

**Justification and Approval
for
Other Than Full and Open Competition**

1. Contracting Agency: Defense Human Resource Activity- Procurement Support Office
4040 N Fairfax Dr Suite 120 Arlington, VA 22203

2. Authority Cited: 10 U.S.C.2304(c)(1), FAR 6.302-1 -- Only One Responsible Source and No Other Supplies or Services Will Satisfy Agency Requirements – NAME BRAND

3. Description of Supplies and Services: The Civilian Personnel Management Service (CPMS) requires the following HelpSTAR Software user licenses and service plans:

Item	Qty
Privileged Concurrent User Licenses	5
Service Plan (ASAP Program)	5

4. Description of Action: A firm fixed price award is anticipated and the estimated cost is \$11,305.00. FY 10 Operation and Management funds (O&M) are available in the amount of \$11,305.00. The product coverage for the licenses and service plans is twelve months.

5. Reason for Authority Cited:

a. CPMS supports the Under Secretary of Defense (Personnel and Readiness), and the Deputy Under Secretary of Defense (Civilian Personnel Policy) in planning and formulating civilian personnel programs, providing policy support, functional information management and Department-wide civilian personnel administration services for the Military Departments and Defense agencies. As part of that mission, CPMS requires software that tracks trouble tickets and support requests issued to the Information Systems Division (ISD.)

b. CPMS currently owns and uses HelpSTAR ticket tracking application to manage its helpdesk trouble ticket tracking, workflow, email ticket entry, and advanced asset tracking. The HelpSTAR application allows CPMS employees to submit technical assistance from the Information System Division (ISD) and for the routing of tickets for approval within the divisions before it comes to ISD to be processed. This software continues to meet CPMS' Helpdesk support needs and is critical to the success of the CPMS and ISD mission and the timely distribution of civilian policy and procedures across the DoD.

c. CPMS currently requires five privileged concurrent user licenses and five service plans to expand HelpSTAR software coverage. This expanded coverage is needed to ensure there are enough licenses for each ISD employee, and to maintain two approvers within each division. HelpSTAR software is proprietary to Help Desk Technology International Corporation. There are known authorized resellers.

6. Effort to Obtain Competition: Market research did not identify any source other than Help Desk Technology International Corporation. CPMS will continue to monitor the marketplace to identify any reseller sources that may enter the market and can meet future maintenance needs.

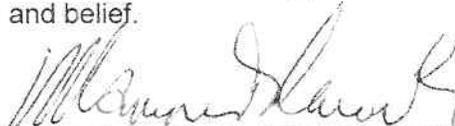
7. Effort to remove barriers to/increase competition: For future requirements, CPMS will thoroughly research the marketplace to identify the market capabilities and sources and will review the specifications to ensure there are no overly restrictive requirements that might otherwise present a barrier to obtaining the maximum practicable competition.

8. Market Research: Research included review of vendor websites, use of internet search engines, review of other agency contracts (such as GSA, and Army Small Computer Program, contact /discussion with industry sources and review of historical data. The only source identified that could meet this requirement was Help Desk Technology International Corporation.

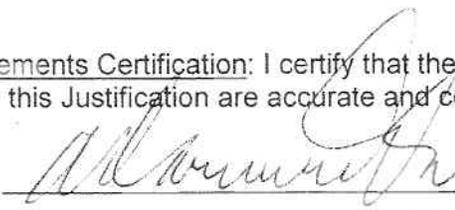
9. Interested Sources: Help Desk Technology International Corporation.

10. Other Factors: None

11. Technical Certification: I certify that the supporting data under my cognizance that are included in this Justification and Approval are accurate and complete to the best of my knowledge and belief.

Signature:  Date: 23 AUG 10
Typed Name/Title: CHIEF, SYS MGMT BR Office: ISD

12. Requirements Certification: I certify that the supporting data under my cognizance that are included in this Justification are accurate and complete to the best of my knowledge and belief.

Signature:  Date: 23 AUG 10
Typed Name/Title: CHIEF, SYS MGMT BR Office: ISD

13. General Counsel Review: (Applicable to J&As for requirements at/above \$100,000)

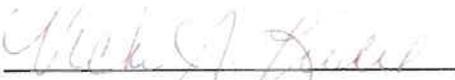
Based on the foregoing, this Justification is legally sufficient.

Signature: _____ Date: _____
Typed Name: _____ Office: _____

APPROVAL

Approval is granted subject to the availability of funds and provided that the products/services described herein have otherwise been authorized for acquisition.

14. Contracting Officer: I certify that the facts and representations included in this Justification are accurate and complete to the best of my knowledge and hereby determine that the anticipated cost to the Government will be fair and reasonable

Signature:  Date: 20 Sep 10
Typed Name: Vicki A. Lueder Office: PSO