



Program Support Center

ABOUT PSC

The Program Support Center (PSC) is the largest multi-function shared service provider to the federal government. Hosted by the U.S. Department of Health and Human Services (HHS), PSC provides our customers support services focused on their needs — so they can focus on their core missions.

Established 20 years ago to reduce HHS's annual spending and to increase the quality of its administrative services, PSC today offers over 40 services to HHS and other federal agencies. PSC operates on a competitive fee-for-service basis in four key markets: administrative operations, real estate and logistics, financial management and procurement, and occupational health.

MEDICAL SUPPLY FULFILLMENT

Unmatched Fulfillment Services

The **Program Support Center (PSC)** procures, stores, repackages and distributes medical supplies on demand to customers around the globe — within 48 hours. From medical, pharmaceutical and dental supplies and equipment PSC manages the entire medical supply chain to ensure customers receive the right products, in the right quantities at only the right time so they can provide the highest quality healthcare, conduct life-saving research, and protect civilians and federal employees serving on the frontlines.

Pick, Pack, and Ship Supplies When You Want It, Where You Need It

Let PSC do all the heavy lifting for medical supply fulfillment. After purchasing items in bulk, we can help manage materials by storing inventory for future fulfillment.

PSC is registered with the Food and Drug Administration (FDA) as a bulk pharmaceutical repacking facility. PSC utilizes a high-speed pharmaceutical bulk assembly line that can bundle items into individual lots, patient-ready units, or specialized quantities. This allows customers to create custom packages specific to their unique requirements, such as medical kits and pandemic flu response packs.

Additionally, PSC includes dynamic and efficient transportation capabilities. Customers can schedule regular supply delivery via PSC's secure Web portal or on-demand by calling PSC's customer service agents available seven days a week. PSC ensures the best, fastest, and cost effective supply delivery method — by air, ocean, or truck — everyday throughout the world.

Delivery Confidence and Reliability When You Need it Most

- 95% of Standard Orders will be processed and shipped within three (3) business days of order receipt.
- 97% of Priority Orders will be processed and shipped within two (2) business days of order receipt.
- 98% of Express Orders will be processed and shipped within one (1) business day.
- 95% fill rate standard will be maintained.
- 95% of customer requests and inquiries will be addressed within one (1) business day.



FEDERAL SHARED SERVICES

Accounting Services

- Accounting
- Debt Collection
- Financial Reporting

Acquisition Management Services

- Acquisitions

Behavioral Health Services

- Employee Assistance Program
- Organizational Development and Leadership
- Psychological Testing and Evaluation Program
- Work / Life Programs

Building Operations Services

- Facilities Operations and Maintenance
- Room Management
- Shredding

Clinical Health Services

- FedStrive*
- Health Clinics
- Medical Employability
- Medical Surveillance
- Workers Compensation Management

Environmental Health and Safety Services

- Automated External Defibrillator
- Environmental Health and Safety

FedResponse Services

- Customer Contact Center

Grants Finance and Administration Services

- Grants Management
- Indirect Cost Negotiations

Mail and Publishing Services

- Departmental Forms Management
- Digital Document Management
- Graphic Arts
- Mail Operations
- Mail Screening
- Printing Program Management
- Section 508 Compliance

Real Property Management Services

- Real Estate Strategy
- Real Property Disposal
- Space Design and Construction

Supply Chain Management Services

- Labor and Moving
- Medical Supply Fulfillment
- Personal Property Disposal
- Personal Property Management
- Publications Fulfillment
- Storage

Transportation Services

- Fleet Operations
- Transit Subsidy Program Management
- Travel Program Management

Wellness and Health Promotion Services

- Wellness and Fitness

End-to-End Supply Chain Management

Experience the full-service **PSC** medical supply chain advantage that customers have relied on for over 90 years. From protective suits, masks, test tubes, petri dishes, medications, centrifuges, and other medical supplies, PSC responsiveness, customization, and cost-effectiveness make it easier to procure, repackage, store and distribute critical pharmaceuticals and medical supplies anytime, anywhere.

For more information contact

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www.psc.gov

