



Public Sector Operations & Program Delivery Capability Statement

Supporting Complex, High-Visibility & Time-Sensitive Initiatives

ABOUT IBC

IBC supports high-visibility, operationally complex & mission-critical public-sector initiatives requiring coordinated execution, rapid mobilization, operational stabilization & cross-functional program support.



**Public-Sector
Operations &
Transformation**



**Operational
Stabilization &
Recovery**



**Emergency
Operations & Rapid
Response**



**Program Delivery &
Implementation
Support**

CORE SERVICE AREAS



Program & Operational Management

- ✓ Program stabilization & turnaround
- ✓ PMO & program execution services
- ✓ Multi-agency coordination
- ✓ Operational readiness & deployment
- ✓ Strategic planning & implementation management



Emergency Response & Surge Support

- ✓ Emergency program setup & rapid mobilization
- ✓ Public health & crisis-response operations
- ✓ Interagency coordination & field support
- ✓ Surge staffing coordination & deployment
- ✓ Stakeholder engagement & communications



Oversight, Compliance & Quality Assurance

- ✓ Independent Verification & Validation (IV&V)
- ✓ Program integrity & compliance reviews
- ✓ Audit & performance support
- ✓ KPI development & operational reporting
- ✓ Risk assessment & mitigation



Technology & Transformation Support

- ✓ Digital transformation initiatives
- ✓ Technology requirements analysis
- ✓ Vendor coordination & implementation oversight
- ✓ Data reporting & operational dashboards
- ✓ Process improvement & BPR

IBC combines strategic advisory, operational coordination & implementation support to help public-sector organizations execute complex initiatives under evolving conditions.



Capability Statement

Strategy • Program Execution • Emergency Response • Operational Stabilization

WHAT DIFFERENTIATES IBC



Execution-Oriented Delivery Model

IBC combines strategic advisory capabilities with operational execution support, enabling rapid transition from planning to implementation.



Experience Supporting High-Visibility Public-Sector Initiatives

Experience supporting operationally sensitive initiatives involving public stakeholders, compressed timelines, interagency coordination & evolving requirements.



Rapid Stabilization & Surge Support Capability

IBC supports urgent operational environments requiring rapid mobilization, deployment coordination, program recovery & scalable response support.



Integrated Operational & Technology Coordination

IBC bridges operational leadership, program management, reporting, technology coordination & implementation oversight within a unified delivery structure.



Scalable Delivery Through Strategic Partner Network

IBC maintains a scalable ecosystem of strategic partners & operational support resources capable of supporting multi-jurisdictional & multi-site deployments.

COOPERATIVE CONTRACTING & DEPLOYMENT READINESS

IBC maintains an operational framework designed to support state, local & cooperative contracting environments that require scalable delivery coordination, rapid onboarding, multi-jurisdiction operational support & contract administration readiness.

The firm has established infrastructure to support cooperative procurement participation through multi-state vendor registrations, participation within cooperative purchasing ecosystems, strategic partner coordination, public-sector capability alignment, & standardized procurement response processes that support scalable public-sector engagements across diverse operating environments.

- ✓ Cooperative contract administration & reporting
- ✓ Multi-state procurement participation support
- ✓ Strategic partner & subcontractor coordination
- ✓ Standardized proposal & SOW response processes
- ✓ Rapid onboarding & operational deployment
- ✓ Multi-site operational coordination
- ✓ Cross-jurisdiction implementation support
- ✓ Surge-response operational support
- ✓ Scalable staffing & resource coordination
- ✓ Procurement documentation & contract support processes



REPRESENTATIVE OPERATIONAL EXPERIENCE



Independent Verification, Validation & Operational Oversight

Provided operational oversight and implementation coordination for New York City's COVID-19 contact tracing technology environment. Support included PMO coordination, vendor management, implementation monitoring, release coordination, operational reporting, and cross-functional engagement to maintain continuity, visibility, and alignment across workstreams.



Public Health Emergency Operations

Supported New York City COVID-19 and broader public health emergency response initiatives, including vaccination operations, provider onboarding, deployment coordination, stakeholder engagement, and implementation support. Work helped agencies adapt to changing requirements while maintaining service continuity across public-facing environments.



Emergency Intake & Humanitarian Operations

Supported New York City emergency intake & humanitarian response initiatives involving operational strategy, program design, implementation coordination, deployment planning, stakeholder engagement, service-delivery support, & ongoing operational execution across rapidly changing public-facing environments. Efforts focused on supporting coordinated service delivery, operational responsiveness & implementation execution under dynamic emergency-response conditions.



Program Recovery & Operational Stabilization

Supported modernization and process re-engineering for New York City child care application operations, including workflow assessment, implementation coordination, stakeholder engagement, process improvement, and stabilization support. Work improved operational consistency, supported recovery efforts, and streamlined service-delivery processes.



Operational Modernization & Service Delivery Improvement

Supported operational assessment and modernization for New York City Administration for Children's Services call center and application-support environments. Activities included gap analysis, workflow evaluation, stakeholder coordination, process improvement planning, and service-delivery recommendations to improve efficiency and user experience in high-volume operations.



CORPORATE INFORMATION

Contracting & Classification Information

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CAGE: 9MTK2

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NAICS Codes

541611 Admin / Mgmt Consulting (Primary)

541512 Computer Systems Design

541513 Computer Facilities Management

541618 Other Management Consulting

PSC Codes

D300 IT & Telecommunications

DF10 IT Management as a Service

R406 Policy Review & Development

R410 Program Evaluation & Development

R429 Emergency Response Support

R499 Professional Support Services

R704 Management Auditing Support

U012 IT & Telecom Training

Certifications & Supplier Diversity Status

IBC maintains the following certifications:

- Minority Business Enterprise (**MBE**)
- Women Business Enterprise (**WBE**)
- Small Business Enterprise (**SBE**)
- Additional Supplier Diversity Classifications

Additionally, IBC also maintains multiple supplier diversity certifications, including:

- Federally recognized Woman-Owned Small Business (**WOSB**) status
- Small/Disadvantaged Business designations (**SDB/SABE**)
- **WBENC** certification
- **NYC MBE & WBE** certifications
- **Port Authority of NY&NJ MWBE** certification

If your program is high-stakes, high-visibility, or at risk, we should talk.



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