

LIMITED-SOURCES JUSTIFICATION

- 1. Contracting Activity:** Department of Veterans Affairs (VA)
Office of Acquisition Operations
Technology Acquisition Center
1701 Directors Blvd
Austin, TX 78744
- 2. Description of Action:** The proposed sole source action is for a modification to a firm-fixed-price General Service Administration (GSA) task order, GS00T03AHD0003 V0010A116E95214, awarded on January 27, 2009, to Engineering and Professional Services, Incorporated (EPS). The modification will extend the period of performance an additional six months for maintenance, repair, and end-user support to the Miami Veterans Affairs Medical Center (VAMC) telephone systems private branch exchange (PBX).
- 3. Description of the Supplies or Services:** The Miami VAMC requires maintenance, repair, and end-user support to ensure critical PBX systems are operational and accessible at all times. Services include moving equipment, adding phones for new VA staff, and changes to system configuration and call flows necessary to support day-to-day business operations. In addition to the main Miami VAMC location, this effort includes the PBX systems located at the Miami VAMC Outpatient Clinics (OPC), Community Based Outpatient Clinics (CBOC), Veterans Centers (VC), and Mental Health Substance Abuse Centers. GSA task order GS00T03AHD0003 V0010A116E95214 was competitively awarded to EPS for a base 12-month period, and four 12-month option periods. This justification will provide authority to modify the existing purchase order for an additional six months. [REDACTED]
- 4. Authority:** This acquisition is conducted under the authority of the Multiple-Award Schedule Program. The specific authority providing for a limited source award is Federal Acquisition Regulation (FAR) Part 8.405-6(a)(1)(i)(B), Only one source is capable of providing the supplies or services required at the level of quality required because the supplies or services are unique or highly specialized.
- 5. Rationale Supporting Use of Authority Cited Above:** The proposed source for this action is EPS, 78 Apple St, Tinton Falls, NJ. EPS is a certified service-disabled Veteran-owned small business (SDVOSB) and is currently providing PBX maintenance, repair, and end-user support. The current PBX systems are at end-of-life, and in an end-of-support status with the manufacturers; Avaya, Nortel, and Comdial. Due to this status, these manufacturers will not provide technical support on the system and replacement parts are extremely difficult to find. Any delays experienced in returning the current PBX systems to an operational state leave a site without critical communications necessary to

operate the VAMC, OPC, CBOC, VC, or Mental Health Substance Abuse Center. EPS has extensive historical knowledge of the current PBX configurations, equipment, and call flows, as well as knowledge of steps taken to repair these systems. This combined knowledge of current systems and location history is critical to the current systems continuing to being available for day-to-day business and responding to life safety events, such as a medical emergency. VA has awarded a contract to upgrade and replace the current Miami PBX systems and all services are scheduled for transition on June 30, 2014. Until the new system is operational, EPS is the only source with the historical knowledge and expertise of the current system that can mitigate the risk of extended downtime.

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 until the competitively awarded follow-on contractor is ready to transition to the new system.

7. Actions to Increase Competition: The Government has conducted a competitive procurement for future Miami VAMC PBX requirements.

8. Market Research: The Miami VAMC Office of Information and Technology program office conducted market research in November 2013. Contact was made with vendors that currently provide the Government with similar PBX maintenance and supports services, including Standard Communications and Shared Solutions and Services, Inc. Standard Communications, a small business, stated it would be difficult for the company to provide these services without the historical knowledge of the PBX systems. Shared Solutions and Services, Inc., a large business, stated the company could not provide services to the Miami PBX, due to a non-compete agreement with EPS. A web search was also conducted using the criteria of "vendors who can support Avaya, Nortel, and Comdial PBX systems in the Miami, FL Area." The results of the search indicated that while companies provide support to one or two of the PBX systems, no source, other than EPS, provides support to all three PBX systems. Based on this market research, the Government's technical expert determined only EPS possesses the technical expertise and experience necessary to ensure the Miami VAMC's critical day-to-day communications needs are met.

VetBiz.Gov data base was accessed on December 31, 2013. This search confirmed EPS's verification as an SDVOSB.

9. Other Facts: None.