

Intent to Award Sole Source Contracts

Title	Intent to Award Sole Source Contract Extension-Determination and Findings
Notice Date	March 18, 2022
Response Due Date	March 28, 2022
Contract Number	CFOPD-15-C-015
Contract Description	<p>Call Center Upgrade, Maintenance and Support</p> <p>Description: The District of Columbia Government (District), Office of the Chief Information Officer (OCIO), requires the Contractor to provide a Call Center Upgrade with maintenance and support services to the District's current telephony system.</p>
Vendor Name	Aspect Software, Inc.
Procuring Agency	Office of the Chief Financial Officer, Office of Contracts
Point of Contact	Peter Lloyd, Contract Specialist peter.lloyd@dc.gov 202-442-6431

**Government of the District of Columbia
Office of the Chief Financial Officer
Determination and Findings
for a
SOLE SOURCE EXTENSION OF CONTRACT**

CONTRACT NUMBER: CFOPD-15-C-015
CONTRACTOR: Aspect Software, Inc.
CAPTION: Call Center Upgrade, Maintenance and Support
PROGRAM AGENCY: Office of the Chief Information Officer
CONTRACTING AGENCY: Office of the Chief Financial Officer, Office of Contracts

1. AUTHORIZATION

D.C. Official Code §2-354.04; 27 DCMR 1304, 1700 and 1701 and 2005.2(b)

2. MINIMUM NEED

The District of Columbia Office of the Chief Financial Officer (OCFO), Office of the Chief Information Officer, requires the Contractor to provide a continued Call Center Upgrade with maintenance and support services to the OCFO's District's current telephony system.

3. ESTIMATED REASONABLE PRICE

The estimated fair and reasonable contract amount for this extension period from April 8, 2022, through April 7, 2023, is not-to-exceed \$245,582.47, based on the Contractor's rate and District estimated usage. The contractor's pricing was determined fair and reasonable based on market research and historical data gathered and analyzed by the Office of the Chief Information Officer (OCIO).

4. **FACTS WHICH JUSTIFY SOLE SOURCE EXTENSION OF CONTRACT**

Aspect Software, Inc. is the incumbent contractor and has satisfactorily provided the required services for over five (5) years under Contract CFOPD-15-C-015. The contract was awarded exempt from competition under the Procurement Practices Reform Act (PPRA) §413 Competitive Exemptions, Paragraph 8, which states ‘Maintenance and support of existing software and technology to the extent that the creator of the intellectual property is still protected and is the only source of the maintenance and support of the existing software and technology’. The contract was awarded on April 8, 2015, with a one (1) year base period and four (4) one (1) year option periods. The contract was further extended beyond the term through April 7, 2022.

OCIO is continuing the process of procuring a Contact Center as a Services (CCaaS) provider to restructure the OCFO’s entire telephony operation. The COVID-19 pandemic has slowed and impeded efforts in selecting the appropriate provider. Additionally, the pandemic has caused the OCFO to restructure the entire governmental agency. The current environment needs to be maintained and upgraded in order to provide business continuity for DC Office of Tax and Revenue. The new CCaaS solution will provide more functionality and a higher performance level and is expected to be implemented on or before April 8, 2023.

The OCFO has a critical need to maintain an uninterrupted call center for District residents, business, vendors and other governmental entities as a method of providing customer services. Until the new contract can be awarded for a new Contact Center Solution (CCaaS) provider, the OCFO must continue its contract with Aspect Software, Inc. The maintenance, support and hosting services furnished and administered by Aspect Software, Inc. are an integral part of the OCFO customer service commitment and it is critical that the services are continuous and sustained; as such, market research was not conducted.

As a result of the foregoing, it is necessary and prudent to extend Contract CFOPD-15-C-015 for an additional year, through April 7, 2023, to allow for continuity of services, execution of a new contract award and implementation of new, critical services.

5. **CERTIFICATION BY AGENCY HEAD**

I hereby certify that the above findings are true, correct and complete.

Alok Chadda
Chief Information Officer

Date

6. **CERTIFICATION BY CONTRACTING OFFICER**

I have reviewed the above findings and certify that they are sufficient to justify the sole source extension of this contract under the cited authority. I recommend that the Director approve this sole source extension of this contract.

Drakus Wiggins, CPPB, CPPO
Contracting Officer

Date

DETERMINATION

Based on the above findings and in accordance with the cited authority, I hereby determine that it is not feasible or practical to invoke the competitive solicitation process under either Section 402 or 403 of the District of Columbia Procurement Practices Reform Act of 2010 (D.C. Law 18-371; D.C. Official Code § 2-354.02 or 2-354.03). Accordingly, I determine that it is in the best interest of the District and the District is justified in using the sole source method of procurement to extend the contract term beyond the total term specified in the contract, pursuant to 27 DCMR § 2005.2(b).

Dorothy B. Whisler Fortune, Esq., CPPO
Director and Chief Procurement Officer
Office of Contracts




Date

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<input type="checkbox"/>	 22-C-027 - Intent to Award Sole Source and DF.pdf View Download	Title: Intent to Award Sole Source Determinations and Findings – Bloomberg Professional Subscription Services Document: I was not provided with a RK # Due Date: July 31, 2022 @ 5:00 pm POC: Annmarie McQueen, Contract Specialist Annmarie.mcqueen@dc.gov (202) 442-6428	150k	v. 1	Jul 22, 2022, 9:46 AM	Chrishelle Minor (OCFO)
<input type="checkbox"/>	 Notice of Intent and DF for Sole Source - Contract CFOPD-12-C-016 - UDC Trust Fund Investment Mgmt Svcs - Stifel.pdf View Download	Title: Intent to Award Sole Source Determinations and Findings – UDC Endowment Investment Management services - Document #: CFOPD-12-C-016 - Due Date: July 16, 2022 @ 5:00 pm EDT - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)	206k	v. 1	Jul 6, 2022, 9:28 AM	Chrishelle Minor (OCFO)
<input type="checkbox"/>	 Notice of Intent and DF for Sole Source - Contract CFOPD-15-C-015 - Call Center Upgrade S&M - Aspect.pdf View Download	Title: Intent to Award Sole Source Determinations and Findings – Call Center Upgrade, Maintenance and Support Services - Document #: CFOPD-15-C-015- Due Date: March 28, 2022 @ 5:00 pm EDT - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)	205k	v. 1	Mar 18, 2022, 1:57 PM	Chrishelle Minor (OCFO)
<input type="checkbox"/>	 Notice of Intent and DF for Sole Source - Contract CFOPD-16-C-044 - WIC Program Mgmt Services - Gainwell Technologies LLC.pdf View Download	Title: Intent to Award Sole Source Determinations and Findings – Women’s Infants and Children’s (WIC) Program Management Services - Document #: CFOPD-16-C-044- Due Date: August 14, 2022 @ 5:00 pm EDT - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)	208k	v. 1	Aug 4, 2022, 11:29 AM	Chrishelle Minor (OCFO)
<input type="checkbox"/>	 Notice of Intent and DF for Sole	Title: Intent to Award Sole	227k	v. 3	Oct 20, 2021, 3:23 PM	Chrishelle Minor

		Source - Contract CFOPD-17-C-013 - Custody Services - Wells Fargo and Company.pdf View Download	Source Determinations and Findings – Custody Services - Document #: CFOPD-17-C-013- Due Date: October 31, 2021 @ 5:00 pm EST - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)				(OCFO)
<input type="checkbox"/>		Notice of Intent and DF for Sole Source - Contract CFOPD-17-C-017 - Prepaid Debit Card Svcs - US Bank Corporation.pdf View Download	Title: Intent to Award Sole Source Determinations and Findings – Prepaid Debit Card services - Document #: CFOPD-17-C-017 - Due Date: December 31, 2021 @ 5:00 pm EDT - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)	203k	v. 1	Dec 21, 2021, 5:39 PM	Chrishelle Minor (OCFO)
<input type="checkbox"/>		Notice of Intent and DF for Sole Source - Contract CFOPD-17-C-019A.pdf View Download	Title: Intent to Award Sole Source Contract Extension - Determination and Findings for Benefits Plans Consultant Services (401(a) and 457)Document #: CFOPD-17-C-019ADue Date: March 22,2022POC: Yemarshet Kebede (email – Yemarshet.kebede@dc.gov telephone 202-727-6321	149k	v. 1	Mar 11, 2022, 2:05 PM	Chrishelle Minor (OCFO)
<input type="checkbox"/>		Notice of Intent and DF for Sole Source - Contract CFOPD-17-C-019B.pdf View Download	Title: Intent to Award Sole Source Contract Extension - Determination and Findings for Benefits Plans Consultant Services OPEB (Other Post-Employment Benefits) Document #: CFOPD-17-C-019BDue Date: March 22,2022POC: Yemarshet Kebede (email – Yemarshet.kebede@dc.gov telephone 202-727-6321	150k	v. 1	Mar 11, 2022, 2:06 PM	Chrishelle Minor (OCFO)

Comments

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