

Proven Experience Superior Delivery

Expert Government
Outsourcing Services
for 40+ years



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

ISO 9001 and LEED Certifications

CIMS-GB Certified with Honors
Department of Homeland Security

SAFETY Act Certification

SECURITY

Top Secret Facility Clearance

Facilities Security Officer (FSO) on staff

Employees with Secret, TS, & TS/SCI Clearances

AT A GLANCE

Headquartered in Oakton, VA with regional offices in DE, FL, NC & UT

2,300+ total employees, including 1,300+ individuals and veterans with disabilities

Outsourcing services to more than 40 Federal Government Agencies, including all branches of the U.S. Military

Hold 70+ contracts across all offices; manage contracts with service operations in 30 states, DC and Puerto Rico

\$200M consolidated operating revenue across all entities in FY 2021

Warrior Bridge Program

ServiceSource provides employment, resources and support for veterans with disabilities. Employ 200+ Veterans across the organization.

VALUED CUSTOMERS INCLUDE

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
General Services Administration
Internal Revenue Service
National Archives
National Aeronautics and Space Administration
National Geospatial-Intelligence Agency (NGA)
Defense Counterintelligence and Security Agency (DCSA, formerly OPM)
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

SERVICESOURCE, INC.

10467 White Granite Drive
Oakton, VA 22124-2763

servicesource.org



ServiceSource is a Non-Profit qualified to perform services under the

AbilityOne Program; Department of Defense contracts awarded through the AbilityOne Program count towards small business goals

Cage Code 2Z880

DUNS Number 069274009

FEIN 540901256

SAM Registered

INDUSTRY CODES

323120
Support Activities for Printing
492110
Couriers and Express Delivery Services
493110
General Warehousing & Storage
493190
Other Warehousing and Storage
518210
Data Processing, Hosting, Related Services
519190
All Other Information Services
541513
Computer Facilities Management Services
541611
Administrative Management and General Management Consulting Services
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
624310
Vocational Rehabilitation Services
722320
Caterers
722310
Food Service Contractors

scan for
complete
details



for more information

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Government Solutions

Customized services
to meet the mission



 **ServiceSource**

CONTACT CENTER & IT HELP DESK SUPPORT

ServiceSource employs customer-focused professionals on contact center, switchboard and IT help desk projects for the Department of Defense (DoD) and other 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:

- 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 Knox, KY
- U.S. Department of Housing & Urban Development, DC

TOTAL FACILITIES MANAGEMENT/ BASE OPERATIONS SUPPORT

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, ISO 9001 and ISSA CIMS with Honors certifications.

- Washington Headquarters Services-Mark Center, VA
- NGA – Base Operations Support, MO
- Federal Bureau of Investigation/ Drug Enforcement, VA
- General Services Administration
- U.S. Army, Fort Bragg, NC; Fort Indiantown Gap, PA

CONTRACT MANAGEMENT/ CONTRACT CLOSEOUT SERVICES

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.

- Architect of the Capitol
- Consumer Financial Protection Bureau
- U.S. Air Force
- U.S. Army
- U.S. Navy



SECURE MAIL CENTER OPERATION & MANAGEMENT

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 & Department of Homeland Security SAFETY Act certifications. More than 500 mail professionals service 8,010+ mail stops for 18 Federal and DoD Agency customers including:

- 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

MILITARY MEDICAL INTEGRATION/ PACKAGING & KITTING

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.

- U.S. Marine Corps
- U.S. Army



LOGISTICS/ SUPPLY CHAIN MANAGEMENT/ WAREHOUSING

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.

- 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

DOCUMENT & RECORDS MANAGEMENT

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.

- U.S. Air Force, Buckley Air Force Base, Aurora, CO
- U.S. Department of Agriculture, DC
- Centers for Medicare & Medicaid Services
- U.S. Census Bureau, DC
- Washington Headquarters Services, VA

FOOD SERVICE OPERATIONS

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.

- 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

ADMINISTRATIVE SERVICES

ServiceSource provides a wide range of administrative support services to Federal and DoD agencies including: Military Personnel Support Services, Data entry; Word processing; Full-service copy services; Record keeping; Filing; Scanning/imaging; General Clerk administrative activities. Military

- 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
- Fort Indiantown Gap, PA

