

Planning for Success in Information Technology Project Procurement



Workshop Presenters

- Robin Cohen-president of Chameleon Consulting
- Swapan Roy-president of Stellar Corporation
- Gladymar Parziale-Acting Director of Massachusetts Affirmative Market Program

How can we help you?

Goals of this workshop will be:

- To give you real world examples of project success
- To show you how to prevent project problems from the start
- To empower you build a process for success in procuring and managing technology projects

Why Do Technology Projects Fail?

Technology projects often have complex requirements which can be hard to define to people outside the organization

Non technical people in charge of the procurement don't get/seek enough help from technology staff in creating RFQ/RFP



Why Do Technology Projects Fail?

Organizations have complex business systems which can be hard to define to vendors who are outside of the organization.

Rules or procedures that seem common to you may be a total surprise to a vendor and can lead to major project problems.



Why Do Technology Projects Fail?

Non technical people in charge of the procurement don't get or seek enough help from technology staff in creating RFQ/RFP

The language in the procurement is vague.

"Don't worry--we will sort it out later..."
rarely leads to a good outcome.



Why Do Technology Projects Fail?

Would you give a party and not invite the honored guests?

When the people who will use the system every day are not included in the process of creating the procurement documents, critical details are often missed.



Why Do Technology Projects Fail?

Vendor selected does not have correct or sufficient experience for the project

The vendor does not perform to a high quality standard

You have more control of these issues than you might think you do...



Are You Ready For Some Good News?

All of the problems we just discussed can be avoided and we will now review the path to technology project success.

From procurement to implementation, you have the power to bring great solutions to your organization.

What are the keys to Technology Project Success?

- **Planning**
- **Players**
- **Particulars**
- **Participation**



Planning

Planning is the most important factor that determines project success or failure!

Careful, thoughtful team planning will help you avoid the most common project pitfalls

Planning

DO NOT START WRITING AN RFP/RFQ
UNTIL THIS STEP IS COMPLETED!

Yes, that means you!



Planning--How To List

Set realistic goals for the project outcomes including:

- Function of systems to be implemented
- Integration with existing systems
- Replacement of legacy systems
- Schedule and milestones
- Budget

Planning--How To List

Did you notice that budget and schedule were listed last in the planning?

WHY?

Because all other questions in the list must be answered before a real budget and schedule can be set.

Planning--How To List

Trying to fit random items into your project shopping basket to total a specific number or meet a specific date can lead to disaster!



Planning--How To List

Examine all of the detail of what is currently in place and document carefully.

Larger projects may even need to be broken into two phases:

- 1) Business analysis
- 2) Execution

Players

Think about what resources you will need to meet your goals:

- Your staff
- Staff of other organizations
- Vendor staff
- Community members
- Funding sources
- Hardware and software tools

Particulars

Once you know what you want to do and you have an idea of what resources are needed to get it done, you can start to fill in the details



Particulars

It is critical that you supply bidders with as much detail as possible.

An RFP should not be a riddle or a puzzle to solve.

A poorly written scope of work=costly mistakes and delays

Particulars

Use the require bid language and make sure that your team understands it.

The RFP/RFQ should be purpose built for your project and not a mish mash of borrowed verbiage from other solicitations

WHERE CAN YOU GET HELP?

Particulars

Operational Services Division can guide you in preparing the solicitation and in posting it on Comm-Pass

Affirmative Market Program can assist you with writing you AMP plan and can help you locate certified minority and woman owned businesses to work as primes or subcontractors for your project.

Particulars

Information Technology Division can help with many aspects of the solicitation and project including providing standards documents for many aspects of technology projects and standard language to include in the solicitation.

Particulars

And here is a tip that many of you forget... you can also reach out to the vendor community for guidance!

Through an RFI process during the fact gather phase before you issue a solicitation, vendor experts are often very willing to share their knowledge and ideas at NO cost to the organization.

Participation

Once you have planned out the project carefully and gathered the players and resources you will need, once you have written all of the detailed particulars you need one more thing to assure success and that is PARTICIPATION.

Participation

The best planned projects sometimes break down after the first initial flush of excitement.

Key people need to commit to being available and involved throughout the project.

For the project to succeed you need management and hands on people working on all important aspects of the project life cycle

To Wrap Up

The keys to success in Information Technology Project Procurement are:

- **Planning**
- **Players**
- **Particulars**
- **Participation**

To Wrap Up

As promised here are a few success stories to inspire you to help your organization achieve the best outcome on your projects

To Wrap Up

QUESTIONS ???