

## 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 a firm-fixed price contract for external and internal paging services for various locations in Vermont (VT) and New Hampshire (NH) with Central Vermont Communications (CVC), Inc., 13 US Route 4 Suite 5, Rutland, VT 05701-9703.
  
3. Description of Supplies or Services: The proposed action is to provide external paging services for the entire White River Junction (WRJ) VA Medical Center (VAMC) which encompasses Dartmouth Hitchcock Medical Center and Geisel School of Medicine, the WRJ VAMC main campus located in White River Junction, VT; seven Community Based Outpatient Clinics located Bennington, VT, Brattleboro, VT, Burlington, VT, Colchester, VT, Newport, VT, Rutland, VT and Keene, NH; three Veterans' Outreach Centers located in South Burlington, VT, White River Junction, VT and Gorham, NH; and a Veterans Benefit Service Center in Lebanon, NH. In addition, VA requires internal paging services (e.g. signal coverage penetrates walls of campus buildings), for the WRJ VA main campus in White River Junction, VT. VA requires a connection between the paging service and the Hill-Rom Nurse Call system. The Contractor shall also provide replacement and spare pagers, maintenance services, transmitters, and online account management and messaging services, as well as training on the online account management system. The period of performance is 12 months, with three, 12 month option periods.
  
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 WRJ VAMC is responsible for the delivery of healthcare services to eligible Veterans in VT and the four contiguous counties of NH. VT and the areas within NH are all extremely rural, and VA medical facilities within the system are geographically widely dispersed. For that reason, most providers of paging services do not offer services in the region. Paging services are part of the WRJ VAMC code blue emergency service process. It is used to distribute urgent alerts to medical personnel at and around the vicinity of the WRJ VAMC and the pages need to arrive immediately after sending. Due to the rural nature of the area, only CVC, Inc., 13 US Route 4 Ste 5, Rutland, VT 05701-9703, offers pager services and support for the required coverage area.
  
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. There is no competition anticipated for this acquisition. Additionally, the proposed action will be synopsisized on the Federal Business Opportunities Page in accordance with FAR 5.201.

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.

8. Market Research: Market research was conducted by the information technology specialist in June-July 2014 by contacting various paging services vendors in the area and conducting internet searches to review the pager service coverage maps. The results of the market research concluded that only Central Vermont Communications, Inc. has the service area coverage required. The area is highly rural, and only Central Vermont Communications, Inc. covers the service area. Further market research was conducted by the Contract Specialist in August 2014 by utilizing the VetBiz Registry to identify prospective Service-Disabled Veteran-Owned and Veteran-Owned small business sources. The Contract Specialist searched for relevant businesses with paging services capabilities using keywords "pagers" and filtering by the North American Industry Classification System code "517210" for Wireless Telecommunications Carriers (except Satellite). The search yielded zero results. Additional market research was conducted by posting a Request for Information (RFI) on the Federal Business Opportunities website on August 13, 2014 with responses due by August 20, 2014, to ascertain if there were any other sources that could meet the Government's requirements. Zero responses were received to the RFI. Based on this market research, VA's subject matter expert's determination that only CVC, Inc. can meet the Government's requirement has been confirmed.

9. Other Facts: None.