

## ABOUT SERVICESOURCE

ServiceSource is a trusted nationwide contractor delivering essential services to the federal government and commercial businesses. For 40+ years, our cost-effective solutions have helped organizations meet mission-essential business requirements.

The ServiceSource family of organizations includes:

- ServiceSource (Oakton, VA Headquarters)
- Abilities of Florida (FL)
- Opportunity Center (DE)
- Employment Source (NC)
- PARC (UT)
- WorkSource (VA)



## AT A GLANCE

### 2,700+ Total Employees

Including 1,850+ Individuals and Veterans with disabilities.

### 100+ Contracts

Operations in 33 states, Washington D.C., and Puerto Rico.

### 40+ Federal Agencies

Including DoD, civilian agencies, and all branches of the Military.

## WHY CHOOSE US?

- Strategic Partner
- Quality and Efficiency Experts
- Low Employee Turnover
- Innovative Solutions
- Transition Experts
- Industry Leading Certifications and Credentials
- Mission-Focused



## VALUED CUSTOMERS

- Census Bureau  
Centers for Disease Control  
Centers for Medicare and Medicaid Services  
Department of Agriculture  
Department of Commerce  
Department of Homeland Security  
Department of Justice  
Department of State  
Department of the Treasury  
Department of Transportation  
Department of Veterans Affairs  
Environmental Protection Agency  
Federal Aviation Administration  
Federal Energy Regulatory Commission  
General Services Administration  
Internal Revenue Service  
U.S. Mint  
National Archives  
National Aeronautics and Space Administration  
Office of Personnel Management  
U.S. Army  
U.S. Air Force  
U.S. Coast Guard  
U.S. Marine Corps  
U.S. Navy  
DoD Washington Headquarters Services



## LEARN MORE

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## GOVERNMENT BUSINESS SOLUTIONS

40+ Years of Government Outsourcing Expertise

Proven Experience  
Superior Delivery



# Customized Services to Meet the Mission

## FOOD SERVICE OPERATIONS

Serving military and civilian personnel at a variety of venues across the U.S. including full-service dining, cafeteria style, fast food, catering, and special events since 1997.

- 5M+ meals served annually
- 31 unique facilities
- Field feedings and remote food service
- Contingency and cooks augmentation

## CONTACT CENTER & IT HELP DESK SUPPORT

Customer-focused multi-channel Contact Center and IT Help Desk services for DoD, federal, and state agencies.

- Customer support and information lines
- Switchboard and outbound communications
- Customer service and fulfillment
- On-site or remote solutions
- 2.7M+ calls/inquiries/tickets supported annually
- Excellent user feedback and exceptional contact resolution times

## LOGISTICS/SUPPLY CHAIN MANAGEMENT/WAREHOUSING

Timely, accurate logistics, warehousing, shipping/receiving, and supply chain management services.

- End-to-end logistics and shipping
- 133,000+ square feet of warehouse space
- Managed inventory of 324,700+SKUs valued at \$20M+
- Experienced with high value, hazardous, medical, biological, and classified materials

## MILITARY MEDICAL INTEGRATION/PACKAGING & KITTING

Produce a variety of medical bags, custom packs, and custom kits including assembly, kitting, packing (primary/case/pallet), labeling, and inspection. Skilled in sourcing cost-effective components and implementing efficient operational processes to deliver quality services with streamlined costs.

- Assembled 14,000+ Corpsman Assault Pack Component Assemblage (CAPCA)/medical bags
- Equipment/sleds, climbing kits, cold-weather infantry kits, replenishment kits for Marine Corps, DLA Troop Support, Military Reserve Units, ROTC Programs



## TOTAL FACILITIES MANAGEMENT/BASE OPERATIONS SUPPORT

Full-spectrum facility management and base operations support, including program management, facilities engineering, IDIQ project management, conference center support, customer service, classified waste recycling, logistics support, grounds maintenance, and custodial services.

- LEED Gold certified facility management expertise
- Expertise in Computerized Maintenance Management Systems (CMMS)
- 25,000+ Work Order Requests processed annually
- 98.5% Customer Satisfaction
- Billeting/Lodging/Housekeeping for nearly 1,000 rooms

## SECURE MAIL CENTER OPERATION & MANAGEMENT

Setting the standard for secure mail screening and processing for 40+ years with mail services across geographies for the federal government and DoD. Comprehensive quality programs ensure consistent, high-performance results.

- 500+ mail professionals, 4,400+ mail stops for 18 federal and DoD customers
- 14.8M+ mail/accountable mail/packages processed annually
- Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE), X-ray, canine, and chain of custody screening processes
- Strict chain of custody protocols

## ADMINISTRATIVE SERVICES

Professional administrative support services for DoD and federal civilian agencies.

- Military Personnel Support
- Security Escorts
- Word Processing and Data Entry
- Fingerprinting
- Conference Center Management
- 400,000+ requests managed annually

## DOCUMENT & RECORDS MANAGEMENT

Broad range of document and records management solutions including precision imaging, document capture, and storage; digitization; conversion; indexing; verification; destruction; mail data & document transfer; and print and copy services using advanced information technology to meet industry guidelines, stringent security, chain of custody, and confidentiality requirements.

- 280M+ documents/records processed
- 98% accuracy
- Expert technology and process integrators

## PATIENT ESCORT SERVICES

Professional and courteous transport of patients and accompanying medical apparatus, post-transport equipment sanitizing, and materials restocking.

- Rapid response times
- Meet or exceed industry standards
- Prioritize patient safety and confidentiality
- State-of-the-Art Communications/Dispatch Systems

## CONTRACT MANAGEMENT & CONTRACT CLOSEOUT SERVICES

Post-award contract administration in accordance with FAR, DFAR, and government agency regulations.

- 100,000+ contracts processed
- More than \$200M in deobligations returned to our customers
- Zero defect policy
- Cost-efficient solution utilizing interagency appropriations