

DATA SERVICES CAPABILITIES STATEMENT

**An information overview of the
services you can rely on from
UNICOR**

Services Business Group

UNICOR, Federal Prison Industries, Inc.

400 First Street, NW
Washington, DC 20534

UNICOR

Services Business Group



PREFACE

UNICOR, the Federal Prison Industries program within the Federal Bureau of Prisons, provides skills training and employment opportunities for Federal prison inmates. A self-sustaining public corporation that receives no tax dollars, UNICOR has supported its nationwide operations by selling its products and services to federal agencies, and to private sector firms working on federal projects for over 60 years; **AND NOW**, UNICOR can provide support services to commercial firms which might otherwise be sending work outside the U.S.

UNICOR Data Services provides a wide range of *document conversion, call center, e-Government* and *e-Commerce* services in support of information technology (IT) projects, many of which are performed in partnership with private sector firms. In this way, UNICOR can provide its low cost, high quality labor as a complement to private industries' specialized technical skills - thereby enabling customers to meet their project requirements while saving substantially on total costs.

Federal agencies, their private sector contractors and commercial IT integrators and service providers are invited to contact UNICOR about any of the services described in the following pages, **OR** to discuss any projects involving labor intensive elements for which UNICOR's resources may be especially well suited.





HISTORY of UNICOR / FEDERAL PRISON INDUSTRIES

Founded in 1934, as a self supporting public corporation
Operates as a division of the Federal Bureau of Prisons
Sales of over \$ 650 million in FY 2000
Provides work opportunities to 22,000 inmates in 69 federal prisons
For more information regarding UNICOR, visit www.unicor.gov

OUR MISSION

To train the inmates within the Federal Bureau of Prisons
To employ the inmates within the Federal Bureau of Prisons

SERVICES BUSINESS GROUP

Established in 2001 to manage UNICOR s programs in:

- Call Centers
- Data Services
- Distribution Services
- Laundries

Commissioned to increase work opportunities in the service sector

DATA SERVICES

Begun in 1967
Currently employs 800 workers





DOCUMENT CONVERSION CAPABILITIES

FULL TEXT CAPTURE THROUGH OCR OR RE-KEYING

COMPLETE OCR CLEAN UP

SGML, HTML and XML TAGGING FOR PUBLISHING

PDF FOR ELECTRONIC DISTRIBUTION

IMAGE ENHANCEMENT & CLEAN-UP

COMPLETE INDEXING TO ASSURE EASE OF RETRIEVAL

SCANNING TO RASTER FOR DOCUMENTS UP TO E - SIZE

COMPLETE VECTORIZATION OF MAPS AND ENGINEERING DRAWINGS

*UNICOR can convert documents and images into most formats and output them onto most common media or electronic form.
Details will be provided upon request.*



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DATA SERVICES CAPABILITIES

PROJECT MANAGEMENT

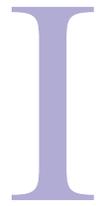
Upon assignment of a new job to one of UNICOR's work sites, the customer is given direct access to the production manager responsible for the job. In addition a back up point of contact is designated for times when the primary production person may be unavailable. In this way the customer can always have direct communication with the production site and can know the status of their work at all times.

In cases where a job may warrant production at multiple sites, the job is assigned to UNICOR's Central Production control site in Carswell, TX. A Production Controller is assigned to the job and it is this person who will then become the customer's primary point of contact. This allows the customer to retain contact with one key person rather than having to work with multiple persons within UNICOR.

QUALITY CONTROL

Quality assurance is built in throughout the processes used for all of our conversion projects. Every production worker and supervisor is committed to doing it right the first time. Quality control is conducted using recognized Quality Control procedures and within specific requirements provided by our customers. In addition to the attention of each worker throughout the process, each production site has one staff designated as the quality control supervisor. The quality control supervisor, assisted by a team of specially trained workers, is responsible for identifying deficiencies of the product, analyzing the cause and determining appropriate corrective actions to take. Quality control findings are annotated on quality control documentation. All documentation is available for review by the customer upon request. The quality control supervisors focus review on three areas: trainee work, excessive numbers of errors in initial entry or clean-up stages and disproportionate error rates in final proofing. Random samples of other work are made. The amount of pulled work for quality control concerns is typically within 10% - 20% of each site's weekly production total.



In cases where work is being processed at more than one of our sites, the completed work is then returned to a Central Production Control site (CPC). Upon receipt, the CPC will randomly pull from 5% - 10% of completed work for Quality Control Evaluation (QCE) of each field facility s work. CPC reserves the right to increase or decrease the percentage of work pulled as warranted. All QCE is thoroughly documented. Any errors found during the QCE will be immediately corrected prior to shipment. Documentation pertaining to the quality of work processed will be forwarded to each field site and may be reviewed by the customer upon request. Information derived from the QCE will serve as a basis of measurement for workload. The CPC reserves all rights to modify work loads within the UNICOR field facilities dependent upon site quality and production schedules. In the event of natural disasters or individual factory problems, the redundancy of each sites operational procedure will allow the CPC to shift work between sites when necessary to accomplish all contractual requirements.

An added benefit of this production control function noted above is the addition of yet another tier of quality control. As the work returns from the production points to the Production Controller, it passes through yet another quality testing phase. The addition of this extra review step gives us greater assurance that we will not only meet but exceed the quality standard set by the customer.





D **DOING BUSINESS WITH UNICOR**

CONTRACTING FLEXIBILITY

As a federal agency, UNICOR's services are accessible by other federal agencies through numerous contracting vehicles: direct purchase orders, blanket purchase orders with task orders, interagency agreements and MIPRs. UNICOR's status under federal procurement law can be found within the Federal Acquisition Regulations (FAR) subpart 8.6.

As a public corporation, UNICOR can work with commercial firms through typical business arrangements: teaming agreements, subcontracting agreements or direct purchase orders.

SCALABILITY

One of the most significant strengths UNICOR brings to the services marketplace is its ability to adjust to sudden surges in demand. With over 90 federal prisons throughout the U.S. faced with ever increasing populations, UNICOR has available a substantial work force with which it can provide support services. When the need for possible surge capacity is known, UNICOR can train additional workers in advance to have available on short notice.

When long term capacity is needed, UNICOR has the ability to not only move to 3 shifts but can also bring on additional sites, still at low cost to our customers. The need for UNICOR to employ more workers persists and UNICOR is ready to meet the needs of its customers with additional resources.





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DATA SERVICES SYSTEMS

Our *minimum system configuration* consists of *Pentium 200* desktop systems.

Our current operating system is *Windows NT, Version 4.0* with plans to upgrade to *Windows 2000 Professional* in the near future.

Each site has the capability to output data via *CD, ZIP, JAZ* and each can also support *FTP data transfers*.

All sites are connected to one another via *our own T1 network*. In this way jobs can be readily transferred between sites and to and from select customers.





DOCUMENT CONVERSION FOCUS

HIGH VOLUME DOCUMENT CONVERSION TO SUPPORT

- Electronic Publishing of U.S. patents
- Document Management Systems
- Records Management Systems

TECHNICAL MANUALS & TECHNICAL DRAWINGS

BACK-FILE CONVERSION OF LEGACY DATA

NEW SERVICE INITIATIVES

CALL CENTER & HELP DESK SUPPORT

e- GOVERNMENT / e-COMMERCE APPLICATIONS

- Catalog Management
- Content Management





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NEW INITIATIVES

CALL CENTERS

Based upon its success with an initial effort on behalf of GSA for order entry, preliminary discussions with a potential private sector partner and the recommendations made by a leading outside CRM (customer relationship management), financial and management consulting firm, UNICOR has decided to actively enter the call center business. The focus of this support will be *voice based services*.

UNICOR will be offering its *cost effective and native English and Spanish speaking resources* to both contractors within the Federal marketplace, as well as to commercial outsourcing firms which would alternatively be sending voice based support work off-shore. By using UNICOR's services to support simpler, higher volume and lower value customer support functions, its clients can use their own resources to focus on high-value and more complex operations.

In addition to offering Federal agency support in the *short term*, UNICOR's focus will be on *order capture* and *order entry* services to the *Manufacturing, Information Technology and Communications sectors*.

In the *long term*, UNICOR will offer voice based *inbound customer and technical support*, and will be able to add the *Retail* industry to the list of customers which it can support.





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NEW INITIATIVES

e-COMMERCE / e-GOVERNMENT/ e-LEARNING

Another new area of focus for the UNICOR Data Services group is the conversion of data associated with *catalog management* and *content management*. Based upon Data Services' experience with SGML, HTML and XML tagging and its high volume editing and tagging work for complex patents, the step to supporting the labor intensive elements of catalog and content management such as *data cleansing, content conversion quality checking* and *data validation* is a natural one.





DOCUMENT CONVERSION EXPERIENCE

OCR CLEAN-UP & TAGGING OF U.S. PATENTS

CORRESPONDENCE AND FILE FOLDERS

TECH MANUAL TEXT AND ILLUSTRATIONS

TRAINING AND POLICY MANUALS

ENVIRONMENTAL AND TECHNICAL REPORTS

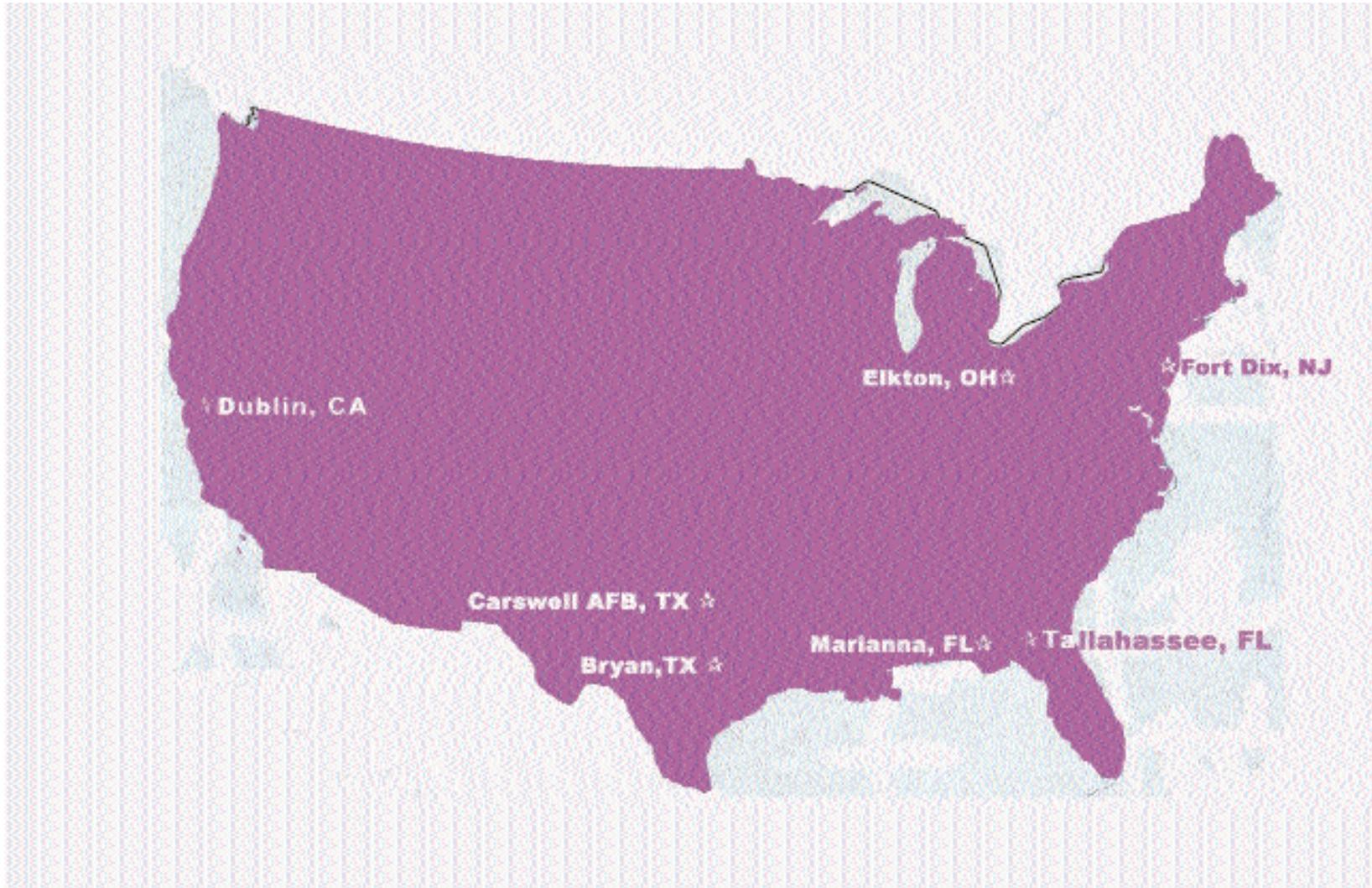
CONTOUR MAPS AND NAUTICAL CHARTS

BATHYMETRIC CHARTS



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DATA SERVICES LOCATIONS





CURRENT CLIENTS AND PARTNERS

Federal Civilian Agencies

Environmental Protection Agency
NOAA
Fish and Wildlife Service
U.S. Coast Guard

Department of Defense

U.S. Marine Corps Headquarters
Naval Weapons Depot Center (Earle, NJ)

Federal Contractors

Boeing Maintenance & Modification Center
Data Conversion Laboratory - (www.dclab.com)
Dayton T. Brown, Inc.
Reed Technology & Information Services (RTIS)

Commercial

electricCM, Inc. - (www.electriccm.com)





P PAST CLIENTS AND PARTNERS

Federal Civilian Agencies

Environmental Protection Agency
Federal Trade Commission
GSA Fleet Management
Nuclear Regulatory Commission
Securities and Exchange Commission
Selective Services
Smithsonian History Museum
Smithsonian Museum of the American Indian
U.S. Coast Guard

Department of Defense

National Imaging and Mapping Agency (formerly DMA)
Naval Research Laboratories

Federal Contractors

TAMSCO, Inc.
TomaHawk II, Inc.



CURRENT PROJECTS

Patent Processing:

As subcontractor to Reed Technology and Information Services (RTIS), UNICOR converts over 150,000 pages of OCR'd patent files for the Patent and Trademark Office (PTO) each week. For over ten years, UNICOR has provided support to the PTO through RTIS. In the early days of this project, UNICOR provided full re-keying of the patents including the keying of the extensive range of photo composition codes required for publishing the patents. While still keying the code, the text now arrives in the form of OCR'd text that UNICOR corrects and tags to PTO's stringent quality standards. UNICOR exceeds existing quality standards by providing in excess of 99.99 percent accuracy for each weekly shipment.

Boeing Technical Manual Conversion:

Boeing provides the hard copy of their technical manuals and job guides for their B-52 and C-135 aircraft. UNICOR scans the hard copies and saves them to TIFF files. Using OCR these files are then converted to text. The text files are then imported into MS Word and styles are applied and the text is then cleaned up to match the originals. If the files require editing, UNICOR performs the changes requested by Boeing. Then, using software provided by our partner Data Conversion Laboratory (DCL), UNICOR processes the Word documents and creates SGML files. The SGML documents are then parsed with the DTD until they are error free. These files are then encrypted and sent through an FTP site to DCL which does the final validation on the SGML files before they are shipped to Boeing.

For the graphics, Boeing provides the art boards which UNICOR scans and saves as 600 dpi TIFF files. UNICOR crops the images, cleans up any blemishes and adds a pre-assigned art number to each image. UNICOR exports the images to a CD along with a spreadsheet cataloging them for shipment to Boeing.

USMC Technical Manual Conversion:

The Marine Corps SGML Project is much the same as the Boeing project. UNICOR scans the Marine Corps Technical Publications, runs them through OCR, completes clean up of the OCR'd files and then puts the document into Word Format. Once in Word we apply styles provided by our partner DCL. Then, using software also provided by DCL, we convert the files to SGML. Once in SGML we apply SGML Tags to the document, according to the DTD provided by the Marine Corps. Then, we view the files and correct any errors with the conversion.





USMC PDF Project:

UNICOR is converting approximately 130 Marine Corps Tech Manuals to full searchable PDF. This involves scanning the documents into PDF, making them 100% searchable and applying links from the Table of Contents and any hot links within the documents. We are also using a master list of documents they provided and linking the call outs to the specific page within the document. All Manuals are cross referenced so that you can do a keyword search and get a list of documents in which the word appears. The search gives the number of instances the word is found and a list from which to choose the proper manual. Once taken to the manual, all instances of the keyword are highlighted.

EPA Superfund Records of Decision:

Since 1995, UNICOR has re-keyed, scanned, and OCR'd thousands of documents for the Environmental Protection Agency (EPA) in Crystal City, VA. While this work is performed for the EPA, our services directly support EPA contractors for electronic publishing on the EPA website. The work involves receiving a hard copy document from the client, though the process can also start with a word processing file (electronic format) which is converted to a text file. The pages are then scanned, creating a Tagged Image File Format (TIFF) file. The TIFF file is then converted to a text file using the Optical Character Recognition (OCR) process. The files are then cleaned up and formatted to appear as close to the originals as possible. The text files are then line checked twice for quality assurance.

The files are then converted from the text file into a searchable Portable Data Format (PDF) file utilizing the Acrobat PDF writer. Data that is not keyable, such as photos, maps, etc., is then inserted into the PDF file. The process is again checked for quality, once onscreen and once by printout. Each and every step along the way is checked and re-checked by our quality inspectors. The final product then undergoes yet another quality check by production supervisors. The end product is then copied to a CD and shipped to the client. Once the client receives the product, they perform a quality check themselves. Any variation in the quality of work is guaranteed to be corrected by UNICOR at no additional charge.

Variations that can be added to this process are the inclusion of color images, bookmarks, links, buttons and Document Info tags (such as keywords).



P PAST PROJECTS

NIMA File Folder Conversion:

From 1996 to 1999, UNICOR's Ft. Dix facility supported the National Imaging and Mapping Agency (formerly Defense Mapping Agency) with imaging services. UNICOR converted tens of thousands of pages of Geodetic and Gravity materials contained in file folders and binders. These documents varied in size from 8 1/2 x 11 paper to 11 x 17 computer printouts; from black and white photos to line drawings that range in age from three to 30 years and older. These documents were scanned, enhanced for optimal image, tagged, and placed on CDs for NIMA.

Technical Manual Drawings:

As a teaming partner with Tomahawk II, Inc., a full service engineering firm headquartered in San Diego, CA, UNICOR vectored pipe diagrams from Naval vessel technical manuals. The pipe lines were traced using AutoCAD and various parts were identified using standard symbol sets. Text labels were then applied to complete the drawing. Once completed these electronic drawings were easily stored and retrieved as needed.

U.S. Coast Guard Technical Manuals:

From 1995 to 2000, UNICOR supported the U.S. Coast Guard in the conversion to electronic format of its helicopter technical manuals. During the course of this project, UNICOR scanned, OCR'd, and indexed tens of thousands of pages. Moreover, UNICOR scanned and retraced thousands of technical schematics into a CGM format. During the first year of the project, UNICOR provided SGML tagging of dynamic manuals that later were incorporated into an Interactive Electronic Technical Manual (IETM) application.

NRC Commissioners Decision Tracking System:

The first of many projects handled for the Nuclear Regulatory Commission was the work UNICOR performed on the decision tracking system created for the NRC's commissioners. This text tracking and retrieval system was created to enable the commissioners to quickly access critical documents related to historical decisions and policies. UNICOR scanned, OCR'd, and tagged hundreds of thousands of pages of text for inclusion into this system's database.





EPA Environmental Impact Statements:

UNICOR has re-keyed, scanned, and OCR'd hundreds of documents for various activities within the Environmental Protection Agency (EPA) headquarters. While the majority of this work was performed directly for the EPA, some of it was done for EPA's contractors who utilized our services to convert documents that are now stored in document retrieval systems set up for the agency.

Air Force Technical Manuals:

Between 1996 and 1997, UNICOR built upon its experience with the U.S. Coast Guard's technical manuals by converting U.S. Air Force technical manuals for the Technical and Management Services Corporation (TAMSCO). These services were primarily for tracing and redrawing manual schematics and illustrations that required the output of the finished files into a CGM format.

NIMA Bathymetrics:

The National Imaging and Mapping Agency (NIMA), formerly the Defense Mapping Agency (DMA), has been a customer of UNICOR's for over eight years. During that time, one of the most challenging projects undertaken by UNICOR was its first efforts in digitizing. During 1995 and 1996, UNICOR's Ft. Dix, NJ digitizing operation performed the vectorizing of DMA bathymetric charts. Over the course of the project, UNICOR processed thousands of charts that comprised millions of individual soundings. In addition to performing the vectorizing, UNICOR projected and modeled files using Intergraph software, and output the product on 8 mm tapes.

GSA Telephone Order Entry:

For two and one-half years, UNICOR's Dublin, CA facility provided order entry services for the western regions of the GSA's Federal Supply Service. Beginning as an overflow operation for the telephone order taking operations in Stockton, CA and Auburn, WA, UNICOR handled the majority of all phone orders placed with these two customer service centers. In this capacity, UNICOR processed approximately 400 calls per day.

GSA Invoice Processing:

For several years UNICOR processed vehicle maintenance records and invoices for the General Services Administration's Fleet Management Division. Our Ft. Worth, TX (recently moved to Carswell AFB, TX) facility processed these records for all GSA's regions. In this cooperative effort, UNICOR keyed all data directly into GSA's database. GSA staff, working on site at our facility, handled all questionable billing matters, and made any necessary direct contacts with their customers. In an average month, UNICOR processed approximately 47,000 invoices.





S SAMPLES OF WORK

- IMAGING
- DIGITIZING
- TECHNICAL ILLUSTRATIONS

SAMPLES & REFERENCES FOR ALL WORK WILL BE PROVIDED UPON REQUEST.





F **FOR MORE INFORMATION:**

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Visit our web site at: <http://www.unicor.gov/services/data.htm>

