

Hot Springs and Ft. Riley Contact Centers/
Community Care Enterprise Contact Center (CCECC)
Expansion Project

Control Number: TAC-18-49125

Justification for Other than Full and Open Competition
Coordination Matrix

[Redacted]

1/23/18

Name

Date

Concur/Non-Concur

[Redacted]

JUSTIFICATION FOR EXCEPTION TO FAIR OPPORTUNITY

1. Contracting Activity: Department of Veterans Affairs
Office of Procurement, Acquisition and Logistics
Technology Acquisition Center
1701 Directors Boulevard Ste 600
Austin, TX 78744
2. Description of Action: The proposed action is for a firm-fixed-price delivery order (DO) to be issued under the National Aeronautics and Space Administration (NASA) Solutions for Enterprise-Wide Procurement (SEWP) V Government wide Acquisition Contract (GWAC) for the procurement of additional Avaya hardware and software licenses and 1 year warranty as necessary to expand the Community Care Enterprise Contact Center (CCECC) effort by 500 agents.
3. Description of Supplies or Services: The proposed action is to procure an additional 500 of both hardware and software licensing required to add 500 additional agents to the existing CCECC at Hot Springs and Ft Riley, KS. CCECC is an Enterprise Contact Center with Core locations in Denver, CO and Waco, TX. The CCECC is an enterprise contact center that provides call center services to veteran callers and their families. The contact centers centralize handling of individual communications, including telephone, letters, faxes, live support software, social media, instant message, and e-mail. These contact centers serve as a central point from which Veteran contacts are managed. Through these contact centers, valuable information about VA services is routed to Veterans and their family members. These interactions with Veterans are tracked and data is gathered to provide real time and historical information on how the Veteran and their family members' contacts are being met. The Denver and Waco sites function as core sites acting as central locations for contact center services in the Enterprise Contact Center solution. Services are then distributed from the core location to the survivable satellite sites. Specifically the 500 agents are needed to expand agent capabilities to remote locations that will allow for call center calls to be directed to the remote agents. The core location in Waco will support Hot Springs and Fort Riley locations and is where the additional hardware and software licensing will be installed. VA requires a single unified platform for work force management, call recording and reporting as well as the ability to allow agents in all locations to have skill sets applied that will let them take calls for multiple skill groups from anywhere within the organizational footprint. Seamless connectivity allows each of the various sites to be able to support and take calls for each other in the event of catastrophic failure or natural disaster. Furthermore, due to the high level of interdependency between the Enterprise Contact Center infrastructure sites, the Government requires a single integrator for hardware, software, maintenance and services necessary to bring an additional survivability site into the solution. A single integrator shall ensure continuity of the solution and that VA has a single source for resolution of conflicts and interoperability issues that may arise during these tasks. The use of multiple integrators would create a rift in the continuity of the enterprise solution and increase risk of crossover/technical issues between dual integrators. A single integrator that can provide all of the hardware, software, maintenance, and services is critical to the overall success of the CCECC project and operation of the geo-redundant Enterprise Contact

Center. The contractor will ensure that all necessary equipment and licensing is provided to integrate 500 additional agents into the existing framework. The Period of Performance shall be date of award to NLT February 28th, 2019. [REDACTED]
[REDACTED]

4. Statutory Authority: The statutory authority permitting this exception to fair opportunity is Section 41 U.S.C 4106(c)(2) as implemented by Federal Acquisition Regulation (FAR) Paragraph 16.505(b)(2)(i)(B) entitled, "Only one awardee is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized."

5. Rationale Supporting Use of Authority Cited Above: Based on the market research, as described in section 8 of this justification, VA has determined that limited competition is viable among authorized resellers of brand name Avaya hardware, software and 1 Year warranty services. VA currently only utilizes Avaya's Enterprise Contact Center solution as the telecommunications core platform for the CCECC located in Waco, TX. This is used as the solution required for support of agents at Fort Riley, KS, and Hot Springs, SD. The current contact call center solution extends services as a single unified telecommunications platform for work force management, call recording and reporting as well as the ability to allow agents in these additional locations to apply the required skill set based on the type of call received. The Avaya infrastructure located at Waco, TX, allows other sites utilizing Avaya brand name items to integrate, allowing for a single platform. As the hardware and software that make up this Avaya infrastructure are based on Avaya proprietary source code, only Avaya hardware and software will integrate and connect with the current contact center solution, which consists of two core Avaya Enterprise Contact Centers located in Waco, TX and Denver, Co. VA requires all of these sites to communicate with each other, and due to the proprietary constraints, no other brand name hardware and software can ensure interoperability and compatability within the Avaya infrastructure. Member Services tracks statistics on calls that come into their call center and they require a unified reporting tool that can only be provided by this proprietary platform. Agents must also have the ability to take calls from multilple business lines, and this can only be accomplished by utilizing this platform. As these are licences to expand the current system no other brand can be utilized to accomplish this expansion. Using any other brand would require a stand alone solution at the locations in Fort Riley and Hot Springs. This would not meet VA's needs and would result in duplicative costs , estimated to be [REDACTED] and would exclude these sites from being able to utilize the core locations' enterprise services. This estimate is based on prior procurements and includes costs for all core infrastructure that would be required. Any other brand solution would require utilization of its own proprietary infrastructure that would not permit the integration of these additional sites and would not allow for the required single unified telecommunications platform solution. This is not a standalone solution for a single location, but a major piece of OI&T's Integrated

Enterprise Contact Center Distribution Network which provides communications for all Veterans and their families, therefore this would not meet VA's needs. Failure to acquire hardware, software and warranty services that integrates with the existing Avaya solution at Waco, TX would cause delays in processing Veteran calls attempting to access these contact centers for services and potentially reach VA personnel without the skills and expertise to properly address their needs.

6. Efforts to Obtain Competition: Market research was conducted, details of which are in the market research section of this document. It was determined that limited competition is viable among authorized resellers for the required Avaya hardware and software licenses and associated maintenance. In accordance with FAR 5.301 and 16.505(b)(2)(ii)(D), the resultant delivery order will be synopsisized and the justification will be made publicly available on the Federal Business Opportunities Page within 14 days of award of the order. In addition prior to exercising the option periods, VA will perform market research to ensure market conditions have not changed.

7. Actions to Increase Competition: In order to remove or overcome barriers to competition in future acquisitions for this requirement, the Government's technical experts will continue to perform market research to determine if there are any products become available that will enable future requirements to be competed.

8. Market Research: The Government's technical experts conducted market research in November 2017 by reviewing similar name hardware and software to ascertain if these items could meet or be modified to meet VA's requirements. Specifically, the technical experts conducted extensive web-based research on websites for other Voice and Enterprise Contact Center platforms from NEC Corporation and Technology For Business Corporation. While these vendors' solutions provide general capabilities to provide call center support; neither can access the proprietary technical data and provide interoperability and compatibility with the existing Avaya platform in Waco, TX as described in section 5 above.

Additionally, market research was conducted in December 2017 utilizing the NASA SEWP V GWAC Provider Look-up tool to ascertain the extent of limited competition among resellers. The results of the search found that there are numerous resellers of Avaya products that could possibly meet VA's needs, including Service-Disabled Veteran-Owned Small Businesses. Therefore, limited competition is anticipated.

9. Other Facts: None

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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.

[Redacted]

Date: Jan. 29, 2018

Project Manager

Signature: [Redacted]

11. Fair and Reasonable Cost Determination: I hereby determine that the anticipated price to the Government for this contract action will be fair and reasonable based on. adequate price competition and discounts among NASA SEWP V GWAC holders who are resellers of the required brand name Avaya hardware and software licenses. NASA SEWP V GWAC holder catalog prices have already been determined to be fair and reasonable. Additionally, price analysis shall be conducted by comparing the proposed prices will be compared to the Independent Government Cost Estimate.

[Redacted]

Date: 1/29/2018

Procuring Contracting Officer

Signature: [Redacted]

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

[Redacted]

Date: 1/29/2018

Procuring Contracting Officer

Signature: [Redacted]

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Approval

In my role as procuring activity Advocate for Competition, based on the foregoing justification, I hereby approve the acquisition of, Avaya hardware and software licenses and 1 year warranty, on a limited competition basis pursuant to the statutory authority cited in paragraph 4 above, subject to availability of funds, and provided that the property and services herein described have otherwise been authorized for acquisition.

Date: 1-29-18 Signature: _____

Ronald J. Bakay
Advocate for Competition
Technology Acquisition Center
Office of Procurement, Acquisition and
Logistics