



**VA Supplier Forum  
Office of Acquisition &  
Logistics  
National Acquisition Center**

October 19, 2011



# WELCOME

“Excellence is the gradual result of  
always striving to do better.”

Pat Riley

# Presentation Outline



- What is the NAC
- What is the VA FSS Program
- VA FSS FY 2011 Accomplishments
- VA FSS Challenges
- Important VA FSS Websites
- VA FSS Contact Information

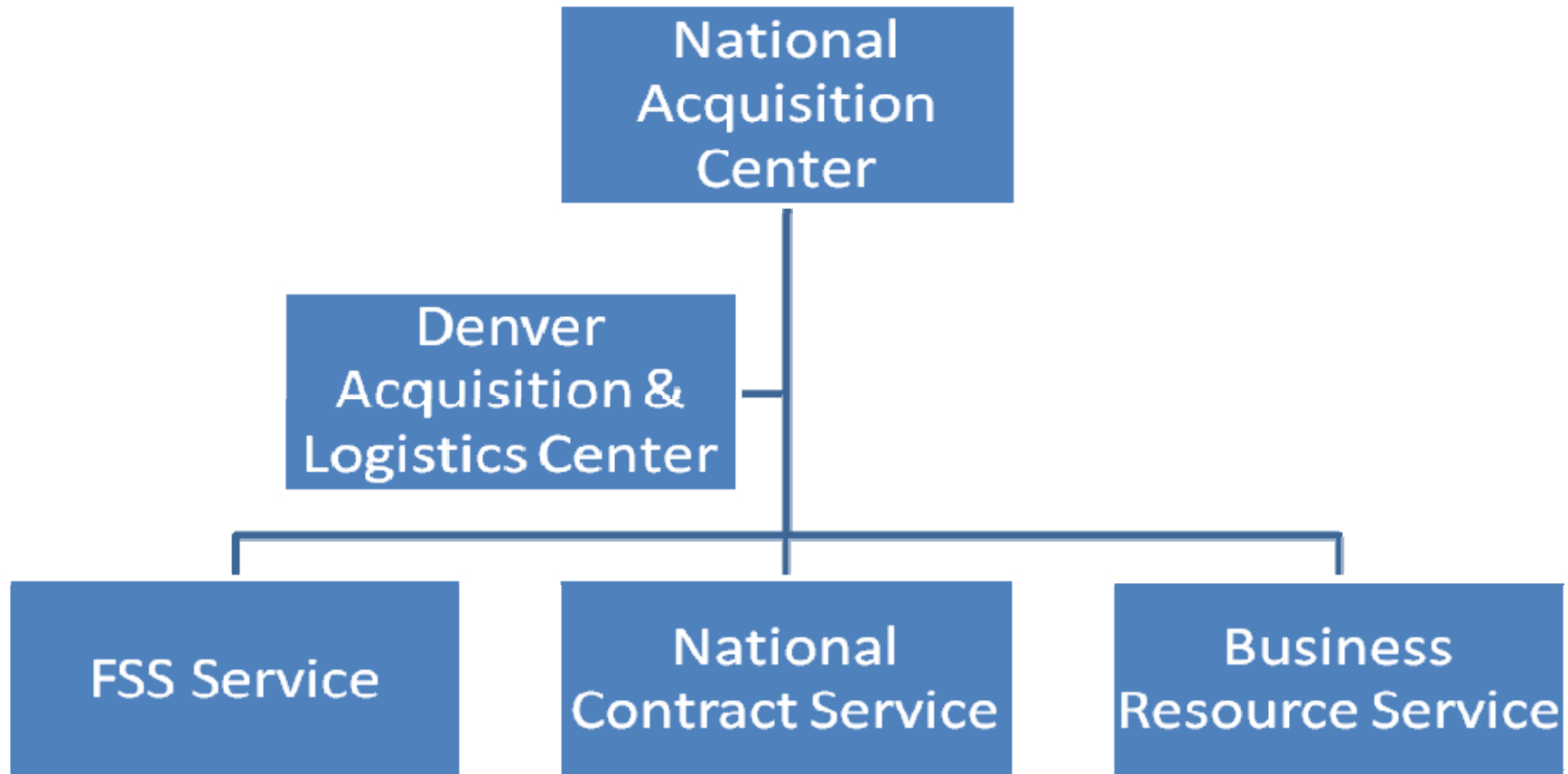
# WHAT IS THE NAC?

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## Section Objectives

- Organizational Chart
- General Background

# NAC Organizational Chart



# National Acquisition Center



- Established in 1951
- Largest combined VA contracting agency
- Over 1900 contract vehicles
- Over \$14 billion in annual sales



# WHAT IS VA FSS?

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## Section Objectives

- GSA Delegation
- Vision and Mission Statement
- Current FSS Organizational Chart
- VA managed FSS programs
- Why Change?

# VA FEDERAL SUPPLY SCHEDULE PROGRAM



**AUTHORITY – Over 40 years ago, the General Services Administration (GSA) delegated authority to the Department of Veterans Affairs, via the National Acquisition Center (NAC), to manage the Federal Supply Schedule for medical equipment & supplies, pharmaceuticals, and allied and professional healthcare services (Per Federal Acquisition Regulations (FAR) 8.402 (a)).**





# FSS Vision and Mission



## Vision Statement

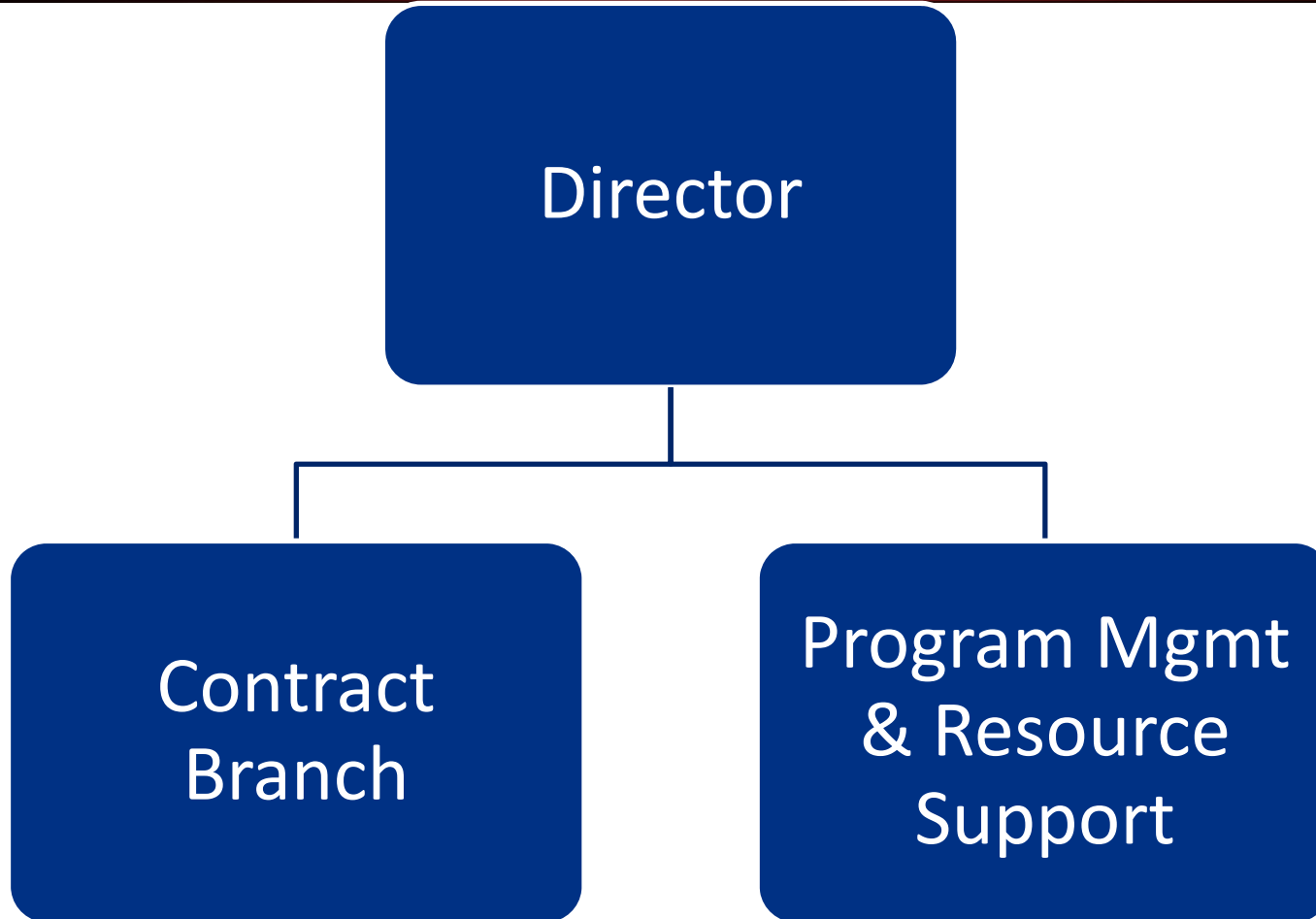
*To be the foremost source for quality healthcare products and services*

## Mission Statement

*To provide world class health care products and services through performance excellence that is demonstrated by contractual competence, timeliness, innovation, and results-driven solutions while assuring accountability to our federal customers and taxpayers.*



# FSS Organizational Chart



# VA FSS Programs



65IB - Drugs, Pharmaceuticals, & Hematology Related Products

65IIA - Medical Equipment & Supplies

65IIC - Dental Equipment & Supplies

65IIF - Patient Mobility Devices

65VA X-Ray - Equipment & Supplies

65VII - Invitro Diagnostics, Reagents, Test Kits, & Test Sets

66III - Cost-Per-Test, Clinical Laboratory Analyzers

621I - Professional & Allied Healthcare Staffing Services

621II - Medical Laboratory Testing & Analysis Services

## **VA ONLY:**

- FSC 65 & 66 contracts are mandatory use
- FSC 621 contracts are optional use



# Why Change?



- Decision to Change Based on:
  - Vendor feedback
  - Employee focus groups
  - Work study
  - Research of other contract shops
  - Brainstorming of experienced FSS Contract Officers
- Areas seeking improvements included:
  - Contract quality and consistency
  - Timelines across all schedules
  - Overall knowledge of FSS program
  - Translation of resources to heavy workload times
  - Overall customer service



# FY 2011 FSS ACCOMPLISHMENTS

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## Section Objectives

- FSS Helpdesk
- FSS Proposal Management
- FSS Modification Management
- Cradle to Closeout Implementation
- Initiatives

# FSS Helpdesk






- 1 business day return
  - Phone calls – over 1500 phone calls answered
  - Emails – over 3000 individual emails answered
- Managed by team of experts
- Enhanced response protocol
  - Provide reference materials, when appropriate
  - Provide hyperlinks, when appropriate



# FSS Proposal Management



- Assigned 639 proposals
- Completed **696** award actions –
  - From FY 2010 - represents 57% 
- October 2010
  - Average duration of pending offers – 227 days
  - Average duration of pending extensions – 176 days
- September 2011
  - Average duration of pending offers – **165** days
    - From FY 2010 – represents 27% 
  - Average duration of pending extensions – **137** days
    - From FY 2010 – represents 22% 



# FSS Modification Management



- Completed **5,080** modification actions
- October 2010
  - Average duration of pending mods – 79 days
- September 2011
  - Average duration of pending mods – **42** days
    - From FY 2010 – represents 47% ↓





# Cradle-to-Closeout



	Priority Consideration	Criteria	Sort Method
	Modifications	9+ modifications received per year	Volume
	Sales/Estimated Value	Past 4 quarters sales and/or estimated value exceeds \$3 million	Volume
	Expiration Date	Expiring within the next 18 months	Date
	Non-Complex	Remaining commodities, pharmaceutical, and services contracts that do not fall in one of the other "buckets"	Contract Number



# Initiatives



- 621i Program
  - Workgroup actions
- Standardized Forms
  - Modification Form Pilot
  - Internal Contract Documents
- Comprehensive Training Programs
  - Hands-on workshops
  - Lecture Series



# Initiatives (continued)



- Vendor Training
- Customer Training
- Updated FSS Home Pages
- Participation in Social Media Sites



# CHALLENGES

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# Current Challenges



- Learning Curve
  - Majority of team has less than 5 years experience
- Electronic Resources
- Communication (internal and external)
- Continual Improvements



# IMPORTANT WEBSITES

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# FSS Relevant Websites



- VA NAC FSS
  - <http://www.fss.va.gov/>
- Contract Catalog Search Tool
  - <http://www1.va.gov/nac/>
- Schedules E-Library (schedule information)
  - <http://www.gsaelibrary.gsa.gov>
- GSA Advantage! / e-Buy
  - [www.gsaadvantage.gov](http://www.gsaadvantage.gov)



# CONTACT INFORMATION

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# FSS Management Team



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# QUOTABLE

## FSS FOCUS FOR FY 2012

“Quality is not an act, it is a habit” **Aristotle**

“Excellent firms don’t believe in excellence – only in constant improvement and constant change.” **Peters**





# Questions & Answers



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