



HCaTS SB Pool 2

— PEP Capabilities —



Since 1999, Performance Excellence Partners, LLC (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.

Customized Training and Development Services (KSA #1)

- Training Needs Assessments
- Instructional & Curriculum Development
- Trainings: In-Person, Web-Based, Virtual, and Blended Learning Solutions
- Customized Technical & Programmatic Training
- Resource materials, including tip-sheets, handbooks, job aids, and more
- Train-the-Trainer Programs
- Training Program Management
- Post-Training & Program Evaluation

ACCOMPLISHMENT: PEP developed and implemented customer-specific trainings on Microsoft SharePoint, K2 workflows, change management, and operational processes for the U.S. Department of Energy, Strategic Petroleum Reserve Project Management Office. The result was enhanced technical skills and knowledge among program staff; better run programs that met established requirements, guidelines, and best practices; and roughly \$450,000 in training cost savings.

Customized Human Capital Strategy Services (KSA #2)

- Talent Management Strategy & Implementation
- Competency Management & Integration
- Performance Management & Accountability
- Organizational & Position Management
- Knowledge Management Solutions
- Staff Augmentation

ACCOMPLISHMENT: PEP provided Human Capital Services focused on 1) organizational and position management, including position classification, recruitment, and hiring of talent; and 2) analysis and improvement of organizational processes related to position management and classification for the U.S. Department of Energy, Office of Nuclear Energy. This resulted in operating efficiencies and earned PEP three years of exceptional evaluation ratings in all evaluation categories.

Customized Organizational Performance Improvement (KSA #3)

- Strategic Planning & Alignment
- Organization & Team Effectiveness Assessments
- Performance Metrics & Evaluation
- Performance Improvement Solutions
- Leadership Coaching
- Team Facilitation
- Change Management & Communication
- Work-Flow Process Enhancement

ACCOMPLISHMENT: PEP assessed grantee reporting processes and developed recommendations to improve data capture, system use, and reporting for the U.S. Department of Labor H-1B grant program. In addition, PEP developed and implemented processes to help the program office work with the performance data allowing the customer to better understand and track H-1B program and grantee performance. For this work, PEP received exceptional ratings in all evaluation categories.

Point of Contact: Jaime Ramirez, Vice President

Direct: 714-459-3564, Main Office: 714-374-1140, Email: jramirez@PerformExcel.com

PEP's HCaTS SB Pool 2 Contract Number: GS02Q16DCR0101