



Sources Sought Notice for
Project Management Oversight Services
Reference # FTA-08-PMO

**Statement of Capabilities
Presented to**



Department of Transportation
Federal Transit Administration
1200 New Jersey Avenue, SE Room E42-331
Washington, D 20590

Submitted By
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"Pcubed "Every Project Successful"

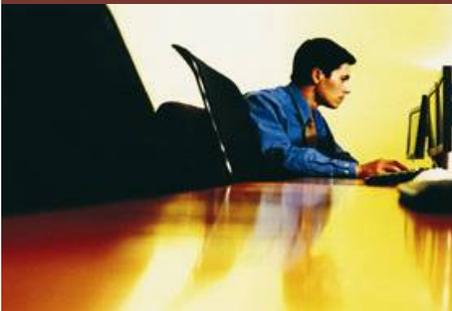




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1 About Pcubed

Pcubed is an international corporation that provides program and project management consulting services across many industries. Since 1994, Pcubed has grown to become the world's largest company dedicated solely to portfolio and project management (PM) solutions. At the heart of Pcubed's success is a proven ability to help clients deliver critical projects that are on-time, on-budget and meet or exceeds stakeholder expectations. This results-oriented attitude is captured in a simple, three-word mission statement that drives Pcubed and its people... *every project successful*

Today, Pcubed maintains 10 offices in the Americas, Europe and Asia/Pacific with well over 350 trained professionals supporting all industry sectors. Pcubed has a vast portfolio of experience gained from more than 2500 successful client engagements in the commercial and government market space to include the successful delivery of more than 400 Microsoft Project implementations since the release of Microsoft Project 2000 in 2000 (more implementations than any other firm). Pcubed is a Microsoft Gold Partner and Microsoft Enterprise Premier Solutions Provider for Microsoft Project. To further demonstrate our focus in the government sector, Pcubed has been awarded the following master agreements:

- General Services Administration (GSA) Federal Supply MOBIS Schedule
- State of New York IT Services Backdrop Contract
- State of Florida Dept of Management Services Management Consulting Master Agreement
- School Board of Broward County in Florida Technical Contracts Staffing Agreement
- State of California CMAS
- State of Texas TXMAS
- County of Los Angeles Information Technology Services (ITSSMA) Master Agreement
- Los Angeles County Department of Audit Controller MSA for As-needed Studies & Audits
- State of Georgia ITSMS
- State of Washington IT Services Contract
- City of L.A. ITA PM Contract
- State of South Carolina PM Master Agreement.

Pcubed provides complete business solutions using a combination of people with the right management and technical experience, proven program/project disciplines, and leading edge technologies. We develop comprehensive programs and management plans, with each program taking into account our clients business, processes, and technology needs. We also select, design, implement, and support various management and project management information systems. Our offerings include Business Process Management, Program Management Offices (PMOs), IT/Infrastructure Optimization, Enterprise Portfolio Management, Customer Relationship Management, Enterprise Resource Management, E-Business (business-to-business and B2C), Mergers, Acquisitions and Reorganizations, and New Product Introduction.

Pcubed's extensive knowledge of PM theory, concepts, methodologies, risk management, and industry specific best practices, only to name a few, has benefited our clients who must constantly meet rapid deployment of business solutions. Pcubed has also developed a strong working relationship with other companies to maintain focus on its core competency while ensuring complete business solutions for our clients. Our years of implementing intelligent project management, and expertly applied technology has made us recognized leaders in program and project management solutions.



2 Company Profile

Name: Program Planning Professionals, Inc. (Pcubed)

Website: www.pcubed.com

U.S. Corporate Headquarters:

Pcubed

1340 Eisenhower Place, Ann Arbor, MI 48108

Telephone: (734) 741-7770 Fax: (734) 741-1343

International Headquarters:

Pcubed

10 Bloomsbury St., London WC1B 3ST UK

Type of Ownership: Privately Held Corporation

Year Firm Established: May, 1994

Principals:

Mr. Adrian Balfour – Founder, Chairman, and Chief Executive Officer

Mr. Paul Driver – Founder, Vice-Chairman and President, International Operations

Number of Employees: 350

Number of Offices: 10 in the America, Europe, Asia/Pacific

DUNS: 002136831

TIN: 383166928

NAICS: 541611, 541330, 541512 for computer software consulting services

Volume of Annual Business: (Last 5 years)

2005: \$51.2M

2004: \$43.4M

2003: \$38.0M

2002: \$30.4M

2001: \$34.5M

3 Services and Solutions

Program Planning Professionals (Pcubed) is a Global Leader that offers a series of program and project management consulting services across all industries. Our mission is to make *every project successful*. Pcubed was founded in 1994 and since then, has become the world leader in PM solutions. Our success is proven by our ability to help clients deliver critical projects on-time, on-budget, and meet or exceed stakeholder expectations. Pcubed has a vast portfolio of experience gained from more than 2500 successful client engagements in the commercial and government market space. Pcubed offers:

1. Complex Program Delivery

1.1. Pcubed Program Delivery for IT-enabled Business Change Initiatives

Complex Program Delivery involves taking a large-scale, challenging initiative, defining it as a set of dependent projects and executing it to achieve desirable and predictable outcomes. Many IT Program Directors are faced with the responsibility and challenge of managing a complex program that is mission critical to the success of their organization. These programs are independent of the daily operation of the business and are very strategic in nature. When faced with executing this type of program, senior leadership teams often find themselves in uncharted territory. Pcubed will successfully deliver a specific program by:



- **Shaping** the program to understand business and stakeholder needs and constraints, understand what can be delivered, creating a program approach, and gaining stakeholder agreement to the planned approach.
- **Designing and implementing** the execution processes such as Governance Processes, Stakeholder management information needs, Best-in-class management / execution processes, and Program Management infrastructure.
- **Driving** delivery by getting processes used, driving clarity and resolution of issues and risks, forcing the pace of decision making, ensuring effective communications, and managing stakeholder expectations and buy-in.
- **Coaching and mentoring** client staff.

2. Project Portfolio Management

- 2.1. Pcubed PM Capability Improvement
- 2.2. Pcubed Resource and Skills Management
- 2.3. Pcubed Portfolio Delivery
- 2.4. Pcubed Portfolio Optimization
- 2.5. Pcubed Case Management
- 2.6. Pcubed Earned Value Management (EVM) Accelerator
- 2.7. Pcubed PM Accelerator
- 2.8. Pcubed Program/Project Management Office (PMO) Solution

3. Project and Program Staffing

- 3.1. Program Management Staff Augmentation
- 3.2. Project Management Staff Augmentation
- 3.3. Outsourced PMO

4 Past Performance – Complex Programs

- **New York City Housing Authority**

Business Situation

The New York City Housing Authority (NYCHA) provides decent and affordable housing in a safe and secure living environment for low- and moderate-income residents throughout the five boroughs of New York City. NYCHA is the largest public housing authority in North America employing over 13,300 people to serve 412,281 residents in 178,827 dwelling units within 2,686 buildings which comprise 344 housing developments throughout New York City.

NYCHA is at a critical juncture. Federal subsidies can no longer cover NYCHA's operating costs which have increased 49% over the last five years. As noted in its Plan to Preserve Public Housing, NYCHA has developed seven-point strategy that includes Item #5: Implement Management and Technological Improvements to Reduce Costs and Improve Services. Cornerstone to Item #5 is effective delivery and governance of innovative technological projects and programs. from a 3rd party management system was integrated into the Project Server environment.

Solution

NYCHA developed an enterprise-wide IT Governance model and IT Project Management Office (PMO). These components set direction, prioritize investments that align business strategy with the IT portfolio, and drive Project Management standards.

Pcubed was instrumental in ensuring that the processes for both the IT Governance and IT PMO framework were adhered to through the development of the ePMO, a solution that drives framework adoption and compliance.

- **2004 Athens Olympic Games**

Pcubed successfully completed the first phase of its efforts to design a comprehensive planning solution to help manage the preparations for the 2004 Athens Olympic Games. The Organizing Committee for the Athens Olympic Games retained Pcubed in January 2001, to design and develop an enterprise-wide planning and monitoring system for the 38 Olympic programs including construction, transportation, ticketing, information technology (IT) and the actual sporting events. The challenges included tracking the progress of individual programs against scheduled milestones, resolving cross-program issues in accordance with the Organizing Committee's master plan, and providing reporting to the International Olympic Committee (IOC) and the Greek government. Olympic officials reported a 95% monthly milestone completion rate against forecast, compared with previous rates of 65%.

- **Internal Revenue Service**

The Asset Forfeiture (AF) Project Management Initiative CONOPS provides a description of a TIER B project designed to bring greater consistency and experience to asset forfeiture investigations/projects. The Project Management Initiative (PMI) aligns with the Criminal Investigation Division (CID) strategies for FY2005 and FY2006 to effectively work with the Department of Treasury, the Department of Justice, and other Law Enforcement partners to enforce tax laws and criminal statutes to combat fraud, terrorism, and the financial aspects of other criminal activity and to enhance bank secrecy act compliance efforts and increase the efficiency of Criminal Investigations through the improvements in business systems. The PMI, though initially focused on the AF aspect of CI's operations, addresses aspects of the President's Management Agenda and the performance measurement challenges and strategies cited by the Council for Excellence in Government and Office of Management and Budget (OMB). The primary problem areas or areas for which continuous improvement needed to be realized include the following: 1) The Asset Forfeiture Program did not have a consistent means of effectively overseeing and communicating all of the potential asset forfeiture cases/projects. 2) Planning and communication capabilities between the field and the AFC prevent timely insight as to case status and legal actions.



The primary business objective was to capture AF's (and potentially CI's) complex processes and voluminous amounts of information into an organized, structured format that promotes efficiency, consistency and repeatability, improved communication and collaboration, and enhanced decision making.

Pcubed supported IRS CID with the following activities:

Template Development: Initially, investigative templates were developed by the AF Project Task force (made up of 7 AFC's and 1 STG) to capture lessons learned in criminal investigation experiences. This knowledge was transpired into work processes that provided an effective means of planning, tracking, forecasting, overseeing, and communicating criminal investigation tasks and activities.

Microsoft Project Server Solution: Investigative templates were expanded to a web-based case management solution (in a test environment) which enabled a collaborative environment for all stakeholders in the Criminal Investigative process. This included training of approximately 100 staff from around the country. This training included the investigative templates as well as use of Microsoft Project.

Customized Project Guides: Customized project guides were developed to facilitate a more intuitive solution. This solution allows interaction with the project guide templates to determine the appropriate course of action a particular case should take (see example below).

Develop Automated Form 4930 Front-End for Case Initiation: Developed infopath form to automate case initiation. This was developed utilizing Microsoft's Infopath technology. The form is filled out within the Project Server database and automatically becomes a case (project) when it is determined active. Potential cases are also maintained within the database. Share point Portal Services (SPS), customized portals were developed for all user classes: Senior Directors; Senior Supervisory Agents; Asset Forfeiture Coordinators; and Special Agents. These portals provide a personalized view and accessibility to all case information including status, tasks, funding, issues, documents, and forms. InfoPath is utilized to readily generate forms generated by automated business processes. These business processes were automated within the Project Guide of MSP 2003 to facilitate ease of use.



5 Pcubed Contacts

Pcubed's mission is to make 'every project successful' and our objective is to deliver pragmatic, scaleable solutions that include the transfer of our project management knowledge and skills to our clients. If you have any questions regarding our services and solutions, please do not hesitate to contact us by phone or at the email address shown below. We very much look forward to serving your current and future project management needs.

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