

Department of Veterans Affairs

Memorandum

Date: July 17, 2012

From: Business Manager, Imaging Services (132X-U)

Subj: Patient Queing System

To: Fiscal

The department of imaging wishes to purchase a patient queing system. With virtual queuing, people can sit down in a comfortable waiting area, or move around freely while waiting their turn. Their place in the virtual queue is secured with some kind of identifier like a number that has been printed on a ticket or sent to them via their mobile phone by SMS. The identifier is often given upon arrival but can be provided in advance when they book an appointment. The goal is to improve operational efficiency, make significant cost savings and get vital statistics for accurate forecasting.

Veronica Gamble : 412-360-3276

Firms with interest and capability to respond to this requirement should develop a short narrative including relevant experience and other information indicating and evidencing capability to successfully meet the aforementioned requirements. Interested parties should send their company information via E-mail (preferred) or fax to Mr. Pedro Catinchi, Contracting Officer, Service Area East Office. E-mail is pedro.catinchi@va.gov and fax number is 412-822-3440.

Company information must include business type e.g. Service Disabled Veteran Owned Business, Woman Owned Small Business, etc. Information should be provided no later than (12:00 PM) AUG 29, 2012.

2

Dr. Vidhi Gupta
Authorized Absence
September 14, 2010

☐ Concur

☐ Do Not Concur

AMBER M. MESORAS
Human Resources Officer

☐ Concur

☐ Do Not Concur

ALI F. SONEL, MD, FACC, FACP
Chief of Staff

☐ Concur

☐ Do Not Concur

LOVETTA FORD, LCSW
Associate Director

☐ Approve

☐ Disapprove

TERRY GERIGK WOLF, FACHE
Director

cc: Anna Wendt (05-A)