

DEPARTMENT OF VETERANS AFFAIRS

Justification and Approval (J&A) for Other Than Full and Open Competition (>\$150K)

Acquisition Plan Action ID: VA701-16-AP-3862

1. Contracting Activity:

The contracting activity for this requirement is the Department of Veterans Affairs, Program Contracting Activity Central (PCAC).

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

This is a requirement is for a pilot project to deploy and configure VetLink to optimally support the Patient Aligned Care Team (PACT) model for the Monterey Community Based Outpatient Clinic (CBOC) activation. Specifically this requirement includes services for planning, configuration, testing, training, activation and post-activation support of the VetLink system in Monterey. The contractor will evaluate each check in area individually to understand the workflow and determine the optimal VetLink configuration. The contractor will manage the planning and configuration of the VetLink system. The contractor will provide end user training to staff prior to activation, and on-site pre and post activation support to Monterey staff starting one week prior to activation and for 30 days post activation. The period of performance is anticipated to be September 30, 2016 through May 4, 2017. The estimated cost of this requirement is \$674,544.00.

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

The Vetlink system configuration is non-linear in nature and requires a multitude of tasks being executed simultaneously to ensure the kiosks are fully operational on Day One (the day the first patient is seen at the newly constructed facility. The main objectives of the Vetlink System Configuration effort are to (1) planning, configuration, testing, training, activation and post-activation support of the VetLink system. Performance Work Statement (PWS) tasks include the following:

- 2.1 Project Kickoff. The contractor and the VAPAHCS shall review deliverables, project schedule, dependencies and risks, and introduce the teams.
- 2.2 Weekly Project Meetings. The contractor shall review weekly work progress, schedule & risks. Review/demonstrate configurations for specific areas, training materials when applicable.
- 2.3 Site Survey. The contractor and VAPAHCS shall walk through Monterey facility & VetLink locations. Meet key stakeholders, review specific workflows in each area.
- 2.4 Analyze and Plan. The contractor shall complete detailed configuration planning for each area. Finalize work activities & schedule. Evaluate training materials & customize for PAHCS activation support.
- 2.5 VetLink Configuration. The contractor shall configure kiosk groups, workflows, user templates & queueing items for all areas.
- 2.6 Training Preparation. The contractor shall customize classroom training for end users, and one-on-one supervisor training for supervisors & admin users.
- 2.7 Verify Hardware Order. The contractor shall verify test system hardware requirements & schedule shipment. Verify Monterey hardware order, coordinate with VPS logistics & schedule shipment.

- 2.8 Site Preparation. VAPAHCS shall complete all site preparation for VetLink hardware at Monterey, and test system hardware. Coordinate completion with project schedule.
- 2.9 Set Up Test System. VAPAHCS shall set up test system hardware in work area early so that VAPAHCS staff can perform user testing, and to have available for demonstrations in weekly meetings.
- 2.10 User Testing. VAPAHCS shall complete internal VA testing of VetLink configurations for each Monterey area where VetLink will be deployed. All issues shall be reported, tracked, and verified during weekly project meetings.
- 2.11 Final Testing. The contractor and VAPAHCS shall verify resolved configuration issues. Final testing shall be completed prior to activation.
- 2.12 On-Site End User Training. The contractor shall provide classroom training for end users. Modified to suit experienced users, and to include VAPAHCS-specific kiosk workflows, queueing, user templates and patient queue management. Schedule is to be determined and will include as many sessions possible throughout a one week period, the week before activation.
- 2.13 On-Site Super User Training. The contractor shall provide one on one training for VetLink supervisors. Modified to suit experienced users, and to include VAPAHCS-specific management of kiosk workflows, queueing, user templates, patient queue management and reports. Schedule to be determined and will include as many sessions as possible throughout a one week period, the week before activation. This is a second training resource allowing overlapping.
- 2.14 Post Activation Support. The contractor shall provide on-site support within the new VA–DOD Outpatient Clinic for 30 business days post occupancy of the new OPC, including no less than 6 consultants to perform additional deskside training to VetLink users in live clinic areas. The contractor will work with the VAPAHCS Vetlink Director to determine the proper mix of training and configuration resources. The contractor staff will be distributed throughout the new VA–DOD Outpatient Clinic and the VA Palo Alto facility each assigned to a specific group of VetLink areas and staff. The contractor staff will provide one-on-one training to end user and supervisors, troubleshoot and resolve configuration issues in real time, and optimize configurations.
- 2.15 Deliverables. The Contractor shall be required to report to the Chief, Voluntary Service or designee if required, on a daily basis under this contract. Contractor shall submit a monthly status report, and a complete Project Work Plan including schedule and contractor team roster.

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

The statutory authority permitting other than full and open competition for this acquisition is 41 U.S.C.3304(a)(5), “Authorized or Required by Statute”, as implemented by FAR 6.302-5. For this action, 38 U.S.C. 8127(c), known as the Veterans First Contracting Program, provides the authority to directly contract with an SDVOSB or a VOSB.

5. Rational Supporting the Use of Authority Cited Above:

The proposed source for this acquisition is Liberty IT Solutions, LLC, 2303 Dulles Sta Blvd Ste 210, Herndon, VA 20171; a registered and verified SDVOSB by VA Center for Verification and Evaluation (CVE). It is technically qualified by virtue of its experience providing the Vetlink systems configuration services previously to the Department of Veterans Affairs, and has proven that it has the necessary capabilities to meet all of the Government’s requirements. Liberty IT Solutions, LLC possesses the application knowledge and technical expertise required to complete this project. In light of the above, the Government’s technical experts have determined that Liberty IT Solutions, LLC is capable of meeting all of the Government’s requirements and is considered a responsible

SDVOSB. Award will be made provided that a fair and reasonable price that offers best value to the United States can be obtained.

6. **Efforts to Obtain Competition:** For this effort, market research was conducted, details of which are in the market research section of this document. Consistent with the guidelines of the Veterans First Contracting Program, the proposed action described herein will be synopsisized on the Federal Business Opportunities Page in accordance with FAR Part 5.

7. **Responsibility Determination:**

The contracting officer conducted a search on the System for Award Management (SAM) relative to the proposed sole source contractor, Liberty IT Solutions, LLC, which showed that the company is in active registration status with SAM, that it has no active or inactive exclusion records.

8. **Description of Efforts Made to ensure that offers are solicited from as many potential sources as deemed practicable:**

In accordance with the Class Deviation from the VAAR 819.7007(b), Sole Source Awards to Service-Disabled Veteran-Owned Small Business Concerns, the Contracting Officer's determination whether to make a sole source award is a business decision. For the reasons stated herein, and specifically, in response to Paragraph 5, the undersigned Contracting Officer, has determined the Liberty IT Solutions, LLC is a qualified, responsible SDVOSB.

A special notice announcing the contract action will be posted to FEDBIZOPPs as required per VAAR 819.7007. The Justification and Approval (J&A) document will be posted within 14 days after award in accordance with FAR Subpart 6.305. The award synopsis will be posted to FEDBIZOPPs in accordance with FAR Subpart 5.301(a)(2).

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

Based on the authorities cited in this justification, a sole source award under the Veterans Benefits Act of 2003 to Liberty IT Solutions, LLC is proposed pending negotiation of a fair and reasonable price for the work to be performed. It is expected negotiations will result in a cost which compares favorably to the independent government estimate.

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

Market research techniques used to identify potential sources for this requirement include (1) contacting knowledgeable individuals in Government and industry regarding market capabilities to meet requirements, (2) querying Government-wide database of contracts at www.contractdirectory.gov, (3) querying the Vendor Information Pages (VIP) at <https://www.vip.vetbiz.gov>, (4) querying the Small Business Dynamic Search Engine at http://dsbs.sba.gov/dsbs/search/dsp_dsbs.cfm, (5) querying the federal procurement database at www.fpds.gov, (6) querying the System for Award Management (SAM), (7) conducting web searches, (8) searches for current and archived procurement documents at Federal Business Opportunities (www.fbo.gov) (9) discussions with the VA's Chief Business Office (CBO) and (9) reviewing generally available information published by potential sources online.

Through the aforementioned efforts, a number of contractors were identified that were potentially able to perform the required services. The Government conducted a search on Vetbiz.gov using NAICS code 541519 – Other Computer Related Services. The search revealed 1212 verified SDVOSB/VOSB registered under this NAICS code. The Government completed a random sampling of approximately 21 of the verified SDVOSBs and VOSBs through each contractor's website. The random sampling indicated that the reviewed verified SDVOSBs and VOSBs would be unable to meet the specialized experience requirement necessary to ensure the contractor staff was capable of performing the configuration of the Vetlink Kiosks. Through discussions with 2 of the verified SDVOSBs it was confirmed that the specialized experience necessary to perform the effort would

cause the SDVOSBs to be unable to meet the 50 percent requirement contained in FAR 52.219-14 – Limitations on Subcontracting. The Government contacted directly three of the verified SDVOSBs that were recommended by the Vetlink associated Chief Business Office as being possibly capable of performing the subject effort. Only one of contractors (Liberty IT Solutions, LLC), responded indicating that they could perform this effort while meeting the 50 percent requirement in the aforementioned clause. Liberty IT Solutions, LLC was recommended as an SDVOSB provider with a broad range of experience with the Vetlink kiosks and associated services by the CBO. Liberty IT Solutions' capabilities statement and discussions with the company's Chief Operating Officer during a capabilities telephone conference confirmed that the company has the proper mix of experience that would be beneficial to the VA for this kiosk configuration effort.

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

The Procuring Contracting Officer has determined that this proposed action meets all the requirements of 38 U.S.C. 8127(c). This acquisition is below the \$5,000,000.00 threshold, Liberty IT Solutions, LLC is a responsible SDVOSB for performance of the services described herein, and the proposed contract can be awarded at a fair and reasonable price.

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

None.

13. 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:

A contract for completion of the Vetlink configuration activities for facility activations will be considered pursuant to a competitive solicitation amongst SDVOSBs if additional requirements for new facility activations are identified in the new Fiscal Year. After completion of the Vetlink configuration contract and identification of lessons learned, future Vetlink configuration contracts will be awarded pursuant to a competitive solicitation process.

14. 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.

CHRISTOPHER IZZO
Activation and Transition Coordinator
Palo Alto VA Medical Center

Date

15. Approvals in accordance with the VHAPM, Volume 6, Chapter VI: OFOC SOP.

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

GRACE E. KELLY-BURNSWORTH
Contracting Officer
Program Contracting Activity Central

Date