

Intent to Award Sole Source Contracts

Title	Intent to Award Sole Source Contract Extension-Determination and Findings
Notice Date	February 23, 2021
Response Due Date	March 5, 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 Financial Officer
CONTRACTING AGENCY: 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), requires the Contractor to provide a 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, 2021 through April 7, 2022 is not-to-exceed \$200,000.00, 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

Determination and Findings for a Sole Source Extension of Contract
Contract Number: CFOPD-15-C-015

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, 2021.

OCIO is in the process of procuring a Contact Center as a Services (CCaaS) provider to restructure the OCFO's entire telephony operation. The new CCaaS solution will have more functionality and is expected to be implemented on or before April 8, 2022.

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. 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, 2022 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

DRAFT

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<input type="checkbox"/>	 16-C-016 - Intent to Award SS Extension.pdf View Download	Title: Lottery Advertising Services No.: CFOPD-16-C-016 – MDB Communications, Inc. Due Date: June 25, 2021 POC: Carla Roane email: Carla.Roane@dc.gov Telephone: 202-442-6452	217k	v. 1	Jun 15, 2021, 11:48 AM	Chrishelle Minor (OCFO)
<input type="checkbox"/>	 CFOPD-16-C-016 - Notice of Sole Source and DF.pdf View Download	Title: Lottery Advertising Services No.: CFOPD-16-C-016 – MDB Communications, Inc. Due Date: February 7, 2021 POC: Carla Roane email: Carla.Roane@dc.gov Telephone: 202-442-6452	218k	v. 1	Feb 23, 2021, 10:56 AM	Chrishelle Minor (OCFO)
<input type="checkbox"/>	 CFOPD22-C-001 - Notice of Sole Source and DF.pdf View Download	Title: Intent to Award Sole Source Determinations and Findings Parking Services Due Date: May 17, 2021 POC: Carla Roane email: Carla.Roane@dc.gov Telephone: 202-442-6452	198k	v. 1	May 7, 2021, 3:52 PM	Chrishelle Minor (OCFO)
<input type="checkbox"/>	 Intent to Award Sole Souce.pdf View Download	Title: Intent to Award Sole Source Determinations and Findings – OLG Business Portal & Maintenance Services - Due Date: September 28, 2020 @ 5:00 pm EDT - POC: Crystal Farmer-Linder (email: Crystal.farmer-linder2@dc.gov or telephone: 202-442-6424)	141k	v. 1	Sep 18, 2020, 4:29 PM	Chrishelle Minor (OCFO)
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<input type="checkbox"/>	 Notice of Intent and DF for Sole	Title: Intent to Award Sole	204k	v. 1	Feb 23, 2021, 12:07 PM	Chrishelle Minor

Source - Contract CFOPD-15-C-015 - Call Center Upgrade S&M - Aspect.pdf
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Source Determinations and Findings – Call Center Upgrade, Maintenance and Support Services - Document #: CFOPD-15-C-015- Due Date: March 5, 2021 @ 5:00 pm EDT - 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-16-C-013A - Printing Production & Publishing Svcs - Balmsr Inc dba HBP.pdf View Download	Title: Intent to Award Sole Source Determinations and Findings – Printing, Production and Publishing Services - Document #: CFOPD-16-C-013A- Due Date: December 28, 2020 @ 5:00 pm EDT - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)	204k	v. 1	Dec 17, 2020, 3:06 PM	Chrishelle Minor (OCFO)
<input type="checkbox"/>		Notice of Intent and DF for Sole Source - Contract CFOPD-16-C-044 - WIC Program Mgmt Services - DXC MS 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 9, 2021 @ 5:00 pm EDT - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)	208k	v. 1	Jul 29, 2021, 3:48 PM	Chrishelle Minor (OCFO)
<input type="checkbox"/>		Notice of Intent DF for Sole Source - CFOPD-21-C-011 - AMEX Agreement - American Express Travel Related Services Company.pdf View Download	Title: Intent to Award Sole Source Determinations and Findings – AMERICAN EXPRESS CARD ACCEPTANCE - Due Date: November 27, 2020 @ 5:00 pm EDT - POC: Samira Davis (email: samira.davis@dc.gov or telephone: 202-442-6428)	296k	v. 1	Nov 17, 2020, 10:31 AM	Chrishelle Minor (OCFO)

Comments

You do not have permission to add comments.

