



Collaborative Business Relationships

Committee for Purchase
From People Who Are Blind or
Severely Disabled
An Independent Federal Agency





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41 U.S.C. 46-48c

AbilityOne Program Collaborative Business Relationships

The AbilityOne Program 2007-2009 Strategic Plan emphasizes the importance of providing customer satisfaction and customer value, in addition to and as a means to creating and sustaining employment opportunities for people who are blind or severely disabled. One of the key objectives shared by the Committee for Purchase From People Who Are Blind or Severely Disabled, National Industries for the Blind (NIB) and NISH is the establishment of collaborative business relationships with the AbilityOne Program's federal customers. This pamphlet is intended to convey some best practices and options for federal agencies working with the AbilityOne Program to fulfill their mission requirements.

What is a Collaborative Business Relationship?

Also referred to as partnerships or strategic alliances, a collaborative business relationship with the AbilityOne Program is undertaken with a federal agency that requires products or services currently or potentially fulfilled under the AbilityOne Program. The purpose is to identify shared business interests and to establish a dedicated team to work on developing and delivering mutually beneficial outcomes. Through this collaboration, the AbilityOne Program is better able to understand its customer's needs and to offer unique solutions. The AbilityOne Program also seeks to enhance customer satisfaction to become its collaborative business partner's vendor of choice, thereby increasing employment for the AbilityOne workforce.



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What does AbilityOne bring to the table?

- Provide agency spend data for AbilityOne product and service contract
- Ensure consistent high quality across AbilityOne contracts, through certifications where appropriate for the line of business
- Work with the customer to identify, correct and continuously improve performance, communication and contract administration issues
- Share best practices and assist contracting activities in development of performance work statements
- Develop mutually agreeable market price indicators to assist in price negotiations and the establishment of market-based prices
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- Assist in developing agency-wide AbilityOne education and training
- Identify regional or nationwide contracting solutions

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What can federal agencies do to collaborate with AbilityOne?

- Share information regarding current or upcoming agency business opportunities (agencies are not required to maintain an arms’ length distance with the AbilityOne program)
- Provide opportunities for AbilityOne representatives to participate in acquisition conferences and training events, to promote awareness of the AbilityOne Program
- Make the AbilityOne Program “vendor of choice” for a specific product or service type required by the agency
- Establish a voluntary AbilityOne purchasing goal, such as a percentage increase over the previous year’s purchases.

Find more information at:

- Committee Business Development staff at: 703-603-7740 or info@abilityone.gov
- Visit www.abilityone.gov
- For NIB information go to www.nib.org
- For NISH information go to: www.nish.org

