



**Department of Transportation  
Federal Transit Administration (FTA)**

**Sources Sought Response  
Reference Number: FTA-08-PMOC**

**From**

**Adams-Gabbert & Assoc., Inc.**

**Capabilities Statement**



**Company:** Adams-Gabbert & Assoc., Inc.  
**GSA:** GS-10F-0189R  
**Contact:** Bill Elliott – Director, Client Services  
**Phone:** (703) 254-4445  
**Email:** bellioth@adamsgabbert.com

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### **Company Overview**

Founded in 1999, Adams-Gabbert & Associates, Inc. is a woman-owned management consulting company, headquartered in Kansas City with a regional office in Washington, D.C. Adams-Gabbert specializes in Program and Project Management, Management Consulting and Process Analysis and Improvement for public and private sector clients..

### **Capabilities Summary**

Adams-Gabbert professionals are trained and experienced in helping clients achieve operational excellence. Our associates have Big-Four consulting firm experience and specialize in Program/Project Implementation and Management, Process Improvement, Operations Management, Policy Evaluation, Customer Relationship Management, Data Collection, Data Analysis, Technology Planning and Management. Our associates bring a broad array of industry experience in both public and private sectors. Adams-Gabbert associates have managed complex and diverse projects from Data Warehousing and CRM, Call Center definition and deployment, customer experience mapping, billing, technical implementation of hardware and software, foundational process development, new product development, and order to cash process improvement, just to name a few. These diverse experiences across industries and operational boundaries enhance our ability to exceed project expectations.

### **Relevant Capabilities**

#### **I. Project Management**

Adams-Gabbert associates have extensive experience leading large, complex projects and programs as project managers. We are equipped with our own Project Management Methodology (PMM). However, if there's already a methodology in place at the organization, our associates can adapt quickly and seamlessly into the organization's processes and procedures. In the area of Project Management, Adams-Gabbert can perform the following functions:

#### **Project Management Capabilities**

- **Augment existing project management staff, essentially extending the bandwidth of the existing project management function within the organization**
- **Analyze the project management function within the organization assessing, among other things, consistency and quality of communication and deliverables**
- **Conduct Project Management training within the organization to enhance the capabilities of the project management function**

The Adams-Gabbert PMM is a proven roadmap to achieving results. Below are examples of activities within each phase of the PMM:

**Figure 1: Adams-Gabbert Project Management Methodology**



- Initiate - Refine the business objective(s), develop the business case/feasibility study, develop the implementation approach
- Plan - Finalize the scope, identify stakeholders, define roles & responsibilities, create the project plan, etc.
- Execute/Monitor - Manage the budget, schedule, vendors, deployment, etc.
- Close - Conduct “lessons learned”, evaluate and release team, archive documentations, etc.

## II. Program Management Office

Adams-Gabbert also has ~~extensive project management~~ experience establishing, executing and evaluating Program Management Offices (PMO) that centralize project management practices and/or coordinate management of multiple project under the umbrella of a single program. The Adams-Gabbert PMO implementation method, based industry best practices, is scalable and customizable to specific requirements and flexible enough to incorporate existing processes and toolsets.

In the area of PMO, Adams-Gabbert can perform in the following functions:

### PMO Capabilities

- **Establish a PMO team/entity within an organization with job descriptions, processes and tools**
- **Lead the PMO, or participate as a PMO team member, executing the established PMO function**
- **Evaluate the maturity, or effectiveness, of the PMO and provide a roadmap to reaching another level of coordination and program management**
- **Conduct training sessions for the organization on PMO standard practices and principles**

### PMO Development

The Adams-Gabbert methodology to establishing a PMO has been demonstrated in multiple industries. To follow are examples of the activities within each phase of the Adams-Gabbert PMO Development Lifecycle:

**Figure 2: Adams-Gabbert PMO Development Lifecycle**



- Assessment - Evaluate current processes, tools and resources, interviews with key personnel
- Design, Build & Implement PMO - Develop new processes or integrate existing processes, charter PMO and gain organization acceptance
- Institutionalize/Run PMO - Manage PMO until processes have become institutionalized within the organization

**PMO Maturity Assessment**

Adams-Gabbert has the qualifications to perform an audit of the project management & overall PMO function of the organization. The objective of the audit is to identify where the organization is from a project management standpoint and determine the PMO support required. In addition, development needs are identified to meet the next level of the project management maturity model. Below is the continuum Adams-Gabbert utilizes to evaluate the combination of the organization’s project management and PMO function.

**Figure 3: Adams-Gabbert Project Management Continuum**



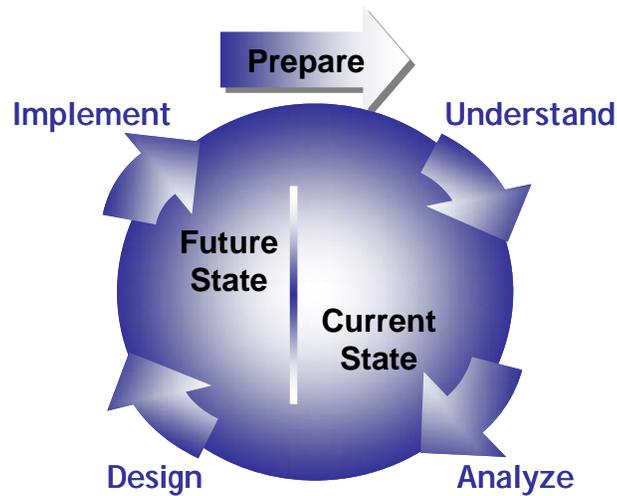
### III. Process Analysis Improvement

Adams-Gabbert employs a Customer Centric Process Improvement (CCPI) customer-focused methodology allowing our associates to understand, document, analyze and improve current processes. Within the area of Project Management, Adams-Gabbert can perform the following functions:

**Process Analysis Capabilities**

- Analyze single or multiple processes
- Create “future state” process definitions
- Train the organization on process analysis techniques
- Create updated job descriptions matching them with the findings of the process analysis
- Create a roadmap for organizational change to bring roles & responsibilities in line with human capital

**Figure 4: Adams-Gabbert Process Improvement Methodology**



CCPI delivers a repeatable framework to enable process analysis to uncover the following:

- Inconsistencies in process tasks or activities
- “Dead End” activities that no longer add value to the process’ objective(s)
- Exposures that could lead to non-compliance with regulatory or statutory requirements
- Redundant tasks or activities exposing roles & responsibilities that are out of synch with the current process