



Defense Health Agency

PROCEDURAL INSTRUCTION

NUMBER 6430.09

July 1, 2021

DAD-MEDLOG

SUBJECT: Medical Surgical Prime Vendor Onsite Representative

References: See Enclosure 1.

1. PURPOSE. This Defense Health Agency-Procedural Instruction (DHA-PI), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) through Reference (h) establishes the Defense Health Agency's (DHA) procedures to request and activate the Medical Surgical Prime Vendor (MSPV) Onsite Representative (Rep) service.
2. APPLICABILITY. This DHA-PI applies to:
 - a. DHA, DHA components (activities under the authority, direction, and control of DHA), and Military Departments.
 - b. All personnel to include: assigned or attached active duty and reserve members, members of the Commissioned Corps of the Public Health Service, federal civilians, contractors (when required by the terms of the applicable contract), and other personnel assigned temporary or permanent duties at DHA and DHA Components.
3. POLICY IMPLEMENTATION. It is DHA's instruction, pursuant to References (d) through (h), that this DHA-PI establishes standard Medical Logistics (MEDLOG) procedures.
4. RESPONSIBILITIES. See Enclosure 2.
5. PROCEDURES. See Enclosure 3.
6. PROPONENT AND WAIVERS. The proponent of this publication is the DAD-MEDLOG. When Activities are unable to comply with this publication the activity may request a waiver that must include a

justification, to include an analysis of the risk associated with not granting the waiver. The activity director or senior leader will submit the waiver request through their supervisory chain to the DAD-MEDLOG to determine if the waiver may be granted by the Director, DHA or their designee.

7. **RELEASABILITY. Cleared for public release.** This DHA-PI is available on the Internet from the Health.mil site at: <https://health.mil/Reference-Center/Policies> and is also available to authorized users from the DHA SharePoint site at: <https://info.health.mil/cos/admin/pubs/SitePages/Home.aspx>.

8. **EFFECTIVE DATE.** This DHA-PI:

a. Is effective upon signature.

b. Will expire 10 years from the date of signature if it has not been reissued or cancelled before this date in accordance with Reference (c).

/S/
RONALD J. PLACE
LTG, MC, USA
Director

Enclosures

1. References
2. Responsibilities
3. Procedures

Glossary

ENCLOSURE 1

REFERENCES

- (a) DoD Directive 5136.01, “Assistant Secretary of Defense for Health Affairs (ASD(HA)),” September 30, 2013, as amended
- (b) DoD Directive 5136.13, “Defense Health Agency (DHA),” September 30, 2013
- (c) DHA-Procedural Instruction 5025.01, “Publication System,” August 24, 2018
- (d) Public Law 114-328, Section 702, “National Defense Authorization Act for Fiscal Year 2017,” December 23, 2016
- (e) DoD Instruction 6430.02, “Defense Medical Logistics Program,” August 23, 2017.
- (f) DHA-Procedural Instruction 6430.02, “Defense Medical Logistics (MEDLOG) Enterprise Activity (EA),” September 27, 2018
- (g) DoD Directive 6000.12E, “Health Services Support,” January 6, 2011, as amended
- (h) DLA Troop Support-Medical Statement of Work “Medical Surgical Prime Vendor (MSPV) Generation V (GEN V) Statement of Work (SOW),” and subsequent modifications¹

¹ This reference can be found at:

<https://www.medical.dla.mil/Portal/PrimeVendor/PvMedSurg/MedSurgPrimeVendorOverview.aspx>

ENCLOSURE 2

RESPONSIBILITIES

1. DIRECTOR, DHA. The Director, DHA will assign responsibilities to the markets and to the Chief, DHA MEDLOG to implement this DHA-PI in accordance with Reference (d).

2. CHIEF, DHA MEDLOG/MEDLOG ENTERPRISE ACTIVITY (EA). The Chief, DHA MEDLOG/MEDLOG EA must:

a. Perform oversight of the delivery of all MEDLOG services at DHA MTFs in accordance with established policies and business rules.

b. Appoint in writing a DHA MEDLOG Authorized Government Representative (AGR).

3. SECRETARIES OF THE MILITARY DEPARTMENT. The Secretaries of the Military Departments will ensure MTFs under their command and control comply with the guidance in this DHA-PI.

4. DHA MEDLOG AGR. DHA MEDLOG AGR must:

a. Communicate with the Prime Vendor (PV) and Defense Logistics Agency Troop Support (DLA-TS) Contracting Officer (KO) on matters regarding the DHA MEDLOG MSPV Onsite Rep and request a DHA MEDLOG MSPV Onsite Rep.

b. Interview the DHA MEDLOG MSPV Onsite Rep candidates.

c. Approve/reject the DHA MEDLOG headquarters level MSPV Onsite Rep candidates in accordance with PV SOW.

d. Provide onboard training, direction, and guidance to the headquarters MSPV Onsite Rep in accordance with the terms of relevant PV contract provisions and the SOW.

e. Validate the distribution fee with the DLA-TS KO.

f. Coordinate the effective start date for MTF MSPV Onsite Rep in Trading Partner (TP) application with the DLA-TS KO.

5. DHA MARKET, SMALL MARKET AND STAND-ALONE MEDICAL TREATMENT FACILITY ORGANIZATION, AND DEFENSE HEALTH AGENCY REGION DIRECTORS.

The DHA Market, Stand-Alone Medical Treatment Facility Organization, and Defense Health

Agency Region Directors will ensure MTFs under their administration and oversight comply with the guidance in this DHA-PI.

6. MTF DIRECTORS. The MTF Directors must:

- a. Ensure adherence to this DHA-PI.
- b. Establish an effective MEDLOG office.
- c. Appoint in writing a MTF Logistics Officer.

7. MTF LOGISTICS OFFICER. The MTF Logistics Officer is responsible for all logistics operations in the facility and satellite facilities to the extent authorized by the MTF Director and must:

- a. Ensure all MEDLOG actions associated with requesting and hiring an MSPV Onsite Rep are complete.
- b. Appoint in writing the MTF AGR.

8. MTF AGR. The MTF AGR must:

- a. Communicate with PV and DLA-TS KO on matters regarding the MTF PV Onsite Rep.
 - b. Request MTF MSPV Onsite Rep as needed.
 - c. Interview the MTF MSPV Onsite Rep candidates and provide approve/reject recommendation to the MSPV in accordance with PV SOW.
 - d. Provide onboard training, direction, and guidance to the MTF MSPV Onsite Rep in accordance with the terms of relevant PV contract provisions and SOW.
- Agree.

ENCLOSURE 3

PROCEDURES

1. INTRODUCTION. MTF MSPV Onsite Rep is a premium service or customer service election offered by the PV to an MTF or DHA MEDLOG as outlined in Reference (h). This DHA-PI describes the process for requesting an MSPV Onsite Rep at the DHA MEDLOG or MTF level. MSPV Onsite Rep duties are outlined in Reference (h). The MSPV Onsite Rep is a PV employee (government contractor) who is embedded within DHA headquarters or a MTF to assist DHA MEDLOG or the MTF with PV support. In accordance with Reference (h), the cost of a MTF MSPV Onsite Rep is based on the MTF's Annual Purchase Commitment in accordance with MSPV Generation V Statement of Work. DHA MEDLOG MSPV Onsite Rep pricing consists of a distribution fee increase leveled across all MTF(s). Until DHA MEDLOG MSPV Onsite Reps are established and in place, the Services will continue their current support structure for Onsite Reps. All actions in this DHA-PI will be in accordance with the PV SOW.

2. DHA MEDLOG HQ ONSITE REP HIRING PROCESS

- a. DHA MEDLOG AGR informs DLA-TS KO via e-mail of the requirement for a new MSPV Onsite Rep.
- b. PV submits candidate to DHA MEDLOG AGR for approval via e-mail.
- c. DHA MEDLOG AGR interviews the MSPV Onsite Rep candidate.
- d. If DHA MEDLOG AGR does not approve candidate, then DHA MEDLOG AGR notifies DLA-TS KO via e-mail.
- e. If DHA MEDLOG AGR approves candidate, then DHA MEDLOG AGR notifies DLA-TS KO of the approval and coordinates with the PV to establish a tentative start date for the Onsite Rep.
- f. Once the start date is established, DLA-TS KO then notifies, via e-mail, the DHA MEDLOG and PV of the start date.
- g. DLA-TS KO facilitates the implementation of the effective date in TP application as well as fee distribution.
- h. DHA MEDLOG AGR notifies the appropriate security office to initiate a background check.
- i. If candidate passes background check, then MSPV Onsite Rep candidate will receive a Common Access Card through DHA MEDLOG; if candidate does not pass background check then PV finds a new candidate who must be interviewed and approved by the DHA MEDLOG AGR. Additional information regarding obtaining, using, and maintaining Common Access Cards can be found at <https://www.cac.mil>.

- j. DHA MEDLOG AGR initiates onboard training for the MSPV Onsite Rep.

3. MTF MSPV ONSITE REP HIRING PROCESS

a. The MTF AGR submits a request for a MTF MSPV Onsite Rep via a letter of justification citing well-defined return on investment analysis to DHA MEDLOG. MTF AGR must not accept any MSPV Onsite Rep Premium Service acceptance without DHA MEDLOG approval.

b. DHA MEDLOG reviews the request/justification.

c. If DHA MEDLOG denies the request, then DHA MEDLOG informs MTF AGR.

d. If DHA MEDLOG approves request then DHA MEDLOG informs DLA-TS KO, PV and MTF AGR.

e. MTF AGR selects the MTF Onsite Rep option within the TP application.

f. PV submits candidate to MTF AGR for approval via e-mail.

g. MTF AGR interviews the Onsite Rep candidate.

h. If MTF AGR does not approve candidate, then DHA MEDLOG notifies DLA-TS KO via e-mail.

i. If MTF AGR approves candidate, then MTF AGR notifies DLA-TS KO of the approval and coordinates with the PV to establish a tentative start date for the Onsite Rep.

j. Once the start date is established, DLA-TS KO then notifies, via e-mail, MTF AGR, DHA MEDLOG, and PV of start date.

k. DLA-TS KO inputs the effective date into TP application.

l. MTF Security Manager notifies the appropriate security office to initiate a background check.

m. If candidate passes background check, then Onsite Rep candidate may receive a Common Access Card through the MTF; if candidate does not pass background check then PV finds a new candidate who must be interviewed by the MTF AGR. Additional information regarding obtaining, using, and maintaining Common Access Cards can be found at <https://www.cac.mil>.

n. MTF AGR initiates onboard training for the MSPV Onsite Rep.

GLOSSARYPART I. ABBREVIATIONS AND ACRONYMS

AGR	Authorized Government Representative
DHA	Defense Health Agency
DHA-PI	Defense Health Agency-Procedural Instruction
DLA-TS	Defense Logistics Agency Troop Support
EA	Enterprise Activity
KO	Contracting Officer
MEDLOG	Medical Logistics
MSPV	Medical Surgical Prime Vendor
MTF	military medical treatment facility
PV	Prime Vendor
Rep	Representative
TP	Trading Partner

PART II. DEFINITIONS

These terms and their definitions are for the purposes of this DHA-PI.

MEDLOG EA. The DHA MEDLOG enterprise includes the management of Class VIIIA medical materiel as defined in Reference (g), assemblage management, medical maintenance and lifecycle management of medical and dental materiel.

MTF AGR. In the Air Force, the MTF AGR (as defined in Responsibilities) is the Logistics Flight Director. In the Navy, the MTF AGR is the Contracting Officer's Rep or Assistant Contracting Officer's Rep. In the Army, the MTF AGR is the Accountable Officer.

Customer Service Election. The PV service identified within the current MSPV Generation V Statement of Work states the PV is required to offer; and the ordering facility has the option to select the service within the DLA TP application.