

## LIMITED-SOURCES JUSTIFICATION

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 action is for award of a non-competitive, sole source, firm-fixed-price task order with MUMPS AudioFax Inc., doing business as AudioCARE Systems (AudioCARE), 744 W. Lancaster Ave. Suite 250, Wayne, Pennsylvania 19087-2551 under their General Services Administration (GSA) Federal Supply Schedule (FSS) Information Technology 70 contract number GS-35F-0821M.
3. Description of the Supplies or Services: The AudioCARE System is currently used by the Veterans Health Administration to provide Veterans with the ability to obtain automated prescription refills and appointment reminders, as well as medication education in order to provide timely receipt of medications and notification of appointments. This effort is for the continued development, testing, and deployment of "Park a Prescription" ("Park") AudioCARE AutoRefill System (AudioCARE System) functionality in support of the production implementation of this functionality in the Veterans Health Information System and Technology Architecture (VistA) and Development Modernization Enhancements for Version 32 of VA's Computerized Patient Record System (CPRS) currently being executed and managed by the Office of Information and Technology, Product Development. This will ultimately allow the "Park" functionality to be released into the VistA production environment, thereby allowing prescriptions to be placed on hold while improving quality of care, patient satisfaction, medication safety, and efficiency, as well as offer VA program cost savings. The period of performance of this effort shall be 20 months from date of award.
4. Authority: This acquisition is being conducted under the authority of the Multiple-Award Schedule Program. The specific authority providing for a limited source award is Federal Acquisition Regulation (FAR) paragraph 8.405-6(a)(1)(i)(B), entitled "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., AudioCARE Systems, 744 W. Lancaster Ave. Suite 250, Wayne, Pennsylvania 19087-2551. Currently, VA is implementing the VistA and Development Modernization Enhancements for Version 32 of CPRS, which will include the "Park" functionality of the AudioCARE System. AudioCARE is the only source that can provide the necessary support for successful integration of the "Park" functionality into VistA and CPRS. VA

originally implemented the AudioCARE System in Fiscal Year 2012. AudioCARE configured the solution with 100 percent customized code and scripts that are extremely complex and vendor proprietary. Although VA has unlimited Government purpose use rights to the software, Government technical experts have determined that it would take at a minimum 3-months for a third party contractor to become familiar with the AudioCARE software code and effectively manipulate the software to make the required modifications in a timely and cost effective manner consistent with the estimated 20-month period of performance. Even if VA could select another vendor to provide the required implementation support, it would add additional undue risk to the Government's schedule during the deployment of the "Park" function, and ultimately delay the overall deployment of the VistA and Development Modernization Enhancements for Version 32 of CPRS by the current December 2016 completion date. Any required modifications to the software would have to be made by another source not as familiar with the existing code as AudioCARE.

Furthermore, while other vendors may have the general engineering capabilities to perform this task, selection of another vendor would require the vendor to gain complete knowledge of the AudioCARE environment and existing code for the current system or would require the creation of an entirely new automated prescription refill application. The Government subject matter experts estimate creating a new prescription refill system would take approximately 18 to 24-months to develop a comparable system with the current AudioCARE System capabilities. As stated above, this would delay the necessary deployment of Version 32 CPRS well past the required date. Additionally, VA would have to install a new prescription refill system at all medical facilities. Finally, there would be significant risk associated with integration of another vendor's solution with the CPRS environment while there is no risk with the AudioCARE System that's already integrated with CPRS.

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. The ordering activity will post the justification along with the Request For Quotation to the GSA e-Buy site in accordance with FAR 8.405-6(b)(3).

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 for future requirements. 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 efforts were conducted in December 2014 by reviewing trade publications, internet searches, and review of FSS

## AudioCARE Functionality for Park a Prescription Production Implementation

vendor websites. Additionally, the Government's technical experts reviewed prospective sources including AdvanTel Networks, Brookman LLC, MicroLog Corporation, and TeleVox Software Inc. While these other sources had the general engineering capabilities needed to perform the proposed effort, only MUMPS AudioFax Inc. possessed the technical expertise and understanding of their existing AudioCARE solution to fulfill the requirements of this proposed action in the required timeframe, as discussed in paragraph 5 of this document.

9. Other Facts: None.