

LIMITED SOURCES JUSTIFICATION

**ORDER >\$3,000
FAR PART 8.405-6**

2237 Transaction #: 556-13-1-2200-0002

This acquisition is conducted under the authority of the Multiple Award Schedule Program. The service listed in par. 3 below is sole source, therefore, consideration of the number of contractors required by FAR Subpart 8.4 – Federal Supply Schedules, is precluded for the reasons indicated below.

Restricted to the following source: Press Ganey Assoc Inc for service.

Manufacturer/Contractor: Press Ganey Assoc Inc

Manufacturer/Contractor POC & phone number: Paul Huelskamp 877-890-1460

Mfg/Contractor Address: 404 Columbia St, South Bend, IN 46601-2355

Dealer/Rep address/phone number: N/A

X. The requested service represents the minimum requirements of the Government.

(1) AGENCY AND CONTRACTING ACTIVITY:

Department of Veterans Affairs

Great Lakes Acquisition Center

115 South 84th Street, Milwaukee, WI 53214

NCO: 12

(2) NATURE AND/OR DESCRIPTION OF ACTION BEING APPROVED:

The use of a third party vendor, Press Ganey GSA contract GS10F0205R, for customer survey data collection is a requirement by the American Nurses Credentialing Center (ANCC) to achieve the VA goal of Magnet Designation. FHCC has submitted the application with a target date of August 1, 2014.

(3) (a) A DESCRIPTION OF THE SUPPLIES OR SERVICES REQUIRED TO MEET THE AGENCY'S NEED:

FHCC will require Press Ganey as a third party vendor to collect customer satisfaction data for in-patient, out-patient, medical clinics, and CBOC's. Utilizing Press Ganey allows FHCC to stay uniform with other Medical Centers already on contract within VISN 12, Jesse Brown VAMC and William S Middleton VAMC, and will be able to compare data that is collected by Press Ganey with direct impact for patient care and quality patient outcomes.

(b) ESTIMATED DOLLAR VALUE: \$424,999.80

(c) REQUIRED DELIVERY DATE: 2/1/2013

(4) IDENTIFICATION OF THE JUSTIFICATION RATIONALE (SEE FAR 8.405-6), AND IF APPLICABLE, A DEMONSTRATION OF THE PROPOSED CONTRACTOR'S UNIQUE QUALIFICATIONS TO PROVIDE THE REQUIRED SUPPLY OR SERVICE.

X Specific characteristics of the material or service that limit the availability to a sole source (unique features, function of the item, etc.). Describe in detail why only this suggested source can furnish the requirements to the exclusion of other sources.

Press Ganey is already providing data collection at Jesse Brown VAMC and William S Middleton VAMC, standardizing the contract and dataset used to compare with partner medical centers VISN wide. On a national level, Press Ganey has over 30 VA hospitals in their database whose data would be accessible to compare results.

☐ A patent, copyright or proprietary data limits competition. The proprietary data is: (If FAR 8.405-6(a)(2)iii before posting. Do not include specific proprietary data. Only mention the type of equipment, procedure, etc. to show that proprietary supplies or services are being procured.)

☐ These are "direct replacements" parts/components for existing equipment.

X The material/service must be compatible in all aspects (form, fit and function) with existing systems presently installed/performing. Describe the equipment/function you have now and how the new item/service must coordinate, connect, or interface with the existing system.

Consistency in the survey and surveying methods is essential to benchmarking and comparison purposes on a VISN wide level.

X The new work is a logical follow-on to an original Federal Supply Schedule order provided that the original order was placed in accordance with the applicable Federal Supply Schedule ordering procedures. The original order must not have been previously issued under sole source or limited source procedures.

GSA Contract GS10F0205R

☐ An urgent and compelling need exists, and following the ordering procedures would result in unacceptable delays.

(5) DESCRIBE WHY YOU BELIEVE THE ORDER REPRESENTS THE BEST VALUE CONSISTENT WITH FAR 8.4 TO AID THE CONTRACTING OFFICER IN MAKING THIS BEST VALUE DETERMINATION:

This quote of \$424,999.80 for the FHCC ensures a reasonable cost and an efficient rate compared to \$451,377.00 for the Jesse Brown VAMC and \$271,805.72 for the William S Middleton VAMC which is dependent on the size of the facility and all areas being surveyed which vary by medical center.

(6) DESCRIBE THE MARKET RESEARCH CONDUCTED AMONG SCHEDULE HOLDERS AND THE RESULTS OR A STATEMENT OF THE REASON MARKET RESEARCH WAS NOT CONDUCTED:


Comparing other survey services (NRC Picker) to Press Ganey, Press Ganey comes in at a lower cost. The yearly pricing for NRC Picker increases each year of the 5 year contract, while Press Ganey remains the same firm fixed price each year of the 5 year contract.

(7) ANY OTHER FACTS SUPPORTING THE JUSTIFICATION:

Press Ganey is already providing data collection at other VISN 12 medical centers which standardizes the dataset for comparison VISN wide.


(8) A STATEMENT OF THE ACTIONS, IF ANY, THE AGENCY MAY TAKE TO REMOVE OR OVERCOME ANY BARRIERS THAT LED TO THE RESTRICTED CONSIDERATION BEFORE ANY SUBSEQUENT ACQUISITION FOR THE SUPPLIES OR SERVICES IS MADE:

(9) REQUIREMENTS CERTIFICATION: I certify that the requirement outlined in this justification is a Bona Fide Need of the Department of Veterans Affairs and that the supporting data under my cognizance, which are included in the justification, are accurate and complete to the best of my knowledge. I understand that processing of this limited sources justification restricts consideration of Federal Supply Schedule contractors to fewer than the number required by FAR Subpart 8.4. *(This signature is the requestor's supervisor, fund control point official, chief of service or someone with responsibility and accountability.)*

 1-18-13
SIGNATURE DATE
STEVEN D. KAE Deputy Assoc Patient Services
NAME TITLE CNE SERVICE LINE/SECTION
(556) Lovell FHCC COTR
FACILITY

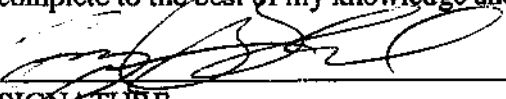
(10) APPROVALS IN ACCORDANCE WITH FAR 8.405-6(d):

a. CONTRACTING OFFICER'S CERTIFICATION (required): I certify that the foregoing justification is accurate and complete to the best of my knowledge and belief.

 1/18/2013
CONTRACTING OFFICER'S SIGNATURE DATE

Sandra Maren, Contract Specialist
NAME AND TITLE
NCO 12

c. **SERVICE TEAM SUPERVISOR:** I certify that the foregoing justification is accurate and complete to the best of my knowledge and belief.


SIGNATURE

11/18/13
DATE

Bryan Boland, Manager
NAME & TITLE
NCO 12