

## **JUSTIFICATION AND APPROVAL FOR OTHER THAN FULL AND OPEN COMPETITION**

1. **Contracting Activity:** Department of Veterans Affairs (VA)  
Office of Acquisition and Logistics  
Technology Acquisition Center-Austin  
1701 Directors Blvd Suite 600  
Austin, TX 78744
  
2. **Description of Action:** The proposed sole source action is for a bi-lateral modification which adds four new enhancements to the VetSuccess.gov (VSG) website. The added enhancements will be performed and completed by Symplicity Corporation, 1560 Wilson Blvd Suite 550, Arlington, VA 22209. The enhancements to the VSG website will include the development of rotating banners, event-triggered automated email tool, and an application program interface (API). Symplicity will also develop a VetSuccess test environment on the eBenefits portal, which will complete the integration of VetSuccess and eBenefits portals.
  
3. **Description of Supplies or Services:** VetSuccess.gov is a Veteran Benefits Administration Web site dedicated to assisting and providing Vocational Rehabilitation and Employment (VR&E) information to eligible Veterans so they can better understand the current and future VR&E services.

Symplicity modified and customized their Career Services Manager (CSM) software application to meet the functional and general requirements of VR&E's "Employment Readiness Information Network (ERIN)." The employment service program VetSuccess.gov (VSG) is hosted and maintained by Symplicity which is a comprehensive, integrated Internet-based network, which offers one-stop employment service career exploration on the local and national labor markets.

The enhancements identified below are required to improve and maintain customer service to VetSuccess users. The total estimated value of the application enhancements included in the proposed modification is \$140,252.16 (inclusive of options).

- a. Develop a content banner enhancement for the VSG Web site, allowing VA too upload or remove photographs that appear in the header region. The content banner enhancement will enable VR&E to provide better customer service to Veterans using the VSG Web site. The proposed modification's price is \$11,910.47.

VetSuccess Website (VSG)  
Maintenance Support

- b. The creation of the VetSuccess test environment is a necessary step to complete the integration and on-going maintenance of VetSuccess on the eBenefits portal. The proposed modification's including required hardware/software is \$101,649.16 (inclusive of options).
  - c. Develop an event-triggered email tool that will send fully automated emails to employers and Veterans after they have performed an/or actions. The proposed modification's price is \$18,884.34
  - d. Develop an application program interface (API) VetSuccess.gov to allow employers to link their own job integrator to automatically post multiple jobs onto VetSuccess.gov. The proposed modification's price is \$4,707.82
4. **Statutory Authority:** The statutory authority permitting other than full and open competition is 41 U.S.C.253(c)(1) as implemented by the Federal Acquisition Regulation (FAR) Subpart 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:** Due to the nature of a proprietary software environment created in 2005, Symplicity modified and customized their Career Services Manager (CSM™) software application to meet the functional and general requirements of VR&E's Employment Readiness Information Network. Therefore, Symplicity is the only responsible source and no other source has data rights to make this enhancement.
6. **Efforts to Obtain Competition:** No efforts were used to solicit potential sources due to the nature of a proprietary software environment created in 2005. Based on the proprietary nature of the software application supporting the VetSuccess Web site, no other contractor can perform the software enhancements requested.
7. **Actions to Increase Competition:** 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 synopsised on the Federal Business Opportunities Page in accordance with FAR 5.201. Any proposals that are received shall be evaluated.
8. **Market Research:** All future enhancement requirements will be handled on a case-by-case basis to determine any future acquisition strategies.
9. **Any other facts supporting the use of other than full and open competition:** None.