

# Proven Experience Superior Delivery

Expert Government  
Outsourcing Services  
for 40+ years



## DIFFERENTIATORS

**Strategic partner** — customized solutions tailored to your requirements

**In-depth understanding of federal procurement and contracting processes** — dedicated team of contract professionals

**Quality and efficiency experts** — streamlined processes and technology integration by highly qualified personnel

**High employee retention rates** — culture of engagement and upward mobility facilitates retention

**Innovation driven** — dedicated focus on industry best practices and process improvement

**Transition experts** — efficient START Team System to ensure on-time and seamless contract transition

**Industry leading certifications and credentials** — to ensure the highest standards of service delivery

- ISO 9001
- DHS SAFETY Act Certification
- CIMS GB with Honors
- ServSafe
- HAACP Experts
- PMP Certified Staff

**Mission-focused** — a nonprofit with a social mission driven to meet your requirements

## AT A GLANCE

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

2,400+ total employees, including 1,500+ 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

\$209M consolidated operating revenue across all entities in FY 2022

### Warrior Bridge Program

ServiceSource provides employment, resources and support for veterans with disabilities. Employ 175+ Veterans across the organization.

## SECURITY

Top Secret (TS) Facility Clearance

Facilities Security Officer (FSO) on staff

Employees with Secret, TS, & TS/SCI Clearances

## 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  
Defense Counterintelligence and Security Agency  
U.S. Army  
U.S. Air Force  
U.S. Coast Guard  
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](http://servicesource.org)



ServiceSource is a nonprofit qualified to perform services under the Federal AbilityOne Program; DoD prime contractors can get credit toward small business subcontracting goals if they subcontract with qualified nonprofits participating in the AbilityOne Program.

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 and 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 and Dwellings  
**561910**  
Packaging and Labeling Services  
**624310**  
Vocational Rehabilitation Services  
**722320**  
Caterers  
**722310**  
Food Service Contractors

scan for  
complete  
details



for more information  
**Dennis Dapolito**  
Executive Vice President  
703.970.3667  
[Dennis.Dapolito@servicesource.org](mailto:Dennis.Dapolito@servicesource.org)

# Government Solutions

Customized services  
to meet the mission





## CONTACT CENTER & IT HELP DESK SUPPORT

Customer-focused multi-channel Contact Center and IT Help Desk services for the Department of Defense (DoD), Federal and State Agencies. Full range of services includes: Customer support; Information lines; Switchboard services; Answering services; Customer service and fulfillment; Help desk/technical support services; and Outbound communication programs:

- Perform services **at customer sites** and/or **at our full-service contractor-owned and operated contact center**.
- Support over **2.7M** calls/inquiries/tickets annually.
- Excellent user feedback, and **exceptional first answer and first contact resolution times**.

## TOTAL FACILITIES MANAGEMENT/ BASE OPERATIONS SUPPORT

High-performance, integrated solutions covering the full scope of facility management services: Operations and maintenance, including to **LEED Gold standards**; 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. Prime contractor management of:

- Facility Operations & Management of over **4.3M** sf.
- More than **25,000 Routine and Emergency Work Order Requests** annually with **98.5% Customer Satisfaction**.
- Expertise in **multiple Computerized Maintenance Management Systems (CMMS)**.
- Custodial service of over **9M** sf.
- Hold **ISO 9001** and **CIMS GB with Honors** certifications.

## CONTRACT MANAGEMENT/ CONTRACT CLOSEOUT SERVICES

Post-award contract administration in accordance with FAR and DFAR, and government agency regulations. Validate contract requirements have been met; final payment has been completed; and all processes have been fully documented. Additionally, provide digital imaging, cataloging of contracts, establishing/maintaining databases, secure storage, shipping, and document destruction.

- Processed over **100,000** contracts with **98%** accuracy.
- De-obligated **hundreds of millions of dollars in Government funds**.
- Deploy a **"zero defect" policy** in maintaining and retaining government property/files through rigorous chain of custody policies and audits.



## SECURE MAIL CENTER OPERATION & MANAGEMENT

Setting the standard for secure mail screening and processing. Exemplary 40+-year track record of mail service to the Federal Government and DoD. Hold **ISO 9001 Quality and Department of Homeland Security SAFETY Act certifications** giving you piece of mind that your mail is safe and secure from receipt to delivery. Able to meet unique challenges through best practice mail service performance at your site or at our contractor-owned and operated secure mail facility. As the nationwide mail provider to the IRS serving 63 locations across the U.S., we are able to meet your needs across geography and with comprehensive quality programs ensuring consistent high-performance results.

- **More than 500 mail professionals service 4,400+ mail stops** for **18** Federal and DoD customers.
- Process more than **14.8M** mail/ Accountable Mail/packages annually.
- Stringent mail screening, including **Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE)**, X-Ray, Canine and chain of custody processes.

## MILITARY MEDICAL INTEGRATION/ PACKAGING & KITTING

Produce a variety of medical (med) bags, custom packs, and custom kits including assembly, kitting, packing (primary/case/pallet), labeling, and inspection. Successful history of parts sorting and packaging and kitting of medical components to DoD customers with exacting quality and stringent timeline requirements. Skilled in sourcing cost-effective components and implementing efficient, effective operational processes to deliver quality services with streamlined costs.

- Assembled over **14,000** Corpsman Assault Pack, Contents Assemblage (CAPCA)/Medical Bags since 1999.
- Each pack includes more than **55** different components and over **350** individual pieces.
- Assembled **1,000s of equipment/sleds, climbing kits, cold-weather infantry kits and replenishment kits** for the Marine Corps, DLA Troop Support, Military Reserve Units, ROTC programs.

## LOGISTICS/ SUPPLY CHAIN MANAGEMENT/ WAREHOUSING

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

- Manage over **133,000** square feet of warehouse space and **324,735** inventory SKUS/pieces of inventory valued at more than **\$20 million**.
- High value, hazardous, medical, biological and classified materials experience.

## DOCUMENT & RECORDS MANAGEMENT

Offer 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 custody and industry guidelines and compliance requirements including HIPAA and NARA.

- Scanned/Digitized/Copied/ Processed over **280M** documents/ records.
- Maintain **98%** accuracy on current contracts.
- Expert **technology and process integrators** with requisite security credentials.

## FOOD SERVICE OPERATIONS

High-quality Full Food Services & Dining Facility Attendant Services provision to the U.S. Military and Federal Government since 1997. Serve 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.

- More than **4.9M** meals served.
- Service to **31** facilities.
- Field feedings and remote food service.
- Contingency and cook augmentation.

## ADMINISTRATIVE SERVICES

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

- Manage more than **400,000** File/ Email Requests/Scheduling Calls/ ID & Fingerprinting/Conference Set-Ups/Consult Closures annually.
- Maintain **stringent confidentiality and security** parameters.

