

Company Overview

Services Overview

Administrative & IT Support  
Services

Facility Management  
Services

Logistics Support  
Services

# Didlake, Inc. CAPABILITIES



Creating opportunities that enrich the lives of people with disabilities.

# COMPANY OVERVIEW

Didlake, Inc. manages 35+ contracts valued at \$80 million annually. Our diverse workforce provides federal, state, and local government agency business services across Maryland, Pennsylvania, Virginia, and Washington, D.C.

Our financial strength combined with 40 years of certified contract administration provide a solid operational base which allows us to remain focused on your service needs.

Our team of highly trained professionals is committed to quality service delivery aligned with industry standards. We earn your trust through our commitment to quality management, cost-effective streamlined operations, and clear communication.

We offer comprehensive contract administration as both prime and subcontractor. We're here to get the job done – delivering proven quality solutions.



## For inquiries, contact:

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2018  
PROUD  
MEMBER



[www.didlake.org](http://www.didlake.org)

A private 501(c)(3) nonprofit organization.

## Memberships and Certifications

### AbilityOne® Program – Participant Since 1990

Didlake is a top producer in the AbilityOne® Program. We are a SourceAmerica®-affiliated nonprofit agency provider of employment opportunities for people who have significant disabilities. Through the program, we provide business service solutions for the federal government and employ hundreds of people with disabilities across our federal contracts.

### Maryland Works, Inc.

We are a proud member of Maryland Works. Through our mission to create opportunities that enrich the lives of people with disabilities, we support their mission to promote economic and workforce development strategies that assure full inclusion of individuals with disabilities and other barriers to employment.

### SWaM Vendor – Virginia SWaM Program

As a certified Employment Services Organization (ESO) vendor providing community-based employment services to individuals with disabilities, we are a qualified SWaM vendor.

## Proven Capability | Past Performance

Didlake manages **35+ contracts** worth **over \$80M** annually.

### Federal Agency Contracts

- **Consumer Financial Protection Bureau (CFPB)**
- **Department of Defense (DOD)**
  - Army National Guard Readiness Center (ANGRC)
  - Defense Commissary Agency (DeCA)
  - Defense Information Systems Agency – Joint Interoperability Testing Command (DISA – JITC)
  - Defense Logistics Agency (DLA)
  - Joint Forces Staff College (JFSC)
  - Naval Exchange Service Command (NEXCOM)
  - Naval Facilities Engineering Command (NAVFAC)
  - Naval Medical Center
  - U.S. Army War College
  - U.S. Transportation Command (TRANSCOM)
  - Washington Headquarters Services (WHS) – Pentagon
- **Department of Energy (DOE)**
- **Department of Health and Human Services (HHS)**
- **Department of Homeland Security (DHS)**
  - U.S. Coast Guard (USCG)
- **Department of Housing and Urban Development (HUD)**
- **Department of Justice (DOJ)**
  - District of Columbia Pretrial Services Agency
- **Peace Corps**

- **Department of the Treasury**
  - Internal Revenue Service (IRS)
- **Department of Veterans Affairs**
  - VA Maryland Health Care System (VAMHCS)
- **General Services Administration (GSA)**
  - Centers for Medicaid and Medicare Services
  - Food and Drug Administration (FDA) Campus
  - National Capital Region Locations
- **National Aeronautics and Space Administration (NASA)**
- **National Institute of Science and Technology (NIST)**

### State Agency Contracts

- **Maryland Aviation Administration (MAA)**
- **Maryland Department of Transportation (MDOT)**

### County Contracts

- **Prince William County**

### City Contracts

- **City of Manassas**

# SERVICES OVERVIEW

Didlake employs 1,300 people at 20+ government agencies.

Our competencies fall under the broader Total Facilities Management Services category in 3 distinct areas:

## Administrative and IT Support Services

- Administrative Specialties and Technical Support
- Document Scanning
- Front Desk Security and Visitor Support
- Full-Service Copy Center Operations
- Help Desk Services
- Secure Mail Center Operations

## Facility Management Support Services

- Building Operations and Maintenance
- Custodial and Recycling
- Equipment Maintenance
- Grounds and Landscape Management
- Preventative Maintenance

## Logistics Support Services

- Shipping and Receiving
- Travel Department Operations
- Vehicle Logistics Management
- Warehouse Management
- Supply Chain Management

## Didlake Delivers

- 40 years of certified contract administration
- Solutions aligned with industry standards and best practices
- A financially solid and proven operational base
- A dedicated employment base
- Streamlined acquisition
- A preferred source negotiation environment
- Task orders for additional services directly tied to existing services
- Realization of DFARS 219.703 credit toward small business goals
- A comprehensive Total Quality Management process (TQM)
- Industry certifications
- Subject matter experts on staff



Listening to your needs.



Developing solutions.



Communicating clearly.



Respecting your time.



Delivering on schedule.



Earning your trust.

## NAICS Codes

- **236220** Commercial and Institutional Building Construction
- **488510** Freight Transportation Arrangement
- **488991** Packing and Crating
- **492110** Couriers and Express Delivery Services
- **518210** Data Processing, Hosting, and Related Services
- **561110** Office Administrative Services
- **561210** Facilities Support Services
- **561410** Document Preparation Services
- **561439** Other Business Service Centers (Including Copy Shops)
- **561499** All Other Business Support Services
- **561599** All Other Travel Arrangement and Reservation Services
- **561612** Security Guards and Patrol Services
- **561720** Janitorial Services

## NIGP Codes

- **90648** Historical Preservation
- **91039** Janitorial/Custodial Services
- **91520** Call Center Services
- **91528** Electronic Information and Mailing Services
- **91558** Mailing Services (Including Addressing, Collating, Packaging)
- **92038** Optical Scanning Services
- **95638** Library Services (Not Otherwise Classified)
- **95815** Building and Facilities Management Services
- **95814** Fleet Management Services
- **95882** Records Management Services (Including Document Management Technology Integration)
- **95894** Warehouse Management Services
- **96264** Packaging and Wrapping Services (Including Shrink Wrapping)
- **98836** Grounds Maintenance (Including Mowing, Edging, Planting (Not Tree))

**CAGE: 1V159**  
**DUNS 095417929**





### Our Expertise

- Manage more than \$10 million in administrative contracts
- 20+ years of experience in file conversion tracing its roots back to microfilm
- High-quality industry standard scanning technology
- Secure scanning facility with restricted access
- HIPAA compliance
- 26 years of experience in government agency secure mail center operations
- Subject matter expertise with certifications
  - Master Certification in Mail Communications (MCOM)
  - Executive Mail Center Management (EMCM) certification

### Core Competencies

#### Document Scanning Services

- Scan all size documents, in any format, to any file type in color, grayscale, or black and white
- Optical character recognition (OCR)
- Secure pickup, transport, return, or destruction of documents
- Adobe format indexing and bookmarking
- Backfile document conversion
- Day-forward document scanning
- Microsoft Azure, external hard drive, USB flash drive, or optical media: CD/DVD

#### Secure Mail Center Operation Services

- Process incoming and outgoing mail/secure mail, sort, and deliver

- Facilitated shipping services including USPS, UPS, FedEx, and DHL
- Distribute internal mail to include diplomatic pouch mail
- Update personnel in government database
- Resolve misdirected mail issues through government database research
- Process classified, certified, registered, express, and accountable mail

#### Full Service Copy Center

- Manage copy and supply center order fulfillment and distribution

#### Help Desk Services

- Provide help desk support services

## Proven Capability | Past Performance

### Document Scanning Services

- **Maryland Department of Transportation**
  - Preparing, scanning, and verifying the digital conversion of small business certification applications
  - Processing 5,000 – 9,375 files per day at the customer's facility
- **Maryland Higher Education Commission (MHEC)**
  - Scanning student transcripts to eliminate the storage of over 500 file boxes helping MHEC meet archival compliance and save money on storage space
  - Improving the ability of MHEC to readily respond to individual requests for transcripts
- **U.S. Coast Guard**
  - Converting more than 25,000 files containing over 1 million images in total

### Secure Mail Center Operation and Administrative Speciality Services

- **Peace Corps**
  - Shipping medical supplies to Peace Corps volunteers in more than 70 countries
  - Operating secure mail center managing moving, shipping, packing, central receiving, and driver/messaging services
  - Photocopying, duplication, lamination, data collection, faxing, shredding, and signage
- **Department of Energy**
  - Processing and delivering 3 million pieces of mail annually
  - Delivering mail 3 times daily to 154 mail stops
  - Providing mailroom, copy center, and distribution support services for the headquarters
  - Operating DOE secure mail centers in Washington, D.C. and Gaithersburg, MD
  - Photocopying, duplication, lamination, data collection, faxing, shredding, and signage
- **DC Pretrial**
  - Providing courier services – USPS, Office of Management and Budget, Government Printing Office
  - Functioning as the PSA general POC for receipt and distribution of supplies and merchandise
  - Delivering mail 3 times daily to various locations
  - Photocopying, duplication, lamination, data collection, faxing, shredding, and signage



# FACILITY MANAGEMENT SERVICES

## Our Expertise

- **Large single campuses and multi-site operations**
- **Comprehensive contract administration as both prime and subcontractor**
- **Subject matter expertise with certifications**
  - CFM/FMP, IFMA, ISSA Certified Expert (I.C.E.), PMP, PGMS, RBSM, and Licensed Herbicide/Pesticide Applicators
- **Systems knowledge**
  - CMMS, DPAS, JPAS, RS Means, DCAA-compliant financial systems
- **Contract-specific quality control plans**
  - Comprehensive Total Quality Management (TQM) process with KPIs
  - Continual improvement through ISO adoption
- **Environmental stewardship meeting LEED compliance**
  - CIMS-GB green cleaning services help our customers achieve points under the LEED-Existing Buildings: Operations and Maintenance (LEED-EBOM) Green Building Rating System
- **Reduced risk through our proven safety program**
  - Designated Safety Officers at each site
  - Employee training provided by OSHA-certified staff
  - On call 24/7

All levels of custodial service for 17 million sq.ft.

## Core Competencies

- **Administrative/IT Support Services**
- **Audio/Visual Support – A/V/VTC  
Classified and Unclassified**
- **Building Maintenance and Repair**
- **Carpentry**
- **Catering Support**
- **Ceiling Tile/Carpet Installation/Replacement**
- **Crating and Wrapping**
- **Custodial Services**
- **Document Management**
- **Electrical O&M and New Installations**
- **Emergency Generator O&M**
- **Fleet Management and Maintenance**
- **Grounds Maintenance/Snow Removal**
- **HVAC O&M**
- **Light Construction**
- **Lighting Repairs and Retrofits**
- **Logistics/Warehouse Management**
- **Monitor and O&M of CCTV Systems**
- **Office Systems Assembly**
- **Plastering, Spackling, and Painting**
- **Plumbing**
- **Preventive Maintenance - Facilities and Equipment**
- **Secure Mail Center Operations**
- **Shipping and Receiving**
- **Unarmed Security Services**
- **UPS System O&M**
- **Visitor Support**



## Proven Capability | Past Performance

### Custodial | Recycling Services

- **GSA Facilities Program Support Division, Capital Region Location**
  - Providing 24/7 custodial services
  - Expanding from 400,000 to over 800,000 sq. ft. during a 10-year tenure on the campus due to exemplary service
  - Providing historic preservation cleaning and Above Standard services
  - Processing personnel up to TS clearance
- **Department of Energy, James V. Forrestal Building**
  - Providing custodial services for 3 buildings – 1,444,939 sq. ft.
  - Operating CMMS and TAMS
  - Providing Executive Level cleaning for the United States Secretary of Energy and staff
- **NAVFAC Mid-Atlantic, NAS Oceana/Dam Neck, NWS Yorktown, and Norfolk Naval Shipyard**
  - Providing mobile custodial services across 5 bases – 2,959,916 sq. ft.
  - Overseeing a subcontractor for 2 additional sites

### Consistent rating of “Exceptional”

– Mid Atlantic Region Quality Surveillance Inspection Department

### Grounds | Landscape Management Services

- **The United States Command of the Atlantic Fleet**
  - Providing grounds maintenance and snow removal services for 535 acres at Sewell’s Point area locations in Norfolk, Dam Neck, and Virginia Beach
  - Delivering improved, semi-improved, and unimproved services



# LOGISTICS SUPPORT SERVICES

## Our Expertise

- Customized, efficient warehouse and supply chain management solutions with your financial target in mind
- Proactive monitoring of industry changes in regulations to ensure total compliance
- USPS Domestic and International Mail Manuals, U.S. Department of State Diplomatic Pouch Regulations, and U.S. Department of Defense Military Postal Service (APO) Regulations
- Hazardous material packing/handling to ensure compliance with HAZMAT, IATA, DOT, and all other applicable freight forwarding regulations
- Pharmaceuticals and medical supplies/equipment handling and shipping including cold chain
- Systems knowledge
  - ELITE, WITS, Track It, CampusShip, CS Logic
- Expedited and unique shipping requirements: FedEx, UPS, DHL, and other freight forwarders

## Core Competencies

- Packaging and Wrapping
- Packing and Crating
- Moving and Facilities Services
- Shipping and Receiving
- Supply Chain Management
- Travel Department Operations
- Vehicle Logistics Management
- Warehouse Management



## Proven Capability | Past Performance

### Supply Chain Management Services

- **Peace Corps Headquarters**

- Processing and forwarding documents to freight forwarders/carriers within 48 hours
- Providing conformance/nonconformance notifications to PLS Overseas Support Specialist within 24 hours
- Delivering first class mail within 3 hours of receipt and expedited mail within 2 hours
- Coordinating and facilitating interagency office relocations
- Providing shipping, packing, central receiving, event set-up, and courier services

### Warehouse Management Services

- **Department of Health and Human Services, Supply Service Center**

- Receiving, maintaining, picking, and packing 4,000 items to support day-to-day operations of nearly 4,000 customers around the world
- Providing services for 2 warehouses - 250,000 sq. ft
- Managing \$7M valued inventory with 1,150 SKUs
- Providing surge staffing for deployment of materials to support disaster efforts
- Ensuring inventory placement accuracy equal to/exceeds 99.5% for non-hazardous items and 100% for hazardous and refrigerated items

Surge staffing to support disaster efforts.

### Vehicle Logistics Management Services

- **Norfolk Vehicle Processing Center (VPC)**

- Processing over 4,000 vehicles annually
- Accepting vehicles as authorized by the customer's orders and in compliance with the Personal Property Consignment Instruction Guide
- Accepting, verifying, and maintaining copies of required documentation
- Inspecting vehicles to determine loss and/or damage between turn-in and pickup
- Performing all required agriculture inspections, certifications, and U.S. Customs clearances in accordance with applicable laws and regulations





Didlake, Inc.

[www.didlake.org](http://www.didlake.org)

**Didlake**<sup>®</sup>  


**CORPORATE  
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**REGIONAL  
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