

NAVAIR Industry Day: Partnering with AbilityOne

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- 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

	EXECUTIVE OFFICE OF THE PRESIDENT OFFICE OF MANAGEMENT AND BUDGET WASHINGTON, D.C. 20503
OFFICE OF FEDERAL ROCUREMENT POLICY	October 30, 2020
MEMORAN	NDUM TO CHIEF ACQUISITION OFFICERS SENIOR PROCUREMENT EXECUTIVES
FROM:	Michael E. Wooten Administrator
SUBJECT:	Increasing the Participation of Americans with Disabilities in Federal Contracting
disabilities t in the workf increased pa Program. T	Administration has repeatedly acknowledged the contributions of Americans with o our country's economic strength and is committed to furthering their participation orce. The purpose of this memorandum is to create a stronger pathway for the rticipation of persons with disabilities in federal contracting through the AbilityOne he memorandum also seeks to promote greater awareness and use within the federal workforce of other Federal programs that facilitate employment of persons with
billion in go NPAs), each collective w Program one have signific been perforr Personal Pro	year, through the AbilityOne Program, the Federal Government awards nearly \$4 vernment contracts to more than 475 entities (known as nonprofit agencies or 10 which produces and delivers products or services to federal agencies with a orkforce of approximately 45,000 people. This activity has made the AbilityOne 2 of the Nation's largest sources of job opportunities for individuals who are blind or and disabilities. During the fight against the coronavirus (COVID-19), NPAs have ning front line mission-essential contracts, adding many production lines for steective Equipment such as gloves, masks and hand sanitizer, as well as extra shifts, us and support for deep cleaning, meal, laundry, and commissary services.
approximate about 1,600	the last three years, spending through the AbilityOne Program has increased by y 18% to an all-time high of \$3.9 billion in FY19, contributing to the creation of new full-time positions over this same period. While this trend is promising, more omplished in the federal contract marketplace to tap the potential of a population that illy experienced the lowest employment rate of any segment in U.S. society. This king about how existing areas of employment might be grown and how emerging



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

Federal Register/Vol. 86, No. 14/Monday, January 25, 2021/Presidential Documents 7009
Presidential Documents

Executive Order 13985 of January 20, 2021

Advancing Racial Equity and Support for Underserved Communities Through the Federal Government

By the authority vested in me as President by the Constitution and the laws of the United States of America, it is hereby ordered:

Section 1. Policy. Equal opportunity is the bedrock of American democracy, and our diversity is one of our country's greatest strengths. But for too many, the American Dream remains out of reach. Entrenched disparities in our laws and public policies, and in our public and private institutions, have often denied that equal opportunity to individuals and communities. Our country faces converging economic, health, and climate crises that have exposed and exacerbated inequilies, while a historic movement for justice has highlighted the unbearbable human costs of systemic racism. Our Nation deserves an ambitious whole-of-government equity agenda that matches the scale of the opportunities and challenges that we face.

It is therefore the policy of my Administration that the Federal Government should pursue a comprehensive approach to advancing equity for all, including people of color and others who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality. Affirmatively advancing equity, civil rights, racial justice, and equal opportunity is the responsibility of the whole of our Government. Because advancing equity requires a systematic approach to embedding fairness in decisionmaking processes, executive departments and agencies (agencies) must recognize and work to redness inequities in their policies and programs that serve as barriers to equal opportunity.

By advancing equity across the Federal Government, we can create opportunities for the improvement of communities that have been historically underserved, which benefits everyone. For example, an analysis shows that closing racial gaps in weges, housing credit, lending opportunities, and access to higher education would amount to an additional 35 trillion in gross domestic product in the American economy over the next 5 years. The Federal Government's goal in advancing equity is to provide everyone with the opportunity to reach their full potential. Consistent with these aims, each agency must assess whether, and to what extent, its programs and policies preptate systemic barries to opportunities and benefits for people of color and other underserved groups. Such assessments will better equip agencies to develop policies and programs that deliver resources and benefits equitably to all.

Sec. 2. Definitions. For purposes of this order: (a) The term "equity" means the consistent and systematic fair, just, and impartial treatment of all individuals, including individuals who belong to underserved communities that have been denied such treatment, such as Black, Latino, and Indigenous and Native American persons. Asian Americans and Pacific Islanders and other persons of color; members of religious minorities; lesbian, gay, bisexual, transgender, and queer (LGBTQ-1) persons; persons with disabilities; persons who live in rural areas; and persons otherwise adversely affected by persistent poverty or inequality.

(b) The term "underserved communities" refers to populations sharing a particular characteristic, as well as geographic communities, that have been systematically denied a full opportunity to participate in aspects of economic, social, and civic life, as exemplified by the list in the preceding definition of "equity."



DOD Commitment to AbilityOne



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

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 servicedisabled 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	Logistics Agency, DDS, Federal Center,	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			\checkmark						
Provide 24.7 Tier 0/1 support, Customers can submit incidents via web, telephone and email	\checkmark	✓	✓	\checkmark	~	\checkmark	~	~	✓
Automatic Call Distribution Technology (provided by contractor)	\checkmark	✓	✓	\checkmark	~	\checkmark	~	~	
Ability for users to submit and status open and close incidents via web interface, phone call or email		√		\checkmark	\checkmark	~	\checkmark	~	
Understand/gain knowledge of services thru training on knowledge articles provided by I3P contractors	\checkmark	✓		\checkmark	~	~	~	~	



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.





primecontractor@abilityone.org

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



Appendix: AbilityOne NAICS Codes



Lines Of Business	NAICS CODES			
Administrative	 561110 Office Administrative Services 561990 All Other Support Services 561449 All Other Business Support Services 	 561320 Temporary Help Services 561410 Document Preparation Services 561439 Other Business Support Services 		
Contact Center / IT Services	 518210 Data Processing, Hosting & Related Services 519190 All Other Information Services 541513 Computer Facilities Management Services 	 541519 Other Computer Related Services 561421 Telephone Answering Services 561422 Telemarketing Bureaus & Other Contact Centers 		
Custodial	561720 Janitorial Services			
Document and Records Management	 518210 Data Processing, Hosting and Related Services 519120 Libraries and Archives 493190 Other Warehousing & Storage (Documents) 	 561439 Other Business Service Centers (including Copy Shops) 519190 All Other Information Services 511199 All Other Publishers 		
Electronics Recycling	562920 Materials Recovery Facilities (MRF)	562111 Solid Waste Collection		
Fleet Management	 811111 General Automotive Repair 811113 Automotive Transmission Repair 811121 Automotive Body, Paint & Interior Repair 	 811192 Car Washes 811198 All Other Automotive Repair & Maintenance 		
Food Services	 722310 Food Service Contractors 722320 Caterers 722511 Full-Service Restaurants 	722513 Limited-Service Restaurants722514 Cafeterias, Grill Buffets & Buffets		
Grounds Maintenance	561730 Landscape Services			



Lines Of Business	NAICS CODES			
Healthcare Environmental Services	• 561720 Janitorial Services (Housekeeping)			
Laundry	812320 Dry-Cleaning & Laundry Services812331 Linen Supply	812332 Industrial Launderers		
Other Services	 488190 Other Support Activities for Air Transport 531312 Nonresidential Property Managers 	• 488119 Other Airport Operations (Transient Alert)		
Secure Document Destruction	561990 All Other Support Services (Document Destruction)			
Mail Services	 491110 Postal Service 492110 Couriers & Express Delivery Services 492210 Local Messengers & Local Delivery 	 561431 Private Mail Centers 561499 All Other Business Support Services 		
Supply Chain Management	 488991 Packing and Crating 493110 General Warehousing & Storage 493190 Other Warehousing & Storage 	 561910 Packaging & Labeling Services 561990 All Other Support Services (Inventory Tracking & Computing Services) 334419 UID/RFID Labeling 333922 Warehouse Equipment & Supplies 		
Total Facilities Management	 561210 Facility Support Services 561790 Other Services to Buildings & Dwellings 812930 Parking Lots and Garages (Valet Services) 	 812990 All Other Personal Services (Restroom Operation, Check Room Operation) 541330 Engineering Services 		



Lines Of Business	NAICS CODES			
Professional, Scientific & Technical Services	 541614 Process, Physical Distribution Services 541611 Administrative Management & General 541519 Other Computer Related Services 	 541512 Computer Systems Design Services 541199 All Other Legal Services 541110 Offices of Lawyers 		
Misc Store Retailers	453210 Office Supplies and Stationary Stores			
Merchant Wholesale, Nondurable/Durable Goods	 424120 Stationery and Office Supplies 423420 Office Equipment Merchant Wholesale 	• 423710 Hardware Merchant Wholesale		
Misc Manufacturing	 339112 Surgical & Medical Instrument Mfg 339113 Surgical Appliance & Supplies Mfg 311423 Non-Perishable Foods 335911 Batteries 	 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	 326220 Rubber & Plastics Hoses & Belting Mfg 326112 Plastics Packaging Film & Sheet (including Laminated) Mfg 	 326199 All Other Plastics Product Mfg 326111 Plastics Bag & Pouch Mfg 		
Chemical Mfg	 325992 Photographic Film, Paper, Plate & Chemical Mfg 325612 Polish & Other Sanitation Good Mfg 	325611 Soap & Other Detergent Mfg325520 Adhesive Mfg		
Fabricated Metal Products	332216 Saw Blade & H & tool Mfg332999 Metal Pallets	 332215 Metal Kitchen Cookware, Utensil, Cutlery,& Flatware (except Precious) Mfg 		



Lines Of Business	NAICS CODES			
Petroleum & Coal Products Mfg	324191 Petroleum Lubricating Oil & Great Mfg			
Paper Mfg	 322220 Paper Bag & Coasted & Treated Paper Mfg 322211 Corrugated & Solid Fiber Box Mfg 	322121 Paper (except Newprint) Mills		
Wood Product Mfg	321920 Wood Container & Pallet Mfg			
Leather & Allied Products Mfg	 316998 All Other Leather Good & Allied Product Mfg 			
Apparel Mfg	315210 Cut & Sew Apparel Contractors	 315990 Apparel Accessories & Other Apparel Mfg 339920 Sporting & Athletic Goods Manufacturing 		
Textile Product Mills	314120 Curtain & Line Mills			

