

**GOVERNMENT OF THE DISTRICT OF COLUMBIA  
OFFICE OF THE CHIEF FINANCIAL OFFICER**

**DETERMINATION AND FINDINGS  
FOR  
CONTRACTOR'S RESPONSIBILITY**

**AGENCY:** The Office of Chief Information Officer (OCIO)

**CONTRACT NO:** CFOPD-26-C-037

**CONTRACTOR:** MVS Inc.

**CAPTION:** Zendesk Enterprise Suite Licenses

**FINDINGS**

**1. AUTHORIZATION:**

27 DCMR §§ 2200.2, 2200.4; D.C. Code §2-353.01

**2. MINIMUM REQUIREMENTS:**

The District of Columbia Office of the Chief Financial Officer (OCFO) has a requirement for a Contractor to provide implementation of Zendesk Enterprise Suite licenses including all associated support services, maintenance provisions, and technical capabilities necessary to sustain and enhance the OCFO's service management operations.

**3. ESTIMATED REASONABLE COST:**

The estimated contract total price is not to exceed \$481,917.60.

**4. FACTS WHICH JUSTIFY CONTRACTOR'S RESPONSIBILITY:**

The contractor has:

- (a) the financial resources adequate to perform the contract or the ability to obtain those resources;
- (b) the ability to comply with the required or proposed delivery or performance schedule, taking into consideration all of its existing commercial and government contract commitments;
- (c) a satisfactory performance record, as depicted in their past performance references;

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- (d) a satisfactory record of integrity and business ethics, as depicted in their past performance references;
- (e) a satisfactory record of compliance with the law, including labor and civil rights laws and rules, the First Source Employment Agreement Act of 1984, effective June 29, 1984 (D.C. Law 5-9; D.C. Official Code §§ 2-218.01 et seq.), the Small and Certified Business Enterprise Development and Assistance Act of 2005, as amended (D.C. Official Code §§ 2-218.01 et seq.), licensing, and tax laws;
- (f) the necessary organization, experience, accounting, operational control, and technical skills, or the ability to obtain them;
- (g) the necessary production equipment, construction equipment, technical equipment, and facilities, or the ability to obtain them;
- (h) not exhibited a pattern of overcharging the District;
- (i) no outstanding debt with the District or the federal government in a delinquent status of more than the greater of one thousand dollars (\$1,000) or one percent (1%) of the contract value, up to twenty-five thousand dollars (\$25,000); and
- (j) the contractor is otherwise qualified and is eligible to receive an award under applicable laws and regulations.

**5. CERTIFICATION BY THE CONTRACT SPECIALIST:**

I hereby certify that the above findings are correct and complete to the best of my knowledge.

*Yemarshet Kebede*  
Yemarshet Kebede  
Contract Specialist

05/20/2026  
Date

**DETERMINATION**

Based on the above findings, it is hereby determined that the Contractor is responsible in accordance with the applicable regulations set forth above and award of the proposed contract with **MVS Inc.** is in the best interest of the Government of the District of Columbia.

*Anthony A. Stover*  
Anthony A. Stover, CPPO  
Contracting Officer

May 20, 2026  
Date