

U.S. Department of Energy

2013 Woman-Owned
Small Business of the Year

2011 Protégé of the Year



PERFORMANCE
EXCELLENCE
PARTNERS



CAPABILITIES STATEMENT

Since 1999, Performance Excellence Partners (PEP), an award-winning management consulting firm and certified woman-owned small business, has been improving the efficiency and effectiveness of people and processes for federal and state agencies, public companies, and non-profit organizations. Year after year, PEP has successfully executed complex, multi-task projects, bringing in-depth experience in a wide range of management and operations areas.

Completing more than 45 projects for the Department of Labor alone, PEP has supported some of the most crucial national priorities, from cybersecurity to workforce development, and has established itself as a trusted partner in both the public and private sectors.

Program Management & Business Operations Support

- Executive secretariat operations and front office administration
- Project and program management
- Surge and transition support
- Federal travel support using GOVtrip

Financial and Budget Management

- Federal Financial Management System (FFMS)
- Financial audits, data analysis, reporting, reconciliation and statement preparation
- Fiscal training programs and performance reports
- Performance-based budget development, execution, evaluation, and documentation

Workforce Development

- Career ladders
- Employer engagement strategies
- Industry-driven education and training
- Sector- and place-based employment strategies
- Sustainable employment and economic stability strategies
- Work readiness programs
- Workforce data and labor market research

Human Capital Services

- Customized Training
- Talent Management
- Strategic Planning and Alignment
- Organization and Team Effectiveness
- Performance Improvement Solutions
- Change Management and Communications

Technical Assistance and Training

- Coaching, virtual and in-person
- Conference planning and event logistics
- Content development and facilitation
- Grant implementation support
- In-person and virtual trainings
- Technical assistance program development, implementation, and evaluation

Information Management

- Data analysis, monitoring, and procurement support
- Information technology and data systems assessment
- Requirements analysis (system and user)
- Workflow analysis and automation

Communications and Outreach

- Communities of practice
- Information campaigns
- Section 508 compliance
- Virtual meetings, webinars and web casts
- Websites and social media sites

Government Contracting Mechanisms

DUNS: 062756759

CAGE CODE: 3GCN4

Primary NAICS Code 541611: Administrative Management & General Management Consulting Services

General Services Administration (GSA) PSS:

Contract # GS-10F-0281T

- 874-1: Consulting Services
- 874-4: Training Services

GSA HCaTS SB Pool 2: Contract # GS02Q16DCR0101

WOSB, DBE/ACDBE



Award-Winning
Federal Contractor

THE NATION'S LARGEST AGENCIES RELY ON PEP

Department of Energy (DOE), Office of Nuclear Energy (NE)

Reduced outstanding actions to an all-time low for the Correspondence Control Center (CCC). Provided support in CCC, front office, human capital services, and communications services at NE and other DOE offices, including the Undersecretary of Science and Energy.

- PEP staff member recognized by NE Assistant Secretary for exceptional service.
- Successful phase-out (100% retention of on-site incumbent staff).
- Three perfect CPARS evaluations with "exceptional" scores in all five categories.

"PEP was enormously helpful and proactive in assisting NE for the past three years. I highly recommend their energy and innovation in getting the job done." – Final CPAR Evaluation (2014-15)

DOE, Strategic Petroleum Reserve (SPR)

Provided management, training, and technical support services; developed and implemented the internship program; developed security plans; and provided administrative, IT and HR support.

- Achieved an estimated savings of \$450,000 in training costs during transition to a cloud-based IT solution.
- Upon award, successfully transitioned all incumbent staff.
- Overall evaluation score of 99.3% on 2015 Annual Evaluation.
- "Exceptional" CPARS ratings (quality, timeliness and cost control).

"PEP's support has been an integral part of the SPR being able to respond to Headquarters' requests, which is critical to supporting the DOE Program Office." – DOE-SPR

Department of Homeland Security (DHS)

Provided budget and financial support to the Office of Cybersecurity and Communication's Office of Budget, Finance & Acquisition. Supported the Office of Emergency Communications in the areas of human capital and executive secretariat operations. PEP continues supporting this type of activity for the Office of the Chief Readiness Support Officer.

- Identified over \$42 million of unfunded requirements, resulting in the execution of over \$12 million in budgetary resources.
- Three perfect CPARS evaluations (all "exceptional" scores).

"PEP has exceptional insights to ensure that excellent staff selections and retentions are maintained." – Final CPARS

Department of Labor (DOL)

Supported the success of DOL programs and initiatives through the provision of comprehensive program management, technical assistance (TA) and training.

- Increased the capacity of 72 workforce development grantees through targeted training and high-quality TA products.
 - Facilitated collaboration across thirteen federal agencies.
 - Saved funds by redirecting training to virtual platforms.
 - Expanded grantee knowledge of available resources.
- Increased grantee performance reporting capabilities and understanding of the HUB reporting system.
- Maximized the effectiveness of conferences and round tables by effectively coordinating logistics.

"Thanks for taking the initiative and being proactive in providing superior customer service." – COR for the OWI TAT Contract

Department of Health and Human Services (HHS)

Through two prime contracts, PEP:

- Executed a vital emergency operations training development and delivery program for National Institute for Occupational Safety and Health (NIOSH) to better equip first responders in their use of Personal Protective Equipment. Implemented the Baldrige Quality model, secured a high level of buy-in by engaging stakeholders in the development of the products, and earned a perfect CPARS evaluation.
- Enhanced the ability of Office of Family Assistance grantees to conceptualize and effectively implement their programs for developing career pathways in nursing, health information technologies, long-term care and other health-related areas.

"PEP was easy to work with and went overboard to ensure that the finished product met our needs." – Final CPARS

— POINT OF CONTACT —

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