

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

Marc Cherna, Director

Dan Onorato, Allegheny County Executive

Office of Administration
Human Services Building – Suite 500
One Smithfield Street,
Pittsburgh, PA 15222-2225



Ph.: 412-350-3536
Fax: 412-350-6390
TDD: 412-473-2017
www.alleghenycounty.us/dhs

9 March 2009

Project Management Training: Scope of Service and Requirements

The Department of Human Services (DHS) is a billion dollar local government organization serving 250,000 consumers per year with over 200 services delivered by in-house case management services and 400 contract service providers. DHS needs to organize, prioritize and manage projects in a more effective and resource efficient manner.

DHS currently has over 100 projects of various magnitudes of cost, timeframe and personnel required for their completion. Some projects include the following: business process reengineering, consumer services, client tracking, document workflow and process improvements. Each of these activities will require a comprehensive understanding in project management techniques to assure success.

In order to increase the likelihood of success with the growing volume of complex projects, the DHS Director has authorized the formation of a Project Management Bureau (PMB) within the Office of Administration to service and assist all program offices within DHS, as well as to be a repository for the tools, methods, templates and training for the organization.

The goal of the Project Management Bureau is to provide tools, methodologies and resources to help all personnel involved in projects become more successful, and to streamline and standardize for improved efficiencies as many of the management tasks as possible.

The PMB objectives are:

- Provide consistency with designing, tracking and reporting for all projects
- Build project management capabilities among DHS administrators, supervisors, and operations staff
- Develop project management processes and tools
- Serve as the DHS resource on project management principles and practices

The goal of this training is to educate DHS personnel in the development of project management skills. The prospective audience for this training includes administrators, managers and operation/line staff who currently participate in projects but have limited or no formalized training in the principles and practices of project management. The requested format for training DHS personnel consists of a series of site-based, half-day (morning) seminars beginning April 2009.

The requested training is to comprise a two-tiered design:

Tier ONE is to provide a detailed instruction in the fundamentals of project

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

Marc Cherna, Director

Dan Onorato, Allegheny County Executive

Office of Administration
Human Services Building – Suite 500
One Smithfield Street,
Pittsburgh, PA 15222-2225



Ph.: 412-350-3536
Fax: 412-350-6390
TDD: 412-473-2017
www.alleghenycounty.us/dhs

management principles and practices. This tier of training is to expose an audience of supervisors, managers and administrators, and a small cross-section of operation/line staff, to the methodology and practices of project management to enable them to improve their performance when working on projects as well as to enhance the overall understanding of the principles and practices of project management across the organization.

Tier TWO is to provide a higher level of training in the more advanced aspects of project management. This tier of training is to expose the DHS project manager and affiliated personnel to the requisite tools and methodologies to provide the managers with the skills necessary to actively engage and manage projects from their inception to successful completion. This tier also is to ensure the respective audience is able to teach and mentor other personnel in the principles and practices of project management.

The training in project management is to include, but is not limited to, the following:

- tools and methodology
- profiling and scoping
- planning
- work breakdown
- scheduling
- resource allocation
- communication, notification and reporting
- closure

As a follow-up to the orientation to and fundamentals of project management, a more advanced training for administrators and managers directly affiliated with the project management bureau is to include the following:

- monitoring and controlling
- risk assessment
- budgeting
- train-the-trainer
- team management
- procurement
- government extension to the PMBOK

The additional training for managers and affiliated personnel is to provide for building the core competencies necessary for successful project management. This training is to include, but is not limited to, the following:

- business analysis and task management
- human relations and people management
- consultative leadership, communication and team building

The aforementioned training categories are to provide continuing education units (when

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

Marc Cherna, Director

Dan Onorato, Allegheny County Executive

Office of Administration
Human Services Building – Suite 500
One Smithfield Street,
Pittsburgh, PA 15222-2225



Ph.: 412-350-3536
Fax: 412-350-6390
TDD: 412-473-2017
www.alleghenycounty.us/dhs

applicable), and fulfill the necessary requirements for eventual certification as a Project Management Professional (PMP). The total cost for the training (and requisite preparation and follow-up) is to be priced not to exceed \$30,000.

In preparation for training, in an effort to incorporate actual, real-world examples and scenarios for use as case studies within the training practicum, the provider of training is to familiarize themselves with the organization, operations and services of DHS. Also, the provider is to consult with DHS personnel to develop an evaluation tool to assess the immediate and long-term impact of the training. Finally, upon completion of the training, occasional consultation with the provider will be required to assist in the establishment of a functioning project management bureau within DHS.

The proposals for training are to be submitted within the following parameters:

1. Date
2. Provider name and contact information
3. Executive Summary (if appropriate)

A brief and focused description of the overall proposal, highlighting the theme, the company, the project team, their strengths, track record, the solution, deliverables, key advantages and features that distinguish from competitors are to be detailed herein.

4. Proposal
 - a. Understanding of scope of service and requirements
 - b. Approach and solution
5. Specification compliance matrix (a detailed, cross-reference of requirements and the proposed solutions) and Work Package Description (Work Breakdown Structure) – see attachment

Based on the scope of service and requirements, a tiered system of training is to be offered. The Compliance Matrix and Work Package Description is to identify and describe each distinct training package and deliverables. The breakdown structure also is to include a detailed summary of pricing and the delivery schedule for each proposed package. This section will be used as the basis for evaluating the training proposal, and the eventual progress and success of the training itself.

6. Provider/Vendor Qualifications and a minimum of three references
7. Appendix
 - a. Sample Templates
 - b. Recommended software solutions with licensing information
 - c. Preparation and/or prerequisites for training – including training materials and manuals
 - d. Consultation fee structure



Attachment #1

Compliance Matrix and Work Package Description

-- Required format for submitting proposal --

<u>Requirement</u>	<u>Solution</u>	<u>Schedule</u> (and vendor availability)	<u>Pricing</u>
Preparation			
Evaluation Tool/Assessment			
Training: Tier ONE			
Training: Tier TWO			
Training: Core Competencies			
Consultation with Project Management Bureau Development			

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

Marc Cherna, Director

Dan Onorato, Allegheny County Executive

Office of Administration
Human Services Building – Suite 500
One Smithfield Street,
Pittsburgh, PA 15222-2225



Ph.: 412-350-3536
Fax: 412-350-6390
TDD: 412-473-2017
www.alleghenycounty.us/dhs

Attachment #2

Timeline for procurement of PM Training:

Activity	Deadline
Vendors to submit questions and/or requests for clarification	4:30 PM on Wednesday, 18 March 2009
DHS response to questions and/or requests for clarification	4:30 PM on Monday, 23 March 2009
Public forum for vendors to ask additional questions (RSVP by 4:30 PM on Wednesday, 25 March 2009)	Friday, 27 March 2009 11:00 AM – 12:00 PM Human Services Building One Smithfield Street Pittsburgh, PA 15222 Conference Room: to be determined
Submission of proposals	12:00 PM on Friday, 3 April 2009
Selection and notification of vendors	Monday, 13 April 2009

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

Marc Cherna, Director

Dan Onorato, Allegheny County Executive

Office of Administration
Human Services Building – Suite 500
One Smithfield Street,
Pittsburgh, PA 15222-2225



Ph.: 412-350-3536
Fax: 412-350-6390
TDD: 412-473-2017
www.alleghenycounty.us/dhs

Attachment #3

Contact person for questions and RSVPs:

Daniel T. Straughn
Office of Administration
Department of Human Services
One Smithfield Street, 5th Floor
Pittsburgh PA 15222

Telephone: 412-350-7335
Facsimile: 412-350-6390
Email: daniel.straughn@alleghenycounty.us