Business Opportunities with
Network Contracting Office 21
(NCO 21)

Mr. Sam Harbin
NCO 21 Director of Contracting
Mission of the VA
To fulfill President Lincoln's promise, “To care for him who shall have borne the battle, and for his widow, and his orphan” by serving and honoring the men and women who are America’s veterans.

- VISION: To provide veterans the world-class benefits and services they have earned and to do so by adhering to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship.
- This translates to serving more than 27 million veterans who have so unselfishly served their country
- To accomplish this mission, the products and services of industry are required by a nationwide system of Veterans Integrated Service Networks (VISNs), data and benefits processing centers, and national cemeteries, each requiring a broad spectrum of goods and services
- These goods and services are purchased on a national, regional, and local level

The best, most inspiring mission and the greatest clients of any benefits or health care system in the world!
Overview of VA, VHA, and SAO West:

Key Agencies of the VA

**Veterans Benefits Administration (VBA):** Provides benefits and services to service members, veterans, and their families, in recognition of their service to the nation


**National Cemetery Administration (NCA):**

Operates 131 national cemeteries in the U.S. and Puerto Rico.

Burial and memorial benefits are available for eligible service members, veterans and family members


**Veterans Health Administration (VHA):**

Operates the nation’s largest integrated health care system with more than 1,700 hospitals, clinics, community living centers, counseling centers, and other facilities

Overview of VA, VHA, and SAO West:

**VHA**

With over 150 VA Medical Centers (VAMCs) nationwide, VHA manages one of the largest health care systems in the United States.

VAMCs within a Veterans Integrated Service Network (VISN) work together to provide efficient, accessible, health care to veterans. The Veterans Health Administration is made up of 18 VISNs.
Overview of VA, VHA, and SAO West:

Regional SAO Structure
(Established 2009)

*Purpose:* to align the VHA acquisition workforce under a single reporting chain. Previously, Network Contracting Managers (NCM) and currently Network Contracting Offices (NCO) shifted from reporting to VISN Directors to reporting to the SAO Directors, which created a VHA contracting chain-of-command.

*Responsibilities:* oversight, compliance, direction, and support of procurement organizations in the Networks within the Region.

*Focus:* standardization of processes and procedures, not just in SAO West, but across VHA. The SAO’s and NCO’s are *customer focused organizations.*
Regional SAO Structure (established 2009)

VISN Map After Realignment

Delia Adams
SAOW Director
Veterans Health Administration

- Operates more than 1,400 sites of care including
  - 152 medical centers
  - More than 800 Community-Based Outpatient Clinics
  - Multiple outreach and mobile clinics that serve rural and remotely located Veterans wherever they live
- At least one in each state, Puerto Rico, and D.C.
- Provides broad spectrum of medical, surgical, and rehabilitative care
- Manages the largest medical education and health professions training program in the U.S.
  - VA facilities are affiliated with 107 medical schools, 55 dental schools and more than 1,200 other schools across the country
- In 1996, VA’s health care facilities were aligned under 21 regional networks known as VISN’s (Veterans Integrated Service Networks)
- Provides healthcare and benefits to more than 100,000 homeless veterans each year
The VA Sierra Pacific Network is one of 21 Veterans Integrated Service Networks in the Veterans Health Administration (VHA).

It serves 1.2 million veterans residing in Northern and Central California, Nevada, Hawaii, the Philippines, and several Pacific Islands including Guam and American Samoa.
VISN 21 Overview

Geography & Key Resources
• Catchment Area:
  • 3 States (NV, CA, HI)
  • 3 U.S. Territories (American Samoa, Guam, Northern Mariana Islands)
  • 1 Foreign Country (Philippines)

• Resources:
  • 67 Geographic Sites of Care
  • 7 Major Medical Centers/Health Care Systems
  • 9 Community Living Centers
  • Assets
    • 304 Existing Buildings
    • 33 Historic
    • 7,694,031 GSF
    • 892 Owned Acres
    • 95 Active Leases
    • 14,812 FTEE

Governance & Key Statistics
• Representation:
  • 6 Senators
  • 29 Congressional Districts
  • 3 Non-Voting Territorial Representatives for American Samoa, Guam and Northern Mariana Islands

• A Day in VISN 21:
  • Vet Pop: 1,234,007
  • Enrollees: 462,399
  • Avg Daily Outpatient Visits: 17,995
  • Avg Daily Outpatient Uniques: 1,414
  • Avg ER Daily Encounters: 206
  • VA Inpatient ADC: 412
  • VA Nursing Home ADC: 577
  • VA Dom ADC: 131

Major Academic Affiliates & Research
• Affiliates:
  • Stanford University
  • U.C. San Francisco
  • U.C. Davis
  • U.C. San Diego
  • University of Nevada, Reno
  • University of Nevada, Las Vegas
  • University of Hawaii

• Research:
  • Largest funded VISN program in VHA
  • Ranked #1 and #2 in Funded Research
  • Centers of Excellence: 13

Department of Defense (DoD) & Other Partners
• Other Partners:
  • Vet Centers: 24
  • Mobile Vet Centers: 4
  • VBA Regional Offices: 4
  • VA Cemeteries: 5
  • State Veterans Cemeteries: 13
  • State Veterans Homes: 5

• DoD Partners:
  • David Grant Medical Center (Travis AFB)
  • Tripler Army Medical Center (Honolulu, HI)
  • Naval Hospital Guam
  • Naval Postgraduate School (Monterey, CA)
  • Army Defense Language Institute (Presidio of Monterey, CA)
  • Lemoore NAS (Fresno, CA)
  • Mike O’Callaghan FMC (Nellis AFB)
How Can You Help Us?

FY 16 NCO 21 Small Business Awards by PSC Category

Construction of Structures and Facilities, $36,012,369.11

Medical and Surgical Instruments, Equipment and Supplies, $33,715,440.42

Maintenance, Repair or Alteration of Real Property, $22,421,911.74

Professional, Administrative and Management Support Services, $17,598,463.35

Utilities and Housekeeping Services, $15,985,745.30

Medical Services, $14,012,326.45

ADP Software, $1,913,363.29

General Health Care Services, $1,992,796.59

Installation of Equipment, $2,852,737.26

Hospital Furniture, Equipment, Utensils and Supplies, $3,146,604.96

Miscellaneous Furniture and Fixtures, $4,449,696.60

Automatic Data Processing and Telecommunication Services, $4,507,501.85

Maintenance, Repair, and Rebuilding of Equipment, $6,109,318.00

Nursing Services, $8,369,044.04

Architect & Engineering - Construction: Hospitals and Infirmarys, $10,441,559.80

Transportation, Travel and Relocation Services, $13,598,050.25
Acquisitions and Contractual Authority

- Contracting officers are responsible for ensuring performance of
  - All necessary actions for effective contracting
  - Ensuring compliance with the terms of the contract,
  - And safeguarding the interests of the United States in its contractual relationships
- In order to perform these responsibilities, contracting officers should be allowed wide latitude to exercise business judgment
- Contracting officers shall
  - (a) Ensure that the requirements of FAR 1.602-1(b) have been met, and that sufficient funds are available for obligation;
  - (b) Ensure that contractors receive impartial, fair, and equitable treatment;
  - (c) Request and consider the advice of specialists in audit, law, engineering, information security, transportation, and other fields, as appropriate;
  - (d) Designate and authorize, in writing and in accordance with agency procedures, a contracting officer’s representative (COR) on all contracts and orders other than those that are firm-fixed price, and for firm-fixed-price contracts and orders as appropriate, unless the contracting officer retains and executes the COR duties.
**VISN 21 – NAICS Codes**

339112 (Surgical and Medical Instrument Manufacturing)

622110 (Office of Physicians Except Mental Health Specialists)

334510 (Electromedical and Electrotherapeutic Apparatus Manufacturing)

339113 (Surgical Appliance and Supplies Manufacturing) – artificial limbs

532291 (Home Health Equipment Rental) – oxygen equipment rental (i.e. home use)

236118 (Residential Remodelers) – addition, alteration and renovation

236220 (Commercial and Institutional Building Construction)

561320 (Locum Tenems)

623110 (Nursing Homes)

624221 (Homeless Shelters)
VISN 21 Network Contracting Office (NCO 21)

- The NCO is comprised of several product line teams with virtual employees stationed throughout facilities in VISN 21.
- Product line teams are as follows:
  - Supply
  - Construction
  - Services
  - Medical Sharing
  - Leasing
  - Prosthetics
Supplies

• Responsible for all supply requirements over $3,500
• Examples include:
  • Supplies
  • Equipment
  • Commodities
  • Consignment Agreements
  • Blood
  • Bread/Milk/Ice-Cream
  • Information Technology (IT) Equipment
  • Equipment Rentals/Leases
  • Laboratory Equipment
  • Office Equipment
  • Medical Equipment and Installation
  • Office Furniture and Installation
  • Software/Software License
Construction

- Responsible for all construction and architect and engineering services over $2K
- Non-recurring maintenance (NRM) construction program entails requirements up to $10M and square footage considerations
- Minor construction program entails requirements up to $10M
- Examples include:
  - Dismantle, demolition, and construction of real property A&E
  - Alteration of real property (i.e. concrete, electrical)
  - Air quality sampling with a project number under $25K
  - Boiler upgrades
  - HVAC
  - Upgrades
  - Installation of dock leveling equipment
  - Painting
  - Remediation of lead/asbestos/PCB
  - Plumbing upgrades
  - Running cable/data lines
  - Sprinkler installation
  - Installation of windows and doors
  - Modular buildings
Medical Sharing & Prosthetics

- Responsible for all professional medical services

- Examples include:
  - Physicians
  - Nurses
  - Medical Technicians
  - Outpatient Services
  - Medical Selling Agreements
  - Nursing Homes
  - Adult Day Care

- Contracts/agreements for supplies and equipment that require trained medical personnel to set-up and monitor are included

- Prosthetics and Orthopedic Aids
Real Property Leasing

- Responsible for unique contracting work that does fit well in the other product line teams
- Examples include:
  - Real Property Leasing Requirements (including build-out performed by lessor)
    - Parking Spaces
    - Office Spaces
    - Land
    - Community Based Outpatient Centers (CBOCs)
    - Spaces for Specialty Medical Centers (e.g. Tele-radiology Center)
    - Warehouses
  - Selling Agreements
  - Utilities (Gas, Electric, Water, Sewer)
  - Interagency Agreements
  - VA DoD Sharing Agreements
Building Blocks to getting Federal Contracts

- Define Your Products and/or Services
- Register in the System for Award Management (SAM) & the Dynamic Small Business Search (DSBS) & Develop an Effective SAM & SBA Profile
- Get Certified
- Get Verified with Vetbiz
- Prepare a Quality Capabilities Statement

- Find Your Target Market & Market Directly to those Agencies
- Find Contract Opportunities
- Use Contracting Vehicles
- Know the Rules
- Local Small Business Resources & Technical Assistance such as SBA and PTAC
Define Your Products and/or Services

- The federal government uses the North American Industry Classification System (NAICS) to identify products and services, [http://www.census.gov/eos/www/naics/](http://www.census.gov/eos/www/naics/)

Register in SAM and DSBS

- Firms who want to do business with the federal government must register in the System for Award Management (SAM), [http://www.sam.gov](http://www.sam.gov)
- Get a Dun & Bradstreet Number (DUNS), [http://fedgov.dnb.com/webform](http://fedgov.dnb.com/webform)
- Identify your NAICS code(s)
- Develop an effective SAM & SBA Profile
- Update your profiles on a regular basis
Get Certified

- Formal SBA Certification Programs
  - 8(a) Business Development Program
  - HUBZone Program
    - Both programs require pre-approval from the SBA
    - Both programs provide eligibility for Sole Source Contracts

- Self-Certifications
  - Woman-Owned Small Business (WOSB)/Economically Disadvantaged Woman-Owned Small Business (EDWOSB)
  - Veteran-Owned Small Business (VOSB)*
  - Service Disabled Veteran-Owned Small Business (SDVOSB)*
  - Small Business – determined by primary NAICS Code
  - Small Disadvantaged Business (SDB)

*Certified Veteran Enterprise (CVE) via www.vip.vetbiz.gov is required for VA contracts
Prepare a Quality Capability Statement

- Outline your firm’s management, technical and business strengths

- Statement should include:
  - Capabilities & skills – list your NAICS codes
  - Past performance history, customers and projects
  - Awards & commendations
  - Certifications
  - Contact Information
  - Photos (optional)

- Send out your Statement electronically

- Update regularly
Identify your customers - who buys what you sell?
- Federal Procurement Data System (FPDS), https://www.fpds.gov/
- USA Spending, http://www.usaspending.gov/
- Research federal agency requirements & forecasts on their websites, http://www.usa.gov/directory/federal/
- Reach out to large prime contractor’s Small Business Liaison Officers (SBLO) for subcontracting opportunities

Market directly to agencies & large prime contractors
- Identify & build relationships with the agencies’ procurement staff and small business specialists, http://www.osdbu.gov
- Participate in procurement related conferences, activities and matchmaking events
- Get email updates from the SBA regarding training and networking opportunities, http://www.sba.gov/about-offices-content/2/3100
Find Contract Opportunities


- Visit Acquisition Central for federal agency small business information, business opportunities & contracting forecasts, http://acquisition.gov

- Look for subcontracting opportunities
  - SBA’s SUB-Net: http://www.sba.gov/subnet
Know the Rules

- Federal Acquisition Regulation (FAR), https://www.acquisition.gov/far
  - Subpart 8.4 – Federal Supply Schedules
  - Part 13 – Simplified Acquisitions
  - Part 14 – Sealed Bidding
  - Part 15 – Contracting by Negotiation
  - Part 16 – Types of Contracts
  - Part 19 – Small Business Programs


How Does VISN 21 Buy IT Requirements

- VA Technology Acquisition Center (TAC) - over $150K
- VISN 21 IT Product Line Team - Regional Buys (under $150K)
- NASA Solutions for Enterprise-Wide Procurement (SEWP) ([www.sewp.nasa.gov](http://www.sewp.nasa.gov)) Mandatory Use – for IT products and product based services
- Government wide Acquisition Contracts (VETS-GWAC) ([www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac)) - Preferred Acquisition Method
- Open Market Sources ([www.fbo.gov](http://www.fbo.gov))
How Can You Help Us Improve Your Chances of Contract Awards?

- Take Advantage of Service-Disabled Veteran-Owned & Veteran-Owned – PL 109-461 Status (Must be verified by the VA)
- Register in System for Award Management (SAM.gov)
- 8(a) Certification
- HuBZone Certification
- Seek Prime Vendor and Federal Supply Schedule (FSS) Contracting Opportunities
- Accept Government Purchase Cards
- Provide Competitive Pricing
- Take Advantage of Local Resource Centers for Free Assistance:
  - SBA: [www.sba.gov](http://www.sba.gov)
  - Procurement Technical Assistance Center (PTAC): [www.aptac-us.org](http://www.aptac-us.org)
  - Veterans’ Business Outreach Center (VBOC): [www.vboc.org](http://www.vboc.org)
VA Rule of Two and VIP

• **VA Rule of Two** — means the process in 38 U.S.C. 8127(d) whereby a contracting officer of the Department ”shall award contracts on the basis of competition restricted to small business concerns owned and controlled by veterans, if the contracting officer has a reasonable expectation that **two or more** small business concerns owned and controlled by veterans will submit offers, and that the award can be made at a **fair and reasonable price** that offers the **best value** to the United States”

• For purposes of this VA specific rule, a service-disabled veteran-owned small business (SDVOSB) or a veteran-owned small business (VOSB), must meet the **eligibility requirements** in 38 U.S.C. 8127(e), (f) and VAAR subpart 819.7003 and be listed as **verified in the Vendor Information Pages (VIP) database**

• **Vendor Information Pages (VIP) database** — means the Department of Veterans Affairs Office of Small and Disadvantaged Business Utilization (OSDBU) Vendor Information Pages (VIP) database at [www.vip.vetbiz.gov](http://www.vip.vetbiz.gov)
  - The site’s database lists businesses that the VA Center for Verification and Evaluation (CVE) has determined eligible for the Veterans First Contracting Program
VA’s Public Law 109-461 Verification Program

- Contact Center for Veterans Enterprise for information about the verification program
  - email: VACVE@va.gov
  - phone: (202)303-3332
- Information and application forms are also available at these sites:
  - Office of Small & Disadvantaged Business Utilization: www.va.gov/OSDBU/
<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
<th>Anticipated parameters (e.g., use of particular contracting vehicles)</th>
<th>Anticipated date needed</th>
<th>Range of Value $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service (Palo Alto)</td>
<td>Annual 5 Year Hydrant Test</td>
<td>Small Business</td>
<td>Q1 2017</td>
<td>$25K - $150K</td>
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<td>Service (Sacramento)</td>
<td>NetApp Service</td>
<td>SEWP - SDVOSB</td>
<td>Q1 2017</td>
<td>$25K-$150K</td>
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<td>Medical Sharing (Palo Alto)</td>
<td>Adult Day Healthcare Center</td>
<td>Open Market</td>
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<td>Medical Sharing (Palo Alto)</td>
<td>Nursing Home Services</td>
<td>Open Market</td>
<td>Q1 2017</td>
<td>$150K-$5M</td>
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<td>Services (SF)</td>
<td>Window Cleaning Service</td>
<td>Small Business</td>
<td>Q1 2017</td>
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# Opportunities Forecast 2017

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<tr>
<th>Requirement</th>
<th>Description</th>
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<th>Range of Value $</th>
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<tbody>
<tr>
<td>Supply (Hawaii)</td>
<td>Forklift</td>
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<td>Service (Hawaii)</td>
<td>Install HVAC</td>
<td>SEWP - SDVOSB</td>
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<td>Monthly Storage rentals</td>
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<td>Q2 2017</td>
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<td>Prosthetics</td>
<td>Monthly Storage rentals</td>
<td>Small Business</td>
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<td>$25K-$150K</td>
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<td>Supply (Fresno)</td>
<td>Artwork</td>
<td>Small Business</td>
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<td>$25K-$150K</td>
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<tr>
<td>Services (SF)</td>
<td>Extinguisher Maintenance</td>
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## Opportunities Forecast 2017

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<tr>
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<td>Convalescent and Rehab</td>
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<td>Medical Sharing (Fresno)</td>
<td>Mobile Imaging Service</td>
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<td>Install new flooring in Pharmacy</td>
<td>Set-aside</td>
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## Opportunities Forecast 2017

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<th>Range of Value $</th>
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<td>Service (Fresno)</td>
<td>Repair Electrical</td>
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<tr>
<td>Service (Palo Alto)</td>
<td>Repair Auto Swing Door Opener</td>
<td>Small Business</td>
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<td>$150K-$5M</td>
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<td>Supply (Manila)</td>
<td>Immunology/Chemistry Reagents</td>
<td>Small Business</td>
<td>Q1 2017</td>
<td>$25K-$150K</td>
</tr>
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</table>
NCO 21 Management Team Points of Contact

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“To care for him who shall have borne the battle and for his widow and his Orphan”

- Abraham Lincoln