

## Intent to Award Sole Source Contracts

<b>Title</b>	Intent to Award Sole Source Contract Extension-Determination and Findings
<b>Notice Date</b>	<b>September 20, 2022</b>
<b>Response Due Date</b>	<b>September 30, 2022</b>
<b>Contract Number</b>	CFOPD-21-SP-007
<b>Contract Description</b>	<p>Cloud Contact Center Consulting Services</p> <p>Description: The Office of the Chief Financial Officer (“OCFO”) for the District of Columbia (“District”) and the Office of Contracts on behalf of the Office of the Chief Information Officer (OCIO), has an immediate need for continuing the Cloud Contact Center Consulting Services. The Consulting Services consist of the review of the Cloud Contact Center Service RFP, review of the RFP responses, providing technical advisory to the SSEB and assisting the Contracting Officer with contract negotiations.</p>
<b>Vendor Name</b>	Forrester Research Inc.
<b>Procuring Agency</b>	Office of the Chief Information Officer, Office of Contracts
<b>Point of Contact</b>	Anthony Stover, Contracting Officer <a href="mailto:Anthony.stover@dc.gov">Anthony.stover@dc.gov</a> 202-442-7122

**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-21-SP-007  
**CONTRACTOR:** Forrester Research Inc.  
**CAPTION:** Cloud Contact Center Consulting Services  
**PROGRAM AGENCY:** Office of the Chief Information Officer (OCIO)  
**CONTRACTING AGENCY:** Office of Contracts

**1. AUTHORIZATION**

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

**2. MINIMUM NEED**

The District of Columbia Office of the Chief Financial Officer, Office of Contracts (District), on behalf of the Office of the Chief Information Officer (OCIO) requires the Contractor to provide expert feedback, opinion, and comprehensive consultation on the pending cloud-based Contact Center as a Service (CCaaS) procurement, that will replace our existing on-premises system.

**3. ESTIMATED REASONABLE PRICE**

The estimated fair and reasonable contract amount for this extension period from October 1, 2022, through September 30, 2023 is not-to-exceed \$12,863.88 dollars. 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**

Forrester Research Inc. is the incumbent Contractor and has satisfactorily provided the required services for two (2) years under Contract CFOPD-21-SP-007. The contract was awarded on May 18, 2021, with a one (1) year base period and one (1) year option period.

The incumbent contractor, Forrester Research Inc., is the only contractor with historic knowledge and the capacity to provide continuous and uninterrupted services for the Cloud Contact Center Consultancy services at this time. In order to facilitate the new acquisition of the Cloud Contact Center as a Service, the contract shall be extended through September 30, 2023.

The Office of the Chief Financial Officer has a critical need to maintain uninterrupted CCaaS Consultancy services, furnished and administered by Forrester Research Inc. as it is an intrinsic and integral part of the OCFO's commitment to the District to establish the Cloud Contact Center as a Service. In addition, due to the institutional and confidential knowledge that Forrester gained acting as a consultant in the areas of assisting the District with the development of the requirements and evaluation criteria as well already providing review and analysis of the technical proposals it is in the best interest of the District to award a sole source award to Forrester Research Inc. for the completion of the remaining work of SSEB technical advisory consultation.

As a result of the foregoing, it is necessary and prudent to extend Contract CFOPD-21-SP-007 up to September 30, 2023, to allow for continuity of services and execution of a new CCaaS contract award.

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.

\_\_\_\_\_  
Anthony A. Stover, 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 § 2005.6(b).

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

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Date

DRAFT