



Seek inspired solutions.



Apply uncommon integrity.



Create lasting impact.



Build enduring partnerships.

## CAPABILITIES STATEMENT

**Performance Excellence Partners (PEP)**, an award-winning management consulting firm and certified woman-owned small business, has been helping federal agencies achieve their operational objectives and maximize the efficiency of their people and processes for over 20 years. As a result, we have earned the reputation of a trusted partner to our government customers by successfully executing complex, multi-task contracts in support of some of the most crucial national priorities.

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 continually exceed 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
- Document Management and Dissemination
- Data Analytics
- Administrative Support
- Personnel and Physical Security

#### Human Capital Services

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

#### Technical Assistance

- Coaching (in-person and virtual)
- Communities of Practice and Facilitated Peer Learning
- Meeting/Event Planning and Logistics (in-person and virtual)
- Content Development (trainings, written resources, and reports)
- Facilitation

*“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

*“The collaborations, brainstorming, and revisions, combined with [PEP’s] responsiveness and creativity, were critical in meeting both internal and Departmental deadlines. We especially appreciated your flexibility.”*

– DOL/WB Centennial Celebration Contract COR

*“Thanks for taking the initiative and being proactive in providing superior customer service.”*

– DOL/OWI COR

### CONTACT US TO LEARN MORE

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## OUR CONTRACTING INFORMATION

**SAM Unique Entity ID:** ZKZWX1WCK153

**DUNS:** 062756759 **CAGE CODE:** 3GCN4

**GSA FSS MAS, Professional Services Contract:** # GS-10F-0281T

**FSC/PSC Codes:** R408 and R499

**SINs:** 541611, 541612HC, 611430, and OLM

**WOSB**

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

**DOL/ETA BPA for TA and Outreach/Education Services:** Contract # 1630DC-18-A-0002

**GSA OASIS SB Pool 1:** Contract # 47QRAD20D1070

**GSA HCATS SB Pool 2:** Contract # GS02Q16DCR0101

Offices in California and the Washington, D.C. Area

GSA MAS PSC | HCATS SB Pool 2 | OASIS SB Pool 1

Woman-Owned Small Business (WOSB) | Third Party Certified



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## — Related Accomplishments —

### Project and Program Management

**U.S. Department of Energy (DOE), Strategic Petroleum Reserve.** Consistently earned outstanding reviews for providing project and financial management, process improvement, training, technical support, security planning, administrative, IT, and HR support services. Saved \$450,000 in training costs during transition to a cloud-based IT solution.

**DOE, Office of Nuclear Energy.** Reduced Correspondence Control Center (CCC) outstanding actions to record low. Earned all Exceptional CPARS scores for providing 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 was responsive to ever changing guidance, scenarios, and DOE requirements throughout the contract.”*

– DOE/SPRCPARS

### Personnel and Physical Security

**U.S. Department of Labor, Office of Job Corps (DOL/OJC).** Improved the physical security at Job Corps Centers across the country by conducting independent on-site physical security assessments, developing mitigation strategies, developing recommendations for various security initiatives, and supporting personnel security tasks and processes.

### Human Capital Services

**U.S. Coast Guard (USCG) Office of International Affairs.** Improved and coordinated human resource projects, comprehensive maritime security force training, organizational development, and technical advisory teams in support of the Maritime Infrastructure Protection Force (MIPF) in two partner nations, Saudi Arabia and Malaysia. Implemented a change management initiative that resulted in access to near real-time information on events taking place in Saudi Arabia.

**HHS, National Institute for Occupational Safety and Health (NIOSH).** Better equipped first responders in their use of Personal Protective Equipment through a vital emergency operations training program. Increased buy-in by engaging stakeholders during development and earned a perfect CPARS evaluation.

**U.S. Air Force.** Supported the creation of the Eaker Center Squadron Commander Development Course, which won the 2019 Air Force Diversity and Inclusion Award. Transitioned from in-person to fully virtual in less than a month. Course graduates consistently rate the staff support and experience as positive (97% in 2022).

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

– NIOSH Final CPARS

### Technical Assistance

**U.S. Department of Labor, Division of Strategic Investments.** Improved Youth CareerConnect grantee capacity through coaching, technical assistance (TA) and training. Developed and efficiently implemented annual work plans resulting in cost savings that allowed for a six-month no-cost extension.

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

## — Clients Served —



## — WHY PEP —

- ✓ **Low Risk. Best-in-Class Contractor**, one of 11 WOSBs in HCaTS SB Pool 2 and 67 in OASIS SB Pool 1.
- ✓ **Quality!** A flexible customer service approach and average CPARS score of 4.5 out of 5 for Quality.
- ✓ **Targeted Recruiting and Fast Onboarding** with database of professionals ready to work and screened for fit.
- ✓ **Process Rigor Assurance** based on our ISO 9001:2015 certified project management processes.
- ✓ **Proven History.** Two decades of contracting experience with 79 federal Prime Contracts.
- ✓ **People first approach** with clients, staff, and partners.