

Business Opportunities Session 1  
National Cemetery Administration  
(NCA)

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*Head of Contracting Activity*



## Overview

- Over the past several months, we have convened a panel of experts from across the National Cemetery Administration to discuss the quality, timeliness, and cost of providing headstones, markers, and niche covers (HMNC) to our nation's Veterans.
- Today we are engaging with our industry partners to discuss your thoughts on how we can improve the products we provide and processes we follow.



## Acquisitions and Contractual Authority Disclaimer:

Acquisitions and contractual commitments can only be made by Government officials having expressed authority to enter into such agreements on behalf of the United States Government. The only Government officials with such authority are Warranted Contracting Officials. Any discussions of procurement requirements do not constitute contractual direction or authorization of any kind. Future contractual directions, if any, shall only come from the cognizant Department of Veterans Affairs Warranted Contracting Officer.



## *Memorial Products Service*

- Provides burial and memorial benefits for Veterans and their eligible family members, and maintains national cemeteries as national shrines, sacred to the honor and memory of those interred or memorialized there

NAICS	Description
• 327991	Cut Stone and Stone Product Manufacturing
• 488510	Freight Transportation Arrangement
• 492110	Couriers and Express Delivery Services



## Things to Think About for the Roundtables

- Innovation
  - Are there products other than marble and granite that we should be looking at?
  - How is the market inscribing headstones & markers differently than the NCA?
  - How can HMNC be better packaged for delivery?
  - How best can the NCA provide high quality headstones and markers, worthy of our nation's Veterans, of high quality and at a reasonable cost?



## Things to Think About for the Roundtables

- Current Product Issues
  - Thoughts on marble versus granite?
  - Thoughts on lithochrome durability?
  - Thoughts on inscription depths and blowouts?
  - Quality control – crowns not balanced, niche covers not square, marbling, thickness, misspelling, template glue residue, wrong emblems.
  - Thoughts on transportation & packaging?
  - Thoughts on NCA timelines for delivery?



- Is there anything that you think we need to talk about at each table?

