



# Quality Services Designed to Serve You



**For more than 30 years, UNICOR's Services Business Group has offered a wide range of quality services including contact center & help desk support, data & document conversion, distribution & warehousing services, and interagency solutions.**

UNICOR also offers a range of product and manufacturing services, including interior & exterior signage, industrial filtration, printing & bindery, and tableware.

Our commitment to providing value for money, by matching quality with affordability, makes us a

leading resource to the federal government, federal contractors, and in certain cases, the private sector alike.

The many advantages to doing business with UNICOR, include:

- Scalability
- Outstanding quality
- Competitive pricing
- Onshore operations
- Nationwide locations
- A highly trained workforce
- More than 30 years of proven results



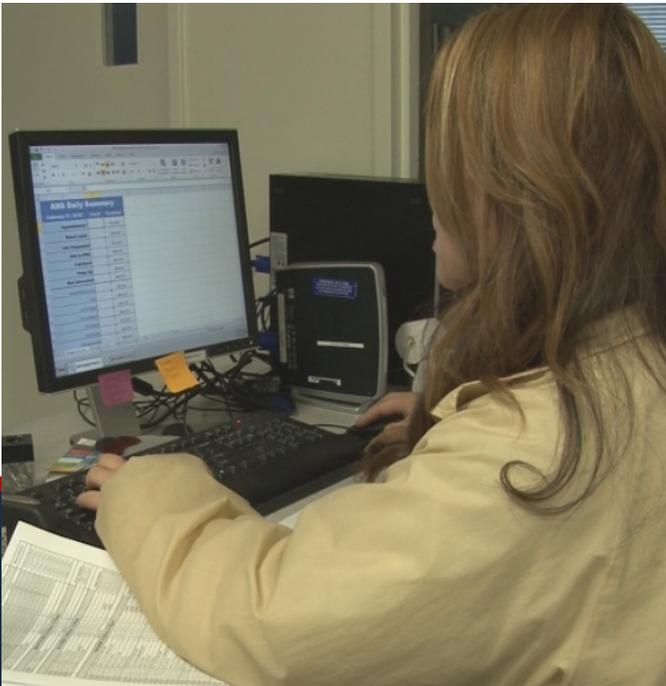
## Data Services

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### Put Clutter Where It Belongs

UNICOR's Data Services, specializing in Electronic Imaging Services and OCR/Indexing/Coding Services, is the ideal to help find a solution to file space constraints, clutter, and—in keeping with modern eco trends—to move beyond paper.

Our Electronic Imaging Services provides conversion for a wide range of documents, including EDMS (Electronic Document Management Systems) and drawing conversion; distribution on standard media; GIS (Geographic Information Systems) and CAD (Computer Aided Drafting) applications.



### We cover the full spectrum of data services:

**Electronic Imaging Services** – This is a cost-effective way to efficiently retrieve your documents and data. We will scan and return your documentation as electronic images on your preferred media. Plus, we can also help analyze and define your requirements, and even design an appropriate retrieval system solution for you.

With speed, accuracy and economy in mind, our document conversion team of professionals manage a technically proficient workforce in all applications. Backed by an outstanding, 30-year reputation, we specialize in:

- E-Government documents
- Technical manual text/illustrations
- Litigation support documentation
- Contour maps and nautical charts
- Training and policy manuals
- Environmental and technical reports
- Office correspondence and files
- Microfiche, microfilm, and aperture cards
- Engineering/facilities drawings
- Other GIS and CAD applications

### A Few of Our Satisfied Customers Include:

- Patent and Trademark Office
- United States Navy and Coast Guard
- Environmental Protection Agency
- National Park Service
- Nuclear Regulatory Commission
- National Imagery and Mapping Agency
- Customs and Border Patrol
- Federal Law Enforcement Training Center FLETC

**OCR/Coding/Indexing Services** – We have the resources to convert text, paper-based information, and old electronic data to a new electronic format for effective management, rapid retrieval, and wider dissemination (via electronic media, online document retrieval systems, or Internet publication).

**Digitizing Services** – We convert images, maps, charts, and drawings to a digital format for greater ease of storage, use and resource sharing. Also, we can plot your documents, photos, schematics, text, maps, etc., using a large format plotter or laser type printer.

## Interior and Exterior Signage

### Signage Designed to Stop You in Your Tracks

#### Interior/Exterior Signs & Routed Seals

UNICOR's Interior and Exterior signage includes a selection of quality produced traffic signs, architectural signage, and routed seals.

#### Traffic Signs

UNICOR's traffic control and safety signs meet the requirements of the Manual on Uniform Traffic Control Devices (MUTCD).

Our extensive selection includes regulatory, warning, construction, and safety signs. They are manufactured on federal highway standard Type-3 Prismatic sheeting applied to aluminum stock. Several of our standard traffic control signs are offered for purchase online at the main UNICOR website: [www.unicor.gov](http://www.unicor.gov).

#### Architectural Signage

For clarity and visual impact, nothing beats UNICOR's expertly produced architectural signage.

Our interior and exterior signs are environmentally friendly and incredibly flexible, resulting in a comprehensive and unified sign system to meet your exact specifications.

In addition, we offer:

- Programming and design services
- Installation and demolition services

#### Routed Seals

UNICOR's three-dimensional seals are designed to look like the real thing without the exorbitant cost. Constructed from environmentally friendly, 20-pound structural high density polyurethane foam, our seals typically range from 1" to 2" in thickness, although foam depths may vary depending upon custom specifications and design.



Choose from five attractive metallic finishes, or hand-painted applications with epoxy resin coatings for full color representation. In addition, our seals are wear-resistant and colorfast, throughout.

Automotive grade paint and primers are used on all sign surfaces. We will also meet your custom color specifications. Additionally, all exterior applications incorporate UV inhibitors and coatings to prevent fading or color changes, for extra life.

Our seals look like real cast metal, yet are a fraction of the weight, which makes for easier installation. They are ideal for building lobbies, reception areas, conference rooms, and virtually all federal agency public spaces. UNICOR seals are delivered ready to install and are available for purchase online at [www.unicor.gov](http://www.unicor.gov).



## Printing & Bindery

### Quality by the Book

For printing and bindery, look no further than UNICOR. State-of-the-art operations, versatility, years of experience and expertise mean that whether you need one million printed envelopes, a short run of administrative forms, complex bindery services, or anything in-between, UNICOR can make it happen for you. Our 23-point quality check system built into every order ensures our finished products will meet or exceed your expectations.

### Where Quality Comes Standard

No matter what your job, at UNICOR, we pay close attention to every detail. From day one, your job is closely tracked to be sure you get the required results.

In addition, our 23-point quality check system verifies image quality and specs in all phases of layout and printing to deliver flawless results. We take our commitment to provide total customer satisfaction very seriously. If a problem arises, it will be resolved promptly. From the operations manager to the pressman, work is performed by skilled technicians and scrutinized under strict quality standards to meet the most demanding requirements.

### Hassle-free Ordering

UNICOR is authorized by the Congressional Joint Committee on Printing (JCP) to provide printing services to the federal government. This means that when ordering from us, there is no need to go through the bid process which can result in lengthy delays.

## Our Range of Offerings

**Pre-Press Services** – Whether digital or conventional services, we have proven expertise to support MAC workflow platforms. We offer design services from concept to final product or will be glad to use your completed files for output.

**Commercial Quality Conventional Printing** – We specialize in high quality commercial printing and offer all manner of offset printing, from 3-1/2" x 5-1/2" labels, 4-1/2" x 5-1/2" note pads, and 40" targets, to 200+ page books. Our list of customers speaks for itself: The Department of Justice, General Services Administration, and Department of the Army, to name just a few.

**Digital Printing** – UNICOR offers the latest in digital printing technology. No film or plates are required. Simply supply your digital files and we will produce short runs of quality cost-conscious four-color brochures.

**Envelope Printing** – Our Halm-Jet presses produce single and multi-color printing on standard and custom-sized envelopes.

**Bindery** – We offer full-service bindery. Our programmable cutters, folders and stitchers handle the most elaborate collated materials and books. We are also an authorized bindery services outsourcer to the commercial sector under our repatriation authority.



## UNICOR Contact Centers

### Smart-Sourcing – The Smart Way to Work

#### Contact Center Solutions

UNICOR's call center solutions provide contact center support at highly competitive rates, right here in the USA, eliminating the need to send work offshore.

In addition, under UNICOR's special pilot projects, companies can repatriate manufacturing to the USA, also known as 're-shoring.' This includes products for sale commercially, which would otherwise be produced or assembled outside the United States.

#### A Short List of Services

Hosted Call Center Solution: UNICOR's hosted Call Center solution meets or beats industry standards when it comes to Call Handling Time (CHT), Abandon Rate, and Average Speed of Answer (ASA).

Our services include:

- Automated outbound lead generation
- Relationship development of existing prospects
- Automated, enhanced workflow efficiencies
- Scheduled and/or automated call backs
- Automated email reminders and distribution of marketing material
- 100% call recordings
- Customized reporting metrics

Outbound B2B – Our outbound Business-to-Business centers have performed data scrubbing, lead generation, sales and account profiling for some of the top companies in America.

#### Smart-Sourcing Benefits

For many reasons, offshore outsourcing can be both complex and costly:

- Language and other communications barriers
- Monetary exchange rate concerns
- Time zone differences
- Costly intercontinental flights for site visits to offshore operations

Count on us to handle your high volume, first-tier customer support functions, so that your staff can focus on the more complex, high-value functions, onshore.

To mitigate the challenges, UNICOR offers:

- Skilled agents
- Low labor rates
- Native English
- High security
- Nationwide coverage



#### Up to Date and Up to the Task

UNICOR's proven experience lies in voice-based services to provide Directory Assistance, sales, telemarketing, and customer service, particularly geared toward the travel, lead generation and fleet sectors. We also offer voice-based inbound customer support services.

Our capabilities include:

- Vacation/Travel Industry Sales
- Fulfillment Services
- Help Desk Services
- Inbound Customer Service and Sales
- Commercial Outbound Telemarketing

# Industrial Filtration

## A Breath of Fresh Air

### UNICOR Filtration Services

Safe, clean air is essential to both workers and visitors to any kind of facility – public or otherwise. UNICOR's Filtration Services has a long and proud history of helping facilities maintain a high level of clean and quality air.

Added advantages come standard when you choose UNICOR/Filtration Services:

- Direct procurement ease; no dollar minimum
- Convenient, one-stop online shopping
- Years of proven clean air solutions experience
- A variety of options to meet your diverse applications
- Free quotes and specifications assistance
- Competitive pricing
- Proven track record of quality products and attentive service

We offer multi-purpose commercial filtration to meet the federal government's extensive applications for:

- Airports
- Auditoriums
- Hospitals
- Office buildings
- Libraries
- Maintenance facilities
- Military bases
- Federal agencies

### Best Value solutions:

**Quality** – Our certified materials are manufactured and monitored under strict quality and performance guidelines and comply with all industrial performance testing standards.



**Service** – We provide proven expertise from the planning stages through installation and specialize in meeting requirements that are unique to federal government sites. We also provide exceptional customer service.

**Price** – Value comes standard with our premium products at competitive prices.

Our range of popular filters include:

- Fiberglass panel filters
- HEPA filters
- Pleated filters (high capacity; standard; MERV 11/13)
- Extended surface pocket filters
- Dust collector, pocket and bag filters/cartridges
- Standard and Class I pleated filters
- Gas phase filters
- Rigid cell and aluminum separator style ridged A filters
- Link and panel filters
- Paper, poly, and fiberglass paint arrestors
- Media polyester bulk and cut pad media filters
- Numerous other HVAC, air, fuel, paint, cartridge, and process filters

For more details about our complete line of commercial filtration offerings, be sure to visit our website at [www.unicor.gov](http://www.unicor.gov).

# Distribution and Warehousing Services

## In & Out of the Box Solutions



### Distribution, Reverse Logistics, and Warehousing Services

For more than 20 years, UNICOR has provided a wide range of distribution and fulfillment services to government agencies and, under certain conditions, commercial companies throughout the USA.

Our capabilities include:

- Direct mail services
- Magazine and order fulfillment
- Assembly, packing, sorting
- Repackaging services
- Bulk literature distribution
- Catalog/forms distribution
- Warehousing management
- Inventory management
- Pick/pack operations

### Whatever/Whenever Flexibility

Our strategically located sites throughout the USA provide the best, most cost-efficient way to meet your needs, be it to help you get a bulk rate permit, or to identify the most economical packaging and delivery methods for national and international mail.

Whether you need a customized order fulfillment, or a one-time or ongoing venture, UNICOR has the capabilities to assist you. We will even arrange printing and mailing list management services for you.

### Proven Results

- The Federal Aviation Administration turns to UNICOR to distribute its publications
- Over 4 million notices mailed from our facility over the years to remind 18-year-olds to register with the Selective Service
- A 30-year history of printing and distributing millions of forms and documents for the General Services Administration (GSA)

### Our wide range of services include:

Order Fulfillment/Packaging/Assembly and Reverse Logistics:

- Mailing list data entry/maintenance
- USPS Standardization
- Zip+4 and 11-digit bar codes
- Short/long term warehousing
- Simple-to-complex product collation and assembly
- Mail Preparation Services
- Bulk/direct mail preparation
- Bulk rate account set-up assistance
- Custom packaging/handling and mail scheduling
- International Surface Airlift (ISAL) mail and International Priority (IPA) mail preparation expertise

UNICOR helps federal entities succeed with a wide range of domestic operations that far rival the cost of offshore outsourcing.



## Interagency Solutions

### From One Agency to Another

#### Interagency Solutions

UNICOR Interagency Solutions was established with the express purpose of meeting the mission critical needs of our federal customers. Our interagency solutions include all manner of design, procurement, funding and billing methods, project management, logistics support, and other technical services. Our expert offerings are provided through our team of cleared internal and external resources, tailored specifically to ensure your project's success.

#### Who We Are

- Experienced professionals, specialists, and technicians with Top Secret Clearance levels
- In-depth, hands-on knowledge of the Federal Acquisition Regulation (FAR),

providing best value in terms of cost, quality, and timeliness of delivery

- Tested and proven; fiscally responsible with your needs in mind

#### What We Do

- Develop Interagency Agreements tailored to meet your exact specifications
- All manner of procurement and project management services from concept through project completion, and everything in-between
- Secure relationships with cleared contractors from installation to build-out

Our diverse customer base includes:

- The Department of Justice/
- U.S. Customs and Border Patrol Protection
- U.S. Marshal Service
- Aberdeen Test Center
- Defense Acquisition University
- Wright-Patterson Air Force Base
- Fort McCoy

## Make the Fiscally Smart Choice

UNICOR only charges a nominal fee to cover the administrative costs of your project. Our services rely on a variety of procurement methods including RAs (Reimbursable Agreements), IAGs (Interagency Agreements), and MIPRs (Military Interdepartmental Purchase Requests), and 7600/B General Terms and Conditions/Order Requirements and Funding Information.

The Economy Act gives us the authority to provide procurement services to other government agencies. An Interagency Agreement and a signed Determination and Findings are required for each project.

With modern nationwide factories, 80 years of proven expertise and a diverse range of production capabilities, UNICOR's manufacturing capabilities are proudly American.

- U.S. Locations
- U.S. Labor Force
- U.S. Manufacturing

#### With You, From A to Z

From concept through project completion, UNICOR will be with you each step of the way.

- Research
- Spec Development
- Procurement Services
- Project Scheduling
- Project Management



## Tableware

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### Quality You Can Dine On

UNICOR's exceptionally durable tableware is especially designed for use in the most demanding, high volume food service environments.

Our tableware complies with commercial industry standards and has passed rigorous performance testing for durability and continued use under the most demanding conditions.

Our 24/7 on-line ordering and rapid delivery turnaround save you time, effort, and money.

## Explore Our Products Below:

### Six-Compartment Food Tray

Our UL and NSF Certified co-polymer blend food tray meets or exceeds rigorous independent laboratory performance testing for durability under a wide range of conditions, including prolonged exposure to boiling water, humidity, freezing temperatures, bleach, and acids. It is resistant to abrasion, chipping, denting, and warping.

The tray is intelligently designed and constructed – one of the toughest on the market – and virtually unbreakable, making it the perfect choice for correctional facilities and other demanding high volume food service environments.

Features include:

- Six proportioned compartments for a variety of servicing options
- Dishwasher safe with stacking lugs for faster drying
- Dimensions: 14" wide, by 9" deep, by 1/2" high
- Rounded edges for safer handling
- Superior resistance to food acids, oils, and stains
- Priced per box of 18
- 2-year warranty
- Available in beige and chocolate colors

### Tumbler

Generously sized and designed for serving either hot or cold beverages, our polycarbonate tumbler is virtually unbreakable. Its pebbled texture provides added slip-resistance, and tapered sides enable stacking and separation ease.

Features include:

- Tough polycarbonate composition; shatterproof
- Ample 17-ounce capacity
- Stays cool to the touch for hot beverage service



- Dishwasher-safe
- Measures 5 1/4" tall and 3 1/2" outer diameter
- Priced per box of 24
- 2-year warranty
- Available in opaque amber brown

### Flatware

Our knife, fork and spoon are designed for rigorous daily use, and made of heavy-weight polypropylene as an added safety feature.

Features include:

- Durable, standard-sized flatware
- Highly resistant to stains and breakage
- 8" serrated knife
- 7" dual-purpose spoon for use as a teaspoon and soup spoon
- 7 1/4" fork with a unique tine design for added durability
- Dishwasher-safe
- Each utensil priced per box of 300
- Available in beige and orange colors



## Our Green Footprint

### Inside Out Clean and Green

Reduce, reuse, and recycle; the impetus behind UNICOR's green efforts – inclusive of the raw materials we procure, our factory operations processes, the packaging and shipment of customer orders, as well as the publications and written materials we create.

UNICOR has long recognized that green is synonymous with the future and given the

federal government commitment to 'buy green,' we are poised to meet this mandate.

We have taken significant steps to transition portions of our manufacturing and operations functions to fully comply with the Government's Greening Initiative. Changes implemented to date have achieved environmental significance, while stretching and adding value to our customers' purchasing dollars.



### Our Green Services

- Electronic documentation to reduce dependency on paper. We offer a cost-effective way to capture, convert, retain, and retrieve information, while reducing storage space
- The use of recycled paper and vegetable-based/soy inks. Non-alcohol/VOC-free agents are used to run our presses
- The repurposing of printing and bindery waste to create new paper products. In one year alone, printing and bindery operations returned more than 650 tons of waste to the paper market to produce new paper products
- We provide environmentally sensitive laundry and dry-cleaning services for Department of Defense, Department of Justice and other federal agencies. Oxygen-rich vs. chlorine-based detergents, bleaches, and dry-cleaning agents are used, prolonging fabric life. All cleaning agents are collected and appropriately disposed of. For added energy efficiency, water from the most recent rinse cycles flow through heat exchangers which, in turn, warm clean water to launder subsequent loads.

UNICOR's ultimate vision is to set the standard for environmental stewardship in the federal government as well as the industries for all of the diverse services and products we offer.



## Order at Your Convenience

Ordering is fast, easy, and convenient. Our website, [www.unicor.gov](http://www.unicor.gov), is open 24/7, and ready when you are to handle your on-line order. Orders may also be placed through UNICOR's Customer Service Center at 1-800-827-3168.

Products are competitively priced, comparable to those available commercially, and 100% guaranteed for quality and performance.

## Contact

Troy Antonson  
Operations Manager-Print  
(320) 245-6606

Maurice Danzey  
Operations Manager-  
Distribution, Tableware, Boots,  
Kits  
(856) 453-4049

Roberto Ortiz  
Operations Manager-Signs,  
License Plates, Routed Seals,  
Laundries  
(202) 353-8736

Jenita Rayford  
Operations Manager-Call  
centers, filters, data  
(979) 823-1879 ext. 3641



## Making Change Possible

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The Federal Prison Industries program (now operating under the trade name UNICOR) was established in 1934 by an Executive Order issued by President Franklin D. Roosevelt. Eighty-seven years after its establishment. The program continues to operate at no cost to taxpayers and benefits communities across the Nation creating safer prisons and reducing inmate recidivism.

Social responsibility underscores everything that we do at UNICOR. By providing a platform of job and life skills training along with work experience, we increase offenders' chances of securing meaningful post-release employment and becoming a contributing member of society.

Research shows that offenders who participate in the UNICOR program are 24% less likely to return to criminal activity and 14% more likely to obtain employment upon release from prison, compared to those without similar experience.

In addition, UNICOR invests in America by reducing crime and its costs and consequences. For every dollar spent on correctional industry programs, a substantial amount is saved in future criminal justice costs (e.g., arrests, convictions, incarceration, crime victimization and post-release supervision).

Ultimately, UNICOR helps keep America safe, reduces public assistance costs, and compensates victims of crime. It also supports local businesses via the purchase of raw materials, promoting the viability and health of our communities, and effectively reducing crime's revolving door.