

MSPV Addition Process Improvement Discussion

1. Educate Industry on How to Support Use of CPT

It would be helpful to understand how the Clinical Product Tool (CPT) works, i.e., how the VA prioritizes requests, how the VA manages duplicative requests, timelines, etc. If there was a better understanding of what data the VA would like, industry could better support facilities use of it. A training session by the VA showcasing the tool would improve industry's ability to support best practices for CPT.

2. Document the Product Addition Process

A one pager on the addition process would facilitate the addition of new products to the MSPV contract and ensure that firms have a clear understanding of the proper channel to get products on the contract.

3. Provide Metrics Necessary for Product Addition

In the past it was understood what utilization metrics were necessary, for example within the last twelve months 100 unique purchase orders, 25 individual facilities utilizing or \$20,000 in sales. It would be beneficial for the VA to provide the current metrics needed to have items added to the MSPV solicitation.

4. Improve Clinical Review Process

Is there a time limit on the clinical review process? If an item has been reviewed and approved at the local level, does it need to also be reviewed and approved at the national level and/or at other local clinics? Can the VA clarify these questions and consider implementation to expedite the review process?

5. Respond to Industry Feedback on Solicitation

Vendors communicate that an item is outdated or non-compliant, and provide new replacement items, but changes are not made. If the VA does not make changes, could the VA inform the firm as to why the changes were not implemented?

6. Encourage Open Communication from Contracting Officers

Industry appreciates clear timelines for processing modifications, monthly standing meetings and identification of specific documentation required for modifications. Industry also appreciates the bi-weekly standing meetings from leadership and would like to applaud contracting officers who establish monthly standing meetings to ensure open communication. The VA could provide additional guidance and training to contracting officers to emphasize these best practices.

7. Accept Verified Vendor Data

Industry often provides good data on use, but it takes the VA a long time to verify that data and add the product. Once the VA verifies vendor data, it should accept subsequent data from the vendor and add subsequent products (subject to spot checks for quality control). Any vendor that provides inaccurate data would be subject to the VA verifying data in every instance going forward.