

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

CONTRACT NO: CW39559

CAPTION: Employer Self Service Portal Help Desk Support

PROPOSED CONTRACTOR: Digidoc, Inc. t/a Document Manager

PROGRAM AGENCY: Department of Employment Services

FINDINGS

1. AUTHORIZATION:

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

2. MINIMUM NEED:

The Department of Employment Services, Tax Division has an immediate need for a Contractor to provide call center and customer service services for the Employer Self Service Portal (ESSP) Help Desk.

3. ESTIMATED REASONABLE PRICE:

The estimated price of the contract is \$70,000.00.

4. FACTS WHICH JUSTIFY THE SOLE SOURCE PROCUREMENT:

- DigiDoc have performed, and are performing, all ESSP helpdesk services, and if our service with DigiDoc's is interrupted it will affect our UI Tax and Benefits help desk service coverage.
- DigiDoc was the original subcontractor to Sagitec, the creator and proprietor of the ESSP system. DigiDoc's is responsibility for responding to all calls that are specific to the Employer Self Service Portal (ESSP), a specific system used for employers, to ensure compliance with new regulatory requirements, fraud prevention, and processing-related inefficiencies.
- DigiDoc are the subject matter experts on the ESSP system helpdesk, and can readily help employers in the District who have penalty-enforced deadlines to file taxes and other tax related documentation to the District. Training an entire new team would significantly delay the response time that we provide to employers – which could affect the

quality and timeliness of the work in the District Unemployment Tax Department.

5. CERTIFICATION BY AGENCY HEAD:

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

Date

Deborah Carroll, Director
Department of Employment Services

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 27 DCMR 1304 and that _____. I recommend that the Chief Procurement Officer approve the use of the sole source procurement method for this proposed contract.

Date

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.

Date

George Schutter
Director/Chief Procurement Officer