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GSA e-Buy is designed to facilitate the request for and submission of quotes or proposals for commercial products, services, and solutions offered through GSA Federal Supply Schedules and Governmentwide Acquisition Contracts (GWACs).

REGION 4 FEDERAL ACQUISITION SERVICE CUSTOMER TESTIMONIALS

# What our clients say...



## CUSTOMER AND STAKEHOLDER ENGAGEMENT



### Orlando Veterans Administration (VA) Medical Center eBuy

**Challenge:** The Orlando Veterans Administration (VA) Medical Center at Lake Nona had a time sensitive requirement to remove existing locks and install new locks to increase patient safety by adding behavioral health-specific, high-security locking hardware. The Medical Center had Sargent locks in use and sought brand name or equal to use the existing templates which would result in overall savings.

The VA management was inclined to satisfy this requirement via open market by posting on the [Federal Business Opportunity](#) website. Using the GSA's Multiple Award Schedule (MAS) would save the VA time and money compared to an open market acquisition. The VA did not believe they could foster contracting with Veteran-Owned Small Businesses through GSA Schedules which was a new internal VA protocol resulting from a recent Supreme Court Kingdomware ruling.

**Action:** The GSA Federal Acquisition Services (FAS) Customer and Stakeholder Engagement Team (CaSE) has a Customer Service Director (CSD) assigned to a geographic territory and one of their roles is to provide

training on GSA tools. The CSD assisted the VA contracting office with using GSA eBuy to post a request for interest (RFI) to identify sources on GSA Schedules and governmentwide acquisition contracts (GWACs). GSA eBuy is an electronic system designed to allow government buyers to request information, find sources, and prepare requests for quotes, online, for millions of services and products offered through MAS. Government buyers can use eBuy to obtain quotes or proposals for services, large quantity purchases, big ticket items, and purchases with complex requirements. Following the RFI, the CSD assisted the VA with creating a request for quote (RFQ) including a set aside for Veteran-Owned Small Business (VOSB) and Service-Disabled Veteran-Owned Small Business (SDVOSB) to satisfy the new VA policy.

**Solution:** GSA has a myriad of tools to assist with market research: GSA Advantage, eLibrary and Acquisition Gateway. The VA contracting officer used these research tools to prepare a solicitation for mental health locks and posted it on GSA eBuy.

**Result:** The contract for mental health locks was awarded for \$88,350 representing a 68% savings from the Independent Government Estimate (IGE). Satisfying the high priority requirements by using GSA Schedules instead of competing open market saved the customer a significant amount of time: an award was made in just six weeks.

**Reference:**

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Contract ID #: VA24816F2790  
561-422-6897