



NATIONAL INDUSTRIES FOR THE BLIND

NIB and its nationwide network of associated nonprofit agencies are the nation's largest employer of people who are blind. By procuring quality products and services through NIB, an AbilityOne® Authorized Enterprise, you provide meaningful employment for people who are blind.

NIB FAST FACTS

- 501(c)(3) nonprofit organization and AbilityOne® Program central nonprofit agency
- 100+ associated nonprofit agencies across the country
- 6,000+ people who are blind employed
- 150+ Base Supply Center stores on military and federal government facilities
- 7,000+ products, including 5,000+ SKILCRAFT® products
- \$700M+ in annual revenue

ABILITYONE PROGRAM

- Federal mandatory-source purchasing program authorized by the Javits-Wagner-O'Day Act
- Offers thousands of quality products and services at fair market prices
- Streamlines purchasing and reduces contracting burden
- 46,000+ people who are blind or have significant disabilities work as part of the AbilityOne Program



SOLUTIONS

Product Lines	Services	Manufacturing Capabilities
<ul style="list-style-type: none"> • Office Supplies • Janitorial and Sanitation • Maintenance, Repair, and Operating Supplies • Textiles • Niche (tactical, medical/surgical, and custom solutions) 	<ul style="list-style-type: none"> • Call Center Operations • Contract Management • Supply Chain Management • Section 508 Assurance • Administrative Support • Information Assurance 	<ul style="list-style-type: none"> • Kitting, Packaging, Assembly • Sewing, Design, Custom Fabrication • Precision Machining • Plastics and Injection Molding • Chemical Blending and Filling • Dried Food Blending and Filling • Laser Cutting

NIB NAICS CODES

Manufacturing: 314120 315210 316998 321920 322121 322211 322220 324191 325520 325611 325612 325992 326111 326112 326199 326220 332215 332216 333318 334112 335210 339112 339113 339994

Merchant Wholesalers: 423420 423710 424120

Miscellaneous Store Retailers: 453210

Warehousing and Storage: 493110 493190

Publishing Industries: 511199

Data Processing and Other Information Services: 518210

Professional, Scientific, Technical Services: 541110 541199 541512

541519 541611 541614

Administrative and Support Services: 561110 561210 561410 561421 561422 561439 561499 561990



DUNS: 001672120 **CAGE Code:** 5M888

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SKILCRAFT® is a registered trademark owned and licensed by National Industries for the Blind.

NIB offers comprehensive, multi-channel call center capabilities and customized solutions leveraging its nationwide infrastructure, state-of-the-art facilities, and highly skilled workforce. NIB is an industry leader that helps organizations fulfill their missions while creating U.S.-based jobs for people who are blind.

Call Center Capabilities

- 24/7 Support
- Inbound/Outbound Support
- Multi-Channel Centers
- Back Office Handling and Fulfillment
- Standardized Training Curriculum
- Bilingual and Multi-Language Support
- Cloud or On-Premises Capabilities

Call Center Differentiators

- 75+ years of experience
- Nationwide footprint
- Highly skilled, low turnover workforce
- ISO 9001/2008 certified
- Meets HIPPA standards
- Custom solutions
- Competitive pricing

Call Center Operations NAICS Codes

- 561421 561422 541612 524114

CLIENTS AND PAST PERFORMANCE

U.S. Air Force Mobility Command (AMC) Switchboard

Handle inbound calls from military personnel

- Combined 17 switchboards to one centralized call center for AMC/ACC
- Reduced call volume from 4 million to 2.4 million annually
- 80% of calls answered in 30 seconds or less; 99% answered within two minutes
- 24/7 operation
- Consolidation resulted in \$5 million in savings for the Air Force
- Performed work since 2002



U.S. Department of Transportation (DOT), Federal Motor Carrier Safety Administration (FMSCA)

Handle inbound and outbound calls from new entrant drivers registering with DOT for safety training/inspections

- Bilingual call center support
- 80,000+ inbound calls handled annually
- 30,000+ outbound calls placed annually
- Exceed customer quality goal of 90% with 98% every year
- Performed work since 2011



U.S. Environmental Protection Agency (EPA) – National Lead Information Center

Information center for questions from federal, state and local governments, the general public, and private sector about lead-based paint and lead poisoning

- Multi-channel call center – inbound calls, letters, fax, and email requests
- Multi-lingual support
- 100,000+ contacts handled annually
- 1.2 million documents fulfilled annually by back office

