

NIH Supply Center



Medical
Supplies



Laboratory
Supplies



Office
Supplies



 **Customers First!**

Cost, Convenience, Customer Service
We are Right Next Door!

<http://nihsc1.od.nih.gov/>

301-496-9156 or 301-496-3395



National Institutes of Health
Office of Management





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Greetings from the NIH Supply Center (NIH-SC) located in Gaithersburg, Maryland. We provide medical, laboratory and office supplies to the NIH community. The NIH-SC also controls two Self Service Supply stores (SSS) on the main NIH campus located in buildings 10 and 31 and distributes supplies from the Gaithersburg Distribution Center (GDC) to the SSSs and to off campus customers. As we enter the new year, the NIH-SC will be changing the look of its' marketing approach. Producing the first Supply Center commercial and improving the layout of our stores

are just a start. Our new approach is visible, it's a new, but a firm focus on convenience, customer service and price competitiveness to this dynamic agency.

Serving you while providing the Best Price, Convenience and Customer Service.

OUR MISSION:

The Mission of the NIH-Supply Center is to provide innovative, cost effective, end-to-end solutions, which facilitate improved cycle times for the just-in-time delivery of quality goods and services necessary to deliver outstanding logistical support to the NIH mission, achieved through collaboration, management, and optimization of its integrated value-chain.

The Supply Center strives to become a recognized leader that fosters an ethical, responsive, and highly efficient environment committed to the highest standards of professionalism, servitude, and continuous improvement that are essential to meeting and/or exceeding customers' expectations.

OUR CORE VALUES:

Collaboration

Cultivate and maintain positive and collaborative relationships with our customers and vendors that foster best value for NIH.

Continuous Improvement

Implement, monitor, and continue to streamline process improvement opportunities that innovate and add value, eliminate waste, increase productivity, and facilitate the ease of procurement.

Integrity

Act with Integrity in all business decisions. Conduct all business on the foundation of truth and honor,

with steadfast adherence to the highest ethical principles and professional standards, and acting in the best interests of our patients.

Value

Uphold fiduciary and other responsibilities using reasonable care and granted authority to deliver value to our internal customers.

Professionalism

Develop skills, expand knowledge and conduct business that demonstrates competence, and promotes the principles and standards of ethical supply management conduct.



ATLAS CONTAINER

Quality & Service
has always been important,
we've just perfected it!



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All available through the GDC Supply Center!

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800-394-4894



Certifications:

BPA (Blanket Purchase Agreement) HHSN263201400057B
SAM Registration = 1T8E7
Tax Identification Number - 52-160-4268
We are a certified Small Business for NAICS Code 322211



Intelligent Vending

POC: Josue Gonzalez-Zayas

A New Way to View Vending Machines

Back in June 2015, the business operations team at the NIH-Supply Center (SC) was determining new, innovative ways to generate value for our customers. There needed to be a breakthrough idea that would be a game changer for years to come. That's when the idea of bringing vending machines to campus was suggested.

I know what you're thinking; there are vending machines in every building on the NIH campus. Well, this idea is a little different! Instead of putting tasty beverages and delicious afternoon snacks inside them, the SC team will be bringing lab and office supplies that you use on a daily basis even closer to your room.

"We completed our marketing research with the NIH Community, specifically the NCI Community on Building 37, to determine which products are used most frequently," said Mr. Josue Gonzalez-Zayas. "We will test one Intelligent Vending Machine on Building 37, to prove this concept and prove the need to implement more around campus."

Not only does this provide the NIH community with convenience to walk to a vending machine and get supplies in an instant, but this also will give you a sense

of relief to know that you will never run out of an item ever again.



All you need is an active CAN card to access the vending machine and it works similarly to the store or NBS online shopping. Swipe your card, verify your information, select the supplies you want and you are finished. This is the easiest way to get your hands on items in the quickest amount of time.

Once the vending machine proves to be a success in building 37, we will start strategically placing them around campus and off campus in satellite locations. The ultimate goal is to have an intelligent vending machine put in every building on campus to bring the most convenience to our important customers.

If you want to see for yourself, take a walk over to building 37 in the main lobby where our first machine is installed. We guarantee you will find the accessibility to be a lifesaver to complete your deadlines more efficiently. If you have any questions about the vending machines or have suggestions about the next locations, please give the marketing department a call at (301) 594-0646.



A Quicker, Easier Way to Order Supplies from the NIH Supply Center

In December of 2015, the NIH-Supply Center (SC) unveiled an enhanced and more efficient way to order lab, medical, and office supplies. This improvement will help you receive your items quicker, while at the same time allowing you to know the quantities that are in stock for each product at the time of your order.

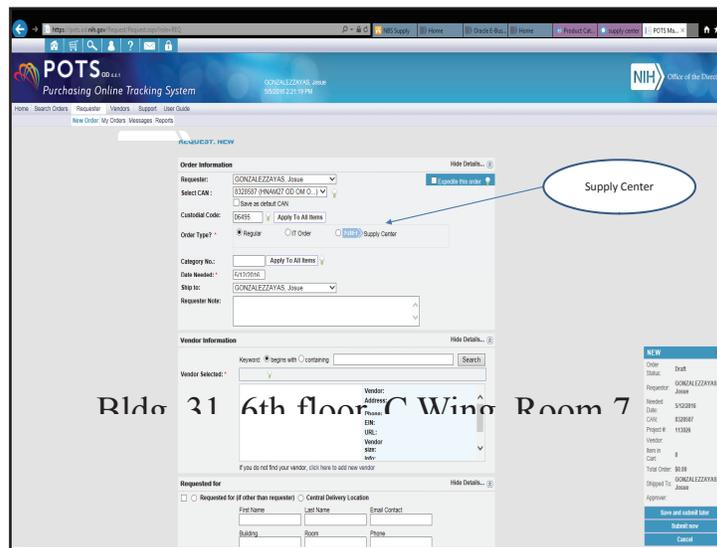
The SC has been focused on the intake, imaging and initial processing of physical documents into electronic workflows. We realize the management benefits of electronic workflows, but still are contending with diverse paper-based inputs. The challenge is how to achieve savings and productivity improvements in labor and paper-based processes that can consume internal resources, such as accounts payable.

This enhancement works by allowing the Gaithersburg Distribution Center (GDC) to interact with each individual purchase through the Purchasing Online Tracking System (POTS) to determine available quantities for the items requested. The SC wants to provide the customers with more information about how much stock is in the store so customers can make a more knowledgeable purchase.

Once your order has been approved, the SC employees in the warehouse will receive the order Form-1861

and the system will let you know which items are on hand along with the quantity for each item purchased. No matter the amount on hand, you will receive a notice that will inform you if the order has been filled and how much of each product you will have delivered.

Shortly after this process begins, the employees will begin to work diligently to ensure your items are placed in the proper shipping location to be delivered either directly to your lab/office or to the Self Service Store. If your order reaches the dollar threshold (over \$100), the Self Service Store (SSS) will deliver your order directly to your lab/office or you will have the option to pick it up from the store if that is an easier choice. This process has been designed to efficiently deliver the supplies to your location in a 48 hour timeframe!



Here at the SC we are always looking for new ways to innovate and enhance our systems to make it more convenient for our customers. This new method for ordering is just one way we improved our supply chain this year. We expect this will cut the ordering process in half while expediting orders and improving sales. If you would like more information about this process or how you can order through POTS, please contact our customer service representatives at (301) 496-9156 or (301) 496-3395.

We are Right Next Door!



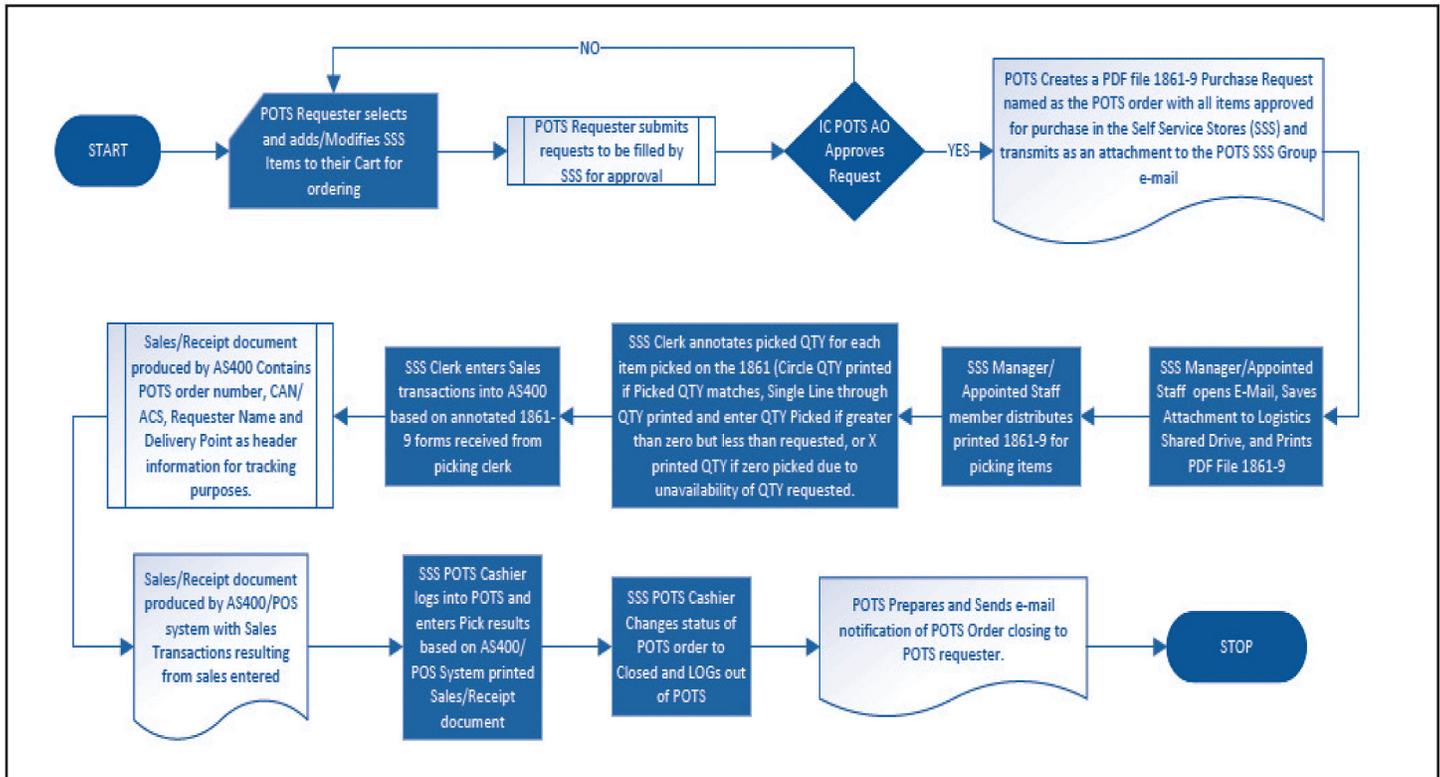
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Standing Orders

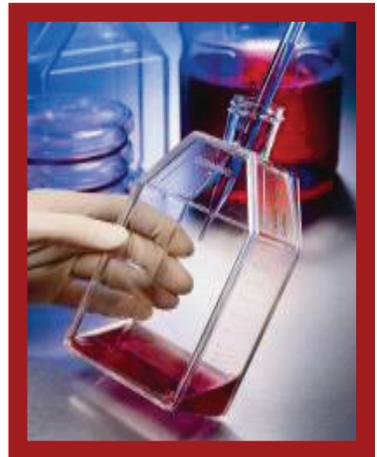
Do you see yourself or your lab manager ordering the same products and quantities over and over again? Our goal is to provide the most convenience to you by making it easier for you to receive the necessary supplies to continue your research.

The NIH- Supply Center (SC) has implemented a service called **Standing Orders** which will help simplify the process of orders these types of supplies. Standing orders work for those specific items ordered on a constant basis with a **predetermined delivery date**. This eases the burden on the lab manager and administrative officers that approve the ordering process. When you are placing your order through the NBS iProcurement Internal system, select the 'Standing Order' tab at the top in order to choose the delivery interval.

Please contact the NBS (IT) Help Desk if you need further assistance.



WESTNET i n c.



2654-2658 West Patapsco Avenue
Baltimore, MD 21230

781-828-7772

Fax: 781-828-2011

www.westnetmed.com

Life Science • Medical/Surgical



How We Help

Testimonials...

"The Supply Center Store in the building I work provides great convenience. It is like having a convenience store in the basement of our house."



Customer Service...

"...by providing information which is ongoing and up to the minute. It gives me great satisfaction to help solve our customer supply challenges."

Customized Products...

"Working together, we provided a solution that was practical, available in a short period of time and within the planned dollars."





Return Policy

At the NIH- Supply Center (SC) our main priority is to ensure our customers are fully satisfied with the items they purchase. In the event an exchange or return is necessary, please review the below policy to ensure you correctly receive the items you need for your research. Exchanges and returns are available for 14 days from the date of your item receipt. We request that you have the CAN Card that was used to make the purchase available when you return items. Supplies returned after 14 days are not subject to a refund.



Did you purchase the item online or at the SSS?

Here are the guidelines and information necessary to make the return as smooth as possible.

Orders through the Self Service Stores (Building 10 & 31):

Items may only be returned to SSS10 or SSS31, not the GDC. Please take your items that you would like to return to the closest store, either building 10 or 31. Your CAN card is credited with the amount of the purchase.

Delivery orders:

You can arrange a direct pickup for orders made through NBS and the return must be made within 14 days of your purchase. In order to do this, please contact customer service.

Contact our customer service numbers at (301) 496-9156 or (301) 496-3395 within 7 days of your purchase.





Your one-stop shop for human tissue samples.
BioServe's Global BioRepository, Partner Network, and Custom Collections give you unprecedented access to the widest array of clinical grade biospecimens.

- Extensive biorepository of human tissue samples
- Network of clinical sites for prospective sample collection
- Molecular services



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Email: info_reprocell.com
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reinnovate

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Email: info@reinnovate.com
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United Kingdom
Tel: +44 (0) 141 830 3831
Email: info@biopta.com
www.biopta.com



Off Campus Deliveries at No Additional Cost!

How Do Off Campus Deliveries Work?

1. Complete the iProcurement internal requisition through NBS or the newly implemented POTS process.
2. Specify your location on under the delivery address location of the form.
3. The SC drivers will deliver your products directly to your office/lab. There is NO extra cost that is added to the purchase to include transportation fees!

If you have any questions please contact our customer service numbers at (301) 496-9156 or (301) 496-3395.

Is your research conducted outside of the NIH campus in Bethesda, MD? Do you need laboratory, medical, or office supplies delivered directly to your office/lab? Here at the NIH- Supply Center (SC), we will deliver to all NIH buildings around the metropolitan area, with no additional cost to your order.



Over 50+ HP Ink Cartridges in-stock at your NIH Store!
Available next day!

George W. Allen is your local supplier for all your Government Supply Needs. Call us today at 301.614.9500
Or visit us online at www.gwaco.com.



Cost, Convenience, Customer Service

OUR MISSION

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OUR CORE VALUES

COLLABORATION

Cultivate and maintain positive and collaborative relationships with our customers and vendors that foster best value for NIH.

CONTINUOUS IMPROVEMENT

Implement, monitor, and continue to streamline process improvement opportunities that innovate and add value, eliminate waste, increase productivity, and facilitate the ease of procurement.

INTEGRITY

Act with Integrity in all business decisions. Conduct all business on the foundation of truth and honor, with

steadfast adherence to the highest ethical principles and professional standards, and acting in the best interests of our patients.

VALUE

Uphold fiduciary and other responsibilities using reasonable care and granted authority to deliver value to our internal customers.

PROFESSIONALISM

Develop skills, expand knowledge and conduct business that demonstrates competence, and promotes the principles and standards of ethical supply management conduct.

OUR COMMITMENT TO OUR CUSTOMERS

1. CUSTOMER SERVICE IS EVERYONE'S JOB
2. FOLLOW THE "GOLDEN RULE"
3. DO IT RIGHT THE FIRST TIME
4. RESPOND WITH SPEED
5. UNDERSTAND OUR CUSTOMERS' EXPECTATIONS
6. MAKE OUR CUSTOMER AN APOSTLE
7. KEEP OUR PROMISES
8. HONESTY IS THE ONLY POLICY
9. STAY COOL
10. WORK FOR THE CUSTOMER



What we offer to the NIH Community

(Cost) Price competitiveness (best value)

- Economies of scale
- Leveraged buying power

Convenience

- Campus presence with stores on Building 10 & 31
- On line orders
- Free delivery on campus and off campus
- Free storage on Distribution Center for ICs that may need to make bulk purchases

Customer Services

- Prompt response to customer inquiries
- Ongoing follow up on orders pending
- Easy returns and claims resolution
- Will work with ICs to provide specialized solutions

Customer Services: 301-496-9156 or 301-496-3395

Online: <https://nihsc1.od.nih.gov>

Delivery: Fax # 301-402-8493

Josue Gonzalez

josue.gonzalez-zayas@nih.gov
(301) 594-0646

Michael Greenberg

Michael.Greenberg@nih.gov
(301) 402-0128



Double Check the Need-By-Date in NBS Before You Submit an Order!

Have you ever used NBS iProcurement Internal to make purchases for NIH stock coming from the Gaithersburg Distribution Center (GDC)?

1. Once you have completed and all your items are in the shopping cart and click 'Checkout.'
2. You will arrive at the 'Checkout: Requisition Information' page. To ensure you receive your items when you need them, make sure to check the 'Need-By-Date' field.
3. If you want your items prior to the date that is automatically filled out, please edit this section to the actual day you would like to receive your items.

If the supplies are in stock at the GDC and are not on back order, our distribution staff will work swiftly to gather your items and deliver them directly to your office at no additional cost. To check on your order, please give our customer service representatives a call at 301-496-3395 and be sure you have the order requisition number with you.

Buy Bulk and Store

Did you know that if you make a **bulk/large purchase** from the NIH- Supply Center (SC) or the Self Service Stores, that you can store your purchased items in the Gaithersburg Distribution Center (GDC) located in Gaithersburg? The warehouse has dedicated locations where your products can be stored in bulk and can easily be delivered directly to you whenever you need them.

Your product will be delivered upon your request to your lab/office with just a simple call at no cost!

Please contact our customer service desk at (301) 496-9156 for additional information.



Surcharge Declining Again

What is a surcharge?

The NIH-Supply Center (SC) is a Fee-For-Service organization that works to assist the NIH community with all the lab, medical and office supplies. In order to stay in operation, it is important to have a surcharge on each purchase. The way our surcharge is designed is that the SC provides our customers with the products at the same price we purchase them for and the only addition is extra surcharge fee in order to stay in business. This means that your institute does not need to worry about paying for transportation or delivery charges from the SC, making the overall purchase more cost friendly than buying supplies from outside vendors.

Turning Around the NIH Supply Center

One of the main goals Mr. Gary Marquez, Chief of the SC, embarked on when he first arrived was to determine how to improve the pricing of the goods sold to save the NIH money. Our mission is to work with you and provide you with all necessary lab, office, and medical supplies at the most competitive price in order to help you conduct your research.

Back in 2014, when Marquez became the Chief, the surcharge was set to 32%. During Fiscal Year 2015, Marquez and the executive staff of logistics made the decision to lower the surcharge from 32% to 22%. This is another example of how it is our main focus to make you, the NIH community, know that your voice is being heard. Our biggest initiative is to continuously provide the best price on all lab, medical, and office supplies and customer feedback is critical in making that possible.

Goals for the Future

By reducing the surcharge, we know we will save the NIH an exorbitant amount of money that the institutes can put towards the use of additional resources to continue making NIH great. For the future, we plan to continue lowering the surcharge 2% a year until 2019.

2017 – 18% Surcharge

2018 – 16% Surcharge

2019 – 14% Surcharge

If anyone has questions about our surcharge or would like to provide feedback on our price competitiveness, please direct you call to the marketing/outreach department at (301) 594-0646.

Goals for the Future	
Fiscal Year	Surcharge
2015	22%
2016	20%
2017	18%
2018	16%
2019	14%

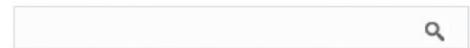


Enhancing our Online Presence through Product Catalog Updates

Here at the NIH-Supply Center (SC) we truly listen to our customers about ways to continuously improve our operations to better meet the needs of NIH's mission. Our products and supplies are utilized throughout all the institutes for researchers and doctors to turn vital research/experiments into results to improve society. Some of our customers have voiced concerns about desired changes to the website and product catalog. We have taken this feedback into

consideration and hired an IT contractor who has been working diligently at making the necessary corrections and improvements to make your shopping experience more pleasurable.

Our customers have voiced concerns about needed changes to our website. We have listened to this feedback to develop a new product catalog online (<https://nihscatalog.od.nih.gov/>) which has been enhanced to be more user-friendly and easier to navigate. Below



Home All Products New Green

Contact Us



Welcome to the Supply
Center

Surcharge Reduced
WHAT'S NEW

New Product Catalog
Website



you will see an image of the upgraded homepage on the product catalog that you can navigate to sort by supplies and product types.

Major updates have taken place on the product catalog, where you can now view the entire product line, new items and green products. Once you sort by product type, there is a functional categorization of the products on the left-side navigation bar. This will

help you find the items you are looking for even faster. In addition to these new features, we have worked on updating the resolution and quality of images for the products in the catalog to make sure they better represent the item you are searching for.

Additional Enhancements to Improve our Digital Information

Shopping Cart!

Have you ever clicked through the SC product catalog and wished you could just make orders from that webpage? We are working on creating a shopping cart feature that will allow you to make online purchases directly from the new catalog.

This will save you an extensive amount of time in the purchase process and make it more convenient for your administrative team. This new feature will work just like any other online retailer, where you search for the items you would like through the product catalog and once you find the product there will be an 'add to cart' button that will easily save all your selections for you!



NIH SC Website

We have also taken strides in updating the SC website (<https://nihsc1.od.nih.gov/>) in order to remove all outdated information and to continuously improve your experience online. The main purpose for the revamp was to clean up the site while making the valuable information easier to locate.

Some of the immediate changes you will see is the navigation panel across the top of the homepage, calendar realignment, footer alignments, and an 'About NIH SC' has been added, displaying current and other information. From our webpage, you can access the

product catalog and the NBS iProcurement system to purchase your supplies. Also, we have all the necessary forms that you will need when making a special order or purchase.

In addition to these modifications, there is now a section that is dedicated to YouTube videos from certain products that are sold through the SC. These videos are included on the website under the 'NIH Resources' tab and they show you how products are used and the benefits of purchasing them over comparable items.



Goal 3: Deliver World-Class Services by Implementing Administrative Improvements



Your trusted brands from Daigger Scientific® in partnership with NIH Supply Center.



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Service down to a Science

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Microscope Slide Box



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Weighboat



Filter Units



Centrifuge Tubes



Reversible Rack



Pipetman



Disposable Pipettes





Cost, Convenience, Customer Service -
We Are Right Next Door!

Top Products Cost Comparison

Price comparison among 10 items to show the savings that will help with your team's budget this year!

**Supply Center's
Prices Win!**

NSN	Item Name	NIH SC Price <small>*Includes Surcharge</small>	Intramall and Others <small>*Includes Fees</small>	Savings Through the Supply Center (difference between NIH SC and others)
6640005338634	SEROLOGICAL PIPET 10ML	\$37.80	\$44.15	\$6.35
655000L122000	LIPOFECTAMINE 2000	\$396.00	\$469.09	\$73.09
655000L066153	QIAPREP SPIN MINIPREP KIT	\$392.16	\$406.60	\$14.44
664000L012136	FILTER UNIT, STERICUP 500	\$108.18	\$179.76	\$71.58
664000L015171	STRIPETTE, 10 ML #4488	\$34.90	\$37.95	\$3.06
6640011285268	ERLENMEYER FLASK, 250ML	\$269.28	\$432.96	\$163.68
663000L012248	FILTER UNIT, NALGE #567-0020	\$159.38	\$231.01	\$71.63
664000L017546	ASPIRATING PIPET, 2ML	\$39.38	\$56.69	\$17.30
6640013972458	FLASK, 250ML, COSTAR #430641U	\$118.91	\$128.79	\$9.88
655000L060234	QIAQUICK PCR PURIFICATION	\$551.09	\$535.07	\$16.02

Stores on Campus: Building 10, B2-B41 and Building 31, B2-A47

*Intramall has additional delivery costs not included.

20th ANNIVERSARY



20 years of service to the NIH

- Your reliable and trusted source of reagents for every day lab use.
- Manufacturing liquid & plated bacterial culture media, buffers and waters, as well as custom prepared products.

- 20 years of service to the NIH (or maybe just a 20 year anniversary emblem?)
 - Your reliable and trusted source of reagents for every day lab use
 - Manufacturing liquid & plated bacterial culture media, buffers and waters, as well as custom prepared products.

Woman owned small business

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 Columbia, MD 21045
 888-696-7326
 410-290-9690
 www.kdmedical.com

NIH Supply Center

WOSB
 Woman-Owned
 Small Business

D-060315



Expanding Table Top Expos around the NIH Campus

The NIH- Supply Center (SC) has been working with supporting Vendors to assign space for Table Top displays to be set up in the Self Service Store (SSS) on the Bethesda NIH Campus in Building 10. This opportunity is available for interested Vendors on Tuesdays, Wednesdays and Thursdays from 10:00am-2:00pm. By providing Vendors the ability to interact to our customers in the store, it is an easy way to emphasize what type of products are available for purchase through the SC.

In addition to the display stations that we provide the Vendors in SSS10, the SC is expanding the locations of the Table Tops to create Expos in certain building lobbies around campus where the most traffic occurs. Throughout 2016 and going forward into the future, we are planning to host a Table Top Expo every

month. These events will involve several of our supporting vendors giving the NIH community a better understanding of what the SC does and which suppliers we work with.

At these Expos, Vendors will be offering different sales and promotions that will benefit the NIH researchers. Also, the SC will be having Vendors display new items that will soon be available for purchase at the store or online and will continue to ask for customer feedback.

We are always offering these great opportunities to all supporting Vendors and if you are interested we encourage you to reach out to our marketing team at 301-594-0646 or 301-402-0128.





Institutes Partnering Up with the Supply Center

Our main goal at the NIH-Supply Center (SC) is to continually provide support to our NIH community by providing necessary laboratory, office, and medical supplies on/around the NIH campus. We want to help assist you in reaching the key mission of NIH, “to seek fundamental knowledge about the nature and behavior of living systems and the application of that knowledge to enhance health, lengthen life, and reduce illness and disability.”

We are working with our vendors to ensure that we have the supplies you need. Building relationships is essential and that is why our continued focus going forward is to work with all 27 NIH institutes individually. Recognizing what supplies your institute is purchasing most frequently and adjusting our inventory based on feedback from you is critical.

The purpose of having the SC is to be able to work internally within the NIH community to get the most competitive price for your institute. Our job is to help make your job easier by providing you with the convenience of supplies on campus and the customer service that is unmatched.

A good example of how the SC has worked one-on-one with an institute is during the summer of 2015

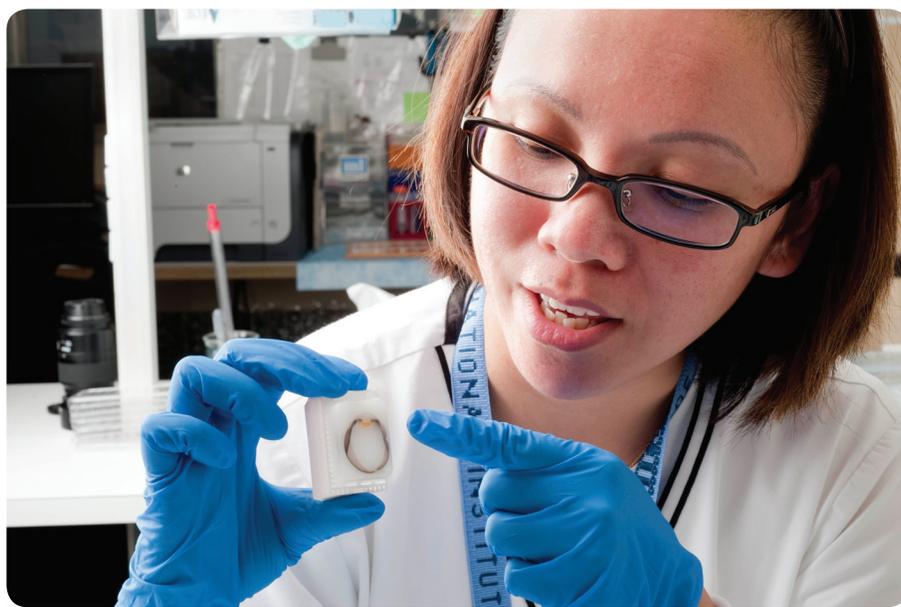
when we were heavily involved with the National Cancer Institute (NCI). We sent the outreach team on campus a couple times a week to interact with lab managers and researchers to get an idea of what supplies they use on a daily basis. By sitting down with NIH employees to discuss our goal and how that relates to what they do on a daily basis, it provided us with an extensive amount of knowledge about how we can use our resources to assist their institute.

By implementing our market research strategies, the SC was able to create a more succinct list of the lab, medical, and office supplies in stock that NIH used on a daily basis. Our goal going forward is to

continue building upon our existing relationships with the separate institutes to gain additional feedback about the items that we should continue to store or new items that we need should carry in to our inventory.

If you have any feedback about the SC items or if you have a list of supplies you believe would be

beneficial for us to have in stock, please contact our marketing/outreach department at (301) 402-0128 or (301) 594-0646.



NEI Laboratory Research. Laboratory research is helping to prevent and treat eye disease.



Top Questions About The NIH Supply Center

Where are the NIH Self Service Stores (SSS) located?

The SSS can either be found in building 10 (B2-B41) or building 31 (B1-A47).

What is the ordering process for off campus deliveries and how long does it take?

Fax or email your requests to one of the following locations:

Self Service Store (SSS) Building 10, Fax - (301)402-8493, Scott Pillath Scott.Pillath@nih.gov Service Store (SSS) Building 31, Fax – (301) 496-4312, Lucy Kenny kennyl@od.nih.gov

No transportation fee

- Request must be on NIH Form 1861
- Minimum order quantity of greater than \$100
- Expect delivery within 48 hours from the time your fax or email is received

If I need an item that is not carried in the stores how do I go about requesting it?

Please contact our Marketing Team at (301)594-0646 if there is an item that you notice is not carried in the stores.

Who can I call if I have a specific question reference to an item?

If you have any questions about specific items, please call our Customer Service Representatives at (301)496-2051 or (301)496-9156.

Who can I call if I have a question reference to deliveries?

Our Distribution department handles all delivery questions and you can reach them at (301)496-3410.

How do you determine what items to carry in stock?

We depend on our customers to recommend what products they would like to see in our portfolio; once we receive that feedback we conduct market research, locate a vendor, negotiate prices, and then begin offering the products to the NIH community.



Do you ever conduct customer feedback meetings?

Yes, we hold the Supply Chain Advisory Council and Product Advisory Council on a semi-annual basis. We provide our customers with an update on our business and solicit feedback on our services, products, and desired improvements. All customers are welcome with focus on Administrative Officers, Lab Managers, CAN card holders, NBS account holders and Government Purchase card holders.

Why should I choose the Supply Center (NIH-SC) to purchase supplies from?

Cost Competitiveness, Customer Service, and Convenience

Do you provide bulk storage and who do we contact to coordinate this effort?

The NIH Supply Center does provide bulk storage. Please contact our customer service desk at (301)496-9156 or our Chief of Distribution, Andre Charlton, at (301)496-3410.

Do you provide any services?

We deliver on and off campus at no additional cost, bulk storage of supplies and equipment, as well as easy return of supplies to the two Self Service Stores on campus. We also offer standing orders which can be placed through the internal requisition process!

What is being done about your catalog?

We have revamped the website to feature an online shopping cart that will allow you to check out and the order will be delivered to you. Another improvement is the addition of all the product images on the SC and NBS catalog. Please feel free to check out the website at: <https://nihscatalog.od.nih.gov/>

Who can I contact in regards to my CAN Card?

You may contact the CAN Card manager at (301)496-0177 or Customer Services at (301)496-9156.

Who can I contact if I want to get a brief overview of the Supply Center Operations?

Please call the Business Operations Chief at (301)594-0804.



Benefits of Special Orders

There are several benefits to place special (high cost) orders through the NIH-Supply Center (SC).

1. We work directly with all institutes to help ease the ordering process by saving you on both time and administrative burden to provide you a **simple way to place orders on high cost items**.
2. The orders placed through the SC are internal requisitions which means you **do not have to invoke the contracting process** of getting 3 quotes on items over \$3,500 or writing justifications.
3. The **services the SC provides**, such as our Buy Bulk program, Standing Order initiative and our new Non-Stocked Items all could be set up using the special orders concept.

Customer feedback

Customer feedback is so important because it provides your NIH-Supply Center (SC) with insight we utilize to improve our support efforts, products and/or overall customer satisfaction. We want to thank all of our customers for your honest feedback and rest assured we utilize this to make all the improvements you have been seeing around campus. Your feedback helps us to:

1. Improve our service and products.
2. It offers us the best way to measure our customer's satisfaction.
3. It provides actionable insight to create a better customer experience.

Indefinite Delivery, Indefinite Quantity Contracts (IDIQ)

Indefinite delivery, indefinite quantity contracts provide for an indefinite quantity of services for a fixed time. They are used when GSA can't determine, above a specified minimum, the precise quantities of supplies or services that the government will require during the contract period. IDIQs help streamline the contract process and speed service delivery.

The SC has and is continuing to work IDIQ's to establish contracts that will provide the NIH community required supplies. The SC places delivery orders for supplies against basic requirements. We base our minimum and maximum quantity limits on demands.

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www.qualitybiological.com
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TechnicalService@qualitybiological.com



Customers First!

Ways You Benefit By Using The NIH-SC

1. Prompt response to customer inquiries on supplies that are available through the Gaithersburg Distribution Center (GDC) or Self Service Stores (SSS).
2. Do not have to pay extra for deliveries on and off the NIH campus. (Price Competitiveness)
3. Ongoing follow up on orders pending.
4. Easy returns and claims resolutions through our superb customer service representatives.
5. Continued support with ICs to provide specialized solutions on a case-by-case basis.

