

[REDACTED]

JUSTIFICATION FOR A SOLE SOURCE AWARD  
UNDER THE TEST PROGRAM FOR CERTAIN COMMERCIAL ITEMS

1. Contracting Activity: Department of Veterans Affairs (VA)  
Office of Acquisition and Logistics  
Technology Acquisition Center  
1701 Directors Blvd  
Austin, TX 78744
  
2. Description of Action: The proposed action is for a firm-fixed price (FFP) contract consisting of a 12-month base period with one 12-month option period for SnapWeb software maintenance and image production services.
  
3. Description of Supplies or Services: VA, Austin Information Technology Center (AITC), is in need of continued SnapWeb software maintenance and image production services developed by SnapShot Technologies. Specifically, image production services are needed to support existing reporting services and applications which are required to accurately track and research issues related to payroll and internal business accounting. AITC uses SnapWeb software to build payroll and financial reports in a viewable format which are used by VA employees. The software supports the following VA applications: Central Fee (Fee), Financial Management System (FMS), and Personnel Accounting Integrated Data (PAID). The software creates station-specific reports for each of the 288 VA facilities. The SnapWeb solution comprises two components. SnapWeb-Web viewer is hosted on a server maintained at the AITC, which allows stations to retrieve reports through the VA Intranet. SnapNet-SnapWeb manager is hosted on an AITC server that updates the index database and adds reports to the server. SnapWeb software processes, stores, and transmits data that can be made compliant with all applicable policies governing the transmission and use of the data transmitted by the VA, including Privacy Act, Health Insurance Portability and Accountability Act, and applicable VA policies and procedures. Additionally, maintenance services for the SnapWeb software is needed to ensure continued operability and report production. The total estimated price inclusive of the option is [REDACTED]
  
4. Statutory Authority: The statutory authority permitting other than full and open competition is Section 4202 of the Clinger-Cohen Act of 1996 as implemented by the Federal Acquisition Regulation (FAR) Subpart 13.501, entitled "Special Documentation Requirements."
  
5. Rationale Supporting Use of Authority Cited Above: The proposed source for this action is SnapShot Technologies, 16149 Westwoods Business Park, Baldwin, MO 63021, a small business. SnapShot Technologies developed the SnapWeb software and is the only provider of the software. AITC has successfully used this software since 2005 for critical financial functions, and its continued use is critical for continuity of operations. Any source other than SnapShot Technologies would require the SnapWeb proprietary technical data in order to provide the required software maintenance and image production services. Specifically this technical data is needed to support and access elements of the SnapWeb brand name software.

Failure to obtain these services from SnapShot would result in non-availability of critical payroll and financial reports effectively shutting down this VA function. In September 2013 the Government contacted SnapShot Technologies to ascertain if the proprietary technical data of the SnapWeb brand name software was for sale to possibly enable competition. SnapShot Technologies informed the Government, that the technical data was not for sale. SnapShot Technologies has intimate knowledge of the design and architecture of the SnapWeb software and is the only source with access to the SnapWeb proprietary technical data. The software provides a robust reporting process for VA financial customers. The SnapWeb software provides a unique solution that is compatible with the existing architecture and current business needs. Veterans Health Administration (VHA), Veterans Benefits Administration (VBA) and National Cemetery Administration (NCA) currently have access to the software and the resultant reports. The financial customers use the software for viewing of reports data. SnapWeb Software provides accurate and timely data reporting within each application (Fee, FMS and PAID) and is critical for accountants daily operations. If another vendor is selected, additional risk would be incurred as the new contractor would need to first gain a full understanding the complex applications, including Fee, FMS and PAID, and then develop and integrate a new software solution. Implementing a new software solution would slow down financial processing research necessary for station-level reporting analysis.

6. Efforts to Obtain Competition: Market research was conducted, details of which are in the market research section of this document. This effort did not yield any additional sources that can meet the Government's requirements. Additionally, the proposed action will be synopsised on the Federal Business Opportunities Page in accordance with FAR 5.201. Any proposals that are received will be evaluated.

7. Actions to Increase Competition: The Government will continue to conduct market research to ascertain if there are changes in the market place that would enable future actions to be competed. The Program Office will seek additional support from the Acquisition Rapid Response Service to review the Performance Work Statement and look for another method of acquiring this service.

8. Market Research: Market research was conducted in June 2013 to ascertain the ability of any other source other than SnapShot to provide the aforementioned software maintenance and image production services. The research consisted of reviewing service plans and capabilities from other sources. Based on these reviews, the Government's technical experts could not find any other sources that could provide the aforementioned support without access to the SnapWeb proprietary technical data.

VA conducted additional market research in June 2013 by contacting IMMIX Technology, Inc., to determine if it could provide the type of software support needed and to discuss possible future solutions. IMMIX was solely contacted as they are a recognized leader in the public sector for similar technology solutions. IMMIX advised the VA that it could not meet the requirements for implementation in its current, complex infrastructure.



VA further reviewed online websites for any comparable product offerings in September 2013. No commercial products were identified that would meet VA's requirements. A viable alternative to the SnapWeb software is not currently available.

9. Other Facts: In September 2012, VA issued a competitive requirement with the intent of seeking alternate solutions. The solicitation resulted in VA purchasing and implementing Enterprise Output Solution (EOS) Thin Client software. The intent was to replace the SnapWeb software at the AITC with a certified and accredited single reporting tool to support several VA mainframe applications with online report storage, indexing, archive, retrieval, management, and secure presentment. The Thin Client software was never fully implemented because the software could not properly function in VA's complex infrastructure. The Thin Client software did not provide the same functionality or reporting solution needed for Fee and FMS applications as did the SnapWeb software. While efforts that were made to find a suitable replacement software resulted in a failed contract valued [REDACTED] it is expected, should VA go out with a full an open competition the cost consequence is likely to triple due to the development cost associated to develop new software that provides the same services currently available through the SnapWeb software. This estimate is based on the historical costs associated with SnapWeb procurement, review of the current marketplace and the likelihood of development cost for a completely new software architecture. Additionally no other sources have expressed written interest in this acquisition.