

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 action is for a firm-fixed price (FFP) contract with SRC Solutions, Inc. for Xerox Docushare Enterprise Server software license with user licenses, maintenance, training, and annual support and for SRC Solutions Conveyor Enterprise Server software license and annual support.
  
3. Description of Supplies or Services: The proposed action is to upgrade the current standard version Xerox Docushare capability at the Memphis VA Medical center (VAMC) to a Xerox Docushare Enterprise Server license with user licenses, maintenance, training, and annual support. In addition, the Contractor shall provide a SRC Solutions Conveyor Enterprise Server license and annual support at Memphis VAMC. Both enterprise licenses will allow for expansion of three additional medical centers in Tennessee and one in Kentucky. The Contractor shall also provide 1 DocuShare Fail-over Server License, with Fail-over Server License annual support, 1 Year Annual Support for 400 User Licenses, 1 Year-Overall SRC Solutions and Workflow Support, and 25 Professional Services for DocuShare implementation/upgrade. The annual support for Xerox Docushare license and SRC Solutions Conveyor license provides for manned telephone support and monitored e-mail support 9:00AM to 5:00PM Monday through Friday as well as upgrades patches, releases and monthly system health checks. The period of performance shall be a 12 month base period plus two, 12 month option periods.
  
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) 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: The proposed source for this action is SRC Solutions, Inc., 4647 Saucon Creek Drive, Center Valley, PA 18034. SRC Solutions is a global value-added reseller of Xerox Docushare products and services. Xerox DocuShare server software has been implemented at Memphis VAMC in conjunction with Cleo Communications, Inc. Stream Network fax/communication solution to provide secure desktop faxing and document management capabilities. SRC Solutions has worked in tandem with Cleo Communications Stream fax/communication solution to automate the document management process of faxes that are exchanged over the VA network at the Memphis VAMC which will serve as the hub for administering Xerox DocuShare and Cleo Communications Stream fax technologies to four other facilities. The Memphis VAMC currently hosts the devices that will bring secure desktop faxing to the end users in all five facilities. The acquisition of the Xerox Docushare enterprise server software is essential for supporting the

current number of end users without service degradation and for providing the technology to local administrators at each facility. The upgrade to the Xerox Docushare Enterprise Server License is critical for interoperability and compatibility with the Memphis VAMC as Memphis will remain the central administrator for the combined technologies. Additionally, Xerox DocuShare also has developed a disaster recovery failover server for these records and all other document activities that passes through its workflow system along with an audit trail and secure storage. The use of these combined software technologies has become mission critical to managing workflow processes, document management and secure exchange of privacy data among medical facilities, both internal and external. Without the Xerox Docushare Enterprise Server software license and SRC Solutions Conveyor Enterprise Server software license, there could be a potential loss secure VA patient information transfer, secure information retrieval and secure information storage.

SRC Solutions, Inc, both a reseller of XeroxDocuShare products and services, and the sole provider of SRC Solutions Conveyor server software and annual support, has developed a customized software solution to uniquely interface with Cleo Communications Stream secure fax desktop technologies. The customized software was uniquely designed for Memphis VA Medical Center to meet VA technical and security requirements. VISN 9 requires the technologies of Xerox DocuShare, Cleo Communication Stream fax/communication solution along with the custom interface of SRC Solutions conveyor software to support customer's need for secure desktop faxing and secure document management.

VA requires the Xerox Docushare enterprise server software license and annual support as well as SRC Solutions conveyor enterprise server software and annual support as it meets all of VA's functional requirements and is also compatible with the existing infrastructure and functionality for continued operational availability given SRC Solutions owns the proprietary intellectual property rights of the conveyor server software license code. Specifically, Xerox Docushare server software and SRC Solutions conveyor server software is the only solution that meets all of VA's functional requirements of secure network fax, messaging and document management and can seamlessly integrate and is interoperable with the current SRC proprietary infrastructure.

Other brand name solutions, as detailed in section 8 of this justification, are not interoperable or compatible with the currently fielded Xerox Docushare and SRC Solution conveyor brand name architecture components. As previously stated, Xerox Xerox Docushare software and SRC Solutions conveyor software is currently installed on a virtual server located at Memphis VAMC. The currently fielded virtual server, software and associated application are all comprised of Xerox Docushare and SRC Solutions brand name software. These architecture components serve as a distribution hub for managing data connections of multiple users. If another brand name software was utilized, it would not allow VA users to meet this critical requirement due to proprietary constraints. Specifically, another brand name software would not be able to communicate with the existing VA infrastructure due to the proprietary constraints. The

currently fielded architecture, inclusive of the brand name software and associated applications, communicate through a SRC proprietary source code that is based on proprietary data. No other software can provide this communication capability without the proprietary source code.

6. Efforts to Obtain Competition: Market research was conducted, details of which are in section 8 of this justification. This effort did not yield any other vendors that can provide the services that can meet the Government's requirements. In accordance with FAR 5.201, the proposed action will be synopsisized on the Federal Business Opportunities (FBO) Page. Any proposals that are received shall be evaluated. The justification will be made publicly available 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: The Government's technical experts conducted market research in July 2017. SRC Solutions, Inc., a Xerox global value-added reseller, can provide the the Xerox Docushare enterprise server software and annual support. In addition, SRC Solutions is the sole provider of the SRC Solutions Conveyor enterprise server software and annual support as SRC Solutions owns the proprietary intellectual property rights of the server software license code which allows SRC Solutions to provide technical support of SRC Solutions Software licenses with subsequent updates, upgrades, patches, and fixes. VA Subject Matter Experts regularly review industry trade publications and conduct internet research to ascertain if any other brand name software and annual support are available. Hyland OnBase Software and Microsoft SharePoint web application technologies were considered but all require the purchase of new software licenses and would not be able to communicate with the existing VA infrastructure due to the proprietary constraints as detailed in section 5.

A combined Request for Information (RFI) for Brand Name or Equal for Xerox Docushare enterprise server software and annual support, SRC Solutions Inc. Conveyor enterprise server software and annual support, and Cleo Communications, Inc. Stream network fax,/communication solution was posted to NASA SEWP and the Federal Business Opportunities (FBO) websites on July 24, 2017. The RFI closed on July 31, 2017 and no responses were received regarding equivalent products. No responses were received from NASA SEWP Contract holders and only one response was received from FBO for the three brand names. It was determined that additional market research was required and the brand name requirements would be separated into two procurements.

On August 4, 2017, additional market research was conducted by contacting SRC Solutions, Inc. The Technology Acquisition Center sent market research questions regarding only Xerox Docushare products and services and SRC Solutions Conveyor software and annual support to SRC Solutions. It was confirmed that SRC

Xerox DocuShare software and annual support and      Control Number TAC-17-45241  
SRC Solutions Conveyor software and annual support

Solutions is a global value-added reseller of Xerox Docushare software and the sole provider of SRC Solutions Converyor software. As a result of this market research, the proposed action will be solicited by other than full and open competition to SRC Solutions, Inc. as SRC Solutions meets the VA's technical requirements and capabilities required for expanding automated document management technologies throughout the medical facilities in the mid-south region which is used to support secure desktop faxing capabilities.

9. Other Facts: None.