

JUSTIFICATION FOR A LIMITED SOURCE AWARD UNDER A FEDERAL
SUPPLY SCHEDULE

1. Contracting Activity: Department of Veterans Affairs (VA)
Office of Acquisition Operations
Technology Acquisition Center
23 Christopher Way
Eatontown, New Jersey 07724
2. Description of Action: The proposed action is for a 12-month firm-fixed price (FFP) task order with two 12-month option periods for the renewal of 1,921 term software licenses, hardware maintenance, software maintenance, help desk support and training on an existing brand name AudioCare Automated Communication system (AudioCare system). This effort will also include optional tasks for additional software licenses, hardware upgrades and transition services. This effort is being conducted under the authority of the Multiple Award Schedules Program; the proposed effort will be awarded under General Service Administration (GSA) Federal Supply Schedule (FSS) 70 Contract Number GS-35F-0821M.
3. Description of the Supplies or Services: The proposed action is for the renewal of term software licenses, hardware maintenance, software maintenance, help desk support and training on an existing brand name AudioCare system. VA's existing brand name AudioCare system provides automated inbound and outbound communication capability between Veterans and VA Healthcare facilities throughout the United States, Puerto Rico and the Philippines. The AudioCare system is operational at 151 VA Healthcare facilities within 22 Veterans Integrated Service Networks (VISNs). The system allows Veterans to supply and receive medical information from VA Healthcare facilities via a toll free number and internet sites. Specifically, the AudioCare system, comprised of AudioCare software and hardware, performs the functions including prescription inquiry and refill order processing; prescription specific medication information for patients; prescription renewal requests and pick-up reminders; appointment scheduling and reminders; preventive health messages; customized patient surveys; secure physician/patient communications such as lab results, pre-examination questionnaires, immunization, and screening reminders; staff emergency notifications; and patient initiated account balance inquiries.
4. Authority: 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 MUMPS AudioFAX, Inc., 7444 West Lancaster Ave., Suite 250, Wayne, Pennsylvania, 19087. VA requires a turn-key solution in order to

allow for seamless transition which would prevent a break in critical services provided by the AudioCare system for Veterans. The AudioCare system is the only system that can meet all of VA's functional requirements and provide system compatibility with existing VA infrastructure. Specifically, only the AudioCare software can interface with the VA's Veterans Health Information Systems and Technology Architecture (VistA) system, a database that holds VA patient information in multiple applications. This is a functional requirement that VA requires for any Automated Communication System. Specifically, the VistA applications that interface with the AudioCare systems are Pharmacy, Scheduling, and Clinical Patient Record System (CPRS). This interface is accomplished through the use of Massachusetts Utility Multi-Programming System (MUMPS) software language. VistA is coded in MUMPS language, and MUMPS AudioFAX developed a single interface connection to VistA that can pull information for all the different AudioCare modules.

In order for Veterans to continue receiving medical information, the automated communication system must interface with VistA. VistA is open source, and is now managed by the Open Source Electronic Health Record Agent (OSEHRA - <http://www.osehra.org/>). Prior to OSEHRA, it was available through a Freedom of Information Act request. Any other solution other than the AudioCare system would not be able to immediately communicate with patient data in the VistA Pharmacy, Scheduling, and CPRS applications which would cause a break in service and cause a tremendous impact on Veteran care as they would not be able to refill medications by phone or internet, schedule appointments or receive physician patient communications such as lab results, and other automated communications. If there is no interface to VistA then there would be no communication and data transfer between the alternative system and VistA. Any break in service would have a detrimental effect on Veterans who are dependent on the current AudioCare system. Veterans would be forced to pursue other avenues to address their needs such as contacting the pharmacy call centers (which have limited availability in terms of hours), walk-in to clinics, or not refilling/renewing their medications, all of which would cause limited access to VA healthcare benefits for the Veteran and severely inhibit their right to quality healthcare.

6. Efforts to Obtain Competition: Market research was conducted, details of which are in the market research section of this document. None of these efforts yielded additional sources capable of meeting all of the Government's requirements. There is no competition anticipated for this action. In accordance with FAR 5.301 and 8.406-6(a)(2), this action will be synopsized at award on the Federal Business Opportunities Page (FBO) and the justification will be made publicly available within 14 days of award. Any proposals received shall be evaluated.

7. Actions to Increase Competition: In order to remove or overcome barriers to competition in future acquisitions for this requirement, the agency will work with the program office to perform additional market research so that other solutions can be considered.

8. Market Research: In April 2014, the Government technical experts conducted market research by posting the Automated Communication System's minimum functional requirements in Requests for Information (RFIs) on the National Aeronautics and Space Administration's Solutions for Enterprise-Wide Procurement (SEWP) IV Government-Wide Acquisition Contract (GWAC) (RFQ174971), GSA eBuy (RFQ859802), and FBO (VA118-14-I-0193). In the RFIs, the Government requested capability statements from vendors to demonstrate their ability to provide a comprehensive Automated Communication System that meets all of the functional requirements. A brand name was not specified. The RFI posted on NASA SEWP and GSA yielded no responses. Five responses were received based off the FBO RFI from the following vendors including AdvanTel Networks, Brookman LLC, MicroLog Corporation, MUMPS AudioFAX, Inc. (the incumbent) and TeleVox Software Inc.

A review of the RFI responses by VA technical experts found only the AudioCare System from MUMPS AudioFAX, Inc., can meet all of the Government's requirements. The four responses from AdvanTel Networks, Brookman LLC, MicroLog Corporation and TeleVox Software Inc. did not address VA's functional requirement of interfacing with VistA applications as outlined in paragraph 5 of this document. VA cannot experience a break in service with the current contract due to critical patient care requirements. On April 29, 2014, VA notified AdvanTel Networks, Brookman LLC, MicroLog Corporation and TeleVox Software Inc. of the VA technical experts findings listed above. All four vendors agreed with the Government's assessment that they could not currently meet VA's needs. Based on the above, it has been determined that only the AudioCare System meets all of VA's requirements and that MUMPS AudioFAX, Inc. is currently the only responsible source that can meet the Government's requirements described in paragraph 3.

9. Other Facts: None.