

## Contact Information

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## Certifications & Awards

**ISO 9001:2015 Certified**

**Certified Woman-Owned  
Small Business (WOSB)**

**U.S. Department of Energy's  
WOSB of the Year (2013)**

**U.S. Department of Energy's  
Protégé of the Year (2011)**

## Client Feedback

*"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." – DOE/NE COR*

*"Thanks for taking the initiative and being proactive in providing superior customer service." – DOL/OWI COR*

*"PEP has exceptional insights to ensure that excellent staff selections and retentions are maintained." – DHS COR*

*"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 COR*

# Performance Excellence Partners, LLC

*Outstanding service, always!*

Since 1999, Performance Excellence Partners (PEP), an award-winning management consulting firm and certified woman-owned small business, has been exceeding client expectations with our flexibility, responsiveness, expertise, and inspired solutions in a diverse array of services. We have supported some of the most crucial national priorities and have successfully executed complex, multi-task projects, establishing PEP as a trusted partner to our government customers.

The culture at PEP is built on our shared core values:

- Applying uncommon integrity
- Seeking inspired solutions
- Creating lasting impact
- Attracting and building enduring partnerships

We are committed to exceeding client expectations with our expertise, synergistic approach, and inspired solutions.

## Core Capabilities

### Program and Business Operations Support

- Project and Program Management
- Scheduling and Logistics
- Stakeholder Engagement and Management
- Change Management
- Document Management and Dissemination
- Data Analytics
- Administrative Support

### Human Capital Services

- Human Resources Policy and Support
- Operational Effectiveness
- Workforce Planning
- Human Capital Accountability
- Employee Engagement

### Training Services

- Training, Curriculum and Content Development
- Professional and Management Development Trainings
- Facilitation
- Coaching (in-person and virtual)
- Peer Learning Events
- Meeting/Event Planning and Logistics (in-person and virtual)
- Resource and Report Development
- Communities of Practice, Facilitation and Management
- Technical Assistance

## OASIS Small Business Pool 1

**Contract Number:** 47QRAD20D1070

## Primary NAICS / PSC Codes

541611, 541612, 541618, 541990, B542, R406, R408, R409, R410, R431, R499, R699, R799, U008, U009

## — Related Accomplishments —

### Project and Program Management

**U.S. Department of Energy (DOE), Strategic Petroleum Reserve.** Provided management, training, and technical support services; developed and implemented the internship program; developed security plans; and provided administrative, IT, and HR support. Successfully transitioned all incumbent staff. Saved roughly \$450,000 in training costs during transition to a cloud-based IT solution. Overall evaluation score of 99.3% on 2015 Annual Evaluation.

*“PEP was responsive to ever changing guidance, scenarios, and DOE requirements throughout the contract.” – DOE/SPR CPARS*

### Process Improvement

**City of Long Beach, Pacific Gateway.** Helped 1) develop and implement strategic objectives; improve internal processes to enhance service delivery; 3) provide professional development for staff; and 4) support policy compliance. Supported the Adult Services staff in designing an enhanced service delivery model and redefining the Career Specialist role, by developing/administering assessments, conducting focus groups, analyzing data, and developing recommendations.

### Change Management

**HHS, Office of Family Assistance (OFA), Health Profession Opportunity Grants (HPOG) Program Office.** Increased grantee access to information and expertise through major changes to the HPOG website, including a password protected back-end for resource development, and the addition of a password-protected online community of practice (CoP). Worked with OFA to develop a strategic plan, developed workflows for new website capabilities, and designed/implemented CoP user engagement strategies.

### Training and Development

**HHS, National Institute for Occupational Safety and Health (NIOSH).** Executed a vital emergency operations training program 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.

*“PEP was easy to work with and went overboard to ensure that the finished product met our needs.”  
– NIOSH Final CPAR*

**U.S. Air Force.** Supported the creation of the Eaker Center Squadron Commander Development Course, creating 64 hours of instruction and graduating 61 students in less than five months. Won the 2019 Air Force Diversity and Inclusion Award and received an overall rating of 91% from course graduates.

*“... a transformative leadership experience that highlights diversity and teaches skills to engage all stakeholders.” – Major General Mark E. Weatherington, AETC/CD*

### Project Design and Execution

**U.S. Department of Labor, Division of Strategic Investments.** Developed and efficiently implemented annual work and technical assistance (TA) plans for the Youth CareerConnect TA contract. Trainings and TA services improved grantee capacity. Cost savings allowed for a six-month no-cost extension.

### Administrative Support

**DOE, Office of Nuclear Energy.** Reduced Correspondence Control Center (CCC) outstanding actions to an all-time low. 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. Staff was recognized by NE Assistant Secretary for exceptional service. Earned perfect annual CPARS evaluations with “exceptional” scores in all five categories.

*“[PEP] met or exceeded all delivery schedules and had a high degree of responsiveness to governmental requests.” – DOE/NE COR*