

4. National Sales Support Office for the Federal Deposit Insurance Corporation

TCBA established, and managed the National Sales Support Office (NSSO) of the Federal Deposit Insurance Corporation (FDIC), as the successor to the RTC. NSSO provided financial, accounting and, administrative support for national sales initiatives involving securitization and sale of over \$35 billion in mortgage, real estate and other assets. The objectives of the project were to:

- Conduct an organizational assessment to identify all needs and requirements, as well as requirements for inter- and intra-departmental and field office coordination;
- Develop an organizational design to establish a logical, effective and efficient organizational structure to accomplish stated requirements;
- Design, develop, and implement all NSSO processes and systems;
- Establish performance measures to ensure achievement of mission requirements;
- Develop and implement action plans for performance of all NSSO functions; and
- As a result of performance measurement, redesign processes and systems to improve effectiveness and efficiency.

5. System Migration and Data Conversion for the Comprehensive Automated Personnel Payroll System

TCBA was engaged by the District of Columbia to provide assistance to the District's agencies migrating to the Comprehensive Automated Personnel Payroll

System (CAPPS), a commercial off-the-shelf, main-frame software package developed by Integral Systems. CAPPS supported the mandates of the DC Financial Responsibility and Management Assistance Authority (the Control Board) for the District of Columbia and set forth requirements for management reform and implementation of the District's transformation initiative for FY96 to FY99. The CAPPS Project created databases as tools to facilitate Human Resources Management, Payroll Management and Position Control Management.

TCBA was required to assist each agency in verification of data conversion from the former software "UPPS" to CAPPS. Through the analysis of reports TCBA performed data validation and verification, monitored (for accuracy and completeness) the files/data bases of time and attendance for employees, reviewed and reconciled reports and employee specific data for payroll parallel testing. District Government employees collected the results of all analysis, then changed and updated information, as deemed necessary. Input of all records, creation and control of all databases, files and reports were performed solely by District of Columbia.

TRAINING

1. Design, Development & Delivery of Procurement Training

TCBA provided procurement training to the District of Columbia Office of Contracting and Procurement. Our team managed the design, development, delivery and evaluation of five procurement courses customized in accordance with the District of Columbia Municipal

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.