

JUSTIFICATION
FOR OTHER THAN FULL AND OPEN COMPETITION

1. Contracting Activity: Department of Veterans Affairs (VA)
Office of Acquisition Operations
Technology Acquisition Center
23 Christopher Way
Eatontown, NJ 07724

2. Description of Action: The proposed sole source action is for a 60 day firm-fixed price (FFP) contract to provide software enhancements that supports the Office of Information Technology (OIT) Product Development (PD), Knowledge Management (KM) eGain Software Version 11. The proposed source for this action is eGain Corporation, 1252 Borregas Avenue Sunnyvale, CA 94089.

3. Description of the Supplies or Services: The proposed sole source action is to enhance KM eGain Software Version 11. The Contractor shall perform software enhancement services to repair a time stamp defect which affects the recently updated articles data attribute field within eGain Software Version 11. The Contractor shall ensure that for all minor changes such as spelling corrections or formatting adjustments that KM authors shall have the ability to update articles with the option to define it as a "Recently Changed Articles" widget. Ultimately the enhancements of the eGain Software Version 11 will provide a solution for the Frequently Asked Question (FAQ) Widget which will populate to each Veterans Benefits Administration (VBA) line of business internet site in real-time. The total estimated value of the proposed action is \$.

4. Statutory Authority: The statutory authority permitting other than full and open competition is 41 U.S.C.3304(a)(1) as implemented by the Federal Acquisition Regulation (FAR) Subpart 6.302-1 entitled, "Only One Responsible Source and No Other Supplies or Services Will Satisfy Agency Requirements."

5. Rationale Supporting Use of Authority Cited Above: The proposed source is eGain Corporation, 1252 Borregas Avenue Sunnyvale, CA 94089. VRM KM requires contractor support to enhance KM eGain Software Version 11. eGain is the Original Equipment Manufacturer (OEM) of the Commercial Off-The-Shelf (COTS) eGain Customer Engagement Platform. eGain is the only source that can provide the aforementioned enhancement and is the only company with the permission to adjust protected software code. If eGain does not make the enhancement, VA would be unable to provide the functionality to the VRM KM customers. While other sources can provide similar source code solutions this would require the replacement of the entire KM system currently in use. Replacing the entire KM system would be inefficient and costly to VA. Only eGain possesses the required proprietary knowledge to satisfy the KM enhancement to ensure operations are met without disruption.

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

Widget and Recently Changed Articles

sources that can meet the Government's requirements. There is no competition anticipated for this acquisition. Additionally, the proposed action will be synopsised on the Federal Business Opportunities Page in accordance with FAR 5.201. Any proposals that are received shall be evaluated.

7. Actions to Increase Competition: The Government will continue to review and ascertain potential solutions available in the marketplace that would enable future actions to be competed.

8. Market Research: Market research was conducted in February 2014 by the Technology Acquisition Center (TAC) utilizing the National Aeronautics and Space Administration (NASA) Solutions for Enterprise Wide Procurement (SEWP) Government Wide Acquisition Contract (GWAC) Manufacturer Lookup tool. eGain has three authorized resellers on SEWP however the required services are not currently available on SEWP. Additional market research was conducted by the TAC on February 26, 2014 releasing a Request for Information (RFI) on the Federal Business Opportunities Page (FBO) website to seek potential sources to enhance KM eGain Software Version 11. On March 03, 2014, eGain was the sole respondent capable of providing the enhancement for KM eGain Software Version 11. eGain holds the proprietary license and requires that only certified eGain employees are used to enhance protected software code. Therefore this procurement will be issued open market.

9. Other Facts: None.