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Federal Operational Support Capability Statement

BPMe Technologies, LLC is a Florida-based execution partner established in 2024 as the U.S. coordination and delivery platform for a broader operational ecosystem built on more than 20 years of workforce execution, bilingual engagement operations, training, workflow coordination, reporting support, quality oversight, and administrative delivery experience through BPM Consulting in Colombia.

The company was created to support federal agencies, prime contractors, and enterprise organizations requiring scalable workforce coordination, bilingual engagement capability, intake management, reporting support, and distributed program delivery across regulated and high-volume environments.

Company Information

Category	Information
UEI	J6U5WD97J731
CAGE Code	14U57
Business Size	Small Business
SAM Status	Active Registration
Primary NAICS	561422 – Automated Contact Center Solutions
Additional NAICS	561421, 561439, 561499, 541511, 541512
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Integrated Operational Delivery Structure

BPMe Technologies’ federal operational delivery strategy is supported through established operational alliances designed to combine scalable U.S.-based workforce infrastructure, bilingual operational support capability, regulated operational experience, distributed workflow execution support, and operational continuity environments into one coordinated operational ecosystem.

The operational ecosystem is designed to support both regulated U.S.-jurisdiction operational environments and permissible non-sensitive operational support environments through structured operational separation, workforce governance, and coordinated delivery oversight.

Integrated Operational Delivery Structure

BPMe Technologies operates through an integrated operational delivery structure designed to align workforce deployment, program sensitivity, compliance requirements, and execution continuity across distributed operational environments.

This structure combines U.S.-based workforce environments, U.S.-jurisdiction operational support capability, and permissible non-sensitive nearshore support functions under centralized coordination and delivery oversight.

The integrated ecosystem combines:

- * U.S.-based workforce infrastructure supporting customer-facing and regulated operational environments
- * U.S.-jurisdiction operational support capability for healthcare-related and sensitive workflow environments
- * Permissible non-sensitive nearshore operational support capability for administrative, reporting, QA, workflow coordination, and bilingual support functions
- * Layered operational governance structures designed to support workforce scalability, operational continuity, workflow execution, and distributed operational support environments

The following operational layers support BPMe Technologies' integrated delivery structure and are aligned based on operational sensitivity, workforce eligibility requirements, workflow classification, and customer program requirements.

1. U.S.-Based Workforce Layer

Scalable U.S.-based workforce infrastructure supports customer-facing operations, workflow coordination, account management, administrative support, and regulated operational environments requiring structured workforce governance.

Operational Capability:

- * More than 222 active U.S.-based agents supporting operational environments
- * Infrastructure supporting more than 539 operational seats
- * Workforce ramp capability of approximately 30 additional agents within 30 days and up to 60 additional agents within 60 days depending on operational requirements
- * AI-assisted QA, transcription, workforce analytics, and reporting support tools integrated into operational environments
- * Operational governance structures supporting customer interaction and workflow management environments

Operational Platforms and Support Environments:

- * AI-supported QA automation
- * Transcription support systems
- * Operational training platforms
- * Workforce execution management structures
- * Analytics support capability

Security and Governance Controls:

- * VPN-secured workforce environments

- * Workforce monitoring capability
- * Structured management oversight
- * Controlled operational governance environments

2. *Puerto Rico Regulated Operational Layer*

Bilingual operational support capability operating within a U.S. jurisdiction and aligned with controlled operational environments, U.S.-citizen workforce capability, healthcare-related support, regulated delivery structures, and sensitive workflow requirements.

Operational Capability:

- * Approximately 60 active U.S.-citizen agents
- * Installed operational capacity of approximately 180 positions
- * Demonstrated deployment exceeding 150 simultaneous agents within program environments
- * Structured ramp capability of approximately 20–30 additional bilingual agents within 30 days and up to 50 additional agents within 60 days depending on operational requirements
- * Bilingual English-Spanish support capability
- * Healthcare operational support environments
- * Regulated workflow coordination environments
- * Controlled operational oversight structures
- * U.S.-citizen operational support capability for sensitive workflow environments
- * Structured separation between regulated U.S.-jurisdiction operations and permissible non-sensitive nearshore support functions

Security and Compliance Controls:

- * Background verification procedures
- * Drug-testing capability where applicable
- * VPN-secured operational access
- * Workforce monitoring capability
- * Structured QA and operational auditing procedures

Operational Platforms and Support Environments:

- * Genesys Cloud infrastructure
- * IVR systems
- * AI-assisted workflow environments
- * Operational monitoring environments
- * Workforce training and quality oversight structures

3. *Non-Sensitive Nearshore Support Layer*

Nearshore bilingual workforce support capability contributes workforce development, workflow coordination, operational analytics, quality-support operations, administrative support, training support, and permissible non-sensitive operational functions within controlled delivery environments.

Operational Capability:

- * Two Bogotá operational facilities
- * More than 1,100 operational seats
- * Large-scale bilingual workforce support capability
- * Workforce training and onboarding environments
- * QA monitoring and workflow coordination support
- * Operational analytics and reporting environments
- * Secure facility-based operational support capability
- * Permissible non-sensitive workflow execution support

Security and Compliance Controls:

- * ISO/IEC 27001:2022 certification
- * ISO 9001:2015 certification
- * PCI DSS Level 1 operational capability
- * Structured operational governance controls
- * Secure operational facilities
- * Redundant connectivity infrastructure
- * HIPAA-aligned operational support capability

Operational Platforms and Support Environments:

- * Operational reporting environments
- * Quality governance procedures
- * Workforce training environments
- * Bilingual operational support structures

BPMe Operational Experience

BPMe Technologies supports operational environments requiring scalable workforce coordination, bilingual customer engagement, intake support, workflow execution, appointment coordination, reporting assistance, and distributed operational support structures operating across U.S.-based, Puerto Rico-based, and permissible non-sensitive nearshore operational environments.

Current operational support environments include:

- * Enterprise logistics outreach operations
- * Healthcare coordination and scheduling support
- * Intake and referral coordination support
- * Bilingual customer interaction environments
- * Administrative workflow support operations
- * Distributed operational support and reporting environments

Enterprise Logistics Operational Support

BPMe Technologies supports enterprise logistics-related outreach operations involving high-volume customer interaction, workflow coordination, bilingual engagement, reporting support, and distributed workforce coordination.

FedEx-related outreach operations began in July 2025 with an initial deployment of 9 active agents and 5 agents in training, expanding through structured operational growth phases to approximately 40 active agents by April 2026. Operational growth was supported through onboarding pipelines, QA oversight, reporting governance, bilingual workforce coordination, and operational performance monitoring.

Healthcare Operational Support Environments

BPM Technologies supports healthcare-related operational coordination environments involving appointment scheduling, intake coordination, referral workflows, customer interaction support, and bilingual engagement operating through structured U.S.-jurisdiction delivery models utilizing Genesys Cloud infrastructure.

Healthcare-related support environments have included bilingual scheduling support, referral coordination, intake assistance, and customer engagement workflows operating within regulated operational environments.

Core Execution Capabilities

BPM Technologies is structured to support operationally intensive environments requiring scalable administrative coordination, workforce responsiveness, bilingual engagement capability, workflow execution support, and operational continuity.

Core support capabilities include:

- * Administrative and workflow support operations
- * Contact center and constituent support environments
- * Intake and case coordination support
- * Provider and customer outreach operations
- * Queue management and escalation operations
- * Reporting and operational analytics operations
- * Workforce coordination and surge staffing support
- * Quality assurance and operational monitoring operations
- * Bilingual English-Spanish operational support
- * Back-office and operational processing support
- * Appointment coordination and intake support environments
- * U.S.-jurisdiction and nearshore operational support integration models

Support for Prime Contractors and Federal Operational Environments

BPM Technologies is structured to support prime contractors and federal operational environments requiring scalable workforce responsiveness, operational coordination, bilingual engagement capability, workflow execution support, surge staffing support, reporting assistance, and distributed operational support structures across both sensitive and permissible non-sensitive operational environments.

BPM Technologies' integrated delivery structure was designed to align with existing prime contractor governance environments without disrupting centralized program management, reporting structures, operational oversight, security protocols, or customer engagement operations.

BPM Technologies, LLC

This structure allows agencies and prime contractors to supplement operational capacity, support fluctuating workload conditions, improve bilingual responsiveness, and maintain operational continuity across large-scale public interaction and administrative support environments.

This capability statement is intended to support capability reviews, teaming discussions, subcontracting evaluations, and federal operational support opportunity discussions with government agencies, prime contractors, and teaming partners.