



**AbilityOne**

**Department of Commerce: Big A Conference**

**May 18, 2022**

# Agenda

- AbilityOne Program Overview
- Statutory and Regulatory Authority
- Benefits of AbilityOne Program
- OFPP Memo/Executive Order 13985/Category Management
- AbilityOne Capabilities
- When and How to Engage with AbilityOne
- Steps to Adding a Requirement to the Procurement List
- Contract Administration/Issue Resolution
- AbilityOne Subcontracting Language
- FAR Clause 52.208-9
- Questions





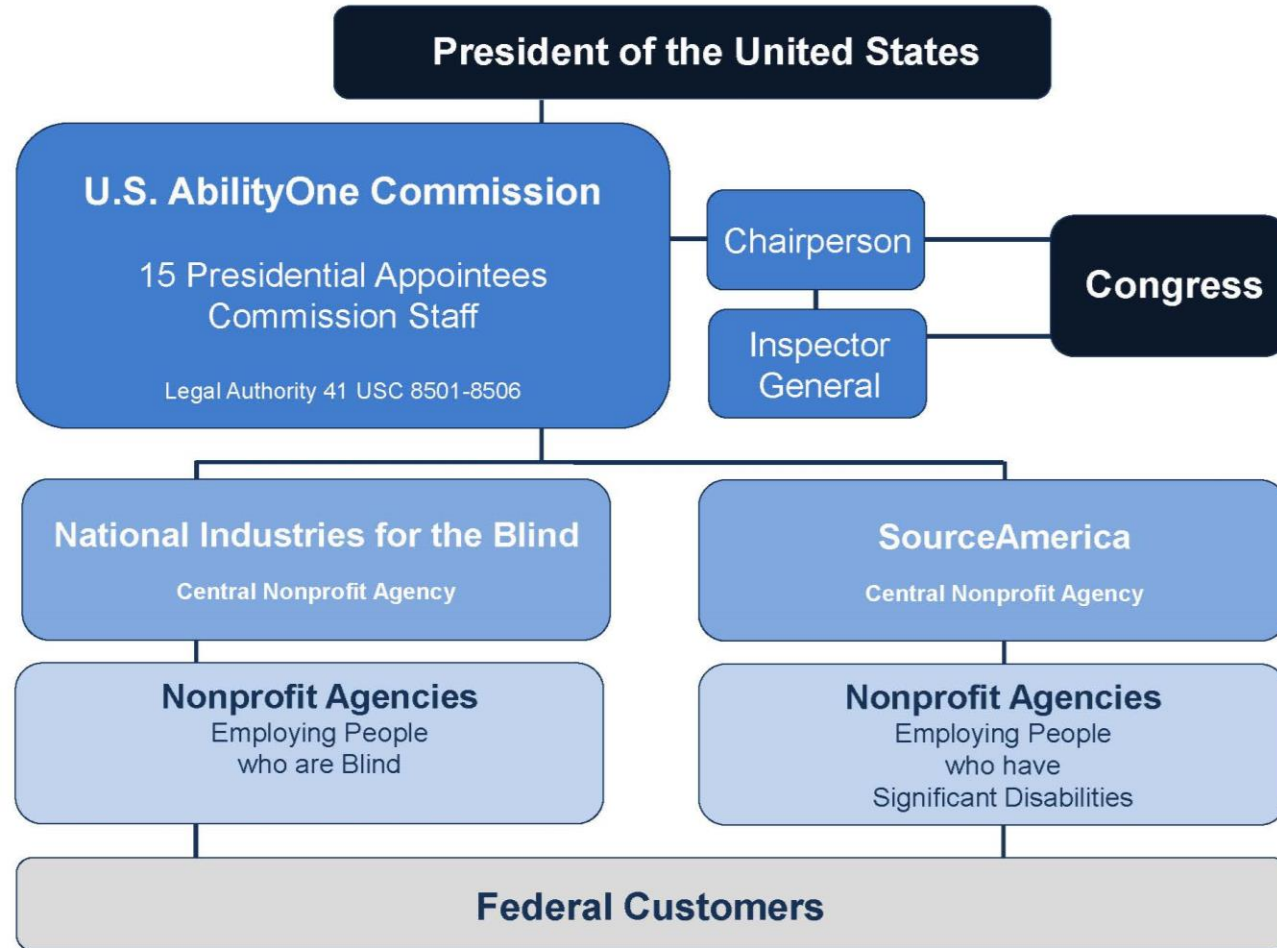
# AbilityOne Program Overview

# AbilityOne Program Mission

The AbilityOne Program provides employment opportunities for people who are blind or have significant disabilities in the manufacturing and delivery of products and services to the Federal Government.



# AbilityOne Organizational Chart





# Statutes and Regulations

- Javits-Wagner-O'Day Act, 41 U.S.C. 8501 – 8506
  - Establishes the JWOD Program and designates Committee as an independent Federal agency
- 41 CFR Chapter 51
  - Implements the AbilityOne Program
- FAR 8.002
  - Priorities for use of mandatory Government sources
- FAR Subpart 8.7
  - Acquisition from nonprofit agencies employing people who are blind or severely disabled

# Statutory and Regulatory Authority

Title 41: Public Contracts and Property Management

PART 51-1—GENERAL

§ 51-1.1 Policy.

(a) It is the policy of the government to increase employment and training opportunities for persons who are blind or have other severe disabilities through the purchase of commodities and services from qualified nonprofit agencies employing persons who are blind or have other severe disabilities. The Committee for Purchase from People who are Blind or Severely Disabled (hereinafter the Committee) was established by the Javits-Wagner-O'Day Act, Public Law 92-28, 85 Stat. 77 (1971), as amended, 41 U.S.C. 46-48c (hereinafter the JWOD Act). The Committee is responsible for implementation of a comprehensive program designed to enforce this policy.

(b) It is the policy of the Committee to encourage all federal entities and employees to provide the necessary support to ensure that the JWOD Act is implemented in an effective manner. This support includes purchase of products and services published on the Committee's Procurement List through appropriate channels from nonprofit agencies employing persons who are blind or have other severe disabilities designated by the Committee; recommendations to the Committee of new commodities and services suitable for addition to the Procurement List; and cooperation with the Committee and the central nonprofit agencies in the provision of such data as the Committee may decide is necessary to determine suitability for addition to the Procurement List.



# Statutory and Regulatory Authority

**FAR 6.302-5** – Competition exemption – authorized by statute

**FAR 7.105** – Acquisition Planning and consideration in plans for Part 8 required sources

**FAR 8.002 (a)(1) & (2)** – Priority source

**FAR 8.7** – AbilityOne as required source of supply/service

**FAR 9.107** – Surveys of nonprofit agencies participating in the AbilityOne Program

**FAR 15** – Contracting by negotiation and exemption from certified cost and pricing data

**FAR 31.7** – Contract pricing principles = OMB Uniform Guidance at 2 CFR Part 200, subpart E and appendix IV





# Benefits of AbilityOne Acquisition

## Pre-Award Benefits

- The CNAs conducts contractor (Nonprofit Agencies) vendor evaluation and recommendation
- AbilityOne is Exempt from competition in contracting
- Supports category management goal to move Tier 0 contracts to Tier 2
- Demonstrated capabilities in more than 15 LOBs
- Provides Subject Matter Expert support for development of statement of work (SOW) if requested

## Post-Award Benefits

- Post-award support including performance oversight and resolution support
- Once on the PL, there is no need to recompet
- Low nonprofit staff turnover
- Supports continuity of operations via long-term contract relationships
- Technical experts can provide recommendations on best practices seen across same Lines of Business with other government customers

# Benefit: Early Engagement with CNA

**2019: The U.S. AbilityOne Commission® authorizes government personnel to share procurement data with National Industries for the Blind and SourceAmerica®.**

**Engage early in the budget and requisition stage to fully leverage AbilityOne Program Procurement List (PL) benefits**




703-603-2100  
FAX 703-603-0655

U.S. ABILITYONE COMMISSION

February 28, 2019

1401 S. Clark Street, Suite 715  
Arlington, Virginia 22202

## MEMORANDUM FOR FEDERAL ACQUISITION PROFESSIONALS

FROM: Thomas D. Robinson, Chairperson 

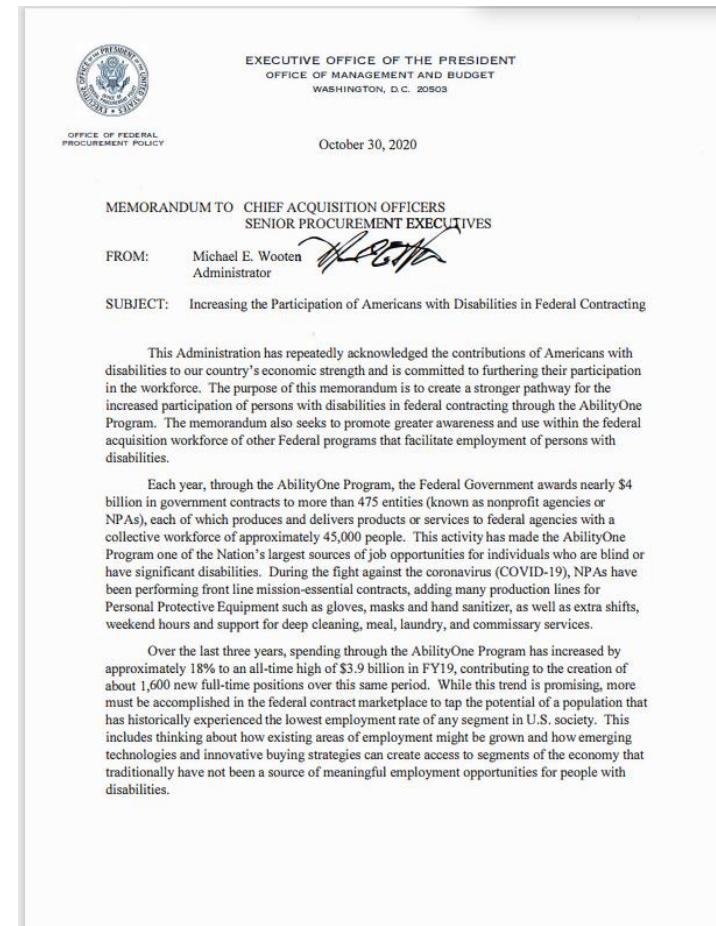
SUBJECT: Requests for Information from National Industries for the Blind (NIB), SourceAmerica<sup>1</sup> and American Foundation for the Blind (AFB)

The Committee for Purchase From People Who Are Blind or Severely Disabled (operating as the U.S. AbilityOne Commission; hereafter, "Commission") is a Federal agency charged with implementing a program mandated by Congress through the Javits-Wagner-O'Day (JWOD) Act, 41 U.S.C. § 8501-8506. Under the AbilityOne Program, the Commission determines which products and services procured by the Federal Government will be furnished by nonprofit agencies employing people who are blind or have significant disabilities, creating employment for this underserved population. The products and services are placed on the Commission's Procurement List, and thereafter must be purchased from sources authorized by the Commission.

The JWOD Act, at 41 U.S.C. § 8502(h) and 8503(c), authorizes the Commission to secure information needed to carry out the AbilityOne Program directly from any Federal entity, and to designate one or more central nonprofit agencies to assist it in carrying out the AbilityOne Program. The Commission has designated National Industries for the Blind (NIB), SourceAmerica, and American Foundation for the Blind (AFB) as central nonprofit agencies, and has authorized them to secure information needed to carry out the AbilityOne Program. See 41 CFR 51-3.1 and 51-3.2(c).

# 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 an AbilityOne Representative (ABOR) to represent that Federal Agency: Thomas Sherman, Department of Commerce ABOR: [Thomas.M.Sherman@census.gov](mailto:Thomas.M.Sherman@census.gov)



- People with disabilities is one of the underserved communities identified in this EO



# Category Management

## **The AbilityOne® Program aligns with category management and supports achievement of a Federal Agencies Spend Under Management (SUM) objectives**

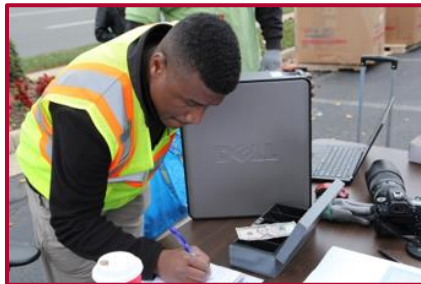
- Office of Management and Budget (OMB) M-19-13: “Category Management: Making Smarter Use of Common Contract Solutions and Practices” provides guidance on the use of category management, the business practice of buying common goods and services as an enterprise using common contract solutions to eliminate redundancies, increase efficiency and deliver more value and savings from the government's acquisition programs.
- OMB utilizes a tiered maturity model that assigns Tiers (0-3) to agency spending activity based on the extent to which the spending demonstrates progress and sophistication in adopting category management practices.
  - AbilityOne contracts have been designated Tier 2 within the context of Category Management.
- AbilityOne capabilities span a wide range of products and services aligned to 8 of the 10 common Category Management categories.




# AbilityOne Program Capabilities



# 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



# Records and Document Management Capabilities



# Top 10 Records and Document Management contracts

| Project Name and Location   | Annual Value | FTEs | PL Add Date |
|---|--------------|------|-------------|
| Air Force Medical Records, U.S. Air Force, AETC, Randolph Air Force Base, TX  | \$16.3M      | 253  | 7/1999      |
| Administrative Services, U.S. Army, MEDCOM, AMEDD Record Processing Center, San Antonio, TX                                       | \$8.0M       | 133  | 7/2012      |
| Document Management, Imaging and Data Processing for NIDPA and CMIR-CONUS, Department of Homeland Security, CBP, NPA Facility, OH | \$3.5M       | 43   | 8/2012      |
| Document Processing, Department of Health and Human Services, CMS, HCFA, Baltimore, MD  | \$1.5M       | 16   | 4/2001      |
| Administrative Services, Department of Health and Human Services, CMS, HCFA, Baltimore, MD  | \$1.4M       | 17   | 4/2001      |
| Records Management Service, U.S. Air Force, AFRC, Denver, CO  | \$833K       | 11   | 9/2001      |
| Retirement/Annuity Inbound Mail Services, Defense Finance and Accounting Service, Indianapolis, IN                                | \$809K       | 7    | 11/2015     |
| File Maintenance, Department of Commerce, USPTO, Alexandria, VA   | \$583K       | 6    | 6/1990      |
| Document Management Service, U.S. Army, AMC, Evans Community Hospital, Fort Carson, CO  | \$554K       | 7    | 4/2010      |
| Document Scanning and Records Management, U.S. Navy, MSC, Norfolk, VA   | \$359K       | 6    | 5/2018      |

Data as of Q1 FY2021

# Records and Document Management

- **Supporting the acquisition team**
  - Records management subject matter expertise to support the development of the statement of work, performance work statement or statement of objectives
  - Post award quality assurance provided by the account services team
- **Full life-cycle records management services include:**
  - Document Conversion (Paper)
  - Analog-to-digital conversion (Microfilm/fiche)
  - Digital and hardcopy document storage
  - Data and document transfer including secure chain of custody
  - Data entry and document processing
  - Digital and hardcopy document distribution
  - Electronic health record management
  - Cloud-based solutions
  - Document destruction



# Document and Media Destruction Services

- Document and materials destruction
- Recycling programs
- Media/x-ray film destruction
- NAID AAA Certification
- Professional, trained, bonded insured staff
- Alarm monitored facilities with 24/7 video surveillance and 90-day backup
- Regularly scheduled pickup days
- Trucks with real-time GPS tracking
- Full seven-year background checks of all employees
- 575 locations across 45 states



# Records and Document Management in action

## Work Performed:

AbilityOne contractor provides a technology solution that streamlines and automates the entire life-cycle of document transcription, digitization and data entry processes. In addition, the solution minimizes labor costs and maximizes technological efficiencies. The nonprofit agency contractor achieves this through:

- Collection and control of documents for Non-Immigrant Data Processing Services (NIDPS) and Currency and Monetary Instrument Reporting (CMIR)
- Rapid and accurate transcription of paper documents into electronic records
- Daily electronic data and image transmissions to designated servers
- Physical storage and destruction of original documents in accordance with the Government's record retention schedule
- Project management controls and on-going project status reporting
- Development of project documentation for all processes and procedures

All nonprofit agency contractor staff must pass 100% of background investigations/clearances conducted and issued by CBP. Only those with a full clearance issued by CBP (called a public trust BI, which is the equivalent of Top Secret) are allowed access to the designated secure area where all work is performed, and documents are stored.

**Document Management,  
Imaging and Data  
Processing, Department of  
Homeland Security (DHS),  
U.S. Customs and Border  
Protection (CBP), CONUS  
Springfield, VA**

**Annual Value: \$4.5 Million**

**Annual FTEs: 38**

**Award Date: 8/2012**





# Contact Center and IT Service Capabilities

# Contact Center Services

- SourceAmerica's network NPAs have provided contact center/help desk and switchboard services for a quarter of a century.
- Currently supports:
  - 24 contracts employing nearly 1,300 people with disabilities
  - \$191 million annual value, with individual contracts valued between \$86K and \$60M
  - 21 unique NPAs
  - Annual volumes have exceeded 17 million contacts per year



Data as of Q1FY2022

**Redundancy through geographic dispersion**



# Contact Center Services

**Network NPAs have provided contact center/help desk and switchboard services for a quarter of a century.**

## Services

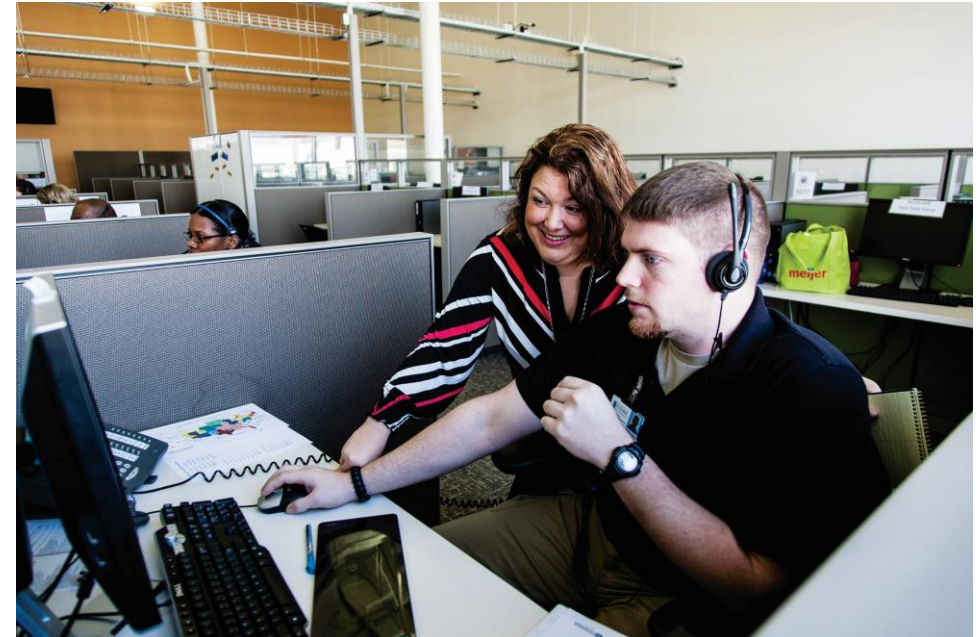
- 24x7x365 support
- Answering services
- Switchboard services
- Customer support
- Information lines
- Tier 1 Help desk services
- Technical support services
- Field services and logistics (*dispatch*)
- Customer service
- Outbound calls

## Facilities

- Brick and mortar
- Hybrid
- Virtual
- Client site

## Competitive

- Lower turnover



# IT Solutions

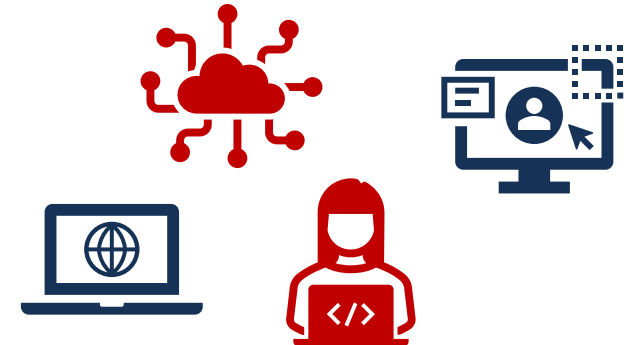
## IT Services

- Verifying military entitlements and benefits
- Managing the DoD ID card Common Access Card (CAC) issuance program
- Providing identity management for the DoD
- Helping identify fraud/waste in DoD pay and benefit systems
- Personnel/property identification, authentication and access control systems
- Personnel evacuation support systems
- Conducting personnel surveys
- Assisting military members and their spouses with relocations, quality of life issues and post-service job searches



## IT Functions Performed

- Business planning
- Software development
- Software sustainment processes
- Database management and support (including data mining)
- Architecture





# Software Accessibility Testing

Accessibility testing services include compliance testing for:

- Section 508 of the Rehabilitation Act of 1973
- The Web Content Accessibility Guidelines (WCAG) V2.0 AA of the World Wide Web Consortium Guidance
- The 18F Accessibility Guide for software, applications, web content and web design/style

Assistive technologies for accessibility testing can include:

- JAWS Screen Reader
- Color contrast analyzer
- Dragon Naturally Speaking
- GazeSpeaker
- Alternative keyboard devices
- ZoomText
- NVDA (non-visual desktop access)



Quality Assurance analysts have Trusted Tester certification from the Department of Homeland Security in addition to a Certified Tester Foundation Level certificate from the International Software Testing Qualifications Board/American Software Qualifications Board.

# FY23 – FY25 Upcoming Requirements: AbilityOne

| ALL                      |                |                      |                         |                      |
|--------------------------|----------------|----------------------|-------------------------|----------------------|
|                          | # of contracts |                      | \$ spend                |                      |
|                          | Total          | Potential AbilityOne | Total                   | Potential AbilityOne |
| No Set Aside             | 2,292          | 227                  | \$8,220,816,824         | \$554,634,521        |
| 8(a)                     | 158            | 6                    | \$353,211,716           | \$7,777,686          |
| HUBZONE                  | 23             | 2                    | \$15,903,204            | \$7,268,130          |
| Service-Disabled Veteran | 26             | 5                    | \$33,779,955            | \$2,186,907          |
| Small Business           | 868            | 98                   | \$2,291,990,048         | \$122,625,025        |
| Woman Owned              | 64             | 10                   | \$104,276,310           | \$29,717,249         |
| <b>Total</b>             | <b>3,431</b>   | <b>348</b>           | <b>\$11,019,978,058</b> | <b>\$724,209,518</b> |



# When and How to Engage with AbilityOne



# When to Engage with AbilityOne

- Acquisition Planning: FAR Part 7
  - Consider AbilityOne – email [opportunity@abilityone.org](mailto:opportunity@abilityone.org)
- Market Research FAR Part 10
  - Consider AbilityOne – email [opportunity@abilityone.org](mailto:opportunity@abilityone.org)
- We will evaluate PWS and let you know whether it is a fit for the program, or not

# Market Research

- Upon receipt of required information including current incumbent and SOW/PWS the CNAs will determine feasibility of AbilityOne capability and capacity for the requirement
  - Conduct a preliminary impact determination in accordance with CFR § 51-2.4
    - Requirements are not eligible for addition to the PL if likely to have a severe adverse impact on the incumbent
  - If incumbent is 8(a), confirm graduation from 8(a) Program prior to the end of the full term of the contract, including options
  - Confirm requirement is within AbilityOne LOBs and will employ at least one direct full-time equivalent


## Market Research (con't)

- Within 15 days, the CNA will advise if requirement is suitable for transition to AbilityOne
- If yes, the CNA will arrange for a capability presentation or other discussions as required to support the CMS decision
- Upon notice of the decision to transition the requirement to AbilityOne, the CNA will request an official impact determination from the Commission
  - The request for impact determination (RID) process includes notice to the incumbent



# Requirements May Be:

- New Requirement
  - Government employees currently doing the work
  - Requirement is in development
    - No one is performing the work now
    - e.g. New building, records management, etc.
- Contract Renewal (new base)
  - Work currently being done by a commercial company



# **AbilityOne Subcontracting Language Examples (counts towards Department of Commerce AbilityOne Pledge)**



# Example: OCIO Commerce Acquisition for Transformational Technology Services Contract

## Review PWS

- 3.1 TASK AREA 1 – CHIEF INFORMATION OFFICER (CIO) SUPPORT
- 3.2 TASK AREA 2 – DIGITAL DOCUMENT AND RECORDS MANAGEMENT
- 3.3 TASK AREA 3 – MANAGED SERVICE OUTSOURCING AND CONSULTING
- 3.4 TASK AREA 4 – IT OPERATIONS AND MAINTENANCE
- 3.5 TASK AREA 5 – INFORMATION TECHNOLOGY SERVICES MANAGEMENT
- 3.6 TASK AREA 6 – CYBERSECURITY

## Identification of AbilityOne Work

### **3.1 TASK AREA 1 – CHIEF INFORMATION OFFICER (CIO) SUPPORT**

- 3.1.3 – Customer Relationship Management Services – this is what we see as Omni Channel – the gathering of customer info (from disperse sources and ensuring it's brought all together) – this is done thru Call Centers and Other Records Management Functions
- 3.1.6 – Acquisition Support

### **3.2 TASK AREA 2 – DIGITAL DOCUMENT AND RECORDS MANAGEMENT**

- AbilityOne can support all areas identified within this task area. The only area that we would not be able to support is on site (OCONUS) however if the work can be done within the US our NPA Community can support.

### **3.3 TASK AREA 3 – MANAGED SERVICE OUTSOURCING AND CONSULTING**

- 3.3.1 – Logistical Support and Inventory Management
- 3.3.2 – End User Computing Support

### **3.4 TASK AREA 4 – IT OPERATIONS AND MAINTENANCE**

- 3.4.1 – Service Desk
- 3.4.1 – Desktop Management

# Representative Customer Contact Center 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 – Customer Contact Center

| Requirement                                  | Administrative and Contact Center Services, U.S. Air Force, AETC, Randolph AFB, TX | Contact Center Services, U.S. Army, HRC, Fort Knox, KY | IT Service Desk Support, U.S. Dept. of Agriculture, ADMIN, NPA Location: MI | Call Center Services, Dept. of State, NPIC, CONUS, NPA Locations: MI and AZ |
|--|--|--|---|---|
| Security Clearance                           |  |  |   |   |
| Business Analysis Support                    |  |  |   |   |
| Customer Service and Support                 | ✓  | ✓  | ✓   | ✓   |
| Customer Outreach and Satisfaction Surveys   | ✓  | ✓  | ✓   | ✓   |
| Cybersecurity                                |  | ✓  |   |   |
| Database Management                          | ✓  |  |   |   |
| Disaster Recovery                            | ✓  |  |   | ✓   |
| E-mail, Web Chat, Txt, Mail, Fax, TTY        | ✓  | ✓  | ✓   | ✓   |
| Enterprise Architecture (EA) Support         |  |  |   |   |
| Enterprise Data Center Management            |  |  |   |   |
| Enterprise Management Toolset Administration |  |  |   |   |
| Field Support                                |  | ✓  | ✓   |   |

# Existing Projects: A Sampling – Customer Contact Center *con't*

| Requirement   | Administrative and Contact Center Services, U.S. Air Force, AETC, Randolph AFB, TX | Contact Center Services, U.S. Army, HRC, Fort Knox, KY | IT Service Desk Support, U.S. Dept. of Agriculture, ADMIN, NPA Location: MI | Call Center Services, Dept. of State, NPIC, CONUS, NPA Locations: MI and AZ |
|---|--|--|---|---|
| Inbound and Outbound Interactions                                 | ✓  | ✓  | ✓   | ✓   |
| Insider Threat Analysis   |  | ✓  | ✓   |   |
| Mobile Device Administration                                      |  |  | ✓   |   |
| Network Engineering and Administration                            |  |  |   |   |
| Program Management  | ✓  | ✓  | ✓   | ✓   |
| Service Center Support Services                                   | ✓  | ✓  | ✓   | ✓   |
| Video Teleconferencing Support                                    |  |  | ✓   |   |
| Web Application Development/Modernization/Enhancement and Support |  |  |   |   |



# Supporting AbilityOne Through Prime Contracts

## Options for Including AbilityOne Subcontracting Language in your Solicitation

Ideally, we are involved in conversations well in advance of the release of the solicitation and work with you to identify and “set aside” specific parts of the PWS which are suitable for people who are blind or have significant disabilities. We can assist you in drafting language, if you desire.

We have found the most effective use of AbilityOne Subcontracting language is when the language is included in the solicitation in Section H – Special Contract Requirement.

The following slide is an example.

Contact us at: [primecontractor@abilityone.org](mailto:primecontractor@abilityone.org)

# Example: Language

| CATEGORY   | MINIMUM REQUIREMENT |
|--|---------------------|
| A. Total Small Business                          | 35%                 |
| B. Small Disadvantaged Business                  | 5%                  |
| C. Woman-Owned Small Business                    | 5%                  |
| D. HUBZone Small Business                        | 1%                  |
| E. Service-Disabled Veteran-Owned Small Business | 3%                  |
| F. AbilityOne                                    | 3%                  |

## Example Language:

“15% of total contract shall be set aside for AbilityOne” or “Interior facility maintenance (PWS paragraph 4.2.2.3) and custodial/shredding services (PWS paragraph 4.2.2.1) shall be set aside for AbilityOne” (in lieu of a percentage mandate)

Support is available to assist offerors in meeting the AbilityOne subcontracting goal by emailing: [primecontractor@abilityone.org](mailto:primecontractor@abilityone.org)

**Note:** AbilityOne requirements are not included in the overarching Small Business requirement.



## Other Ways to Partner

- Present at Industry Days
  - Educate Prime Contractors on benefits of partnering (subcontracting with AbilityOne NPA's)
- Meet with Innovation Council to discuss opportunities for AbilityOne

**Questions?**





# Thank You

Email: [opportunity@abilityone.org](mailto:opportunity@abilityone.org) Attn: Carla and Matt

**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

**Stephanie Watson, ABOR Program Manager**  
**U.S. AbilityOne Commission**

(c) 703-254-6172