



## M/WBE & SDB Certified

A certified Minority- and Women-Owned Business Enterprise and Small Disadvantaged Business, Source One seeks to promote diversity in the corporate and government vendor marketplace. We excel at partnering with larger companies who wish to succeed in today's rapidly evolving business world with new technologies and new methods of delivering services.

## Source One Management, Inc.

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[www.sourceone.com](http://www.sourceone.com)

# An Overview of Source One Management Inc.

## Source One—The Outsourcing Solution

Source One Management Inc. was established in 1985 by Salvador Gomez, President and CEO, and Ruth McKinney, Executive Vice President. Headquartered in Denver, Colorado, Source One specializes in managing information throughout its lifecycle, whether that information exists in the form of paper records, electronic documents, computer databases, or other media. We also offer a range of related administrative services, such as mailroom management, reprographics, litigation support, printing, and graphic design.

## Satisfied Customers

Source One's present responsibilities include managing records, documents, and other media for Kaiser Hill Company LLC at the US Department of Energy's (DOE) Rocky Flats Environmental Technology Site. In addition, Source One provides mail operations and meeting scheduling services throughout the United States for Qwest Communications International Inc.

Other government clients who have taken advantage of Source One's expertise in the records management field are the Western Area Power Administration and Minerals Management Service, federal agencies that distribute hydroelectric power throughout the central and western United States and manage on- and offshore mineral resources and leases, respectively.

## Resources

Thanks to Source One's longevity and the variety of work we have performed in the industry, we have been able to assemble a unique pool of administrative and technical professionals who are capable of addressing the complex issues involved in managing information in our increasingly automated business environment. With more than 250 core personnel on hand, Source One can rapidly staff a new project with talented individuals who have the right experience.

Source One also possesses the hardware and software necessary to provide a complete information management solution, with electronic document management software, imaging equipment, multi-terabyte storage capability, and a robust internet/firewall infrastructure.

## Regulatory Experience

Source One has served government clients since its inception, and therefore understands the special requirements of handling records and other documents in compliance with EPA, CERCLA, DOE, and other local, state, and federal guidelines. Our team recently partnered with Kaiser Hill and the DOE to develop the Joint Records Management Strategy, a comprehensive document that defines a plan for long-term maintenance and disposition of record materials at DOE's Rocky Flats Environmental Technology site. This demonstrated knowledge of regulatory compliance sets Source One apart from its competition.

## The Information Lifecycle

Cradle to grave management of documents and records is the primary service supplied by Source One. Some of our capabilities for managing the various stages of the information lifecycle are described below.

### Creation

Our professional records managers and analysts team together during the creation stage to ensure that documents, records, and databases are developed with the full lifecycle of the materials in mind. We use information and work flow process mapping, environmental audit planning, security analyses, documentation development and maintenance planning, and other methods as necessary to fulfill the unique needs of our customer.

### Maintenance

During the maintenance and use stage of the information lifecycle, Source One provides services that include web-based document management, document and correspondence control systems, e-mail and intranet information distribution, on- or offsite file and data centers, and disaster recovery planning and management, among others.

### Disposition

At the close of the information lifecycle, Source One can furnish archiving systems planning, management of records repositories, litigation support, data security management, records back-up systems, and a host of other services to guarantee that your information remains viable until no longer needed.

## Records Management Services

### Records Program Evaluation

Source One's mission is to provide a professional records management team knowledgeable in codes and standards to evaluate existing records management programs through a structured auditing process.

### Active Records Files Management

Our goal is to provide our customer with the lowest cost, most efficient active records file system.

### Records Archival Services

Source One's mission is to develop an archival system that ensures the ability to retrieve records quickly and accurately for business or litigation purposes.

### Litigation Support Services

Our goal is to provide services that ensure that appropriate records are available to support our customers' legal cases.

- Identify customer-unique regulatory requirements.
  - Provide management assessment of current records program implementation.
  - Audit compliance to program policies and procedures.
  - Re-engineer records management processes for more efficient, effective implementation.
  - Develop and write records management policies and procedures.
  - Develop records management training materials.
  - Provide training on records/information lifecycle to customer's management and staff.
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- Develop, implement, and staff active records file centers.
  - Develop and/or implement state-of-the-technology records management filing systems.
  - Provide customer training on identifying and handling record and non-record material.
  - Provide in-process NQA-1 filing program.
  - Perform indexing and data base information entry for ease in record retrieval.
  - Perform electronic imaging of records to enable instantaneous record retrieval.
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- Process records for short- or long-term storage.
  - Provide microfilming services for long-term record storage.
  - Develop records retention and disposition schedules according to local, state, and federal requirements.
  - Develop records turnover instructions to ensure consistent storage processes.
  - Package and transfer records to commercial or federal records storage facilities.
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- Provide litigation support and paralegal staffing.
  - Provide document production services.
  - Provide document discovery and retrieval services.
  - Provide case file indexing and imaging.
  - Provide case file archival services.

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## Document Management and Control

Our mission is to provide effective document development guidance to meet internal and external requirements, and to supply a responsive document distribution service to promote compliance, safety, and efficient operations.

## Correspondence Control

Our mission is to quickly and accurately route regulatory-related correspondence to the appropriate personnel for action, and to precisely document correspondence to and from regulatory agencies.

- Manage and populate central database of controlled documents and users.
  - Distribute documents to users, with receipt verification. Distribute document updates to all authorized users.
  - Distribute informational copies of documents for research and oversight purposes.
  - Establish, populate, and maintain controlled documents online through use of an intranet.
  - Identify obsolete documents and facilitate cancellation and archiving.
  - Control a wide variety of document types, including procedures, manuals, policies, plans, reports, maintenance orders, drawings, criticality safety limits, safety analysis reports, organization charts, etc.
  - Establish a program to develop procedures that minimize process steps and requirements while satisfying applicable regulations.
  - Verify that approved documents meet administrative requirements, and obtain corrections when necessary.
  - Provide document review point of contact service, ensuring that appropriate reviewers within an organization are supplied with document drafts for review.
  - Provide organization-specific document control support, issuing working documents within separate facilities.
  - Perform research on procedure and process history.
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- Manage and populate central database of controlled correspondence items.
  - Establish electronic system for distribution of incoming correspondence items.
  - Review incoming correspondence from regulatory agencies (DOE, EPA, etc.), log in, and forward to responsible parties for action.
  - Track responses to regulatory correspondence.
  - Perform research on controlled correspondence and history.

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## Information Technology Services

We provide a broad range of information technology services that extends our administrative staffing expertise into services requiring higher levels of technical skill. Our services are tailored to each customer's technical requirements.

- Business systems integration
  - Workflow automation
- Database management
  - Oracle
  - SQL server
- Web page design and integration
- Technology consulting
  - Systems analysis
  - Technology recommendations
  - Troubleshooting
  - Redundancy/availability
- Systems configuration
  - Servers
  - Workstations
  - Remote access
  - E-mail
  - Web sites
  - Applications
- Application development/Web programming
  - Java
  - JavaScript
  - Visual Basic
  - Active Server Pages
- Application hosting
  - Web sites
  - Databases
- Network infrastructure
  - Requirements analysis
  - Security analysis and assessments
  - Design, procurement, setup, installation, and maintenance
- Telephony services
  - Requirements analysis
  - Feasibility studies
  - Design, procurement, installation, and maintenance

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## Administrative Support Services

### Convenience Copier Management

Our mission is to provide effective and convenient copier services deployment, while optimizing availability, usage, and cost.

- Define and quantify copier needs of each site.
- Facilitate development of copier request for bids, vendor evaluation, and selection.
- Manage the installation of new copiers and removal of old equipment.
- Direct copier repair technicians.
- Track copier usage and repair frequency.
- Adjust copier numbers and locations to optimize copier availability, usage, and cost.

### Printing & Graphic Design Services

Our mission is to consistently provide printing and graphic design services that exceed customers' expectations.

- Manage the furnishing of the printing facility with equipment equaling commercial printing copy centers.
- Provide trained operators who:
  - Specialize in quality reproduction.
  - Consult with the customer to deliver the greatest possible value.
  - Deliver orders on time.
  - Support the site's overall mission.
- Rapid black-and-white reproduction: 8.5 x 11, 8.5 x 14, 11 x 17.
- Color reproduction: 8.5 x 11, 8.5 x 14, 11 x 17.
- Binding options: perfect binding, stapling, GBC comb binding, thermal tape binding.
- Folding, cutting, trimming, collating, drilling, and shrink wrapping.
- Creation of single-sided cardstock tabs.
- Maintain a variety of paper colors and weights in stock, with special stock ordered on request.
- Manage subcontracts for special services:
  - Offset press operations.
  - Oversized copies of blueprints, photographs, technical drawings, banners, trade show displays, etc.
- Creation and design of graphics for letterhead, flyers, business cards, brochures, newsletters, catalogs, presentations, and forms.

### Mail Services Management

Our goals are to provide the lowest rates, along with the fastest and most efficient delivery service possible.

Trained management and prompt mail courier and mailroom personnel provide:

- Pick-up, sorting, and delivery of all inter-office and first class mail.
- Guidance for all mail service inquiries.
- Calculation of postal rates for all destinations.
- Special pick-up and delivery as requested.
- Metering of outgoing domestic and international first class mail.
- Labeling, addressing, and distribution of on-site memos and flyers.
- Folding, stuffing, and labeling for mass mailings.
- X-ray mail in accordance with site-specific security needs.
- Pick-up and delivery of printing jobs.
- Hand delivery of incoming Federal Express and overnight mail.
- Pick-up and delivery of outgoing Federal Express from designated drop boxes.
- Address confirmations.
- Address changes.
- US Postal Service special mail: certified, registered, insured, express, and return receipt.
- Ordering of special mail supplies.

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# Source One

SOURCE ONE MANAGEMENT, INC.

## Photography Services

Our mission is to provide professional photographic support and documentation of activities.

## Administrative Support Services (continued)

- Photographic documentation:
  - Industrial photography (demolition, confined space, radiologically contaminated areas, etc.)
  - Decontamination and decommissioning
  - Environmental remediation
  - Production processes/procedures
  - Construction (new and upgrade)
  - Technical reports
  - Accidents/incidents
- 35 mm, 2 1/4, 4 x 5 formats.
- Color and black-and-white.
- Evidence photography (investigation, litigation, crime scene, etc.)
- Digital, aerial, and macro photography.
- Portraits.
- Visual presentation transparencies.
- Slide duplication.
- Camera-ready artwork.
- Film/photograph imaging and enhancement.
- VHS and digital video filming and editing.

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## Mail System Management

Let us handle your mail.

And your training,  
human resources,  
management....



### Guaranteed Excellence

Source One designs formal reporting procedures for each of our clients, so they can monitor costs, progress, and accountability. We have also operated within the guidelines of various government- and corporate-mandated Quality Assurance programs.

### State-of-the-Art Tools

Although Source One isn't in the business of selling technology, we have a highly talented staff of dedicated information technology professionals. When one of our national corporate customers needed a means to trace packages internally, our team developed a robust tracking system for the company's intranet that allows users to learn the status of shipments sent through UPS, Federal Express, Airborne, and other major carriers.

We also have extensive experience with bar code systems for addressing and tracking mail, advanced logistics for intracity mail transportation, and x-raying and other security measures to ensure employee safety. Whatever technical hurdles your company faces, Source One can help you overcome them.

### M/WBE and SDB Certification

As a certified Minority- and Women-Owned Business Enterprise and Small Disadvantaged Business, Source One can help your organization satisfy its goals for diversity in its list of corporate vendors. In addition, our moderate size means top management personnel are easily accessible, and the company as a whole is flexible enough to change with your needs.

Whether you have a two-person mailroom or a nationwide enterprise, Source One Management has scalable solutions that will lower your administrative costs and increase the efficiency of your company's mail services. That allows your employees to focus on your core business, while we focus on ours.

### Unmatched Experience

Source One has been delivering a variety of outsourced services to state and federal government agencies, Fortune 500 companies, and smaller privately owned firms for over 15 years. Unlike many of our competitors, we are not invested in promoting a particular technology. Source One believes that skilled, dependable employees are more important to your success than the hardware or software you choose.

Nearly a dozen of our current management team are members of the Postal Customer Council, giving Source One a voice in the inner workings of the U.S. Postal Service, as well as invaluable knowledge of the mailing industry's best practices. In addition, we provide our employees at all levels with ongoing training to make sure their abilities keep up with new processes and systems.

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## Conferencing Services

### Got meetings?

When your firm schedules dozens, or hundreds, of meetings and conferences every day, you need things done right. That is, the right people in the right place at the right time. With Source One conference scheduling and meeting services, you can stop worrying about the who, where, and when.



### Meeting Success with Source One

When your firm schedules dozens, or hundreds, of meetings and conferences every day, you need things done right. That is, the right people in the right place at the right time. With Source One conference scheduling and meeting services, you can stop worrying about the who, where, and when.

Using proven videoconferencing and meeting scheduling software, and expert staff to assist with setup and technical support, we make sure your time is spent developing your business, not sweating the details of a critical meeting.

### Seamless Performance

Trained site coordinators always available. Browser-based, email, or telephone reservations. Rooms and materials prepared on time, every time. Equipment set up and tested before the meeting begins. Assistance provided to meeting attendees visiting from out of town. Does your present system guarantee all of these elements?

Source One does. Because in a business environment where essential communications must span regions, time zones, and even international borders, you can't afford to leave the details to chance.

### Meetings with a Global Reach

Need to call an emergency meeting with your partners in Tokyo, London, and Little Rock? Source One's videoconferencing solutions bring your company's decision makers together from anywhere in the world. And when you add up the savings from reduced travel and increased productivity, videoconferencing technology pays for itself in a matter of months.

We currently use Magicsoft's VC Wizard© to automate and manage enterprise-level videoconferencing services. This industry-leading software simplifies the scheduling and delivery of voice and video over IP (VVoIP) so that anyone with a Web browser can reserve bandwidth and notify invitees within minutes. However, we aren't wedded to any specific platform; Source One can assist you in assessing your special needs and selecting the proper technology.

### Experience You Can Trust

Source One provides meeting and videoconferencing services to one of the nation's largest telecommunications firms. Which means we've probably already solved many of the obstacles you might encounter when implementing a company-wide scheduling and meeting services solution. Our technical knowledge and customer service skills ensure that our services are integrated smoothly into your present operations.

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**We can copy.  
(Just don't ask us to  
imitate.)**

## Reprographics Services



### Why Outsource Reprographics?

**T**he most significant benefits gained by outsourcing your company's reprographics and printing tasks are fairly obvious: reduced costs and increased quality. Whether the solution you choose realizes these potential rewards is harder to predict.

Source One makes it easy to project your savings with per unit costs for copying, finishing, and printing jobs. And our history of delivering quality is demonstrated by our list of past and present clients: US West (now Qwest Communications), the U.S. Department of Energy's Rocky Flats Environmental Technology Site, the U.S. Department of the Interior's Minerals Management Services, Merrill Lynch, and others. If you want the level of service you receive from your in-house repro and printing shop to match the quality produced by off-site vendors, Source One is the answer.

### What You're Giving Up

Some people believe there must be a tradeoff to achieve the goal of improvements to service and the bottom line. They're right-you relinquish the responsibilities of staffing, making technology decisions, training and managing employees, ordering supplies, and more. In exchange, you also receive increased accountability, the expertise of a world-class organization, and guaranteed delivery times.

### Comprehensive Capabilities

We don't just promise high-speed black & white and color copying; we also offer nearly all the resources of a full-scale digital printing shop. From

binding to folding to shrink wrapping, we strive to make your printed matter appear exceptional. After all, these are the materials that represent your organization to current and future customers, shareholders, and employees.

In addition to reprographics and printing, our staff can include graphic design professionals to help you create logos, marketing collateral, signage, business cards, or whatever your unique vision demands. If you require offset printing, oversized blueprints, or other specialized work that our facilities can't handle, we can also manage the subcontracting for these tasks.

### Convenience Copier Management

Source One can develop, implement, and manage your company's convenience copier program. We'll take care of installation and removal, repairs, supplies, and any other tasks associated with deploying and maintaining a viable network of machines. And we continually assess copier usage in order to place equipment where your employees need it most.

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