

Management and Organization Performance Corporate Profile (Abridged Web Version)

Introduction. Founded in 1994, North American Management provides research, professional consulting and technology applications in order to solve our customer's mission-critical challenges. The corporation's strong past performance record reflects its capacity to serve clients from government agencies, corporations, not-for-profits, and community-based organizations in critical markets and domain areas that enhance national security, economic development, health, and the environment.

Corporate Capabilities. North American Management has created a team of multidisciplinary experts who work closely with our clients to develop and implement innovative, workable solutions to complex problems. We provide tested elements of strategic thinking to ensure programmatic and organizational success. We have a wealth of experience in thoroughly analyzing an organization with respect to its mission, responsibilities, customer requirements, as well as the political, social, economic and technical environment in which it must operate. By doing so, we can develop a clear vision of where that organization needs to go and the comprehensive plan to successfully achieve that vision. No matter the challenge, from policy analysis, to strategy planning, to on-site technical assistance, we bridge the divide between programmatic needs and tangible results.

Ability to Respond to Rapid Requirements. Since government and commercial clients require a rapid responder to resolve their most critical challenges, North American Management has developed the necessary business tools and systems to meet these critical requirements. A significant portion of North American Management's work is done under indefinite quantity contracts that often require rapid responses to complex issues that frequently present major management challenges. Since each of our projects is different, each project team is individually organized to support the specialized needs of every client. North American Management offers complete and collaborative solutions, as well as strong project management and quality customer service.

Client Centric. North American Management uses innovative approaches to help ensure that our clients receive the value they expect. This also ensures that we constantly motivate our Subject Matter Experts to exceed our client's expectations. We use methods that involve our clients' organizations at every stage of the solution process to help ensure that what is delivered truly reflects their business and its strategic objectives and goals.

Core Competencies

- Acquisition and Program Management Support
- Business Modeling
- Business Process Engineering
- Business Strategy/ and Strategic Alignment
- Change Management (People, Processes and Organization)
- Decision Making
- Human Factors Engineering
- Human Resource Planning, Analysis, and Development
- Organization Analysis, Development, Effectiveness and Transformation
- Planning and Analysis
- Project Implementation and Documentation
- Public Education/ Outreach & Media Relations Support
- Performance Measurement
- Performance Statements of Work
- Policy and Process Analysis
- Program Management
- Research and Evaluation
- Staff Augmentation
- Strategic Benchmarking and Business Planning
- Support Products, Tools and Documentation
- Technical Assistance
- Training and Education Planning, Analysis, and Policy Development
- Workforce Transition Planning

Subject Matter Expertise. North American Management takes pride in having highly skilled and talented Subject Matter Experts who work on nationally significant programs and cutting-edge research. They work closely with our client's senior management to align process, technologies, and organizational structure to achieve exceptional results.

Our Subject Matter Experts possess advanced degrees, have authored numerous government publications, and are recognized by national and international

accrediting organizations. They are passionate about their work and are determined to meet and exceed our client's goals and objectives.

Industry Expertise. North American Management provides our clients with diverse services and tailored industry solutions to support program innovation and performance improvement. Our Subject Matter Experts provide domain expertise that includes:

- **Health & Family Services.** We provide a range of domestic and international services to promote health and wellness, reduce health disparities, expand access to care and treatment, support public health preparedness, and improve clinical organizational and management systems.
- **Housing & Community Revitalization.** We focus on improving the effectiveness of Federal, state and local public and assisted housing programs through expert research, technical assistance, management tools and strategic planning. Our solutions and products allow clients to improve and enhance the quality of life for our nation's communities in a cost effective manner.
- **Human Capital Strategy.** Our workforce and organizational strategies provide customized solutions to the ever-changing workplace, including pre-employment screening, position classification, employee relations.
- **Marketing and Public Relations.** We provide market research, public relations and marketing plans, media relations and campaigns, and management of all conference planning and support services.
- **Research and Evaluation.** We are equipped to research projects that provide statistical information to support decision-making in both business and government, including quantitative and qualitative research and development.

Program Management Office. The PMO is the engine that performs the management function for each North American Management contract and Task Order. CCMI compliant and experienced in EVMS, our dedicated project management staff utilize proven processes, systems, models and tools to support the management, tracking and assignment of projects, and control resources to meet all contractual requirements and performance standards.

Sample Client Engagements

- Agency for International Development
- Environmental Protection Agency
- Federal Communication Commission
- National Aeronautics & Space Administration
- U.S. Defense Logistics Agency
- U.S. Department of Treasury
- U.S. Department of Veteran Affairs
- U.S. Department of Agriculture
- U.S. Department of Commerce
- U.S. Department of Education
- U.S. Department of Health & Human Services
- U.S. Department of Homeland Security
- U.S. Department of Housing & Urban Development
- U.S. Department of Justice
- U.S. Department of the Army
- U.S. Department of the Navy
- U.S. Department of Transportation
- U.S. General Services Administration
- U.S. Office of Special Counsel
- U.S. Post Office
- U.S. State Department
- Government of Nigeria
- Government of Aruba
- Government of Trinidad and Tobago

Business Tools. North American Management has designed and developed client focused and cost effective automated products and business tools, which support an array of technical services and business solutions, primarily used by U.S. Federal, state and local government agencies and foreign governments.

Relevant Experience. North American Management's corporate experience and past performance records exhibit excellent service and astute knowledge of different aspects of developing, managing, and supporting the unique business needs of our clients. Our business acumen provides a seamless, complete organization with the necessary personnel, materials and services to be successful the first time, every time.

Relevant Project Experience to Meet Your Programmatic Challenges

North American Management's **Management and Organizational Performance Group** works with Federal, state, and local governments, the international community, and community based organizations and health providers, including:

- **DOT/Federal Aviation Administration:** Selection Oriented Job Analysis for 6000 Airways Facilities technicians (navigation, communications, computer and facilities) who operate the National Airspace System
- **DHS/Customs and Border Protection:** Medical Standards and Physical Performance Tests for law enforcement agents, including Air and Marine Interdiction Agents and Immigration & Customs Enforcement Agents
- **U.S. Army and State Department:** Training and Strategic Planning Exercise for Senior officials of the Nigerian Government about how to detect, survive and maintain government and economic functions in the event of a pandemic
- **HUD/Grants Management Center:** Operational support for peer review based evaluation and award of public housing grants, including management, staff, process design, automated tools, meeting logistics and reviewer recruiting
- **HHS/HRSA/BPHC-Office of Special Populations:** Support and leadership of the Public Housing Primary Care Program and its grantees, i.e., community health centers serving those residing in or near public housing
- **NASA:** Staff Augmentation, supplying space planning management and staff (CAD, CAFM, Interior Designers, Architects)
- **District of Columbia Housing Authority:** Developed Emergency Preparedness Plan for public housing agency and its residents
- **DOT/Federal Motor Carrier Safety Administration:** Marketing, Education and Outreach for issues related to the truck and bus industry and its customers and regulators

Contract Vehicles. North American Management has signed a number of major task-order contracts with the Federal government. Many are government-wide acquisition contracts and Federal Supply Sched-

ules, which allow the company to provide specific types of services or products to all Federal organizations, based on their unique programmatic requirements and service delivery needs.

	<p>GSA – Federal Supply Schedule: Management Organizational & Business Improvement Services</p> <p>Contract Numbers: GS-10F-0219J Contract Period: August 31, 2014</p>		<p>GSA – FSS: Information Technology Services and Training</p> <p>Contract Numbers: GS-00F-0009P Contract Period: March 31, 2010</p>
	<p>GSA – Federal Supply Schedule: Consolidated Schedule</p> <p>Contract Numbers: GS-00F-0009P Contract Period: March 31, 2010</p>		<p>GSA – Federal Supply Schedule: Financial Business Services</p> <p>Contract Numbers: GS-00F-0009P Contract Period: March 31, 2010</p>
	<p>GSA – FSS: Marketing, Media & Public Information Services</p> <p>Contract Numbers: GS-00F-0009P Contract Period: March 31, 2010</p>		<p>GSA – FSS: Human Resources and EEO Services</p> <p>Contract Numbers: GS-00F-0009P Contract Period: March 31, 2010</p>
	<p>Department of Navy Seaport Enhanced Prime - IDIQ</p> <p>Contract Number: N00178-05-D-4473 Contract Period: September 31, 2011</p>		<p>Department of Homeland Security Customs and Border Protection - IDIQ</p> <p>Contract Number: HSBP-1006-A01326 Contract Period: September 31, 2011</p>

For a more detailed **Capability Statement** and for additional information on the diverse products, tools, and services provided by



Please contact us at 703-812-8822