



JUSTIFICATION AND APPROVAL FOR OTHER THAN FULL AND OPEN COMPETITION

1. **Contracting Activity:** Department of Veterans Affairs
Office of Acquisition Operations (OAO)
Strategic Acquisition Center-Frederick (SAC-F)
321 Ballenger Center Drive, Suite 125
Frederick, MD 21703
2. **Description of Action:** The proposed action is for a modification to a current task order, using a sole source justification, to increase support under Agile Delivery of VA Imminent Strategic and Operational Requirements (ADVISOR) contract/task order number VA119A-15-D-0005 VA119A-16-J-0337, with Enterprise Resource Performance, Inc. (ERPi). The current task order was awarded for Business Support for Measurement and Performance Improvement (M&PI) Office as a labor hour task order with a base period of September 26, 2016 to September 25, 2017, and three 12 month option periods. The additional effort will increase the level of effort to support one task within the Performance Work Statement, Tasks 6.2. This modification will not change the periods of performance.
3. **Description of Supplies or Services:** Veteran Experience Office (VEO) requires additional contract support hours for PWS Task 6.2. Although the scope of work for this task order remains the same, the Secretary of VA has directed that the completion of PWS Task 6.2.1 be completed by CY17. The original delivery schedule for PWS Task 6.2.1 was incremental over 24 months. Based on this expedited timeline, VEO requires increased contractor support on current activities to plan, implement, and deploy processes and procedures for the national collection of customer experience (CX) data. Additionally, the Secretary of VA has directed that PWS Tasks 6.2.3 through 6.2.8 be completed in parallel with PWS Task 6.2.1, to demonstrate the ability for VEO to provide VA with actionable insights from the collection of this data, as well as supporting the dissemination and implementation of these insights. In support of PWS Task 6.2, this proposed modification will add additional funding for CLIN 0003 - Reporting and Enhancement of Customer Experience (CX); and add additional funding for a new labor category (Data Modeler). The additional hours/funding is required in the base and all option periods. VEO requires this increased specialized contractor support in each option year in order to sustain operations of PWS Task 6.2.1 across all VA lines of business and to support integration of additional CX business operations defined by VA Senior Leadership. VEO requires this level of contractor staffing to continue supporting implementation of PWS Task 6.2.2, to be delivered in FY18 as directed by VA leadership, previously defined as to be delivered in FY19. Additionally, VEO requires this increased level of support to execute PWS Tasks 6.2.3 through 6.2.8 across the agency in concurrence with assessing and implementing additional CX Data Collection via PWS Task 6.2.1.
4. **Statutory Authority:** Federal Acquisition Regulation (FAR) Part 6.302-1, Only one source is capable of providing the services required. ERPi is the only contractor capable of supporting VEO to complete these activities within the leadership timeframe established.
5. **Rationale Supporting use of Authority Cited Above:** ERPi is the only contractor currently delivering this work, to support the data collection, analysis and development of actionable insights, and dissemination of these insights across multiple lines of businesses, customer groups and stakeholder communities. ERPi is the only contractor

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with the knowledge and capability to enable VEO to complete measurement coverage for all lines of business across VA by CY17. Additionally, ERPI is the only contractor with the knowledge and capability to coordinate implementation with VA's OI&T COTS configuration team and to coordinate with line of business process experts, leadership, and other communities of interest. No other contract contractor is currently conducting any portion of these activities. The services being provided to the Measurement Office by ERPI are highly complex and the deliverables build upon each other. Another contractor would not be able to provide the required additional services at an acceptable level without having worked on this requirement from the start. A new contractor would have to duplicate efforts already completed by ERPI to obtain the necessary understanding and knowledge to perform the additional services.

6. **Efforts to Obtain Competition:** There was no additional market research beyond that conducted per section 8 below. It was determined that completing a new procurement for this effort will duplicate contract efforts and scope, introduce risk of not meeting critical deliverables, and would be more costly to the Government.
7. **Determination of Best Value:** The proposed contract action will represent the best value to the Government. ERPI's hourly rates were evaluated and determined fair and reasonable at the time of award of their ADVISOR IDIQ contract. The hourly rates proposed by ERPI at the time of TO award were equal to their base contract rates for all labor categories but the Program Manager and Subject Matter Experts. ERPI discounted the rate for these labor categories ranging from 21% to 30%. All proposed rates for the labor categories subject to WDs (General Clerk and Graphic Artist) are above the WD rates. The rates proposed for the original TO will be utilized for the additional services being requested and therefore are determined fair and reasonable.
8. **Market Research:** The Government performed market research in preparation of the solicitation (VA119A-16-R-0195) for this TO. The original market research conducted determined the requirement was within scope of the ADVISOR IDIQ vehicle for Service Groups 1 – Oversight, 2 – Improvement, and 3 – Data and Analyses and includes firm fixed price and labor hour line items. The solicitation was competed among the eligible IDIQ contract holders. However, it has been determined that only the incumbent has the capabilities of performing the additional requested services without creating delays and duplications of effort.
9. **Other Facts:** None
10. **Technical and Requirements Certification:** I certify that the supporting data under my cognizance, which are included in this justification, are accurate and complete to the best of my knowledge and belief.



Thomas Wilson
Program Manager, Veterans Experience Office


Date

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11. **Contracting Officer Certification:** I certify that this justification is accurate and complete to the best of my knowledge and belief.



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June 1, 2017

Lindi Sylvester
Contracting Officer

Date

Concurrence

Based on the forgoing justification, I hereby concur with the modification to VA119A-15-D-0005 VA119A-16-J-0337, Business Support for Measurement and Performance Improvement (M&PI) Office, on an other than full and open basis, pursuant to the authority cited in FAR Part 6.302-1, only one source is capable of providing the services required, subject to availability of funds, and provided that the services and commodities herein described have otherwise been authorized for this acquisition.

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Clint Druk
Deputy Director
Strategic Acquisition Center - Frederick

Date