

## Project Highlights

### U.S. PATENT AND TRADEMARK OFFICE

AID supports U.S. Patent and Trademark Office (USPTO) by processing high volumes of information accurately and efficiently in multiple locations in the Washington, DC area. The contract is characterized by workloads that fluctuate greatly thus requiring constant monitoring of work received and the movement of cross-trained staff to process the work through the various stages of the application process. Turnaround times must be met regardless of workload volumes.

We manage resources to ensure these fluctuating workloads are processed on time and high quality standards established by the customer are maintained. Cross-trained personnel enable AID to effectively manage workflows, quality, and costs for PTO.

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### U.S. ARMY TRAINING AND DOCTRINE COMMAND (TRADOC)

U.S. Army Training and Doctrine Command (TRADOC) is responsible for recruiting, training, and educating the Army's soldiers and other agencies to ensure the U.S. has prepared leaders to protect our nation. Now training 450,000 people per year, TRADOC includes 33 schools and centers at 16 Army installations. AID is among a select group of service providers contracted by the Army to help manage and facilitate these efforts.

AID provides technical and analytical support to review and evaluate courses, as well as develop and facilitate new courses, both in residence and through the Army Distributed Learning Programs (TADLP).

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### NATIONAL GEOSPATIAL- INTELLIGENCE AGENCY (NGA)

AID provides program management, quality assurance, engineering, equipment repair and maintenance, purchasing and supply, janitorial, property management, snow removal, security, safety, emergency preparedness, warehousing, mail and freight, creative services, and facilities operation and maintenance services to support 89 separate facilities at 2 locations. AID Intra-Data has a dedicated workforce of nearly 200 personnel, who handle more than 24,000 work requests annually. AID also provides supply system management on over 16,000 pieces of equipment.

AID provides engineering design support and experienced computer-aided design and drafting (CADD) draftsman to support the customer's construction engineering function. AID converts as-built drawings into final drawings and incorporates architect and engineer change orders onto final drawings. The customer reviews our final drawing products against the indicated changes and provides final approval and drawing sign-off.

Additional services provided at the St. Louis and Arnold, MO facilities include grounds maintenance, facility security, emergency services, off-site warehousing, escorts for uncleared workers and visitors, and hazardous materials (HAZMAT) services in compliance with all environmental regulations and codes. AID provides all supervision, labor, tools, materials, equipment, and other items and services. Service call work performed supports nearly 2 million square feet of interior and exterior space.

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### JUNIOR RESERVE OFFICER TRAINING CORPS (JROTC)

JROTC is offered in 1,555 high schools across the nation, as well as American schools overseas. With over 230,000 cadets, JROTC's mission is "To motivate young people to be better citizens."

Seeking to provide consistency and quality programs across the nation, TRADOC contracted AID to support curriculum initiatives and development. AID provided both former military and former education personnel to support the Army's JROTC Program Headquarters staff and area coordination centers. AID developed JROTC curriculum and publications that promote and encourage citizenship, strengthen students' self-esteem, develop leadership potential, improve physical fitness, promote high school completion, provide incentives to live drug-free, and enhance life skills, including math and science.

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### BASIC OFFICER LEADER COURSE (BOLC)

To meet the changing demands placed on its officers, increasing numbers of deployments, and a smaller Army, the U.S. Army responded by transforming its Officer Education System (OES) to increase capabilities and readiness and provide greater relevance of training.

AID supported the U.S. Army Accessions Command (USAAC), part of TRADOC, in its transformation initiative by designing a comprehensive, tough, standardized, small-unit leadership training experience to prepare officers for their first assignment – often in a combat zone.