

GLOBAL ROOTS SERVICES

SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
SBA VetCert SDVOSB · SBA VetCert VOB · HIPAA

DBA of Global Roots Tours LLC

LAST-MILE · MISSION CRITICAL · VETERAN-LED

COMPANY INFORMATION

LEGAL ENTITY	Global Roots Tours LLC
DBA	Global Roots Services
UEI	TE3EZ3MG8J87
CAGE CODE	16RZ7
SAM STATUS	Active Registration
PRIMARY NAICS	492110
CERTIFICATIONS	SBA VetCert SDVOSB SBA VetCert VOB HIPAA Certified
TWIC	In Progress
DOT/MC #	In Progress
SERVICE AREA	VISN 9 — KY, TN & Region
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WHO WE ARE

Global Roots Services is a Service-Disabled Veteran-Owned Small Business headquartered in Falmouth, Kentucky. Founded and operated by a combat veteran with direct convoy operations and logistics experience, we deliver military-grade precision and accountability on every route.

We specialize in HIPAA-compliant medical courier services, last-mile federal logistics, and time-critical delivery solutions for VA facilities, Department of Defense agencies, and federal health partners across VISN 9.

OUR MISSION

To provide mission-critical logistics support that federal healthcare partners can depend on — delivered with the discipline, chain-of-custody integrity, and time-critical precision that only a veteran-led operation can guarantee.

WHY GLOBAL ROOTS SERVICES

- SBA VetCert verified SDVOSB — satisfies VA Veterans First Contracting Program requirements
- Kentucky-based, positioned for immediate VISN 9 CBOC route execution
- HIPAA certified with zero-tolerance chain-of-custody protocols
- Built to serve as prime or subcontractor on active VA medical courier contracts
- Subcontracting model designed for scalability while maintaining full SDVOSB compliance

SBA VetCert
SDVOSB

✓ Active 12/19/2025

SBA VetCert VOB

✓ Active 12/19/2025

HIPAA Certified

✓ Compliant All Routes

SAM.gov
Registered

✓ Active All Awards

TWIC Credential

■ In Progress

DOT/MC Authority

■ In Progress

CORE CAPABILITIES & SERVICES

MEDICAL COURIER SERVICES

NAICS 492110 · PSC R602

Our flagship service. HIPAA-compliant transport of lab specimens, pharmaceuticals, medical records, and sensitive healthcare materials for VA facilities, CBOCs, and federal health networks. Every run operates under strict STAT protocols with full chain-of-custody documentation from pickup to delivery. Our drivers are trained in HIPAA compliance, biohazard handling procedures, and time-critical escalation protocols.

- Lab specimen transport — blood, tissue, biopsies, cultures
- Pharmaceutical delivery — controlled and non-controlled substances
- Medical records and sensitive healthcare document transport
- STAT and scheduled routes across VISN 9
- Real-time status reporting and proof-of-delivery documentation

LAST-MILE FEDERAL DELIVERY

NAICS 492210 · PSC R706

End-to-end last-mile delivery solutions for federal agencies and government contractors. We operate scheduled daily routes and on-demand pickup services with GPS tracking and verified proof-of-delivery on every shipment. Our local ground freight capability supports federal clients requiring flexible, reliable delivery within the VISN 9 region.

- Scheduled and on-demand federal route management
- GPS-tracked deliveries with real-time visibility
- Proof-of-delivery documentation on every run
- Same-day express capability for urgent federal shipments
- Local ground freight for government and commercial federal clients

SECURE DOCUMENT & MESSENGER SERVICES

NAICS 492210 · PSC R602

Same-day secure document courier and inter-agency messenger services for federal clients. We maintain comprehensive chain-of-custody procedures for government documents, legal materials, and time-sensitive correspondence. Full confidentiality protocols are in place for every run.

- Inter-agency document transport with chain-of-custody
- Same-day secure delivery for legal and government materials
- Confidentiality protocols for sensitive correspondence
- Tamper-evident packaging and documented handoffs
- Escalation procedures for time-critical document runs

GENERAL SUPPORT SERVICES

NAICS 561990 · NAICS 488999

Integrated logistics support services for federal agencies and government installations. Our support operations model is designed to complement primary courier and delivery contracts with scalable administrative and operational logistics assistance.

- Supply handling and administrative courier operations
- Multi-facility and multi-route federal contract support
- Scalable infrastructure for growing federal logistics needs
- Coordination support for government installation logistics
- Flexible support model adaptable to agency-specific requirements

NAICS CODES & PRODUCT/SERVICE CODES

NAICS	NAICS TITLE	NOTE	PSC	PSC DESCRIPTION
492110	Couriers and Express Delivery Services	PRIMARY	R602	Courier/Messenger Support
492210	Local Messengers and Local Delivery		R706	Logistics Management Support
561990	All Other Support Services		V999	Other Transportation/Travel
488999	All Other Support Activities for Transportation			

KEY DIFFERENTIATORS

<p>■ VETERAN LEADERSHIP</p>	<p>Founded and operated by a combat veteran with direct convoy operations and logistics experience. Military-grade discipline, chain-of-custody integrity, and time-critical precision on every route. We understand what mission-critical means because we've operated in environments where failure was not an option.</p>
<p>■ SBA VetCert SDVOSB</p>	<p>SBA VetCert certified Service-Disabled Veteran-Owned Small Business — the gold standard for VA Veterans First Contracting Program eligibility. Certified 12/19/2025, valid through 12/18/2028. Eligible for Rule of Two set-aside procurements across VISN 9, dramatically reducing competition to SDVOSB-only bidding pools.</p>
<p>■ HIPAA COMPLIANT</p>	<p>Full HIPAA certification for medical specimen and healthcare materials transport. Chain-of-custody documentation on every run. Drivers trained in biohazard handling, privacy protocols, and STAT escalation procedures. Zero-tolerance compliance standard across all routes.</p>
<p>■ KENTUCKY-BASED OPERATIONS</p>	<p>Headquartered in Falmouth, Pendleton County, Kentucky. Positioned for immediate execution on CBOC routes: Somerset, Morehead, Hazard, and Berea to Lexington VA Medical Center. Local presence provides the geographic advantage contracting officers require for VISN 9 market research.</p>
<p>■ SCALABLE SUBCONTRACTING MODEL</p>	<p>Built to operate as prime or subcontractor. Our 65–70% route subcontracting model maintains full SDVOSB compliance under the 50% limitation rule for service contracts. Infrastructure in place for immediate scale across multiple simultaneous routes without compromising compliance posture.</p>
<p>■ TWIC CREDENTIAL</p>	<p>In Progress — TWIC credentialing will provide unrestricted access to VA facilities, military installations, airports, seaports, and secure government sites that standard couriers cannot access. Expected completion Q2 2026.</p>
<p>■ DOT/MC AUTHORITY</p>	<p>In Progress — Department of Transportation number and MC Authority filing underway. Will formalize interstate freight capability and expand eligible contract scope beyond local courier work. Expected completion Q2 2026.</p>

RELEVANT EXPERIENCE & PAST PERFORMANCE

Combat Logistics Operations US Military Active Duty Service	Convoy operations and time-critical supply chain management under high-pressure combat conditions. Direct experience in chain-of-custody documentation, multi-point route planning, and delivery coordination under strict operational timelines. These skills translate directly to medical courier precision — both environments require zero-error execution on time-critical deliveries.
Medical Courier Route Development Global Roots Services VISN 9 — Kentucky	Developed, mapped, and priced four active Kentucky CBOC courier routes connecting Somerset, Morehead, Hazard, and Berea CBOCs to the Lexington VA Medical Center. Full operational framework established including route timing, driver requirements, subcontractor model, and compliance documentation. Ready for immediate execution upon contract award.
Children of the Jungle Inc. US 501(c)(3) Nonprofit Philippines Operations	VP of Operations for an 8-member international board supporting indigenous Mangyan communities in the Philippines. Coordinated logistics for fair-trade artisan commerce, remote community supply operations, and humanitarian relief distribution. Demonstrated experience managing complex multi-point supply chains across challenging terrain with limited infrastructure.

TEAMING, SUBCONTRACTING & PARTNERSHIPS

Global Roots Services actively seeks teaming partnerships with established prime contractors operating within VISN 9 (Kentucky and Tennessee). As a Kentucky-based SBA VetCert verified SDVOSB, we satisfy the VA Rule of Two for SDVOSB set-aside procurements and are positioned to serve as either prime or subcontractor on active VA medical courier contracts.

AS A PRIME CONTRACTOR: We hold full responsibility for contract performance, compliance documentation, and HIPAA-compliant delivery execution across all assigned routes. Our subcontracting model allows rapid scaling across multiple simultaneous CBOC routes while maintaining SDVOSB compliance under the 50% service contract limitation rule.

AS A SUBCONTRACTOR: We provide established primes with a verified SDVOSB partner for VISN 9 medical courier routes. Our Kentucky presence, HIPAA certification, and SBA VetCert verification make us an ideal teaming partner for primes seeking SDVOSB credit on VA contracts.

TARGET TEAMING PARTNERS: Prime contractors currently holding or pursuing VISN 9 medical courier contracts, NCO 9 and NCO 15 registered vendors, and established federal logistics primes seeking Kentucky-based SDVOSB subcontractors.

POINT OF CONTACT

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SDVOSB CERT	SBA VetCert Active
CERT EXPIRY	12/18/2028
ENTITY TYPE	LLC — For Profit