



ServiceSource

CAPABILITY STATEMENT

Proven Experience. Superior Delivery.

Expert Government Outsourcing Services for 40+ years

AbilityOne

PROGRAM



COMPANY INFORMATION

Name of Firm	ServiceSource, Inc. www.servicesource.org
Headquarters	10467 White Granite Drive Oakton, VA 22124-2763
Business Category	Non-Profit, qualified to perform services under the AbilityOne Program; count toward small business goal on DoD contracts
Cage Code	2Z880
DUNS Number	069274009
FEIN	540901256
SAM Registration	Yes

INDUSTRY CODES

493110	General Warehousing and Storage
493190	Other warehousing and Storage
518210	Data Processing, Hosting, Related Services
541870	Advertising Material Distribution Service
561110	Office Administrative Services
561210	Facilities Support Services
561410	Document Preparation Services
561421	Telephone Answering Services
561431	Private Mail Centers
561499	All Other Business Support Services
561720	Janitorial Services
561790	Other Services to Buildings & Dwellings
561910	Packaging and Labeling Services
624120	Services for the Elderly & Persons with Disabilities
624310	Vocational Rehabilitation Services
722310	Food Service Contractors

SERVICESTOURCE AT A GLANCE

- Headquartered in Oakton, VA with regional offices in DE, FL, NC & UT
- 2,600+ total employees, including 1,200+ individuals and veterans with disabilities
- Outsourcing services to more than 40 Federal Government Agencies, including all branches of the U.S. Military
- Hold 80+ contracts across all offices; manage contracts with service operations in 30 states, DC and Puerto Rico
- \$192M consolidated operating revenue across all entities in FY 2020
- **Warrior Bridge Program** - ServiceSource provides employment, resources and support for veterans with disabilities. Employ 194 Veterans across the organization.

DIFFERENTIATORS

- Long, successful track record managing and operating complex government projects
- Provide high value solutions that consistently achieve customer outcomes
- Committed to customer satisfaction – we are partners to our government customers and flexible to changing demands
- Quality program focused on accuracy and consistency
- Proven program management, safety, quality and training processes

SECURITY

- **Top Secret Facility Clearance**
- Facilities Security Officer (FSO) on staff
- Employees with Secret, TS, & TS/SCI Clearances

VALUED CUSTOMERS

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



For more information contact:

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Contact Center & IT Help Desk Support	Secure Mail Center Operation and Management	Document & Records Management
<p>ServiceSource employs customer-focused professionals on contact center, switchboard and IT help desk projects for the Department of Defense (DoD) and Federal Agencies. We perform services at customers' sites and have a full-service contractor-owned and operated contact center to provide off-site services. We offer a full range of services including: Customer support; Information lines; Switchboard services; Answering services; Customer service and fulfillment; Help desk/technical support services; and Outbound programs. Customers include:</p> <ul style="list-style-type: none"> • U.S. Department of Veterans Affairs-Fayetteville, NC • U.S. Department of Veterans Affairs-Louisville, KY • U.S. Army Joint Base, Langley-Eustis, VA; Fort Bragg, NC and Fort Knox, KY • U.S. Department of Housing & Urban Development, DC 	<p>ServiceSource employees process millions of pieces of incoming and outgoing mail at mail centers nationwide and provide digital mail solutions. We provide expert mail services and screening including chemical, biological, radiological, neurological and explosive (CBRNE) screening. We are the nationwide mail provider to the IRS. We hold ISO 9001:2015 & Department of Homeland Security SAFETY Act certifications. More than 500 mail professionals service 8,000+ mail stops for 18 Federal and DoD Agency customers including:</p> <ul style="list-style-type: none"> • Department of Homeland Security, MD • U.S. Department of Transportation, DC • U.S. Department of Commerce, DC • Internal Revenue Service (Nationwide) • U.S. Army, NC and U.S. Navy, DC, MD & PA 	<p>ServiceSource provides a broad range of document and records management solutions including precision imaging, digital and hard copy document capture and storage; data management (retrieval/extraction); conversion; indexing; verification; mail digitization; data & document transfer; destruction; and print and copy services. Utilizing advanced information technology we have the ability to meet stringent security, chain of command and industry guidelines and compliance requirements including HIPAA and NARA.</p> <ul style="list-style-type: none"> • U.S. Air Force, Ft. Carson, CO • U.S. Department of Agriculture, DC • Centers for Medicare & Medicaid Services • U.S. Census Bureau, DC • Washington Headquarters Services, VA
Total Facilities Management/Base Operations Support	Logistics/Supply Chain Management/Warehousing	Food Service Operations
<p>ServiceSource provides high-quality, turnkey solutions covering the full scope of facility management services: facilities and site operations/maintenance; engineering; preventative maintenance; grounds/landscaping; custodial/housekeeping; laundry; logistics/supply chain/warehousing; waste management; conference center and mail services; work order management; and IDIQ project management. LEED GOLD building expertise; ISO 9001:2015 and ISSA CIMS with Honors certifications.</p> <ul style="list-style-type: none"> • Washington Headquarters Services-Mark Center, VA • Classified Customer-Base Operations Support, MO • Federal Bureau of Investigation/Drug Enforcement, VA • U.S. Army, Fort Bragg, NC; Fort Indiantown Gap, PA 	<p>ServiceSource provides timely, accurate logistics, warehousing, shipping/receiving, and supply chain management services. Our range of supply chain management solutions includes: Warehousing, stockroom, and distribution; Shipping, receiving, order fill; inventory and inventory replenishment management; reverse logistics and lifecycle management; Purchasing and forecasting.</p> <ul style="list-style-type: none"> • Environmental Protection Agency, DC • U.S. Department of Commerce, DC • Federal Energy Regulatory Commission, DC • U.S. Department of Agriculture, MD • Washington Headquarters Services, VA 	<p>ServiceSource serves more than 5.5 million meals annually to military and civilian personnel at a variety of dining facilities and venues. Providing high-quality Full Food Service & Dining Facility Attendant services for the U.S. Military since 1997.</p> <ul style="list-style-type: none"> • Federal Bureau of Investigation/Drug Enforcement Agency Training Academies, Quantico, VA • U.S. Air Force, Dover Air Force Base, DE • U.S. Army, Fort Bragg, NC; Fort Carson, CO • U.S. Marine Corps: Marine Barracks 8th & I, Quantico, VA; Air Station Cherry Point, NC • National Guard, Fort Indiantown Gap, PA
Contract Management /Contract Closeout Services	Military Medical Integration/Packaging & Kitting	Administrative Services
<p>ServiceSource provides contract management services including validating that the requirements of the contract have been met, final payment has been completed, and that processes are fully-documented in accordance with FAR & DFAR.</p> <ul style="list-style-type: none"> • Architect of the Capitol • Consumer Financial Protection Bureau • U.S. Air Force • U.S. Army • U.S. Navy 	<p>ServiceSource has a successful history of providing kitting of medical components to customers with exacting quality and stringent timeline requirements. We are skilled in sourcing and implementing efficient, effective technical processes to deliver quality services with streamlined operational costs. Provide a variety of med bags, packs and custom kits including assembly, kitting, packing (primary/case/pallet), labeling, inspection.</p> <ul style="list-style-type: none"> • U.S. Marine Corps • U.S. Army 	<p>ServiceSource provides a wide range of administrative support services to Federal and DoD agencies including: Data entry; Word processing; Full-service copy services; Record keeping; Filing; Scanning/imaging; General clerk administrative activities.</p> <ul style="list-style-type: none"> • Department of Veterans Affairs-Fayetteville, NC • Department of Veterans Affairs-Louisville, KY • U.S. Army JB Langley-Eustis, VA and Fort Bragg, NC • National Archives, DC