

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



GOVERNMENT BUSINESS SOLUTIONS

40+ Years of Government Outsourcing Expertise

Proven Experience
Superior Delivery

LEARN MORE

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UEI: XE8KLB3SCAN9



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 SUPPORT SERVICES

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

- 100,000+ contracts processed
- More than \$200M identified for deobligation
- Zero defect policy
- Cost-efficient solution utilizing interagency appropriations