

WHY BAC?

We're among the 25th largest producing agencies in the AbilityOne program.

With a focus on service excellence, and an employment reach that spans the southeast and beyond, BAC helps employees with disabilities build meaningful careers and maximize their independence.

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BAC PROFILE

BAC provides a wide range of services to a diverse customer base across the southeast and Puerto Rico. Through participation in both the AbilityOne program and Florida's State-Use Program (RESPECT) and Private Contracts, BAC maximizes the employment potential of people with significant disabilities in each of the various communities we call home.

Business capabilities include:

- Facility Support Services
- Business Process Outsourcing Provider
- IT Support Services (Remote/On-site)
- Comprehensive Contact Center Support
- Food Services
- Commissary Operations
- Light Assembly
- Packaging
- Logistics Support
- Administrative Services

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DIFFERENTIATORS

- AbilityOne Producing Nonprofit
- Currently Prime Contractor on 12 Contracts including NASA, DoDEA and Space Force
- Currently Sub Contractor on 2 Contracts
- Top Secret Facility Clearance
- Tier 1 Help Desk
- Remote Support and at our HQ in Florida
- IT Training Support

NAICS

- 541519** - Other Computer Related Service
- 561422** - Telemarketing Bureaus and Other Contact Centers
- 561720** - Janitorial Services
- 561730** - Landscaping Services
- 561790** - Other Services Building
- 722310** - Food Services
- 541519** - Other Computer Related Services
- 561110** - Office Administrative Services
- 561421** - Telephone Answering Services
- 561422** - Other Contact Centers & Telemarketing
- 921190** - Other General Government Support
- 561990** - Other General Government Support
- 624120** - Services for the Elderly / Persons with Disabilities

CORE CAPABILITIES

Facility Support Services

Providing high-quality, full-service custodial and light maintenance support across nearly 10 million square feet in over 700 buildings. Servicing over 100 acres with mowing, edging, blowing, trimming, shaping, mulching and policing along with specialized athletic field and artificial turf care.

Specialized services include:

- Certified clean-room services that meet and exceed ISO 14644 level 5 and 6 requirements
- Child Development Center
- Health and Wellness Centers
- Top Secret facility clearance

BPO, Contact Center and IT Support

Offering both remote and on-site solutions, as well as scalable contact center resources, BAC provides:

- BPO / Contact Center processing over 9000 unique customer interactions per month driving first call resolution, troubleshooting and exceptional quality driven by a continuous improvement leadership team
- Accelerated training program to create an IT Helpdesk employee pipeline, with certifications such as CompTIA A+, Network+, Security+ and Google IT Support
- Tier 1 Helpdesk Staffing Augmentation

Food Service Operations

Provides full food and dining facility attendant services for military and civilian personnel, preparing and serving 24,500 meals per month

Commissary Operations

Offering full-service commissary operations, processing more than 365,000 product cases annually.

Production Center

In-house services include light assembly, packaging, order fulfillment, customized manufacturing support, shipping and receiving.

- 9,000 sf warehouse space with FIFO inventory controls
- Extensive pick and pull capabilities
- Existing Freight Carrier Relationships
- Inventory & Asset Management Tools

FEDERAL / STATE CUSTOMERS

561720 Custodial Services



dodeca

DEPARTMENT OF DEFENSE EDUCATION ACTIVITY

VA



U.S. Department of Veterans Affairs

020202 Commissary Operations



561730 RESPECT of Florida



541519/561421/561422/722310 Subcontracts



CERTIFICATIONS



GB CERTIFIED

