

Remote Operations and Program Management Support

As a cost savings measure and a means of providing off-site support, Tidal Basin offers an innovative workflow process. Deliverables are managed and developed using shared resources, while the engagement is managed by your staff. Although many of the day-to-day functions may be performed off-site, the Project Manager remains in the field to manage needs and deliverables.

While each client may differ, our engagements are managed seamlessly and consistently. Whether you request that staff be physically located on-site or decide to tap into the cost savings of our shared resources model, you'll receive the same high-quality service and expertise for which we are known.

Remote support and delivery model

Tidal Basin's remote services aid in expeditious and thorough recovery following a disaster event, while delivering a broad range of expert resources and expanded cost savings.

tidalbasingroup.com

Our remote delivery model employs the use of our Shared Resources Center and manager, developing deliverables off-site. The shared resources manager works in conjunction with the executive project manager and account manager, who coordinate directly with the client on-site.



Preparedness



Response



Recovery



Mitigation

**Be
stronger
than
before**



Tidal Basin offers the following remote operations and program management support:

Project development and grants management

- Our on-site project manager intakes information/collateral necessary for project development and grants management
- Projects are developed and managed through a streamlined process, using staff that specialize in the unique needs of each project
- If a project has technically unique requirements, our extensive cadre of subject matter experts assist – without the costs associated with mobilization or demobilization

Staffing footprint

- The client can utilize program experts, technical specialists, and grants management support, remotely in lieu of being physically on-site

Cost savings

- No associated administrative cost for deployed personnel, such as lodging, transportation, or per diem

Closeout

- Final closeout review performed remotely via closeout specialist
- Projects are reviewed in the federal funding agency's grant management portal
- Final documentation is reviewed and substantiated
- Final inspection reports are developed, reviewed and approved by the client and submitted to the federal funding agency

Appeals

- Appeals are assigned to our appeals experts to research past precedent, law, regulation, and policy
- Appeals experts will develop analyses and appeal request letters, as required and necessary throughout the appeals process for client approval and submission to the federal funding agency

Audits

- In the event of an Office of Inspector General (OIG) audit, our audit specialists will work closely with the project manager, the client, and the OIG auditor to understand and defend any preliminary audit findings and formulate a response

For more information on our program support, contact us today.



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