



G-Cloud 14: Service Definition

Project Management Office Service (PMO)

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1. About Lion & Gazelle

Lion & Gazelle is a leading UK based provider of Business Transformation services.

We are specialists in Business Transformation, Continuous Improvement, Programme Management, Change Management, PMO and delivering Training Programmes.

Operational Transformation

We design and deliver bespoke services in Operational & Business Transformation, whatever shape or size that may be. Our objective is to provide rapid transformation and leave our customers with a self-sufficient capability, within the shortest space of time possible. This is not a typical consulting model, we take a “no nonsense” approach. Our aim is to exit your business as soon as we can!

Continuous Improvement

Every organisation has the need to continually improve, to maintain effectiveness and competitiveness. We focus on Lean and Lean Six Sigma methodologies. We deliver improvements for our clients through training, mentoring, implementation, and process improvements.

Our aim is to equip our clients for:

- Delivering bottom line savings
- Meeting their customer requirements
- Identifying and driving out non-value add activities to streamline internal processes
- Meeting their business objectives

Programme and Project Management

Where any kind of change, including implementation of new products or services is required, Lion & Gazelle rank amongst the very best. Experienced practitioners who combine strong strategy and delivery skills with positive and engaging personalities in any challenging business environment.

We provide the service and support the client needs in:

- Programme Management
- Project Management
- Delivering Business Change
- Consultancy
- PMO

Training

We strongly believe that any kind of business transformation or improvement is best delivered by in house resources. We design & deliver bespoke training programmes for Business Leaders, Managers, and staff. Together with our mentoring programme these courses equip organisations to take ownership and delivery of their own improvements, ensuring that they align with and meet their business objectives.

We specifically provide training in:

- Lean
- Six Sigma
- Project Management
- Know How

We pride ourselves on tackling complex challenges and consistently delivering outstanding results, irrespective of the nature of your projects or your business. We aim is to deliver on time, cost and quality.

Lion & Gazelle is built around the experience and expertise of its Staff and Associates. All are practioners with real world experience gained in senior management positions in a range of industries. Lion & Gazelle Associates have worked with small (gazelle), medium and large (lion) organizations, in the public and private sector, and on a regional, domestic and global basis.

Our services are tailored to the needs of our clients, with whom we work in partnership to realise their business goals.

Our experience spans many different industry sectors including:

- Manufacturing
- Aerospace
- Retail
- Defence
- Travel
- Telecommunications
- Financial services
- Information technology
- Airports
- HR
- Procurement
- Security
- Health
- Automotive
- Higher Education
- Public Sector

2. Our Services

Lion & Gazelle can support your organisation with the following services:

- Project, Programme and Portfolio Management
- Project, Programme and Portfolio Delivery
- PMO
- Change Management
- Business Analysis
- Contract and Supplier Management
- Requirements Capture
- Supplier selection
- Process Mapping and Re-engineering
- Process Improvement
- Lean Six Sigma

3. Project, Programme and Portfolio Management Service

Introduction

Lion & Gazelle provides specialist cloud project, programme and portfolio management support, helping plan and execute business-critical cloud-based platform replacements and migration programmes. Consultants leverage cloud knowhow to offer full range programme and project management support including strategy, planning, project definition, engagement and management of stakeholders, deliverables, risks, costs, issues and benefits.

Features

- Planning project / programme strategy and delivery detail
- Development of initial business case
- Development of programme governance and stakeholder engagement
- Day-to-day leadership, Programme Management Office (PMO) and budget management
- RAID Management
- Supplier Management
- Managing interdependencies between projects, programmes and ongoing operations
- Project oversight for exit, transition and transformation
- Project tracking and reporting
- Resource and cost Management

Benefits

- Project and programme management professionals
- Specialist (technology) programme management
- Realisation of business benefits and reduces costs and risks
- Recognised methodologies including PRINCE2 and Agile
- On time delivery
- Full hub and spoke PMO service
- Document Configuration
- GDPR and Data Protection compliance
- Quality control and assurance
- Fully auditable documentation and programme performance

Planning

Our planning includes tasks, interdependencies, schedules, key milestones, resources and risks.

Lion & Gazelle works with programme teams to ensure complex cloud project initiatives are managed efficiently and effectively within the confines of controlled project structure.

We provide cloud technology and digital industry expertise combined with strong leadership and direction. We work with your key stakeholders and suppliers to achieve the outcome you need, in the timescales you've committed.

Our delivery leads provide the link between your procurement, commercial and technical teams with other critical internal stakeholders including the end users, finance, legal and human resources.

We see this as fundamental to ensuring controlled, simplified delivery. We provide on-demand programme, project or portfolio professionals to fill interim gaps in your team, build your capability or support you when you need more expert hands on deck for a particular programme.

We oversee requirements documentation and benefits, project definition, stakeholder engagement and alignment, project team management, project risk articulation and management, planning and scheduling, managing costs and budgets, benefit articulation and project closure. In addition we can support assessing and developing project proposals, preparing project documentation and reviewing project, programme, portfolio analysis and recommendations.

Setup and Migration

Lion & Gazelle manages projects or initiatives that concern cloud solutions.

We work with clients to construct a comprehensive delivery path, leveraging our end to end programme expertise and covering everything from scoping, planning, onboarding, governance, risk management, benefits articulation and capture, and exit.

Our delivery leads bring deep Industry and technology experience across all disciplines to ensure a robust migration approach. Our approach is to be inclusive of all key stakeholders and plainly communicate between the end users, Procurement, Human Resources, Technology/Digital, Commercial, Finance and Legal.

We can achieve initial and ongoing 'buy-In' by early involvement at strategy phase with buyer technology/ digital and commercial teams. Our consultants are highly experienced in transformational delivery at pace and provide the experience to influence migrations programme delivery and challenge to assure the programme outcomes and to deliver under challenging time frames. We have deep experience in Programme Health check and Step-in where we assess Progress and Step in to correct the project trajectory and implement routes to green initiatives as appropriate. We provide full post phase and programme closure reviews and reporting with lessons learned implementation throughout.

Quality Assurance and Performance Testing

Lion & Gazelle provide a dedicated and independent Quality Assurance (QA) function whose role is to deliver to customer expectations. The QA function models its activity on Capability Maturity Model Interface (CMMI) and can tailor to work with the processes already used by the client and can work alongside third-party audit teams. The QA function regularly updates their capability with formal training, and accreditation.

The QA function is to proactively enhance the processes and procedures used by the Project Team and address performance issues using a combination of industry-standard, open source and in-house performance QA tools, frameworks and methodologies.

Performance testing types covered are: load, stress, reliability, scalability, penetration and volume.

The QA toolsets vary per engagement, but each is underpinned with standard QA processes for planning, requirements, change requests, and defect/incident tracking.

Training

We offer comprehensive project and programme management training covering methodologies such as Prince 2, APM, PMI and Agile. We also provide training in process improvement and problem solving using Lean six Sigma.

4. Delivering the Service

Our service delivery can be based flexibly based on the individual client requirements including:

- Time and Material – Day Rate per resource against the SFIA matrix
- Fixed Price Work Package – based on outcome based deliverables
- Hybrid approach based on individual requirements

The day rates for our services are based upon the SFIA framework and can be found below:

Resourcing Standard Rate Card

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1, Follow	400	400	400	400	400	400
2, Assist	670	670	670	670	670	670
3, Apply	800	800	800	800	800	800
4, Enable	950	950	950	950	950	950
5, Ensure / Advise	1250	1250	1250	1250	1250	1250
6, Initiate / Influence	1580	1580	1580	1580	1580	1580
7, Set Strategy / Inspire	1750	1750	1750	1750	1750	1750

Standards for Consultancy Day Rate cards

Consultant's Working Day Working Week:

8 hours exclusive of travel and lunch

Working Week:

Monday to Friday excluding Public Holidays

Outside of Working Week:

Consultants can be provided to cover non Working Week support based on the Standard Rate Card x 1.5

Office Hours:

Monday to Friday – 0900 – 1700

Outside of Normal Office Hours

Consultants can be provided to cover out of hours support, based on the standard rate card

Travel and Subsistence

Included in day rate within M25 and 30-mile radius from Manchester, Leeds and Birmingham. Payable at Buyer's standard T&S rates outside these locations.

Professional Indemnity Insurance

Included within day rate.

5. Contact Details

For more detailed information on the service capability please contact:

Email:

info@lionandgazelle.com

Website:

www.lionandgazelle.com

Social media:

www.linkedin.com/company/lion-and-gazelle

www.twitter.com/lionandgazelle

www.facebook.com/LionandGazelle