

Attachment 2: Request for Justification and Approval for Other Than Full and Open Competition

DEPARTMENT OF VETERANS AFFAIRS

Justification and Approval

For

Other Than Full and Open Competition

1. Contracting Activity:

AGENCY:

Dept of Veterans Affairs Medical Center
Richard L. Roudebush VA Medical Center
1481 West Tenth Street; (90 CSC)
Indianapolis, Indiana 46202

CONTRACTING ACTIVITY:

VISN 11 Network Contract Activity, 2669 Cold Spring Road, Indianapolis, IN 46222

This is a Justification for Other than Full and Open Competition. A purchase request will not be available until after the Advisory & Assistance request for this procurement has been approved.

2. Nature and/or Description of the Action Being Processed:

The Contractor will work with the Department of Veterans Affairs (VISN 11) to build on the Community of Practice model (Lave and Wenger, 1991), with the goal of fostering communities of practices among HUD-VASH teams, specifically around the Critical Time Intervention (CTI) case management model. This would be through an online multi-media course that consists of the Basics of CTI, Skill Development, Real World Implications and Field Implementation.

A new firm-fixed price contract will be awarded with a base year plus two option years.

3. Description of Supplies/Services Required to Meet the Agency's Needs:

The Contractor shall be expected to provide consulting and online/web-based training initiative on CTI to specifically enhance evidenced-based case management skills for the HUD-VASH teams in VISN 11. Specific tasks are as follows:

1. Recruit Teams from each station. Each team will consist of a Clinical Supervisor, Field Supervisor, and CTI Social Workers.
2. Provide Orientation

Once the team recruitment process is complete, the Contractor will assign a coach to each team. Coaches will then hold a conference call with their teams. During these calls, the coach and the VISN Homeless Coordinator will explain the timeline, training course,

and expectations for implementation, and will answer any questions. The Contractor will then send out a course overview packet and conduct technology training for all course participants. This web meeting will orient participants to course content and online technologies, and address concerns people might have.

3. **Conduct 8-Week Online Course**

The course will consist of four 2-week modules. The Contractor will divide the knowledge and skills associated with CTI into the following modules:

Module 1: Basics of CTI

Module 2: The CTI Team

Module 3: CTI in the Real World

Module 4: Implementing the CTI model

Each module will consist of six core components:

1. Self-paced module lesson
2. Quiz
3. Online discussion forum
4. Live webcast
5. Optional virtual office hours
6. Assignment

Throughout the course, each team will receive coaching and feedback on assignments, implementation plans, and other course activities. Coaches should be available by telephone and email to answer questions. The Contractor also will provide technical support for any problems participants may have with online technologies.

4. **Provide Implementation Coaching**

For three months following the course, coaches will continue to meet with teams by conference call or web meetings to ensure implementation of the model and to respond to concerns. These calls will occur once a month during the three-month follow-up period. Coaches will also be in weekly email contact with the team and will be available by email and telephone to address concerns and questions.

5. **Ongoing Advisory Assistance & Consultation as needed**

Ongoing advisory assistance and consultation will be available so that VISN 11 homeless programs can continue to build a relationship with the Contractor, ensuring better retention and reinforcement of learning and skill development. The Contractor would also be available for consultation in other evidenced based practices such as motivational interviewing, supportive housing, trauma informed care, and crisis management as well as other pertinent areas necessary for homeless service provision.

Cost Estimate: \$60,500.00

4. Statutory Authority Permitting Other than Full and Open Competition:

41 USC §253(c), as implemented by FAR 6.302.

(1) Only One Responsible Source and No Other Supplies or Services Will Satisfy Agency Requirements per FAR 6.302-1;

(2) Unusual and Compelling Urgency per FAR 6.302-2;

(3) Industrial Mobilization, Engineering, Developmental or Research Capability or Expert Services per FAR 6.302-3;

(4) International Agreement per FAR 6.302-4

(5) Authorized or Required by Statute FAR 6.302-5;

(6) National Security per FAR 6.302-6;

(7) Public Interest per FAR 6.302-7;

5. Demonstration that the Contractor's Unique Qualifications or Nature of the Acquisition Requires the Use of the Authority Cited Above (applicability of authority):

The Center for Social Innovation (C4) is a mission-driven small business based in Boston and dedicated to improving the lives of vulnerable people. Since its founding in 2006, C4 has developed a wide range of online and face-to-face training products for clinicians and service providers working in a variety of institutional and community based settings. Much of C4's training work has focused on supporting and equipping the homeless services workforce to implement evidence-based practices. Selected national training and technical assistance projects include:

- SAMHSA's Homelessness Resource Center (www.homeless.samhsa.gov)
- The PATH National TA Center
- SAMHSA's Services in Supportive Housing
- HUD's National Technical Assistance efforts on implementing the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act
- A project recently funded by the Department of Justice to develop an online Mental Health Court Curriculum in collaboration with the Council of State Governments Justice Center
- Two Small Business Innovation Research Contracts (NIMH and CDC) to develop online learning tools for homeless service providers

Through these projects, C4 has worked extensively with case managers, outreach workers, peer specialists, program managers, health and behavioral health care providers, and other staff. Additionally, this work has included collaboration with local VA Medical Center staff and community agencies serving veterans. For example, all Homelessness Resource Center regional trainings include a track on how to work effectively with the VA, typically facilitated by local and national experts from within the VA system and beyond.

In 2009, C4 partnered with the Columbia University Mailman School of Public Health to develop an 8-week online curriculum to train service providers on Critical Time Intervention (CTI), an evidence-based practice listed on the National Registry of Evidence-Based and Promising Practices (NREPP). The online course not only offers a cost-effective alternative that eliminates the need for trainer and participant travel and allows participants to complete the work at a time and place convenient to them, but also extends learning over a period of several weeks, allowing staff to absorb and implement new knowledge and skills over time. Learning retention and fidelity to the model are enhanced as a result of participation in the course. This is the only online training for CTI available.

6. Description of Efforts made to ensure that offers are solicited from as many potential sources as deemed practicable:

A market survey was conducted online which yielded over 200 results. While traditional face-to-face CTI training options exist, no other online CTI course is currently available. The Center for Social Innovation was the only company offering an online training program.

7. Determination by the Contracting Officer that the Anticipated Cost to the Government will be Fair and Reasonable:

The anticipated cost will be considered fair and reasonable based on market research, prices paid for similar services purchased by VISN 11 during the past year, and the IGE.

8. Description of the Market Research Conducted and the Results, or a Statement of the Reasons Market Research Was Not Conducted:

An online market survey utilizing electronic data base searches were conducted using the terms homeless, street dwellers, street people, case management, care management, critical time intervention, engagement, outreach, mental disorders, substance abuse disorders, and dual diagnosis. This survey yielded over 200 articles in English-language journals representative of various sociological, epidemiological, substantive, theoretical and experimental studies. The initial search also produced results that included outreach and a range of housing alternatives often referred to as supportive housing. While case management may be a component of supportive housing and outreach, it is not necessarily the defining component. Thus, for this review, supportive housing and outreach is not considered a case management approach, but rather a form of specialized housing or service that exists along a continuum. The Center for Social Innovation was the only company offering an online training program.

9. Any Other Facts Supporting the Use of Other than Full and Open Competition:

None

10. Listing of Sources that Expressed, in Writing, an Interest in the Acquisition:

None

11. A Statement of the Actions, if any, the Agency May Take to Remove or Overcome any Barriers to Competition before Making subsequent acquisitions for the supplies or services required:

No future acquisition of this service is planned or required at this time. This is a nonrecurring procurement.

12. Requirements Certification: I certify that the requirement outlined in this justification is a Bona Fide Need of the Department of Veterans Affairs and that the supporting data under my cognizance, which are included in the justification, are accurate and complete to the best of my knowledge and belief.

Philip E. Thomas

Philip E. Thomas
VISN 11 Network Homeless Coordinator

7-14-11

Date

13. Approvals in accordance with FAR 6.304

a. Contracting Officer's Certification: (required) I certify that the foregoing justification is accurate and complete to the best of my knowledge and belief.

Connie McKay

Connie McKay
Contracting Officer
VISN 11 Network Contract Activity

June 23, 2011

Date

b. VISN/PCA QA: I certify that the foregoing justification is accurate and complete to the best of my knowledge and belief. *This signature may be the VISN NCM/PCM if the Contracting Officer and Contracting Supervisor is the same individual.

Craig Earles

Craig Earles
Quality Assurance and Compliance Officer
VISN 11 Network Contract Activity

8/2/11

Date

c. **NCM/PCM:** I certify the justification meets requirements for other than full and open competition.



Donald R. King
Network Contract Manager
VISN 11 Network Contract Activity

8/4/11

Date

SAO: I certify the justification meets requirements for other than full and open competition.

Pamela Sanders, Director
SAO Central

Date

d. **VHA HCA's Review and Approval:** I have reviewed the foregoing justification and find it to be complete and accurate to the best of my knowledge and belief and recommend approval (over \$50 million), approve (up to \$ 50 million) for other than full and open competition.

Mr. Norbert S. Doyle
Acting Chief Procurement Officer
VHA, Head of Contracting Activity

Date