

JUSTIFICATION  
FOR AN EXCEPTION TO FAIR OPPORTUNITY

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 a modification to a Firm-Fixed-Price Task Order (TO) VA118-1003-0060 issued under Transformation Twenty-One Total Technology (T4) Contract Number VA118-11-D-1003, to extend the period of performance. Currently, the TO is executing performance in the second option period which ends on March 31, 2016. The purpose of this modification is to continue to acquire Access Services Help Desk Support for the Identity and Access Management (IAM) Program for two months through May 31, 2016 with an option to extend for an additional one-month through June 30, 2016, in the event there is a delay in transitioning this support to a new task order titled "System Administration Support for IAM Production".
3. Description of the Supplies or Services: The proposed action is to continue to acquire Access Services Help Desk Support which will provide high-quality, multi-tiered, daily on-site Tier 1 and Tier 2 Help Desk support services to the Access Services (AcS) portfolio such as supporting Electronic Signature (E-Sig), Single Sign On external (SSOe), Identity Proofing (IP), and Provisioning (Prov). The intent is to provide support for external users such as Veterans and beneficiaries to enable these users of AcS applications to have their issues addressed in a timely manner, thus allowing efficient and effective use of the AcS application suite. Ongoing help desk operations are particularly necessary as AcS expands its capabilities and the user base significantly increases. The Contractor shall be responsible for capturing ticket information and performing basic troubleshooting by following approved help desk procedures, logging all requests, and resetting passwords. In addition, the Contractor shall follow all current AcS Help Desk processes along with previously established help desk priorities, response times, and resolution goals while providing all of the required project management reporting deliverables. This request is for a one time TO modification for a two month period of performance extension of the Access Services Help Desk Support services currently being provided in accordance with PWS sections 5.1, 5.2 and all subtasks, with an option to extend for an additional one-month in the event there is a delay in transitioning this support to a new task order titled "System Administration Support for IAM Production." The total estimated value of the proposed action is \$1,000,000 for the two month extension and \$1,000,000 for the option).
4. Statutory Authority: The statutory authority permitting an exception to fair opportunity is Section 41 U.S.C. 4106(c)(2) as implemented by the Federal Acquisition Regulation (FAR) Subpart 16.505(b)(2)(i)(B), entitled "Only one awardee is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized".

5. Rationale Supporting Use of Authority Cited Above: The proposed source for this action is ManTech Advanced Systems International, Inc. (ManTech), 12015 Lee Jackson Memorial Highway, Fairfax, VA 22033. Under Contract VA118-11-D-1003, TO VA118-1003-0060, ManTech provides Tier 1 and Tier 2 Help Desk support services to AcS such as supporting E-Sig, SSOe, SSOi, IP, Prov and AccessVA. ManTech has worked very closely with IAM's technical and functional resources in the VA over the past two years, and has obtained and demonstrated significant knowledge of IAM AcS Access Management and Access Control processes.

Currently, IAM Access services plans to include the help desk support services currently being performed under TO VA118-1003-0060 into a new TO titled "System Administration Support for IAM Production". The new TO is being competed and has an estimated award date of May 31, 2016. There is no plan to award a separate "Help Desk" TO as a follow-on to the current TO. As a result, this two month bridge and one month option, if needed, will ensure continuity of these essential help desk services for AcS and avoid a break in service until the follow-on contract is awarded.

VA anticipates that any other source, other than ManTech would require time to ramp up in order to seamlessly provide these services. Specifically, based on efforts for similar services, it is anticipated that background investigations, mandatory training and fully reviewing the complexities of IAMs Access Services help desk support requirements for the various AcS activities (E-Sig, SSOe, SSOi, IP, Prov, and Access VA) would take another source at least two months to complete. During this time, essential help desk support services would not be available to either Internal VA employees and Contractors who access VA applications from within the VA network and to external VA customers, including Veterans, Veteran Service Organization (VSO) Representatives, Veteran Advocates, and anyone accessing VA applications from outside of the VA network. This will adversely impact and delay their access to the VA applications, resulting in delays in accessing information, such as benefits, health records and other information resulting in Veteran frustration and complaints. Only Mantech can provide the support during the bridge period of performance given the immediacy of the needs. This extension would prevent a gap in service of this essential support to both Internal and external customers accessing these services while the follow-on effort is being competed, thereby avoiding delays in the ability to access VA applications.

6. Efforts to Obtain Competition: Market research efforts were conducted, details of which are in the market research section of this document. In accordance with FAR 5.301 and 16.505(b)(2)(D), this action will be synopsisized at award on the Federal Business Opportunities Page (FBO) and the justification will be made publicly available.

7. Actions to Increase Competition: There are no barriers to future competition. The future effort is being issued on a competitive basis.

8. Market Research: The Government's technical experts conducted market research in March 2016 to ascertain the ability of other sources meeting VA's needs. Specifically,

other sources on T4 were reviewed to ascertain their ability to meet VA's needs. While other sources were found to have similar general capabilities, no other source other than ManTech was found that can meet VA's needs in the timeframe required. Specifically none of these sources could meet VA's aforementioned requirements without going through security checks and transitioning without a break in support.

9. Other Facts: The AcS Help Desk Support effort was issued as a total Service Disabled Veteran Owned Small Business (SDVOSB) set aside under the T4 contract vehicle.

10. Technical and Requirements Certification: I certify that the supporting data under my cognizance, which are included in this justification, are accurate and complete to the best of my knowledge and belief.

Date: \_\_\_\_\_

IT Program Manager

Signature: \_\_\_\_\_

11. Fair and Reasonable Cost Determination: I hereby determine that the anticipated price to the Government for this contract action will be fair and reasonable based upon the Independent Government Cost Estimate and Price Analysis.

Date: \_\_\_\_\_

Procuring Contracting Officer

Signature: \_\_\_\_\_

12. Procuring Contracting Officer Certification: I certify that this justification is accurate and complete to the best of my knowledge and belief.

Date: \_\_\_\_\_

Procuring Contracting Officer

Signature: \_\_\_\_\_

13. Legal Sufficiency Certification: I have reviewed this justification and find it adequate to support an exception to fair opportunity and deem it legally sufficient.

Date: \_\_\_\_\_

Legal Counsel

Signature: \_\_\_\_\_

## Approval

In my role as Advocate for Competition, based on the foregoing justification, I approve this modification to continue to acquire Access Services Help Desk Support for two months through May 31, 2016 with an option to extend for an additional one-month through June 30, 2016 , as an exception to fair opportunity, pursuant to Section 41 U.S.C. 4106 (c)(2), subject to availability of funds, and provided that the services herein described have otherwise been authorized for acquisition.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Advocate for Competition  
Technology Acquisition Center  
Office of Acquisition Operations