

# GOVERNMENT OF THE DISTRICT OF COLUMBIA

## DETERMINATION AND FINDINGS FOR A SOLE SOURCE PROCUREMENT

**Program Agency:** Office of Unified Communications  
**Proposed Contractor:** Carahsoft Technology Corporation  
**Contract Number:** TBD  
**Caption:** Next Generation (NG)311 Salesforce Licenses with GovCloud Platform Solution

### AUTHORITY

D.C. Official Code §2-354.04, 27 DCMR 1304, 1700, and 1701

#### 1. **MINIMUM NEED:**

The Office of Contracting and Procurement, on behalf of the Office of Unified Communications (OUC), is seeking to establish a new contract to continue the use of the Salesforce licenses to include the GovCloud Platform solution to support the District's current 311 Customer Relationship Management CRM solution.

The contractor shall support the current 311 solution which is a Salesforce branded cloud-based platform that promotes ease of use, enhanced communication capabilities, and data interoperability while maintaining the highest levels of security. The licensing and access to the technology is necessary for crisis management support and public safety.

The OUC is the District's agency for ensuring public safety technologies are ready, available and interoperable among District agencies. District technology solutions must also be compatible with nearby jurisdictions for security and public safety missions.

#### 2. **ESTIMATED FAIR AND REASONABLE PRICE:**

The total available funding to be allocated for the Contractor services is in the amount approximately \$615,000.00. The price shall cover the GovCloud Salesforce Licenses, maintenance and support (labor). There was limited market research completed as the Salesforce manufacturer notified the District of the exclusive use of a sole vendor for the products the District is seeking continuation of the licensing/access to existing technologies.

#### 3. **FACTS SUPPORTING SOURCE SELECTION:**

- The District has conducted market research with the manufacturer to confirm their exclusive use of Carahsoft Technology Corporation for the GovCloud product. Salesforce does allow for authorized resellers of other products except for the GovCloud platform.
- The cloud-based solution is mission critical for communications among local and nearby jurisdictions. The District has invested in the current solution and must be able to continue the technology and ensure District agencies who provide or support public safety goals have the necessary infrastructure to perform effectively and maintain public safety.

**Determination and Findings Sole Source  
Base Year – Carahsoft Technology Corporation FY20-21**

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- The technology was determined through market research with the manufacturer as being incapable of separating the GovCloud solution from the Salesforce licenses which precludes other resellers from selling the government cloud solution.
- Carasoft is not the owner of the technology and therefore a sole source procurement is necessary for the District to continue use of the technologies which the District has invested funding and other resources.
- The contractor has the necessary financial resources, business alliance, and expertise to be able to provide the licenses. The contractor has been awarded contracts under Federal Supply Schedules and with other state/local public entities.
- The contractor was verified as being in good standing with the manufacturer. Furthermore, the contractor has performed satisfactorily under District and non-District contracts per market research.

Therefore, it is in the District’s best interest to issue a sole source procurement for licenses and access to the Salesforce branded products to support the District in delivering solutions to support the administration of NG311 call center operations.

**4. CERTIFICATION BY AGENCY HEAD:**

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

\_\_\_\_\_  
Karima Holmes  
Agency Director  
Office of Unified Communications

\_\_\_\_\_  
Date

**5. 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 27 DCMR 1304 and that [no response was received] [the response received was rejected because \_\_\_\_\_]. I recommend that the Chief Procurement Officer approve the use of the sole source procurement method for this proposed contract.

\_\_\_\_\_  
Margaret T. Desper, CPPB  
Contracting Officer

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Date

**Determination and Findings Sole Source  
Base Year – Carahsoft Technology Corporation FY20-21**

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Richard Owens  
Chief Contracting Officer  
Public Safety Cluster

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

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George A. Schutter, III  
Chief Procurement Officer

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Date