

Presentation for BPR Bidders Conference:

- Good morning. We appreciate your participation in this pre-proposal conference related to the RFP for Professional Services to Provide Strategic Planning and Process Re-engineering for the Retirement Services Group at the District of Columbia Retirement Board (DCRB).
- DCRB is an independent agency of the District of Columbia whose mission is to administer investments and retirement benefits for roughly 25,000 active and retired police officers, fire fighters and teachers in the District.
- The organization has roughly 50 employees, 18 of which work in the Benefits Department that is charged with administering the pension benefits for our members as well as communicating with them regarding the programs we administer.
- The goal of this RFP is to hire a vendor to assist the Benefits leadership team with the development of a strategic plan for the unit and the redesign of its core business processes with the intent of improving efficiency as well as member service and satisfaction.
- There is also an optional engagement that could involve additional re-engineering work for those processes identified by DCRB, but not included within the scope of this RFP. We are requesting an hourly rate for any additional redesign or re-engineering of Benefits' business processes not included in this RFP. There are seven (7) core business processes included in the scope of this RFP.
- Attachment C (page 29), "DCRB Benefits Core Business Processes" includes a detailed list of all DCRB Benefits' processes.
- Section 3.2 (page 7), "Strategic Deliverables" lays out the Strategic Deliverables for the project.
- The Consultant Deliverables are listed in Table 1 (pages 8-9).
- The key deliverables included in this table are:
 - Develop and facilitate a strategic planning session with Benefits leadership team.
 - Re-engineer seven (7) identified core business processes.
 - Conduct and present a comprehensive capacity analysis including time to process, transactions processed and number of staff completing the process, volume at peak and at normal processing intervals.
 - Recommend organizational structures to support the redesigned processes.
 - Create a plan for implementing process re-engineering recommendations.
 - Develop a train the trainer curriculum to transfer knowledge of the process re-engineering methodology to DCRB staff.

- Develop recommendation for training staff on how to perform the new processes including preparing the training materials and training of Benefits staff in performing the new processes.
- As you can see from this list, we are not just looking for a vendor to perform some process redesign work.
- We are looking for a vendor to become our partner in transforming the way we do our work in the Benefits Department.
- This includes helping us set a strategic direction, re-designing our core business processes, assessing how we can best utilize our staff to accomplish our mission and then training our staff to perform the new processes.
- In addition, we want our staff to learn to use the re-engineering methodology so that we can continue to improve our processes in the future.
- On pages 11-14, we begin to lay out the seven (7) core business processes that are included in this RFP. Which are as follows:
 1. Purchase of Service
 2. Retirements
 3. Records Management
 4. Compliance for Non-Retirements
 5. Other Retirement Affiliates (Investment Dept. & State Street Bank (disbursements))
 6. Member Relations
 7. Member Monitoring (Separation from Service)
- Because of the complexity of the retirement field, we are seeking a consultant with substantial public retirement or pension-related experience to provide comprehensive planning and re-engineering services for DCRB.
- The term of the original agreement shall be for one (1) year with an option to extend for an additional year.
- I am going to stop here and open it up for any questions that you might have