

## **VRC's Statement of Capabilities:**

Vanguard Resources Corporation (VRC) is a Small-Disadvantaged-Women owned business. VRC was certified, and recently graduated, from the Small Business Administration's 8(a) program. VRC was formed in 1991 to provide technical services to both the Federal Government and the private sector. VRC's experience includes the following:

### **Material/Warehouse Support:**

- Receiving, stowing, issuing and maintaining a current database governed by part number for all types of conditioned material (Ready for Issue (RFI), Ready for Use (RFU) and F condition, Individual Material Readiness List material (IMRL) with a 98% accuracy rate.
- Ensuring all IMRL is received with proper plant account labels and maintaining an issue and receipt report that reflects items, quantity, name and code of person receiving or issuing.
- Processing components for shipment and prepare proper supply documentation for shipment or disposal as well as receipts of routed components for induction into process shops.
- Maintaining a log of sensitive Weapons material, both in and out entering with 100% accuracy.
- Processing components for storage in Production Control Stock rooms and ensuring components are in proper storage containers/dollies to safeguard against damage. Ensuring all packaging and preservation requirements are met per Local Engineering Specifications.
- Performing buyer functions within assigned span of control. This includes utilizing MRP II tools to identify required material, allocate material to MRP II projects, making adjustments to automated inventory data bases, making recommendations for inventory losses and/or gains, reviewing daily material and financial reports to analyze completeness of data entries and assist in the construction of consumable replacement kits.
- Delivering material between warehouses and work centers.

### **Administrative Support:**

- Duplication, scanning, packaging, and shipment of technical documents. Scanning has included work packages, manuals, and written correspondence. VRC only converts text documents into the latest commercially available computer programs, such as Microsoft Word, Excel, and Access.

## **VRC's Statement of Capabilities Cont'd:**

- Preparation of presentation materials, including slides; viewgraphs; illustrations; and transparencies.
- Develop, and update, technical manuals in either commercial or DOD format. Prepare and deliver reproducible copy, board art, and camera-ready-copies.
- Development of computer software/database documentation for such documents as technical manuals, maintenance plans, technical plans, and reports.
- Develop, review, update, and maintain technical plans, reports, databases, spreadsheets and manuals; Military Standards and Handbooks; Directives; Standards and Manuals; weapon systems publications; equipment specifications; operational descriptions; and computer documentation.
- Development of technical manual source data. Examples include manuscript data, illustrations, parts lists and tables, for both new and existing technical manuals.

VRC has a significant amount of experience in computer operation, data entry and management, graphic designs, desktop publishing, technical writing and administrative/technical support. Holding prime contracts with the federal government has provided a solid understanding of government contractual requirements and a detailed working knowledge of government accounting practices.

### **Corporate Support:**

- Process, monitor and track all awards and incentives for over 2,000 employees. VRC provides customer service regarding all types of awards, including attending management meetings and providing a brief regarding the awards/incentives department.
- Receive and deliver all incoming as well as receive, package and prepare all outgoing Federal Express packages. VRC receives all Federal Express invoices and balances them against all shipments to ensure accuracy before forwarding for payment and tracks charges against cost codes to ensure budgets are not exceeded.
- Maintain a file of all instructions, notify the creator when they require updating, provide customer service regarding the instructions and review them for proper formatting.
- Maintain an electronic forms website for over 2,000 employees. Create new forms using Adobe when requested; maintain a forms warehouse and monitor when an order is needed. Place orders of hardcopy forms and charge appropriate cost codes while keeping within budgetary constraints.

## **VRC's Statement of Capabilities Cont'd:**

### **Mail Center Support:**

- Processing incoming and outgoing USPS and guard mail for over 3,000 personnel. This includes the sorting of the incoming mail, processing return to sender mail (including forwarding order expired), tenant mail, forwarding mail, and processing zip code look-up services for bad zip mail.
- Processing all incoming Commanding Officer mail. This entails reviewing all official correspondence, routing to appropriate codes, if necessary, and forwarding on to the recipient.
- Operating the Classified Wrap Room. Responsibilities include wrapping hand-carries, preparing and logging all incoming and outgoing special service (i.e. Registered) unclassified and classified mail and processing traces. All incoming mail is also analyzed for proper wrapping. Should a security breach be discovered, Security is notified immediately.
- Delivering and picking up mail for all personnel, for 3 different geographic locations. Couriers are responsible for delivering USPS and guard mail as well as classified and unclassified special service mail.
- Operating the Metered Mail Room. Tasks include consolidating outgoing mail to the same recipient, packaging/wrapping outgoing packages, maintaining a log of returned mail for incorrect address/zip code and reviewing all outgoing mail for these incorrect addresses, packaging Priority Mail and metering all outgoing official mail using a Pitney Bowes meter machine.
- Maintaining a database of Commanding Officer mail, all base personnel (with codes and forwarding notes), and processing the monthly Financial Expenditure Report.

### **Travel Office Support:**

- Provide liaison support services between the traveler and the local Commercial Transportation Office (CTO), travel accounting office, and ERP offices.
- Provide assistance to over 3,000 travelers creating orders and claims in the Defense Travel System (DTS). Customer service involves researching why documents failed to route electronically, assistance with creating orders/claims, status of orders/claims and ensuring bookings are made by the local CTO office.
- Audit 100% of all travel claims submitted and forward to Authorizing Official's all approved claims and return any questionable claims. Work with the traveler to assist in resolving the questionable items on their claims.

## **VRC's Statement of Capabilities Cont'd:**

- Operate the travel card program for approximately 2,500 travel card holders, which includes processing new and renewal applications, increasing credit limits, assisting with credit card decline issues, analyze reports monthly for misuses, abuses and delinquencies.
- Provide training to users, approvers, and administrative assistants on the DTS program. Training is done on a monthly basis at 2 different geographic locations.
- VRC provided all customer service necessary during the DTS deployment. Through VRC's support and additional weekly training, we were able to deploy a command of 3,000 travelers in one month. For this to occur, VRC also traveled to remote location (Guam, DC, Hawaii) to ensure off-site travelers received proper training as well.
- Process all hard copy orders, including Invitational Travel Orders, Single and Blanket Travel Orders, Military (TEMADD) orders, Long-Term TDY orders, Temporary Change of Station (TCS) and Permanent Change of Station (PCS) orders. This includes calculating the cost estimate, processing the advance, and authenticating orders.
- Processing and packaging hard copy and electronic tickets for delivery to the traveler. Each item delivered is logged and every traveler is e-mailed advising them that their ticket is ready and the time that it will be delivered.
- VRC co-created and maintained a travel office website, in order to provide a learning tool and forms for travelers. (This website received a Meritorious Award during an IG inspection.)

### **Bachelor Quarters Support:**

- Operate the front desk of Bachelor Quarters (BQs)/Bachelor Officers Quarters (BOQs). Clerks processed Check-Ins and Check-Outs for transient and long-term residents, accepted payments, balanced cash drawers, processed credit card payments, performed switchboard services and maintained the security of all room keys.
- Maintaining, checking-in and checking-out recreational and cleaning supplies, such as vacuums, videos, and pool table, volleyball and horseshoe supplies.
- Acted as a liaison between the housekeeping department and the traveler ensuring that all requests are fulfilled and all rooms are ready in a timely manner.
- Acted as a liaison between the Government BQ manager and the traveler to ensure that any special needs are met.
- Provided financial management assistance by auditing end of day balance sheets and dropping off cash deposits to the on-base bank.