



# Solutions

for Federal Customers



**“[AbilityOne’s] well-established national network is a solid base of readily available personnel who are focused on meeting the customer’s needs.”**

— Lori Donovan, Contracting Officer, U.S. Bureau of Census

## AbilityOne: A Superior Procurement Solution

You need smart, reliable answers to your priority source needs—and a partner who supports you every step of the way. For 70 years, the AbilityOne Program has delivered fair market-priced products and services to the government, with professional contract management that saves you time and eliminates inconvenience.

AbilityOne leverages a national network of more than 600 nonprofit agencies employing more than 40,000 Americans who are blind or have other severe disabilities. AbilityOne employees are trained and supervised by these agencies, ensuring superior service while removing managerial and administrative burdens.

We can help you meet a variety of mandates—from priority source requirements to green initiatives—while providing thousands of people with real jobs and increased independence.

## Government Supported—Professionally Managed

The AbilityOne Program is administered by the Committee for Purchase From People Who Are Blind or Severely Disabled (an independent federal agency) with support from National Industries for the Blind (NIB) and NISH-Creating Employment Opportunities for People with Severe Disabilities.

### The AbilityOne team provides:

- Professional contract management
- Quality assurance programs
- Acquisition streamlining
- Creative solutions to customer needs
- Fair market pricing
- Business and production engineering services
- On-site technical assistance
- OSHA and EPA compliance



We are a critical part of the U.S. military industrial base, as well as a vital resource for a broad range of federal agencies. Because AbilityOne contracts are exempt from regular bidding requirements, RFP bidding and administration costs can be significantly reduced. Startup expenses and costly learning curves are eliminated while customer service and satisfaction become the highest priorities—with regular assessments that ensure your continued satisfaction. Our philosophy is that strong, long-term partnerships enable the most responsive and effective solutions. We are constantly engaged in making your contracts more cost-effective, more streamlined and more successful.

## Social Responsibility Meets Fiscal Responsibility

Over 60 percent of people who are blind or have other severe disabilities are not employed. By enabling them to fulfill federal contract needs, your AbilityOne procurements not only provide meaningful work, but also make it possible for people with disabilities to contribute millions in tax revenue.

This is an able and motivated workforce, many of whom are getting the opportunity to develop a career for the first time. The result: reliable workers, who provide timely, quality service with low turnover rates. As the United States’ largest single source of employment for people who are blind or have other severe disabilities, the AbilityOne Program is a tested, proven provider and partner.

# AbilityOne Services

## Administrative Services

AbilityOne contractors provide a stable, reliable work force trained to support all your administrative needs.

- Office operations—full service copy centers, mailroom services
- Support staff—receptionists, mail clerks, accounting, medical records and general clerks
- Computer support services—data entry, programming, technical support and more
- Temporary services—through GSA's basic ordering agreement, we can perform any of these services on a temporary basis

## Custodial Services

AbilityOne contractors clean millions of square feet of federal offices and military bases each year.

- Office cleaning from basic service to executive level
- Special services such as judges chambers, dining facilities, and secured areas
- Routine cleaning for base-wide projects
- Carpet care and stain removal
- Hard floor care, including stripping and recoating and daily maintenance

## Document Management Services

AbilityOne contractors can manage the life cycle of your documents from creation and storage to hard copy destruction. Contractors currently operate more than 150 federal and military mail/business processing centers.

- Secure mail center operations
- National/multi-regional consolidated services
- Billing/processing centers
- Automated outbound mail and fulfillment
- Print shop operations
- Document conversion/scanning, digital mail
- Worker training, certification and security clearances

- Digitizing/microfilming
- Document output, duplicating, forms/publications distribution
- Records management
- Transcription
- Word processing
- Secure document destruction
- CD ROM replication

## Facility Management Services

From military family housing maintenance and repair to full facility management, AbilityOne contractors are ready to meet your building management needs.

- Carpentry
- Construction and maintenance activities
- Custodial
- Electrical
- Grounds maintenance/landscaping
- HVAC
- Mechanical maintenance
- Painting
- Plumbing
- Repair work
- Shipping and receiving
- Subcontracting services as needed

## Fleet Management Services

AbilityOne contractors specialize in assisting federal customers in improving fleet performance and reducing fleet costs.

- Vehicle maintenance and repair
- Parts management
- Vehicle washing and detailing
- Vehicle fueling and fuel management
- Motor pool management and employee shuttle operations
- Vehicle decommissioning and disposal
- Fleet management information systems
- Vehicle uplifting
- Analytical tools and management training
- Asset management and administration services



## Food Services

AbilityOne contractors are on the job providing more than 100,000 meals daily to the men and women of our nation's armed forces.

- Garnishing, serving and replenishing food
- Cashier services
- Kitchen and dining facility sanitation
- Cooking, baking and other food preparation
- Inventory management (order, receive, rotate)
- Equipment maintenance (minor and major)
- Flight kitchen, box lunch and ground meal support
- Emergency and major inspection/exercise support
- Contingency support as needed for troop movements

## Grounds Maintenance Services

Offering best-value landscape and horticultural solutions at thousands of acres of land surrounding our nation's federal buildings and military installations.

- Landscape management, installation and design
- Basic grounds maintenance—mowing, trimming, weeding
- Fertilization and weed control programs
- Security and perimeter fence maintenance
- Interior plant and floral design
- Turf maintenance and renovation
- Display bed maintenance
- Tree shrub pruning and maintenance
- Green waste management/recycling
- Slope management

For more information, visit [www.AbilityOne.org](http://www.AbilityOne.org) or contact the AbilityOne Solutions center at **1-800-999-5963** or [customerservice@AbilityOne.org](mailto:customerservice@AbilityOne.org)



## Laundry Services

AbilityOne contractors process more than 38 million pounds of laundry annually for more than 60 U.S. military and federal healthcare organizations.

- Laundering
- Dry cleaning
- Pressing of apparel
- Flat work service
- Linen distribution and exchange
- Laundry/linen mending
- Pick-up and delivery service
- Barcode tracking system
- Inventory storage and management of customer-owned goods

## Secure Mail/Digital Document Services

With more than 30 years experience in mail services for the federal government, AbilityOne contractors handle hundreds of thousands of pieces of mail daily.

- Full mail center and digital work center operations
- National/consolidated/multi-regional operations
- Digital mail, scanning, secure content management
- Multi-location pick up, delivery and courier services
- Shipping, receiving, sorting and special handling
- Receipt and processing of classified, controlled, accountable mail and packages
- Bar coding, metering, match mailing, mail merge, list maintenance
- Automated outbound mail—presorting, ink-jet labeling, tabbing and labeling
- Specialty handwork on-site or off-site
- Warehouse and virtual/computer-based fulfillment services

## Teleservices

AbilityOne contractors are operating contact centers with service quality standards, customer satisfaction scores and productivity levels that are unmatched in the industry. Approximately 1,000 people with disabilities handle close to 10 million contacts annually, 24/7, 365 days per year.

- Contact center services (including mail processing, warehousing and distribution)
- Help desk services (tier 1 support)
- Technical support services (tier 2 and 3 support)
- Switchboard services
- Answering services
- Field services and logistics (dispatch)
- Medical transcription

## Supply Chain Management Services

AbilityOne contractors manage thousands of line items and more than \$200 million in inventory.

- Inventory integrity management
- Warehousing, stockroom, distribution
- Kitting
- Receiving, order filling and shipping
- Logistics information systems: ERP, WMS, TMS, AMS
- Transportation, packaging, recycling
- Reverse logistics, life cycle management
- Inventory replenishment
- Multi-regional/national warehousing and distribution capability
- LEAN/Six-Sigma application capability

## Healthcare Environmental Services /Hospital Housekeeping

More than 20 federal agency locations serviced nationwide; includes over 370 positions valued at over \$26 million.

- Medical cleaning including hospitals, clinics, dental, pharmacies and veterinarian facilities
- Disinfectant (aseptic) cleaning of critical medical units including operating, post-operation recovery, maternity, and intensive/critical unit
- Medical hazardous materials and waste collection, containment, organizing, securing and staging
- Linen dressings, collections, distributions, transportation, organizing, and replacing
- Medical administrative services, including office, escort, transport, valet, and other attending needs
- Employee training in safety (OSHA), The Joint Commission Certifications (formerly JCAHO), and federal agency-specific regulations
- Medical documentation management and organization including MSDS records, quality assurance plans and infection control
- Acquiring, organizing, preparing, mixing, distributing, testing, transporting, applying and disposing of medical cleaning materials and disinfectants



# AbilityOne Products

## AbilityOne Custom Products:

### Apparel and Equipage

- Chemical and biological protective clothing
- Combat uniforms
- Dress, utility and general purpose clothing
- Fleece wear
- Prototype and development
- Product designs
- Initial fielding to sustainment
- Complex garment construction
- Life cycle management
- Digitizing patterns
- Special measurements (non-tariff sizes)
- Automated cutting systems
- National interment flags
- Shirts, slacks, socks, hats
- Insect net protection—cot and tent sizes
- Aerial liaison panel markers

### Food Processing and Packaging

- Warehouse space in excess of 49 million cubic feet
- Processing/packaging areas in excess of 225,000 square feet
- Instant and fortified nonfat dry milk
- Vegetable oil
- Biscuit and cornbread mix
- Cake, cookie, and chocolate brownie mix
- Pancake mix
- Spices
- Emergency sea rations

### Medical Supplies and Equipment

- Bandages and field dressings
- Distress light markers
- First aid kits
- Sunscreen
- Hand sanitizer
- Ear plugs
- Firefighters field pack
- Fire and garden hoses
- Hydration system
- Lighted batons

## Hardware and Equipment

- AutoCad designs
- CNC programming and machining
- Stamping, forming & welding
- Tensile, hardness testing
- Custom injection molding
- Prototyping and development
- Humvee jack
- M16 magazine cartridge
- Floor mats
- Cargo nets
- Utility pails



## SKILCRAFT® Products:

### Office Products

- More than 320 product lines recycled or environmentally friendly products available
- Tablets, copy paper and self-stick pads
- Binders, file folders and organizers
- Computer supplies and printer toner
- Labels, fasteners and tape
- Mailing and shipping containers
- Calendars and clocks
- Easels and wall boards

### Writing Instruments

- Styles comparable to virtually every commercial product available
- Roller ball and gel ink pens
- Markers—permanent and erasable
- Highlighters
- Pencils—woodcased and mechanical
- Fine writing instruments

### Office Supplies and Equipment

- Logo or special designation to highlight an organization, special event or personal recognition
- Wall plaques
- Certificates
- Desk accessories
- Writing instruments
- Paper clips and binder clips

- Desk clocks
- Most items available with no minimum order set up charges

## Cleaning and Janitorial

- Environmentally preferable, biodegradable products that contain recycled content
- Bio-based green products
- Paper products
- Chemicals, cleaners and detergents
- Mops and brooms
- Liners and plastic bags
- Cloths and towels

## Medical Supplies and Equipment

- Personal care
- Facial tissues
- Food service supplies
- Safety products
- First aid kits
- Flashlights and safety vests
- Specialty products
- Adhesive tapes
- Shipping boxes

## Mattress and Bedding

- SKILCRAFT® mattresses by skilled craftsmen
- Bedding products comparable to commercial suppliers' products
- Blankets and bedspreads
- Pillows
- Box springs and mattresses
- Liners and pads

## Hardware and Equipment

- Environmentally preferable, biodegradable products that contain recycled content
- Aerosol paints and primers
- Mats, cords and treads
- Measuring devices
- Indoor and outdoor tools



Learn more about the national AbilityOne network at [AbilityOne.org](http://AbilityOne.org), or contact us today at (800) 999-5963.

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