



Capabilities Statement

Valley Administrative Services, LLC is committed to excellence and creating innovative, flexible administrative support and management solutions for our Federal, State and Tribal clients. We implement a strategic approach to using best practices in contact center management, operations, outreach and employee relations. The cost-effective, comprehensive solutions we offer are the invaluable results of years of focused leadership and project management. Our diverse staff has the resources, access to the tools, teams and partners needed to ensure maximum performance and productivity across your program. Based 90-miles from Washington, DC in the Page County HUBZone, we are your small-business partner.

Core Competencies

- Fingerprinting/LiveScan
- Clerical Support Services
- 24/7 Hotline Services
- Outreach Management
- Reference Checks
- Call Center Support
- Staff Augmentation
- Email/IM/Text/Web access
- On-Demand Support Staff
- Survey Tools
- Office & Industrial Supplies
- FBI-Channelled Backgrounds

Designations

DUNS: 080109180
CAGE: 7KJ97
SWAM: 710630

NAICS:

- 541611 – Administrative Management Services
- 541612 – Human Resources Consulting Services
- 561110 – Office Administrative Services
- 561611 – Investigation and Security Services
- 561499 – Other Business Support Services
- 561421 – Telephone Answering Services
- 541910 – Marketing research/public opinion polling

Differentiators

- Real people delivering exceptional results
- Focused past performance demonstrating proven solutions
- Leadership with over 20 years experience Project Management and Administration
- Existing partnerships and teaming agreements
- Deep resource pool and loyal, local staff
- On-demand Admins, HR, Bookkeeping HUBZone employee network
- Fully-functional suite of offices, meeting space and warehousing ability
- Rural rates, local access, national reach

Certifications



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At Valley Administrative Services, we have a diverse balance of customers, clients, agencies we serve. This mixture allows our team to be involved in the delivery of creative new products and services. The following are examples of current and recent opportunities we are proud to have worked on:



Transportation Security Administration

Passengers First Contact Center

A partner uses our live Contact Center to provide claims, lost & found and other customer support for airports that opt-in to the Screening Partnership Program.



Havasupai Tribal Government

Community Survey Tool and Analysis

For this sovereign Tribal government our Contact Center compiled data and IT support team built a data capture tool to report on the information collected from families on the reservation.



Securities and Exchange Commission

SEC Employee Hotline

The SEC provides a fraud, waste and abuse hotline for its employees. Our Contact Center is able to provide 24/7/365 anonymous, multichannel contact options to receive and report this information.

The foundation of our solutions is rooted in the character and skill of the people on our team. We are able to excel at these services only because of our talented pool of HUBZone employees and the quality partners we work with to provide the value-added, benchmark-level solutions needed by our clients:

 <p>Connecting our team with IT manufacturers, resources, services, solutions and support customized.</p>	 <p>Our VOIP and Unified Communication tools for management and reporting of calls and contacts.</p>	 <p>Partner for 48-hour FBI-background checks, fingerprinting and reference checking.</p>	 <p>For accounting tools and services we utilize their bookkeeping, timekeeping, payroll and reporting tools.</p>
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