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Integrated Modular Medical Support System Program

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Summary

Associated with the Huntsville Center's Medical Repair and Renewal Program, the Integrated Modular Medical Support System (IMMSS) Program is designated to support the Army Medical Command (MEDCOM) facilities worldwide. It allows Huntsville Center to process delivery orders for IMMSS products, design, installation and related services through a streamlined and efficient process using a negotiated contract between Herman Miller, Inc. (HMI) and the Huntsville Center.

Products available through the IMMSS contract allow for integrated facility solutions with the flexibility to accommodate changing medical technology and functional requirements. Products are modular and capable of being reconfigured and relocated anywhere within the facility, avoiding obsolescence because of changes to operations, equipment and personnel needs. They are durable, flexible, safe, have a professional appearance and

are functional within a health care setting. This product has been selected by MEDCOM and the Health Facility Planning Agency as standard for Army medical facilities.

Procedures

The IMMSS 5-year/\$50 million Indefinite Delivery/ Indefinite Quantity (IDIQ) contract is managed by a self-directed team. The program is a success because of its innovative approach, significantly lowering contracting time and costs, and high user satisfaction.

Pricing for IMMSS products has already been negotiated and defined in the contract, and transportation within the Continental U.S. (CONUS) is included in that price.

Pricing for design, standard and extended installation, reconfiguration of existing IMMSS systems, transportation outside the U.S. (OCONUS), and other related services are determined separately for each delivery order based on the specific needs of the customer.

There is no lower limit on the value of task orders, but most customers with packages



Photo Courtesy of Herman Miller, Inc. Web site

Mobile and stationary storage facilitates care in critical environments.

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below \$2,500 execute local credit card purchases instead of using the IMMSS contract. However, small packages for a given facility can be combined under a single delivery order.

Typically non-IMMSS products (whether Herman Miller, or other vendors) will not be purchased under an IMMSS task order. To use the IMMSS program, a prospective customer may contact the IMMSS program manager for information and instructions. A user's guide, forms and instructions are available upon request.

Also, a local HMI dealer is usually available to demonstrate the products and discuss their use with a prospective customer.

Typically, the customer point of contact will contact a local Herman Miller, Inc. dealer and request an appointment to discuss a need for IMMSS systems and obtain a preliminary IMMSS design/work plan, product list and price quote. The customer POC forwards this package documentation electronically to the Huntsville Center's IMMSS program manager along with a requirements form that defines the required services, delivery and



Photo Courtesy of Herman Miller, Inc. Web site

These systems furnishings can be configured as needed to divide space and support work, and then be reconfigured when needs change. Durable, modular storage and transport products support procedures and manage materials.

installation dates, project location, etc. The customer POC will concurrently generate a funding document (Military Departmental Purchase Request) to be sent to the Huntsville Center Resource Management office (specific name, address, and phone/fax numbers will be provided).

Once a total IMMSS package is accepted, the contracting action can generally be completed in a month or less. After the award and notice to proceed are issued, IMMSS products can be delivered within six to eight weeks at CONUS locations or 10-12 weeks at locations OCONUS. The customer POC will review

and approve the design and the final installation of the IMMSS products. Awards near the end of the fiscal year require slightly different timelines because this is the busiest time for receiving packages. During the end-of-year period, prepositioning packages in advance is highly recommended.

Penalties are built into the contract for unsatisfactory performance/delivery, but these have rarely had to be applied. HMI has a favorable track record for working closely with its customers and ensuring a high-quality installation at the time and place needed by the customer.