



Commonwealth of Pennsylvania
Public School Employees' Retirement System
(PSERS)
PO Box 125
Harrisburg, PA 17108-0125



Dates of Engagement
2001 – 2006

Purpose / Objectives

- RFP development
- Procurement assistance
- Oversight project management and quality assurance of a new pension solution implementation

Nature of LRWL Services

LRWL provided on-going oversight project management and quality assurance (OPM/QA) services. This included participation in requirements definitions, training, test planning, and testing sessions and review of deliverables. LRWL staff functioned as the Project Manager ensuring day-to-day progress by PSERS staff of ten dedicated staff members augmented by up to another two dozen PSERS staff. On a daily basis, LRWL dealt with the implementation vendor as well as the software package developer. LRWL assisted with the roll-out of the new employer reporting function – developing documentation, developing training material, etc. – as well as the rollout of major portions of the system – member demographics, payroll, automated workflows, employer accounting, etc.

LRWL staff members functioned both as deputy project manager and in OPM/QA consulting roles.

LRWL previously provided the following services to PSERS:

- Reviewed PSERS developed system documentation and RFP-related material
- Developed a project team structure and high-level work plan / schedule – including PSERS staff, LRWL staff, and additional external parties
- Provided suggested alternative ways to present business requirements; reviewed with PSERS staff; identified and agreed on a format to be used on the PSERS project
- Presented suggested alternative ways to decompose PSERS business functions into logical groupings; reviewed with PSERS staff; identified and agreed on a format to be used on the PSERS project
- Developed a schedule of focus group sessions for business / functional areas - including participant involvement, initial focus group sessions, follow-up sessions, review sessions, revision activities, etc.
- Developed a draft outline / table of contents of an all-encompassing RFP for review by PSERS staff and subsequent discussions
- Completed a detailed outline / table of contents of the RFP and submitted to PSERS for review, revision, and approval
- Completed requirements write-ups for the functional areas
- Built a comprehensive RFP
- Developed evaluation and scoring methodologies
- Assisted in evaluating proposals, attending presentations and product demonstrations, and contract negotiations.