

Regulations. The delivery included over 75 training sessions for three distinct levels of District Government procurement workforce and covered source selection, Contracting By Negotiation, Contract Law, Contract Pricing, and Negotiation Strategies and Techniques.

The technical basis for the courses included procurement laws and regulations outlined in the District of Columbia Municipal Regulations, “Contracts and Procurement” (DCMR27), the Procurement Practices Act of 1985, and its amendments, policies and procedures, and other related laws that impact the District of Columbia’s procurement process. The contracting qualification standards were the requirements established by the Office of Federal Procurement Policy, which represented the core competencies required to perform procurement functions effectively.

2. District of Columbia Office of the Deputy Mayor for Children, Youth, Families and Elders

TCBA assisted the new Office of Healthcare and Confidentiality with implementation of District-wide policies and procedures for compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The project affected 9 agencies and approximately 8,000 District Government employees along with more than 200 District Government contract workers. It addressed the compliance requirements of District agencies covered by the new Law. TCBA provided a Training Needs Analysis; a comprehensive HIPAA Compliance Training Program Strategy; a Training Management Plan; Enrollment management of over 8,200 employees and contractors in more than 120 courses; role-based courses customized according to the

policies and procedures specific to more than 10 District agencies.

Customized course presentations were provided in three different training delivery modalities including instructor-led, eLearning and self-directed learning sessions.

TCBA provided training on electronic compliance management systems including the Disclosure Management Module, which tracks data related to disclosures of patient protected health information, the Individual Rights Management Module, which tracks requests by individuals for rights granted under the new HIPAA law; and the Complaints Management Module, which tracks complaints by individuals for violations of HIPAA regulations.

HELP DESK

1. Master Business License InfoCenter - Telephone and Electronic Customer Service Center

TCBA provided on-site customer service representation at the District of Columbia Department of Consumer and Regulatory Affairs for their Master Business License Program telephone and electronic inquiries. TCBA’s first class team of Customer Service Representatives responded to hundreds of calls daily regarding new and existing licensing issues, filing requirements, explanation of other agency approvals where applicable, renewal concerns, payment issues and/or walking the customer through registering businesses online or by mail.

TCBA developed Business Activity Fact Sheets for the more than 300 business types requiring licensing and registration; prepared CSR telephone scripts and Training Manuals; and trained DCRA personnel to assume responsibility for the Master Business License telephone information center.

2. Functional Support of the OCP Express Help Desk

TCBA was tasked to manage, operate and maintain a functional support of OCP Express Help Desk. The Help Desk was to provide continuous implementation services to support the Office of Contracting and Procurement's (OCP) deployment of the customized PRISM OCP Express Purchase module. TCBA's Help Desk supported functional problems that OCP and its end user population had with the new automated system. The Functional Support PMIS Help Desk operated under the guidance of a dedicated Help Desk Manager. TCBA provided contracting and procurement professionals who were knowledgeable and trained in the new system.

As a part of the Help Desk's overall communications program, TCBA established two primary goals:

1. To provide information and assistance to Users,
2. To build public relations for the application and its utilization with the 14 cut-over Agencies.

The key messages conveyed were: (a) ease in accessing the Help Desk; (b) availability of continual assistance, and (c) "hand holding" on-the-job instruction for the application for all Users regardless of their comfort level and experience within an automated environment.

ORGANIZATIONAL DESIGN

1. Span of Control Assessment and Benchmark Study

TCBA conducted an overall assessment of the District of Columbia Office of the Chief Financial Officer's span of control which included the evaluation of 17 of the primary agency-level CFO operations and management performance. In concert with the assessment, TCBA also conducted a benchmark study of five other government jurisdictions and compared the DC CFO organizational structure, span of control, performance standards, business processes, number of transactions, timing and personnel requirements, performance measures, as well as methods of training and internal communications with the CFO operations of these comparable jurisdictions.

The OCFO assessment entailed extensive interviews with each of the Districts' 17 agency-level CFOs, controllers, and managers of accounts payable, account receivables and payroll departments. The assessment revealed management staff, transaction and performance efficiencies as well as deficiencies within the agency.

TCBA provided a detailed findings report on each agency assessed and recommendations for reorganization of the OCFO structure to improve span of control; streamline and standardize A/P and A/R procedures and reconciliation requirements; and establish a performance management program.