

LIMITED SOURCES JUSTIFICATION

ORDER >\$150,000

FAR PART 8.405-6

Acquisition Plan Action ID: VA261-17-AP-4173

This acquisition is conducted under the authority of the Multiple Award Schedule Program. The material or service listed in par. 3 below is sole source, therefore, consideration of the number of contractors required by FAR Subpart 8.4 – Federal Supply Schedules, is precluded for the reasons indicated below.

Restricted to the following source: Provide *original manufacturer's* name for material or contractor's name for service. (If a sole source manufacturer distributes via dealers, *ALSO* provide dealer information.)

Manufacturer/Contractor: PRESS GANEY ASSOC INC

Manufacturer/Contractor POC & phone number: PAUL HUELSKAMP, 574-232-3387

Mfgr/Contractor Address: 404 COLUMBIA STREET, SOUTH BEND, IN 46601

Dealer/Rep address/phone number: PAUL HUELSKAMP, 574-232-3387

The requested material or service represents the minimum requirements of the Government.

(1) AGENCY AND CONTRACTING ACTIVITY:

Department of Veterans Affairs

Network Contract Office (NCO) 21

5342 Dudley Blvd.

McClellan, CA 95652

VISN: 21

(2) NATURE AND/OR DESCRIPTION OF ACTION BEING APPROVED:

Justification and approval for Other Than Full and Open Competition for purchasing of Medical Data Collection Services located at the VA Palo Alto Health Care System, CA.

(3) (a) A DESCRIPTION OF THE SUPPLIES OR SERVICES REQUIRED TO MEET THE AGENCY'S NEED:

The VA Medical Center in Palo Alto, CA requires Medical Data Collection Services.

(b) ESTIMATED DOLLAR VALUE: \$182,201.00

(c) REQUIRED DELIVERY DATE: April 16, 2017

(4) IDENTIFICATION OF THE JUSTIFICATION RATIONALE (SEE FAR 8.405-6), AND IF APPLICABLE, A DEMONSTRATION OF THE PROPOSED CONTRACTOR'S UNIQUE QUALIFICATIONS TO PROVIDE THE REQUIRED SUPPLY OR SERVICE.

Specific characteristics of the material or service that limit the availability to a sole source (unique features, function of the item, etc.). Describe in detail why only this suggested source can furnish the requirements to the exclusion of other sources.

VAPAHCS requires the ability to compare current patient satisfaction data and trends with historical data and trends in order to effectively maintain and continuously improve the world-class patient experience that our Veterans have earned. Press Ganey allows seamless trending and comparison of our past 5 years of data for understanding long term and cyclical/calendar trends. Press Ganey's historical satisfaction data for VAPAHCS goes back to 2012 and is proprietary. Comparing current data trends and historical trends is integral to VAPAHCS' Patient Satisfaction Program in order to differentiate between common cause variation and special cause variation. Having this robust and complete analysis of data ensures that improvement resources deployed in response to data trends will be effective and well-stewarded. More importantly, being able to differentiate between common cause and special cause variation allows VAPAHCS to proactively identify potential enterprise risks and work to mitigate them before they have a widespread impact on our system. Press Ganey is the only firm capable of providing data continuity and statistically valid comparative benchmarks and improvement services needed by VAPAHCS. Press Ganey's civilian comparative benchmarks as well as its VA specific benchmarks along with its patient experience improvements services provide a unique mix of services not available from any other source. For the Emergency Department Survey, Ambulatory Surgery Survey, Inpatient Survey and Outpatient Survey, Press Ganey's benchmarking group includes scores from over 900 healthcare facilities nationwide, including over 2000 Emergency Departments. Because the vendor has been conducting surveys for the VAPAHCS since 2012, and using past data to conduct new survey for data comparisons, using a different vendor will not only skew the current/potential data results, the new vendor will not have the past data for comparison and therefore, will not produce accurate results that the VAPAHCS needs.

A patent, copyright or proprietary data limits competition. The proprietary data is:
(If FAR 8.405-6(a)(2)iii before posting. Do not include specific proprietary data. Only mention the type of equipment, procedure, etc. to show that proprietary supplies or services are being procured.)

These are "direct replacements" parts/components for existing equipment.

The material/service must be compatible in all aspects (form, fit and function) with existing systems presently installed/performing. Describe the equipment/function you have now and how the new item/service must coordinate, connect, or interface with the existing system.

The new work is a logical follow-on to an original Federal Supply Schedule order provided that the original order was placed in accordance with the applicable Federal Supply Schedule ordering procedures. The original order must not have been previously issued under sole source or limited source procedures.

An urgent and compelling need exists, and following the ordering procedures would result in unacceptable delays.

(5) DESCRIBE WHY YOU BELIEVE THE ORDER REPRESENTS THE BEST VALUE CONSISTENT WITH FAR 8.4 TO AID THE CONTRACTING OFFICER IN MAKING THIS BEST VALUE DETERMINATION:

Prices for this service have been pre-negotiated by GSA.

(6) DESCRIBE THE MARKET RESEARCH CONDUCTED AMONG SCHEDULE HOLDERS AND THE RESULTS OR A STATEMENT OF THE REASON MARKET RESEARCH WAS NOT CONDUCTED:

No other sources were sought since this must be sole sourced to Press Ganey as they are they only vendor who can provide the specific requirement.

(7) ANY OTHER FACTS SUPPORTING THE JUSTIFICATION:

Based upon a cost analysis of the price structure by a Subject Matter Expert, Sae Kim, it was determined that the prices are fair and reasonable.

(8) A STATEMENT OF THE ACTIONS, IF ANY, THE AGENCY MAY TAKE TO REMOVE OR OVERCOME ANY BARRIERS THAT LED TO THE RESTRICTED CONSIDERATION BEFORE ANY SUBSEQUENT ACQUISITION FOR THE SUPPLIES OR SERVICES IS MADE:

RFQ was not posted due to circumstances stated in para 5 and 6.

(9) 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. I understand that processing of this limited sources justification restricts consideration of Federal Supply Schedule contractors to fewer than the number required by FAR Subpart 8.4. *(This signature is the requestor's supervisor, fund control point official, chief of service or someone with responsibility and accountability.)*

| | |
|---|---|
| _____ SIGNATURE | _____ DATE |
| Sae Kim NAME | 2/17/17 DATE |
| Administrative Officer TITLE | Office of Quality, Safety and Value SERVICE LINE/SECTION |
| VA Palo Alto Health Care System, CA FACILITY | |

(10) APPROVALS IN ACCORDANCE WITH THE [VHAPM, Volume 6, Chapter VI: OFOC SOP](#):

a. CONTRACTING OFFICER'S CERTIFICATION (required): I certify that the foregoing justification is accurate and complete to the best of my knowledge and belief.

CONTRACTING OFFICER/DESIGNEE'S SIGNATURE

DATE

Chapter VI: Other Than Full and Open Competition (OFOC) SOP
Attachment 2: Request for Limited Sources Justification Format >\$150K

Mark J. Mikus

NAME AND TITLE

FACILITY

b. **Director of Contracting/DESIGNEE:** I certify that the foregoing justification is accurate and complete to the best of my knowledge and belief.

SIGNATURE

DATE

NAME
NCO/PCO X Director of Contracting