



Oversight Procedure 03 – Special Tasks

1.0 PURPOSE

The purpose of this Oversight Procedure is to describe the performance and deliverables that the Federal Transit Administration (FTA) expects from the Project Management Oversight Contractor (PMOC) for special tasks required in addition to the project management and technical review services performed under other Oversight Procedures (OPs).

2.0 BACKGROUND

FTA may occasionally issue work orders to one or more PMOCs to perform special tasks for program-wide and project-related activities. In the past, special tasks assigned to PMOCs have included:

- development of technical papers in support of FTA's risk management program;
- study of factors leading to project cost increases on major capital projects;
- updates to the project management oversight procedures;
- providing technical assistance to Project Sponsors (Sponsors) in a structured way, similar to a teacher-student relationship.

3.0 OBJECTIVES

Utilizing the PMOCs' professional experience and expertise in both program-wide and project-specific ways should:

- advance the knowledge base among Sponsors and the state-of-the-practice in the industry;
- improve FTA's oversight capabilities for the various phases of major capital transit projects; and
- result in higher quality transit projects that meet project goals, budget and schedule requirements.

4.0 REFERENCES

References shall be provided in the assigned work orders or by FTA Work Order Manager.

5.0 PROJECT SPONSOR SUBMITTALS

If applicable, submittals will be indicated by FTA in work orders or as directed by the FTA Task Order Manager.

6.0 SCOPE OF WORK

FTA may require the PMOC to conduct and/or provide:

- special oversight and special studies;
- support the Office of Inspector General (OIG) / Government Accountability Office (GAO) audits by providing reports and requested research material;
- participate in webinars or similar meetings to brainstorm with others in and out of the industry with the intent to bring new and innovative technologies/techniques to the FTA for use or for support of proposing an FTA beneficial pilot program;
- provide special technical assistance such as emergency support and other work as directed by the Administrator. This work may entail site visits and interviews; providing technical assistance to newer Sponsors and Sponsors with smaller and/or atypical capital projects on the development of their project plans, schedules and procedures; project investigations; preparation of professional papers based on research and development of concepts, trends, information, etc.; examinations of agency histories; etc.
- technical assistance to Sponsors on their Project Management Plan, schedules, budget and cost estimates, project organization and staffing requirements, project control and reporting systems, supporting plans (addressing quality, safety and the like), policies and procedures, project investigations, project delivery requirements and methods, contracting strategies, and/or overall process of setting-up a project management office. The scope of this PMOC work may be tailored to focus on specific project issues and areas as requested by the Sponsor or specified by FTA.

Special studies required by FTA may focus on processes and/or projects that include “state of the art” advances in technology, systems, materials, vehicles and equipment; new and unique project delivery approaches and methods; updated management systems and metrics; impacts of new procurement practices, alternative funding sources, and new FTA requirements.

Findings, conclusions, and recommendations may be required by the PMOC in written documents to inform FTA and designated third parties. The PMOC may be required to present papers and studies in meetings, represent FTA, lead or participate in meetings with parties such as Sponsors and their representatives, legislators, legislative staff, U.S. DOT Secretary and staff, Office of Management and Budget, U.S. DOT Government Accountability Office, U.S. DOT Office of Inspector General, non-governmental entities and industry associations such as Transportation Research Board, American Public Transportation Association, National Transit Institute, American Society of Civil Engineers, American Institute of Architects, American Planning Association, community representatives and professional peer groups, etc.

Representation of FTA or participation in meetings may include preparation of advance meetings and briefings with FTA staff to discuss concepts, project issues, industry conditions or trends, etc.; participation in and presentations at meetings, workshops, conferences; development of meeting agendas; documentation of results of meetings in reports; debriefings, follow up papers or other documents.

7.0 REPORTS, PAPERS, PRESENTATIONS

The PMOC shall provide FTA with written materials fulfilling the requirements above and as stated in the assigning work order. When applicable, follow the report formatting requirements of OP 01 or other OPs as indicated in the work order. When necessary, perform data analysis and develop data models that meet FTA requirements using Microsoft Office products such as Excel and Word and use FTA-templates when provided. The PMOC may add other software as required but documentation and report data shall be made available to FTA.

APPENDIX A

Acceptable Quality Level

	DESIRED OUTCOME	PERFORMANCE REQUIREMENT	CHECK LIST	ACCEPTABLE QUALITY LEVEL	PERFORMANCE MEASURE	MONITORING METHOD
1	The PMOC shall perform Special Tasks in program-wide and project-specific matters to advance industry state-of-the-practice and improve FTA oversight of capital transit projects.	R1a. The PMOC shall develop and document a process for utilizing its professional expertise and judgment to perform Special Tasks.		Q1a. Process exists and the instructions/directions provided by FTA have been followed.	M1a. Evidence of a documented process.	MM1a. Review by FTA or its agent.
		R1b. The PMOC shall use its process and professional expertise, experience and judgment in analysis and preparation of deliverables for FTA required Special Tasks.		Q1b. Review must be made and the PMOC provides internal verification that the process as documented has been followed.	M1b. Documented professional judgment, observation and opinion in analysis and preparation of deliverables for FTA required Special Tasks.	MM1b. Review by FTA or its agent.
2	PMOC shall utilize its professional expertise, experience, and judgment in performing Special Tasks relating to capital transit projects as assigned by FTA.	R2a. The PMOC shall, as directed by FTA, develop, prepare and present professional papers and special studies relating to FTA assigned Special Tasks.		Q2a. Include professional opinion, review, research and analysis of Special Task related materials and information.	M2a. Documented evidence of review, research and analysis of all pertinent information related to the assigned Special Task, supported by professional opinion.	MM2a. Review by FTA or its agent.
		R2b. The PMOC shall, when so directed by FTA, provide technical assistance and guidance to Sponsors in the development of their project management/execution plans, schedules and procedures.		Q2b. Professional expertise and experience demonstrated in technical assistance provided to the Sponsor.	M2b. Documented evidence of assistance provided to the Sponsor in the development of their plans, schedules and procedures supported by professional expertise and experience.	MM2b. Review by FTA or its agent.
		R2c. The PMOC shall, when so directed by FTA, represent FTA and participate in meetings with all applicable parties and representatives.		Q2c. Professionalism displayed in assigned representation and participation.	M2c. Documented evidence of representation and participation, supported by professionalism at all levels.	MM2c. Review by FTA or its agent.
		R2d. When representing FTA, PMOC may be required to perform in a leadership role, conduct pre-meetings and briefings with FTA staff, participate in meetings, prepare meeting agendas, document the result(s) of meetings and conduct debriefings.		Q2d. Professionalism displayed in all aspects of leadership, meeting conduct and document preparation.	M2d. Documented evidence of all Special Task related leadership, preparation, participation development, documentation and debriefing, supported by professionalism at all levels.	MM2d. Review by FTA or its agent.
3	The PMOC shall prepare required reports and papers and make necessary presentations.	R3. The PMOC shall provide FTA with written materials that fulfill the requirements of the assigned Special Task.		Q3. Reports and presentations are professional, complete, clear, concise, and well written. The findings and conclusions have been reconciled with other PMOC reports.	M3. PMOC's findings, conclusions, recommendations and written materials.	MM3. Review by FTA or its agent.