

LIMITED-SOURCES JUSTIFICATION

1. Contracting Activity: Department of Veterans Affairs (VA)
Office of Procurement, Acquisition and Logistics
Technology Acquisition Center
23 Christopher Way
Eatontown, NJ 07724
2. Description of Action: The proposed action is for sole source, firm-fixed-price task order to be awarded under General Services Administration (GSA) Federal Supply Schedule (FSS) Information Technology (IT) Contract Number GS-35F-0037M to Computrition, Inc. (Computrition) for Computrition brand name food services management software modules, licenses, and associated technical support services.
3. Description of the Supplies or Services: VA, Veterans Health Administration Michael E. DeBakey VA Medical Center (MEDVAMC), has a requirement for the renewal of brand-name Computrition Hospitality Suite Software and support services which consists of food services management software, software support/updates, and maintenance for deployed software, as well as procurement of associated technical support services and the procurement of additional "add-on" modules. Specifically, MEDVAMC is seeking renewal of Nutrition Care Management Select (NCM)/ Foodservice Operations Pro Modules (FOM), Room Service Software and Room Service Connect Software Modules, Veteran Health Information Systems and Technology Architecture (VistA) Health Level 7 (HL-7) Interface Software Modules, and Database Administration services. MEDVAMC also requires associated technical support services which are defined as program enhancements, implementation, and training services. This requirement shall also include 24 hours per day, 7 days per week support for the purpose of maintaining and accessing existing software resulting in fully functional, operationally capable as intended by the manufacturer in support of MEDVAMC requirements. MEDVAMC is also seeking to procure additional Computrition modules such as Single Sign-On, Tray InMotion, Inventory Connect, Nutrition Food Label Module (Label Elite) and Video Display, and additional quantities of NCM/FOM Licenses, HL-7 Interface Monitoring Module. The period of performance shall consist of a 12-month base period and four (4) subsequent 12-month option periods. The total estimated value of the proposed action is [REDACTED] inclusive of options.
4. Authority: This acquisition is conducted under the authority of the Multiple-Award Schedule Program. The specific authority providing for a limited source award is Federal Acquisition Regulation (FAR) Part 8.405-6(a)(1)(i)(B), "Only one source is capable of providing the supplies or services required at the level of quality required because the supplies or services are unique or highly specialized."
5. Rationale Supporting Use of Authority Cited Above: The proposed source is Computrition, Inc, 8521 Fallbrook Avenue, Suite 100, West Hills, CA 91304. This requirement can only be provided by the Original Software Developer, Computrition under its GSA FSS IT 70 contract number GS-35F-0037M. Based on market research, as detailed in section eight of this justification, no other source can provide

the required Computrition brand name software modules, licenses, and associated technical support services.

In Fiscal Year 2013, VA commenced utilization of the Computrition software, and developed the necessary environment and customization to allow for the HL-7 interface to Computrition's software, which includes all active inventory, recipes, menus, diets, daily production data, patient preferences and meal selections for food menu management. As such, VA procured multiple modules, as identified in section three of this justification. VA requires renewal of these modules, and the necessary associated technical support services to ensure uninterrupted service for Veterans. Due to the proprietary nature of the deployed software, and the customization of the VA environment, no other solution would be able to be fully compatible and interoperable with the existing environment. Computrition has been contacted multiple times in FY 2018 and FY 2019 in inquire its interest to sell its proprietary code, to which they've always declined. To replace this software with that of another vendor would require a complete rewrite of the existing VistA Menu Management Program and HL-7 interface with additional customizations to provide select menu, spoken menu, room service, enhanced nutrient analysis, patient intake analysis and production. VA technical experts estimate that it would take five years to implement a solution other than Computrition, that the cost to do so would exceed \$6,000,000 to implement. This estimate is based off historical information. Therefore, even if VA could open this effort to other possible solutions, these costs would be duplicative, VA would not be able to re-cooperate these costs.

Included as part of this proposed action is the procurement of additional software modules and ancillary support services, such as training, database administration, and implementation support. No other source, other than Computrition can provide the required modules and support, as no other software and modules are interoperable or compatible with the existing MEDVAMC environment, as discussed above, and no other source has access to the necessary proprietary information and training materials, other than the Original Software Developer (OSD). In order for any source to be able to provide the required associated technical support services, would require direct access to the proprietary source code in order to generate fixes, patches, and updates, which will then be able to be pushed into production. Without these required services from the OSD, VA appreciably increases the risk that software will cease functioning properly and endanger Veteran patient safety. Additionally, due to the proprietary restrictions imposed by the OSD, no other source can provide the balance of the required services, such as training and implementation.

Furthermore, Computrition software is the only software that is capable of satisfying the Governments for a HL-7 interface with VistA. Computrition has replaced the VistA Menu Management Program for the majority of VA Nutrition and Food Services operations. The interface HL-7 refers to a set of international standards for transfer of clinical and administrative data between software applications used by various healthcare providers. HL-7 provides the Computrition Foodservice nutrition software with the pertinent data from VistA. The interface provides a uni-directional download of admission, discharges, and transfers of all patients 24 hours a day and

7 days a week. These software downloads update the patient's record in the menu management program and provide date of birth, social security number, and diet order. If this information is not constantly downloaded, patient safety is violated. Additionally, no other source, other than the OSD, provides software that can interoperate with deployed technologies, such as the Interactive Patient Care Systems.

Based on the above, only procuring the required Computrition brand name software modules, licenses, and associated technical support services from the OSD will satisfy the Governments requirement.

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 5.301 and 8.405-6(a)(2) the award notice for this action will be synopsisized on the Federal Business Opportunities website and this justification will be made publicly available. Further, this justification will be posted with the Request for Quotation in accordance with FAR 8.405-6(b)(2).

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. Additionally, prior to exercising of the option, VA will conduct market research to determine if software with the same functionality is approved for use in VA.

8. Market Research: Market research was performed by VA Government technical experts in March 2019 to determine if there were authorized resellers that could provide the required Computrition. On March 6, 1029, Computrition provided a letter stating that no other entity is authorized to sell, support or provide training for this software. VA performed further market research in May 2019 to determine whether any new technologies had come to market that would be capable of providing a similar solution. This research provided no other potential alternatives that could meet the government's needs. Request for Information (RFI) 36C10B19Q0595 was issued on the Federal Business Opportunities website in July 2019 to identify if similar items are available from alternative sources. The RFI requested all interested vendors to submit a capability statement in response to the posted draft Performance Work Statement and technical questions posed. The RFI closed on July 29, 2019 with no responses received. Based upon this research it was determined that there are not any other similar food services management products that provide all the required functionality and that can be approved in the timeframe that VA requires, as discussed in section five of this document. Additionally, VA sought to identify potential resellers; however, there was no response provided identifying alternative sources. As part of its RFI response, Computrition provided a sole-source letter, stating to the Government that it is the only source of the required maintenance, licenses, and services. Therefore, no competition is anticipated for this effort.

9. Other Facts: None

