



## **MEDICAL/SURGICAL PRIME VENDOR 2.0 STATEMENT OF WORK (SOW)**

### **DEPARTMENT OF VETERANS AFFAIRS**

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#### **Attachments**

Attachment I: VAMC and OGA Facilities

Attachment II: Product Categories

**MEDICAL/SURGICAL PRIME VENDOR 2.0****Section I. Scope**

*Definitions may be found in Appendix A: Definitions.*

**A. Background**

1. The U.S. Department of Veterans Affairs (VA), Veterans Health Administration (VHA) manages the United States' largest integrated healthcare system, providing care at 1,243 health care facilities (*Attachment I: VAMC and OGA Facilities*), including 172 medical centers and 1,062 outpatient sites of care of varying complexity (VHA outpatient clinics), serving approximately 9 million enrolled Veterans each year. The healthcare system receives most of medical and surgical supply support through the Medical/Surgical Prime Vendor (MSPV) program.
2. This contract shall be administered by the VA's Strategic Acquisition Center (SAC) in Fredericksburg, VA and its assigned Contracting Officer (CO).

**B. Scope**

1. This Statement of Work (SOW) provides for performance of MSPV support for VA Authorized Customers within the geographic area specified in *Appendix C: VISN Map and Table* herein. The Prime Vendor (PV) will propose for the MSPV contracts by Veteran Integrated Service Network (VISN). These VISNs are comprised of groups of VA Medical Centers (VAMCs) and multiple VISNs may be awarded to the same Offeror. PV support includes comprehensive distribution and supply management functions necessary to assure delivery and availability of certain covered medical/surgical supplies identified in a VA-provided and maintained MSPV 2.0 Product List.
  - a. Authorized Customers eligible to place orders under this SOW are defined in *Section I.C. Government Authorized Customers* herein.
  - b. Covered medical/surgical supplies eligible for order and distribution under this SOW are defined as medical, surgical, dental and laboratory supplies identified on the MSPV 2.0 Product List separately established by VA, which is being made available to PVs in *Attachment II: Product Categories*. For each MSPV 2.0 Product List supply, VA has identified an authorized source of supply and pricing through a separate competitive Request for Quote(s) (RFQ), evaluation, and selection process. Pricing established through this process will be maintained as the pricing for each supply. The MSPV 2.0 list of authorized suppliers will be made available to PVs; it is anticipated that supplies will be added to and removed from the MSPV 2.0 Product List throughout the Period of Performance (PoP) of this SOW. The MSPV 2.0 Product List, in addition to serving as a comprehensive list of supplies

available for order under this SOW, shall serve as the basis for a narrower, facility-specific Core List of medical/surgical supplies to be used as the basis for recurring Authorized Customer orders under this SOW.

- c. The PVs shall fill supply orders placed under this SOW by establishing commercial agreements with all VA authorized suppliers to distribute the specific supplies identified on the MSPV 2.0 Product List. In establishing these commercial agreements, the PV shall assure that the agreements contain all VA-required terms, conditions and/or clauses. Prices billed between PVs and authorized suppliers for supplies shall be agreed-upon between those parties based on commercial costs and any agreed-upon commercial fees.
  - d. The PVs shall be responsible for managing all aspects of supplier relationships necessary to assure timely delivery of covered medical/surgical supplies that comply in all aspects with the Government's requirements as set forth in this SOW and in orders issued pursuant thereto. This includes, but is not limited to, liability for payment to suppliers for supplies delivered to VA Authorized Customers.
  - e. The commercial fees PVs charge to VA authorized suppliers will be capped at 5% of supplied volume to the VA through the PV. **The fee is 5% of the price on the MSPV 2.0 Product List.** Such fees may include, but are not limited to, payment terms, cash discounts for prompt payment, electronic funds transfer (EFT) or Automated Clearing House (ACH) fee, administrative fees, reporting/tracing fees, distribution fees, procurement and inventory management fees, and return fees. Such fees shall be outlined between the PV and the VA authorized supplier.
  - f. As orders under this SOW are filled, PVs will invoice VA for the actual price of the medical/surgical supplies delivered to VA (which shall be at the pricing assigned to that same supply on VA's MSPV 2.0 Product List); plus an added distribution fee calculated as provided in *Section I.D Type of Contract*, herein, and in the Contract Pricing Schedule.
  - g. The PV roles and expectations are outlined in *Section II.D PV Support*.
2. Specifically excluded from the scope of this SOW:
- a. Orders for Reusable Medical Equipment (RME), except as necessary to assist with the set of specific medical/surgical supplies included in the MSPV 2.0 Product List. Additional information on RME can be found in *Appendix A: Definitions*.
  - b. Orders for High Tech Medical Equipment (HTME).

- c. Orders for or including any supply that is not expressly identified on VA's MSPV 2.0 Product List (except supplies removed from VA's MSPV 2.0 Product List, which may be delivered up to 90-consecutive days after the date of removal).
  - d. Orders to be filled by a source other than the authorized source identified for that supply in MSPV 2.0 list of authorized suppliers.
  - e. Orders that would require payment of a base supply price that exceeds the pricing indicated for the ordered supply as indicated in the MSPV 2.0 Product List.
  - f. Orders placed by organizations located outside the PV's assigned/awarded geographical area of coverage, or that do not qualify as Authorized Customers under this SOW.
3. Nothing in this SOW shall preclude, restrict or limit any Authorized Customer from filling requirements for covered supplies via any other procurement method or contract instrument, even though the supplies are eligible to be ordered under this SOW.
4. The Office of Procurement for VHA will ensure that supplies are placed on the MSPV 2.0 Product List from which Authorized Customers may order. It is incumbent on the PV to honor the parameters of the contract scope of work set forth in this SOW. The PV shall screen all orders on receipt to identify all potential conflicts or questionable instances where supplies are not clearly within the parameters of this SOW and shall seek the CO's guidance on scope concerns in advance of filling any such orders. Additional contracts and supplies may be added over the lifecycle of this program and any addition of supplies or suppliers will be communicated to the PV. The CO is responsible for making the final determination as to whether any order or supply is or is not within scope of this SOW.
5. The PV shall not be entitled to payment in any instances where supplies are provided (or prices are charged) outside the scope of this SOW.

**C. Government Authorized Customers**

1. The PV shall provide distribution and supply management services for medical/surgical supplies and select medical equipment on the MSPV 2.0 Product List to the awarded Contract Line Item Number(s)'s (CLIN) Authorized Customers specified in *Attachment I*. Authorized Customers may include: VAMCs and Other Government Agencies (OGA) Facilities, in accordance with the terms and conditions set forth in this SOW and contract. During the term of the contract, VA reserves the right to add or delete VAMCs and OGAs to the list of government Authorized Customers.

2. OGAs may also be designated as government Authorized Customers under this contract. The facilities of a given OGA will be considered a separate CLIN(s) from VAMCs aligned to VISNs. These CLINs will be independent of other VISNs that are aligned to VAMCs. As such, an OGA CLIN may overlap geographically with an existing VISN, but PVs will propose separately to service these areas. The same terms and conditions apply to OGAs as do apply to VAMCs except for any differences detailed in this document. OGAs may order medical/surgical supplies through MSPV 2.0, subject to execution of appropriate and legally-compliant Interagency Agreements (IAA) as required by the agency, which OGAs will be responsible for initiating with VA. Identified below are the OGAs currently eligible to participate in the MSPV 2.0 Program. Any additional OGAs who, in the future, request to participate in the VHA MSPV 2.0 Program, will be added to *Attachment I*.
  - a. Consolidated Mail Outpatient Pharmacy (CMOP)
    - i. VA provides approximately 80% of all outpatient prescriptions to Veterans via mail order through CMOP, a system of seven highly automated pharmacies. CMOP processes 470,000 prescriptions daily.
  - b. Federal Bureau of Prisons (BOP)
    - i. BOP is organized into six regions: Mid-Atlantic, North Central, Northeast, South Central, Southeast, and Western Region. Each regional office provides oversight for each facility.
    - ii. Additional BOP requirements can be found in *Appendix E: Federal Bureau of Prisons (BOP) Security Requirements for Supply Delivery*.
  - c. Health & Human Services (HHS)
    - i. HHS operates a Supply Services Center in Perry Point, Maryland, that supports the sourcing of pharmaceutical, medical, and dental supplies to federal civilian agencies.
  - d. Indian Health Services (IHS)
    - i. IHS National Supply Service Center (NSSC) located in Oklahoma City, Oklahoma, services IHS, Tribal, and Urban (I/T/U) facilities nationwide. The NSSC coordinates and manages the purchase and distribution of pharmaceuticals, medical, and other health care related supplies. Accordingly, NSSC serves as the IHS Supply

management, operation, and distributor of emergency and pandemic supplies. Reference public law (P.L.) 93-638.

- ii. IHS is not subject to the ordering processes outlined in *Section III.A Contract/Delivery Orders* (and others) related to Electronic Data Interchange (EDI) capabilities. IHS facilities are not currently capable of employing EDI transactions and will instead opt for a send-for-review process to place orders with the relevant PV.

#### **D. Type of Contract**

1. This SOW will result in award of multiple individual Indefinite Delivery, Indefinite Quantity (IDIQ) contracts to provide PV support, as defined in *Section II.D PV Support* to each of the VISNs identified in *Appendix C: VISN Map and Table* herein.
  - a. PVs will propose distribution fees for each CLIN to provide PV distribution and supply management services. These distribution fees shall be flat fees to be assessed as a percentage of the supply price. Additional value-added services, such as Low Unit of Measure (LUM) and Saturday delivery, will adhere to this same fee structure, namely assessed as a fixed percent of the supply price.
    - i. Additional distribution fees, such as fees for additional services (on-site representatives, low-unit of measure, and stockless service, etc.) will also be proposed by VISN and the same expectations apply. Individual facilities will elect to have these other services and will pay a fee for the elected services based on their VISN's spend.
2. The IDIQ contracts awarded under this SOW will be structured to include a 36-month base period, plus two 36-month option periods. This equates to a maximum potential contract length of nine years. An implementation period of 120-consecutive days will be included in the PoP.

### **Section II. MSPV Business Processes**

#### **A. Commercial Supplier Agreements for Medical Surgical Supplies**

1. As part of the PV obligations outlined in this contract, the PV must have commercial agreements in place with all VA authorized suppliers for the MSPV 2.0 Product List supplies. Over the life of this agreement, suppliers and supply items will be added to and removed from the MSPV 2.0 Product List, as well as prices for supply items on the MSPV 2.0 Product List will be adjusted. Within 60-consecutive days of the respective supplier's addition to the MSPV 2.0 Product List, PV's commercial agreements must provide coverage for all suppliers who are contracted with the VA before program implementation.



- a. After contract implementation, new authorized suppliers will establish contracts with VA and be added to the MSPV 2.0 list of authorized suppliers to support facility needs. PVs will add these new authorized suppliers on a rolling basis. PVs will have 60-consecutive days from the release of an updated MSPV 2.0 Product List to establish commercial agreements with new authorized suppliers and begin accepting orders for new supplies.
2. Commercial agreements established by PVs with VA authorized suppliers pursuant to *Section II.A Commercial Supplier Agreements for Medical Surgical Supplies*, above, shall provide, at a minimum, that any and all medical/surgical supplies delivered to an Authorized Customer under this SOW shall at all times: (1) have current a Food and Drug Administration (FDA) premarket approval as required by FDA under Part 814 title 21, Code of Federal Regulations, or any successor regulation; (2) be compliant with Global Standard 1 (GS1), Health Industry Business Communications Council (HIBCC), and/or International Society for Blood Transfusion (ISBT) 128 standards; (3) be compliant with either the Buy American Act (BAA) IAW 41 U.S.C. Chapter 83 or Trade Agreement Act (TAA) IAW 19 U.S.C. 2501 as determined by inclusion on the MSPV Product List; (4) have sufficient shelf life remaining to satisfy the requirements of 0, herein. Commercial agreements shall also contain appropriate flow downs of standard Federal Acquisition Regulation (FAR) and VA Acquisition Regulation (VAAR) clauses contained in the PV's contract, as required by implementing FAR regulation; and (5) be required to notify the VA if the PV learns that compliance with any of the aforementioned conditions has lapsed.
3. In situations where the PV cannot form a commercial agreement, the PV must within two consecutive days **after knowing the commercial agreement cannot be formed** provide to the Government a written report detailing those authorized suppliers that are not under commercial agreement. At a minimum, the report should identify the VA contract number, the authorized supplier name, and a detailed explanation as to why the PV does not have an arrangement with the authorized supplier. This report must be sent to the SAC and Healthcare Commodities Program Office (HCPO) and a contingency plan needs to be developed.
4. The PV is required to provide a monthly report to the SAC and HCPO detailing the list of authorized suppliers with whom PVs have been able and unable to establish a commercial agreement. If after 60-consecutive days from the release of an updated MSPV 2.0 Product List, the PV cannot establish a commercial agreement with a VA authorized suppliers as required by *Section II.A Commercial Supplier Agreements for Medical Surgical Supplies* above, the PV must within two consecutive days **after knowing the commercial agreement cannot be formed** provide to the Government a written report detailing those specific suppliers that are not under commercial agreement. At a minimum, the report should identify the VA contract number, the authorized supplier name, date agreement entered or a

detailed explanation as to why the PV does not have an arrangement with the authorized supplier, whichever is applicable.

5. It is the intention of VA to avoid passthrough arrangements between PVs and VA authorized suppliers. To that end, it is not required that VA authorized suppliers take physical possession of supplies provided to PVs. However, authorized resellers must, at minimum, comply with the requirements of 13 CFR 121.406(b) prior to the PVs selling the supplies to the Government.
6. VA reserves the right to remove any supply from the MSPV 2.0 Product List.
  - a. If a supply is removed from the MSPV 2.0 Product List, the PV may continue for up to 90-consecutive days from the date of removal to distribute to Authorized Customers any units of that supply already in stock. These sales must be at the contract price in the MSPV 2.0 Product List at time of removal.
7. The PV shall not require more than \$10 million of product liability coverage per commercial supply contract holder. The PV shall not require the commercial supply contract holder to meet any additional insurance term or condition without first obtaining the permission of the SAC and the administering CO.
8. The commercial agreements prescribed in this section are solely between the PV and VA authorized suppliers, and do not involve the Government as a party.

**B. Prime Vendor Order Number (PVON) for New PVs**

1. Within 90-consecutive days of any contract award under this SOW, the PV shall have its Information Technology representative responsible for assigning the PVON contact the Authorized Customer Contracting Officer's Representative (COR) to arrange training and to obtain a sample file with information relevant to a specific company's PVON. The format of PVONs assigned is at the discretion of the PV but shall not contain any special characters (e.g., asterisk, ampersand, etc.), but PVONs may include dashes. The PV will be responsible for accessing the MSPV 2.0 Product List posted by VA and populating the catalog with the PVONs. The PVON assigned shall be provided to VA simultaneously when the Authorized Customer is notified of the PVON. PVONs are not required to be established until there is demand from at least one Authorized Customer for a supply.

**C. Supply Classification**

1. **Core List:** Utilizing the PV's Catalog (developed based on the MSPV 2.0 Product List of supplies) each facility will develop a Core List. The Core List will consist of supplies that a given facility estimates it will order at least one Unit of Measure (UOM) or one LUM of that supply in a 30-consecutive day period, for two consecutive periods. For example, a supply order for one UOM (or LUM) on July 17<sup>th</sup> and another on August 13<sup>th</sup> makes the item eligible for a Core designation.

However, if there is not another order on or prior to September 12<sup>th</sup>, the item will no longer be eligible as Core. UOM is defined as the quantity available for conventional/bulk delivery on the MSPV 2.0 Product List. LUM is defined as any UOM less than the quantity available for conventional/bulk delivery on the MSPV 2.0 Product List. The PV will be responsible for providing recommendations for the addition and removal of Core and Non-Core designated items. Final authority on designating supplies as Core or Non-Core List rests with each facility.

- a. ~~The PV shall consolidate usage for authorized customers ordering from the same distribution center such that, if any single or combination of authorized customers' orders an item within a 30 consecutive day period, for two periods, the item should be retained on the PV's catalog and continue to be stocked in the specific distribution center. The determination of whether an item remains as Core should take into consideration all authorized customers buying the item regardless of Core or Non-Core orders. In other words, if several authorized customers, who order from the same distribution center, order the same Non-Core item within a 30 consecutive day period, for two consecutive periods, the PV should stock this item within the distribution center to provide an increased availability for the authorized customers. The PV shall provide a monthly list to affected facilities that identifies items that are Non-Core but are being stocked by a distribution center and available for delivery through the PV along with facility Core items.~~
2. **Non-Core List:** Utilizing the PV's Catalog (developed based on MSPV 2.0 Product List supplies), the PV and the facility will determine that any supply not ordered at least once in a 30-consecutive day period is a Non-Core List supply. This list should include all supplies available through the PV excluding those supplies already identified as Core List supplies.
  - a. As above, the PV and the facility are expected to work together to monitor supply data to determine the appropriate list for a given supply.
  - b. ~~The PV shall consolidate usage for authorized customers ordering from the same distribution center such that, if any single or combination of authorized customers' orders an item within a 30-consecutive day period, for two periods, the item should be stocked in the specific distribution center. The determination of whether an item is stocked should take into consideration all authorized customers buying the item regardless of Core or Non-Core orders. In other words, if several authorized customers, who order from the same distribution center, order the same Non-Core item within a 30-consecutive day period, for two consecutive periods, the PV should stock this item within the distribution center to provide an increased availability for the authorized customers. The PV shall provide a monthly list to affected facilities that identifies items that are Non-Core but are being stocked by a distribution center and available for delivery through the PV along with facility Core items. These consolidated items are a PV responsibility.~~

3. PVs are required to track customer order history, even if the supplies are below the required frequency for Core List classification. PV tracking of actual customer ordering patterns must be used to estimate customer demand velocity for Non-core List supplies to include seasonal ordering trends. This data shall be reported to the customer monthly. Further details are outlined in *Appendix D: Performance Requirements Summary*.
  - a. This data is expected to be highly tentative in nature during implementation through the first six months of performance, but this data should be shared with Authorized Customers during performance reviews. Subsequently, the PV is required to utilize order history and inventory projections to perform at or above the contractually rate of fill needed for Non-core List.
4. Different classifications of supplies have different fill rate requirements as detailed in *Section IV.S Metrics*

#### D. PV Support

1. PVs will propose for VISNs to which they wish to provide distribution services. Upon contract award, VISNs may be organized into regions that are served by a particular PV.
  - a. **PV backorder protocol:** The PV must support all required electronic transactions. The customer places its order with the PV. Any supplies not filled in the next scheduled delivery shall be held on backorder. For backordered supplies, the PV shall contact the customer within 48 hours of original order to provide an estimated ship date (ESD). The customer shall then determine if this ESD is acceptable or cancel the order. PVs may not cancel backordered supplies without customer approval.
  - b. The Financial Services Center (FSC) will track PV adherence to ESDs through EDI transaction data. The rate at which PVs honor their ESDs will be part of the PV's performance reviews throughout the life of the contract.
2. PVs will have the option to propose for VISNs to which they wish to serve as an Alternate PV to provide distribution services. The Government will award one Primary PV per VISN and intends to award one Alternate PV per VISN to achieve the greatest efficiencies and ensure continuity of service. Should the contract for a Primary PV for a VISN be terminated, the Alternate PV shall assume the responsibilities of the Primary PV for that VISN as required. Any Alternate PV will be put into effect only by written authorization via Modification to the Contract from the CO. Only contractors receiving Primary PV awards are eligible to serve as an Alternate PV.
  - a. In the event of non-performance on the part of a Primary PV, the Alternate PV may be called upon at any time to provide support for the non-performing

Primary PV's VISN. Upon written authorization via modification to the contract from the CO, the implementation period for the Alternate PV and the authorized customer will begin. The implementation period for the Alternate PV will be 60 days. No later than 60 days from written authorization via modification to the contract from the CO, the Alternate PV is required to be ready to accept and execute customer orders.

- b. Alternate PV performance will be assessed against the same contract requirements as the Primary PV Performance. Alternate PV performance will begin 60 days after written authorization via modification to the contract from CO.

#### **E. Issue Resolution**

1. Should issues arise during the execution of this contract that prevent a PV from executing contractual requirements due to lack of necessary data, approval or other required inputs from the Authorized Customer, PVs shall follow the following hierarchy for escalation and issue resolution:
  - a. Local facility COR
  - b. VISN COR
  - c. HCPO and SAC CO
2. A warranted Contracting Officer is the only person authorized to obligate the government during the execution of the contract.

### **Section III. VA Ordering Procedures**

#### **A. Contract/Delivery Orders**

1. **Order Methods:** Participating facilities will normally generate orders in Integrated Funds Distribution Control Point Activity Accounting and Procurement (IFCAP), which will be processed through the EDI as the required transmission method. Only in the event of emergencies or system failures will the PV also accept all types of delivery orders and order modifications via fax, telephone, and the contractor's web portal. There shall be no limit on the number of orders placed by facilities in a day, but the PV shall be responsible for consolidating the orders for a single delivery on the next scheduled delivery date. If the VA implements a new electronic inventory and ordering system, the PV shall have the technical capability to work with the VA to adapt to any new system specifications required to accept electronic orders from the VA.
  - a. An Authorized Customer may place orders that are emergency or routine (next business day delivery). The PV must designate a central location for Authorized Customer orders to be sent. The PV will determine the appropriate distribution center or method to fulfill the order within the designated region. The PV is required to have the capability to receive, manage, and fulfill

manual orders in instances where there are power outages, security breaches or other electronic systems issues.

- b. An Authorized Customer may request the PV to setup a delivery location in their system for an Authorized Customer that is in the PV's global geographical region. Upon contract modification, the PV shall set up the delivery location within five business days upon receipt of the request.
2. **Minimum Purchase Order Amount:** The minimum purchase order (PO) amount is the minimum dollar value for a unique PO that PVs are willing to accept to distribute supplies according to the terms of this contract. Offers shall include a minimum purchase order amount in their technical volume/proposal and the minimum PO will be established in the PV contract upon award.
3. **Order Cut-off Time:** Orders shall be accepted by the PV between the hours of 8:00 AM and 5:00 PM facility local time. Any order received by the PV prior to 1:00 PM facility local time is subject to next scheduled delivery day lead time. Orders received at the PV after 1:00 PM facility local time are subject to the following scheduled delivery day lead time.
4. **EDI Order Confirmation:** The PV shall generate EDI order confirmation (EDI 855) to the FSC within two hours after receipt of EDI orders. This EDI transmission will include a confirmation or rejection for each line item on the original order. The PVs may continue to use a Value-Added Network (VAN) for EDI transmission. If they do not have a VAN in place, the PV shall be required to sign a Business Association Agreement to bypass the VAN and communicate directly with the VA. VA also requires an Interconnection Security Agreement Memorandum of Understanding (ISA/MOU) to establish a direct connection with a vendor.
  - a. **EDI Order Confirmation Report:** The PV shall provide a monthly report to FSC and the Healthcare Commodities Program Office (HCPO). Further details and requirements outlined in *Appendix D: Performance Requirements Summary*.
5. **Confirmation on Orders other than EDI:** Confirmation to ordering facilities for facsimile orders and orders via any web portal shall be sent within two hours of receipt of order via email. Telephone orders shall be confirmed by phone or email within 30 minutes.
6. **Confirmation Content on Orders other than EDI:** All filled, unfilled, or partially filled purchase order line supplies for the medical/surgical supplies shall be listed on the order. A single order confirmation shall be provided, which includes Core List and Non-core List supplies. This order confirmation applies to non-EDI orders. EDI confirmation requirements are outlined in *Section III.A.9* below. Facilities shall be able to print the confirmation. At a minimum, the order confirmation shall include the following information:

- PV(s) Name
  - PV(s) Contract Number
  - Facility Name
  - Facility Purchase Order Number
  - Reason for Rejection
  - Vendor Part Number
  - Manufacturer's Part Number
  - Supply Description
  - Core List or Non-core List Classification
  - Unit of Purchase
  - Packaging Multiple
  - Quantity Ordered
  - Quantity Confirmed
  - Status of Non-Confirmed Line Item(s)/Quantities
  - Note for Pre-Approved Supply Substitution (Yes/No)
  - Line Item Unit of Purchase Price
  - Line Item Total Cost
  - Total Cost of Order
  - Identification of Cancelled Medical/Surgical Supplies
7. **Required PV Operating Hours:** The PV must accept orders between the hours of 8:00 AM and 5:00 PM, facility local time, Monday through Friday, excluding federal holidays, unless otherwise agreed to by the PV and the ordering facility under contract within the region. Orders received at the PV prior to 1:00 PM facility local time are subject to next scheduled delivery day lead time. Orders received at the PV after 1:00 PM facility local time are subject to the following scheduled delivery day lead time. The PV must provide a toll-free access number and email address for the facility to use when contacting the PV's customer service representative, if outside the local calling area. A phone number for 24-hour service must be provided to support emergency orders.
8. **Ordering Procedure:** The preferred method for Authorized Customers to place orders will be via EDI, however, an ordering facility that experiences a problem with its EDI is authorized to place telephone and/or facsimile orders until its electronic ordering system is functional.
9. **Order Confirmations:** At a minimum, the EDI order confirmation will include product number ordered, quantity ordered, unit of issue, delivered unit price, delivery order number, and the American National Standards Institute (ANSI) Reject/Status Codes applicable to the ordered line item. For a complete listing of EDI order confirmation information requirements, refer to *Section IV.B Core List Creation and Management*. The PV shall have the means to screen and reject duplicate orders.

- a. The order confirmation must be in identical sequence to the delivery order placed by the ordering facility. The confirmation shall be communicated via EDI. Furthermore, all unfilled or partially filled line items shall be listed on the confirmation request. For the delivered unit price of each supply, the packing list price must be identical to the confirmation price.
  - b. For non-drop ship supplies, the customer can initiate a cancellation request at any time up to delivery shipment to the facility.
    - i. PVs cannot refuse a cancellation request when providing distribution and supply management services to an Authorized Customer.
  - c. Drop-ship supplies can be cancelled before the item has been shipped without a restocking fee.
    - i. An Authorized Customer may cancel an order after shipping but prior to delivery, however, a restock fee will apply if packaging is uncompromised.
10. **Delivery:** The PV shall package each order for delivery to the Authorized Customer delivery point(s) as required by the Authorized Customer(s). The PV shall send an advance shipment notice, to the ordering facility. An ANSI X12 (EDI 856) “Advance Shipment Notice” shall be generated prior to shipment, and prior to being offered for delivery and must match order confirmations sent to the ordering officer. For non-EDI orders, an email that contains shipment notice of the order, and any other relevant information is acceptable. The PV is required to segregate the Authorized Customer’s orders by delivery order/call number, and by ordering site within the Authorized Customer. Multiple delivery orders/calls can be placed on a single pallet if the delivery orders/calls remain segregated. The PV shall comply with the carrier’s requirements involving shipment via air.
- a. Routine delivery for Authorized Customers, including Hawaii and Alaska:
    - i. Deliver all Core List orders for non-emergency delivery supplies by the close of each facility’s delivery window the next scheduled delivery day. Preferred delivery hours are outlined in *Attachment I: VAMC and OGA Facilities*. The times the facility has listed as their preferred window is the time the PV is required to delivery by. Specific delivery hours will be established between the PV and the facility.
    - ii. All orders received by 1:00 PM, facility local time, must be delivered by close of the next scheduled delivery day within the facility’s delivery window except as noted above (i.e., federal holidays and weekends or if the PV and the facility establish a different delivery arrangement based on facility preference).



- iii. Delivery of Core List medical/surgical supplies: The PV shall bundle supplies as appropriate for delivery and provide one invoice per shipment by the required delivery date for all recurring medical/surgical supplies as specified by the facility. If supplies are not able to be shipped simultaneously, partial shipments may be utilized. Shipments to a facility for medical/surgical supplies not located at the PV's primary distribution center servicing the customer shall be delivered with the regularly scheduled consolidated delivery for the facility. Facilities may reject any split shipments for Core List medical/surgical supplies. Approved split shipments for Core List medical/surgical supplies to facilities shall count against the unadjusted fill-rate.
  - iv. Delivery of Non-core List medical/surgical supplies: The delivery time (i.e. the number of days after receipt of order) for Non-core List medical/surgical supplies shall be determined through agreement between the PV(s) and the Authorized Customer.
11. **System Changes:** If there are "system changes", classified as any changes or adjustments made to the previous business process, including, but not limited to, the method of ordering or sharing of data via this MSPV program, the PV is required to inform the authorized customer, HCPO, FSC, and SAC of the changes 90-consecutive days before any changes take place. The PV will be responsible for explaining to the authorized customer, HCPO, FSC, and SAC the impact the "system changes" will have on the ordering process and what processes are likely to be affected. In addition, the PV must notify the authorized customer, HCPO, FSC, and SAC 30-consecutive days prior to the planned "system change" of the planned cutover. The OSR will be provided any additional training and relevant materials no later than 30-consecutive days prior to the planned "system change". The PV must also be prepared to answer any questions regarding the "system changes" before and while any "system changes" are implemented. Any system changes must remain compatible with VA systems and enable PVs to provide continuous support under the contract.

**B. Emergency Orders for Core and Non-Core List Supplies**

1. An emergency is defined as any event or situation which would prevent the Authorized Customer from fulfilling its mission.
2. Emergency supplies are supplies requiring expedited delivery due to a specific need designated by the ordering facility which threatens the loss of life, limb, or eye-sight or impedes the ability to perform time-sensitive medical procedures. The designation of emergency order must be made at the time of order placement unless a threat concerning the loss of life, limb, or eye-sight occurs during the delivery timeframe provided by the vendor, and at that time, the emergency order

requirements will apply. The PV must provide each ordering facility with emergency order and delivery service 24-hours per day, seven days per week, including holidays. Emergency orders, whether for Core or Non-core List, are subject to all requirements stated herein if the supply is executable under the PV Program.

- a. The PV shall provide up to three emergency orders per facility per month at no additional charge to the facility.
  - b. Emergency order placement shall be created by the authorized customer, and the authorized customer will contact the PV representative via telephone number and/or pager number to confirm order placement. Emergency orders must be confirmed by the PV via phone within 30 minutes of order placement, whether Core or Non-core List orders. The authorized customer will provide a follow-up e-mail confirmation to the PV representative after verbal confirmation has occurred.
  - c. The PV must provide each ordering facility with the telephone number and/or pager number of the PV's representative responsible for providing this service.
3. **Continuous Supply Support during Catastrophes:** The PVs shall maintain support for all Authorized Customers in a broad geographic area during catastrophes by adjusting their distribution system or capabilities to draw support from outside the geographic area. Historic examples demonstrating this need include Hurricanes Andrew, Katrina and Sandy and the Northridge and San Francisco Bay area earthquakes. The PVs shall create and provide contingency continuity of service plans for each supported facility and geographical area as designated by Contract Line Item Number(s) (CLIN). Such plans must be in place by end of the implementation period. VISN Chief Supply Chain Officers (CSCOs) will then review and approve. This plan shall specifically address de-conflicting orders for supplies and formal cooperation agreements to ensure adequate support to VHA facilities across MSPV support areas. All plans shall be jointly updated, reviewed and accepted by the MSPV and relevant VISN CSCOs annually. The VHA HCPO will be notified should unresolvable issues prevent plan agreement. Acceptable performance is defined greater than or equal to 99% of all CO negotiated MSPV required services continuously available as required throughout the contingency/disaster response period.
4. **Required PV Operating Hours:** Accept receipt of emergency orders 24-hours a day, seven days per week, including holidays. There must be direct access to a PV representative, through a phone or rapid-response paging system.
5. **Ordering Options:** In the event of emergencies, the PV will accept all types of delivery orders and order modifications via fax, telephone, and the contractor's web portal. Emergency orders can be placed directly with the PV representative. For additional requirements see *Section III.A.1 Ordering Methods*.

6. **Order Confirmation:** The authorized customer will contact the PV representative via telephone number and/or pager number to confirm order placement. Emergency orders must be confirmed by the PV via phone within 30 minutes of order placement, whether Core or Non-core List orders. The authorized customer will provide a follow-up e-mail confirmation to the PV representative after verbal confirmation has occurred. For additional requirements regarding confirmations, see *Section III.A.9 Order Confirmations*.
7. **Delivery:**
  - a. **For All Authorized Customers:** Emergency orders of Core List supplies must be delivered within 12-hours of the order being placed. The PV and the ordering facility shall negotiate the delivery of Non-core List supply emergency orders at time of order placement.
  - b. Emergency orders may be delivered as separate shipments and are not required to be delivered with non-emergency orders. Each PV must offer (on the Pricing Sheet) a flat-rate transportation and handling cost that will be charged for each additional emergency shipment.
  - c. A PV shall indicate the number of emergency deliveries offered at no additional charge beyond the three required by this contract, and the PV shall specify any additional charges (if applicable) per delivery trip, for emergency orders which exceed the three per month shipment limitation. Additional emergency order delivery charges more than the three no-charge deliveries shall be charged at a flat rate per delivery trip. Drop shipments are authorized for emergency deliveries.

#### **Section IV. Work Requirements for Prime Vendors**

##### **A. Contract Phase-in/out**

1. To ensure enough administrative time has been allowed for continuity of medical/surgical supplies and services at required quality levels as well as anticipated inventory levels for each facility covered by the contract, the PV shall begin accepting orders and delivering medical/surgical supplies for all facilities under this contract immediately following the 120-consecutive day implementation period. The contract PoP shall begin simultaneously with the start of the 120-consecutive day implementation period.
2. The PV shall perform the following functions during the implementation period: A draft transition plan shall be provided by the PV to the VHA HCPO and the CO as part of the offer. A final and fully developed transition plan shall be provided by the PV to the VHA HCPO and the CO within 30-consecutive days of contract award. Both the draft and final transition plans should include the following:

- a. Assist facilities with the identification of facility Core and Non-core List medical/surgical supplies and gather supply demand data from each individual facility that is being served by the PV. Specific to the implementation period, the PV shall provide the report detailed in *Section IV.E.1. Core List Supply Report* at two intervals; 60-consecutive days and 120-consecutive days from the start of the implementation period.
- b. The PV shall negotiate commercial agreements with VA-contracted authorized suppliers in accordance with *Section II.A Commercial Supplier Agreements for Medical Surgical Supplies*. Specific to the implementation period, the PV shall provide the report detailed in *Section II.A.3.* at two intervals; 60-consecutive days and 120-consecutive days from the start of the implementation period.
- c. By the end of the implementation period, PVs must be ready to deliver all supplies from the initial release of the MSPV 2.0 Product List that have been identified as Core List supplies by the PV's Authorized Customers.
- d. In situations where the PV cannot form a commercial agreement, the PV must **within two consecutive days after knowing the commercial agreement cannot be formed** provide to the Government a written report detailing those authorized suppliers that are not under commercial agreement. At a minimum, the report should identify the VA contract number, the authorized supplier name, and a detailed explanation as to why the PV does not have an arrangement with the authorized supplier. This report must be sent to the SAC and HCPO and a contingency plan needs to be developed.
- e. The PV is required to provide a monthly report to the SAC and HCPO detailing the list of authorized suppliers with whom PVs have been able and unable to establish a commercial agreement. If after 60-consecutive days from the release of an updated MSPV 2.0 Product List, the PV cannot establish a commercial agreement with a VA authorized suppliers as required by *Section II.A Commercial Supplier Agreements for Medical Surgical Supplies* above, **the PV must within two consecutive days after knowing the commercial agreement cannot be formed** provide to the Government a written report detailing those specific suppliers that are not under commercial agreement. At a minimum, the report should identify the VA contract number, the authorized supplier name, date agreement entered or a detailed explanation as to why the PV does not have an arrangement with the authorized supplier, whichever is applicable.
- f. Set-up facilities with any value-added services requested by facilities (See *Section VI.C Full-Time, On-Site Customer Service Representative*). Performance of value-added services will begin once the PoP has commenced.

3. Throughout the contract PoP, VA will release updates to the MSPV 2.0 Product List every 30-consecutive days, or more often if updates are available. PVs are required to form commercial agreements with any new authorized suppliers within 60-consecutive days. After commercial agreements are formed, PVs will have an additional 60-consecutive days to stock supplies for delivery to Authorized Customers.
4. The selected PV shall participate in post award briefings and trainings with end-use customers as scheduled by the Government. At least one post award briefing and train the trainer session will be held for each geographical area, as designated by CLIN prior to implementation. These trainings will occur three to six months after contract award.
5. At least 60-consecutive days, before contract expiration, the outgoing PV shall assist the newly awarded PV(s), the geographical area, as designated by CLIN, and facility CORs with functions necessary for a smooth transition into the new contract. This 60-consecutive day period is included in the contract PoP.
  - a. The outgoing PV(s) shall provide a detailed final report on each individual facility on contract to HCPO. For each facility, the report shall provide the following:
    - i. Full 12-month usage data, volume commitment, and historical record for both Core List and Non-core List medical/surgical supplies.
    - ii. Full 12-month spend by facility broken out by month with an additional option for VISN-level data.
    - iii. Lessons-learned from serving the respective facility and relevant VISN.
    - iv. Supply substitution list determined by facility or designee (not the vendor) in a common commercial format (Microsoft Excel is an example of a common commercial format). This list must always be created by the facility and should be agnostic and therefore not exclusively supplies self-manufactured by the PV.
  - b. The outgoing PV(s) shall provide a final reconciliation report to each facility and HCPO within 30-consecutive days from the contract expiration date. Any pending credits and rebills shall be resolved within 30-consecutive days from contract expiration date. This report shall include the following:
    - i. All stock out reports or shipment errors that occurred during the service with the outgoing PV.

- ii. The Core List and the changes that may have occurred to it over the last six months.
- c. Buy-out requests will only be accepted for unique medical/surgical supplies stocked by the PV(s) solely to meet a particular VHA facility's requirement and will be limited to 15 calendar days' worth of inventory. In addition, these requests will only be accepted when the PV(s) has provided documented evidence that they have tried for at least 30 calendar days to dispose of the stock via other means that result in no charge to the facility.
  - i. If PVs are terminated for cause, no inventory buy-out will be offered. To be eligible for this inventory reduction, PVs must be compliant with all other requirements laid out in this contract.

## **B. Core List Creation and Management**

### **1. Establishing Core List**

- a. The VA will provide demand data for each facility from the past 12 months to the PV. With that data, the PV will work with the facilities to establish a Core List and the remaining supplies will be designated as Non-core List. Facility Core List finalization is contingent upon approval from the respective facility.
- b. PVs shall track and evaluate facility demand and maintain stock of Core List supplies as required to serve ordering facilities and meet the performance requirements laid out in this contract. PVs are responsible for all stocking and inventory decisions required to meet facility demand.
- c. This list will be provided to the PV within 15-consecutive days of contract award.

### **2. Core List Maintenance – Adding Supplies**

- a. A supply that is identified on the MSPV 2.0 Product List and ordered at least once in a 30-consecutive day period, for two consecutive periods, by a specific facility will be considered eligible for Core List classification. It will be the responsibility of the PV to add that supply to the respective facility's Core List with the finalization of this addition contingent upon approval from the facility. No supply may be added to the Core List without facility approval.
  - i. When a supply already on the MSPV 2.0 Product List is eligible and approved by the facility as Core List, PVs will have 60-consecutive days to stock that supply before it is included in fill rate metrics. During the first 30-consecutive day period this supply is flagged for Core List classification, but it will not be considered Core List in respect to fill rate metrics. After the subsequent 30-consecutive

days, it is expected that the PV will have acquired the necessary stock, and the fill rate requirements will then apply to that supply.

### 3. Core List Maintenance – Removing Supplies

- a. The PV shall maintain next day delivery capabilities for Core List supplies as outlined in *Section II.C Supply Classification* for a minimum of 30 consecutive days, even if no interim orders are placed by the ordering facility.
- b. If the PV discovers that a medical/surgical supply has not been ordered at least once in the past 30-consecutive days by a facility, this supply will be flagged, and this lack of order will be communicated to the facility. If after an additional 30-consecutive days, this same supply is not ordered at least once, the supply will be eligible for removal from the Core List. The MSPV will coordinate with and receive approval from the facility before removing any supply from the Core List.
  - i. Before an item is removed from the facility's Core List the facility must approve that item's removal. The PV is required to notify the Ordering Officer at the ordering facility 15-consecutive days before Core List supplies are removed from stock because of the ordering facility's failure to draw down.
  - ii. Buy-out requests will only be accepted for unique medical/surgical supplies stocked by the PV(s) solely to meet a particular VHA facility's requirement and will be limited to 15 calendar days' worth of inventory. In addition, these requests will only be accepted when the PV(s) has provided documented evidence that they have tried for at least 30 calendar days to dispose of the stock via other means that result in no charge to the facility.

### C. MSPV 2.0 Product List Requirements

1. **MSPV 2.0 Product List:** The MSPV 2.0 Product List will be maintained by the Office of Logistics for VHA will be the authoritative source for product pricing. It will be used to determine correct pricing and the effective date of the prices.
  - a. MSPV 2.0 Product List pricing data is required to assist customers in supply selection, ensure supplies and pricing information are loaded accurately and are synchronized with levels of packaging available through the PV and to provide visibility of the pricing data. To achieve this, the MSPV 2.0 Product List pricing will contain all authorized suppliers, supplies, and associated pricing available through the PV that have been validated by the Government.

Only supplies validated and in the MSPV 2.0 Product List can be offered for purchase by Authorized Customers under this contract.

2. **MSPV Data Transmissions to the Authorized Customer:** The MSPV 2.0 Product List supply and pricing data will be updated **on or about the 15th of every month.** This data will be updated on the Authorized Customer File Server. The MSPV 2.0 Product Lists are comprised of system agnostic files.
3. **PVON:** When the ordering facility identifies a supply that it wants to order, the PV must ensure that a valid PVON is available both in its system and is provided to Authorized Customers in the catalog feed. If the PV has an existing commercial agreement with the authorized supplier, the new PVON must be provided to the ordering site within seven business days. PVONs are not required until there is demand from at least one Authorized Customer for a supply. The PVON must exist in the PV's Catalog. An Authorized Customer will not order a supply from the PV unless the supply has a PVON number.
  - a. VA will notify PVs 30-consecutive days in advance that a supply will be removed from the MSPV 2.0 Product List. The PV must notify HCPO 90-consecutive days in advance if a PVON will be inactivated in the PVs Catalog. Within the 90-consecutive day notification timeframe the Government reserves the right to request a PVON remain in the PV's Catalog for an additional 60-consecutive day period.
  - b. The SAC's current business practice is to collect a PVON for each supply. However, MSPV 2.0's intent is to follow industry standards for supply identification. Healthcare industry groups have endorsed the GS1 Global Trade Item Number® (GTIN) for supply identification. Global Locator Number ® (GLN) for facility location and the Global Data Synchronization Network® (GDSN) for data synchronization. FSC will transition to the use of GTINs for order numbering using the PVON for ordering and cross-reference in the interim period. Further information regarding GS1 and GTIN is available at <http://www.gs1us.org/> The PV shall set up a GTIN and a PVON for the supplies listed in the PV Catalog. The Authorized Customer must be able to place an order using the PV-assigned PVON or GTIN and have the order processed and confirmed within the contractual timeframes.

#### **D. New Authorized Customer Joining a Region during PoP**

1. Each new Authorized Customer will be assigned a specific transition date. New Authorized Customers will receive the time remaining in the 36-month contract period for their region, and transition to the next 36-month option period at the same time as the rest of their region. That is, if a new Authorized Customer should join a region when there are six months remaining in that region's 36-month base period, the new Authorized Customer would receive the same six months remaining



in the base period of support and transition to the first option period at the same time as other customers in that region. New Authorized Customers joining a region will receive up to a 120-consecutive day implementation period to complete implementation activities with their PV. Any new Authorized Customer in a given VISN will be subject to the same distribution fees as every other existing Authorized Customer in that VISN. Distribution fees will not be subject to renegotiation.

**E. Core List Supply Report**

1. The PV will monitor demand and make recommendations to facilities to assist in the development and maintenance of the Core List. The Prime Vendor is required to provide a monthly order report to each ordering facility detailing the current Core List supplies (PVON, contract ID Number, authorized supplier, manufacturer part number, manufacturer name, unit price, unit of sale, order quantities for each facility for the **previous three two months**, and order quantities for each facility for the current month. For each supply listed, PVs must also provide a recommendation for the supply to remain a Core List supply or be changed to Non-core List. The format of the report must be provided in the “Core List Template” format developed by the VHA. This information will be used to identify any outlier activity. Facilities will make the final decision on whether supplies should be on the Core List.

**F. Customer Service**

1. Visits to the customer by the PV are established by the customer service election by each facility. This election establishes the basic customer service levels as: telephonic, monthly, quarterly, or the use of a full-time on-site representative, based on the customer’s choice. The contractor shall not conduct any customer service visits or meetings beyond this established schedule without coordinating with the local facility COR.
  - a. These visits are intended to address any issues or concerns the PV or facility have about the operation and use of the MSPV program. The PV is expected to help resolve any customer service-related issues including but not limited to: the facility’s Core List, order and invoice discrepancies regarding price, unit of issue, order accuracy, duplicate invoices, undelivered orders or accounts receivable issues.
  - b. The contractor shall make themselves available if additional meeting time is required to resolve issues including, but not limited to, those listed above.
2. The contractor shall coordinate any requested visit or meeting with the local facility COR (or local Chief Logistics Officer (CLO) if COR is unavailable) prior to scheduling such a visit with the ordering facility.

### G. Drop Shipments

1. Drop shipments are ordering facility-authorized shipments made on supplies that a manufacturer does not normally distribute through a PV but makes available for order and delivery directly to the facility. This does not include PV shipments between its distribution centers.
2. Drop-ship supplies cannot be selected by facilities as Core List supplies because they cannot be stocked by PVs.
3. These are orders placed through the PV with shipments made from the authorized supplier or alternative supplier directly to the ordering facility. Drop-ship only suppliers will be required to accept MSPV orders via EDI 850. Drop-ship only suppliers will be required to provide ship-date and tracking information via EDI via 855 (validates MBO backorders). There will be no consolidation of these drop-ship supplies at PV warehouses or distribution centers prior to delivery. All supplies must be delivered to the ordering facility to be considered drop-ship.
4. PVs will propose a flat fee (i.e. a pre-determined dollar amount) that will be applied to each drop-ship delivery order. Conventional/bulk or other distribution fees will not apply to drop-ship orders.
5. Multiple drop shipment orders from the same authorized supplier shall be placed on a single delivery order. If the authorized supplier has not designated a supply as drop-ship only and the PV does not keep the supply in inventory (i.e. the supply is not part of any Core List), no additional conventional/bulk or distribution fees will be charged. If a special drop shipment (i.e. a supply that does not have a drop-ship indication is desired by the customer to be shipped as a drop shipment) is requested and agreed to by the PV, the drop shipment fee should be paid in accordance with the flat fee structure agreed upon by the PV and the VA.
6. Drop-ship only suppliers will be required to provide VA stations customer PO number on the packaging slips. Drop-ship only suppliers will be required to provide the VA stations PO number on the shipping labels of the order. Drop-ship only suppliers will also be required to provide the suppliers item number and the Prime Vendor Ordering Numbers on the shipping labels of the order.
7. The current business rules (described below) are also in effect:
  - a. The PV shall accept orders for drop shipment supplies communicated via all established ordering methods outlined in *Section III. VA Ordering Procedures*
  - b. The PV shall place the order with the authorized supplier within one hour of order acceptance and provide an Order Confirmation to the customer within one hour of order placement with the supplier. If the order is placed outside of the suppliers' normal business hours, the order confirmation shall be

required within the first hour of normal duty hours on the next business day. For example, if a supplier's normal duty hours are 7:00 AM to 5:00 PM and an order is placed at 9:00 PM, the supplier shall provide the order confirmation no later than 8:00 AM the next business day.

- i. The order confirmation shall be used as an acknowledgement that the line has been passed to the supplier on the customer's behalf.
  - ii. If the supplier is unable to provide the entire amount of the quantity confirmed to the customer, the PV will reflect this fact in the actual quantity it invoices.
8. **Fill-Rate:** Because drop-ship supplies cannot be identified as Core List supplies, fill rate for drop shipments will be calculated using the method for Non-core List supplies (see *Section IV.T Error! Reference source not found.*).

#### H. Shelf Life

1. The PV shall provide only dated/shelf life supplies bearing an expiration date/shelf life with at least six months remaining upon delivery to the ordering facility. For those supplies which have an initial expiration date/shelf life of six months or less, at least 75% of the original shelf life shall remain at time of delivery to the ordering facility.
2. Where longer shelf-life has been negotiated directly with the authorized supplier (e.g. First Aid Kits) and supplies designated as drop-ship only, the PV shall ensure that the supplies are not brought into PV inventory so that the authorized supplier can retain responsibility for monitoring and ensuring shelf-life.

#### I. Substitute Supplies

1. All supply substitutes must be on the MSPV 2.0 Product List under an established supply contract with VA. Substitute supplies shall be handled on a case-by-case basis between the Authorized Customer and the PV. The Authorized Customer must approve the use of a substitute supply each time the need arises.
2. It is in the best interest of the PV and ordering facility to regularly evaluate the acceptability of substitute supplies to preclude supply outages.

#### J. Delivery, Risk of Loss, and Inspection & Acceptance Terms

1. Delivery to Authorized Customers:
  - a. Delivery terms for all order types, including emergency orders and drop-ship supplies, are freight on board (FOB) Destination to the Authorized Customer delivery point. Supplies shall be delivered at the PV's or drop-ship supplier's

expense using the supplied carrier to the Authorized Customer delivery point. Liability for risk of loss or damage to the supplies provided under this contract shall remain with the PV or drop-ship supplier until the supplies are delivered and accepted at the Authorized Customer delivery point. Inspection and acceptance of the supplies shall be performed by the Government at the Authorized Customer delivery point. Title for the supplies shall remain with the PV and pass to the Government upon acceptance.

**K. Packaging and Storage Temperature Requirements**

1. All PV storage facilities must comply with United States Pharmacopeial (USP) Convention guidelines for temperature and humidity regulation, in accordance with the Rules and Procedures of the 2015-2020 Council of Experts, the General Chapter <659>— Packaging and Storage Requirements.
2. For distribution centers in Puerto Rico, the PV's distribution center should be fully Climate Controlled. Temperature required to store medical supplies is no more than 70 degrees and humidity cannot be more than 40%. A system to control temperature and humidity is required to monitor these ranges.
3. All supplies shall be properly packaged and packed to ensure that the required temperature shall be maintained during shipment. Required packaging shall be determined by the type of materiel being shipped, the climatic conditions under which the shipment will be made, and the destination's ambient temperature.

**L. Hazardous Materials (HAZMAT) and Dangerous Goods**

1. Hazardous materials (HAZMAT) are to be defined and regulated in accordance with the U.S. Environmental Protection Agency (EPA), the U.S. Occupational Safety and Health Administration (OSHA), the U.S. Department of Transportation (DOT), and the U.S. Nuclear Regulatory Commission (NRC). HAZMAT and Dangerous Goods packages provided to any authorized customer will be properly classified, packaged, marked, labeled and transported in accordance with VHA Directive 7705 and applicable federal and state laws as well as consistent with commercial best practices.
  - a. The PV is required to submit Material Safety Data Sheets (MSDS) or Safety Data Sheets (SDS) to the authorized customer.
  - b. MSDS and SDS shall meet the requirements of 29 CFR 1910-1200 (g) and FED-STD-313. Nothing contained in this contract shall relieve the PV from complying with applicable Federal, State, and local laws, codes, ordinances and regulations (including the obtaining of licenses and permits) in connection with hazardous material. Neither the requirements of this contract, nor any act or failure to act by the Government, shall relieve the PV of any responsibility or liability for the safety of Government, contractor, or Subcontractor personnel or property.
  - c. If at any time during the contract there is a change in the composition of any item or a revision to FED-STD-313, which renders incomplete or inaccurate

the data previously submitted, the PV shall promptly notify the authorized customer.

**M. Supply Recall Notification**

1. The PV shall provide supply recall notification regardless of level to:
  - a. The National VA COR and the COR(s) at each Authorized Customer facility.
2. This notification must be made within one business day of notification by the manufacturer or its supplier. The PV shall act on the first notification received.
  - a. The PV shall coordinate with the facility COR to identify and affect the return of any recalled supplies currently in use (released from the stock site to the ultimate user). If required by the Authorized Customer, the PV will be responsible for removing the recalled supplies from the stock site.
  - b. The PV shall replace the supplies or provide a substitute supply with Authorized Customer approval to the stock site within 12-hours following the recall notification to the ordering facility or following the removal of the recalled materiel, whichever is earlier.

**N. Returned Goods Policy**

1. The PV shall accept returned goods under the following conditions:
  - a. Supplies shipped in error (including overages).
  - b. Supplies damaged in shipment, where the PV (or an authority contracted by the PV) is determined responsible.
  - c. Supplies with concealed damages.
  - d. Supplies which are recalled. (The PV shall be responsible for handling all recalled supplies except when the manufacturer's policy states otherwise. If a direct recall is issued, the PV shall forward the manufacturer's disposition instructions as identified below in *Section IV.N.3.a.*)
  - e. Supplies which do not meet the expiration/shelf life dating requirements of the contract unless otherwise authorized by the SAC or ordering facility.
  - f. Other returns consistent with the PV's normal return policy.
2. The ordering facility shall notify the PV within two government business days of receipt if goods are to be returned. For supplies "a." through "e." above, unless otherwise specified, the PV will bear all costs associated with the return of goods.

3. Returned goods will be held by the facility for a length of time determined by the facility COR and PV. The PV has a maximum of five consecutive days to provide the customer with a Return Authorization Number, unless another agreement has been made between the facility and PV.
  - a. Disposition Instructions: The PV shall provide disposition instructions within two business days after receiving notification from the customer that it has supplies to be returned under any one of the conditions cited above.
4. If the customer desires credit in lieu of replacement, the PV shall issue full credit for the returned supplies to the customer account within five business days after receipt of the returned goods or disposition of supplies. The credit shall include the supply price plus the distribution fee (if applicable) originally billed the original customer purchase order number, supply description and product number. The PV shall provide each customer with a monthly credit balance statement.
5. Overseas Customers: Authorized Customers will dispose of recalled supplies already shipped to their supported locations and provide a certificate of disposal to the PV for use in obtaining compensation from the manufacturer/distributor who initiated the recall. The PV shall provide the corresponding credit to the customer. The PV must pay any disposal/return fees for supplies damaged or for supplies shipped in error. This includes overages.

#### **O. Ordering Options**

1. Electronic Ordering: All Authorized Customers are required to place orders via electronic data interchange (EDI). However, some Authorized Customers or circumstances require the use of manual orders. For facilities unable to process EDI transactions, the PV is required to provide email notification for each manual order received.
2. Manual Orders
  - a. All Authorized Customers may place orders manually; however, the goal of MSPV 2.0 is to automate as many orders as possible to reduce errors in payment and billing. If an ordering facility experiences problem with its electronic order placement (EDI), the ordering site is authorized to place manual orders. The PV must accept, telephone, fax and/or e-mail orders until its electronic ordering system is functional. The ordering facility is authorized to place, and the PV must accept off-line telephone, fax and /or e-mail orders.
  - b. In the event the PV receives an order with either incorrect or invalid order information and the PV will not be able to fill those lines of information, the PV will notify the ordering facility to cancel them from their ordering system. The PV's acknowledgement will only contain valid item IDs and the status of

them. The ordering facility will have to correct and resubmit a new order for the supplies cancelled with the correct information. These are the only ways the PV can be sure their transactions match the ordering facility for manual orders.

3. Authorized customers will choose to have their purchase orders processed as either Fill/Kill or Backorder by the PV. Authorized customers may also elect to utilize the value-added option Will Call, if offered by the PV.
  - a. Facilities, at their option, may accept backorders on unfilled medical/surgical supplies and/or orders. Unadjusted fill-rates for facilities on backorders shall be calculated on the first release of the order. Backorders shall count against the unadjusted fill-rate. ~~Fill/Call: An unfilled order or a portion of an unfilled order where the undelivered medical/surgical supplies are backordered. MSPV(s) must first call facilities and obtain a decision. Fill/call medical/surgical supplies shall count against the unadjusted fill rate.~~
  - b. **Fill/Kill:** An order or a portion of an order killed due to the non-shipment of medical/surgical supplies from the MSPV(s) to the customer by the required delivery order date. Killed medical/surgical supplies shall count against the unadjusted fill-rate. Authorized customers will choose to have their purchase orders processed as either Fill/Kill or Backorder by the PV.
  - c. **Will Call:** Value-added option that allows facilities to pick up an order at the PV distribution center if an order is needed prior to the next scheduled delivery. PVs must first call facilities and obtain a decision and this service will be provided for a flat fee that will not include a distribution fee.

P. **General Information**

1. **EDI:** These requirements apply to the PVs unless otherwise indicated. The PV shall provide their own computer hardware and software necessary to receive and transmit all functions required. The PV must be capable of and experienced with transmitting/accepting EDI ANSI X12 v5010 transaction sets 850, 855, and 810, at time of proposal submission. The PV will be required to provide verification of its capability and experience prior to award unless this requirement is waived due to recent demonstrated performance. The PV shall have EDI interface capabilities within the 120-consecutive day implementation period to process EDI orders and acknowledge orders in accordance with ANSI ASC X.12M Supply Chain Standard Transaction set:
  - a. Current transactions:
    - 850 (Purchase Order)
    - 855 (Purchase Order Acknowledgement)
    - 810 (Invoice)

842 (Invoice Status) \*in development

b. Chartered project to add transactions:

860 Purchase Order Change  
865 Purchase Order Change Acknowledgment  
856 Advance Ship Notice  
214 Transportation Carrier Shipping Status Message  
832 Pricing/Sales Catalog  
830 Planning Schedule / Material Release  
838 RAPID Trading Partner Profile; Business Information Updates

- i. After additional transaction sets 860, 865, 856, 214, 832, 830 and 838 are developed by FSC, PVs will have 90-consecutive days to implement EDI capabilities for new transaction sets.
- c. EDI 850 – Purchase Order: This transaction set will go from FSC to the PV and will be used by the ordering facility to place electronic orders. Specific formatting instruction for EDI 850 will be provided by FSC in an implementation guide.
- d. EDI 855 – Purchase Order Acknowledgement: This transaction set will be sent from the PV to the FSC and will be used by the PV to confirm the order. Specific formatting instructions for EDI 855 will be provided by FSC in an implementation guide.
- e. EDI 856 – Advance Ship Notice: This transaction set will be sent from the PV to FSC and will be generated by the PV at the “pick and pack” stage of the shipment process to provide accurate shipping information to the ordering facility. FSC will forward this transaction to the customer. Specific formatting instructions for EDI 856 will be provided by FSC in an implementation guide.
- f. EDI 860 – Purchase Order Modification: This transaction set will go from FSC to the PV and will be used to request a modification to the order, i.e., cancel a backorder. Authorized Customers will use this transaction set to request cancellation of a backordered supply. Specific formatting instructions for EDI 860 will be provided by FSC in an implementation guide.
- g. EDI 865 – Purchase Order Change Acknowledgement/Request: This transaction set will go from the PV to FSC. It will be used to acknowledge acceptance or rejection of the submitted changes to a previous order or will go from the PV to FSC for the PV to notify FSC of PV changes to a previous order. Specific formatting instructions for EDI 865 will be provided by FSC in an implementation guide.



**Q. Consumption Report and Price Adjudication Process**

1. The PV must provide the SAC, HCPO, and Authorized Customers with monthly sales and demand data, by no later than the 10<sup>th</sup> day of the month following the previous month for which data is being provided. The sales and demand data provided on this report shall be from the previous month ~~two months~~ and this report will not be updated retroactively. This should include a list of Core List supplies that have not been ordered at least once in the past two 30-consecutive day periods, and a list for which there was no demand during the most recent 30-consecutive days.
2. The sales data must be provided to SAC, and HCPO electronically.
  - a. Reports of pricing discrepancies will be forwarded to the PVs by the HCPO by the 15<sup>th</sup> day of the month via a report.
  - b. The PV shall respond to every potential overcharge for the month within 30-consecutive days, by indicating either that a credit is due, or provide adequate rationale to demonstrate that the potential overcharge did not occur. Failure on the PV's part to honor the adjudication timeframes will be a contract compliance issue and will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.
    - i. If the PV concurs that a credit is due, a refund should be processed by the vendor to the Authorized Customer within additional 14-consecutive days and provide a credit and re-bill number to SAC.
    - ii. If the PV does not concur that a credit is due, the SAC will research further and respond within 21-consecutive days with a final determination. If it is determined that a credit is due, the PV must process a credit within 14-consecutive days.
  - c. Each month's discrepancies should be justified, and refunds processed if necessary, by no later than the last day of the third month forward of the month in review (i.e. a report on January's discrepancies would be forwarded by the 15<sup>th</sup> day of February and fully closed out by the vendor on or before the close of April).
  - d. The vendor must populate all columns of the monthly Pricing Discrepancy Report to include credit amount issued, re-bill amount issued, total refunded to the Government, date when refund is provided to the customer and the credit and re-bill number.
  - e. The PV shall notify the SAC and if necessary the CO of any amount that remains unexpended after 60-consecutive days from the date that a credit is issued. Failure to notify the CO of unexpended credits after 60-consecutive

days from the date that the credit is issued will be considered a serious breach of the contract. At a minimum, the significant non-compliance issue during the award period will be reflected in the first CPARS rating one year from the date of award.

- f. If any credit amount remains un-liquidated for 91-consecutive days, the PV shall refund this amount in the form of a check payable to the United States Treasury and sent through FSC. The vendor shall also provide a copy of the check to the ordering facility with an explanation of what has occurred.
3. **Monthly Inventory Recommendations:** The PV shall monitor facility demand patterns and provide VA inventory management recommendations to them. These recommendations shall include bringing new medical/surgical supplies into stock when supported by recurring demand data and removing from stock medical/surgical supplies that no longer meet frequency of demand criteria (based on Core list demand requirements). Recommendations shall also include distribution center usage data for Core and Non-core List supplies. These recommendations will be provided monthly to each supported facility and will include a brief supporting rationale with potential cost and space savings. Acceptable performance is defined as two or less reports per government fiscal year not delivered by the fifth business day of the month following the end of the month being reported on. Facilities will not be required to change inventory levels based on these recommendations.

**R. Authorized Supplier Utilization Report**

1. The PV is required to provide a quarterly report to HCPO containing its utilization of VA-contracted authorized suppliers within 30-consecutive days of the last day for the quarter. This report shall include:
  - a. The overall number of supplies that have been sourced from authorized suppliers in the region for which the PV is responsible for distribution.
  - b. For each supply sourced from authorized suppliers, the report shall include individually:
    - i. The Original Equipment Manufacturer (OEM) product number.
    - ii. The supply Per Unit of Measure (PUM) as determined by the VA contract, i.e. the UOM normalized for differences in package sizing such as converting a case of gloves into boxes of 100 gloves.
    - iii. The number of PUM ordered by facilities in the associated region, normalized for difference in package sizing.
    - iv. The total amount spent on the sourced supply.

## c. Example report fields:

*Table 1: Example Authorized Supplier Report Fields*

OEM Product Number	Per Unit of Measure (PUM)	Number of PUM ordered	Total Amount Spent

## S. Metrics

Primary PV and Alternate PV performance will be assessed against eight performance metrics, described below. Alternate PV performance will begin being assessed no later than 60 days from written authorization via modification to the contract from the CO. All metrics are reported at the Authorized Customer level.

1. **Core List Order Accuracy:** The PV shall provide the highest possible level of order accuracy. Accurate Orders are defined as receipt of the exact medical/surgical supply, at the right price, in the right place, at the right time, in the specified Unit of Measure, in the specified condition and correct quantity order. This metric will be a compilation of IFCAP receiving report, delivery time, and EDI data. The performance standard for accurate orders is greater than or equal to 99% for Core List line items.
2. **Special Order and Non-Core List Order Accuracy:** The PV shall provide the highest possible level of order accuracy. Accurate Orders are defined as receipt of the exact medical/surgical supply, at the right price, in the right place, in the specified Unit of Measure, in the specified condition and correct quantity order. This metric will be a compilation of IFCAP receiving report, delivery time, and EDI data. The performance standard for accurate orders is greater than or equal to 99% for both Special Order and Non-core List line items.
3. **Unadjusted Fill Rate:** The PV shall be responsible for meeting a program unadjusted fill-rate metric. This metric is defined as the number of Core List supplies shipped divided by the total number of Core List supplies ordered, expressed as a percentage. The unadjusted fill-rate metric used shall be calculated using an unadjusted methodology (i.e. any medical/surgical supply not filled at the time of request with no exception). Unadjusted fill rate is the raw fill rate at the line item level that is for Core List supplies only. Manufacturer Back Order (MBO) and demand spikes are not to be excluded from the calculation. The unadjusted fill rate performance standard shall be equal to or greater than 95%. For more information and specific calculation methods, see *Section IV.T Error! Reference source not found.*
4. **Adjusted Fill Rate:** PV shall be responsible for meeting a program adjusted fill-rate metric of equal to or greater than 98%. MBO, manufacturer recalls, and

demand spikes over 110% of historic demand for an item, defined as the average demand of that item over the last 90 days, are excluded in this calculation, i.e., these types of orders are subtracted from the number of *Core List supplies ordered*.

5. **Order Lead/Delivery Times:** The PV shall provide medical/surgical supplies on a routine delivery schedule of five days per week for conventional orders and five days per week for Low Unit of Measure (LUM). The authorized customer may elect to receive deliveries for conventional orders and LUM less than the required five days per week. The PV shall deliver medical/surgical supplies within the facility's established delivery time frame on the next scheduled delivery day after order is accepted for conventional orders greater than or equal to 98% of the time. LUM orders shall be delivered within facility scheduled delivery hours for greater than or equal to 99% of LUM deliveries. Routine scheduled deliveries will not be required on designated Federal holidays and weekends (although weekend and holiday deliveries may be offered as options and will be held to this standard). These standards will be measured bi-weekly as a raw/unadjusted calculation (manufacturer backorders will be included in the formula for measuring this performance standard). The PV shall also provide a "will call" (same day pick up) option for Core List supplies. Acceptable "will call" performance is greater than or equal to 99% supply availability on VA customer arrival.
6. **Stock Out Report:** The PV shall provide a daily stock out/not in stock listing for all Core List medical/surgical supplies. This report will include the estimated date the medical/surgical supply will be available for order again to include any ordering restrictions, quotas, limitations, special instructions, and/or substitute medical/surgical supplies available. Acceptable performance is defined as two or less reports per government fiscal year not delivered by midnight, local facility time.
7. **Stock Out Probability Reports:** PV(s) shall publish a weekly anticipated stock out listing of all VA stock listed medical/surgical supplies for which there is a greater than 75% chance of vendor stock out. This report will include calculation method, probability percentage for each medical/surgical supply, and briefly describe the actions taken to mitigate stock out probability. Acceptable performance is defined as two or less reports per government fiscal year not delivered by 12:00 PM local facility time, on the last business day of each consecutive week.
8. **Non-Core List Unadjusted Fill Rate:** Non-core List Unadjusted Fill rate will be calculated for Non-core List supplies utilizing the same transaction sets as for Core List. The required unadjusted fill rate for Non-core List supplies is 80%.
  - a. Facility shall provide a quarterly demand estimate for supplies that are used; PVs will have up to 30-consecutive days to make these supplies available. For drop ship supplies, the EDI 214 transaction set will replace the EDI 856 transaction set in fill-rate calculations

**T. Fill Rate**

1. The Unadjusted Fill-Rate shall include only those supplies for which the ordering facility has identified as Core List, provided an initial monthly estimated demand, or has demonstrated monthly demand after 30-consecutive days from establishing the item as a Core List supply. Adjusted Fill-Rate calculations will exclude all customer-caused rejections from the “Core List Supply Lines Ordered” (see next section below for customer-caused rejections).

2. **The Unadjusted fill-rate percentage will be calculated as follows:**

$$\text{Unadjusted Fill Rate} = \frac{\text{Core List Supplies Shipped in Full (EDI 856)}}{\text{Core List Supplies Ordered (EDI 850)}}$$

- a. Facilities will be able to pull the data on their PV via the Supply Chain Common Operating Picture (SCCOP) and the data will be updated monthly.
- b. The unadjusted fill-rate, calculated for Core List supplies only, will be individually calculated on a consecutive month basis for each ordering facility. The unadjusted fill-rate will be calculated by percentage to the first decimal place. The quantity identified on the initial ANSI X12 (EDI 856) “Advance Ship Notice” transaction set received by the Government will be considered to be the total quantity “shipped in full”. This quantity will be validated against the facility’s receiving report periodically to ensure accuracy. The quantity identified on the initial ANSI X12 (EDI 850) “Purchase Order” transaction set received will be the total quantity ordered. A partially-filled Core List supply line is treated as a cancelled or “killed” line for fill-rate calculation purposes. All cancelled or “killed” lines will count against the unadjusted fill rate.
  - i. If the ordering facility submits an EDI 860 –Purchase Order Modification the updated order information will be used for calculation.
  - ii. Any substitute supplies that are pre-approved by the facility shall be considered “not filled” for purposes of calculating Unadjusted and Adjusted Fill-Rate.
- c. In calculating the unadjusted fill-rate, the following electronic data shall be reviewed:
  - i. The original purchase order (EDI 850)
  - ii. Reject and status codes from the ANSI X12 (EDI 855) “Purchase Order Acknowledgement” transaction set.

- iii. Quantities shown on the initial ANSI X12 (EDI 856) “Advance Ship Notice” transaction set received.
  - iv. Facility receiving report
3. **The Adjusted Fill-Rate will be calculated** using the same method as the Unadjusted Fill-Rate except orders with customer caused rejections and supplies on manufacturer backorder will be subtracted from the total quantity ordered.
- a. **Customer-Caused Rejections:** The following customer-caused rejections will be removed from the Adjusted Fill-Rate calculation. (Lines ordered that are not in accordance with the SOW **MUST** be removed from the fill-rate calculation to reflect an accurate fill-rate.)
    - i. “Invalid Supply Product Number.” The ordering facility ordered a supply using an **INVALID** PVON.
    - ii. “Invalid Unit of Issue.” The ordering facility ordered a supply using an **INVALID** Unit of Issue. The PV should identify unauthorized LUM orders with this code.
    - iii. “Supply is not on the Customer’s Core List.” The ordering facility ordered a supply NOT previously identified to the PV at least 30 consecutive days prior as a Core List supply. Within **60-consecutive** days of getting initial demand data or any change thereto, the PV will have the supplies available for ordering. Prior to **60-consecutive days**, cancelled or backordered (if a backorder provision was elected by the customer) orders for those Core List supplies will be exempt from the fill-rate calculation. Supplies ordered where demand data has not been provided will be exempt from the fill-rate calculation.
    - iv. “Reorder Supply as a Drop Shipment.” The ordering facility needs to reorder the supply as a drop shipment.
    - v. “Supply has been discontinued.” The ordering facility ordered a supply which has been discontinued.
    - vi. “Incorrect price.” The ordering facility ordered a supply at a price different than that on the MSPV 2.0 Product List. Incorrect price due to ordering facility error will be excluded from the fill-rate calculation. However, if the price discrepancy is due to an error in PV pricing or data, (e.g. not matching the agreed upon price listed in the MSPV 2.0 Product List) the line will not be excluded from the calculation.

**4. Minimum Monthly Fill-Rate Requirements for Core List:**

Unadjusted Fill Rate (Core List only): 95%

Adjusted Fill Rate (Core List only): 98%

- 5. Non-Core List Unadjusted Fill Rate:** Non-core List Unadjusted Fill rate will be calculated for Non-core List supplies utilizing the same transaction sets as for Core List. The required unadjusted fill rate for Non-core List supplies is 80%.
- a. Facility shall provide a quarterly demand estimate for supplies that are used; PVs will have up to 30-consecutive days to make these supplies available.
  - b. For drop ship supplies, the EDI 214 transaction set will replace the EDI 856 transaction set in fill-rate calculations.
- 6. Fill-Rate/Performance Review:** Upon the request of the Authorized Customer COR, the PV must participate in Fill-Rate/Performance Review meetings to be held at the medical center no less than quarterly. Notifications for these meetings will be provided by the Authorized Customer to the PV no less than 30-consecutive days prior to the meeting.
- 7. Fill-Rate Impact for New Core List:** Within 30-consecutive days of getting initial Core List data or any change thereto, the PV will have the supplies available for ordering. Prior to the 30<sup>th</sup> consecutive day, orders for new Core List supplies will be treated as Non-Core List supplies.

**U. Order Lead/Delivery Time**

- 1. The Order Lead/Delivery Time is a key PV performance metric and will be validated to confirm PV performance.
- 2. The Order Lead/Delivery Time shall include only those supplies for which the ordering facility has identified as Core List, provided an initial monthly estimated demand, or has demonstrated monthly demand after 30-consecutive days from establishing the item as a Core List supply. Order Lead/Delivery Time calculations will exclude all customer-caused rejections from the “Core List Supply Lines Ordered” (see next section below for customer-caused rejections). The Order Lead/Delivery Time percentage will be calculated as follows:
  - a. PVs will send an EDI 855 or EDI 865 to FSC to acknowledge receipt of an EDI 850 Purchase Order or EDI 860 Purchase Order Change.
  - b. When supplies are accepted by a facility, they will generate a Receiving Report in IFCAP.

- c. FSC will receive the facility Receiving Report and compare the receiving date with the acknowledgement date from EDI 855/865. The number of regularly scheduled delivery days between these two dates shall be used as the Order Lead/Delivery Time for a given supply.
  - d. Facilities will be able to pull the data on their PV via the SCCOP and the data will be updated monthly.
- 3. The Order Lead/Delivery Time, calculated for Core List supplies only, will be individually calculated on a consecutive month basis for each ordering facility. The Order Lead/Delivery Time will be calculated by percentage to the first decimal place.
  - a. If the ordering facility submits an EDI 860 - Purchase Order Modification the updated order information will be used for calculation.
  - b. Any substitute supplies that are pre-approved by the facility shall be considered for purposes of calculating Order Lead/Delivery Time.
- 4. **Customer-Caused Rejections:** The following customer-caused rejections will be removed from the order lead/delivery time calculation. (Lines ordered that are not in accordance with the SOW **MUST** be removed from the Order Lead/Delivery Time calculation to reflect an accurate Order Lead/Delivery Time metric.)
  - a. “Invalid Supply Product Number.” The ordering facility ordered a supply using an **INVALID** PVON.
  - b. “Invalid Unit of Issue.” The ordering facility ordered a supply using an **INVALID** Unit of Issue. The PV should identify unauthorized LUM orders with this code.
  - c. “Supply is not on the MSPV 2.0 Product List.” The ordering facility ordered a supply NOT previously identified to the PV at least 60-consecutive days previously as a supply available through this MSPV program.
  - d. “Reorder Supply as a Drop Shipment.” The ordering facility needs to reorder the supply as a drop shipment.
  - e. “Supply has been discontinued.” The ordering facility ordered a supply which has been discontinued.
    - “Incorrect price.” The ordering facility ordered a supply at a price different than that on the MSPV 2.0 Product List. Incorrect price due to ordering facility error will be excluded from the order lead/delivery time calculation. However, if the price discrepancy is due to an error in PV pricing or data, the line will not be excluded from the calculation.



5. **Order Lead/Delivery Time Performance Review:** Upon the request of the Authorized Customer COR, the PV must participate in Fill-Rate/Performance Review meetings to be held at the medical center no less than quarterly. Notifications for these meetings will be provided by the Authorized Customer to the PV no less than 30-consecutive days prior to the meeting.
6. **Order Lead/Delivery Time Impact for New Core List:** Within 30-consecutive days of getting initial Core List data or any change thereto, the PV will have the supplies available for ordering. Prior to the 30<sup>th</sup> consecutive day, orders for new Core List supplies will be treated as Non-Core List supplies.

## Section V. MSPV 2.0 Program Spend

### A. Estimated Program Spend

1. Table 2 below outlines the Government's good faith annual projection for MSPV 2.0 supply spend and is presented for informational and proposal purposes only. The table includes the Minimum Annual Value, the Projected Annual Value, and Maximum Annual Value of medical/surgical supply spend in MSPV 2.0. It also includes the Historical Annual Spend on medical/surgical supplies in MSPV-NG. Below is an explanation of each and the methodology used to calculate the respective values:
  - a. **MSPV-NG Historical Annual Spend:** The MSPV-NG Historical Annual Spend represents the sum of the FY18 dollars for MSPV-NG Prime Vendor purchases of MSPV-NG Formulary supplies. This spend amount is not broken out in terms of expenditure on commodities and prosthetics. For MSPV-NG, prosthetics spend represented a relatively small percentage of the total. However, for MSPV 2.0, there is expected to be a substantial increase in the spend percentage on prosthetics as a proportion of the overall spend.
  - b. **Minimum Annual Value:** The Minimum Annual Value for all CLINS is \$10,000.

**Projected Annual MSPV 2.0 Spend:** The Projected Annual MSPV 2.0 Spend includes both commodities and prosthetics spend and is based on scaling MSPV-NG Historical Annual Spend to MSPV 2.0 targets. MSPV-NG Formulary Coverage in December 2018 was 46%; this metric represents the percentage of MSPV-eligible purchases available on the Formulary. For Projected Annual MSPV 2.0 Spend, the Formulary Coverage was scaled to 90%, per MSPV 2.0 goals. Furthermore, an 80% adjustment was applied to account for the target Utilization in MSPV 2.0, this metric represents the percentage of MSPV-eligible spend that goes through the MSPV 2.0 program. Based on the process outlined above, Projected Annual MSPV 2.0 Spend is approximately \$690 million. However, an additional amount must be added to reflect the relative increase in prosthetics spend expected in MSPV 2.0.

In addition to the commodities spend above, 10% of total FY18 Prosthetics Spend for all VISNs, which is approximately \$3.37 billion, is included in the Projected Annual MSPV 2.0 Spend. The 10% adjustment to prosthetics spend is meant to account for the additional portion of prosthetics that is intended to go through the MSPV program. It is also meant to exclude those prosthetics supplies that are not eligible for purchase through MSPV. Total annual prosthetics spend in MSPV 2.0 is projected to be approximately \$337 million.

- c. **Maximum Annual Value:** The Maximum Annual Value includes both commodities and prosthetics spend. Maximum commodities spend is based on FY18 Purchase Order Totals for seven Budget Object Codes (BOCs) aligned to MSPV 2.0. The total spend through the seven BOCs was adjusted by a factor of 80% to account for target Utilization in MSPV 2.0.

In addition to the commodities spend above, 33% of total FY18 Prosthetics Spend for all VISNs is included in the Maximum Annual Value. The 33% adjustment to prosthetics spend is meant to account for the portion of prosthetics that goes through the MSPV program. It is also meant to exclude those prosthetics supplies that are not eligible for purchase through MSPV.

- 2. The methodologies outlined above apply to the 18 VISNs in Table 2 below. The last two CLINs – OGAs and Puerto Rico– cite actual FY18 historical annual medical/surgical supply spend in MSPV-NG. The Projected Annual MSPV 2.0 Spend for OGAs, however, is based on projections from OGA field offices regarding expected increases in spend for MSPV 2.0. For Puerto Rico, the Projected MSPV 2.0 Annual Spend is based on the methodology outlined in the previous section, with the exception that prosthetics spend is not included. Given the limited size of these VA facilities and the lack of available data, it is assumed that prosthetics spend is a minimal component of the overall MSPV spend. The Maximum Annual Value for OGAs and Puerto Rico was calculated by scaling the Projected MSPV 2.0 Annual Spend by a factor of three. This assumed scale factor is aligned with the differences in the Projected and Maximum spend for CLINs 0001 to 0023.

*Table 2: Historical Annual, Minimum Annual Value, Projected Annual Spend, and Maximum Annual Value of Medical/Surgical Supplies*

CLIN	VISN/ OGA	Historical Annual Medical/Surgical Supply Spend in MSPV-NG	Minimum Annual Value of Medical/Surgical Supplies in MSPV 2.0	Projected Annual Medical/Surgical Supply Spend in MSPV 2.0	Maximum Annual Value of Medical/Surgical Supplies in MSPV 2.0
0001	VISN 1	\$17,136,934	\$10,000	\$37,986,203	\$106,053,601
0002	VISN 2	\$27,289,124	\$10,000	\$58,048,195	\$160,824,039
0004	VISN 4	\$17,309,532	\$10,000	\$41,356,535	\$116,981,306
0005	VISN 5	\$14,444,986	\$10,000	\$34,076,645	\$96,183,931
0006	VISN 6	\$23,912,487	\$10,000	\$61,044,228	\$174,513,963
0007	VISN 7	\$23,227,186	\$10,000	\$57,174,333	\$162,515,146
0008	VISN 8	\$43,750,974	\$10,000	\$114,384,964	\$319,091,568
0009	VISN 9	\$20,424,124	\$10,000	\$45,792,259	\$128,111,315
0010	VISN 10	\$30,813,791	\$10,000	\$75,854,937	\$215,616,551
0012	VISN 12	\$21,276,257	\$10,000	\$46,865,749	\$130,694,098
0015	VISN 15	\$18,358,195	\$10,000	\$42,778,251	\$120,491,890
0016	VISN 16	\$29,916,247	\$10,000	\$68,701,569	\$193,021,315
0017	VISN 17	\$28,075,289	\$10,000	\$64,562,699	\$181,436,466
0019	VISN 19	\$17,458,234	\$10,000	\$45,872,844	\$131,717,648
0020*	VISN 20	\$15,844,253	\$10,000	\$39,822,168	\$113,568,201
0021	VISN 21	\$21,626,546	\$10,000	\$53,563,011	\$152,400,543
0022	VISN 22	\$38,615,669	\$10,000	\$86,902,206	\$243,285,495
0023	VISN 23	\$23,402,347	\$10,000	\$52,842,753	\$148,023,654
0024	Puerto Rico	\$8,082,650	\$10,000	\$12,651,105	\$36,000,000
0025	OGAs (BOP, IHS, HHS, CMOP)	\$30,000,000	\$10,000	\$45,000,000	\$135,000,000

\*CLIN 0020 (VISN 20) will be an optional CLIN to include the base period.

## Section VI. Pricing of Distribution Services

### A. Prime Vendor Conventional/Bulk Distribution Fee

1. In addition to all requirements of this statement of work as it pertains to the service of an Authorized Customer by the PV, the PV distribution fee will include: Delivery five days a week (business days only), telephonic customer service during the PV's standard customer service hours, and one monthly customer service visit at a minimum as agreed upon between the Authorized Customer and PV. The authorized customer may elect to receive deliveries for conventional orders and

LUM less than the required five days per week. The PV shall also provide a 24-hour phone number for emergencies. The PV Customer Service Representative is only required to service a single customer point of contact at each Authorized Customer and may service multiple customers per region.

**B. Supply Pricing**

1. The PV shall reference VA's list of authorized suppliers and use the VA-established MSPV 2.0 Product List pricing as the authoritative source for all supplies and supply pricing.
2. The PV must work collaboratively with the SAC to resolve all identified price discrepancies. Overcharges may be resolved using credit and rebill transactions, where the credit "zeros out" the original transaction and the rebill represents the adjusted order line, or through credit accounts against which orders are placed.

**C. Full-Time, On-Site Customer Service Representative (OSR)**

1. The PV is required to offer Full-Time, OSR service to both US and Outside-of-the-US Authorized Customers. When chosen, this selection will affect the price paid by ordering facilities. The duties of Full-Time, OSRs are to be provided and/or approved by the Government COR.
  - a. At a minimum, the OSR is expected to assist the ordering facility in the identification of Core List supplies, in achieving the contractual fill-rate, review of PV-supplied reports, problem resolution, credit account balance review, and web-based ordering system training, in addition to other duties.
  - b. The OSR may be required to use government-provided computers and read encrypted VA email messages in the performance of his/her duties.
  - c. The OSR may be required to apply for a government-issued Personal Identity Verification (PIV) card which must be returned at time of contract expiration or at time of performance completion of the OSR. Should the facility require the OSR to utilize a PIV card, the OSR will have two weeks to obtain the PIV card before beginning their tenure at the facility. If the PIV card is not obtained in two weeks due to Government delay, the OSR will begin their tenure and will be required to perform those duties identified by the facility that do not require the use of a PIV card.
    - i. For planning purposes, access card issuance generally necessitates the initiation of a background check, which takes several weeks, longer where information requiring further investigation is disclosed by the inquiry. The access card remains the property of the Government and must be surrendered to authorized government personnel immediately upon request.

- d. Marketing by the OSR is strictly prohibited under the contract.
  - e. The CLIN record charging the site for the OSR service shall take effect at the time of the request for background check in instances where the candidate is a newly hired/prospective hire PV employee, who has been formally approved by the end use customer as acceptable to the site. During the period the individual is under investigation, the vendor will provide training on its systems to strengthen the candidate's ability to assist the customer with sourcing issues. If the background check process is taking an unreasonably long time, the Authorized Customer COR has the option to request a different candidate.
  - f. The candidate must be well educated in PV systems and well connected with internal PV assets to properly support the customer. No payment for the onsite representative's service will be made to the PV during the recruitment process. This is also true when an onsite representative leaves his/her position. The PV must notify the customer within 14-consecutive days of the loss of the OSR. During the time of recruitment of a replacement, the CLIN option will be discontinued to avoid overpayment while the service is not being performed and the site needs to approve the selected candidate. Customer credits shall be provided for any lapse in service.
- 2. As with all PV employees, this vendor OSR will be fully accountable to the CO. Routine interaction with individual customers is not anticipated. The primary goal of this centralized OSR option is to improve efficiencies by reducing local purchases and enhancing the use of the MSPV program.
  - 3. Qualifications: The Full-Time, OSR must meet the minimum qualifications of at least 1-year previous employment with the PV, the Government, or another vendor in the Medical commodity in the same or a similar capacity or receive the direct approval of the Authorized Customer. The COR and the CO must all be notified prior to installing a new/replacement onsite representative and must be notified within 14-consecutive days of the resignation or termination of an onsite representative.
  - 4. Work Schedule: The Full-Time, OSR is required to report for duty Monday through Friday, during the facility's core working hours, facility local time, unless the Authorized Customer COR and the PV agree on an alternate schedule. Standard PV company policy regarding excused absence from duty due to authorized/approved holidays, sick days, and vacation days shall apply to the OSR, with the employee excused from reporting for office duty on those days.

#### **D. Part Time, On-Site Customer Service Representative**

1. The Part Time, OSR shall adhere to the same requirements as the Full Time, OSR as set forth in *Section VI.C Full Time, On-Site Customer Service Representative (OSR)* except with regards to any requirements conflicting with the following:
  - a. A Part Time, OSR is required to report for duty according to a schedule that does not result in his/her presence at a facility for more than 50% of a facilities core working hours in a given week. Standard PV company policy regarding excused absence from duty due to authorized/approved holidays, sick days, and vacation days shall apply to the OSR, with the employee excused from reporting for office duty on those days.
  - b. Exact working schedule will be determined by the PVs and an Authorized Customer COR.

**E. LUM**

1. The PV is required to offer LUM service; an ordering facility or a department of an ordering facility has the option to select this service.
2. LUM is defined as any UOM less than the quantity available for conventional/bulk delivery on the MSPV 2.0 Product List. There are specific requirements and attributes associated with a LUM order:
  - a. PVs are to provide delivery by the next scheduled delivery day for LUM **orders received by PV before** 1 PM, local facility time, and facilities must be able to order supplies via LUM five days per week, excluding weekends. The authorized customer may elect to receive deliveries for LUM less than the required five days per week.
  - b. Supplies are shipped in totes labeled with the contents unless the facility has requested to not use totes.
    - i. PVs must deliver the supplies to the exact ship-to location requested by the facility, including delivery to the facilities dock. (*Section VI.F.1.b* provides details on multiple ship-to locations within a facility.)
  - c. PVs must separate supplies ordered via LUM and supplies ordered via conventional/bulk delivery on each invoice.
  - d. Supplies ordered for LUM services will be subject only to the LUM distribution fee, not the conventional/bulk distribution fee.

**F. Alternate Delivery Locations**

1. There will be no additional fee for delivery to any ordering facility and primary ship-to location (i.e. receiving dock). However, Authorized Customers may place an order with their PV and select an alternate delivery location from multiple options. Additional distribution fees may be incurred for orders with alternate delivery locations. All primary facility addresses are included in *Attachment I*, and additional delivery locations may be added throughout the program lifecycle as determined by the Authorized Customer. All alternate delivery locations will be identified and defined in the service-level agreements between the Authorized Customer and the PV.
  - a. Outside locations: Alternate delivery may include delivery to locations outside the facility.
  - b. Inside locations: Alternate delivery may also include delivery inside the ordering facility (such as various surgical suites).

**G. Stockless Service**

1. The PV is mandated to offer the ordering facility or a department of the ordering facility the option to select this service. When chosen, this selection will affect the price paid by all departments of an Authorized Customer. The Government's medical logistics inventory management system will be used when ordering/receiving supplies for the stock sites within the Authorized Customer's facility. The Authorized Customer will develop supply catalog data sheets for each participating provider location with specific minimum and maximum quantities for each supply. The PV representative will populate inventory data sheets with recommended replenishment levels. The Authorized Customer COR will approve recommendations and have orders placed.
2. PV's Daily Duties:
  - a. Inventory the stock sites.
  - b. Work with authorized government representatives to compose the order. The PV may never create the order.
  - c. Obtain Government authorization for the order. A COR will be available at each stock site.
  - d. Provide notification on supplies not available to the stock site, within two hours of order authorization.
  - e. Deliver and restock supplies to the stock sites within 24-hours of order receipt (on business days).

- f. Provide priced packing lists to the COR prior to restocking.

3. Features of the Stockless Option:

- a. PV will have access to the Authorized Customer only during the hours of 8:00 AM - 5:00 PM, facility local time, Monday through Friday, for routine stock replenishment, unless other hours are approved by the COR and representative. Weekends and Federal holidays are excluded from routine stock replenishment and orders during these days must be for an emergency. Expanded access may be negotiated between the PV and the Authorized Customer after award.
- b. There is no maximum number of delivery orders that can be issued per day.
- c. There will be a minimum of three free emergency orders (of routine and stockless services combined) in each consecutive month for each Authorized Customer electing the stockless option.
- d. Supplies must be available in LUM quantities. The existing contracted pricing must be adjusted proportionately to reflect this change when invoicing.
- e. The PV, in conjunction with the COR is required to develop proposed demand data levels based upon a review of the stock and formalize them in writing (electronic format acceptable). The COR at the stock site must officially approve these supplies and levels for use prior to the first stockless order being placed.
- f. When stockless service is implemented or expanded, the PV must notify the COR at the Authorized Customer, in writing, of current stock site inventory that is not on the catalog. Supplies not available via approved government contract cannot be ordered by the Authorized Customer under this contract until the SAC is able to get coverage through the PVs.
- g. Core List supplies that are temporarily out-of-stock must be reported to the Authorized Customer ordering office and COR immediately, with a list of proposed substitute supplies (and free evaluation samples if requested by the Authorized Customer) that are on the MSPV 2.0 Product List. The COR will perform a technical review of all proposed substitutes, determine which are acceptable equivalents, and determine which acceptable equivalent supplies offers the best value to the Authorized Customer. This authority will apply to all supply-based services (e.g. stockless service) provided by the PV. The PV is then required to deliver and stock those approved substitute supplies within 24-hours.



4. If the stockless service value-added option is selected by an Authorized Customer, the stockless service fee will be in addition to the Conventional/Bulk Distribution (CBD) fee.

#### **H. Will Call**

1. Value-added option that allows facilities to pick up an order at the PV distribution center if an order is needed prior to the next scheduled delivery. PV(s) must first call facilities and obtain a decision. This option is a service provided for a flat fee that excludes a distribution fee and it may be applied to both the conventional/bulk and LUM orders.

#### **I. Additional Distribution and Supply Management Services**

1. In addition to the value-added services described in this contract, PVs may offer additional distribution and supply management services that will increase the VHA's overall supply chain efficiency and ability to serve Veterans, including but not limited to inventory management services for operating rooms, catheterization labs, etc.
2. When chosen, selection of additional distribution and supply management services will affect the price paid by Authorized Customers.

**Appendix A: Definitions**

**Authorized Customer:** A VA or Other Government Agency (OGA) authorized to use this contract. Customer is also referred to as an ordering facility or VA Medical Center.

**Authorized Suppliers:** Suppliers of medical/surgical supplies who have established a contract agreement with the VA to provide medical/surgical supplies. These suppliers have also established pricing for supplies that they provide. PVs must use these suppliers to source medical/surgical supplies for VA facilities.

**Basic Ordering Agreement (BOA):** A written instrument of understanding between VA and Nonprofit Agencies that contains supply descriptions, terms and prices. Medical/surgical supplies supplied by Nonprofit Agencies are mandatory for VA facilities.

**Best Value:** The expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement.

**Cancelled Supply:** Initiated by the ordering entity due to a change in requirements.

**Consolidated Mail Outpatient Pharmacy (CMOP):** A system of seven highly automated pharmacies that VA uses to provide approximately 80% of all outpatient prescriptions to Veterans via mail order. CMOP processes 470,000 prescriptions daily.

**Contract Line Item Number (CLIN):** Line items are established to define deliverables or organize information about deliverables. Each line item describes characteristics for the supply purchased, e.g., pricing, delivery, and funding information.

**Contracting Officer Representative (COR) - Facility:** An authorized representative of the CO at the facility level acting within the limits of authority delegated by the CO. The facility COR acts as the liaison for the specific facility within the geographical area and the CO.

**Contracting Officer Representative (COR) - Geographical Area:** An authorized representative of the CO at the geographical area level, acting within the limits of authority delegated by the CO. The geographical area COR acts as the liaison for each geographical area within each region and the CO.

**Contracting Officer Representative (COR) - National VA:** An authorized representative of the CO at the National level acting within the limits of authority delegated by the CO. The National VA COR acts as the liaison for each region and the CO.

**Contractor Performance Assessment Reporting System (CPARS):** A system that tracks reports assessing a contractor's performance and provides a record, both positive and negative, on a given contractor during a specific period of time

**Conventional/Bulk Delivery (CBD):** Method of delivery with medical/surgical supplies packaged in a bulk, usually case quantity in corrugated cardboard. The UOM listed as the quantity available on the MSPV 2.0 Product List reflects the UOM for conventional/bulk delivery.

**Core List Medical/Surgical Supplies:** The approved listing Determined by each facility, items are eligible as Core List supplies if the supply is ordered at least once in a 30-consecutive day period for two consecutive periods.

**Core List Order Accuracy:** The PV shall provide the highest possible level of order accuracy. Accurate Orders are defined as receipt of the exact medical/surgical supply, at the right price, in the right place, at the right time, in the specified Unit of Measure, in the specified condition and correct quantity order. This metric will be a compilation of IFCAP receiving report and delivery time. The performance standard for accurate orders is greater than or equal to 99% for Core List line items.

**Delivery of Medical/Surgical Supplies:** Unless otherwise agreed between the facility and the MSPV(s), deliveries shall be made in accordance with the facility delivery hours, ordering facility local time, to the delivery point(s) specified on the order.

**Demand Forecasting:** Weighting factors are applied to past purchases to predict future needs by reports (data will be provided to the PV(s)).

**Drop Shipment:** Deliveries made directly from authorized suppliers to facilities as authorized by facilities. Invoicing is performed by the MSPV(s).

**Electronic Data Interchange (EDI):** Inter-process (computer to computer application) communication of business information in a standardized electronic form.

**Emergency Delivery:** An off-schedule delivery of recurring medical/surgical supplies required to ensure facilities remain operational until the next-scheduled delivery day. Emergency deliveries may result from acts of Nature or terrorism, or negligence by VA or the MSPV(s).

**Fill/Call:** An unfilled order or a portion of an unfilled order where the undelivered medical/surgical supplies are backordered. MSPV(s) must first call facilities and obtain a decision. Fill/call medical/surgical supplies shall count against the unadjusted fill rate.

**Fill/Kill:** An order or a portion of an order killed due to the non-shipment of medical/surgical supplies from the MSPV(s) to the customer by the required delivery order date. Killed medical/surgical supplies shall count against the unadjusted fill-rate. Authorized customers will choose to have their purchase orders processed as either Fill/Kill or Backorder by the PV.

**Geographical Area:** A designated group of VA medical facilities and locations as stated under the MSPV CLIN pricing structure. Often referred to as VISN.

**Global Trade Item Number (GTIN):** GTIN describes a family of GS1 European Article Number Uniform Commercial Code (EAN.UCC) global data structures that employ 14 digits and can be encoded into various types of data carriers. Currently, GTIN is used exclusively within bar codes, but it could also be used in other data carriers such as radio frequency identification (RFID). The GTIN is only a term and does not impact any existing standards, nor does it place any additional requirements on scanning hardware. For North American companies, the Universal Product Code (UPC) is an existing

form of the GTIN.

**High Tech Medical Equipment (HTME):** Medical supplies that require site preparation and installation. Examples of these include: diagnostic equipment (Ultrasound, Positron Emission Tomography (PET) and Computed Tomography Technology (CT) scanners, Magnetic Resonance Imaging (MRI), X-ray machine); life support equipment (medical ventilators, heart-lung machines and dialysis machines); medical laboratory equipment; radiation oncology equipment and advanced lasers. These supplies may have to be moved on wheels or trolleys. They may have vibration and/or slab deflection (i.e. slump of concrete pad required for installation) requirements. They may have to be maintained by biomedical equipment technicians. This list is not all inclusive, it is intended to demonstrate the category of medical equipment and machinery that must be procured on other contracting vehicles due to their cost, complexity, features, and characterization for which this SOW is not intended.

**Interconnection Security Agreement (ISA):** Specifies the technical and security requirements of the interconnection

**Low Unit of Measure:** An order for a particular supply that is below the standard Unit of Measure specified in the MSPV 2.0 Product List.

**Manufacturer Back Order (MBO):** An order from the PV(s) to an authorized supplier not shipped by the authorized supplier to the PV(s) due to the non-availability of medical/surgical supplies by the authorized supplier. Unfilled orders from PV(s) for reasons that can be prevented by the PV(s) (e.g., low PV(s) inventories, long PV(s)/supplier lead times, poor PV(s) logistical planning) for medical/surgical supplies that are available from authorized suppliers to PV(s) are not considered MBOs. PV(s) is required to identify and include any manufacturer back order in the reports within as identified and by notice to the facility to include the purchase order number, product number and the date.

**Medical Surgical Prime Vendor – Next Generation:** The legacy program for providing distribution and supply management services to Authorized Customers.

**Medical Supplies:** Those supplies that are involved in the diagnosis and treatment of disease and the maintenance of health (usually through nonsurgical means). They are characterized as one or more of the following:

1. Primarily and customarily used to serve a medical purpose
2. Generally, not useful to a person in the absence of illness or injury
3. Usually ordered and/or prescribed by a physician and/or a health care professional
  - a. Medical supplies utilized in conjunction with durable medical equipment are included if the supplies are necessary for the function of the equipment

**Memorandum of Understanding (MOU):** Agreement defining the responsibilities of the participating organizations.

**Minimum Purchase Order Amount:** Minimum order value accepted by the vendor in a single purchase order.

**National Item File (NIF):** A file consisting of a VA generated common numbering system for medical/surgical supplies and supplies.

**Next Scheduled Delivery Day:** Next scheduled delivery day is the delivery day agreed upon by the PV(s) and the Authorized Customer.

**Non-Core List Medical/Surgical Supplies:** Medical/surgical supplies ordered by Authorized Customers less than once per month from authorized suppliers, Ability One nonprofit agencies, national, geographical area, and/or local federal government contracts, Open Market medical/surgical supplies are excluded. Non-recurring medical/surgical supplies are excluded from the unadjusted fill-rate requirements.

**Offer:** Synonymous term for proposal. Offer means a response to a solicitation that, if accepted by the Government, binds the Offeror to perform the resultant contract.

**Oral Presentation:** An oral submission of information to the Government by the Offeror, used to augment or supplement all or part of the Offeror's written proposal.

**Prime Vendor (PV):** Also referred to as contractor or PV(s), is a business concern that functions as a purchaser's source of distribution for a broad range of medical/surgical medical/surgical supplies and services as identified by the customer. A PV(s) is responsible for the maintenance of adequate inventory levels and for the delivery of goods contracted with a multitude of federal government contractors under the MSPV 2.0 Program and appearing on the MSPV 2.0 Product List.

**Reusable Medical Equipment (RME):** Medical equipment designed by the manufacturer to be used for multiple patients

- **Critical RME:** Reusable object that enters sterile tissue or the vascular system and must be sterile because any microbial contamination could transmit disease. This category includes, but is not limited to, surgical instruments, implants and ultrasound probes used in sterile body cavities. Critical RME carry a high risk for transmitting infection if they are contaminated with any microorganisms. These supplies include objects introduced directly into the vascular system or sterile areas of the body.
- **Semi-Critical RME:** Reusable objects that encounter mucous membranes but do not penetrate them. These supplies should, at a minimum, be high level disinfected between patient uses and whenever possible, terminally sterilized. This category includes, but is not limited to, respiratory therapy equipment, anesthesia equipment, and some endoscopes.

**Safety stock levels:** Safety Stock is used to compensate for delays in delivery or greater than anticipated demand.

**Special Order:** Special Order is any supply from the MSPV 2.0 Product List that the customer specifically requests that the PV provides through a means other than its normal business practice. This may include supplies that are ordered infrequently by Authorized Customers. The PV and the customer shall agree at placement of order when the term “special order” is assigned to an order. The CO must be notified in writing by the PV (e-mail is acceptable) that a supply has been designated a “special order” for this special purchase agreement to be enforced on the vendor’s behalf.

**Special Order and Non-Core List Order Accuracy:** The PV shall provide the highest possible level of order accuracy. Accurate Orders are defined as receipt of the exact medical/surgical supply, at the right price, in the right place, in the specified Unit of Measure, in the specified condition and correct quantity order. This metric will be a compilation of IFCAP receiving report and delivery time. The performance standard for accurate orders is greater than or equal to 99% for both Special Order and Non-core List line items.

**Stock Out Report:** This report will include the estimated date the medical/surgical supply will be available for issue again to include any ordering restrictions, quotas, limitations, special instructions, and/or substitute medical/surgical supplies available.

**Supply Demand Data:** The list of recurring and non-recurring medical/surgical medical/surgical supplies, with their associated quantities, identified by customers that shall be ordered under the MSPV program.

**Surgical Supplies:** Those supplies involved with the branch of medicine which generally treats disease or injury by operative intervention (physical means rather than drugs); i.e. operations requiring access to the inside of the body as well as manipulation from outside the body. Surgical procedures include those that involve relieving mechanical malfunction or obstruction of an organ and/or repairing or removing (if irreparable) a diseased or injured organ, which cannot be otherwise healed or salvaged by medical treatment. All supplies related to these types of manual procedures used in the management of injuries and disease, including pre- and postoperative care would be covered by this contract.

**Unadjusted Fill Rate:** The unadjusted fill-rate metric used shall be calculated using an unadjusted methodology (i.e. any medical/surgical supply not filled at the time of request for any reason counts against this measure). Unadjusted fill rate is the raw fill rate at the line item level that are for Core List supplies only. MBO and demand spikes are not to be excluded.

**Unit of Use:** Method to deliver medical/surgical supplies in the inner most package(s) (usually each) ready for use or stocking in a dispensing machine. Prices for Unit of Use deliveries shall be prorated case prices.

**VISN Chief Supply Chain Officer (CSCO):** The VISN CSCO is responsible for overseeing the MSPV program for their respective VISN. The VISN CSCO resides in the geographical area of their VISN.

**Will Call:** Value added option that allows facilities to pick up an order at the PV distribution center if an order is needed prior to the next scheduled delivery. PVs must first call facilities and obtain a decision and this service will be provided for a flat fee that will not include a distribution fee.

**Appendix B: Acronyms**

ACH	Automated Clearing House
ANSI	American National Standards Institute
BOA	Basic Ordering Agreement
BOP	Federal Bureau of Prisons
BPA	Blanket Purchase Agreement
CLIN	Contract Line Item Number
CLO	Chief Logistics Officer
CMOP	Consolidated Mail Outpatient Pharmacy
CPARS	Contractor Performance Assessment Reporting System
CO	Contracting Officer
COR	Contracting Officer Representative
CSCO	Chief Supply Chain Officer
CT	Computed Tomography
DOT	U.S. Department of Transportation
EAN	European Article Numbers (Also called International Article Numbers)
EDI	Electronic Data Interchange
EFT	Electronic Funds Transfer
EPA	U.S. Environmental Protection Agency
ESD	Estimate Ship Date
FAR	Federal Acquisition Regulation
FDA	Food and Drug Administration
FOB	Freight on Board
FSC	Financial Services Center
GDSN	Global Data Synchronization Network
GLN	Global Location Numbers
GS1	Global Standard 1
GTIN	Global Trade Identification Number
HAZMAT	Hazardous Materials
HCPO	Healthcare Commodities Program Office
HHS	Health & Human Services
HIBCC	Health Industry Business Communications Council

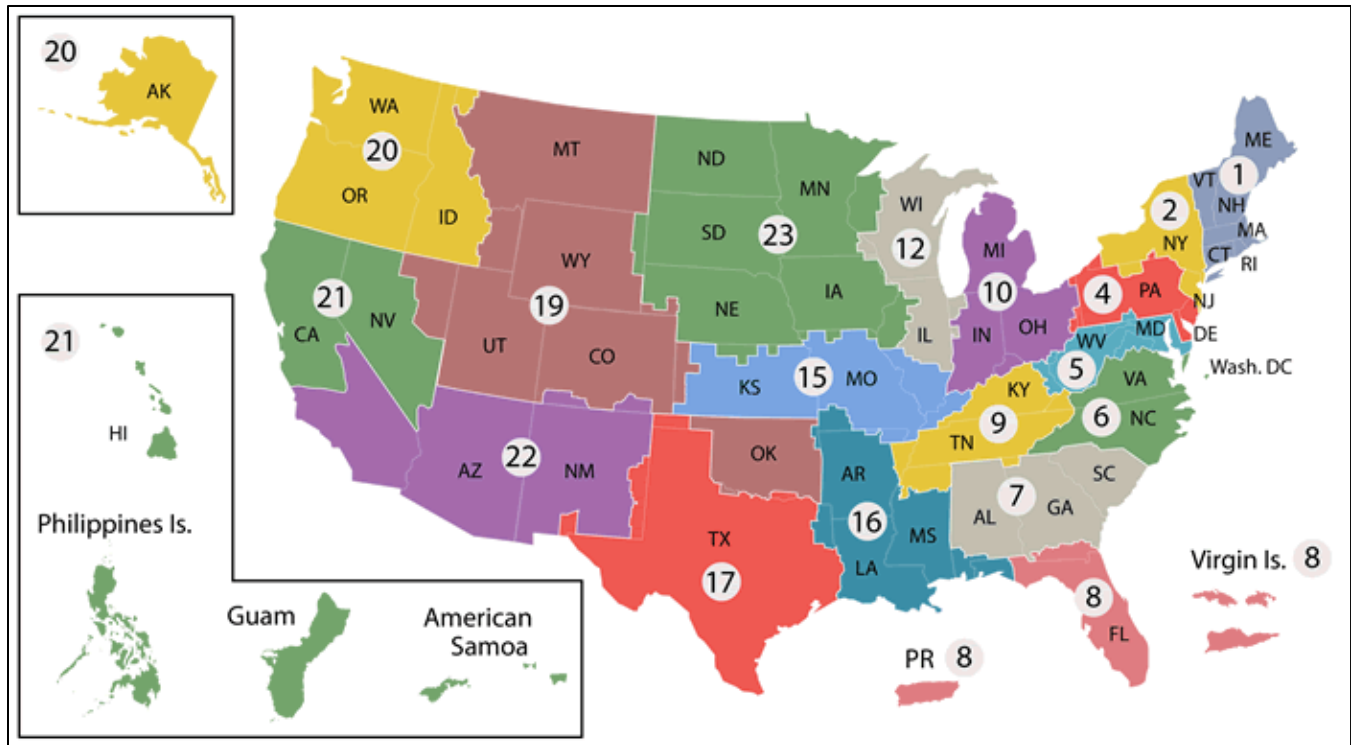
HTME	High Tech Medical Equipment
IAA	Interagency Agreements
IDIQ	Indefinite Delivery Indefinite Quantity
IFCAP	Integrated Funds Distribution Control Point Activity Accounting and Procurement
IHS	Indian Health Service
ISA	Interconnection Security Agreement
ISBT	International Society for Blood Transfusion
LUM	Low Unit of Measure
MBO	Manufacturer Back Order
MOU	Memorandum of Understanding
MRI	Magnetic Resonance Imaging
MSDS	Material Safety Data Sheets
MSPV	Medical Surgical Prime Vendor
MSPV-NG	Medical Surgical Prime Vendor – Next Generation
NDC	National Drug Code
NIF	National Item File
NRC	U.S. Nuclear Regulatory Commission
NSSC	National Supply Service Center
OGA	Other Government Agencies
OSHA	U.S. Occupational Safety and Health Administration
PET	Positron Emission Tomography
PIV	Personal Identify Verification
PO	Purchase Order
POC	Point of Contact
PoP	Period of Performance
PUM	Per Unit of Measure
PV	Prime Vendor
PVON	Prime Vendor Order Number
RFID	Radio Frequency Identification
RFQ	Request for Quote
RME	Reusable Medical Equipment
SAC	Strategic Acquisition Center



SDS	Safety Data Sheets
SOW	Statement of Work
SCCOP	Supply Chain Common Operating Picture
TAA	Trade Agreement Act
UCC	Uniform Commercial Code
UOM	Unit of Measure
UPN	Universal Product Number
USP	United States Pharmacopeial
VA	Veteran Affairs
VAAR	Veterans Affairs Acquisition Regulation
VAMC	Veteran Affairs Medical Center
VAN	Value Added Network
VHA	Veterans Health Administration
VISN	Veterans Integrated Services Networks

**Appendix C: VISN Map and Table**

As of March 1, 2019, VA utilizes the following VISN structure:



**Appendix D: Performance Requirements Summary**

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
<b>Core Order Accuracy:</b> Section IV.S.1.	Receipt of the exact medical/surgical supply, at the right price, in the right place, at the right time, in the specified Unit of Measure, in the specified condition and correct quantity order.	99% of total of all orders received	Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports, IFCAP receiving reports, and COR Quarterly Reports  Order Accuracy = $\frac{\text{Accurate Core List Line Items Received}}{\text{Total Core List Line Items Received}}$	Failure on the PV's part to meet the Acceptable Quality Levels for Core Order Accuracy will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.
<b>Special and Non-Core Order Accuracy:</b> Section IV.S.2.	Receipt of the exact medical/surgical supply, at the right price, in the right place, in the specified Unit of Measure, in the specified condition and correct quantity order.	99% of total of all orders received	Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports, IFCAP receiving reports, and COR Quarterly Reports  Order Accuracy = $\frac{\text{Accurate Non-core List Line Items Received}}{\text{Total Core List Line Items Received}}$	Failure on the PV's part to meet the Acceptable Quality Levels for Special and Non-Core Order Accuracy will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.
<b>Unadjusted Fill Rates:</b> Section IV.S.3.	PV shall be responsible for meeting a program unadjusted fill-rate metric. The unadjusted fill-rate metric used shall be calculated using an unadjusted methodology (i.e. any medical/surgical supply not filled at the time of request without exception). Unadjusted fill rate is the raw fill rate at the line item level that are for Core List supplies only. Manufacturer backorders and demand spikes are not to be excluded from the calculation; customer caused rejections will be excluded. All cancelled or "killed"	Unadjusted Fill Rate greater than or equal to 95%	Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports and COR Quarterly Reports  Fill Rate = $\frac{\text{Core List Items Shipped in Full (EDI 856)}}{\text{Core List Items Ordered (EDI 850)}}$	Failure on the PV's part to meet the Acceptable Quality Levels for Unadjusted Fill Rates will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
	<i>lines will count against the unadjusted fill rate.</i>			
<b>Adjusted Fill Rates:</b> Section IV.S.4.	<i>PV shall be responsible for meeting a program adjusted fill-rate metric. Manufacturer backorders, manufacturer recalls, demand spikes over 110%, and customer caused rejections are excluded in this calculation, i.e., these types of orders are subtracted from the number of Core List supplies ordered.</i>	<i>Adjusted Fill Rate greater than or equal to 98%</i>	<i>Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports and COR Quarterly Reports</i>  <i>Adjusted Fill Rate =</i> <i><u>Core List Items Shipped in Full (EDI856)</u></i> <i>(Core List Items Ordered (EDI 850) - Manufactured Backorders &amp; Recalls))</i>	<i>Failure on the PV's part to meet the Acceptable Quality Levels for Adjusted Fill Rates will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</i>
<b>Order Lead/Delivery Times:</b> Section IV.S.5.	<i>The PV shall provide medical/surgical supplies on a routine delivery schedule of five days per week for conventional orders and five days per week for Low Unit of Measure (LUM). The authorized customer may elect to receive deliveries for conventional orders and LUM less than the required five days per week. The PV shall deliver medical/surgical supplies by the close of the next scheduled delivery date after order is accepted for conventional orders greater than or equal to 98% of the time, with an overnight option for LUM. Routine scheduled deliveries will not be required on designated Federal</i>	<i>Order Lead Times:</i>  <i>Conventional (1 delivery day):</i> <i>98%</i>  <i>LUM (24 hours):</i> <i>99%</i>  <i>Will Call Orders:</i> <i>99%</i>	<i>Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports and COR Quarterly Reports</i>  <i>Conventional =</i> <i><u>Conventional Core List Line Items Delivered on Time</u></i> <i>Conventional Core List Line Items Delivered</i>  <i>LUM =</i> <i><u>LUM Core List Line Items Delivered on Time</u></i> <i>LUM Core List Line Items Delivered</i>  <i>Will Call =</i> <i><u>Will Call Core List Line Items Available on Time?</u></i> <i>Will Call Core List Line Items Ordered</i>	<i>Failure on the PV's part to meet the Acceptable Quality Levels for Order Lead/Delivery Times will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</i>

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
	<i>holidays and weekends (although weekend and holiday deliveries may be offered as options and will be held to this standard). These standards will be measured bi-weekly as a raw/unadjusted calculation (manufacture backorders will be included in the formula for measuring this performance standard).</i>			
<b>Stock Out Report:</b> Section IV.S.6.	<p><i>Report provided by PVs to ordering facilities, to notify them of supplies not in stock and related information. First report due by midnight on the first day of PV services. Reporting schedule following first report: Daily.</i></p> <p><u><i>Information Required:</i></u>  <i>Stock out listing for all Core List medical/surgical supplies</i>  <i>Estimated date of supply availability</i>  <i>Any ordering restrictions, quotas, special instructions</i>  <i>Any substitute supplies available</i></p> <p><i>Sent to each ordering facility served by the PV</i></p>	<i>No more than two reports per fiscal year delivered after midnight, facility local time</i>	<i>Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports and COR Quarterly Reports</i>	<i>Failure on the PV's part to meet the Acceptable Quality Levels for Stock Out Report will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</i>

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
<p><b>Stock Out Probability Report:</b> Section IV.S.7.</p>	<p>Report provided by PVs to ordering facilities, notifying them of anticipated stock outs and potential mitigations. First report due prior to midnight, local facility time, of the last business day of first consecutive week of PV services. Reporting schedule following first report: Weekly.</p> <p><u>Information Required:</u> Anticipated stock out listing for medical/surgical supplies with a greater than 75% change of being not in stock Calculation method Probability percentage for each medical/surgical supply Actions taken to mitigate stock out probability</p> <p>Sent to each ordering facility served by the PV</p>	<p>No more than two reports per fiscal year delivered after midnight, local facility time, on the last business day of each consecutive week</p>	<p>Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports and COR Quarterly Reports</p>	<p>Failure on the PV's part to meet the Acceptable Quality Levels for Stock Out Probability Report will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</p>

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
<b>Non-Core List Unadjusted Fill Rates:</b> Section IV.S.8.	<i>PV shall be responsible for meeting a Non-Core List unadjusted fill-rate metric. The Non-Core List unadjusted fill-rate metric used shall be calculated using an unadjusted methodology (i.e. any medical/surgical supply not filled at the time of request without exception). Non-Core List unadjusted fill rate is the raw fill rate at the line item level that are for Non-Core List supplies only. Manufacturer backorders and demand spikes are not to be excluded from the calculation; customer caused rejections will be excluded. All cancelled or “killed” lines will count against the Non-Core List unadjusted fill rate.</i>	<i>Non-Core Unadjusted Fill Rate greater than or equal to 80%</i>	<i>Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports and COR Quarterly Reports</i>  <i>Fill Rate =</i> <u><i>Non-Core List Items Shipped in Full (EDI 856)</i></u> <u><i>Non-Core List Items Ordered (EDI 850)</i></u>  <i>* For drop ship supplies, the EDI 214 transaction set will replace the EDI 856 transaction set in fill-rate calculations.</i>	<i>Failure on the PV's part to meet the Acceptable Quality Levels for Non-Core List Unadjusted Fill Rates will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</i>
<b>Supplier Agreement Report:</b> Section II.A.3	<i>Report that details Authorized Suppliers with whom PVs have been able and unable to create a commercial agreement. First report due 60-consecutive days into the implementation period. Second report due 120-consecutive days into the implementation period. Reporting schedule following second report: Monthly.</i>  <u><i>Information Required:</i></u> <i>VA Contract Number</i> <i>Name of Authorized Supplier</i> <i>Date Agreement Entered, if applicable</i> <i>Detailed Explanation for lack of</i>	<i>No more than two late reports per fiscal year.</i>	<i>Periodic Inspection - Monthly Random Monitoring</i>	<i>Failure on the PV's part to meet the Acceptable Quality Levels for Lack of Supplier Agreement will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</i>

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
	<i>agreement, if applicable</i>  <i>Sent to SAC and HCPO</i>			
<b>Customer Spend Analysis Report:</b> Section II.C.3	<i>Report that details customer ordering history on both Core and Non-Core List supplies, including order frequency and seasonal trends. First Report due prior to the seventh business day of month following reporting period. Reporting schedule following first report: Monthly, prior to seventh business day of month following reporting periods.</i>  <u>Information Required:</u> <i>Historic monthly order frequency for Core List supplies</i> <i>Historic monthly order frequency for Non-Core List supplies</i> <i>Analysis of facility ordering patterns</i> <i>Estimate of anticipated facility demand velocity</i>	<i>No more than two reports per fiscal year delivered after the 7th business day of the month following the end of the month being reported on</i>	<i>Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports and COR Quarterly Reports</i>	<i>Failure on the PV's part to meet the Acceptable Quality Levels for Customer Spend Analysis Report will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</i>



Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
	<i>Sent to each ordering facility served by the PV</i>			
<b>EDI Order Confirmation:</b> Section III.A.4	<p><i>Report that details how often PVs do not generate EDI order confirmation to FSC within two hours after receipt of EDI Orders. Report schedule: Monthly.</i></p> <p><u>Information Required:</u>  <i>Date/Time Stamp on EDI 850</i>  <i>Date/Time Stamp on EDI 855</i></p> <p><i>Sent to FSC and HCPO</i></p>	<i>No more than two late reports per fiscal year.</i>	<i>Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports and COR Quarterly Reports</i>	<i>Failure on the PV's part to meet the Acceptable Quality Levels for EDI Order Confirmation will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</i>

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
<p><b>Outgoing PV Report:</b> Section IV.A.5. a.</p>	<p><i>Report provided by a PV as they transition out of the MSPV 2.0 Program, intended to assist the new PV and facility with managing the transition. Report due prior to end of contract.</i></p> <p><u>Information Required:</u>  <i>Core List usage data for the past 12 months</i>  <i>Non-Core List usage data for the past 12 months</i>  <i>Total VISN MSPV spend per month for the past 12 months</i>  <i>Lessons-learned from each facility and VISN</i>  <i>Supply substitution list in common commercial format</i>  <i>List of additional agreements between PV and facility</i></p> <p><i>Sent to HCPO</i></p>	<p><i>No deviation from Performance Standards set forth in SOW.</i></p>	<p><i>100% Inspection</i></p>	<p><i>Failure on the PV's part to meet the Acceptable Quality Levels for Outgoing PV Report will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</i></p>

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
<b>Final Reconciliation Report:</b> Section IV.A.5.b	<p>Report provided by a PV as they transition out of the MSPV 2.0 Program, intended to close any gaps or errors in delivery. Report due within 30-consecutive days of contract expiration date.</p> <p><u>Information Required:</u>            All stock out reports that occurred during period of service            All shipment errors that occurred during period of service            Most recent Core List            Any Core List changes for the prior six months</p> <p>Sent to each ordering facility served by the PV</p>	No deviation from Performance Standards set forth in SOW.	100% Inspection	Failure on the PV's part to meet the Acceptable Quality Levels for Final Reconciliation Report will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
<p><b><i>Core List Supply Report:</i></b> <i>Section IV.E.</i></p>	<p><i>Report provided by PV to facility detailing their Core List supplies, intended to support maintenance of the Core List. First report due 60-consecutive days into the implementation period. Second report due 120-consecutive days into the implementation period. Reporting schedule following second report: Monthly.</i></p> <p><u><i>Information Required:</i></u>  <i>Current Core List supplies, including:</i>  <i>PVON</i>  <i>Contract ID Number</i>  <i>Authorized Supplier</i>  <i>Manufacturer Part Number</i>  <i>Manufacturer Name</i>  <i>UPN/NDC</i>  <i>Unit of Sale</i>  <i>Order quantities for past 3 months</i>  <i>Order quantities for current month</i>  <i>PV recommendation to be Core or Non-Core</i></p> <p><i>Sent to each ordering facility served by the PV</i></p>	<p><i>No more than two late reports per fiscal year.</i></p>	<p><i>Periodic Inspection - Monthly</i>  <i>COR Quarterly Reports</i>  <i>Issue Management (IM) Tool</i></p>	<p><i>Failure on the PV's part to meet the Acceptable Quality Levels for Core List Supply Report will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</i></p>

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
<b>Consumption Report:</b> Section IV.Q.1.	<p>Report provided by PV to SAC and HCPO, which includes sales, usage, and orders placed but not filled by the MSPV data for program-level analysis. First report due by the tenth business day of month following first month of PV services. Reporting schedule following first report: Monthly, prior to tenth business day of month following reporting period.</p> <p><u>Information Required:</u>            Monthly Sales Data            Monthly Demand Data for all facilities served by PV            Core List supplies with no usage for reported month</p> <p>Sent to SAC, HCPO, and Ordering facilities</p>	<p>No more than two reports per fiscal year delivered after the 10th business day of the month following the end of the month being reported on</p>	<p>Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports and COR Quarterly Reports</p>	<p>Failure on the PV's part to meet the Acceptable Quality Levels for Consumption Report will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</p>
<b>Pricing Discrepancy Report:</b> Section IV.Q.2.	<p>Report provided by PVs to SAC and HCPO, detailing potential price discrepancies and providing resolution. First report due 15th of month following first month of PV services. Reporting schedule following first report: Monthly, on 15th of each month.</p> <p><u>Information Required:</u>            Provide rationale for all potential overcharges            Credit amount issued</p>	<p>No more than two reports per fiscal year delivered after the 15th of the month following the end of the month being reported on</p>	<p>Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports and COR Quarterly Reports</p>	<p>Failure on the PV's part to meet the Acceptable Quality Levels for Pricing Discrepancy Report will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</p>

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
	<i>Re-bill amount issued</i> <i>Total refunded to Government</i> <i>Date of refund provided to customer</i>  <i>Sent to SAC and HCPO</i>			
<b>Monthly Inventory Recommendations:</b> Section IV.Q.3	<i>Report provided by PVs to ordering facilities, to assist the facilities with inventory management and reduce program costs. First report due prior to the fifth business day of month following first month of PV services. Reporting schedule following first report: Monthly, prior to fifth business day of month following reporting period.</i>  <u><i>Information Required:</i></u> <i>Provide inventory recommendations to facilities:</i> <i>Bringing new medical/surgical supplies into stock</i> <i>Removing medical/surgical supplies from stock</i> <i>Review distribution center usage data for Core and Non-Core List supplies</i>	<i>No more than two reports per fiscal year delivered after the 5th business day of the month following the end of the month being reported on</i>	<i>Periodic Inspection - Monthly, Quarterly Review of Monthly Metrics Reports and COR Quarterly Reports</i>	<i>Failure on the PV's part to meet the Acceptable Quality Levels for Monthly Inventory Recommendations will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</i>

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative; Impact on Contractor)
	<p><i>Rationale for recommendation with potential cost and space savings</i></p> <p><i>Sent to each ordering facility served by the PV</i></p>			
<p><b>Authorized Supplier Utilization Report:</b> Section IV.R.</p>	<p><i>Report provided by PVs to HCPO, to support tracking use of authorized suppliers across MSPV 2.0 program. First report due within 30-consecutive days of the last day of the first quarter of PV coverage. Reporting schedule following first report: Quarterly.</i></p> <p><u><i>Information Required:</i></u>  <i>Number of supplies sourced from Authorized Suppliers in PV's geographical area</i>  <i>For each supply sourced from Authorized Suppliers:</i>  <i>Product Number</i>  <i>Supply PUM per VA contract</i>  <i>Number of PUM ordered by facilities in PV's geographical area</i>  <i>Total amount spent on the sourced supply</i></p> <p><i>Sent to HCPO</i></p>	<p><i>No more than two reports per fiscal year delivered after 30 consecutive days past the last day of the quarter being reported on.</i></p>	<p><i>Periodic Inspection - Quarterly COR Quarterly Reports</i>  <i>Issue Management (IM) Tool</i></p>	<p><i>Failure on the PV's part to meet the Acceptable Quality Levels for Authorized Supplier Utilization Report will be reflected in the Contractor Performance Assessment Reporting System (CPARS) report.</i></p>

**Appendix E: Federal Bureau of Prisons (BOP) Security Requirements for Supply Delivery**

Generally, BOP institutions maintain outside warehouses. That is, a building separate from the secure facility to receive shipments. Commercial drivers report to the loading dock and are met by a staff member that receives the shipment. Most institutions have outside warehouses that do not require the driver to enter the secure perimeter of the institution. A small number of institutions do not have outside warehouses. Each facility is slightly different due to age, security level, physical design, etc. Each time the delivery driver arrives, they must have their bill of lading and photo identification.

If a commercial driver is required to enter the facility, they will need a valid driver's license and the vehicle will be inspected, (inside and out) including the tractor and engine compartment. A staff member will escort them into the facility and take possession of their vehicle keys during the loading process. At the completion, they will be escorted out of the facility where the driver will be required to exit the vehicle prior to entering the vehicle Sallyport for identification purposes. The vehicle will again be searched prior to exiting the Sallyport. During the search, some typical items a driver may carry may be removed from the tractor and kept inside the Sallyport during the offloading process, e.g. tire irons, flares, hand tools, etc. Drivers may not possess any weapons, flammables, explosives, etc. while entering the facility. Examples of prohibited objects include, but are not limited to, the following items and their related paraphernalia: weapons; explosives; drugs; intoxicants; currency; cameras of any type; recording equipment; telephones; radios; pagers; electronic devices; and any other objects that violate criminal laws or are prohibited by Federal regulations or Bureau policies. Weapons are prohibited from being stored in vehicles on Bureau grounds. The driver will be questioned regarding possession of any of these items each time they enter.

Persons refusing to submit to or comply with authorized Bureau search procedures will be denied entry to Bureau grounds and facilities or required to leave. Depending on circumstances, such persons may be detained or arrested, either by Bureau staff, or by local or Federal law enforcement authorities. Warden authorization is required before taking any of these actions. Drivers ordinarily would not be detained unless they violate one of the following: 18 U.S.C. § 111 – Assaulting Officers, 18 U.S.C. § 751 – Escape of Prisoner in Custody of Institution or Officer, 18 U.S.C. § 752 – Instigating or Assisting Escape, 28 U.S.C. § 1826(c) – Escape of Recalcitrant Witness, 18 U.S.C. § 1792 – Mutiny and Riot, Use of Firearms.



Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
VAMC	1	689	VA Medical Center	950 Campbell Avenue	West Haven	CT	06516	(203) 932-5711	8:00AM - 4:30PM	8:00AM - 4:30PM
VAMC	1	518	VA Medical Center	200 Springs Road Bldg. #3	Bedford	MA	01730	(781) 687-2361	7:30AM - 4:00PM	7:00AM - 3:30PM
VAMC	1	523	VA Boston Healthcare System	150 S. Huntington Avenue	Jamaica Plain	MA	02130	(857) 203-3182	8:00AM - 4:30PM	7:00AM - 3:30PM
VAMC	1	523	VA Boston Healthcare System	940 Belmont Street	Brockton	MA	02301	(857) 203-3182	8:00AM - 4:30PM	7:00AM - 3:30PM
VAMC	1	523	VA Boston Healthcare System	1400 Vfw Parkway	West Roxbury	MA	02132	(857) 203-3182	8:00AM - 4:30PM	7:00AM - 3:30PM
VAMC	1	631	VA Medical Center	421 N. Main St. Leeds	Leeds	MA	01053	(413) 584-4040	7:30AM - 4:00PM	7:30AM - 4:00PM
VAMC	1	402	VA Medical Center	1 Va Center B240 Warehouse	Togus	ME	04330	(207) 623-8411	7:00AM - 3:30PM	7:00AM - 3:30PM
VAMC	1	608	VA Medical Center	718 Smith Rd	Manchester	NH	03104	(603) 624-4366 x2268	7:00AM - 3:30PM	7:30AM - 4:00PM
VAMC	1	523	VA Boston Healthcare System	Rhode Island Veterans Home 480 Metacom Ave	Bristol	RI	02809	(401) 273-7100 x3330	7:00AM - 4:00PM	8:00AM - 4:30PM
VAMC	1	650	VA Medical Center	830 Chalkstone Avenue Bldg 8	Providence	RI	02908	(401) 273-7100 x3330	7:00AM - 4:00PM	8:00AM - 4:30PM
VAMC	1	405	VA Medical Center	215 N. Main St.	White River Junction	VT	05009	(802) 295-9363 x5010	8:00AM - 4:00PM	7:00AM - 3:30PM
VAMC	2	561	VA New Jersey Healthcare System East Orange	385 Tremont Avenue	East Orange	NJ	07018	(908) 647-0180 x4202	7:00AM - 7:30AM (M, W, F)	8:00AM - 4:30PM
VAMC	2	561	VA New Jersey Healthcare System Lyons	151 Knollcroft Road	Lyons	NJ	07939	(908) 647-0180 x4202	8:00AM - 8:30AM (M, W, F)	8:00AM - 4:30PM
VAMC	2	561	VA New Jersey Healthcare System Outpatient Clinic Brick	970 Route 70	Brick	NJ	08724	(908) 647-0180 x4202	11:00AM - 11:30AM (M, W, F)	8:00AM - 4:30PM
VAMC	2	526	VA Medical Center Bronx	130 W. Kingsbridge Road	Bronx	NY	10468	(718) 584-9000 x5612	9:30AM - 10:00AM (M, W, F)	8:00AM - 4:30PM
VAMC	2	528	Western New York Healthcare System Buffalo	222 Richmond Avenue	Batavia	NY	14020	(716) 862-6395	11:00AM - 11:30AM (T, F)	8:00AM - 4:30PM
VAMC	2	528	Western New York Healthcare System Batavia	3495 Bailey Avenue	Buffalo	NY	14215	(716) 862-6395	6:00AM (M, W, F)	8:00AM - 4:30PM
VAMC	2	620	VA Hudson Valley Healthcare System Castle Point	41 Castle Point Road	Wappingers Falls	NY	12590	(845) 831-2000 x5730	Before Noon (M, W, F)	8:00AM - 4:30PM
VAMC	2	620	VA Hudson Valley Healthcare System	2094 Albany Post Road	Montrose	NY	10548	(914) 737-4400 x2435	Before Noon (M, W, F)	8:00AM - 4:30PM
VAMC	2	630	VA New York Harbor Healthcare System Brooklyn	800 Poly Place	Brooklyn	NY	11209	(212) 686-7500 x7791	8:00AM - 4:30PM	8:00AM - 4:30PM
VAMC	2	630	VA New York Harbor Healthcare System Harbor	423 E. 23Rd Street	New York	NY	10010	(212) 686-7500 x7791	7:30AM - 9:30AM (M, W, F)	8:00AM - 4:30PM
VAMC	2	630	VA New York Harbor Healthcare System St. Albans	179th St. And Linden Blvd	St. Albans	NY	11425	(212) 686-7500 x7791	7:30AM - 9:30AM (M, W, F)	8:00AM - 4:30PM
VAMC	2	632	VA Medical Center Northport	79 Middleville Road, Bldg 36 Warehouse	Northport	NY	11768	(631) 261-4400 x7942	7:30AM (T, TH, F)	8:00AM - 4:30PM
VAMC	2	528A5	VA Medical Center Canandaigua	400 Fort Hill Avenue	Canandaigua	NY	14424	(585) 393-8120	8:00AM - 10:00AM (M, W, F)	8:00AM - 4:30PM
VAMC	2	528A5	VA Medical Center Canandaigua	465 Westfall Road (See comment)	Rochester	NY	14626	(585) 393-8120	8:00AM - 10:00AM (M, W, F)	8:00AM - 4:30PM
VAMC	2	528A6	VA Medical Center Bath	76 Veterans Avenue	Bath	NY	14810	(607) 664-4754	1:30AM - 12:00PM (M, W, TH)	8:00AM - 4:30PM
VAMC	2	528A7	VA Medical Center Syracuse	800 Irving Avenue	Syracuse	NY	13210	(315) 425-2423	7:30AM - 8:00AM (M, W, F)	8:00AM - 4:30PM
VAMC	2	528A8	VA Medical Center Albany	113 Holland Avenue	Albany	NY	12208	(518) 626-6848	11:00AM (T, TH, F)	8:00AM - 4:30PM
VAMC	4	460	VA Medical Center	1601 Kirkwood Hwy	Wilmington	DE	19805	(302) 994-2511	7:30AM - 3:00PM	8:00AM - 4:30PM
VAMC	4	503	VA Medical Center	2907 Pleasant Valley Blvd.	Altoona	PA	16602	(814) 943-8164	7:00AM - 3:00PM	7:30AM - 4:00PM
VAMC	4	503	VAMC Pharmacy	2907 Pleasant Valley Blvd.	Altoona	PA	16602	(814) 943-8164	7:00AM - 3:00PM	7:30AM - 4:00PM
VAMC	4	529	VA Medical Center	325 New Castle Rd	Butler	PA	16001	(724) 287-4781	7:00AM - 3:00PM	7:00AM - 3:30PM
VAMC	4	542	VA Medical Center	1400 Black Horse Hill Rd	Coatesville	PA	19320	(610) 384-7711 x3208	8:00AM - 9:00AM	8:00AM - 4:30PM
VAMC	4	562	VA Medical Center	135 E. 38 Street	Erie	PA	16504	(814) 860-2716	7:30AM - 9:30AM	7:30AM - 4:00PM
VAMC	4	595	VA Medical Center	1700 S. Lincoln Avenue	Lebanon	PA	17042	(717) 272-6621	7:00AM - 3:00PM	7:00AM - 3:30PM
VAMC	4	642	VA Medical Center	3900 Woodland Ave	Philadelphia	PA	19104	(215) 823-3059	6:30AM - 3:00PM	7:00AM - 3:30PM
VAMC	4	646	VA Pittsburgh Healthcare System Progressive Care Center	1010 Delafield Rd	Pittsburgh	PA	15215	(412) 822-1254	7:00AM - 3:30PM	7:30AM - 4:00PM
VAMC	4	646	VA Pittsburgh Healthcare System University Drive	4100 Allequippa St	Pittsburgh	PA	15240	(412) 822-1254	6:30AM - 3:30PM	7:30AM - 4:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
VAMC	4	693	VA Medical Center	1111 E. End Blvd.	Wilkes-Barre	PA	18711	(570) 824-3521 x7073	8:00AM - 4:30PM	8:00AM - 4:30PM
VAMC	5	688	Washington DC VA Medical Center	50 Irving St. N.W.	Washington	DC	20422	(202) 745-8000	6:30AM	6:00AM - 3:00PM
VAMC	5	512	VA Maryland Healthcare System	10 N. Greene Street	Baltimore	MD	21201	(410) 605-7000	8:00AM	8:00AM - 4:30PM
VAMC	5	512	VA Maryland Healthcare System	Perry Point, Bldg. #11	Perry Point	MD	21902	(410) 642-2411	8:00AM	8:00AM - 4:30PM
VAMC	5	517	Beckley VA Medical Center	200 Veterans Way	Beckley	WV	25827	(304) 255-2121	8:00AM - 4:00PM	8:00AM - 5:00PM
VAMC	5	540	Louis A Johnson VA Medical Center	1 Med Center Drive	Clarksburg	WV	26301	(304) 623-3461 x3384	7:00AM	7:00AM - 3:30PM
VAMC	5	581	Hershel "Woody" Williams VA Medical Center	1540 Spring Valley Drive	Huntington	WV	25704	(304) 429-6755 x2924	8:00AM - 12:00PM	8:00AM - 4:30PM
VAMC	5	613	Martinsburg VA Medical Center	510 Butler Ave	Martinsburg	WV	25405	(304) 263-0811 x3200	8:00AM - 4:30 PM	8:00AM - 4:30PM
VAMC	6	558	VA Medical Center	508 Fulton Street	Durham	NC	27705	(919) 286-0411	7:00AM - 9:00AM	7:00AM - 4:30PM
VAMC	6	558	VA Medical Center	401 Moye Blvd.	Greenville	NC	27834	(252) 830-2149 x3678	7:00AM - 9:00AM	7:00AM - 4:30PM
VAMC	6	565	VA Medical Center	1705 Gardner Road	Wilmington	NC	28405	(910) 343-5300 x3531	8:00AM - 4:00PM	7:30AM - 4:30PM
VAMC	6	565	VA Medical Center	7300 S. Raeford Rd.	Fayetteville	NC	28304	(910) 488-2120 x6319	8:00AM - 4:00PM	7:30AM - 4:30PM
VAMC	6	565	VA Medical Center	2300 Ramsey Street	Fayetteville	NC	28301	(910) 488-2120 x7319	8:00AM - 4:00PM	7:30AM - 4:30PM
VAMC	6	637	VA Medical Center	1100 Tunnel Road	Asheville	NC	28805	(828) 298-7911 x5665	7:30AM - 4:00PM	7:00AM - 4:00PM
VAMC	6	637	VA Medical Center	1100 Tunnel Road	Asheville	NC	28805	(828) 298-7911 x5731	7:30AM - 4:00PM	7:00AM - 4:00PM
VAMC	6	659	VA Medical Center	1601 Brenner Avenue	Salisbury	NC	28144	(704) 638-9000	8:00AM	7:30AM - 4:00PM
VAMC	6	659	VA Medical Center	1601 Brenner Avenue	Salisbury	NC	28144	(704) 638-9000	8:00AM	7:30AM - 4:00PM
VAMC	6	659	Kernersville Health Care Center	1695 Kernersville Medical Parkway	Kernersville	NC	27284	(704) 638-9000	8:00AM	7:30AM - 4:00PM
VAMC	6	659	Charlotte Health Care Center	3506 West Tyvola Road	Charlotte	NC	28208	(704) 638-9000	9:00AM	7:30AM - 4:00PM
VAMC	6	590	VA Medical Center	100 Emancipation Drive	Hampton	VA	23667	(757) 722-9961	7:00AM	7:00AM - 3:30PM
VAMC	6	590	VA Prosthetics	Averill Drive Bldg. 27	Hampton	VA	23667	(757) 722-9961	7:00AM	7:00AM - 3:30PM
VAMC	6	652	VA Medical Center Warehouse DIST	1201 Broad Rock Road	Richmond	VA	23249	(804) 675-5090	8:00AM	7:30AM - 4:00PM
VAMC	6	652	VA Medical Center Warehouse OR	1201 Broad Rock Road	Richmond	VA	23249	(804) 675-5090	8:00AM	7:30AM - 4:00PM
VAMC	6	652	VA Medical Center Warehouse TSS	1201 Broad Rock Road	Richmond	VA	23249	(804) 675-5090	8:00AM	7:30AM - 4:00PM
VAMC	6	652	VA Medical Center Warehouse Prosthetics	1201 Broad Rock Road	Richmond	VA	23249	(804) 675-5090	8:00AM	7:30AM - 4:00PM
VAMC	6	652	VA Medical Center Warehouse RX	1201 Broad Rock Road	Richmond	VA	23249	(804) 675-5090	8:00AM	7:30AM - 4:00PM
VAMC	6	658	Salem VA Medical Center	1970 Roanoke Blvd.	Salem	VA	24153	(540) 982-2463 x3027	7:30AM	7:30AM - 4:00PM
VAMC	6	658	Salem VA Medical Center	1970 Roanoke Blvd.	Salem	VA	24153	(540) 982-2463 x3028	7:30AM	7:30AM - 4:00PM
VAMC	7	521	VA Medical Center	700 S. 19th Street	Birmingham	AL	35233	(205) 933-8101 x6355	6:00AM	7:30AM - 4:00PM
VAMC	7	619	VA Central Alabama Healthcare System	215 Perry Hill Road	Montgomery	AL	36109	(334) 727-0550 x3606	8:00AM - 1:00PM	8:00AM - 4:30PM
VAMC	7	679	VA Medical Center	3701 Loop Rd. E	Tuscaloosa	AL	35404	(205) 554-2839	8:00AM	7:00AM - 4:30PM
VAMC	7	521GA	Cboc Huntsville	500 Markaview Road Nw	Huntsville	AL	35805	(256) 535-3100	9:00AM	8:00AM - 4:30PM
VAMC	7	521GC	Cboc Shoals	422 Dd Cox Blvd.	Sheffield	AL	35660	(256) 381-9055	9:00AM	8:00AM - 4:30PM
VAMC	7	521GD	Cboc Gadsen	206 Rescia Ave.	Gadsden	AL	35906	(256) 413-7154	9:00AM	8:00AM - 4:30PM
VAMC	7	521GE	Cboc Anniston/Oxford	96 Ali Way	Oxford	AL	36203	(256) 832-4141	9:00AM	8:00AM - 4:30PM
VAMC	7	521GF	Cboc Jasper	1454 Jones Dairy Road	Jasper	AL	35501	(205) 221-7384	9:00AM	8:00AM - 4:30PM
VAMC	7	521GG	Cboc Bessemer	975 9th Ave Ste 400	Bessemer	AL	32055	(205) 428-3495	9:00AM	8:00AM - 4:30PM
VAMC	7	521GH	Cboc Childersburg	151 9th Ave Nw	Childersburg	AL	35044	(256) 381-9055	9:00AM	8:00AM - 4:30PM
VAMC	7	521GI	Cboc Guntersville	100 Judy Smith Drive	Guntersville	AL	35976	(256) 582-4033	9:00AM	8:00AM - 4:30PM
VAMC	7	619A4	VA Central Alabama Healthcare System	2400 Hospital Road	Tuskegee	AL	36083	(334) 272-4670 x4475	8:00AM - 1:00PM	8:00AM - 4:30PM
VAMC	7	619GF	Montgomery VA Clinic	8105 Veterans Way	Montgomery	AL	36117	(334) 272-4670 x1075	8:00AM - 1:00PM	8:00AM - 4:30PM
VAMC	7	508	VA Medical Center	1670 Clairmont Rd	Decatur	GA	30033	(404) 321-6111	6:00AM	12:00AM - 12:00AM
VAMC	7	557	VA Medical Center	1826 Veteran'S Blvd.	Dublin	GA	31021	(478) 272-1210	8:00AM	8:00AM - 4:30PM
VAMC	7	508G	Decatur Outreach Clinic	755 Commerce Drive	Decatur	GA	30030	(404) 321-6111	9:00AM	8:00AM - 4:00PM
VAMC	7	508GA	Fort Mpherson Cboc	1701 Hardee Ave	Atlanta	GA	30330	(404) 321-6111	8:00AM - 1:00PM	7:00AM - 4:30PM
VAMC	7	508GB	Trinka Davis Veterans Village	180 Martin Drive	Carrollton	GA	30117	(678) 423-4970	8:00AM - 1:00PM	7:00AM - 4:30PM
VAMC	7	508GE	Cboc Nega/Oakwood	4175 Tanners Creek Drive	Flowery Branch	GA	30542	(404) 321-6111	NA	NA
VAMC	7	508GF	Cboc Austell	2041 Mesa Valley Way Suite 185	Austell	GA	30106	(404) 321-6111	NA	NA

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
VAMC	7	508GH	Cboc Lawrenceville	455 Philip Blvd. Bldg. 200	Lawrenceville	GA	30045	(404) 321-6111	NA	NA
VAMC	7	508GH	Cboc Old Lawrenceville	1970 Riverside Parkway Suite 104	Lawrenceville	GA	30043	(404) 321-6111	NA	NA
VAMC	7	508GJ	Cboc Blairsville	1294 Hwy 515 East Suite 100	Blairsville	GA	30512	(404) 321-6111	NA	NA
VAMC	7	508GL	Rome Outreach Clinic	30 Chateau Drive Se	Rome	GA	30161	(404) 321-6111	NA	NA
VAMC	7	509AO	VA Medical Center	Uptown Warehouse 1 Freedom Way Bldg 111	Augusta	GA	30904	(706) 733-0188	8:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	7	534	VA Medical Center	109 Bee Street	Charleston	SC	29401	(843) 566-1930	8:00AM	8:00AM - 4:30PM
VAMC	7	544	VA Medical Center	6439 Garners Ferry Rd.	Columbia	SC	29209	(803) 776-4000 x6581	7:30AM - 9:00AM	8:00AM - 4:30PM
VAMC	7	534GF	VA Medical Center	1001 Trident St	Hanahan	SC	29406	(843) 789-6804	8:30AM - 9:00AM	8:00AM - 4:30PM
VAMC	8	516	Lee County Healthcare Center	2489 Diplomat Parkway East	Cape Coral	FL	33909	(239) 652-1800	7:30AM - 9:30AM	7:30AM - 4:00PM
VAMC	8	516	C.W. Bill Young VA Medical Center	10000 Bay Pines Blvd. Bay Pines	Bay Pines	FL	33744	(727) 398-6661	6:30AM - 8:30AM	7:30AM - 4:00PM
VAMC	8	546	Miami VA Medical Center	1201 NW 16th Street	Miami	FL	33125	(305) 575-3282	7 AM - 3:30 PM	7:00AM - 5:00 PM
VAMC	8	546	Miami VA Medical Center	0 NW 67 ave, Doral, Fl 33	Miami	FL	33125	(305) 575-3282	7 AM - 3:30 PM	7:00AM - 5:00 PM
VAMC	8	546	Broward Outpatient Clinic	9800 West Commercial Blvd	Sunrise	FL	33351	(954) 475-5720	8 AM - 3:30 PM	7:30 AM - 4:30 PM
VAMC	8	548	VA Medical Center West Palm Beach	7305 N. Military Trail	West Palm Beach	FL	33410	(561) 422-6509	7:30AM - 8:00AM	8:00AM - 4:30PM
VAMC	8	573	VA N. Florida/S. Georgia Veterans Healthcare System VA Medical Center	1601 S.W. Archer Rd	Gainesville	FL	32608	(352) 548-7150	8:00AM - 11:00AM	8:00AM - 4:30PM
VAMC	8	673	James A. Haley Veterans Hospital	13000 Bruce B. Downs Blvd.	Tampa	FL	33612	(813) 972-7503	6:00AM	8am to 4:30pm
VAMC	8	675	Viera Outpatient Clinic	2900 Veterans Way	Viera	FL	32940	(321) 637-3788	Before 12:00PM	7:30AM - 4:00PM
VAMC	8	675	Daytona Beach Outpatient Clinic	551 National Healthcare Drive	Daytona Beach	FL	32114	(386) 323-7536	Before 12:00PM	7:30AM - 4:00PM
VAMC	8	675	Lake Nona VA Medical Center	13800 Veterans Way	Orlando	FL	32827	(407) 631-5216	Before 9:00AM	7:30AM - 4:00PM
VAMC	8	675	Lake Baldwin VA Medical Center	5201 Raymond Street	Orlando	FL	32803	(407) 646-5500	Before 10:00AM	7:30AM - 4:00PM
VAMC	8	573A4	VA N. Florida/S. Georgia Veterans Healthcare System VA Medical Center	619 S. Marion Avenue	Lake City	FL	32025	(386) 755-3016	8:00AM - 11:00AM	8:00AM - 4:30PM
VAMC	9	596	Lexington VA Health Care System	1101 Veterans Drive	Lexington	KY	40502	(859) 233-4511	8:00AM	7:30AM - 4:30PM
VAMC	9	596	Lexington VA Health Care System	2250 Leestown Road	Lexington	KY	40511	(859) 233-4512	8:00AM	7:30AM - 4:30PM
VAMC	9	603	Robley Rex VA Medical Center	800 Zorn Avenue	Louisville	KY	40206	(502) 287-4000	9:00AM	7:30AM - 4:30PM
VAMC	9	614	Memphis VA Medical Center	1030 Jefferson Avenue	Memphis	TN	38104	(901) 523-8990	8:00AM	7:30AM - 4:30PM
VAMC	9	621	James H. Quillen VA Medical Center	arehouse 205 Dogwood A	Mountain Home	TN	37684	(423) 926-1171	7:00AM	7:30AM - 4:30PM
VAMC	9	626	Tennessee Valey Health Care System Nashville Campus	1310 24th Avenue South	Nashville	TN	37212	(615) 327-4751	7:00AM	7:30AM - 3:30PM
VAMC	9	626	Tennessee Valey Health Care System Alvin C. York Campus	3400 Lebanon Pike	Murfreesboro	TN	37129	(615) 867-6000	7:30AM	7:30AM - 3:30PM
VAMC	10	583	VA Medical Center	1481 W. 10th Street	Indianapolis	IN	46202	(317) 988-2116	5:00AM	6:00AM - 4:30PM
VAMC	10	610	VA Northern Indiana Healthcare System	1700 E. 38th Street	Marion	IN	46953	(765) 674-3321	9:30AM - 11:00AM	8:00AM - 4:30PM
VAMC	10	610A	VA Northern Indiana Healthcare System	2121 Lake Avenue	Fort Wayne	IN	46805	(260) 426-5431	9:00AM - 10:00AM	8:00AM - 4:30PM
VAMC	10	610AM	VA Northern Indiana Healthcare System	1540 Trinity Place	Mishawaka	IN	46545	(574) 272-9000	9:00AM-10:00AM	8:00AM - 4:30PM
VAMC	10	506	VA Ann Arbor Healthcare System	2215 Fuller Road	Ann Arbor	MI	48105	(734) 769-7100	7:00AM	7:00AM - 3:30PM
VAMC	10	506	Ann Arbor VAMC Warehouse	844 Highland Drive	Ann Arbor	MI	48108	(734) 769-7100	No deliveries	No deliveries
VAMC	10	515	VA Medical Center	5600 West Dickman Road	Battle Creek	MI	49015	(269) 966-5600	8:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	10	515	Wyoming Health Care Clinic	5838 Metro Way Sw	Wyoming	MI	49519	(269) 966-5600	8:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	10	553	VA Medical Center	4646 John R	Detroit	MI	48201	(313) 576-1000	7:30AM - 3:00PM	7:30AM - 3:00PM
VAMC	10	655	VA Medical Center	1500 Weiss St. Warehouse Building #9	Saginaw	MI	48602	(989) 497-2500	8:00AM - 3:30PM	7:30AM - 4:30PM
VAMC	10	506	VAMC Toledo Community Based Outpatient Clinic	1200 S. Detroit Avenue	Toledo	OH	43614	(419) 259-2000	7:00AM	8:00AM - 3:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
VAMC	10	538	VA Medical Center	17273 State Rt 104 Bldg. 23	Chillicothe	OH	45601	(740) 773-1141 x7403	7:30AM - 3:30PM	7:30AM - 4:00PM
VAMC	10	539	VA Medical Center	3200 Vine St.	Cincinnati	OH	45220	(513) 475-6303	7:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	10	541	VA Medical Center	10701 East Blvd.	Cleveland	OH	44106	(216) 791-3800 x5288	6:00AM - 8:00AM	6:00AM - 4:30PM
VAMC	10	552	VA Medical Center	4100 W. 3Rd St. (Buildings #126 Receiving Warehouse & #330)	Dayton	OH	45428	(937) 268-6511 x2763	8:00AM - 4:00PM	7:30AM - 4:30PM
VAMC	10	757	VA Ambulatory Care Center	420 N. James Road	Columbus	OH	43219	(614) 257-5616	7:30AM - 4:00PM	8:00AM - 4:30PM
VAMC	12	537	Chicago Healthcare System	2030 W. Taylor Street	Chicago	IL	60612	(312) 569-7174	7:00AM - 9:00AM	8:00AM - 3:00PM
VAMC	12	550	VA Illiana Healthcare System	1900 E. Main Street	Danville	IL	61832	(217) 554-5592	8:00AM - 10:00AM	7:30AM - 5:00PM
VAMC	12	578	VA Medical Center Hines	5000 South 5th Ave Bldg 220	Hines	IL	60141	(708) 202-3825	8:00AM - 10:00AM	7:30AM - 4:00PM
VAMC	12		Emergency Pharmacy Service	1St Ave (1 Blk N Of Cermak Rd Bldg. 37- Rm139	Hines	IL	60141	(708) 786-7872	7am -12pm Mon – Thursday (deliveries not accepted after 1pm)	7:00 AM – 3:00 PM
VAMC	12	537BY	Adam Benjamin Junior	9301 Madison Street	Crown Point	IN	46307	(219) 662-5000	8:00 AM- 4:00 PM	8:00AM - 6:30PM
VAMC	12	585	VA Medical Center	325 East H St.	Iron Mountain	MI	49801	(906) 774-3300	8:00AM - 10:00AM	7:30AM - 5:00PM
VAMC	12	607	VA Medical Center	2500 Overlook Terrace	Madison	WI	53705	(608) 256-1901	7:30AM - 9:00 AM	7:30AM - 4:30 PM
VAMC	12	676	VA Medical Center	500 E. Veterans St.(Bldg. #402A)	Tomah	WI	54660	(608) 372-1149	8:00AM - 10:00AM	7:30AM - 4:00PM
VAMC	12	695	VA Medical Center	5000 W. National Ave. (Bldg. 111)	Milwaukee	WI	53295	(414) 384-2000	6:00AM - 10:00AM	7:30AM - 3:30PM
VAMC	12	695	Greenbay Mega Clinic	2851 University Avenue	Green Bay	WI	54311	(920) 431-2567	8:00AM - 10:00AM	8:00AM - 4:00PM
VAMC	12	695	Appleton Cboc	10 Tri-Park Way	Appleton	WI	54914	(920) 831-0070	8:00AM - 10:00AM	8:00AM - 4:00PM
VAMC	12	695	VA Medical Center	5000 West National Ave (Bldg 102-Sps)	Milwaukee	WI	53295	(414) 384-2000 x41382	7:00AM-3:30PM	6:00AM-4:30PM
VAMC	15	657A5	VA Medical Center	2401 West Main Street	Marion	IL	62959	(618) 997-5311	7:30AM - 4:00PM	7:30AM - 4:00PM
VAMC	15	589A5	VA Eastern Kansas Healthcare System	2200 Gage Blvd.	Topeka	KS	66622	(785) 350-3111	8:00AM - 12:00PM	8:00AM - 4:30PM
VAMC	15	589A7	VA Medical Center	5500 E. Kellogg	Wichita	KS	67218	(316) 685-2221	7:00AM	8:00AM - 4:30PM
VAMC	15	589	VA Medical Center	4801 Linwood Blvd.	Kansas City	MO	64128	(816) 861-4700	8:00AM - 4:00PM	8:00AM - 4:30PM
VAMC	15	657	VA Medical Center	915 N. Grand Blvd.	St. Louis	MO	63106	(314) 652-4100	7:30AM - 1:00PM	7:00AM - 4:00PM
VAMC	15	589A4	VA Medical Center	800 Hospital Dr	Columbia	MO	65201	(573) 814-6616	7:30AM - 9:30AM	7:30AM - 4:00PM
VAMC	15	657A0	VA Medical Center	Jefferson Barracks Bldg. 8	St. Louis	MO	63125	(314) 652-4100	7:30AM - 1:00PM	7:00AM - 4:00PM
VAMC	15	657A4	VA Medical Center	1500 N. Westwood Blvd.	Poplar Bluff	MO	64128	(573) 778-4237	7:00AM - 4:30PM	8:00AM - 4:30PM
VAMC	16	564	Veterans Health Care System of the Ozarks	1100 North College Avenue	Fayetteville	AR	72703	(479) 443-4301 x66189	8:00AM -3:30PM	8:00AM-4:30PM
VAMC	16	598	Central Arkansas Veterans Healthcare System Eugene J. Towbin Healthcare Center	2200 Fort Roots Drive	North Little Rock	AR	72114	(501) 257-5074	8:00AM - 3:00PM	7:30AM - 4:00PM
VAMC	16	598	Central Arkansas Veterans Healthcare System John L. McClellan Memorial Veterans Hospital	4300 West 7th Street	Little Rock	AR	72205	(501) 257-5074	8:00AM - 3:00PM	7:30AM - 4:00PM
VAMC	16	502	Alexandria VA Health Care System	2495 Shreveport Highway	Pineville	LA	71360	(318) 466-4037	7:30AM -12:00PM	7:00AM - 3:30PM
VAMC	16	629	Southeast Louisiana Veterans Health Care System	2400 Canal Street	New Orleans	LA	70119	(504) 707-7067	8:00AM - 3:00PM	7:30AM - 4:00PM
VAMC	16	667	Overton Brooks VA Medical Center	510 E. Stoner Ave.	Shreveport	LA	71101	(318) 990-5973	8:00AM - 3:30PM	7:30AM - 4:00PM
VAMC	16	520	Gulf Coast Veterans Health Care System	400 Veterans Avenue	Biloxi	MS	39531	(228) 523-5052	8:00AM - 3:00PM	8:00AM - 4:30PM
VAMC	16	586	GV Sonny Montgomery VA Medical Center	1500 East Woodrow Wilson Drive	Jackson	MS	39216	(601) 368-3842	8:00AM- 4:00PM	8:00AM - 4:30PM
VAMC	16	580	Michael E. DeBaKey VA Medical Center	2002 Holcombe Blvd	Houston	TX	77030	(713) 791-1414	8:00AM - 9:00AM	7:30AM - 4:30PM
VAMC	17	504	VA Amarillo Healthcare Sys.	6010 Amarillo Blvd. W.	Amarillo	TX	79106	(806) 355-9703 x7441	7:30AM - 4:00PM	7:30AM - 4:00PM
VAMC	17	519	VA West Texas Healthcare System	300 Veterans Blvd.	Big Spring	TX	79720	(432) 263-7361	10:00AM - 1:00PM	8:00AM - 4:30PM
VAMC	17	549	VA North Texas Healthcare System	4500 S. Lancaster Road (Bldg. #44)	Dallas	TX	75216	(214) 857-0007	8:00AM - 4:00PM	6:00AM - 4:00PM
VAMC	17	549	VA North Texas Healthcare System	4500 S. Lancaster Road (Bldg 2J Dock)	Dallas	TX	75216	(214) 857-0017	6:00AM - 4:00PM	6:00AM - 4:00PM
VAMC	17	671	VA Supply Warehouse	3600 Memorial Blvd	Kerrville	TX	78028	(210) 992-3971	7:30AM - 4:00PM	7:00AM - 4:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
VAMC	17	671	VA South Texas Veterans Healthcare System	7400 Merton Minter Blvd	San Antonio	TX	78229	(210) 617-5300 x15984	8:00AM - 4:30PM	12:00AM - 12:00AM
VAMC	17	674	Doris Miller Department Of Veterans Affairs Medical Center	4800 Memorial Drive Bldg. 226	Waco	TX	76711	(254) 297-3445	8:00AM - 12:00PM	8:00AM - 4:30PM
VAMC	17	674	Doris Miller Department Of Veterans Affairs Medical Center	4800 Memorial Drive Bldg. 92	Waco	TX	76711	(254) 298-5117	8:00AM - 12:00PM	8:00AM - 4:30PM
VAMC	17	674	VA Central Texas Veterans Healthcare System	1901 South 1st Street Bldg. 44	Temple	TX	76504	(254) 743-0404	8:00AM - 12:00PM	8:00AM - 4:30PM
VAMC	17	674	VA Central Texas Veterans Healthcare System	1901 Veterans Memorial Drive 206	Temple	TX	76504	(254) 743-0404	8:00AM - 12:00PM	8:00AM - 4:30PM
VAMC	17	674	VA Pharmacy	1901 South 1st Street Bldg. 44	Temple	TX	76504	(254) 743-0404	8:00AM - 12:00PM	8:00AM - 4:30PM
VAMC	17	674	VA Austin Outpatient Clinic	7901 Metropolis Drive	Austin	TX	78744	(512) 823-4528	8:00AM - 12:00PM	8:00AM - 4:30PM
VAMC	17	740	VA Texas Valley Coastal Bend Healthcare System	2601 Veterans Drive	Harlingen	TX	78550	(956) 291-9105	8:00AM - 4:30PM	8:00AM - 4:30PM
VAMC	17	756	VA El Paso Healthcare System	5001 N. Piedras St.	El Paso	TX	79905	(915) 564-6100 x6560	8:00AM - 4:30PM	8:00AM - 4:30PM
VAMC	17	549A4	Sam Rayburn Memorial Hospital	1201 E. 9th St. Bldg 10	Bonham	TX	75418	(903) 583-6297	8:00AM - 4:00PM	7:30AM - 4:00PM
VAMC	19	554	VA Pueblo CBOC	4776 Eagleridge Circle Rm 1306	Pueblo	CO	81008	(719) 295-7279	8:00AM - 11:00AM	8:00AM - 4:30PM
VAMC	19	554	Pueblo Community Living Center	2600 Oakshire Lane	Pueblo	CO	81001	(719) 295-7279	8:00AM - 11:00AM	8:00AM - 4:30PM
VAMC	19	554	Eastern Colorado Healthcare System	1700 N. Wheeling Street	Aurora	CO	80045	(720) 723-6676	6:00AM - 7:30AM	6:00AM-4:00PM
VAMC	19	575	VA Western Colorado Healthcare System	2121 North Ave	Grand Junction	CO	81501	(970) 242-0371	8:30AM - 12:00PM	8:00AM - 4:30PM
VAMC	19	436	Majestic CBOC	1766 Majestic Lane	Billings	MT	59102	(406) 373-3989	8:00AM - 12:00PM	7:30AM-4:00PM
VAMC	19	436	VA Montana Healthcare System	3797 Patriots Way	Fort Harrison	MT	59636	(406) 447-7656	8:00AM - 12:00PM	7:30AM-4:00PM
VAMC	19	436	Miles City Clinic and Nursing Home	210 S. Winchester	Miles City	MT	59310	(406) 874-5620	8:00AM - 2:00PM	7:30AM-4:00PM
VAMC	19	623	McAlester VA Outpatient Clinic	2 East Clark Bass Blvd	McAlester	OK	74501	(888) 397-8387	8:00AM - 10:00AM	8:00AM - 4:30PM
VAMC	19	623	Muskogee VA Healthcare System	1011 Honor Heights Drive	Muskogee	OK	74401	(918) 577-3839	8:00AM - 10:00AM	8:00AM - 4:30PM
VAMC	19	623	Earnest Childers VA Outpatient Clinic	9322 East 41st Street	Tulsa	OK	74145	(918) 577-3839	8:00AM - 10:00AM	8:00AM - 4:30PM
VAMC	19	623	Vinita VA Outpatient Clinic	269 S. 7th Street	Vinita	OK	74301	(918) 713-5400	8:00AM - 10:00AM	8:00AM - 4:30PM
VAMC	19	635	VA Medical Center Oklahoma City	921 NE 13th St.	Oklahoma City	OK	73104	(405) 456-4845	8:00AM - 10:00AM	7:00AM - 4:00PM
VAMC	19	660	VA Salt Lake City Healthcare System	500 Foothill Dr. Warehouse Bldg 7a	Salt Lake City	UT	84148	(801) 582-1565 x1060	7:00AM - 10:00AM	6:00AM - 3:30PM
VAMC	19	442	VA Cheyenne Healthcare System	2360 E Pershing Blvd	Cheyenne	WY	82001	(307) 778-7550 x7733	7:00AM - 11:00PM	7:00AM-4:00PM
VAMC	19	666	Sheridan VA Healthcare System	1898 Fort Rd. Bldg 7	Sheridan	WY	82801	(307) 675-3682	7:30AM - 12:00PM Wed & Fri	7:00AM - 4:00PM
VAMC	20 (Optional)	463	Alaska VAHCS	5955 Zeamer Avenue	JBER	AK	99506	(907) 580-1133	1:00PM	7:00AM - 4:00PM
VAMC	20 (Optional)	463	VA Pharmacy Service	1201 North Muldoon Drive	Anchorage	AK	99504	(907) 580-1133	1:00PM	7:00AM - 4:00PM
VAMC	20 (Optional)	531	VAMC Pharmacy	500 W. Fort St Bldg 77	Boise	ID	83702	(208) 422-1120	7:30AM - 3:30PM	8:00AM - 4:30PM
VAMC	20 (Optional)	531	VA Prosthetics Warehouse	1287 Boeing Street	Boise	ID	83705	(208) 422-4501	7:00AM - 2:00PM	7:00AM - 3:30PM
VAMC	20 (Optional)	531	VA Medical Center	500 W. Fort St Bldg 34	Boise	ID	83702	(208) 422-7387	7:00AM - 2:00PM	8:00AM - 4:30PM
VAMC	20 (Optional)	687	Lewiston VA Outpatient Clinic	1630 23rd Avenue	Lewiston	ID	83501	(208) 746-7784	8:00AM - 4:00PM	8:00AM - 4:30PM
VAMC	20 (Optional)	687	Grangeville VA Outpatient Clinic	711 West North Street	Grangeville	ID	83850	(208) 983-4671	8:00AM - 4:00PM	8:00AM - 4:30PM
VAMC	20 (Optional)	648	VA Portland Health Care System	3710 SW US Veterans Hospital Road	Portland	OR	97239	(503) 220-8262 x56367	7:00AM - 3:30PM	7:00AM - 4:00PM
VAMC	20 (Optional)	653	VA Roseburg Healthcare System	913 NW Garden Valley Blvd	Roseburg	OR	97471	(541) 440-1000 x41298	8:00AM - 12:00PM 1:00PM - 4:00PM	8:00AM - 4:00PM
VAMC	20 (Optional)	653	VA Eugene Health Care Center	3355 Chad Drive	Eugene	OR	97408	(541) 440-1000 x41298	8:00AM - 12:00PM 1:00PM - 4:00PM	8:00AM - 4:00PM
VAMC	20 (Optional)	687	Wallowa County PCTOC	401 Northeast 1st Street Suite A	Enterprise	OR	97828	(541) 426-0219	8:00AM - 4:00PM	8:00AM - 4:00PM
VAMC	20 (Optional)	687	Morrow County PCTOC	2 Marine Drive Suite 103	Boardman	OR	97818	(541) 481-2255	8:00AM - 4:00PM	8:00AM - 4:30PM
VAMC	20 (Optional)	687	La Grande VA Outpatient Clinic	202 12th Street	La Grande	OR	97850	(541) 963-0627	8:00AM - 4:00PM	8:00AM - 4:30PM



Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
VAMC	20 (Optional)	648	VA Portland Health Care System Vancouver Division	1601 E Fourth Plain Blvd Bldg 2	Vancouver	WA	98661	(360) 696-4061 x31823	7:00AM - 4:30PM	7:00AM - 4:00PM
VAMC	20 (Optional)	663	VA Puget Sound	1660 S Columbian Way	Seattle	WA	98108	(206) 762-1010	6:00AM	6:00AM - 4:00PM
VAMC	20 (Optional)	663	VA Puget Sound	9600 Veterans Drive	Tacom	WA	98493	(253) 582-8440	7:00AM	7:00AM-3:30PM
VAMC	20 (Optional)	668	Mann-Grandstaff / Spokane	4815 N. Assembly, Bldg 14	Spokane	WA	99025	(509) 434-7068	7:00AM - 12:00PM	7:00AM - 12:00PM 12:30PM - 4:00PM
VAMC	20 (Optional)	687	Jonathan M. Wainwright Memorial VA Medical Center	77 Wainwright Drive	Walla Walla	WA	99362	(509) 525-5200	8:00AM - 4:00PM	8:00AM - 4:30PM
VAMC	20 (Optional)	687	Richland VA Outpatient Clinic	825 Jadwin Avenue Suite 250, 2nd Floor	Richland	WA	99352	(509) 946-1020	8:00AM - 4:00PM	8:00AM - 4:30PM
VAMC	20 (Optional)	687	Yakima VA Outpatient Clinic	717 Fruitvale Boulevard	Yakima	WA	98902	(509) 966-0199	8:00AM - 4:00PM	8:00AM - 4:30PM
VAMC	21	570	VA Central California Health Care System	2615 East Clinton Avenue	Fresno	CA	93703	(559) 225-6100	6:30AM	6:00AM - 4:00PM
VAMC	21	612	VA Northern California Health Care System-Martinez	2221 Martin Luther King Way	Oakland	CA	94612	(510) 267-7861	8:00AM - 9:00PM	8:00AM - 4:30PM
VAMC	21	612	VA Northern California Health Care System-Martinez	1601 Concord Avenue	Chico	CA	95926	(530) 226-7635	7:30 AM - 9:00PM	7:30AM - 4:00PM
VAMC	21	612	VA Northern California Health Care System-Martinez	351 Hartness Avenue	Redding	CA	96002	(530) 226-7635	7:30 AM - 9:00PM	7:00AM - 4:30PM
VAMC	21	612	VA Northern California Health Care System-Martinez	103 Bodin Circle Travis Afb	Fairfield	CA	9453	(707) 562-8312	8:00AM - 9:00PM	7:30AM - 4:00PM
VAMC	21	612	VA Northern California Health Care System-Martinez	Bldg. 201 Walnut Avenue	Vallejo	CA	94592	(707) 562-8312	8:00AM - 9:00PM	7:30AM - 4:00PM
VAMC	21	612	VA Northern California Health Care System-Martinez	5342 Dudley Blvd. Bldg. 98	Mcclellan Park	CA	95652	(916) 561-7443	8:00AM - 9:00PM	7:30AM - 4:00PM
VAMC	21	612	VA Northern California Health Care System-Martinez	10535 Hospital Way	Mather	CA	95655	(916) 843-7389	6:00AM - 8:00AM	6:00AM - 4:30PM
VAMC	21	612	VA Northern California Health Care System-Martinez	150 Muir Road	Martinez	CA	94553	(925) 372-2271	7:30 AM - 9:00PM	7:30AM - 4:00PM
VAMC	21	640	VA Palo Alto Health Care System Menlo Park Division	795 Willow Road Bldg. 334	Menlo Park	CA	94025	(650) 417-4959	7:00AM - 9:00AM	7:00AM - 3:30PM
VAMC	21	640	VA Palo Alto Health Care System Livermore Division	4951 Arroyo Road Bldg. 65	Livermore	CA	94550	(650) 417-4959	7:00AM - 9:00AM	7:00AM - 3:30PM
VAMC	21	640	VA Palo Alto Health Care System San Jose CBOC	5855 Silver Creek Valley Place	San Jose	CA	95138	(650) 417-4959	7:00AM - 9:00AM	7:00AM - 3:30PM
VAMC	21	640	VA Palo Alto Health Care System Monterey CBOC	201 9th Street	Marina	CA	93933	(650) 417-4959	7:00AM - 9:00AM	7:00AM - 3:30PM
VAMC	21	640	VA Palo Alto Health Care System Modesto CBOC	1225 Oakdale Road	Modesto	CA	95355	(650) 417-4959	7:00AM - 9:00AM	7:00AM - 3:30PM
VAMC	21	640	VA Palo Alto Health Care System Stockton CBOC	7777 East Freedom Road	French Camp	CA	95231	(650) 417-4959	7:00AM - 9:00AM	7:00AM - 3:30PM
VAMC	21	640	VA Palo Alto Health Care System Sonora CBOC	13663 Mono Way	Sonora	CA	95370	(650) 417-4959	7:00AM - 9:00AM	7:00AM - 3:30PM
VAMC	21	640	VA Palo Alto Health Care System Capitola CBOC	1350 North 41st Street	Capitola	CA	95010	(650) 417-4959	7:00AM - 9:00AM	7:00AM - 3:30PM
VAMC	21	640	VA Palo Alto Health Care System Fremont CBOC	39199 Liberty Street	Fremont	CA	94538	(650) 417-4959	7:00AM - 9:00AM	7:00AM - 3:30PM
VAMC	21	640	VA Palo Alto Health Care System Palo Alto	3801 Miranda Avenue Bldg. 100	Palo Alto	CA	94304	(650) 680-5154	6:00AM - 8:00AM	24/7
VAMC	21	640	VA Palo Alto Health Care System Palo Alto	3801 Miranda Avenue Bldg. 50	Palo Alto	CA	94304	(650) 680-5154	6:00AM - 8:00AM	7:00AM - 3:30PM
VAMC	21	662	VA MEDICAL CENTER SAN FRANCISCO	50 CLEMENT ST RECV DC	San Francisco	CA	94121	(415) 221-4810	6:30AM	7:00AM - 3:30PM
VAMC	21	459	VA Cboc – Kauai	4485 Pahe'e St. Suite 150	Lihue	HI	96766	(808) 246-0497	7:30AM - 9:00PM	7:30AM - 4:00PM
VAMC	21	459	VA Cboc - Leeward	91-2135 Fort Weaver Rd. Suite 501	Ewa Beach	HI	96706	(808) 312-6800	7:30AM - 9:00PM	7:30AM - 4:00PM
VAMC	21	459	VA Cboc – Kona	75-377 Hualalai Rd.	Kailua-Kona	HI	96740	(808) 329-0774	7:30AM - 9:00PM	7:30AM - 4:00PM
VAMC	21	459	VA Pacific Island Healthcare System	459 Patterson Rd.	Honolulu	HI	96819	(808) 433-0595	7:00AM - 9:00PM	6:30AM - 3:00PM
VAMC	21	459	VA Pacific Island Healthcare System - Community Living Center (CLC)	Krukowski Rd. Bldg 110	Honolulu	HI	96819	(808) 433-0798	6:00AM - 8:00AM	600AM - 2:30PM
VAMC	21	459	VA Pacific Island Healthcare System - Warehouse	3375 Koapaka St. Suite D155	Honolulu	HI	96819	(808) 488-2475	8:00AM - 9:00PM	7:30AM - 3:00PM
VAMC	21	459	VA Cboc – Maui	203 Ho'ohana St. Suite 300	Kahului	HI	96732	(808) 871-2454	7:30AM - 9:00PM	7:30AM - 4:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
VAMC	21	459	VA Ptsd Residential Rehabilitation Program-Hilo	891 Ululani St.	Hilo	HI	96720	(808) 930-0777	7:30AM - 9:00PM	7:30AM - 4:00PM
VAMC	21	459	VA Cboc - Hilo	1285 Waiianue Ave. Suite 211	Hilo	HI	96720	(808) 935-3781	7:30AM - 9:00PM	7:30AM - 4:00PM
VAMC	21	593	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 N. PECOS RD.	N. Las Vegas	NV	89086	(702) 791-9000	7:30AM-4:00PM	7:30AM - 4:00PM
VAMC	21	593	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	5404 E. EL CAMPO GRANDE AVE. #150	Las Vegas	NV	89115	(702) 791-9000	7:30AM-4:00PM	7:30AM - 4:00PM
VAMC	21	654	VA Sierra Nevada	100 Locust Street	Reno	NV	89502	(775) 785-7145	5:00AM - 7:00AM	7:00AM - 3:30PM
VAMC	22	644	VA Medical Center	650 E. Indian School Rd.	Phoenix	AZ	85012	(602) 277-5551 x2168	6:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	649	VA N. Arizona Healthcare System	500 N. Hwy 89	Prescott	AZ	86313	(928) 445-4860 x6809	7:30 AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	678	VA Southern Arizona Healthcare System	3601 S. 6th Ave WHSE BLDG 14	Tucson	AZ	85723	(520) 792-1450 x4704	8:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	678	VA Southern Arizona Healthcare System	3601 S. 6th Ave. BLDG 57	Tucson	AZ	85723	(520) 792-1450 x4704	7:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	600	VA Long Beach Healthcare System	5901 E. 7th St.	Long Beach	CA	90822	(562) 826-8000 x4036	6:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	605	VA Loma Linda Healthcare System	11201 Benton St.	Loma Linda	CA	92357	(909) 825-7084 x6084	6:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	664	VA San Diego Healthcare System.	3350 La Jolla Village Dr.	San Diego	CA	92161	(858) 642-6291	6:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	664	VA San Diego Healthcare System.	353 H ST Chula Vista	Chula Vista	CA	91910	(858) 642-6291	7:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	664	VA San Diego Healthcare System.	810 Rio San Diego Drive	Mission Valley	CA	92108	(858) 642-6291	7:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	664	VA San Diego Healthcare System.	8875 Aero Drive	San Diego	CA	92130	(858) 642-6291	7:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	664	VA San Diego Healthcare System.	1300 Ranch Del Oro Drive	San Diego	CA	92056	(858) 642-6291	7:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	691	VA Greater L.A. Healthcare Sys.	11301 Wilshire Blvd	Los Angeles	CA	90073	(310) 478-3711 x40455	6:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	691	VA Greater L.A. Healthcare Sys. Pharmacy	11301 Wilshire Blvd	Los Angeles	CA	90073	(310) 478-3711 x40455	6:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	691	VA Sepulveda Ambulatory Care Center	16111 Plumber Bldg. 200	N. Hills	CA	90073	(310) 478-3711 x40455	6:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	691	VA Sepulveda Ambulatory Care Center	16111 Plumber Pharmacy Room 1200	N. Hills	CA	91343	(310) 478-3711 x40455	7:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	691	VA Greater L.A. Outpatient Clinic	351 E. Temple St	Los Angeles	CA	90012	(310) 478-3711 x40455	7:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	691	VA Greater L.A. Outpatient Clinic	4440 Calle Real Santa Barbara	Santa Barbara	CA	93110	(310) 478-3711 x40455	7:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	691	VA Greater L.A. Outpatient Clinic	1550 E. Main St	Santa Maria	CA	93454	(310) 478-3711 x40455	7:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	691	VA Greater L.A. Outpatient Clinic	1801 Westwind Dr	Bakersfield	CA	93301	(310) 478-3711 x40455	7:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	22	501	VA New Mexico Healthcare System	1501 San Pedro Dr. Se Building 46	Albuquerque	NM	87108	(909) 825-7084 x6084	6:00AM - 3:30PM	8:00AM - 4:30PM
VAMC	23	636A6	VA Central Iowa Healthcare System Des Moines Division	3600 30th St.	Des Moines	IA	50310	(515) 699-5833	7:30AM - 11:00AM	7:30AM - 4:00PM
VAMC	23	636A8	VA Medical Center	601 Hwy 6 West	Iowa City	IA	52246	(319) 338-0581	7:30AM - 11:00AM	7:30AM - 4:00PM
VAMC	23	618	VA Medical Center	One Veterans Drive	Minneapolis	MN	55417	(701) 239-3700	7:30AM - 11:00AM	7:30AM - 4:00PM
VAMC	23	656	VA Medical Center	4801 Veterans Drive	St. Cloud	MN	56303	(320) 255-6405	7:30AM - 11:00AM	7:30AM - 4:00PM
VAMC	23	437	VA Medical Center	2101 Elm Street	Fargo	ND	58102	(701) 239-3700 x93347	7:30AM - 11:00AM	7:30AM - 4:00PM
VAMC	23	636	VA Nebraska-Western Iowa Healthcare System Omaha Division	4101 Woolworth Avenue	Omaha	NE	68105	(402) 346-8800 x95847	7:30AM - 11:00AM	7:30AM - 4:00PM
VAMC	23	636	VA Nebraska-Western Iowa Healthcare System Grand Island Div.	2201 North Broadwell Ave.	Grand Island	NE	68803	(402) 346-8800 x95847	7:30AM - 11:00AM	7:30AM - 4:00PM
VAMC	23	636	VA Nebraska-Western Iowa Healthcare System Lincoln Division	600 South 70th St.	Lincoln	NE	68510	(402) 346-8800 x95847	7:30AM - 11:00AM	7:30AM - 4:00PM
VAMC	23	438	VA Medical Center	2501 W. 22Nd Street	Sioux Falls	SD	57106	(605) 336-3230 x97030	7:30AM - 11:00AM	7:30AM - 4:00PM
VAMC	23	568	VA Black Hills Healthcare System Fort Meade Campus	113 Comanche Road	Fort Meade	SD	57741	(605) 745-2000 x92524	7:30AM - 11:00AM	7:30AM - 4:00PM
VAMC	23	568	VA Black Hills Healthcare System Hot Springs Campus	500 North 5th Street	Hot Springs	SD	57747	(605) 745-2000 x92524	7:30AM - 11:00AM	7:30AM - 4:00PM
VAMC	NA	672	VA CARIBBEAN HEALTHCARE SYSTEM	LA CERAMICA IND PARK CALLE LORENCITA LOTE 1C	CAROLINA	PR	983	(787) 641-7582	7:30AM - 3:30PM	7:30AM - 4:00PM
VAMC	NA	672	VA CARIBBEAN HEALTHCARE SYSTEM	175 ALGARROBO AVE	MAYAGUEZ	PR	682	(787) 641-7582	7:30AM - 3:30PM	7:30AM - 4:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
VAMC	NA	672	VA CARIBBEAN HEALTHCARE SYSTEM	PASEO DEL VETERANO 1010	PONCE	PR	00716	(787) 641-7582	7:30AM - 3:30PM	7:30AM - 4:00PM
OPC	8	573BY	VA N. Florida/S. Georgia Veterans Healthcare System VA Outpatient Clinic	1536 N Jefferson St	Jacksonville	FL	32209	(877) 870-5048	8:00AM - 11:00AM	8:00AM - 4:30PM
OPC	8	573GF	VA N. Florida/S. Georgia Veterans Healthcare System VA Outpatient Clinic	2181 East Orange Avenue	Tallahassee	FL	32311	(800) 541-8387	8:00AM - 11:00AM	8:00AM - 4:30PM
OPC	8	573GI	VA N. Florida/S. Georgia Veterans Healthcare System VA Outpatient Clinic	8900 SE 165th Mulberry Ln.	The Villages	FL	32162	(352) 674-5000	8:00AM - 11:00AM	8:00AM - 4:30PM
OPC	17	549	Grand Prairie VA Outpatient Clinic	2737 Sherman St.	Grand Prairie	TX	75051	(214) 857-3450	8:00AM - 4:00PM	8:00AM - 4:30PM
OPC	17	549BY	VA Fort Worth Outpatient Clinic	2201 Se Loop 820	Ft Worth	TX	76119	(817) 730-0307	8:00AM - 4:00PM	7:00AM - 4:00PM
IHS	NA	NA	NORTH STAR CLINIC (PHARMACY IHS)(SEWARD)	201 3RD AVE SUITE 201	Seward	AK	99664	(907) 224-3490	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	KETCHIKAN INDIAN CORPORATION TRIBAL HEALTH CLINIC	2960 TONGASS AVE	KETCHIKAN	AK	99901	(907) 228-9352	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	VALLEY NATIVE PRIMARY CARE	1001 SOUTH KNIK GOOSE BAY RD	WASILLA	AK	99654	(907) 352-6037	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ILANKA COMMUNITY HEALTH CENTER	705 SECOND ST	Cordova	AK	99574	(907) 424-3622	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MANILAQ HEALTH CENTER (HOSPITAL)	436 TED STEVENS WAY	KOTZEBUE	AK	99752	(907) 442-3321	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	NORTON SOUND HEALTH CORPORATION	1000 GREG KRUSCHEK AV	Nome	AK	99762	(907) 443-3311	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ANNIKKAN INUIT ILUQUTAAT SUBREGIONAL PHARMACY	189 AIRPORT WAY	UNALAKLEET	AK	99684	(907) 443-3319	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHIEF ANDREW ISAAC HEALTH CNTR	1717 WEST COWLESS STREET	Fairbanks	AK	99701	(907) 451-6682	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SE ALASKA REGIONAL HLT CONSORTIUM (SEARHC) (ETHEL LUND MED CNTR)	1200 SALMON CREEK LN	Juneau	AK	99801	(907) 463-4000	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	KODIAK AREA NATIVE HEALTH CENTER (PHARMACY)(AKHIOK VILLAGE CLINIC)	3449 E. REZANOF DRIVE	KODIAK	AK	99615	(907) 486-9800	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	YUKON-KUSKOKWIM-DELTA REGIONAL HOSPITAL (BETHEL)(IP)	700 CHIEF EDDIE HOFFMAN H	Bethel	AK	99559	(907) 543-6300	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ALASKA NATIVE MEDICAL CENTER	4315 DIPLOMACY DRIVE	Anchorage	AK	99508	(907) 729-1994	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ANTHC INTERNAL MEDICINE PHARMACY	3900 AMBASSADOR DR STE 311	Anchorage	AK	99508	(907) 729-2112	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ANTHC AMBULATORY SURGERY CENTER PHARMACY	3801 UNIVERSITY LAKE DR STE 100	Anchorage	AK	99508	(907) 729-2161	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ALASKA NATIVE MEDICAL CENTER MEDISSET PHARMACY	3900 AMBASSADOR DR STE 119	Anchorage	AK	99508	(907) 729-2199	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SOUTHCENTRAL FOUNDATION	4320 DIPLOMACY DR STE 1203	ANCHORAGE	AK	99508	(907) 729-3300	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	RASU (SCF)	4160 TUDOR CENTRE DR	Anchorage	AK	99508	(907) 729-4160	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ALICIA ROBERTS MEDICAL CENTER IHS (KLAWOCK)	7300A KLAWOCK-HOLLIS HWY	Klawock	AK	99925	(907) 755-4800	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SEARHC HAINES MEDICAL CENTER	131 1ST AVENUE SOUTH	HAINES	AK	99827	(907) 766-6300	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	BRISTOL BAY AREA HLT CORP/ KANAKANAK HOSPITAL IP	6000 KANAKANAK RD	DILLINGHAM	AK	99576	(907) 842-5201	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ARCTIC SLOPE NATIVE ASS. & SAMUEL SIMMONDS MEMORIAL HOSP	7000 UULA STREET	Barrow	AK	99723	(907) 852-4611	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SEARHC WRANGELL PHARMACY	333 CHURCH ST STE 1	WRANGELL	AK	99835	(907) 874-5005	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ANNETTE ISLAND SERVICE UNIT	563 BRENDIBLE STREET	METLAKATLA	AK	99926	(907) 886-4748	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MT. EDGE CUMBE HOSP OP IHS	222 TONGASS DRIVE	Sitka	AK	99835	(907) 966-8310	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	POARCH BAND-CREEK INDIAN CLINIC (BUFORD L. ROLIN HEALTH CLINIC)	429 BUFORD L ROLIN DRIVE	ATMORE	AL	36502	(251) 368-9136	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SALT RIVER PIMA-MARCIOPA INDIAN COMMUNITY	10005 E OSBORN RD BUILDING 61	SCOTTSDALE	AZ	85256	(480) 362-5500	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WASSAJA MEMORIAL HEALTH CENTER	16240 N FT MCDOWELL RD	FOUNTAIN HILLS	AZ	85264	(480) 789-7890	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	TON SAN XAVIER HEALTH CENTER	7900 S J STOCK RD	TUCSON	AZ	85746	(520) 295-2550	8:00AM - 3:30PM	8:00AM - 4:00PM



Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
IHS	NA	NA	TON SAN SIMON HEALTH CENTER	HWY 86 MM 74	SELLS	AZ	85634	(520) 362-7032	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	TON SANTA ROSA HEALTH CENTER	FEDERAL RTE 15, MM 12	SELLS	AZ	85634	(520) 383-5570	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	TON SELLS HOSPITAL	1 MESQUITE DRIVE	SELLS	AZ	85634	(520) 383-7350	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	KOMATKE HEALTH CENTER PHARMACY	17487 S HEALTH CARE DRIVE	LAVEEN	AZ	85339	(520) 550-6022	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	GILA RIVER HEALTH CARE DIALYSIS WEST	9721 W PECOS RD	LAVEEN	AZ	85339	(520) 550-6050	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PHOENIX MEDICAL CENTER	4212 N 16TH ST	PHOENIX	AZ	85016	(602) 263-1200	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	HAUPAL RED TAIL HAWL HEALTH CENTER	3042 W QUEEN CREEK RD	CHANDLER	AZ	85286	(602) 528-1200	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	HU HU KAM MEMORIAL HOSPITAL	483 W SEED FARM RD	SACATON	AZ	85147	(602) 528-1405	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	TUBA CITY REG HEALTH CARE CENTER (OP EDI, OP #1, IP)	167 N. MAIN STREET	TUBA CITY	AZ	86045	(928) 283-2501	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SACRED PEAKS /TCRHCC IHS	3480 E RT 66	FLAGSTAFF	AZ	86004	(928) 283-2754	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	LECHEE HEALTH FACILITY	3 MILES SOUTH COPPERMINE ROAD	PAGE	AZ	86040	(928) 283-2754	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WINSLOW HEALTH CENTER (INDIAN HEALTHCARE CORP)	500 NORTH INDIANA AVENUE	WINSLOW	AZ	86047	(928) 289-4646	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	LEUPP HEALTH CLINIC	HWY 15/LEUPP SCHOOLS RD	LEUPP	AZ	86035	(928) 289-6215	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	DILCON HEALTH CLINIC	HIGHWAY 60, DILKON SCHOOL CAMPUS	WINSLOW	AZ	86047	(928) 289-6215	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CIBECUE HEALTH CENTER	2W 3RD ST	CIBECUE	AZ	85911	(928) 332-2560	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WHITERIVER HOSPITAL (USPHS) (OP)	200 W HOSPITAL DRIVE	WHITERIVER	AZ	85941	(928) 338-4911	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FORT MOJAVE HEALTH STATION	1607 PLANTATION RD	MOHAVE VALLEY	AZ	86440	(928) 346-4679	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SAN CARLOS APACHE HEALTHCARE CORPORATION	103 MEDICINE WAY ROAD	PERIDOT	AZ	85542	(928) 475-1201	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SAN CARLOS APACHE HEALTHCARE (CLARENCE WESLEY HEALTH)	BETWEEN MILEPOST 295 AND 296 PO BOX 149	BYLAS	AZ	85530	(928) 475-7142	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FOUR CORNERS REGIONAL HOSPITAL	US HWY 160 & NAVAJO ROUTE 35	TEEC NOS POS	AZ	86514	(928) 656-5000	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PARKER INDIAN HOSPITAL COLORADO RIVER SU (OP, IP)	ATTN: PHARMACY 12033 AGENCY ROAD	PARKER	AZ	85344	(928) 669-2137	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	INSCRIPTION HOUSE HEALTH CENTER	INSCRIPTION HOUSE PO BOX 7397, 1 MILE N ON NAVAJO RT16	SHONTO	AZ	86054	(928) 672-3049	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHINLE HEALTH CENTER	ATTN: PHARMACY HIGHWAY 191	CHINLE	AZ	86503	(928) 674-7001	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	NAHATADZIL HEALTH CENTER	CHIIHTO BLVD PO BOX 125	SANDERS	AZ	86512	(928) 688-5600	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	KAYENTA SU PHS IND HEALTH CENTER (IP, OP, EDI)	HWY 160 1/2M SOUTH OF MP 394.3	KAYENTA	AZ	86033	(928) 697-4000	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	TSAILI HEALTH CENTER	HIGHWAY ROUTE 64 & 12	TSAILI	AZ	86556	(928) 724-3716	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PINON HEALTH CENTER	PO BOX 10 NR 4	PINON	AZ	86510	(928) 725-9637	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FORT DEFIANCE PHS IND HOSP (OP, IP)	INTESECTION OF N12 AND N7	FORT DEFIANCE	AZ	86504	(928) 729-8332	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	HOPI HEALTH CARE CENTER (KEAMS CANYON)	HWY 264 MILE MARKER 388	POLACCA	AZ	86042	(928) 737-6000	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PEACH SPRINGS INDIAN HEALTH CENTER	943 HUALAPAI WAY/BOX 190	PEACH SPRINGS	AZ	86434	(928) 769-2204	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FEATHER RIVER TRIBAL HEALTH	2145 5TH AVE	OROVILLE	CA	95965	(530) 532-6811	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FORT YUMA HEALTH CENTER	ONE INDIAN HILL ROAD	WINTERHAVE N	CA	92283	(760) 572-0217	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	INDIAN HEALTH COUNCIL INC	50100 GOLSH ROAD	VALLEY CENTER	CA	92082	(760) 749-1410	8:00AM - 3:30PM	8:00AM - 4:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
IHS	NA	NA	TOIYABE INDIAN HEALTH PROJECT	250 SEE VEE LN	BISHOP	CA	93514	(760) 873-8464	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	DENVER INDIAN HEALTH & FAMILY SERVICES	2880 W HOLDEN PL	DENVER	CO	80204	(303) 953-6613	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SOUTHERN UTE HEALTH CENTER	123 WEEMINUCHE AVENUE	IGNACIO	CO	81137	(970) 563-4581	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	UTE MOUNTAIN UTE (TOWAOC) HEALTH CENTER	COMPLEX D ON RUSTLING WILLOW	TOWAOC	CO	81334	(970) 565-4441	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MOHEGAN PHARMACY D/B/A MOHEGAN TRIBE OF INDIANS	EAGLEVIEW EMPLOYEE CENTER 67 SANDY DESERT RD	UNCASVILLE	CT	06382	(855) 664-4679	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MICCOSUKEE HEALTH CLINIC	RTE 41 MILE MARKER 36.5 19M W OF KROME AVE	MIAMI	FL	33194	(305) 223-8380	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MESKWAKI TRIBAL HEALTH CENTER (+PHARMACY) (AKA: SAC & FOX HEALTH CLINIC)	1646 305TH STREET	TAMA	IA	52339	(641) 484-4094	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FORT HALL HEALTH CENTER	33 N MISSION RD PO BOX 717	FORT HALL	ID	83203	(208) 238-2400	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	NOT TSOO GAH-NEE IHS (SHOSHONE-BANNOCK TRIBES)	33 N MISSION RD	FORT HALL	ID	83203	(208) 238-5421	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	BENEWAH MEDICAL CENTER COUER D' ALENE	427 N 12TH	PLUMMER	ID	83851	(208) 686-1931	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	NIMIIPUU HEALTH IHS (LAPWAI)	111 BEAVER GRADE	LAPWAI	ID	83540	(208) 843-2271	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	HUNTER HEALTH CENTER	2318 EAST CENTRAL AVE	WICHITA	KS	67214	(316) 262-2415	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	KICKAPOO NATION HEALTH CENTER	1117 GOLDFINCH ROAD	HORTON	KS	66439	(785) 486-2154	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WHITE CLOUD INDIAN HEALTH STATION	3349 B THRASHER ROAD	WHITE CLOUD	KS	66094	(785) 595-3450	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	HASKELL HEALTH CENTER USPHS	2415 MASSACHUSETTS ST	LAWRENCE	KS	66046	(785) 843-3750	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PRAIRIE BAND POTAWATOMI HEALTH CENTER	11400 158TH ROAD	MAYETTA	KS	66509	(785) 966-8260	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	COUSHATTA HEALTH DEPT	2003 CC BEL RO	ELTON	LA	70532	(337) 584-1401	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHITIMACHA TRIBE OF LOUISIANA	3231 CHITIMACHA TRAIL	CHARENTON	LA	70523	(337) 923-9955	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MASHPEE SRVC CLINIC IHS	483B GREAT NECK RD S	MASHPEE	MA	02649	(508) 477-6967	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MICMAC HEALTH CENTER	8 NORTHERN RD	PRESQUE ISLE	ME	04769	(207) 764-6968	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PASSAMAQUODDY HEALTH CENTER	401 PETER DANA POINT ROAD	PRINCETON	ME	04668	(207) 796-2321	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PLEASANT POINT HEALTH CENTER (PERRY)	11 BACK ROAD (ROUTE 190)	PERRY	ME	04667	(207) 853-0644	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	LITTLE RIVER BAND OF OTTAWA INDIANS PHARMACY	2608 GOVERNMENT CENTER DR	MANISTEE	MI	49660	(231) 723-8288	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	NIMKEE MEMORIAL HEALTH/WELLNESS CENTER	2591 S LEATON RD	MT PLEASANT	MI	48858	(517) 775-4600	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	POKAGON POTAWATOMI HEALTH SERVICE (POKAGON BAND OF POTAWATOMI)	32652 KNO DRIVE	DOWAGIAC	MI	49047	(888) 440-1234	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	GREATER LEECH LAKE HOSPITAL	425 7TH ST NW	CASS LAKE	MN	56633	(218) 335-3200	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	RED LAKE HOSPITAL	24760 HOSPITAL DRIVE	RED LAKE	MN	56671	(218) 679-3912	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	BOIS FORTE VERMILION CLINIC	1613 FARM RD S	TOWER	MN	55790	(218) 753-2182	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	BOIS FORTE MEDICAL CLINIC (BOIS FORTE BAND)	5219 SAINT JOHN'S DRIVE	NETT LAKE	MN	55772	(218) 757-3295	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	NAYTAHWAUSH HEALTH STATION (WHITE EARTH HC SATELLITE CLINIC)	238 CHURCH STREET	NAYTAHWAUSH	MN	56569	(218) 935-2238	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WHITE EARTH HEALTH CENTER	40520 CO HWY 34	OGEMA	MN	56569	(218) 983-6335	8:00AM - 3:30PM	8:00AM - 4:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
IHS	NA	NA	LOWER SIOUX HEALTH CARE CENTER	39648 RESERVATION HWY 3	MORTON	MN	56270	(507) 697-8600	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHOCTAW HEALTH CENTER	210 HOSPITAL CIR	CHOCTAW	MS	39350	(601) 656-2211	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	BOGUE CHITTO FIELD CLINIC	124 BIG CREEK CIRCLE	PHILADELPHIA	MS	39350	(601) 656-5442	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PRYOR INDIAN HEALTH CLINIC	PRYOR GAP ROAD	PRYOR	MT	59066	(406) 259-8238	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	INDIAN FAMILY HEALTH CLINIC	1220 CENTRAL AVE #2-B	GREAT FALLS	MT	59401	(406) 268-1510	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	HEART BUTTE HEALTH STATION	81 DISNEY	HEART BUTTE	MT	59448	(406) 338-2151	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CROW HOSPITAL (PUBLIC HEALTH INDIAN HOSPITAL) (OP, IP)	1 HOSPITAL ROAD	CROW AGENCY	MT	59022	(406) 338-6000	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	BROWNING HOSPITAL (BLACKFEET COMMUNITY HOSPITAL)	760 HOSPITAL DRIVE	BROWNING	MT	59417	(406) 338-6202	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FT. BELKNAP HEALTH CENTER (AKA: HARLEM HOSPITAL)	669 AGENCY MAIN STREET	HARLEM	MT	59526	(406) 353-3100	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	HAYS PHS INDIAN HEALTH CENTER (HAYS HEALTH STATION)	123 WHITECOW CANYON ROAD	HAYS	MT	59527	(406) 395-4486	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ROCKY BOY HEALTH CENTER	6850 UPPER BOX ELDER ROAD	BOX ELDER	MT	59521	(406) 395-4486	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	NORTHERN CHEYENNE SERVICE UNIT	100 CHEYENNE AVE	LAME DEER	MT	59043	(406) 477-4448	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	LODGE GRASS HEALTH CENTER	HARDING AVE	LODGE GRASS	MT	59050	(406) 639-2317	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHIEF REDSTONE HEALTH CENTER	550 6TH AVE NORTH	WOLF POINT	MT	59201	(406) 653-1641	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ST IGNATIUS COMMUNITY HEALTH CLINIC	35401 MISSION DRIVE	ST IGNATIUS	MT	59865	(406) 745-2426	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FORT PECK SERVICE UNIT	107 H STREET E	POPLAR	MT	59225	(406) 768-3491	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	POLSON HEALTH CENTER	#5 4TH AVE EAST	POLSON	MT	59860	(406) 883-5541	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CROW/NORTHERN CHEYENNE HOSPITAL	10110 S 7650 EAST	CROW AGENCY	MT	59022		8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHEROKEE IND HOSPITAL AUTHORITY	1 HOSPITAL ROAD/CALLER BX C-268 HSP ROUTE	CHEROKEE	NC	28719	(828) 497-9163	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	QUENTIN N BURDICK MEMORIAL HOSPITAL-(TURTLE MOUNTAIN SU) (OP, IP)	1300 HOSPITAL LOOP	BELCOURT	ND	58316	(701) 477-6112	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	THREE AFFILIATED TRIBES (TAT-ELBOWOODS MEMORIAL HEALTH CENTER)	1058 COLLEGE DRIVE	NEW TOWN	ND	58763	(701) 627-4318	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	THREE AFFILIATED TRIBES (KIDNEY DIALYSIS UNIT)	9281 HIGHWAY 23	NEW TOWN	ND	58763	(701) 627-4840	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	THREE AFFILIATED TRIBES (WHITE SHIELD)	2 CENTRAL MAIN STREET B	ROSEGLEN	ND	58775	(701) 627-7901	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	THREE AFFILIATED TRIBES (MANDAREE HLTH STATION)(FORT BERTHOLD) (SATELLITE OF MINNETOHE HC)	305 MAIN STREET	MANDAREE	ND	58757	(701) 759-3422	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SPIRIT LAKE HEALTH CENTER	3883 74TH AVE	FORT TOTTEN	ND	58335	(701) 766-4236	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	TRENTON COMMUNITY CLINIC	331 4TH AVENUE EAST	TRENTON	ND	58853	(701) 774-0461	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FORT YATES INDIAN HOSPITAL	1010 RIVER ROAD	FORT YATES	ND	58538	(701) 854-3831	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	THREE AFFILIATED TRIBES (PARSHALL CLINIC)	107 3RD STREET SOUTHEAST	PARSHALL	ND	58770	(701) 862-8220	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	THREE AFFILIATED TRIBES (TWIN BUTTES HEALTH STATION)	726 80TH AVENUE NW	HALLIDAY	ND	58636	(701) 938-4540	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FRED LEROY HEALTH AND WELLNESS CENTER	2602 J STREET	OMAHA	NE	68107	(402) 733-3612	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PONCA HILLS HEALTH AND WELLNESS CENTER	1800 SYRACUSE AVE	NORFOLK	NE	68701	(402) 738-3149	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CARL T. CURTIS HEALTH CENTER	100 INDIAN HILLS DRIVE	MACY	NE	68039	(402) 837-5381	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SANTEE CLINIC HEALTH STATION	110 S VISITING EAGLE STREET	NIOBRARA	NE	68760	(402) 857-2300	8:00AM - 3:30PM	8:00AM - 4:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
IHS	NA	NA	WINNEBAGO COMPREHENSIVE HEALTHCARE SYSTEM	225 S BLUFF ST	WINNEBAGO	NE	68071	(402) 878-3700	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ALBUQUERQUE INDIAN HEALTH CENTER (IP,EDI)	801 VASSAR DRIVE NE	ALBUQUERQUE	NM	87106	(505) 248-4064	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	NORTHERN NAVAJO MEDICAL CENTER	HWY 491 NORTH	SHIPROCK	NM	87420	(505) 368-6001	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	DZILTH-NA-O-DITH-HLE HEALTH CENTER	6 ROAD 7586	BLOOMFIELD	NM	87413	(505) 368-8140	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	COCHITI HEALTH STATION	270 WINDMILL RD	COCHITI PUEBLO	NM	87072	(505) 465-2587	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	KEWA PUEBLO HEALTH CORPORATION	85 W HIGHWAY 22	SANTO DOMINGO	NM	87052	(505) 465-3060	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ACOMA-CANONCITO-LAGUNA HOSPITAL	INTERSTATE 40 @ EXIT 102 (ACOMITA)	SAN FIDEL	NM	87049	(505) 552-5300	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	GALLUP INDIAN MEDICAL CENTER	516 E NIZHONI BL / POB 1337	GALLUP	NM	87301	(505) 722-1000	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	TOHATCHI PHS IND HLT CNTR	07 CHOOSGAI DRIVE	TOHATCHI	NM	87325	(505) 733-8100	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SANTA CLARA HEALTH CENTER	400 STATE ROAD 30	ESPANOLA	NM	87532	(505) 753-9421	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PINE HILL HEALTH CENTER	BIA RURAL ROUTE 140	PINEHILL	NM	87357	(505) 775-3271	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ZUNI COMPREHENSIVE COMMUNITY HEALTH CENTER (OP, IP)	301 NORTH 21B AVE	Zuni	NM	87327	(505) 782-4431	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CROWNPOINT COMPREHENSIVE HLT CARE FACILITY (OP, IP)	HWY 371 AND ROUTE 9 JUNCTION	CROWNPOINT	NM	87313	(505) 786-6471	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	THOREAU HEALTH CENTER PHARMACY	3 NAVARRE BOULEVARD	THOREAU	NM	87323	(505) 862-8764	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SANTA ANA HEALTH STATION (ALBUQUERQUE INDIAN HOSPITAL)	02-C DOVE RD PUEBLO STA A	BERNALILLO	NM	87004	(505) 867-2497	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SAN FELIPE HEALTH CENTER	3 CEDAR STREET	SAN FELIPE	NM	87001	(505) 867-2739	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PUEBLO OF SANDIA HEALTH CENTER	203 SANDIA DAY SCHOOL RD	BERNALILLO	NM	87004	(505) 867-4487	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	USPHS ZIA HEALTH CLINIC	155 CAPITAL SQUARE DRIVE	Zia Pueblo	NM	87053	(505) 867-5258	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ISLETA PUEBLO HEALTH CENTER	#1 SAGEBRUSH ROAD SW	ISLETA	NM	87022	(505) 869-3200	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CANONCITO BAND OF NAVAJOS HEALTH CLINIC	129 MEDICINE HORSE DR	TOHAJILEE	NM	87026	(505) 908-2307	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SANTA FE PUBLIC HEALTH SERVICE INDIAN HOSPITAL	1700 CERRILLOS ROAD	Santa Fe	NM	87505	(505) 988-9821	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MESCALERO INDIAN HOSP O/P	318 ABALONE LOOP	MESCALERO	NM	88340	(575) 464-3843	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	TAOS-PICURIS INDIAN HEALTH CENTER	1090 GOAT SPRINGS ROAD	Taos	NM	87571	(575) 758-4224	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	JICARILLA APACHE HEALTHCARE FACILITY	500 NORTH MUNDO	Dulce	NM	87528	(575) 759-3291	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	JEMEZ HEALTH CENTER	ATTN:PHARMACY 110 SHEEPSPRINGS WAY	JEMEZ PUEBLO	NM	87024	(575) 834-0130	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ALAMO HEALTH CENTER	30MI NORTH OF HWY 60 ON HWY169	MAGDALENA	NM	87825	(575) 854-2626	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	LAS VEGAS PAIUTE HEALTH STATION/HEALTH CENTER (EDI)	1257 PAIUTE CIR	LAS VEGAS	NV	89106	(702) 382-0784	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WASHOE TRIBAL HEALTH CENTER	1559 WATASHEAMU DRIVE	GARDNERVILLE	NV	89460	(775) 265-4215	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ELY SHOSHONE HEALTH DEPARTMENT	400 A NEWE VIEW	ELY	NV	89301	(775) 289-2134	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	RENO-SPARKS TRIBAL HEALTH CENTER	1715 KUENZLI STREET	RENO	NV	89502	(775) 329-5162	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FALLON TRIBAL HEALTH CENTER	1001 RIO VISTA DR	FALLON	NV	89406	(775) 423-3634	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FORT MCDERMITT WELLNESS CLINIC	112 N RESERVATION ROAD	MCDERMITT	NV	89421	(775) 532-8522	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PYRAMID LAKE HEALTH CENTER	705 HIGHWAY 446	NIXON	NV	89424	(775) 574-1018	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SOUTHERN BANDS HEALTH CENTER	515 SHOSHONE CIRCLE	ELKO	NV	89801	(775) 738-2252	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	OWYHEE COMMUNITY HEALTH FACILITY	1623 HOSPITAL LOOP	OWYHEE	NV	89832	(775) 757-2415	8:00AM - 3:30PM	8:00AM - 4:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
IHS	NA	NA	WALKER RIVER PAIUTE TRIBAL HEALTH CLINIC	1025 HOSPITAL RD/ PO BOX C	SCHURZ	NV	89427	(775) 773-2005	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ST. REGIS MOHAWK HEALTH CENTER	412 STATE ROUTE 37	HOGANSBURG	NY	13655	(518) 358-3141	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	LOCKPORT SERVICE UNIT	150 PROFESSIONAL PARKWAY	LOCKPORT	NY	14094	(716) 280-3850	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CATTARAUGUS INDIAN RESERVATION HEALTH CENTER	36 THOMAS INDIAN SCHOOL DRIVE	IRVING	NY	14081	(716) 532-5582	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	LIONEL R JOHN HEALTH CENTER	987 R-C HOAG DRIVE	SALAMANCA	NY	14779	(716) 945-5902	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ANADARKO INDIAN HEALTH CLINIC	201 EAST PARKER MCKENZIE DRIVE	ANADARKO	OK	73005	(405) 247-2458	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WEWOKA INDIAN HEALTH CENTER	STATE HIGHWAY 56 & 270 JUNCTION	WEWOKA	OK	74884	(405) 257-6282	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	EL RENO INDIAN HEALTH CENTER	1801 N. PARKVIEW DRIVE	EL RENO	OK	73036	(405) 262-7631	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CITIZEN POTAWOTOMI HEALTH CENTER EAST	2307 S GORDON COOPER DR	SHAWNEE	OK	74801	(405) 273-5236	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CPN MAIL ORDER PHARMACY	2307 S GORDON COPPER DR STE A	SHAWNEE	OK	74801	(405) 273-5236	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	AST LITTLE AXE HEALTH CTR PHARMACY	15951 LITTLE AXE DR	NORMAN	OK	73026	(405) 292-9530	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PURCELL INDIAN HEALTH CLINIC/CENTER	1438 HARD CASTLE BLVD	PURCELL	OK	73080	(405) 527-4700	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	IOWA TRIBE OF OKLAHOMA	509 E HWY 33	PERKINS	OK	74059	(405) 547-2473	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ABSENTEE SHAWNEE PHARMACY	2029 S. GORDON COOPER DR	SHAWNEE	OK	74801	(405) 878-5850	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	OKLAHOMA CITY INDIAN URBAN CLINIC	4913 W RENO	OKLAHOMA CITY	OK	73127	(405) 948-4900	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	National Supply Service Center (NSSC)	501 N.E. 122 Street, Suite F	Oklahoma City	OK	73114	(405) 951-6000	7:00AM - 3:00PM	7:00AM - 3:30PM
IHS	NA	NA	KICKAPOO TRIBAL HEALTH CENTER	105365 S HWY 102 BLDG M	MCLOUD	OK	74851	(405) 964-2081	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CITIZEN POTAWATOMI NATION WEST CLINIC	781 GRAND CASINO BLVD	SHAWNEE	OK	74804	(405) 964-5770	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ARDMORE MEDICAL HEALTH CENTER	2510 CHICKASAW BLVD	ARDMORE	OK	73401	(580) 226-8181	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	IDABEL HEALTH CENTER	902 EAST LINCOLN ROAD	IDABEL	OK	74745	(580) 286-2600	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CLINTON INDIAN HOSPITAL	10321 N 2274 RD	CLINTON	OK	73601	(580) 323-2884	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHOCTAW NATION INDIAN HEALTH CLINIC - HUGO	410 NORTH M STREET	HUGO	OK	74743	(580) 326-7561	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	KANZA HEALTH CLINIC	3151 EAST RIVER RD	NEWKIRK	OK	74647	(580) 362-1039	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHICKASAW NATION TISHOMINGO HEALTH CLINIC	817 E 6TH STREET	TISHOMINGO	OK	73460	(580) 371-2392	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHICKASAW MEDICAL CENTER	1921 STONE CIPHER BLVD	ADA	OK	74820	(580) 421-6260	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	LAWTON INDIAN HOSPITAL	1515 LAWRIE TATUM ROAD ATT:PHARMACY	LAWTON	OK	73507	(580) 492-3816	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHICKASAW NATION REFILL CENTER	933 N COUNTRY CLUB RD	ADA	OK	74821	(580) 559-0794	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WATONGA HEALTH CENTER	1305 S. CLARENCE NASH BLVD ROUTE 1 BOX 34A ( 1 MILE SOUTH ON HIGHWAY 281)	WATONGA	OK	73772	(580) 623-4991	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CARNEGIE INDIAN HEALTH CENTER	212 E. 4TH	CARNEGIE	OK	73015	(580) 654-1100	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WHITE EAGLE HEALTH CENTER	200 WHITE EAGLE DRIVE	PONCA CITY	OK	74601	(580) 765-2501	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHOCTAW NATION HEALTH CARE	1585 W LIBERTY RD	ATOKA	OK	74525	(580) 889-1981	8:00AM - 3:30PM	8:00AM - 4:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
IHS	NA	NA	CHOCTAW NATION HEALTH SERVICE-DURANT HEALTH CLINIC	1801 CHUKKA HINA	DURANT	OK	74701	(580) 920-2100	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	VINITA HEALTH CENTER	27371 S 4410 RD	VINITA	OK	74301	(918) 207-4915	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SAPULPA INDIAN HEALTH CENTER	1125 EAST CLEVELAND	SAPULPA	OK	74066	(918) 224-9310	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SAM HIDER COMMUNITY CLINIC	859 E MELTON DR	JAY	OK	74346	(918) 253-1780	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	NOWATA INDIAN HEALTH CLINIC	1020 LENAPE DRIVE	NOWATA	OK	74048	(918) 273-7517	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	KOWETA INDIAN HEALTH FACILITY	31870 E HIGHWAY 51	COWETA	OK	74429	(918) 279-3200	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WAH-ZHA-ZHI HEALTH CENTER	715 GRANDVIEW AVE	PAWHUSKA	OK	74056	(918) 287-4491	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CLAREMORE INDIAN HOSPITAL	101 S MOORE AVENUE (SOUTH MOORE & WILL ROGERS BLVD)	CLAREMORE	OK	74017	(918) 342-6200	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHOCTAW NATION INDIAN HEALTH CLINIC - MCALESTER	1127 S GEORGE HIGH EXPRESSWAY	MCALESTER	OK	74501	(918) 423-8440	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SALINA COMMUNITY CLINIC	900 N. OWEN WALTERS BLVD	SALINA	OK	74365	(918) 434-5658	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHEROKEE NATION EMS (TAHLEQUAH)	22114 S. BALD HILL ROAD	TAHLEQUAH	OK	74464	(918) 453-5200	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WW HASTINGS INDIAN HOSPITAL	100 SOUTH BLISS AVE	TAHLEQUAH	OK	74464	(918) 458-3100	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHEROKEE NATION WW HASTINGS URGENT CARE	100 S BLISS AVE	TAHLEQUAH	OK	74464	(918) 458-3100	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	COOWEESCOOWEE HEALTH CENTER PHARMACY	395200 W 2900 RD	OCHELATA	OK	74051	(918) 535-6061	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHOCTAW NATION - TALIHINA- HEALTH CARE CENTER	ONE CHOCTAW WAY	TALIHINA	OK	74571	(918) 567-7000	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	INDIAN HEALTH CARE RESOURCE HEALTH CENTER	550 S. PEORIA	TULSA	OK	74120	(918) 588-1900	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	OKEMAH INDIAN HEALTH CENTER	1800 E COPLIN RD	OKEMAH	OK	74859	(918) 623-1424	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CREEK NATION COMMUNITY HOSPITAL	1800 N COPLIN RD	OKEMAH	OK	74859	(918) 623-1424	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	RUBIN WHITE HEALTH CENTER	109 KERR AVENUE	POTEAU	OK	74953	(918) 649-1100	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	NORTHEASTERN TRIBAL HEALTH CENTER (MIAMI HEALTH CLINIC, OP)	7600 S HWY 69A	MIAMI	OK	74354	(918) 675-2021	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	BEARSKIN HEALTH CENTER	1 TURTLE DRIVE	WYANDOTTE	OK	74370	(918) 678-3030	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MUSKOGEE HEALTH CENTER	1001 S. 41ST STREET E.	MUSKOGEE	OK	74403	(918) 687-0201	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHEROKEE NATION CRC PHARMACY	1001 S 41ST ST EAST	MUSKOGEE	OK	74403	(918) 687-0201	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	EUFAULA HEALTH CENTER	500 EUNICE BURNS RD	EUFAULA	OK	74432	(918) 689-2547	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WILMA P. MANKILLER HEALTH CENTER	RR 6 BOX 840	STILWELL	OK	74960	(918) 696-8821	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WETUMKA INDIAN HEALTH CENTER	325 S WASHITA ST	WETUMKA	OK	74883	(918) 756-3334	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MUSKOGEE CREEK NATION PHYSICAL REHAB CENTER	900 E AIRPORT RD FNB DEPT 001	OKMULGEE	OK	74447	(918) 756-9211	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MUSKOGEE(CREEK) NATION LTACH HOSPITAL	900 E AIRPORT RD FNB DEPT 001	OKMULGEE	OK	74447	(918) 756-9211	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	OKMULGEE HEALTH CENTER	1313 E 20TH STREET	OKMULGEE	OK	74447	(918) 758-1926	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MUSKOGEE CREEK NATION MEDICAL CENTER	1401 MORRIS DR	OKMULGEE	OK	74447	(918) 758-3070	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PAWNEE SERVICE UNIT	1201 HERITAGE CIRCLE	PAWNEE	OK	74058	(918) 762-2517	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	REDBIRD SMITH HEALTH CENTER	ATTN: PHARMACY 301 SOUTH J.T. STITES STREET	SALLISAW	OK	74955	(918) 775-9159	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	STIGLER CHOCTAW HEALTH CENTER (+ RSTR)	2204 EAST MAIN STREET	STIGLER	OK	74462	(918) 967-9200	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	BLACK HAWK HEALTH CENTER	356110 E 930 RD	STROUD	OK	74079	(918) 968-9531	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WESTERN OREGON SERVICE UNIT	3750 CHEMAWA ROAD NE	SALEM	OR	97305	(503) 304-7600	8:00AM - 3:30PM	8:00AM - 4:00PM



Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
IHS	NA	NA	CONFEDERATED OF GRAND RONDE	9605 GRAND RONDE ROAD	GRAND RONDE	OR	97347	(503) 879-2013	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	YELLOWHAWK TRIBAL HLT CNTR (CONFEDERATED UMATILLA TRIBES YELLOWHAWK CLINIC)	46314 TIMINE WAY	PENDLETON	OR	97801	(541) 278-7505	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SILETZ COMMUNITY HEALTH CLINIC	200 GWEE SHUT ROAD	SILETZ	OR	97380	(541) 444-9625	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WARM SPRINGS HEALTH & WELLNESS CENTER	ATTN: PHARMACY 1270 KOTNUM RD	WARM SPRINGS	OR	97761	(541) 553-1196	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	KLAMATH TRIBAL HEALTH PHARMACY	330 CHILOQUIN BLVD	CHILOQUIN	OR	97624	(541) 882-1487	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CIT TRIBAL PHARMACY	600 MILUK DRIVE	COOS BAY	OR	97420	(541) 888-9494	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CATAWBA INDIAN CLINIC	2893 STURGIS ROAD	ROCK HILL	SC	29730	(803) 372-5667	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FORT THOMPSON INDIAN HEALTH CENTER	1323 BIA ROUTE 4	FORT THOMPSON	SD	57339	(605) 245-2285	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SIOUX SAN IHS INDIAN HOSPITAL	3200 CANYON LAKE DR	RAPID CITY	SD	57702	(605) 355-2500	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WAGNER INDIAN HEALTH SERVICE	111 WASHINGTON AVENUE NW	WAGNER	SD	57380	(605) 384-3621	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	KYLE INDIAN HEALTH CENTER	1000 HEALTH CENTER ROAD	KYLE	SD	57752	(605) 455-2451	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WANBLEE HEALTH CLINIC	210 FIRST STREET	WANBLEE	SD	57577	(605) 462-6155	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	USPHS INDIAN HEALTH CLINIC- IHS LOWER BRULLE	601 GALL STREET	LOWER BRULE	SD	57548	(605) 473-5544	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WOODROW WILSON KEEBLE MEMORIAL HEALTH CARE CENTER	100 LAKE TRAVERSE DRIVE	SISETON	SD	57262	(605) 698-7606	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ROSEBUD HOSPITAL	BIA ROUTE 1 SOLDIER CREEK ROAD	ROSEBUD	SD	57570	(605) 747-2231	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MCLAUGHLIN INDIAN HEALTH CLINIC	701 EAST SIXTH ST	MCLAUGHLIN	SD	57642	(605) 823-4458	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	LACREEK DISTRICT CLINIC	119 SOUTH 1ST AVE	MARTIN	SD	57551	(605) 867-3031	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PINE RIDGE PUBLIC HEALTH SERVICE HOSPITAL	HWY 18 EAST ATTN: PHARMACY	PINE RIDGE	SD	57770	(605) 867-5131	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHEYENNE RIVER HEALTH CENTER	24276 166 ST AIRPORT RD	EAGLE BUTTE	SD	57625	(605) 964-7724	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FLANDREAU SANTEE SIOUX TRIBAL HEALTH CLINIC (OP, IP) IHS	403 W. BROAD AVENUE	FLANDREAU	SD	57028	(605) 997-3922	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	DALLAS INTER-TRIBAL CENTER	1261 RECORD CROSSING RD	DALLAS	TX	75235	(214) 941-1050	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	INDIAN HEALTH SERVICES CLINIC EAGLE PASS	2212 ROSITA VALLEY ROAD	EAGLE PASS	TX	78852	(830) 757-0322	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ALABAMA-COUSHATTA	ATTN: PHARMACY 129 DAYCARE ROAD	LIVINGSTON	TX	77351	(936) 563-2058	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FORT DUCHESNE INDIAN HEALTH CLINIC	6822 E 1000 S	FORT DUCHESNE	UT	84026	(435) 725-6874	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PUYALLUP TRIBAL HLTH	2209 EAST 32ND STREET BLDG 15	TACOMA	WA	98404	(253) 593-0232	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MUCKLESHOOT HWC PHARMACY	17500 SE 392ND STREET	AUBURN	WA	98092	(253) 939-6648	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	CHEHALIS TRIBAL WELLNESS CENTER	21 NIEDERMAN RD	OAKVILLE	WA	98568	(360) 273-5504	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	ROGER SAUX HEALTH CENTER (QUINULT INDIAN NATION)	1505 KLA-OOK-WA DR	TAHOLAH	WA	98587	(360) 276-4405	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	LUMMI INDIAN HEALTH CENTER (BELLINGHAM)	2592 KWINA ROAD	BELLINGHAM	WA	98226	(360) 312-2492	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SAUK-SUIATTLE INDIAN TRIBE	5318 CHIEF BROWN LANE	DARRINGTON	WA	98241	(360) 436-0131	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SOPHIE TRETTEVICK IND HLT CNTR (NEAH BAY SUJ)(MAKAH TRIBE)	250 FORT STREET	NEAH BAY	WA	98357	(360) 645-2233	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	NOOKSACK TRIBAL HLT CNTR	2510 SULWHANON DR	EVERSON	WA	98247	(360) 966-2106	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SALISH INTEGRATIVE MEDICINE INC PUYLLUP TRIBE OF INDIANS	3700 PACIFIC HIGHWAY EAST SUITE 100	FIFE	WA	98424	(425) 785-8748	8:00AM - 3:30PM	8:00AM - 4:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
IHS	NA	NA	DAVID C WYNCOOP MEMORIAL CLINIC (WELLPINIT INDIAN HC)(SPOKEANE TRIBE)	6203 AGENCY LOOP ROAD	WELLPINIT	WA	99040	(509) 258-4517	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	OMAK TRIBAL HEALTH STATION	617 5TH & BENTON STREET PO BOX C	OMAK	WA	98841	(509) 422-7454	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	COLVILLE PHS INDIAN HEALTH CENTER (NESPELEM)	ATTN: PHARMACY 19 LAKE STREET	NESPELEM	WA	99155	(509) 634-2913	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	YAKIMA PHS IND HLT CNTR	401 BUSTER ROAD	TOPPENISH	WA	98948	(509) 865-2102	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	SOKAOGON CHIPPEWA HEALTH CLINIC	3144 VANZILE RD	CRANDON	WI	54520	(715) 478-5180	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	PETER CHRISTIANSEN HEALTH CNTR (+ EDI)	452 OLD ABE RD	LAC DU FLAMBEAU	WI	54540	(715) 588-9812	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	LAC COURTE OREILLES COMMUNITY HEALTH CENTER (+ EDI)	13380 W TREPANIA ROAD	HAYWARD	WI	54843	(715) 638-5100	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	BAD RIVER HEALTH & WELLNESS CENTER	53585 NOKOMIS RD	ASHLAND	WI	54806	(715) 682-7133	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	STOCKBRIDGE-MUNSEE HEALTH CENTER	W12802 COUNTY HWY A	BOWLER	WI	54416	(715) 793-5007	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	MENOMINEE TRIBAL CLINIC	W3275 WOLF RIVER RD	KESHENA	WI	54135	(715) 799-3891	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	FORT WASHAKIE HEALTH CENTER	29 BLACKCOLE DRIVE	FORT WASHAKIE	WY	82514	(307) 335-5982	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WIND RIVER FAMILY & COMMUNITY HEALTH CARE	14 GREAT PLAINS ROAD	ARAPAHOE	WY	82510	(307) 855-2975	8:00AM - 3:30PM	8:00AM - 4:00PM
IHS	NA	NA	WIND RIVER CARES - ETHETE	510 ETHETE ROAD	ETHETE	WY	82520	(307) 856-9281	8:00AM - 3:30PM	8:00AM - 4:00PM
HHS	NA	NA	Health and Human Services Supply Services Center	Building 5	Perry Point	MD	21902	(410) 642-2244	7:30AM - 1:30PM	7:30AM - 3:30PM
CMOP's	NA	762	Tucson CMOP	3675 East Britannia Drive	Tucson	AZ	85706	(520) 209-3112	6:00AM - 10:00PM	5:00AM - 12:00AM
CMOP's	NA	765	Great Lakes CMOP	5th & Roosevelt Bldg. 37 NW	Hines	IL	60141	(708) 786-7820	6:00AM - 3:00PM	6:30AM - 3:00PM
CMOP's	NA	760	Leavenworth CMOP	5000 S. 13th St.	Leavenworth	KS	66048	(913) 727-4879	8:00AM - 2:00PM	6:00AM - 2:30PM
CMOP's	NA	761	Chelmsford CMOP	10 Industrial Ave	Chelmsford	MA	01824	(978) 244-1380	6:00AM - 2:30PM	6:00AM - 2:30PM
CMOP's	NA	766	No. Charleston CMOP	3725 Rivers Avenue Suite 2	No. Charleston	SC	29405	(843) 745-8651	5:30AM - 3:00PM	6:00AM - 1:30AM
CMOP's	NA	764	Murfreesboro CMOP	5171 Sam Jarred Drive	Murfreesboro	TN	37130	(615) 225-4563	7:00AM - 3:00PM	6:30AM - 5:00PM
CMOP's	NA	764	Murfreesboro CMOP	3209 Elam Farms Parkway	Murfreesboro	TN	37127	(615) 620-8432	7:00AM - 3:00PM	6:30AM - 3:00PM
CMOP's	NA	763	Lancaster CMOP	2962 S. Longhorn Drive	Lancaster	TX	75134	(972) 228-6243	6:00AM - 2:00PM	6:00AM - 2:30PM
CBOC	17	549	Tyler VA Primary Clinic	7916 S. Broadway Ave	Tyler	TX	75703	(903) 266-5900	8:00AM - 3:30PM	7:30AM - 4:30PM
CBOC	17	549	Plano CBOC	3804 15th St Suite 175	Plano	TX	75075	(972) 801-4200	8:00AM - 3:30PM	7:30AM - 4:30PM
CBOC	21	662	VA CLEARLAKE CBOC	15145 LAKESHORE DR	Clearlake	CA	94122	(415) 221-4810	7:00AM	8:00AM - 4:30PM
CBOC	21	662	VA EUREKA CBOC	930 W HARRIS ST	Eureka	CA	95501	(415) 221-4810	8:00AM	8:00AM - 4:30PM
CBOC	21	662	VA SAN BRUNO OUTPATIENT CLINIC	SNEATH LN STE 300 3RD	San Bruno	CA	94066	(415) 221-4810	8:00AM	8:00AM - 4:30PM
CBOC	21	662	VA SAN FRANCISCO DOWNTOWN CLINIC	401 3RD ST	San Francisco	CA	94107	(415) 221-4810	8:00AM	8:00AM - 4:30PM
CBOC	21	662	VA SANTA ROSA CLINIC	3841 BRICKWAY BLVD	Santa Rosa	CA	95403	(415) 221-4810	7:00AM	7:00AM - 3:30PM
CBOC	21	662	VA UKIAH COMMUNITY BASED OP CLINIC	630 KINGS CT	Ukiah	CA	95482	(415) 221-4810	8:00AM	8:00AM - 4:30PM
BOP	NA	NA	Aliceville FCI	11070 Highway 14 P.O. Box 445	Aliceville	AL	35442	(205) 373-5000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Talladega FCI	565 East Renfroe Road	Talladega	AL	35160	(256) 315-4100	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Montgomery FPC	Maxwell Air Force Base	Montgomery	AL	36112	(334) 293-2100	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Forrest City Low FCI	1400 Dale Bumpers Road	Forrest City	AR	72335	(870) 494-4200	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Forrest City Medium FCI	1400 Dale Bumpers Road	Forrest City	AR	72335	(870) 494-4200	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Tucson FCI	8901 South Wilmot Road	Tucson	AZ	85756	(520) 574-7100	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Tucson USP	9300 South Wilmot Road	Tucson	AZ	85756	(520) 663-5000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Phoenix FCI	37900 North 45th Ave	Phoenix	AZ	85086	(623) 465-9757	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Safford FCI	1529 West Highway 366	Safford	AZ	85546	(928) 428-6600	8:00AM - 3:00PM	8:00AM - 3:00PM



Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
BOP	NA	NA	Atwater USP	1 Federal Way	Atwater	CA	95301	(209) 386-0257	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Los Angeles MDC	535 N Alameda Street	Los Angeles	CA	90012	(213) 485-0439	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Terminal Island FCI	1299 Seaside Avenue	San Pedro	CA	90731	(310) 831-8961	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Herlong FCI	741-925 Access Road A-25	Herlong	CA	96113	(530) 827-8000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Mendota FCI	33500 West California Avenue	Mendota	CA	93640	(559) 274-4000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	San Diego MCC	808 Union Street	San Diego	CA	92101	(619) 232-4311	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Victorville Medium I FCI	13777 Air Expressway Blvd	Victorville	CA	92394	(760) 246-2400	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Victorville USP	13777 Air Expressway Blvd	Victorville	CA	92394	(760) 530-5000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Victorville Medium II FCI	13777 Air Expressway Blvd	Victorville	CA	92394	(760) 530-5700	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Lompoc FCI	3600 Guard Road	Lompoc	CA	93436	(805) 735-2771	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Lompoc USP	3901 Klein Blvd	Lompoc	CA	93436	(805) 735-2771	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Dublin FCI	5701 8th St-Camp Parks	Dublin	CA	94568	(925) 833-7500	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Englewood FCI	9595 West Quincy Ave	Littleton	CO	80123	(303) 763-4300	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Florence FCI	5880 Hwy 67 South	Florence	CO	81226	(719) 784-9100	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Florence USP	5880 Hwy 67 South	Florence	CO	81226	(719) 784-9454	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Florence Admax USP	5880 Hwy 67 South	Florence	CO	81226	(719) 784-9464	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Danbury FCI	Route 37	Danbury	CT	06811	(203) 743-6471	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Miami FCI	15801 S.W. 137th Avenue	Miami	FL	33177	(305) 259-2100	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Miami FDC	33 NE 4th Street	Miami	FL	33132	(305) 577-0010	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Coleman Low FCI	846 NE 54th Terrace	Sumterville	FL	33521	(352) 689-4000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Coleman Medium FCI	846 NE 54th Terrace	Sumterville	FL	33521	(352) 689-5000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Coleman I USP	846 NE 54th Terrace	Sumterville	FL	33521	(352) 689-6000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Coleman II USP	846 NE 54th Terrace	Sumterville	FL	33521	(352) 689-7000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Pensacola FPC	110 Raby Avenue	Pensacola	FL	32509	(850) 457-1911	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Marianna FCI	3625 FCI Road	Marianna	FL	32446	(850) 526-2313	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Tallahassee FCI	501 Capitol Circle NE	Tallahassee	FL	32301	(850) 878-2173	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Atlanta USP	601 McDonough Blvd S.E.	Atlanta	GA	30315	(404) 635-5100	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Jesup FCI	2600 Highway 301 South	Jesup	GA	31599	(912) 427-0870	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Honolulu FDC	351 Elliott Street	Honolulu	HI	96819	(808) 838-4200	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Pekin FCI	2600 South Second Street	Pekin	IL	61554	(309) 346-8588	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Chicago MCC	71 West Van Buren St	Chicago	IL	60605	(312) 322-0567	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Greenville FCI	100 U.S. Hwy 40	Greenville	IL	62246	(618) 664-6200	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Marion USP	4500 Prison Road	Marion	IL	62959	(618) 964-1441	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Thomson AUSP	1100 One Mile Road	Thomson	IL	62185	(815) 259-1000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Terre Haute FCI	4200 Bureau Road North	Terre Haute	IN	47808	(812) 244-4400	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Terre Haute USP	4700 Bureau Road South	Terre Haute	IN	47802	(812) 244-4400	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Leavenworth USP	1300 Metropolitan	Leavenworth	KS	66048	(913) 682-8700	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	McCreary USP	330 Federal Way	Pine Knot	KY	42635	(606) 354-7000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Big Sandy USP	1197 Airport Rd	Inez	KY	41224	(606) 433-2400	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Manchester FCI	805 Fox Hollow Road	Manchester	KY	40962	(606) 598-1900	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Ashland FCI	St. Rt 716	Ashland	KY	41105	(606) 928-6414	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Lexington FMC	3301 Leestown Road	Lexington	KY	40511	(859) 255-6812	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Oakdale FCI	1507 East Whatley Road	Oakdale	LA	71463	(318) 335-4070	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Oakdale FDC	2105 East Whatley Road	Oakdale	LA	71463	(318) 335-4070	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Pollock FCI	1000 Airbase Road	Pollock	LA	71467	(318) 561-5300	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Pollock USP	1000 Airbase Road	Pollock	LA	71467	(318) 561-5300	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Devens FMC	42 Patton Rd	Ayer	MA	01432	(978) 796-1000	8:00AM - 3:00PM	8:00AM - 3:00PM

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
BOP	NA	NA	Cumberland FCI	14601 Burbridge Rd SE	Cumberland	MD	21502	(301) 784-1000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Milan FCI	4004 East Arkona Road	Milan	MI	48160	(734) 439-1511	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Duluth FPC	4464 Ralston Dr.	Duluth	MN	55811	(218) 722-8634	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Sandstone FCI	2300 County Road 29	Sandstone	MN	55072	(320) 245-2262	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Rochester FMC	2110 East Center Street	Rochester	MN	55904	(507) 287-0674	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Waseca FCI	1000 University Drive SW	Waseca	MN	56093	(507) 835-8972	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Springfield MCFP	1900 West Sunshine Street	Springfield	MO	65807	(417) 862-7041	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Yazoo City Low FCI	2225 Haley Barbour Parkway	Yazoo City	MS	39194	(662) 716-1241	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Yazoo City Medium FCI	2225 Haley Barbour Parkway	Yazoo City	MS	39194	(662) 716-1241	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Yazoo City USP	2225 Haley Barbour Parkway	Yazoo City	MS	39194	(662) 716-1241	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Butner FMC	Old NC Hwy 75	Butner	NC	27509	(919) 575-3900	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Butner Medium I FCI	Old NC Hwy 75	Butner	NC	27509	(919) 575-4541	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Butner Low FCI	Old NC Hwy 75	Butner	NC	27509	(919) 575-5000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Butner Medium II FCI	Old NC Hwy 75	Butner	NC	27509	(919) 575-8000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Berlin FCI	1 Success Loop Road	Berlin	NH	03570	(603) 342-4000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Fort Dix FCI	5756 Hartford And Pointville Road	Fort Dix	NJ	08640	(609) 723-1100	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Fairton FCI	655 Fairton-Millville Rd	Fairton	NJ	08320	(856) 453-1177	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Ray Brook FCI	128 Ray Brook Road	Ray Brook	NY	12977	(518) 897-4031	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	New York MCC	150 Park Row	New York	NY	10007	(646) 836-6300	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Brooklyn MDC	80 29th Street	Brooklyn	NY	11232	(718) 840-4200	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Otisville FCI	Two Mile Drive	Otisville	NY	10963	(845) 386-6700	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Elkton FCI	8730 Scroggs Rd	Lisbon	OH	44432	(330) 420-6200	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	El Reno FCI	4205 Highway 66 West	El Reno	OK	73036	(405) 262-4875	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Oklahoma City FTC	7410 South MacArthur Blvd	Oklahoma City	OK	73169	(405) 682-4075	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Sheridan FCI	27072 Ballston Road	Sheridan	OR	97378	(503) 843-4442	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Philadelphia FDC	700 Arch Street	Philadelphia	PA	19106	(215) 521-4000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Canaan USP	3057 Easton Turnpike	Waymart	PA	18472	(570) 488-8000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Lewisburg USP	2400 Robert F. Miller Drive	Lewisburg	PA	17837	(570) 523-1251	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Schuylkill FCI	Interstate 81 And 901 W	Minersville	PA	17954	(570) 544-7108	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Allenwood Low FCI	Rt 15	White Deer	PA	17810	(570) 547-0963	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Allenwood Medium FCI	Rt 15	White Deer	PA	17810	(570) 547-0963	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Allenwood USP	Rt 15	White Deer	PA	17810	(570) 547-0963	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	McKean FCI	6975 Route 59	Lewis Run	PA	16738	(814) 362-8900	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Loretto FCI	772 Saint Joseph Street	Loretto	PA	15940	(814) 472-4140	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Guaynabo MDC	652 Carretera 28	Guaynabo	PR	00965	(787) 749-4480	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Estill FCI	100 Prison Rd	Estill	SC	29918	(803) 625-4607	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Edgefield FCI	501 Gary Hill Rd	Edgefield	SC	29824	(803) 637-1500	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Williamsburg FCI	8301 Highway 521	Salters	SC	29590	(843) 387-9400	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Bennettsville FCI	696 Muckerman Rd.	Bennettsville	SC	29512	(843) 454-8200	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Yankton FPC	1016 Douglas Avenue	Yankton	SD	57078	(605) 665-3262	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Memphis FCI	1101 John A Denie Road	Memphis	TN	38134	(901) 372-2269	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Three Rivers FCI	US Highway 72 West	Three Rivers	TX	78071	(361) 786-3576	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Big Spring FCI	1900 Simler Ave	Big Spring	TX	79720	(432) 466-2300	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Bastrop FCI	1341 Highway 95 North	Bastrop	TX	78602	(512) 321-3903	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Houston FDC	1200 Texas Avenue	Houston	TX	77002	(713) 221-5400	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Fort Worth FCI	3150 Horton Road	Fort Worth	TX	76119	(817) 534-8400	8:00AM - 3:00PM	8:00AM - 3:00PM

Attachment I: VAMC and OGA Facilities

Type	Geographical Area / VISN	StationID	Facility Name	Address	City	State	Zip Code	Phone	Preferred Delivery Hours	Facility Core Working Hours
BOP	NA	NA	Carswell FMC	Naval Air Station J St. Bldg 3000	Ft. Worth	TX	76127	(817) 782-4000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Texarkana FCI	4000 Leopard Drive	Texarkana	TX	75501	(903) 838-4587	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	La Tuna FCI	8500 Doniphan Road	Anthony	TX	79821	(915) 791-9000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Seagoville FCI	2113 North Hwy 175	Seagoville	TX	75159	(972) 287-4003	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Bryan FPC	1100 Ursuline Ave	Bryan	TX	77803	(979) 823-1879	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Lee USP	Lee County Industrial Park - Hickory Flats Road	Pennington Gap	VA	24277	(276) 546-0150	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Petersburg Low FCI	1100 River Road	Hopewell	VA	23860	(804) 733-7881	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Petersburg Medium FCI	1060 River Road	Hopewell	VA	23860	(804) 733-7881	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Seatac FDC	2425 South 200th Street	Seattle	WA	98198	(206) 870-5700	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Oxford FCI	County Road G And Elk Avenue	Oxford	WI	53952	(608) 584-5511	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Beckley FCI	1600 Industrial Rd	Beaver	WV	25813	(304) 252-9758	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Morgantown FCI	446 Greenbag Road Route 857	Morgantown	WV	26501	(304) 296-4416	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Hazelton FCI	1640 Sky View Drive	Bruceton Mills	WV	26525	(304) 379-1500	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Hazelton USP	1640 Sky View Drive	Bruceton Mills	WV	26525	(304) 379-5000	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Hazelton SFF	1640 Sky View Drive	Bruceton Mills	WV	26525	(304) 379-5500	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	McDowell FCI	101 Federal Drive	Welch	WV	24801	(304) 436-7300	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Alderson FPC	Glen Ray Rd P.O. Box A	Alderson	WV	24910	(304) 445-3300	8:00AM - 3:00PM	8:00AM - 3:00PM
BOP	NA	NA	Gilmer FCI	201 FCI Lane	Glenville	WV	26351	(304) 626-2500	8:00AM - 3:00PM	8:00AM - 3:00PM

The MSPV 2.0 Product List will consist of tens of thousands of medical & surgical supplies across 24 Product Categories, which can be further divided into Product Lines. This attachment provides an overview of the type of supplies that Prime Vendors (PV) may provide distribution and supply management services for.

**I. Product Categories [Approximate % of MSPV 2.0 Catalog Items]**

- A. Apparel/Textiles/Gloves [4%]
- B. Central Supply Sterilization Solution & Supplies [4%]
- C. Dental Supplies & Equipment [10%]
- D. Dialysis/Pheresis [1%]
- E. Emergency Medical Services Supplies & Equipment [1%]
- F. Endoscopy Suite [2%]
- G. Environmental Services [1%]
- H. IV & Irrigation Supplies [4%]
- I. Laboratory [3%]
- J. Medical Imaging Radiotherapy Nuclear Medicine & Cath Lab [15%]
- K. Occupational Therapy/Rehabilitation/Aids for Daily Living [1%]
- L. Operating Room [17%]
- M. Optometry [1%]
- N. Orthopedics/Prosthetics & Sports Medicine [4%]
- O. Patient Care Products [8%]
- P. Patient Exam Room Instruments & Supplies [2%]
- Q. Patient Mobility/Transportation/Transfer Equipment & Aids [1%]
- R. Physical Therapy [1%]
- S. Physiological & Psychological Testing & Monitoring [2%]
- T. Respiratory Therapy & Anesthesia [6%]
- U. Safety Devices & Supplies [1%]
- V. Syringes & Needles [2%]
- W. Urology Supplies [3%]
- X. Wound Care Products [6%]

**II. Product Categories – Product Lines**

- A. Apparel/Textiles/Gloves**

- i. Gloves
- ii. Patient Clothing
- iii. Staff Clothing
- iv. Staff Protective Apparel
- v. Surgical Drapes Reusable
- vi. Textiles Housekeeping

**B. Central Supply Sterilization Solution & Supplies**

- i. CS & Sterilization
- ii. Sterilization Solutions

**C. Dental Supplies & Equipment**

- i. Dental Equipment: Handpieces & Accessories
- ii. Dental Equipment: Instruments
- iii. Dental Equipment: Lab
- iv. Dental Acrylic Supplies
- v. Dental Amalgam Alloys
- vi. Dental Bites
- vii. Dental Brushes & Accessories
- viii. Dental Burs
- ix. Dental Cement
- x. Dental Chemicals
- xi. Dental Composites
- xii. Dental Endodontics
- xiii. Dental Impression Supplies
- xiv. Dental Lab Supplies
- xv. Dental Matrix Bands
- xvi. Dental Operatory Supplies
- xvii. Dental Orthodontic Supplies
- xviii. Dental Polishing Supplies
- xix. Dental Prophylaxis & Hygiene
- xx. Dental X-Ray Supplies
- xxi. Rubber Dam Materials

**D. Dialysis/Pheresis**

- i. Hemodialysis Equipment & Supplies
- ii. Peritoneal Dialysis Equipment & Supplies

**E. Emergency Medical Services Supplies & Equipment**

- i. Ems Immobilization and Splinting Products
- ii. Ems Stretchers and Gurneys
- iii. Trauma Bags Vests and Instruments

**F. Endoscopy Suite**

- i. Catheters / Stents Gastroenterology
- ii. Instruments Gastroenterology

**G. Environmental Services**

- i. Bags & Liners Disposable
- ii. Cleaners & Janitorial Supplies
- iii. Restroom Supplies

**H. IV & Irrigation Supplies**

- i. Central Venous Catheters & Implanted Ports
- ii. Irrigation Supplies
- iii. Iv Accessories & Supplies
- iv. Iv Blood Administration Supplies
- v. Iv Catheters & Start Kits
- vi. Iv Infusion Pumps & Accessories
- vii. Iv Tubing & Administration Sets

**I. Laboratory**

- i. Centrifuges & Accessories
- ii. Chemical Solutions-Premeasured/ Working
- iii. Chemicals Stock
- iv. Fluid Handling Equipment & Supplies

- v. Laboratory Glassware & Plastic Ware
- vi. Laboratory Supplies & Implements
- vii. Phlebotomy & Blood Collection

**J. Medical Imaging Radiotherapy Nuclear Medicine & Cath Lab**

- i. Interventional Radiology/Cath Lab
- ii. Medical Imaging Filing & Mailing Products
- iii. Medical Imaging Processing Products & Supplies
- iv. Medical Imaging Protective Gear & Shielding Products
- v. Medical Imaging Special Procedure Supplies
- vi. Medical Imaging Supplies & Contrast Media
- vii. Medical Imaging Ultrasound Products & Supplies
- viii. Aids for Daily Living
- ix. Assistive Bath/Shower/Toilet Products
- x. Occupational Therapy Exercise Equipment
- xi. OT/Rehabilitation Assessment Tools
- xii. Pediatric Therapy Equipment & Supplies
- xiii. Rehabilitation Therapy Equipment & Accessories
- xiv. Speech Therapy Assessment/Information/Supplies

**K. Occupational Therapy/Rehabilitation/Aids for Daily Living**

- i. N/A

**L. Operating Room**

- i. Autotransfusion
- ii. Cautery Supplies
- iii. Colposcopy
- iv. High Pressure Irrigation Supplies
- v. Instruments Surgical
- vi. Laser Surgical Supplies
- vii. Open Heart & Vascular Surgery Supplies
- viii. Operating Room Equipment
- ix. Operating Room Microscopes & Accessories

- x. Or Back Table Supplies
- xi. Packs Drapes & Gowns Disposable
- xii. Scrub & Prep Supplies
- xiii. Sharps Counters & Accessories
- xiv. Skin Grafting
- xv. Sponges Surgical
- xvi. Staplers Surgical
- xvii. Surgery Supplies Specific Service
- xviii. Surgical Blades & Knives
- xix. Surgical Power Equipment
- xx. Suture

**M. Optometry**

- i. N/A

**N. Orthopedics/Prosthetics & Sports Medicine**

- i. Casting Equipment Parts and Accessories
- ii. Casting/Splinting Supplies Fiberglass & Synthetics
- iii. Casting/Splinting Supplies General Use
- iv. Casting/Splinting Supplies Plaster
- v. Casting/Splinting Supplies Thermoplastic
- vi. Orthopedic Softgoods Head & Neck
- vii. Orthopedic Softgoods Lower Extremity
- viii. Orthopedic Softgoods Tapes
- ix. Orthopedic Softgoods Torso/Pelvis
- x. Orthopedic Softgoods Upper Extremity
- xi. Outrigger Inrigger And Dynamic Splinting Supplies
- xii. Traction Supplies

**O. Patient Care Products**

- i. Apparel Therapeutic & Post-Op
- ii. Contraceptives
- iii. Decubitus Management--Cushions and Padding



- iv. Edema Control and Scar Management Products
- v. Hematoma o Circulation Treatment
- vi. Patient Restraints
- vii. Patient Treatment Products
- viii. Personal Hygiene Supplies & Patient Room Accessories
- ix. Pressure Management--Therapeutic Mattress Overlays
- x. Pressure Protection & Elevation/Positioning Aids
- xi. Vascular or Compression Therapy

**P. Patient Exam Room Instruments & Supplies**

- i. Patient Exam Room Instruments and Accessories
- ii. Patient Exam Room Supplies and Accessories

**Q. Patient Mobility/Transportation/Transfer Equipment & Aids**

- i. Ambulation Aids
- ii. Patient Transfer Equipment

**R. Physical Therapy**

- i. Physical Therapy Modalities
- ii. Physical Therapy Supplies & Testing Equipment

**S. Physiological & Psychological Testing & Monitoring**

- i. Cardiophysiology
- ii. Chart Recording Papers & Recorder Supplies
- iii. Evoked Potential & Electromyography Equipment & Supplies
- iv. Fetal Monitoring
- v. Neurophysiology
- vi. Psychological Assessment & Testing
- vii. Vital Signs Monitoring

**T. Respiratory Therapy & Anesthesia**

- i. Accessories General Use
- ii. Adapters & Connectors

- iii. Aerosol and Drug Delivery
- iv. Airways & Tubes
  - v. Anesthesia Circuits and Accessories
- vi. Bedside Diagnostic Testing
- vii. Equipment
- viii. Exercisers
- ix. Filtration
- x. Humidification
- xi. Hyperinflation Therapy
- xii. Laryngoscopes
- xiii. Oxygen Delivery
- xiv. Oxygen Hardware
- xv. Resuscitation
- xvi. Sleep Therapy
- xvii. Suction
- xviii. Valves
- xix. Ventilator Circuits

#### **U. Safety Devices & Supplies**

- i. Containers Biohazard/Sharp/Accessories
- ii. Personal Safety Devices/Supplies Preventative
- iii. Personal Safety Supplies Treatment

#### **V. Syringes & Needles**

- i. Needles
- ii. Syringes

#### **W. Urology Supplies**

- i. Catheter Accessories
- ii. Catheters and Sets Ureteral
- iii. Catheters and Sets Urethral
- iv. Catheters External
- v. Catheters Foley Indwelling

- vi. Catheters Suprapubic Kits and Accessories
- vii. Drainage Bags and Urine Meters
- viii. Nephrostomy Products
- ix. Stents Dilators and Accessories
- x. Stone Baskets Graspers & Retrieval Devices
- xi. Trays Foley Catheter
- xii. Urodynamics

**X. Wound Care Products**

- i. Dressings Sponges/Tapes/Bandages
- ii. Ostomy Supplies
- iii. Skin Closure Products
- iv. Wound Catheters & Drains