



NAVAIR Industry Day: Partnering with AbilityOne

Carla Goulart, Senior Director, SourceAmerica

Matthew Buchanan, Sales Manager, Business Development, National Industries for the Blind

Agenda

- AbilityOne Overview
- Benefits of Partnering with AbilityOne Non-Profit Agencies
- How AbilityOne Supports Federal Government
- AbilityOne Offering
- How to Partner
- Q&A

AbilityOne Program

- The AbilityOne Program provides employment opportunities to people who are blind or have significant disabilities and is among the nation's largest providers of such opportunities.
- The AbilityOne Program uses the purchasing power of the Federal Government to buy products and services from participating, community-based nonprofit agencies nationwide, dedicated to training and employing individuals who are blind or have significant disabilities.
- The U.S. AbilityOne Commission has designated two Central Nonprofit Agencies (Authorized Enterprises) to help administer the Program – National Industries for the Blind (NIB) and SourceAmerica.

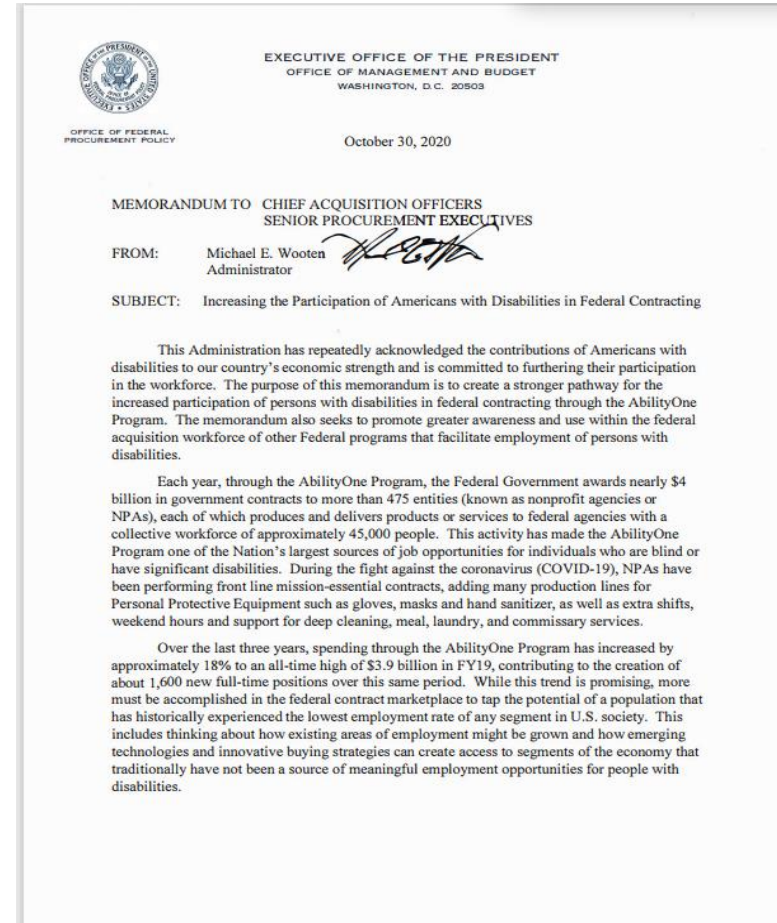


Why Partner with AbilityOne Nonprofit Agencies



Office of Federal Procurement Policy (OFPP)

- OFPP Released a Memo 10/30/2020
- Request was each 24 CFO Act Agency increase their spend in the AbilityOne Program
 - FY21 – 1% of Total Procurement \$
 - FY22 – 1.5% of Total Procurement \$
- Assign and AbilityOne Representative (ABOR) to represent that Federal Agency
- Identification of contracting strategies that promote the employment of persons with such asking prime contractors, including small businesses, to subcontract with nonprofit agencies (NPAs) and other than small business prime contractors to develop subcontracting plans for the use of NPAs



DFARS 219.703

219.703 Eligibility requirements for participating in the program.

- (a) Qualified nonprofit agencies for the blind and other severely disabled, that have been approved by the Committee for Purchase from People Who Are Blind or Severely Disabled under 41 U.S.C. chapter 85, are eligible to participate in the program as a result of 10 U.S.C. 2410d and section 9077 of Pub. L. 102-396 and similar sections in subsequent Defense appropriations acts. Under this authority, subcontracts awarded to such entities may be counted toward the prime contractor's small business subcontracting goal.
- (b) A contractor may also rely on the written representation as to status of—
 - (i) A historically black college or university or minority institution; or
 - (ii) A qualified nonprofit agency for the blind or other severely disabled approved by the Committee for Purchase from People Who Are Blind or Severely Disabled.

Executive Order 13985

- Advancing Racial Equity and Support for Underserved Communities Through the Federal Government
 - People with disabilities is one of the underserved communities identified in this EO



DOD Commitment to AbilityOne



OFFICE OF THE UNDER SECRETARY OF DEFENSE
3000 DEFENSE PENTAGON
WASHINGTON, DC 20301-3000

ACQUISITION
AND SUSTAINMENT

MEMORANDUM FOR DEPUTY ASSISTANT SECRETARY OF THE ARMY
(PROCUREMENT)
DEPUTY ASSISTANT SECRETARY OF THE NAVY
(PROCUREMENT)
DEPUTY ASSISTANT SECRETARY OF THE AIR FORCE
(CONTRACTING)
DEFENSE AGENCY AND DOD FIELD ACTIVITY DIRECTORS

SUBJECT: Call for Nominations – AbilityOne Representative (ABOR) Program

Pursuant to Defense Pricing and Contracting (DPC) memorandum entitled, “National Disability Employment Awareness Month and the AbilityOne® Program,” dated October 8, 2020, (Attachment 2) DoD Components shall establish an AbilityOne Representative (ABOR) program. ABOR responsibilities include: proactively advocating for the program; establishing a five-year strategic plan to facilitate DoD’s pledge to increase AbilityOne spending; reviewing acquisition strategy documents for AbilityOne opportunities; and working with subordinate organizations to grow AbilityOne program participation where mission needs intersect with AbilityOne capabilities.

Strong leadership by each DoD Component’s ABOR will be key in establishing this program by October 2021. Therefore, I ask that nominees be senior level leaders who can influence change within their organization. Based on previous years’ historical spend data for the AbilityOne program, nominations are mandatory for the Army, Navy, Air Force, Defense Logistics Agency (DLA), and Missile Defense Agency (MDA). Other DoD Components may also participate, at their discretion, in establishing an ABOR program in order to expand AbilityOne opportunities. To identify and appoint your ABOR, please use the nomination template at Attachment 1.

Mr. Scott Calisti, DPC’s Director of Contract Policy, will lead DoD’s cross-agency ABOR team as described in the Office of Management and Budget (OMB) memorandum entitled, “Increasing the Participation of Americans with Disabilities in Federal Contracting,” dated October 30, 2020, (Attachment 3). DoD will continue to lead the way across the federal government in AbilityOne participation.

My office, in collaboration with the U.S. AbilityOne Commission and the Air Force, will host an initial planning meeting in February 2021 to include discussion about formulation of five-year strategic plans to facilitate achievement of an OMB and AbilityOne effort for Federal Agencies to pledge to increase obligations. For DoD, our pledge will be to grow from .55% to 1% over the next five years to match DoD’s mission needs with AbilityOne capabilities to grow employment and career opportunities for disabled Americans and wounded warriors.



Department of Defense Equity Action Plan April 2022



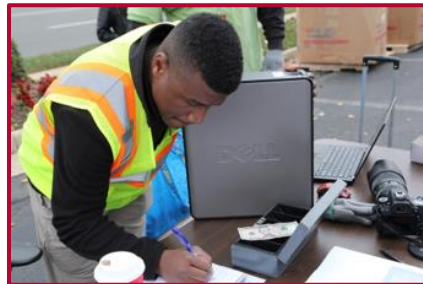
Increase economic opportunities for small business, including businesses from underserved communities, and expand contracting with entities employing individuals with disabilities, including under the AbilityOne Program

In addition to ensuring maximum practicable participation for small businesses in Departmental acquisitions, the Department also seeks to increase participation by AbilityOne entities. The DoD AbilityOne program has pledged to grow the federal-wide AbilityOne program over the next five years from 0.55% to 1.0% of DoD contract spending. This increase will match DoD’s mission needs with AbilityOne capabilities to grow employment and career opportunities for Americans with disabilities, including service-disabled veterans who are not small business owners (page 6)



AbilityOne Capabilities and Product Offering

AbilityOne Service Capabilities



- Administrative services
- Contact center and IT services
- Contract management (closeout) services
- Electronics recycling services
- Fleet management services
- Food services
- Grounds maintenance
- Healthcare environmental services
- Laundry services
- Mail services
- Records and document management services
 - Secure document destruction
- Retail services
- Supply chain management and warehouse services
 - Product packaging and kitting services
- Total facilities management

Examples of how AbilityOne Non-Profit Agencies are Serving the Navy

- Contract Close Out (NAVSUP, NAVSEA, NAVMED, NAVAIR)
- Transcription Services (NAVSUP, NAVSEA)
- Household Goods (NAVSUP)
- CBRNE Kitting (NAVMED)
- Call Center (NEXCOM)
- Shipboard Provisioning (NAVSUP)
- Base Operation Support Service (NAVFAC)
- Administrative and HR Support Services (MSC)

Representative Administrative Services Contracts

Project Name and Location	Annual Value	FTEs	PL Add Date
Administrative & Technical Support, U.S. Army, MEDCOM NRCO, Ft Meade, Ft Detrick, Ft Belvoir and Bethesda, MD	\$9.0M	10	12/2012
Administrative and HR Support Service, U.S. Navy, MSC - Norfolk, Multiple Locations	\$5.0M	70	05/2021
Post Wide Administrative Services, U.S. Army, AMC, Redstone Arsenal, Huntsville, AL	\$2.6M	41	08/1998
Military Personnel Support Services, U.S. Air Force, ACC, 633rd Contract Squadron, Joint Expeditionary Base Little Creek-Fort Story, VA	\$2.2M	20	07/2013
Administrative Services, National Aeronautics and Space Administration, Goddard Space Center, Greenbelt, MD	\$1.9M	15	12/2000
Administrative Services, Department of Housing and Urban Development, Multiple Regions Nationwide, Philadelphia, PA	\$1.7M	23	05/2008
Administrative Services, Environmental Protection Agency, Washington, D.C.	\$1.7M	21	09/1981
Administrative Services, Department of Homeland Security, CBP, SENTRI Enrollment Centers, San Diego, CA	\$1.6M	18	08/2003
Administrative Services, U.S. Navy, NAVSUP, Puget Sound Area, Navy Region Northwest, Bremerton, WA	\$1.5M	20	12/1999
Administrative Services, U.S. Army, AMC, Information Systems Engineering Command, Fort Huachuca, AZ	\$1.5M	16	07/2011

Data as of Q1 FY2022



Representative Customer Contact Center/Enterprise Help Desk Contracts

Project Name and Location	Annual Value	FTEs	PL Add Date
Call Center Services, Department of State, National Passport Information Center, CONUS, NPA locations: MI and AZ	\$59.7M	574	06/2001
IT Services and Tier 2 Help Desk, Department of Defense Human Resources Command DMDC, NPA locations: CA and VA	\$47.8M	34	04/2013
Contact Center and Tier 1 & 2 Help Desk, Department of Defense, Defense Human Resources Activity, DMDC, Fort Knox, KY	\$22.2M	155	09/2012
IT Service Desk Support, U.S. Department of Agriculture, ADMIN, NPA location: Lansing, MI	\$13.0M	176	08/2014
Contact Center Services and IT Help Desk, U.S. Army, TRADOC, Human Resources Command, Ft Knox, KY	\$7.6M	92	08/2011
Call Center Services, Defense Logistics Agency, DRMS-UPO, Hart-Dole-Inouye Federal Center, Battle Creek, MI	\$7.4M	79	10/1998
Contact Center, Department of Treasury, IRS, Virtual	\$6.9M	49	01/2004
Administrative and Contact Center Service, U.S. Air Force, 338 SCONS, TFSC, Joint Base San Antonio-Randolph, TX	\$6.7M	95	08/2016
Tier 1 Help Desk (Call Center), Defense Logistics Agency, Fort Belvoir, VA	\$3.5M	138	09/2011
Help Desk Support Services, U.S. Army, Army Training Center, CAT-C, JB Langley-Eustis, VA	\$2.9M	29	02/2016

Data as of Q1 FY2022



Existing Projects: A Sampling – Enterprise Service Desk Facility

Requirement	Contact Center Services, U.S. Department of State National Passport Information Center, Washington, DC	IT Service Desk Support, U.S. Department of Agriculture, Albuquerque, NM	Call Center Services, Defense Logistics Agency, DDS, Federal Center, DRMS-UPO, Battle Creek, MI	Facilities Maintenance, U.S. Air Force, Los Angeles AFB, Los Angeles, CA	Department of Public Works Base Operation Support, U.S. Army TRADOC, Fort George G. Meade, MD	Basewide Operating Service, U.S. Army, TRADOC, Directorate of Public Works, Fort Lee, VA	DPW, Base Operations Support, U.S. Army, TRADOC, Fort Rucker, AL	Facilities Support Services (FSOS), DPW, U.S. Army, TRADOC, El Paso Fort Bliss, TX	Contact Center, Department of Treasury, IRS, Virtual
Incident Management			✓						
Provide 24.7 Tier 0/1 support, Customers can submit incidents via web, telephone and email	✓	✓	✓	✓	✓	✓	✓	✓	✓
Automatic Call Distribution Technology (provided by contractor)	✓	✓	✓	✓	✓	✓	✓	✓	
Ability for users to submit and status open and close incidents via web interface, phone call or email		✓		✓	✓	✓	✓	✓	
Understand/gain knowledge of services thru training on knowledge articles provided by I3P contractors	✓	✓		✓	✓	✓	✓	✓	

Labor Category Examples

Labor Categories	Labor Categories
Acquisition Specialists/Mgmt. Analysts	General Clerk II
Budget Analysts	General Clerk III
Financial Analysts/Managers	Administrative Assistant
Executive Secretaries/Admin Assistants	Medical Records Clerk
Quality Monitor	Personnel Assistance II
Operations Security Analysts	Supply Technician
Principal Cyber Security/Information Assurance Specialists	Production Control Clerk
Administrative Services Managers	Call Center Manager
Physical Cyber Security /Force	Contact Center Representative
Computer & Information Research Scientists & Systems Analysts	Customer Support Representative , Level 1
Computer Network Architects, Support Specialists& Systems Administrators	Team Lead
Computer Programmers	Assistant Program Manager
Software and Web Developers	TSR

How to Partner with AbilityOne

1. Email primecontractor@abilityone.org and include the following information:

- a) Solicitation number
- b) Copy of PWS
- c) Identification of work, set aside for AbilityOne
- d) Estimated annual value
- e) Prime Contractor POC: email, phone, name, and title
- f) Timing/Need (turn around time)

2. Upon receipt of email, the CNAs will reach out to engage in dialogue, understand timing, and designate a POC – within 2 business days, you are engaged with CNA's on requirements needs/review of PWS

3. The CNA sets up meetings with Prime Contractor(s) to review upcoming solicitation and as needed, define work that will be performed by a Nonprofit Agency (NPA) as a subcontractor (CNA's are looking for functional areas like Call Center, Enterprise Help Desk, Back Office Support Areas, not staff augmentation)

4. The CNA posts the opportunity to the Nonprofit Community to determine interest and capabilities for specified requirement.

5. The CNA reviews NPA responses and determines which NPA(s) are best qualified to perform the subcontract work.

6. The CNA schedules review meetings between the Prime Contractor(s) and qualified NPAs.

7. Prime Contractor selects NPA(s) they wish to team with and begin proposal development

- a. The Prime Contractor has the selected NPA(s) sign a non-disclosure agreement and teaming agreement.
- b. The CNAs are not part of the teaming agreement.



Thank You!

primecontractor@abilityone.org

Carla Goulart, *Senior Director, AbilityOne Strategic Business Development*

SourceAmerica

(o) 925-543-5120 (c) 925-250-0247

Matthew Buchanan, *Sales Manager*

National Industries for the Blind

(c) 703-362-5193

The AbilityOne Program looks forward to your partnership and continuing to increase employment opportunities for the Program.





Appendix: AbilityOne NAICS Codes

AbilityOne NAICS Codes

Lines Of Business	NAICS CODES	
Administrative	<ul style="list-style-type: none"> • 561110 Office Administrative Services • 561990 All Other Support Services • 561449 All Other Business Support Services 	<ul style="list-style-type: none"> • 561320 Temporary Help Services • 561410 Document Preparation Services • 561439 Other Business Support Services
Contact Center / IT Services	<ul style="list-style-type: none"> • 518210 Data Processing, Hosting & Related Services • 519190 All Other Information Services • 541513 Computer Facilities Management Services 	<ul style="list-style-type: none"> • 541519 Other Computer Related Services • 561421 Telephone Answering Services • 561422 Telemarketing Bureaus & Other Contact Centers
Custodial	<ul style="list-style-type: none"> • 561720 Janitorial Services 	
Document and Records Management	<ul style="list-style-type: none"> • 518210 Data Processing, Hosting and Related Services • 519120 Libraries and Archives • 493190 Other Warehousing & Storage (Documents) 	<ul style="list-style-type: none"> • 561439 Other Business Service Centers (including Copy Shops) • 519190 All Other Information Services • 511199 All Other Publishers
Electronics Recycling	<ul style="list-style-type: none"> • 562920 Materials Recovery Facilities (MRF) 	<ul style="list-style-type: none"> • 562111 Solid Waste Collection
Fleet Management	<ul style="list-style-type: none"> • 811111 General Automotive Repair • 811113 Automotive Transmission Repair • 811121 Automotive Body, Paint & Interior Repair 	<ul style="list-style-type: none"> • 811192 Car Washes • 811198 All Other Automotive Repair & Maintenance
Food Services	<ul style="list-style-type: none"> • 722310 Food Service Contractors • 722320 Caterers • 722511 Full-Service Restaurants 	<ul style="list-style-type: none"> • 722513 Limited-Service Restaurants • 722514 Cafeterias, Grill Buffets & Buffets
Grounds Maintenance	<ul style="list-style-type: none"> • 561730 Landscape Services 	

AbilityOne NAICS Codes

Lines Of Business	NAICS CODES	
Healthcare Environmental Services	<ul style="list-style-type: none"> • 561720 Janitorial Services (Housekeeping) 	
Laundry	<ul style="list-style-type: none"> • 812320 Dry-Cleaning & Laundry Services • 812331 Linen Supply 	<ul style="list-style-type: none"> • 812332 Industrial Launderers
Other Services	<ul style="list-style-type: none"> • 488190 Other Support Activities for Air Transport • 531312 Nonresidential Property Managers 	<ul style="list-style-type: none"> • 488119 Other Airport Operations (Transient Alert)
Secure Document Destruction	<ul style="list-style-type: none"> • 561990 All Other Support Services (Document Destruction) 	
Mail Services	<ul style="list-style-type: none"> • 491110 Postal Service • 492110 Couriers & Express Delivery Services • 492210 Local Messengers & Local Delivery 	<ul style="list-style-type: none"> • 561431 Private Mail Centers • 561499 All Other Business Support Services
Supply Chain Management	<ul style="list-style-type: none"> • 488991 Packing and Crating • 493110 General Warehousing & Storage • 493190 Other Warehousing & Storage 	<ul style="list-style-type: none"> • 561910 Packaging & Labeling Services • 561990 All Other Support Services (Inventory Tracking & Computing Services) • 334419 UID/RFID Labeling • 333922 Warehouse Equipment & Supplies
Total Facilities Management	<ul style="list-style-type: none"> • 561210 Facility Support Services • 561790 Other Services to Buildings & Dwellings • 812930 Parking Lots and Garages (Valet Services) 	<ul style="list-style-type: none"> • 812990 All Other Personal Services (Restroom Operation, Check Room Operation) • 541330 Engineering Services

AbilityOne NAICS Codes

Lines Of Business	NAICS CODES	
Professional, Scientific & Technical Services	<ul style="list-style-type: none"> • 541614 Process, Physical Distribution Services • 541611 Administrative Management & General • 541519 Other Computer Related Services 	<ul style="list-style-type: none"> • 541512 Computer Systems Design Services • 541199 All Other Legal Services • 541110 Offices of Lawyers
Misc Store Retailers	<ul style="list-style-type: none"> • 453210 Office Supplies and Stationary Stores 	
Merchant Wholesale, Nondurable/Durable Goods	<ul style="list-style-type: none"> • 424120 Stationery and Office Supplies • 423420 Office Equipment Merchant Wholesale 	<ul style="list-style-type: none"> • 423710 Hardware Merchant Wholesale
Misc Manufacturing	<ul style="list-style-type: none"> • 339112 Surgical & Medical Instrument Mfg • 339113 Surgical Appliance & Supplies Mfg • 311423 Non-Perishable Foods • 335911 Batteries 	<ul style="list-style-type: none"> • 335210 Small Electrical Appliance Mfg • 334112 Computer Storage Device Mfg • 333318 Other Commercial & Service Industry Machinery Mfg • 333999 All Misc. Manufacturing • 339999 Flags, Banners, Pennants
Plastics and Rubber Products Mfg	<ul style="list-style-type: none"> • 326220 Rubber & Plastics Hoses & Belting Mfg • 326112 Plastics Packaging Film & Sheet (including Laminated) Mfg 	<ul style="list-style-type: none"> • 326199 All Other Plastics Product Mfg • 326111 Plastics Bag & Pouch Mfg
Chemical Mfg	<ul style="list-style-type: none"> • 325992 Photographic Film, Paper, Plate & Chemical Mfg • 325612 Polish & Other Sanitation Good Mfg 	<ul style="list-style-type: none"> • 325611 Soap & Other Detergent Mfg • 325520 Adhesive Mfg
Fabricated Metal Products	<ul style="list-style-type: none"> • 332216 Saw Blade & H & tool Mfg • 332999 Metal Pallets 	<ul style="list-style-type: none"> • 332215 Metal Kitchen Cookware, Utensil, Cutlery, & Flatware (except Precious) Mfg

AbilityOne NAICS Codes

Lines Of Business	NAICS CODES	
Petroleum & Coal Products Mfg	<ul style="list-style-type: none"> • 324191 Petroleum Lubricating Oil & Great Mfg 	
Paper Mfg	<ul style="list-style-type: none"> • 322220 Paper Bag & Coated & Treated Paper Mfg • 322211 Corrugated & Solid Fiber Box Mfg 	<ul style="list-style-type: none"> • 322121 Paper (except Newprint) Mills
Wood Product Mfg	<ul style="list-style-type: none"> • 321920 Wood Container & Pallet Mfg 	
Leather & Allied Products Mfg	<ul style="list-style-type: none"> • 316998 All Other Leather Good & Allied Product Mfg 	
Apparel Mfg	<ul style="list-style-type: none"> • 315210 Cut & Sew Apparel Contractors 	<ul style="list-style-type: none"> • 315990 Apparel Accessories & Other Apparel Mfg • 339920 Sporting & Athletic Goods Manufacturing
Textile Product Mills	<ul style="list-style-type: none"> • 314120 Curtain & Line Mills 	