

# Doing Business with the Defense Logistics Agency



**America's Combat Logistics  
Support Agency**



[www.dla.mil/smallbusiness](http://www.dla.mil/smallbusiness)



## **DLA MISSION**

Defense Logistics Agency (DLA) is a defense agency under the U.S. Department of Defense (DoD). The DLA Director reports to the Under Secretary of Defense for Acquisition, Technology and Logistics through the Deputy Under Secretary of Defense for Logistics and Materiel Readiness. DLA provides worldwide logistics support for the missions of the Military Departments and the Unified Combatant Commands under conditions of peace and war. It also provides logistics support to other DoD Components and certain Federal agencies, foreign governments, international organizations, and others as authorized. DLA's origins date back to World War II when America's huge military buildup required the rapid procurement of vast amounts of munitions and supplies.

DLA supplies the Nation's military services and several civilian agencies with the critical resources they need to accomplish their worldwide missions. DLA provides wide-ranging logistical support for peacetime and wartime operations, as well as emergency preparedness and humanitarian missions.

Since its creation in 1961, DLA has grown to become a worldwide logistics combat support operation. From its headquarters just outside Washington, D.C., DLA oversees a staff of approximately 27,000 civilian and military employees who work in 48 states and 28 countries. It supplies almost every consumable item America's military services need to operate, from groceries to jet fuel. In short, if America's forces can eat it, wear it, drive it, shoot it, or burn it, chances are that DLA helps provide it. DLA also helps dispose of materiel and equipment that is no longer needed.

## **DLA HEADQUARTERS (HQ) OFFICE OF SMALL BUSINESS PROGRAMS**

### **Assistance we can provide:**

- Explain government procurement technology, procedures and regulations
- Identify points of contact
- Assist in identifying Federal Supply Classes (FSC) for items/ services that you provide
- Provide details on useful websites
- Support and implement Small Business Programs
- Facilitate communication with Agency small business and contracting personnel
- Act as an ombudsman for small business

### **DLA and Small Business**

DLA continuously engages in outreach efforts to find potential small business suppliers and teach them how to do business with DLA. Each year the Agency participates in, sponsors or co-sponsors a significant number of Small Business events. These events are held to locate and educate small manufacturers, distributors, and service providers on how to do business with DLA. The focus is on introducing small businesses to the Agency's mission, the items procured by each of our purchasing activities, and the development of viable supplier/ source lists. DLA also offers free training to small businesses. One such course is "Doing Business with the Defense Logistics Agency, an Overview for New Vendors." The course manual can be downloaded from the DLA Office of Small Business Programs website (<http://www.dla.mil/smallbusiness>). This guide is targeted toward small businesses, new to doing business with DLA and facilitates their competing more effectively for DLA contracts in an ever-changing environment.

DLA is responsible for nearly every consumable item used by our military forces worldwide. These include aviation, land and maritime

weapon systems parts, fuel, and critical troop-support items involving food, clothing and textiles, medical, and construction equipment and material. DLA procures depot level repairables as well as the services that are necessary to support the enterprise mission.

- DLA AVIATION, Richmond, VA – Manages consumable repair parts and depot-level reparable procurement operations for aviation weapon systems and environmental products.  
Phone: 800-227-3603
- DLA LAND & MARITIME, Columbus, OH – Manages consumable repair parts and depot-level reparable procurement operations for land-based and maritime weapon systems.  
Phone: 800-262-3272
- DLA TROOP SUPPORT, Philadelphia, PA – Manages food, clothing and textiles, medical supplies, construction equipment and material, and support for humanitarian and disaster relief efforts at home or abroad. Phone: 800-831-1110.
- DLA ENERGY, Fort Belvoir, VA – Manages all petroleum resources used by the Military; also buys and sells deregulated electricity and natural gas. Phone: 800-523-2601
- DLA DISTRIBUTION, New Cumberland, PA – Lead center for network of distribution depots responsible for receipt, storage, issue, packing, preservation, and transportation of DLA-managed items. Phone: 717-770-7246
- DLA CONTRACTING SERVICES OFFICE, Philadelphia, PA – Manages DLA enterprise-wide requirements including major IT systems and programs, IT products and services, business and facilities services, and the other enterprise services for DLA worldwide. Phone: 215-737-8514
- DLA DISPOSITION SERVICES, Battle Creek, MI – Enables worldwide reutilization, recycling, and disposal services for excess property (including hazardous materials) received from the Military Services.  
Phone: 269-961-4071

- DLA DOCUMENT SERVICES, Mechanicsburg, PA – DoD’s provider of document services, including conversion, digital warehousing, CD-ROM production, printing, duplicating, distributing, and copier management. Phone: 717-605-1557
- DLA STRATEGIC MATERIALS, Fort Belvoir, VA – Plans, facilitates and acquires services and supplies to support the storage and sale of strategic and critical materials inventory. Phone: 703-767-6954.

## **SOCIO-ECONOMIC PROGRAMS**

### **Required Sources of Supply**

DLA procures items and services from required sources under the AbilityOne umbrella (National Industries for the Blind [NIB] and Creating Employment Opportunities for People with Severe Disabilities [NISH], and Federal Prison Industries [FPI]/[UNICOR]). AbilityOne products can be identified at [www.abilityone.org](http://www.abilityone.org), and FPI products can be identified at [www.unicor.gov](http://www.unicor.gov).

### **Small Disadvantaged Business (SDB) Program**

SDBs are small businesses that are at least 51% owned and controlled by a socially and economically disadvantaged individual or individuals.

#### **Eligibility Requirements:**

- Must be owned by socially disadvantaged individuals who have been subjected to racial and ethnic prejudice or cultural bias within American society because of their identities.
- Must be economically disadvantaged individuals who are also socially disadvantaged whose ability to compete in the free enterprise system has been impaired due to diminished capital and credit opportunities.

- As of October 1, 2008, small businesses may now self-certify as a small disadvantaged business.
- For additional information visit <http://www.sba.gov/aboutsba/sbaprograms/sdb/index.html>

## **8(A) Program**

The 8(a) program refers to section 8(a) of the Small Business Act, a program developed to help small disadvantaged businesses compete in the marketplace. It also helps these companies gain access to federal and private procurement markets.

### **Eligibility Requirements**

- Must be a small business.
- Must be unconditionally owned and controlled by one or more socially and economically disadvantaged individuals who are of good character, citizens of the United States.
- Must demonstrate potential for success.
- Must register with and be certified by the Small Business Administration.
- For further information or to apply for 8(a) status, contact the Small Business Administration at [www.sba.gov](http://www.sba.gov).

## **Women-Owned Small Business (WOSB) Program**

PL1005-664 provides for a Women-Owned set-aside and is aimed at expanding federal contracting opportunities for WOSBs. The WOSB Federal Contract Program authorizes contracting officers to set aside certain federal contracts for eligible:

- Women-owned small businesses (WOSBs)
- Economically disadvantaged women-owned small businesses (EDWOSBs)
- 83 Specific NAICS
- The anticipated award (fair market price) of the contract does not exceed \$6.5M in the case of manufacturing contracts and \$4M

for all other contracts.

Eligibility:

- 51% owned and controlled by one or more women;
- U.S. citizen; and
- Must be “small” in its primary industry in accordance with SBA’s size standards.

WOSBs / EDWOSBs must meet the eligibility requirements for set-asides under this program and either:

1. **Self-certify their business** – must register their WOSB in the Central Contractor Registration (CCR) and the Online Representations and Certifications Application (ORCA), as well as upload required documents to the WOSB Program Repository at [www.sba.gov](http://www.sba.gov) OR-
2. **Be certified by an SBA Approved 3rd Party Certifier:**
  - El Paso Hispanic Chamber of Commerce
  - National Women Business Owners Corporation
  - US Women’s Chamber of Commerce
  - Women’s Business Enterprise National Council (WBENC)

## **Historically Underutilized Business (HUB) Zone Program**

The HUBZone program establishes regions within the country that are defined as underutilized business zones. A Historically Underutilized Business Zone (HUBZone) is a small business owned and controlled 51% or more by one or more U.S citizens. This contracting program is intended to encourage the award of contracts to small business located in designated economically distressed urban and rural areas.

Eligibility Requirements

- Must be small business
- Owned and controlled only by U.S citizens
- Have the “principle office” located in a HUBZone

- Have at least 35% of the company's employees residing in a HUBZone. The small business does not have to be the same HUBZone as the company's principal office.
- Certified by the Small Business Administration (SBA)
- For additional information visit SBA HUBZone <https://eweb1sp.sba.gov/hubzone/internet/>

### **Veteran-Owned Small Business (VOSB) Programs**

All veteran-owned companies should register their company with the VetBiz database at [www.vetbiz.gov](http://www.vetbiz.gov). This database is free and available to any veteran-owned business. Purchasing officials use this database for market research purposes when looking for veteran-owned companies.

#### **Eligibility Requirements:**

- Be an eligible small business concern by the SBA standards
- Located in the U.S, organized for profit
- Including affiliates is independently owned and operated
- Not dominant in field of operations in which it is bidding on Government contracts
- Meets SBA size standards included in solicitations
- Be 51% owned and controlled by one or more veterans
- Have management and daily business operations controlled by one or more veterans
- For additional information visit <http://www.va.gov/> or <http://www.vetbiz.org/>

### **Service-Disabled Veteran-Owned Small Business (SDVOSB) Program**

The SDVOSB Program offers opportunities to Service-Disabled Veterans by providing set-asides reserved exclusively for SDVOSB's.

#### **Eligibility Requirements:**

- Be an eligible small business concern by the SBA standards

- Located in the U.S, organized for profit
- Including affiliates is independently owned and operated
- Not dominant in field of operations in which it is bidding on Government contracts
- Meets SBA size standards included in solicitations
- Be 51% owned and controlled by one or more service-disabled veterans
- Have management and daily business operations controlled by one or more service-disabled veterans (or the spouse/permanent caregiver of a permanently and severely disabled veteran)
- Have a service-connected disability
- Have direct ownership by one or more service-disabled veterans
- For additional information visit <http://www.va.gov/> or <http://www.vetbiz.org/>

### **Indian Incentive Program (IIP)**

The IIP is a Congressionally sponsored program that provides a 5% rebate back to the prime contractor on the total amount subcontracted to an Indian-Owned Economic Enterprise or Indian Organization, in accordance with DFARS Clause 252.226-7001. Through the generation of subcontracts to the above mentioned entities, the IIP fulfills its purpose as an economic multiplier for Native American communities. Department of Defense (DoD) prime contractors, regardless of size of contract, that contain the above referenced clause(s) are eligible for incentive payments.

DoD prime contractors with a contract of \$500,000.00 or more, that contain the above referenced clause(s), are eligible for incentive payments.

## **Registrations:**

### **Data Universal Numbering System (DUNS) Registration**

A DUNS number is a nine-digit number that identifies your company and links to any corporate family structures. To obtain a DUNS number from Dun and Bradstreet visit [www.dnb.com](http://www.dnb.com).

DUNS Number assignment is free for all businesses required to register with the U.S. Federal government for contracts or grants.

### **Central Contractor Registration (CCR)**

All vendors wishing to do business with the Federal Government must complete the CCR, located at [www.ccr.gov](http://www.ccr.gov). To register in CCR, a firm must have a DUNS number. A Contractor and Government Entity (CAGE) code will be assigned once registration is complete. The CAGE code is an important number identifying your company and address. Detailed instructions for the CCR application process are provided on the website. For privacy, CCR allows vendors to opt out of public searches; however, using that option could limit your subcontracting or networking opportunities.

### **Small Business Administration (SBA) Dynamic Small Business Search (DSBS)**

The Dynamic Small Business Search (DSBS) is an SBA sponsored database of small firms that includes those certified by SBA under the 8(a) Business Development and HUBZone programs. The DSBS is available through the CCR website. Small business vendors are encouraged to register on the DSBS website and provide comprehensive, updated information regarding their company. DLA Supply Chains use DSBS to locate sources, verify vendor size, and make set-aside decisions. Additional information may be found at <http://dsbs.sba.gov/dsbs>.

## **On-Line Representations and Certifications (ORCA)**

ORCA is an e-Government initiative that replaced the paper-based Representations and Certifications process. You can register in ORCA at [www.orca.bpn.gov](http://www.orca.bpn.gov). To offer on a solicitation, vendors must be registered in ORCA, unless a CCR exception listed at FAR 4.1102 applies, or the offeror has opted out on a commercial solicitation.

## **DLA Internet Bid Board System (DIBBS)**

The DIBBS is a web-based bid board that allows vendors to search for, view, and submit secure quotes. DLA solicitations under the simplified acquisition threshold are posted on the DIBBS bid board at [www.dibbs.bsm.dla.mil](http://www.dibbs.bsm.dla.mil).

- DIBBS Registration is required in order to receive a login account and password to conduct transactions over restricted portions of DLA DIBBS and to register email addresses for solicitations and award notifications. Detailed system requirements and instructions for registration can be found on the DLA DIBBS Home Page.
- Solicitation Notification: DIBBS provides daily vendor notifications for Requests For Quotations (RFQ) via email when they are included on the buyer's mailing list if the vendors have requested email notification for that National Stock Number (NSN) or Federal Stock Class (FSC) as part of their DIBBS registration. DIBBS contains award records if the vendor had a contract in the last 12 months unless the contract was terminated due to contractor-caused reasons.
- Vendor Directed Solicitation Notification: DIBBS registration has an optional Vendor Directed Solicitation Notification feature. This allows the user to direct email notification of new solicitations that match selections for FSC, NSN, and Approved Manufacturer CAGE in their profile. Vendors are encouraged to use this feature for specific NSNs or FSCs that may be of interest to them.

- Award/Modification Notification: DIBBS sends email notification with weblink for all awards/modifications posted on DIBBS, unless the cage received a delivery order via Electronic Data Interchange (EDI).

- **Request for Quotation (RFQ) Set-Aside Searches**

RFQ solicitation searches can be performed several ways via [www.dibbs.bsm.dla.mil/RFQ/](http://www.dibbs.bsm.dla.mil/RFQ/). Small businesses are encouraged to use the “SHOW ONLY” search to locate Small Business Set-asides, HUBZone Set-asides, Service-Disabled Set-asides and Combined Set-asides. Pick a SEARCH CATEGORY and SEARCH VALUE prior to using the SHOW ONLY option.

- **Request for Proposal (RFP) Set-Aside Searches**

RFP searches are more limited in DIBBS than RFQ searches, with a “Show Only” search for bid sets. It does not allow for “Show Only” searches for set-asides. The RFP search website is [www.dibbs.bsm.dla.mil/RFP](http://www.dibbs.bsm.dla.mil/RFP).

- **Supplier Requirements Visibility Application (SRVA)**

SRVA contains information on up to 24 months of DLA’s anticipated requirements. SRVA provides users the ability to search by FSC or National Item Identification Number (NIIN). The SRVA is part of the DIBBS website. Access to SRVA requires a DIBBS user account. After logging in, users can gain access using one of the hyperlinks located on DIBBS.

- **Best Value Decision**

The Automated Best Value System (ABVS) collects a vendor’s existing past performance data and translates it into a numeric score. The total score is a combination of a vendor’s delivery and quality score and scores range from unscored to 100. It uses 24 months of performance data. DLA is transitioning from ABVS to PPIRS (Past Performance

Information Retrieval System) [www.ppirs.gov](http://www.ppirs.gov). The DIBBS Notice page will provide more info on the transition.

### **Business Opportunities (FEDBIZOPPS)**

All procurements over \$25,000 are publicized in FedBizOpps at [www.fbo.gov](http://www.fbo.gov). FedBizOpps offers a variety of searches. FedBizOpps is especially important for RFP searches since the RFP search capability in DIBBS is more limited. Also, FedBizOpps lists Sources Sought and Requests for Information (RFIs) which are not published in DIBBS.

## **TRAINING**

DLA has a course entitled “Doing Business with the Defense Logistics Agency, an Overview for New Vendors” The course can be downloaded from the DLA Office of Small Business Programs web site available at [www.dla.mil/smallbusiness](http://www.dla.mil/smallbusiness). This course is targeted toward small businesses, new to doing business with DLA, to facilitate their competing more effectively for DLA contracts in an ever changing environment.

### **The Department of Defense (DoD) Procurement Technical Assistance Program (PTAP)**

The DoD Procurement Technical Assistance Program (PTAP) was established by Congress to provide assistance to eligible entities by sharing the cost of Procurement Technical Assistance Centers (PTACs), and is managed by DLA. The purpose of the PTAP is to generate employment and improve the general economy of a locality by assisting business firms in obtaining and performing Federal, state, and local government contracts. The current listing of PTACs can be downloaded from the DLA Office of Small Business Programs website located at <http://www.dla.mil/smallbusiness>.

## Training, Knowledge and Opportunity (TKO) Seminar

DLA regularly offers a TKO Seminar for vendors that provides information and describes processes and requirements for doing business with DLA. For further information go to the DLA Land & Maritime website at [www.dsccl.dla.mil/news/events/tko](http://www.dsccl.dla.mil/news/events/tko).

### TEN STEPS TO DOING BUSINESS WITH DLA

- 1. To do business with DLA, vendors need a DUNS number:**  
To apply for or look up your company's number, go to the following web address: [www.dnb.com](http://www.dnb.com).
- 2. Vendors must register in the Central Contractor Registration and Establish a Record in ORCA.** All vendors must have a Contractor and Government Entity (CAGE) code. If you do not have a CAGE code, one will be assigned to you when you complete the CCR registration at [www.ccr.gov](http://www.ccr.gov). This registration must be updated annually before the expiration date. Be sure to completely fill out the CCR Application, including every business classification that applies to your company. If you need further information, visit the following web address: [www.sbaonline.sba.gov/index.html](http://www.sbaonline.sba.gov/index.html). In addition, prospective contractors shall complete electronic annual representations and certifications at ORCA (<https://orca.bpn.gov/login.aspx>).
- 3. Register on the DLA Internet Bid Board System (DIBBS):**  
Go to: [www.dibbs.bsm.dla.mil](http://www.dibbs.bsm.dla.mil).
- 4. Search the Federal Stock Classes Purchased by DLA:**  
Visit [www.dibbs.bsm.dla.mil](http://www.dibbs.bsm.dla.mil) under References, FSCs and Supplier Visibility Requirements Application. This application provides DLA's anticipated requirements based on monthly forecasts. Vendors can search by NSN or FSC. Federal Logistics Information System Web Search (WebFLIS) [www.dlis.dla.mil/WebFLIS](http://www.dlis.dla.mil/WebFLIS) allows public searches on NSNs for

approved source CAGE codes and part numbers.

5. **Match your company’s capabilities to the Federal Supply Classes:** Go to: <https://www.dla.mil/SmallBusiness/Pages/WhatDLABuys.aspx>. This will identify which DLA Supply Chain buys your commodity.
6. **Perform a DIBBS or FedBizOpps Search to find opportunities:** Select DIBBS RFQ or RFP search under the heading “Solicitation” or use FedBizOpps at [www.fbo.gov](http://www.fbo.gov).
7. **Submit your quotes on the DLA Internet Bid Board System (DIBBS).** RFPs require submission of formal written proposals. RFQs can use DIBBS On-Line Quoting unless the solicitation states otherwise. Make sure to submit your quote form before the solicitation closing date. There will also be a link to your order embedded within the notification. You can perform an awards search on the DIBBS homepage to determine the outcome if you do not receive an email response.
8. **Research Before Selling to Defense Logistics Agency:**
  - Military Packaging  
<http://www.dscc.dla.mil/Offices/Packaging/>
  - Inspections
  - Bidsets and Drawings
  - Specifications  
<https://assist.daps.dla.mil/quicksearch/>
  - Federal Acquisition Regulations and Clauses  
<https://www.acquisition.gov/far/>
  - Socio-economic Set-Asides

It is strongly recommended that you take the “Doing Business with the Defense Logistics Agency – An Overview for New Vendors” course at [www.dla.mil/smallbusiness](http://www.dla.mil/smallbusiness)

9. **Market your company.** Each supply chain has socio-economic goals for the following: Small Business, Small Disadvantaged

Business and 8(a), HUBZone, Women-Owned Small Business and Service-Disabled Veteran-Owned Small Business. You need to market these categories. Include your CAGE code on all correspondence.

**10. Explore Subcontracting Opportunities and Teaming**

**Arrangements:** “Subcontracting Opportunities with DoD Prime Contractors” at [www.acq.osd.mil/osbp](http://www.acq.osd.mil/osbp) click on “Doing Business with DoD.”

Teaming Arrangement Guide Book at <http://www.acq.osd.mil/osbp/resources/teaming.pdf>

## **DLA Small Business Offices**

DLA Aviation, Richmond, VA

Tel: 1-800-277-3603

Web Site: [www.aviation.dla.mil/userweb/sbo/](http://www.aviation.dla.mil/userweb/sbo/)

DLA Land & Maritime, Columbus, OH

Tel: 1-800-262-3272

Web Site: [www.landandmaritime.dla.mil/offices/smbusiness/](http://www.landandmaritime.dla.mil/offices/smbusiness/)

DLA Troop Support, Philadelphia, PA

Tel: 1-800-831-1110

Web Site: [www.troopsupport.dla.mil/sbo/](http://www.troopsupport.dla.mil/sbo/)

DLA Energy, Fort Belvoir, VA

Tel: 1-800-523-2601

Web Site: [www.energy.dla.mil/DCM/DCMPage.asp?LinkID=pgeSmallBusiness](http://www.energy.dla.mil/DCM/DCMPage.asp?LinkID=pgeSmallBusiness)

## **DLA Services Small Business Offices**

DLA Contracting Services Office, Philadelphia, PA

Tel: 1-215-737-8514

Web Site: <http://www.dla.mil/Acquisition/Pages/DLAContractingServicesOffice.aspx>

DLA Distribution, New Cumberland, PA

Tel: 1-717-770-7246

Web Site: <http://www.distribution.dla.mil/>

DLA Disposition Services, Battle Creek, MI

Tel: 1-269-961-4071

Web Site: <http://www.dispositionservices.dla.mil/>

DLA Document Services, Mechanicsburg, PA

Tel: 1-717-605-1557

Web Site: <http://www.documentservices.dla.mil/>

DLA Strategic Materials, Fort Belvoir, VA

Tel: 1-703-767-6954

Web Site: <https://www.dnsc.dla.mil/default.asp>



**DoD SMALL BUSINESS WEBSITE**

**[www.acq.osd.mil/osbp/](http://www.acq.osd.mil/osbp/)**

**HQ DLA SMALL BUSINESS WEBSITE**

**[www.dla.mil/smallbusiness](http://www.dla.mil/smallbusiness)**

**TO CONTACT THE DLA HQ OFFICE OF SMALL BUSINESS:**

**BY PHONE:**

**703-767-0192**

**BY MAIL:**

**Office of Small Business Programs**

**Defense Logistics Agency**

**8725 John J. Kingman Road**

**Room 1127**

**Fort Belvoir, Virginia 22060-6221**

