



Department of Defense

Adding Value for the
Department of Defense



Unparalleled Contracting Experience for the DoD Community

As a Department of Defense contracting official, acquisition officer, project or program manager, you operate within a dynamic, unpredictable environment where each decision impacts the brave men and women of our U.S. Armed Forces. For 70 years, the national AbilityOne Program has provided a wide array of high quality solutions at a fair market price for our federal and DoD customers. We understand your unique needs and can meet your complex contract and program requirements.

AbilityOne's dependable and cost effective solutions include:

SERVICES

- Administrative Services
- Contact Center Services
- Custodial Services
- Document Management Services
- Fleet Management Services
- Food Services
- Grounds Maintenance Services
- Healthcare Environmental Services
- Laundry Services
- Secure Document Destruction
- Secure Mail/Digital Document Services
- Supply Chain Management and Warehousing Services
- Total Facilities Management Services

PRODUCT MANUFACTURING AND DEVELOPMENT

- Aircraft and Vehicular Equipment and Supplies
- Clothing, Textiles and Individual Equipment
- Custom Manufacturing, Development and Fulfillment
- Food Processing, Packaging and Distribution
- Medical and Dental Products
- Office Products and Furnishings

SKILCRAFT® PRODUCTS

- Cleaning and Janitorial
- Mattress and Bedding
- Medical Supplies and Equipment
- Office Products
- Office Supplies and Equipment
- Paints and Tools
- Writing Instruments

“DoD's increase in contract awards to the AbilityOne Program has the direct and positive result of increasing job opportunities for individuals who are blind or have other severe disabilities including our service-disabled veterans who have transitioned to the AbilityOne Program.”

– Director Defense Procurement,
Acquisition Policy, and Strategic Sourcing
27 August 2008 Office of the Under Secretary of Defense memo

Quick Fact:

84% of federal customers gave the AbilityOne Program's quality of service a “4” or “5” on a scale of 1 to 5

– 2007 LMI Government Consulting Survey



Why AbilityOne?

The AbilityOne Program is the largest source of employment for people who are blind or have other severe disabilities in the United States. More than 600 nonprofit agencies (NPA's) in our national network provide quality goods and services to the federal government at a fair market price. The program is administered by the Committee for Purchase From People Who Are Blind or Severely Disabled, an independent federal agency, with assistance from National Industries for the Blind (NIB), and NISH – Creating Employment Opportunities for People with Severe Disabilities.

AbilityOne supports our DoD customers and network of nonprofit agencies with centralized contract management, engineering and technical assistance, information technology support, legislative and regulatory assistance, professional training, and communications and public relations services.

QUALITY PRODUCTS AND SERVICES

The AbilityOne Program offers products and services designed with your needs in mind. Our experienced team helps you meet strict industry standards and certifications such as ISO 9000, CARF, JCAHO and ASHES. Most importantly, we provide capable, reliable workers who bring an exceptional, award-winning work ethic to every project. As a long-time supplier to the federal government and DoD, AbilityOne works diligently to anticipate and adapt to your changing needs.

“ In the Department, we know that people who are blind or have other severe disabilities are a reliable part of our workforce, and they are capable of meeting or exceeding industry quality standards. ”

– Deputy Secretary of Defense
U.S. Department of Defense



Your Partners in Success

When you establish an on-going supplier relationship with the AbilityOne Program, you ensure the best value for your contract requirements. Plus, you help Americans who are blind or have other severe disabilities gain meaningful employment, lead more productive, independent lives and contribute to the American tax base.

RESPONSIVE SERVICE

As a valued supplier of products and services to federal agencies for 70 years, we understand the budget and time constraints you face. Our team works closely with you to manage your deadlines with constructive, efficient solutions. In fact, our nonprofit agency partners are *required* to perform in compliance with federal schedules. And because AbilityOne contracts are exempt from regular bidding requirements, you save time on RFPs.

FAIR MARKET PRICING

The AbilityOne Program is committed to delivering high-quality products and services at fair and reasonable prices. Our experts can recommend the most cost efficient solutions to your contract specifications. Even when federal funding is reduced, we can help find ways to readjust.

GOING GREEN

The AbilityOne Program is also a leading expert in the training and implementation of "Green Cleaning" – healthful cleaning that does not harm the constructed or natural environment. As an early adopter of Green Cleaning (our first contract was with the Department of Interior in 2001), we have been a proponent of the health and social benefits of Green Cleaning for over seven years. All federal agencies must demonstrate a 25% reduction in energy consumption by 2010. AbilityOne can help you meet your regulatory compliance requirements by procuring "environmentally preferable" cleaning and maintenance chemicals, janitorial paper items and other tools and equipment.

“The AbilityOne Program is by far the best value we could ask for: exceptional service, flexible management and customer service-oriented professionals with lifelong dedicated employees! They are our frontline in providing meals and service to our customers.”

– Bill Dorris
Galley Program Director
Mid-Atlantic Region,
United States Navy, Norfolk, VA

Did You Know?

- Thousands of USMC Individual First Aid Kits and Army Improved First Aid Kits were produced through the AbilityOne Program and directly responsible for saving lives on the battlefield.
- The Chemical Protective Overgarment (CPO), also known as the Joint Service Lightweight Integrated Suit Technology (JSLIST), is produced through the AbilityOne Program to protect our troops in the event of chemical and biological warfare
- DoD depot shelves have been stocked with different styles of bandages and dressings from the AbilityOne Program for more than twenty years.

TOP 5 DOD CUSTOMERS

Defense Supply Center,
Philadelphia

Fleet & Industrial Supply Center

Natick Contracting Division
Army RDECOM

Defense Commissary Agency

Defense Supply Center, Richmond

Consistent, Award-Winning Results

The AbilityOne Program and our national network of more than 600 NPAs continue to be recognized for delivering high-quality, reliable products and services.

SERVICE AWARDS AND RECOGNITION

AbilityOne's Fleet Management Services also helped Ft. Lewis Army Base in Washington earn a **6th place ranking in the "100 Best Fleets in North America"** recognition program held by *Government Fleet Magazine*.

AbilityOne was recognized by *California Fleet News* for **Exceptional Results with Extraordinary People**. AbilityOne received honorable mention for providing "innovative and creative spirit of the nation's fleets and finding new and effective ways of providing programs and services to their fleet customers."

AbilityOne has won the **Automated Best Value System (ABVS) Gold Medal Award** from the Defense Supply Center, Richmond for a perfect on-time shipping record for more than 16 consecutive years.

AbilityOne won the **2008 Most Improved Mail Center Award** just one year after taking over an IRS mail center operation.

AbilityOne was awarded the **2007 United States Postal Service Award of Excellence** for our mail center operations at the Department of Energy.

AbilityOne was awarded the **International Consumer Management Institute "Spirit of Service" Award** out of 200 international contact center service providers.

AbilityOne Custodial Services ranked better than commercial custodial services in seven out of seven **industry-recognized benchmarks**, according to a 2007 GSA survey.

AbilityOne was awarded the **2008 Lincoln Bronze Award for Commitment to Excellence** by The Lincoln Foundation for Performance Excellence.

FOOD SERVICES AWARDS

2009 Air Force John L. Hennessy Award

Multi-facility – First Place
Eglin AFB, FL

2009 Navy Capt. Edward F. Ney Award

Continental U.S. General Mess category – First place
Naval Station, Norfolk, VA

2008 Navy Capt. Edward F. Ney Award

Continental U.S. General Mess category – First place
Naval Weapons Station, Charleston, SC

2008 and 2007 Marine Corps Major General WPT Hill Memorial Awards

Best Full Food Service – First place
Mess Hall 620, Recruit Depot, San Diego, CA

2007 Air Force John L. Hennessy Award

Single Facility – First place
Vandenberg AFB, CA

2007 Navy Capt. Edward F. Ney Award

Continental U.S. General Mess category – First place
Navy Mid-Atlantic Naval Amphibious, Little Creek, VA

REGIONAL BALDRIGE RECOGNITION AWARDS

Texas Award for Performance Excellence

Lincoln Foundation for Performance Excellence

Maryland Quality Award

U.S. Senate Productivity and Quality Award for Virginia

U.S. Senate Productivity Award for Maryland

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