



**DEPARTMENT OF VETERANS AFFAIRS
DEPUTY ASSISTANT SECRETARY FOR ACQUISITION AND LOGISTICS
WASHINGTON DC 20420**

IL 001AL-10-04
January 13, 2010

OFFICE OF ACQUISITION AND LOGISTICS INFORMATION LETTER

TO: Veterans Integrated Services Network Directors

ATTN: Medical Center Directors, Purchasing Agents and Biomedical Engineers

SUBJECT: Changes in Biomedical Equipment Repair Services by the VA Service and Distribution Center

1. PURPOSE: This Information Letter provides instructions for utilizing the VA Service and Distribution Center (SDC) biomedical equipment repair services and also addresses changes in those service offerings. The SDC currently offers support/repair of specialized biomedical commodities including flexible and rigid endoscopes as well as dental and surgical hand pieces. By means of this IL, SDC is transitioning to the field its glassware replacement program for direct delivery of X-ray tubes and ending its Janus barcode reader battery replacement program. The endoscope and dental/surgical repair programs offered by the SDC remain vital and can be utilized by Department of Veterans Affairs Medical Centers, Department of Defense Medical Centers as well as all other federal healthcare entities such as the Indian Health Service and Public Health Service. These programs are designed to offer low cost yet high quality repair options while providing its customers with convenient and easy to use services.

2. FLEXIBLE AND RIGID ENDOSCOPE REPAIR PROGRAM

a. Flexible and rigid endoscopes can be shipped directly to the SDC, Materiel Management and Repair (MM&R) Division for evaluation. For ease of use, no return authorization number is required, but we do ask for the following information:

Model

Serial Number

Brief Description of the Problem

Point of Contact Information including, name, telephone number and e-mail address

We do offer pre-printed Federal Express shipping labels to customers with bill to recipient information including address and account number.

2.
IL 001AL-10-04
January 13, 2010

b. Flexible endoscopes should be shipped using approved packaging materials such as original equipment manufacturer (OEM) hard side cases or foam lined cardboard boxes. Please put all item paperwork inside the box, you may also include paperwork in attached clear stick-on shipping ticket envelopes outside the shipping container.

c. Rigid endoscopes should be shipped using approved packaging materials such as foam lined boxes. Please put all item paperwork inside the box, you may also include paperwork in attached clear stick-on shipping ticket envelopes outside the shipping container.

d. It is recommended that shipment information i.e. date shipped, method of shipment, and shipping tracking number be recorded to facilitate package tracking.

e. Once the flexible/rigid endoscopes are received, each item is individually evaluated. The flexible endoscopes are evaluated using a 25 point inspection form. Each of the 25 areas are inspected and recorded while the rigid endoscopes are evaluated using a much less complicated inspection process.

f. After the flexible/rigid scopes are inspected and the findings have been recorded, it is determined if the repair can be accomplished in-house or if an outsource vendor is required. The SDC is able to perform minor and semi-major repairs but other more complicated and specialized repairs may require outsourcing.

g. If the item can be repaired in house, the customer is contacted via telephone or e-mail and the repair estimate is relayed. At that point the customer can either accept or decline the repair. If the repair is approved by the customer, the repair begins and payment information is accepted. It is important to note that the SDC accepts federal government purchase orders, or federal government Visa Credit Cards.

h. If the item requires outsourcing, the customer is given a choice between utilizing the OEM or a third party repair facility. The customer often bases that repair choice on age and/or past expenditures for the item. **It is important to note that the SDC only utilizes vendors that have a current Federal Supply Schedule Contract. The SDC will accept federal government purchase orders or federal government Visa credit cards.

i. Once the items are repaired, they are shipped back to the medical center using Federal Express. The paperwork is completed and the repairs are paid for using the desired form of payment. Please see item 7 for more information regarding billing

3. DENTAL AND SURGICAL HAND PIECE REPAIR PROGRAM:

a. Dental and surgical hand pieces can be shipped directly to the SDC, MM&R

3.
IL 001AL-10-04
January 13, 2010

Division for evaluation. For ease of use, no return authorization number is required but we do ask for the following information:

Model

Serial Number

Brief Description of the Problem

Point of Contact Information including, name, telephone number and e-mail address

We recommend that when sending dental hand pieces that the amount be limited to 10 per order. This makes billing and payment easier for the customer.

b. Surgical or dental hand pieces should be shipped using approved packaging materials such as foam lined boxes or appropriate shipping containers. Please put all item paperwork inside the box, you may also include paperwork in attached clear stick-on shipping ticket envelopes outside the shipping container.

c. It is recommended that shipment information i.e. date shipped, method of shipment, and shipping tracking number be recorded to facilitate package tracking.

d. Once the dental/surgical hand pieces are received, each item is individually evaluated.

e. After the dental/surgical hand pieces are inspected and the findings have been recorded, it is determined if the repair can be accomplished in-house or if an outsource vendor is required. The SDC is able to perform all dental hand piece repair and most surgical hand piece repair on site. More complicated and specialized surgical hand piece repairs may require outsourcing.

f. If the item can be repaired in house, the customer is contacted via telephone or e-mail and the repair estimate is relayed. At that point the customer can either accept or decline the repair. If the repair is approved by the customer, the repair begins and payment information is accepted. It is important to note that SDC accepts federal government purchase orders, or federal government Visa credit cards.

g. If the item requires outsourcing, the customer is given a choice between utilizing the OEM or a third party repair facility. The customer often bases the repair choice on age and/or past expenditures for that item. **It is important to note that SDC only utilizes vendors that have a current Federal Supply Schedule Contract. SDC will accept federal government purchase orders or federal government Visa credit cards.

h. Once the items are repaired, they are shipped back to the medical center using Federal Express. The paperwork is completed and the repairs are paid for using one of the desired forms of payment listed below in item 7.

4. GLASSWARE REPLACEMENT PROGRAM - CHANGES

a. The SDC, through the National Acquisition Center, has established

4.
IL 001AL-10-04
January 13, 2010

Four Indefinite Delivery/Indefinite Quantity (IDIQ) contracts comprise the SDC Glassware Replacement Program (GRP) for standard x-ray and CT tubes, as well as X-ray camera tubes and image intensifiers. These contracts have now been modified to make them available directly to the VAMCs, offering greater flexibility and convenience in purchasing. In accordance with the FAR, these contracts must be utilized before open market purchases are contemplated. As a result the SDC will no longer make purchases for medical centers under the GRP.

b. The following contracts are available through the National Acquisition Center (NAC) High Tech Medical Equipment program:

(1) DGA Medical, Contract Number V797P-6062b

PRIMARY POC: DOUG ANDERSON.
PHONE: (602) 266-6389.
FAX: (602) 277-8669.

(2) Dunlee, Contract Number V797P-6065b

PRIMARY POC: CYNTHIA MCQUEEN -630-585-2504.
SECONDARY POC: CHRISTY VOGEL - 630-585-2192.
TECHNICAL SUPPORT: HEATHER FUNK -630-585-2045.
CALL VENDOR FOR AVAILABILITY PRIOR TO FAXING ORDER
FAX: 630-585-2505.

(3) Philips, Contract Number V797P-6064b

PRIMARY POC: BOB STRATZ / 440-483-3589- FAX: 440-483-XXXX.
DELIVERY ISSUES: JOHN STARADUMSKY - 770-407-0089
FAX: (954) 323 -1849.
VENDOR REQUIRES ALL ORDERS TO BE FAXED.
ALL FAXED ORDERS REQUIRE ADDITIONAL INFORMATION WHICH CAN
BE OBTAINED FROM CUSTOMER (BIO-MED TECH) PLACING THE ORDER.

(4) GE Medical, Contract Number V797P-6063b

PRIMARY POC: MATT HARRISON - 919-244-8792
FAX: 414-918-8277.
"SYSTEM ID # " REQUIRED FOR ALL ORDERS. NUMBER IS OBTAINABLE
FROM BIO-MED TECH PLACING ORDER.

c. For questions or issues regarding contract terms and conditions, please contact Michele Mallicott at (708) 786-5257 or . Otherwise, contact the vendor directly.

d. Contract numbers and contact information will also be available on the SDC website for a limited period of time at:

JANUS BARCODE BATTERY REPLACEMENT PROGRAM: - DELETED

Due to lack of demand, the Janus Barcode Reader Battery Replacement Program is no longer offered.

6. Shipping Information for Endoscopes and Hand pieces:

Ship to Address:

Department of Veterans Affairs
Service and Distribution Center
Materiel Management and Repair Division
BLDG 37
1st Avenue 1 block north of 22nd Street
Hines, IL 60141

7. Billing Information:

The VA Service and Distribution Center provides a range of easy to use billing options for both VA and Other Government Agencies. Use of the VA SDC allows access to custom services without having to prepare sole source justifications or to obtain three price quotes.

a. VA Customers:

Once the device is received and evaluated, an SDC representative will contact the customer with a repair quote. The repair quote will include parts, labor and shipping. At that point the customer will either approve or decline the repair. If the repair is declined, the device will be returned unrepared. If it is approved, the repair process will be initiated. Once the device is repaired and passes quality assurance, the customer will be advised and requested to provide payment information. The SDC accepts federal government credit cards or federal government purchase orders for payment.

b. Department of Defense Customers:

Once the device is received and evaluated, an SDC representative will contact the customer with a repair quote. The repair quote will include parts, labor and shipping. At that point the customer will either approve or decline the repair. If the repair is declined, the device will be returned unrepared. If it is approved, the repair process will be initiated. Once the device is repaired and passes quality assurance, the customer will be advised and requested to provide payment information. The SDC accepts federal government credit cards or Military Interdepartmental Purchase Requests (MIPR). A

6.
IL 001AL-10-04
January 13, 2010

MIPR is usually established at the beginning of the fiscal year and acts like a blanket purchase order. In that instance, once the repair is approved, the repair amount is deducted from the MIPR balance.

c. Other Governmental Agencies:

Once the device is received and evaluated, an SDC representative will contact the customer with a repair quote. The repair quote will include parts, labor and shipping. At that point the customer will either approve or decline the repair. If the repair is declined, the device will be returned unrepaired. If it is approved the repair process will be initiated. Once the device is repaired and passes quality assurance, the customer will be advised and requested to provide payment information. The SDC accepts federal government credit cards or federal government purchase orders for payment.

/S/

Charles E. Roberson
Associate Deputy Assistant Secretary
for Finance, Logistics, and Business Services