

LIMITED-SOURCES JUSTIFICATION

1. Contracting Activity: Department of Veterans Affairs (VA)
Office of Acquisition Operations
Technology Acquisition Center
23 Christopher Way
Eatontown, New Jersey 07724
2. Description of Action: The proposed sole source action is for a firm-fixed-price (FFP) contract with Turn-key Technologies, 2400 Main Street, Suite12, Sayreville, New Jersey 08872-1474.
3. Description of the Supplies or Services: The proposed action is to provide maintenance and technical support for the life safety compliant Multitone Access 3000/5000 internal paging system in use in Veterans Integrated Service Networks (VISN) 7. Maintenance and technical support includes monitoring of antennas, transmitters, frequency, access to server software updates, patches, and repair or replacement of components including but not limited to encoders, pagers, amplifiers, computer interface cards, and primary and backup transmitters. Internal paging is signal coverage that penetrates the walls of the VA Medical Center hospital campus buildings. The Federal Government has mandated the use of narrow band technology for any site where it owns and operates an internal paging system. Each of the medical centers in VISN 7 has a Narrow Band Paging Multitone Access 3000/5000 Paging System that is proprietary to Multitone. Since pagers may be required in life threatening situations, these systems must be maintained and have paging service available 24x7x365. The period of performance for this action is January 15, 2017 through June 14, 2017 with two, 12-month option periods. [REDACTED]
[REDACTED]
4. Statutory Authority: This acquisition is conducted under the authority of the Multiple-Award Schedule Program. The specific authority providing for a limited source award is Federal Acquisition Regulation (FAR) Part 8.405-6(a)(1)(i)(B), 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: Based on extensive market research, as described in paragraph 8 of this document, it was determined that only Multitone or one of its authorized resellers (in this case Turn-Key Technologies, Inc.) can provide the required maintenance for Multitone Electronics Access 3000/5000 internal paging systems. Turn-Key Technologies, Inc. is the only company authorized by Multitone to provide the required maintenance in the United States. Only Multitone or one of its authorized resellers has the proprietary rights to provide the required maintenance. Failure to acquire the required maintenance from Multitone or one of its authorized resellers would place significant risk on the thousands of Veterans being cared for in the various VISN 7 medical facilities.
[REDACTED]

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. Any proposals that are received shall be evaluated. Additionally, the proposed action will be awarded under FAR 8.404 and will be synopsisized on the Federal Business Opportunities Page in accordance with FAR 5.301 within 14 days of award.

7. Actions to Increase Competition: The Government will continue to conduct market research to ascertain if there are changes in the marketplace that would enable future actions to be competed.

8. Market Research: Market research for this procurement was conducted in multiple phases. First, a Request for Information (RFI) was issued on the National Aeronautics and Space Administration (NASA) Solutions for Enterprisewide Procurement (SEWP) V Governmentwide Acquisition Contract (GWAC) website from June 6-17, 2016. The RFI yielded zero responses. In addition, the technical team conducted internet searches using the search term "code blue paging", which is a term loosely representative of the technology offered by the Multitone Electronics Access 3000/5000 Paging System in use within VISN 7, to search for any other companies that might be able to provide the required maintenance. MMSys and Long Range Systems (LRS) were two vendors that were found to support code blue paging; however, upon contacting the vendors, it was determined that most paging systems are not interoperable with one another and as such their products and services do not support the Multitone system. Multitone was also contacted and Multitone provided the Government with a letter stating that Turn-Key Technologies, Inc. is its only authorized distributor.

Subsequent to the NASA SEWP V GWAC RFI, the Technology Acquisition Center issued a RFI on July 12, 2016 on the Federal Business Opportunities (FBO) website with responses due by July 19, 2016 in a further attempt to identify any other sources that could meet the Government's requirements. Two responses to this RFI on FBO were received, including one from the incumbent Turn-key Technologies, Inc. (a small business) and one from IWA Technical Services, Inc. (IWA) (a small business). IWA was deemed unable to meet the requirement because their response did not indicate that it can provide support to the brand name Multitone Access 3000/5000 paging system and pagers. The response from IWA indicated that IWA has maintenance contracts with VISNs 12, 15, and 23, but it did not specify what paging systems those VISNs have in place. Based on this market research, VA's subject matter experts determined that only Turn-Key Technologies, Inc. can meet the Government's requirement.

9. Other Facts: None.