

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 for a firm-fixed price contract to Extension LLC., 1950 West Cook Road, Suite 101 Fort Wayne, Indiana (IN) 46818.
3. Description of Supplies or Services: The VA Northern Indiana Health Care System(NIHCS) requires brand name Extension Engage Software maintenance for the brand name Rauland Nurse Call system at the Fort Wayne Campus in Fort Wayne, IN. The maintenance of the software will allow the continuation of the secured texting module of the Cisco-IP phone component of the NIHCS's Rauland Nurse Call system and consequently the services provided to our Veterans. In addition, the Contractor shall provide an extended warranty for all of the Engage system's hardware and software components. Maintenance includes onsite preventive maintenance; software support to include unlimited telephone and web support, software updates, enhancements, and patches; unlimited web training; system monitoring; and monthly performance analysis and remote troubleshooting. The period of performance for software maintenance, support, and the extended warranty shall be date of award through September 30, 2016 with four, 12-month option periods to be exercised at the Government's discretion. [REDACTED]
[REDACTED]
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) 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: Maintenance is required to keep the Extension Engage Software and the equipment operational. Extension Engage software is a critical part of the Rauland Nurse Call System that is responsible for sending and receiving secured messages. If there is an urgent alert on the Rauland Nurse Call System, such as a Code Blue, and this system is not working, the nurses would not be alerted to the Code Blue. This would endanger Veterans' lives. In addition, if the software was not operational, all the text messaging functionality of the system would no longer work. Extension Engage software is solely owned by Extension LLC. Extension LLC. is therefore the only source that is capable of providing the required maintenance and support service for the Secured Message component of the Rauland Nurse Call System because of their proprietary ownership of the software facilitating sending and receiving Secured Messages.

6. Efforts to Obtain Competition: Market research was conducted, details of which are in section eight of this justification. There are no authorized resellers of the required maintenance, extended warranty, and support services. 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 synopsized on the Federal Business Opportunities Page in accordance with FAR 5.201. Any proposals that are received shall be evaluated. The justification along with the solicitation will be made publicly available in accordance with FAR 6.302-1(c).

7. Actions to Increase Competition: In order to remove or overcome barriers to competition in future acquisitions for this requirement, 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 fully competed.

8. Market Research: Market research was conducted by the technical team during December 2015 to ascertain the ability of any source other than Extension LLC. to provide the aforementioned support and maintenance. Technical experts discovered sources that provide similar software such as Critical Alert and Comlite Systems; however, these sources can only provide technical support and updates for their respective software.

Additional market research was conducted in December 2015 by contacting Extension LLC. to determine if there were authorized resellers for their software and maintenance. Extension LLC. indicated that there were no other resellers of their software products or maintenance services. No other contractor is able to perform the maintenance and support for the Extension Engage Software, because Extension Engage Software is proprietary software to Extension LLC.

9. Other Facts: None