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Office of Acquisition & Materiel Management





A Word About Us...

Dear Customer:

Welcome to the Department of Veterans Affairs (VA) Office of Acquisition and Materiel Management's Products and Services Reference Guide.

This guide presents the wide-ranging services performed by the Office of Acquisition and Materiel Management (OA&MM) in support of VA activities, including health care facilities, regional offices, automation centers, and national cemeteries, as well as activities of other Government agencies.

In an age of shrinking Federal budgets, organizations are looking for cost effective ways to manage their acquisition and material management needs. As one of the largest procurement and supply activities of the Federal Government, with annual expenditures exceeding \$5.1 billion for supplies and services, VA's Office of Acquisition and Materiel Management is strategically poised to answer this need.

From the acquisition of hospital supplies and repair of medical equipment, to storage and distribution, to procurement consulting, OA&MM has proven time and again that it is a premier supplier of quality products and services. OA&MM strives to ensure total customer satisfaction through competitive prices, timely service, customized and innovative contracts, and a customer driven philosophy.

We appreciate your interest in the acquisition and logistics programs of VA. We hope that as you explore the pages that follow, you will discover how OA&MM can provide you with the timely and reliable procurement and logistics services so critical to your daily operations.

Please let us know if you would like additional information, or if you have suggestions for improving the services that we provide to you, our customers. Let OA&MM be the number 1 source for all your acquisition and material management needs.



Acquisition Services

Acquisition Activities:

- National Acquisition Center
- Acquisition Operations & Analysis Service
- Acquisition Resources Service

These activities provide the following services:

- Product Procurement
- Contracting Vehicles
- Acquisition Training and Consulting Services

Product Procurement

In the field of health care, OA&MM currently negotiates contracts worth billions of dollars for high tech medical equipment, pharmaceutical products, and medical supplies. The group purchasing power represented by these contracts translates into huge savings for OA&MM customers across the board.

High Tech Medical Equipment:

- CT & MRI Scanners
- Diagnostic Ultrasound Equipment
- Teleradiology Equipment
- Remanufactured Equipment
- X-ray Systems
- Nuclear Medicine Systems
- Picture Archival & Communications Systems
- Physiological Monitoring Systems
- Clinical Laboratory Analyzers
- Dental Equipment
- Cost-per-Test

Pharmaceutical Products include:

- Prescription and Non-prescription Drugs, Intravenous Solutions & Dietary Supplements
- In Vitro Reagents, Diagnostics & Test Sets
- Antiseptic Cleansers & Detergents
- Medical Gases

Medical/Surgical Supplies include:

- Medical Consumables
- Pacemakers
- Wheelchairs
- X-ray Film
- Dental Supplies
- Hearing Aids, Batteries
- Prosthetics Aids & Devices

In addition to health care products and supplies, OA&MM's acquisition activities provide a full range of subsistence items, automation equipment, and items for Government specific use.

Subsistence Items

- Groceries, Dry & Canned
- Frozen Foods & Refrigerated Products
- Meat, Poultry & Seafood
- Paper, Plastics & Disposables
- Supplies & Equipment

Automation & Government-Specific Use Items

- Computer Hardware & Software
- Burial Flags
- Plaques & Dedication Seals (used to dedicate buildings and on employee awards)
- Positional & Organizational Flags
- Service Pins (honoring employees' years of service)
- Consultant Services
- Accreditation Support

Purchasing for all these products, both medical and non-medical, is driven by customer needs and preferences. OA&MM provides full item histories to help customers make more informed purchasing decisions.

Contracting Methodologies

OA&MM's acquisition activities offer several contracting methodologies designed to streamline the purchase and distribution of medical, pharmaceutical and subsistence items—all at competitive prices.

Depending on a customer's needs, products can be purchased under any one of the following contracts:

- Federal Supply Schedules (FSS)



- National Contracts
- Blanket Purchase Agreements (BPA)
- “Special” Contracting (for Medical Equipment)
- Prime Vendor Delivery Programs
- Service Contracts

Federal Supply Schedules

Federal Supply Schedules provide quality commercial items at highly competitive prices. VA currently manages 13 FSS programs offering hundreds of thousands of choices in 186 product categories. These programs furnish greater flexibility with multiple awards, no volume requirements, and the ability to adjust rapidly to changing technology. Under the FSS program, Blanket Purchase Agreements can be used to lower rates based on known requirements.

National Contracts

Exercising its nationwide buying leverage, OA&MM negotiates and secures volume-discounted prices for specific high usage supplies and services. Using National Contracts, OA&MM can offer fixed prices for the products medical centers use most, enabling customers to realize additional discounts of 30% or more.

Standardization is the key to OA&MM's success in applying National Contracts. This means leveraging user-preferred products and sources with concentrated buying power.

Blanket Purchase Agreements

BPAs can be used on a national, VISN (regional), or medical center level to achieve savings where consolidation of requirements is practical. Using the BPA program, several VISNs are saving 15% or more over national pricing on X-ray film. This is just one example of the flexibility of the BPA program.

“Special” Contracting

The *Direct Delivery Program*, a unique purchasing option for medical equipment products, gives customers national buying power for a wide choice of equipment and brands at greatly reduced costs. OA&MM also offers a *Leasing Program* that allows customers to obtain high tech equipment without large advance fees or up-front budget authority.

The *Cost-per-Test Program*, another purchasing option related to medical equipment, reduces capital expenditures for state-of-the-art clinical laboratory analyzers, including chemistry, hematology, coagulation, urinalysis, microbiology and immunochemistry.

A *Remanufactured Equipment Program* allows hospitals to upgrade their capabilities at a lower cost than the purchase of new systems. All equipment purchased under this program comes with a 1 year warranty for parts and labor and a guarantee that parts and service will be available for 10 years after acceptance.

Prime Vendor Delivery Programs

Contracting is not limited to purchasing commodities. Our customers also need timely distribution services at highly competitive prices. To meet those needs, OA&MM has developed several distribution contracting vehicles. They include:

- Pharmaceutical Prime Vendor Program
- Medical/Surgical Primary Distributor Program
- Subsistence Prime Vendor Program

The Pharmaceutical Prime Vendor Program negotiates significant cost savings for over 19,000 items from one source, providing 24 hour delivery with a guaranteed 95% fill rate. In addition, the program keeps customers well-informed through on-line product price analyses and monthly usage reports.

The Medical / Surgical Primary Distributor Program cuts costs without sacrificing customer flexibility. The program offers a choice of multiple distributors, multiple delivery methods, ranging from 8 to 72 hours with a fill rate of at least 95%, and multiple delivery points for over 100,000 products.

The Subsistence Prime Vendor Program offers the widest selection of products with the largest number of commercial brands at the best prices and highest quality of service. The program features an Electronic Ordering System containing all product prices—adjusted on a monthly and weekly basis. Distribution fees are fixed over the life of the contract.



Service Contracts

In addition to facilitating customers' product acquisitions, OA&MM offers several service contracts to address customers' needs. These programs take advantage of economies of scale while offering customers multiple source flexibility for a wide variety of services.

National Service Contracts range from multi-state nursing home contracts for providing extended care for veterans to a media advertising/marketing contract which handles the scheduling and placement of recruitment advertising.

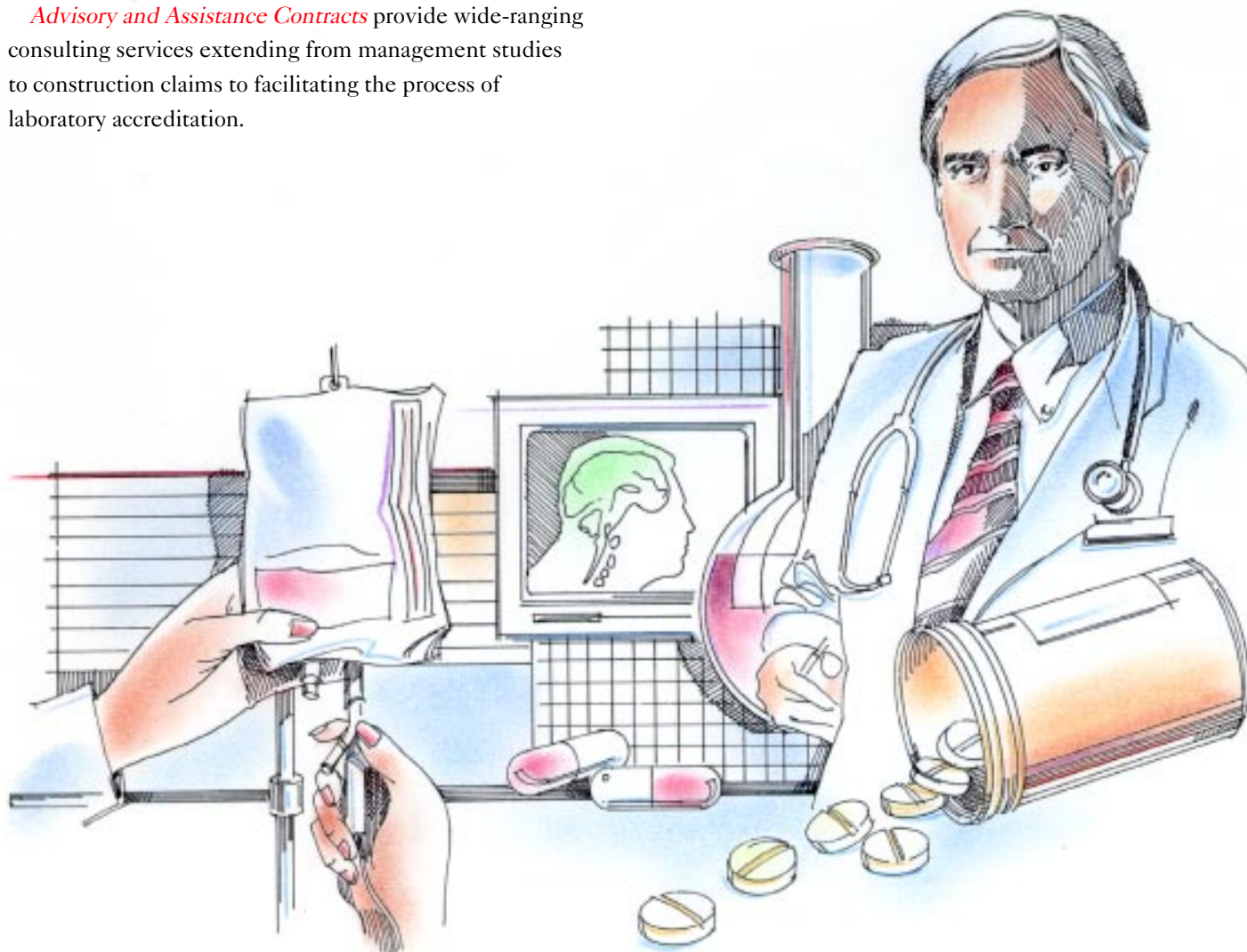
Information Technology and Telecommunications Contracts address customers' computer, telephone, and video needs, including replacement telephone systems, integrated data communications utilities, and interactive video training.

Advisory and Assistance Contracts provide wide-ranging consulting services extending from management studies to construction claims to facilitating the process of laboratory accreditation.

Acquisition Training & Consulting Services

The Acquisition Resources Service provides a wide array of services to its customers. The office promulgates the VA acquisition policy and has a leadership role in Government-wide acquisition policy and programs through participation in several interagency task groups and councils. Management of the VA Acquisition Regulation, Acquisition Directives and Handbooks are an integral part of this program.

Consultative services are provided to the Department's contracting workforce through telephone counseling, assistance in problem resolution, and coordination of standard statements of work and technical specifications. In conjunction with the Offices of the General Counsel





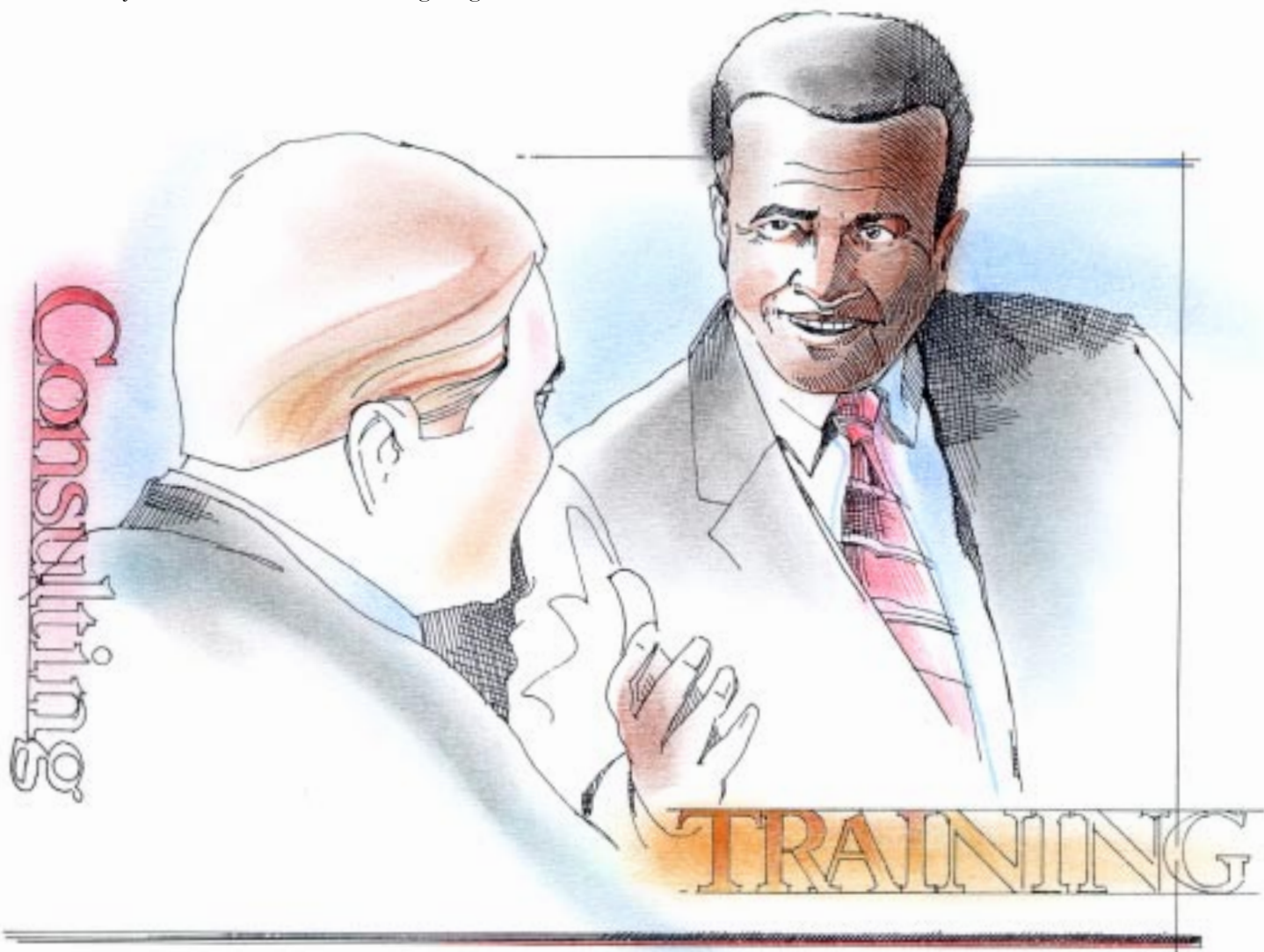
and Inspector General, leadership is provided to VA's Procurement Working Group. The group helps to ensure the integrity of the procurement process through detection of fraud and management of appropriate remedies. Significant cost recoveries have been negotiated due to the efforts of this group. The office also serves as agency-wide protest liaison with the General Accounting Office, prepares responses to protests filed with the agency, and provides guidance to contracting officers in preparation of decisions issued by contracting officers.

The skills and knowledge of contracting officers are continually being honed through the office's Acquisition Training Program. Creative training methods in distance learning, CD ROM and other electronic methods are delivered just in time. An Intern Training Program (ITP)

is also offered for acquisition and material management specialists, and general supply specialists.

The Office is a leader in automation training and guidance for contracting officers and maintain acquisition related Internet sites.

OA&MM's acquisition activities stand firm on cost reduction, customer service, volume buying, and requirement consolidation to name just a few. We will continue to provide new products, a multitude of services, and ease of contracting, all of which are customer-driven and aim to reduce your, our customer's, workload. That is our commitment.





Logistics Support Services

From offices located throughout the country, OA&MM provides a full range of logistics support services to VA and other Government customers.

Locations include:

- Hines Service and Distribution Center, Hines, IL
- Denver Distribution Center, Denver, CO
- Somerville Asset Management Service, Somerville, NJ
- Publications Service and Material Management Service, Washington DC
- Forms and Publications Depot, Hines, IL
- Program Management and Operations Service, Washington DC

Logistics Support Services provided by these activities:

- Equipment Repair, Maintenance & Inspection Programs
- Storage & Distribution Services
- Transportation Services
- Consulting Services
- Printing and Reproduction Services

Repair, Maintenance & Inspection Programs

The logistics support services provided by OA&MM are essential to the daily operations of health care providers. These services include the repair and maintenance of medical equipment, equipment inspections, and technical advice for the proper handling and use of all equipment serviced.

Equipment Repair & Maintenance

- Endoscopes
- Dental & Surgical Handpieces
- Pagers
- X-ray Tubes

- Hearing Aids
- Ultrasound Probes

OA&MM's total quality approach means reliability, quick turnaround, and no unnecessary repairs. Our highly qualified technical staff thoroughly tests units before and after repair, ensuring that all problems are identified and corrected. Our emphasis on customer convenience and satisfaction extends to payments. Credit cards are now accepted for all services performed.

There are a host of other programs offered by OA&MM, all conducted with the same attention to quality and customer satisfaction. Each of these programs offers rapid turnaround times and discounted prices that only OA&MM can negotiate:

Additional Services Provided

Program	Description
Precious Metals and Reclamation	An environmentally friendly reclamation program for the recovery of silver. Offered to VA medical centers and to other Government agencies.
Drop Shipment Program	Through this program, OA&MM delivers high end imaging components, at a substantial discount, directly from the manufacturer. Replacement items available under the program include medical glassware and imaging accessories of all types.
Radiology Quality Assurance Inspection	Certified Radiology Inspectors ensure that all newly installed radiology and computerized tomography equipment meets Federal standards and performs in accordance with Federal, VA, and manufacturer specifications.
Laundry Quality Assurance Inspection	Trained specialists inspect all newly installed laundry equipment and systems to certify that they meet Federal, OSHA, NFPA, and military specifications and standards, and that they perform according to manufacturer specifications.





Storage and Distribution Services

Storage and distribution are critical components of logistics support, and represent another way in which OA&MM anticipates and meets customer requirements. We rent secure storage space at two locations in the US: Hines, Illinois and Somerville, New Jersey. These warehouse facilities make indoor storage as convenient as possible by offering high bay ceilings, easily accessible docks, wide aisles, and ample administrative office space.

Our two warehouse activities also store and distribute a variety of products to VA centers and programs throughout the country. Forms and publications, medical supplies, burial flags—the distribution list is varied and extensive. Through our distribution activities, we can procure, store and distribute whatever our customers desire. We can provide these services on a one-time, temporary or long term basis—whatever configuration is most convenient for our customers.

The Denver Distribution Center (DDC) is also a key OA&MM storage and distribution center. The DDC stores a variety of audiology and prosthetic devices slated for direct distribution to veterans at home. Using a sophisticated database that contains relevant information on every customer, the DDC can provide timely, accurate support to all its customers anywhere in the world.

The DDC maintains one-to-one communication with its customers, involving individual customers—veterans—in all key aspects of the distribution process, including direct input on the product inventory and delivery schedules.

The DDC's sophisticated storage and distribution network can easily handle audiology and prosthetic commodities of all kinds for home delivery worldwide—available for use by Government agencies other than VA.

Direct Delivery Items

- Hearing Aids, including batteries & other audiology accessories
- Prosthetic Socks and other related items for amputees
- Aids for the blind & visually impaired
- Items for the orthopedically impaired

Transportation Services

OA&MM also offers comprehensive transportation services, from costing out labor rates and freight charges to selecting the right carrier for the job.

Trained specialists from OA&MM Logistics Services guide customers through every stage of the shipping process, facilitating transportation through two major programs: the Freight Management System and the Household Goods Program.

Under the Freight Management System, OA&MM ships everything from construction equipment to excess property. For each shipment, OA&MM Logistics Services specialists:

- provide counseling on packaging
- select appropriate carriers for the type of packaging (i.e., flatbed trailers, vans, etc.)
- Provide bills of lading for the shipments
- Strive for overnight turnaround

The Household Goods Program focuses on the relocation of employees and their families. We can ship to a wide range of locations, including Puerto Rico, Alaska, Hawaii, Samoa, Guam, and Manila. Our agreement with the high quality carriers we select provides full valuation coverage, self pack and haul, one point of contact for the entire move and competitive rates.

Our specialists act as a single point of contact, responsible for coordinating the moving process from start to finish. They select the carrier and handle questions about liability, claims issues, and employee benefits. For our customers, the hassle in moving has been removed for good.

Material Management Consulting Services

OA&MM provides a wide variety of material management consulting services with a special emphasis on training in material management disciplines. We offer training programs in supply, processing and distribution; warehouse and distribution operations (including forklift safety training); and automated inventory management (including bar-coding).

Training is only part of our service. We also send experienced material management professionals on site visits to



assist customers in designing and reconfiguring warehouse space, preparing for Joint Commission on Accreditation of Healthcare Organizations (JCAHO) inspection, implementing automated inventory management systems, or implementing commodity standardization programs. Our customers are especially enthusiastic about our individualized approach in which we tailor our services to meet the specific needs of individual customers.

For Electronic Commerce (EC) and Electronic Data Interchange (EDI), OA&MM provides consultation, implementation, and operational services that cover the full spectrum of translation and communication functions. Our EDI program encompasses the entire acquisition business cycle—request to payment. The EDI staff have extensive expertise in X12 translation (mapping) and communication protocols.

Printing and Reproduction

OA&MM's printing and reproduction services provide advice and guidance to all VA Publication Control Officers on the creation, printing and storage of printed materials. We also arrange and supervise the production of forms and

form letters. Most importantly, the printing and reproduction function procures and distributes printed materials, and provides typography and design services. With an unflagging commitment to customer service, this division handles price negotiation, provides cost estimates and data for price scheduling, arranges ship dates for production deliveries, and oversees proof and press sheet inspections.

Printing and Reproduction Services

- Preparation of manuscript and copy for printing
- Providing layout, graphic design, illustration, editing and indexing for publications & forms
- Management of copier center for VA Central Office
- Receipt and initial distribution of printed matter





The Supply Fund

All Acquisition and Material Management products and services are self-sustaining, relying on a revolving fund—the Supply Fund—in lieu of an annual appropriation. The Supply Fund, which is managed by OA&MM, supports business and programmatic operations, providing funds for local VAMC innovations like expansion of stocked medical supplies, equipment purchases, and other logistics related to investments. This self-sustaining fund can also be used to lease equipment. Under the lease program, customers may acquire equipment at very competitive rates without a large capital outlay or up front scoring of budget resources.

Conclusion

OA&MM consistently provides timely, cost-effective service for VA Medical Centers and other Government agencies across the country. This is our commitment:

Quality Products and Services
Timely Delivered
At a Reasonable Price

Years of experience, innovative thinking, and a total dedication to quality and customer satisfaction make VA's OA&MM the right choice for your organization's acquisition and material management needs.

Our commitment to customer service has been recognized across the Government through numerous quality achievement awards, including these:

- Robert Carey Award for Excellence in Customer Service*
- 7-White House Hammer Awards for Excellence in Streamlining Operations*
- 8-VA Scissor's Awards for Implementing Cost Saving Initiatives*

Let us help you meet your critical challenges in logistics support, from acquisition to material management.

Call (202) 273-6107

or write to:

Deputy Assistant Secretary for
Acquisition and Material Management
Department of Veterans Affairs
810 Vermont Avenue, NW, Washington DC 20420
In the meantime, for more information, E-mail us at
www.va.gov/oa&mm/index.html,
and check out our web page at the same location.

