGINS

Phoenix Additional Capabilities

- PDC has extensive experience transmitting and receiving data to and from the Government (e.g., Treasury, IRS, Department of State, U.S. Navy)
- PDC currently supports systems with Controlled Unclassified Information (CUI). If a user does not have security approval to access a field or window, they will not have visibility to it
- PDC's systems and their components for our federal work are all accessed through our HIPAA HITRUST, FedRAMP High ready IT Systems providing role-based user access
- PDC is ready to be certified at Cybersecurity Maturity Model Certification (CMMC) level 3 and is currently CMMC level 3 compliant
- All records processing activities at our Records Management Facility in Indianapolis meet NARA records management guidance and regulations according to Subchapter B of 36 Code of Federal Regulations Chapter XII
- The Facility meets all standards in e-CFR Title 36, Chapter XII, Subchapter B, Part 1234 Facility Standards for Records Storage Facilities
- National Industrial Security Program Operating Manual (NISPOM) compliant classified storage cages according to DoD and National Institute of Standards and Technology (NIST) standards

TRANSITION AND TURNOVER ASSUMPTIONS

- Rapid replacement of staff using proven methodology
- PDC anticipates rapidly filling any openings for Data Clerk and Scanner positions within Marion and surrounding cities. This gives PDC a good candidate pool for entry- to mid-level Document Center positions.
- PME (MBE) will assist in any recruitment efforts
- PDC process is to promote from within. For any upper-level Document Center positions that open, the expectation would be to promote from within
- Quality training materials and trainers will be able ramp up new hires quickly

Mail Sorting Automation

- Envelopes are staged for automated mail sorting where envelopes are imaged, and barcode values captured. In the case where envelopes do not have a unique identifier, the sorting platform prints a unique tracking ID on these items
- Envelope images and barcode values can be automatically ingested by platforms to begin the physical document tracking process
- Systems are available that allow transactions to be added to larger containers such as trays or batches. This allows the groupings of envelopes to be easily tracked through the remainder of their life cycle on the scanning floor.

Deploy Advanced AI Capabilities on Current Platform

- Automated classification of documents
- Reduction of mailroom costs and an increase in productivity
- Machine learning algorithms that rapidly teach the system
- Simple integration into existing business systems