

## Intent to Award Sole Source Contracts

<b>Title</b>	Intent to Award Sole Source Contract Extension-Determination and Findings
<b>Notice Date</b>	March 5, 2020
<b>Response Due Date</b>	March 15, 2020
<b>Contract Number</b>	CFOPD-15-C-015
<b>Contract Description</b>	<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>
<b>Vendor Name</b>	Aspect Software, Inc.
<b>Procuring Agency</b>	Office of the Chief Financial Officer, Office of Contracts
<b>Point of Contact</b>	Peter Lloyd, Contract Specialist <a href="mailto:peter.lloyd@dc.gov">peter.lloyd@dc.gov</a> 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, 2020 through April 7, 2021 is not-to-exceed \$151,355.23, 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.

4. **FACTS WHICH JUSTIFY SOLE SOURCE PROCUREMENT**

Aspect Software, Inc. is the incumbent Contract and has satisfactorily provided the required services for five (5) years under contract CFOPD-15-C-015. The contract was not competed as the requirement was 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 Office of the Chief Financial Officer (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.

The OCFO is working on system design, , system implementation procedures and system testing. 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, 2021 to allow for continuity of services, execution of a new contract award and transition of these critical services to the OCFO.

The Office of Contracts expects to award a new contract on or before April 7, 2021.

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.

\_\_\_\_\_  
Dorothy Whisler Fortune, Esq., CPPO,  
Drakus Wiggins, CPPB, CPPO or  
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).

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

DRAFT

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## FY20 Sole Source Procurements

<input type="checkbox"/>	 Notice of Intent and DF for Sole Source - Contract CFOPD-15-C-001 - ITS Support Svcs - Revenue Solutions, Inc.pdf <a href="#">View</a> <a href="#">Download</a>	Title: Intent to Award Sole Source Determinations and Findings – ITS Support Services - Document #: CFOPD-15-C-001- Due Date: October 17, 2019 @ 5:00 pm EDT - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)	2576k	v. 1	Oct 7, 2019, 4:41 PM	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 <a href="#">View</a> <a href="#">Download</a>	Title: Intent to Award Sole Source Determinations and Findings – Call Center Upgrade, Maintenance and Support Services - Document #: CFOPD-15-C-015- Due Date: March 15, 2020 @ 5:00 pm EDT - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)	3065k	v. 1	Mar 5, 2020, 4:57 PM	Chrishelle Minor (OCFO)
<input type="checkbox"/>	 Notice of Intent and DF for Sole Source - Contract CFOPD-15-C-026 - Temporary Personnel Support Services - NRI Staffing Resources.pdf <a href="#">View</a> <a href="#">Download</a>	Title: Intent to Award Sole Source Determinations and Findings – Temporary Personnel Support Services - Document #: CFOPD-15-C-026- Due Date: February 16, 2020 @ 5:00 pm EDT - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)	3221k	v. 1	Feb 6, 2020, 4:32 PM	Chrishelle Minor (OCFO)
<input type="checkbox"/>	 Notice of Intent and DF for Sole Source - Contract CW53089 - PowerPlan AMP Maintenance and Support - PowerPlan Canada ULC.pdf <a href="#">View</a> <a href="#">Download</a>	Title: Intent to Award Sole Source Determinations and Findings – PowerPlan Asset Management Planning (AMP) Maintenance and Support services- Document #: CW53089 - Due Date: August 6, 2020 @ 5:00 pm EDT - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)	701k	v. 1	Jul 27, 2020, 10:42 AM	Chrishelle Minor (OCFO)
<input type="checkbox"/>	 Notice of Intent DF for Sole Source - CFOPD-13-C-011 - Universal Collection Svcs	Title: Intent to Award Sole Source Determinations and Findings – Universal Tax	142k	v. 1	Apr 20, 2020, 2:44 PM	Chrishelle Minor (OCFO)

Secondary - MuniServices.pdf  
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Collection Services / Secondary  
- Document #: CFOPD-13-C-011- Due Date: April 30, 2020 @ 5:00 pm EDT - POC: Peter Lloyd (email: peter.lloyd@dc.gov or telephone: 202-442-6431)



Notice of Sole Source DF - RK159098 - SYEP Debit Card Services - US Bank.pdf  
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Title: Intent to Award Sole Source Determinations and Findings – SYEP Debit Card Services - Document #: RK159098- Due Date: August 30, 2020 @ 5:00 pm EDT - POC: Tonya Mills (email: Tonya.Mills1@dc.gov or telephone: 202-727-4077)

94k

v. 1

Aug 20, 2020, 1:53 PM

Chrishelle Minor (OCFO)

## Comments

You do not have permission to add comments.