**DETERMINATION AND FINDINGS**
**FOR**
**SOLE SOURCE EXTENSION**

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| Agency: | Office of the Chief Technology Officer (OCTO) |
| Contract No.: | DCTO-2008-C-0135 |
| Caption: | IT Staff Augmentation Services (ITSA) |
| Contractor | OST, Inc. |

## 1. Authority

D.C. Code Section 2-354.04 and 27 Section DCMR 1304, 1700, and 2005.6 (b)

## 2. Minimum Need

The Office of the Chief Technology Officer (the District) has a need to extend the existing contract with OST in order to maintain mission-critical services to all agencies of the District government and to some federal agencies while completing the ongoing competitive procurement process for a new contractor and the transition period for the existing contract.

## 3. Estimated Fair and Reasonable Price

The estimated fair and reasonable price to provide the additional required services is a minimum amount of $100,000.00. The maximum order during this contract period is Not-To-Exceed (NTE) $20,000,000.00. While the Contracting Officer does not anticipate reaching the NTE ceiling; this estimate is based on historical spend data for a five month period of the current ITSA contact.

The period of performance is June 1, 2014 through August 31, 2014.

## 4. Facts That Justify a Sole Source Extension:

a) The extension of the ITSA Contract (DCTO-2008-C-0135) is required in order to maintain mission-critical services to all agencies of the District government and to some federal agencies while completing the ongoing competitive procurement process for a new contractor. The termination of this contract would critically impair the District's ability to provide health, safety, emergency, and other services to District residences and government agencies should all IT staff augmentation resources stop working as of May 31, 2014.

b) As of today, 4/23/2014, the ITSA uses 351 Resources that provide services to 20 District agencies. Some of these services support citywide IT and telecommunications systems used daily by all agencies of the District government. Listed below are the agencies who currently have IT staff

augmentation Resources supporting such systems or working on projects for the District. Actual projects or responsibilities are not listed for every agency; however, all are considered essential. Some of these projects are federally mandated and some are federally funded through grants.

Without the extension of the current contract, these 351 Resources could not continue to work, and it would take months to re-bid or resume their services under individual contracts. As described in greater detail below, the District would lose productivity, would miss operational and legal deadlines, and could delay or even fail in its obligations to District residents and partners including federal agencies. At a minimum, such delays and failures would cost the District financial and would damage its credibility with its citizens and the Federal government.

c) Potential impact of ITSA contractor stoppage on May 31, 2014:

**1) Office of the Chief Technology Officer – 213 Resources**

a. The DC-Net team that provides citywide mission-critical managed voice, data, and video wire-based and wireless services to all District and some Federal government agencies over a secure, highly redundant, and high capacity fiber optic telecommunications platform could be impeded in responding to disaster or storm damage, supporting school modernization efforts, and/or maintaining essential network connectivity problems across the District government..

b. The PASS team that supports the mission-critical Procurement Automated Support System (used by 3,700 users in over 70 agencies) would not be able to ensure uninterrupted operational support of this District-wide enterprise system that handles procurement, contracts, supply schedule, etc. As a result, procurements could be delayed, resulting in delays and/or missed deadlines for critical projects citywide.

c. The PeopleSoft team that supports the mission-critical citywide PeopleSoft human resources (HR) system including payroll, benefits, time and attendance, human capital management, online learning, workers compensation, and performance management, would not be able to ensure uninterrupted operational support of this essential enterprise system. As a result, hiring of key personnel could be delayed and/or the District could be late in fulfilling HR obligations to current employees and retirees.

d. The mission-critical Citywide Messaging team would not be able to ensure the uninterrupted operation of the District's citywide email and virus protection systems. As a result, District agencies could suffer

communications delays and interruptions that could slow key projects and/or caused missed deadlines for services and legal filings.

e. The mission-critical Cyber Security team could be impeded in fulfilling its duties to protect the District government's computers, computer networks, and information from unintended or unauthorized access change or destruction; denial of service attacks; cyber terrorism; unplanned events; and natural disasters.

f. The Infrastructure (ECIS) group that would be severely impeded in fulfilling its duties to manage the majority of the District government's servers, storage area networks, load balancers, data centers, etc.

g. The Web Maintenance team's system administrators for *dc.gov* website (including all agencies' websites) would not be able to ensure the uninterrupted operation of the District's public-facing website (including the numerous alerts posted there). In addition, the timely maintenance and support of numerous *dc.gov* websites, including the health benefits exchange site where residents obtain health insurance, would be seriously compromised. As a result, District residents could suffer delays or denials of essential services.

h. The District-wide Call Center and ITSERVUS would be significantly impacted resulting in slower response times. These groups assist government personnel with technology related issues and maintain technological equipment (landlines, cell phones, tablets, wireless PDAs, laptops, desktop computers, etc.).

i. The DMV Application Solutions team that maintains the District's Destiny system would be short handed in supporting the driver's license issuing and renewal application, the driver registration application, the real ID card application, the ticket adjudication system, parking ticket payment application, etc.

j. Project management services for multiple agency endeavors in the District would cease – including DC Public Schools, Department of Corrections, Affordable Housing, and the Sentencing Commission.

k. The DC Geospatial Information System team that handles the District government's geospatial data and applications would be compromised in its delivery of Internet-based mapping solutions that enable the public and DC government to query information, see change, plan for emergencies, and prepare for the future.

2) **Child and Family Services** – 5 ITSA resources – Data Maintenance and Reporting

3) **DC Health Exchange** – 3 ITSA resources - Federally mandated Health Exchange functionality

4) **DC Regulatory Affairs** – 16 ITSA resources - Applications and permitting to facilitate building licenses and permits throughout the District

5) **District Department of Environment** – 2 ITSA resources – Database and Geographic info and maps

6) **District Department of Transportation** – 3 ITSA resources – Miscellaneous transportation related initiatives.

7) **Department of Health Care Finance** – 9 ITSA resources – Medicaid and Health Information initiatives

8) **Department of Human Services** – 10 ITSA resources – Data support for temporary assistance for needy families and child care services

9) **Department of Corrections** – 3 ITSA resources – Miscellaneous initiatives

10) **Department of Employment Services** – 13 ITSA resources – Maintenance of applications including unemployment benefits and taxes, job center, workforce development, and application development.

11) **Department of Health** – 4 ITSA resources – Data and document management

12) **Department of Public Works** - 1 ITSA resource – Miscellaneous initiatives

13) **Homeland Security and Emergency Management** – 7 ITSA resources – Miscellaneous initiatives

14) **Metropolitan Police Department** - 19 ITSA resources – Numerous mission-critical initiatives

15) **Office of the Attorney General** – 1 ITSA resource

16) **Office of the Chief Financial Officer** – 6 ITSA resources

17) **Office of the State Superintendent of Education** – 17 ITSA resources - Miscellaneous initiatives

18) **Office of Unified Communications** – 16 ITSA resources - Miscellaneous initiatives

19) **Fire and Emergency Medical Services** – 1 ITSA resource – Miscellaneous initiatives

20) **District of Columbia Public Schools** – 2 ITSA resources – Miscellaneous initiatives

**d) Transition**

After selection and approval of the new contract a transition period of 9 weeks has been factored in order to give the new Prime Contractor time to:

i. Incorporate historical data into their supporting software ; configure their system to meet the District's needs; and test; –
ii. Gather signed subcontractor agreements from the required District CBEs

While a new Prime Contractor is doing that, the current Prime Contractor, OST, must maintain business continuity, conducting all activities under the ITSA contract, including recording time and submitting invoices as well as answering questions, updating any Purchase Order changes to existing contractors, and maintaining the Service Levels Agreement in the current contract.

## 5. CERTIFICATION BY AGENCY HEAD:

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

4/24/14
Date

Rob Mancini
Chief Technology Officer

## 6. CERTIFICATION BY CONTRACTING OFFICER:

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 Section 404(c) of the District of Columbia Procurement Practices Reform Act of 2010 (D.C. Official Code §2-354.04) and that no response was received. I recommend that the Chief Procurement Officer approve the use of the sole source procurement method for this proposed contract.

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Date

Derrick White
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 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 the District is justified in using the sole source method of procurement.

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Date

James D. Staton, Jr.
Chief Procurement Officer