

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency



CONTRACTS AND PROCUREMENT ADMINISTRATION

**DETERMINATION AND FINDINGS FOR
A SOLE SOURCE CONTRACT**

CONTRACT NO.: DCRL-2014-R-0156
CAPTION: Trauma Informed Call Center Training
PROPOSED CONTRACTOR: ACTION 4 Child Protection (ACTION)
PROGRAM AGENCY: Child and Family Services Agency

FINDINGS

1. AUTHORIZATION:

D.C. Official Code § 2-354.04, 27 DCMR 1304 and 1702

2. MINIMUM NEED:

The Government of the District of Columbia, Child and Family Services Agency (CFSA), is seeking a contractor to provide the needs assessment, training development, and on-site training delivery designed to support enhanced telephone communications utilizing Trauma informed practice. The period of performance is from September 1, 2014 to September 30, 2014.

3. ESTIMATED REASONABLE PRICE:

\$32,500.00

4. FACTORS WHICH JUSTIFY SOLE SOURCE PROCUREMENT:

- (a) The contractor listed above, ACTION is the only entity capable of meeting the District's minimum need during the proposed period of performance as the proposed contractor has performed training for CFSA in the past. More importantly ACTION is unique in that they are the only entity that can provide training around assessing trauma at the HOTLINE stage. Providing this training, (providing trauma informed practice in curriculum design), will enhance the functionality of the Hotline and advance the implementation of Differential

Response in CFSA. The company is also the only entity that can provide the training on-site.

- (b) A market study was conducted to determine that ACTION was the only entity that could provide on-site Trauma-informed call center training. The agencies below were considered and excluded for the following reasons:

Benchmark Portal LLC, offers similar training services but focuses on workshop oriented training off-site. They do not have the capability to incorporate Trauma informed practice into their curriculum design.

Impact Learning System offers similar training services but focuses on Customer Service. Company cannot deliver on-site training and is incapable of incorporating Trauma informed practice into its curriculum design.

The Call Center School has experience providing training and offers a post-training certification program. However, they do not have the ability to incorporate Trauma informed practice into its curriculum design.

- (c) ACTION is the only entity capable of meeting the District's minimum need during the proposed period of performance as the proposed contractor has experience providing said services on behalf of CFSA. Providing assistance incorporating trauma informed practices will enhance the functionality of the Hotline and enrich the implementation of Differential Response within the Child Protective Services Administration.

5. CERTIFICATION BY AGENCY HEAD:

I hereby certify that the above findings are true, correct and complete.

Date

Brenda Donald
Director

CERTIFICATION BY CONTRACTING OFFICER

6. I have reviewed the above findings and certify that they are sufficient to justify the use of the sole source method of procurement under the cited authority. I certify that the notice of intent to award a sole source contract was published in accordance with 27 DCMR 1304.

Date

Tara Sigamoni
Agency Chief Contracting Officer

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 bidding process under either Section 402 or 403 of the District of Columbia Procurement Practice Reform Act of 2010 (D.C. Law 18-371; D.C. Official Code §2-354.02 or 2-354.03). Accordingly, I determine that the District is justified in using the sole source method of procurement.

Date

Tara Sigamoni
Agency Chief Contracting Officer