

JUSTIFICATION AND APPROVAL
FOR EXCEPTION TO FAIR OPPORTUNITY

1. Contracting Activity: Department of Veterans Affairs
Office of Acquisition and Logistics
Technology Acquisition Center - Austin
1701 Directors Blvd, Suite 600
Austin, TX 78744

2. Description of Action: This proposed sole source action is for a four-month firm-fixed-price (FFP) task order for services required to install and configure “Genesys G-Plus Adapters” software. Services will be sought from Verizon on a non-competitive basis, and are available through the General Services Administration (GSA) Connections II Contract GS00Q12NSD0021.

3. Description of Supplies or Services: The proposed action is to acquire services to enable communications from the Dynamics platform, the national call centers and the Customer Relationship Management (CRM) cloud. This will logically couple incoming telephone calls (from the National 1-800 number through the National Automated Response System) with CRM extracted data from Austin, and will ensure both the telephone call (voice) and the data arrive at the Public Contact Representative’s (PCR’s) desktop at the same time, and will ensure the data matches the caller identified. The services will include design, configuration, build, and acceptance testing of the solution. The solution will comply with VA security guidelines. The services will include the following:

Design	Develop Functional Specification Documentation and Joint Application Design (JAD) session with the VA Microsoft CRM Development team
Installation and configuration	Install, Configure and Customize two instances of Genesys MS CRM G-Plus adapter / Genesys strategy / HIVR & ICRI / Nationwide Automated Response System (NARS) database changes
Testing	Develop System Test Plan
	Integration, System, and Quality Assurance (QA) Testing

CRM Genesys Software (Genesys G-Plus Adapters) – Development
Installation and Configuration Services

	User Acceptance Testing Services
Project Management	VNIC Project Management

The total estimated price of the proposed action is \$357,171.50.

4. Statutory Authority: The statutory authority permitting an exception to fair opportunity is 41 U.S.C. 253J(b), as implemented by Federal Acquisition Regulation (FAR) Subpart 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: Due to the proprietary nature of Verizon’s internal call routing infrastructure, Verizon is the only source capable of providing the installation and configuration services required. No other vendor is capable of connecting to or configuring with Verizon’s internal call routing infrastructure. Genesys G-Plus Adapters software will be installed and integrated with the Microsoft Dynamics Customer Relationship Management (CRM) software VA uses. The adapters must be connected to Verizon’s internal call routing network, which is a component Verizon does not make available to other vendors or the public. Any other source attempting to install or configure these connections without proper access or proprietary tools needed would risk degrading communications with Veterans and the VA employees serving them.
6. Efforts to Obtain Competition: Market research was conducted, details of which are in the market research section of this document. This effort did not yield any additional sources that can meet the Government’s requirements. There is no competition anticipated for this acquisition. In accordance with FAR 5.202(a)(6), this effort is exempt from pre-award synopsis since the order is placed under Subpart 16.5, Indefinite Delivery/Indefinite Quantity contracts. However, in accordance with FAR 5.301 and 16.505(b)(2), this action will be synopsized at award on the Federal Business Opportunities (FBO) website and the justification will be made publically available.
7. Actions to Increase Competition: The Government will continue to conduct market research to ascertain if there are changes in the market place that would enable future actions to be competed.
8. Market Research: The Government’s technical experts conducted market research by looking for other vendors that could provide the required software installation services. A search of available services through Ability One was conducted and no instances of software installation were found. A search of available services through the GSA Networx contracts was conducted, and though the software was

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available, the installation services were not. Due to the specific nature of this acquisition, the required services are not available through mandatory sources, but are available through GSA's Connections II contract. Based on all of these market research efforts, the Government's technical experts have determined that only Verizon can provide the services that meets all of VA's needs.

9. Other Facts: A performance work statement suitable for fair opportunity among all contract holders cannot be developed because only authorized resellers can provide the required installation of the software.
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.

Freddie Graham

Date: 5/15/2012

Project Manager

Signature: 

11. Fair and Reasonable Price Determination: I hereby determine that the anticipated price to the Government for this action will be fair and reasonable. Contracts awarded on GSA's Connections II Contract have already been determined to be fair and reasonable.

Cory Price

Date: 5/15/2012

Procuring Contracting Officer

Signature: Cory Price

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

Cory Price

Date: 5/15/2012

Procuring Contracting Officer

Signature: Cory Price