

Intent to Award Sole Source Contracts

Title	Intent to Award Sole Source Contract Extension-Determination and Findings
Notice Date	March 20, 2024
Response Due Date	March 30, 2024
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	Alvaria, 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: Alvaria, 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, 2024, through April 7, 2025, is \$178,788.01, based on the Contractor's fixed rate. 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

Alvaria, 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, 2024.

OCIO is continuing the process of procuring a Contact Center as a Service (CCaaS) provider to restructure the OCFO’s entire telephony operation. The COVID-19 pandemic has continued to slow and impede 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 the OCFO. The new CCaaS solution will be providing more functionality and a higher performance level and is expected to be fully implemented on or before April 8, 2025.

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 as a Service (CCaaS) solution provider, the OCFO must continue its contract with Alvaria, Inc. The maintenance, support and hosting services furnished and administered by Alvaria, 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, 2025, 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