

**Justification and Approval
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:

41 U.S.C. 251, *et seq.* and Title 40 U.S.C. 501, FAR 8.405-6 – Limited Sources – Brand Name, Multiple Award Schedule Program

3. Description of Supplies and Services: The Department of Defense Civilian Personnel Management Service (CPMS) requires Maintenance and support licenses in support of the CPMS Aspect Call Center as follows:

Quantity	Description	Model Code
	MISSION CRITICAL	7000-0845
85	- CALL CENTER USER LICENSE	7000-3684
1	- SYSTEM ADMIN DESKTOP CC2000 V8	7000-0666
5	- SYSTEM SUPERVISOR DESKTOP CC2000 V8	7000-0667
1	- CALL CENTER SYSTEM LICENSE	7000-3674
1	- EBUSINESS ARCHITECT	7000-1144
1	- MANAGERS ADMINISTRATION	7000-1145
5	- TEAM LEADER VIEW	7000-1155
	2 HOUR ONSITE SUPPORT - 24 X 7 COVERAGE	7000-3109
1	- SYSTEM ADMIN DESKTOP CC2000 V8	7000-0666
5	- SYSTEM SUPERVISOR DESKTOP CC2000 V8	7000-0667
85	- CALL CENTER USER LICENSE	7000-3684
1	- CALL CENTER SYSTEM LICENSE	7000-3674
	MISSION CRITICAL	7000-0845
1	- PTO IBM WEBSHERE LIC	7000-3151
25	- UNIPHI CONNECT USER LICENSE	7000-2122
	2 HOUR ONSITE SUPPORT - 24 X 7 COVERAGE	7000-3109
1	- PTO IBM WEBSHERE LIC	7000-3151
25	- UNIPHI CONNECT USER LICENSE	7000-2122

4. Description of Action: A firm fixed price award is anticipated with a total estimated cost of [REDACTED] and FY11 operations and maintenance (O&M) funds are available for the full estimated amount of the base year. The licenses will cover a 12-month period and two (12 month) option years.

5. Reason for Authority cited:

The CPMS Field Advisory Service (FAS) maintains the Aspect ACD and Generations IVR Systems which are used to provide automated call routing, voice messaging, spell-by-name, and news bulletins to its customers worldwide. The call center contains programmable call control tables, announcements, and prompts that allow the customer to automatically select a specific advisor or the next available advisor in a FAS Branch. The IVR system also provides access to recorded news bulletins and the ability for a customer to select an advisor by spelling their name. This system is crucial to the CPMS FAS mission and therefore annual software license are required to ensure that the system can be maintained in an up and running condition without disruption in service.

The Aspect Call Center system has successfully fulfilled the requirement to date. CPMS FAS has a continued need for the call center system and does not anticipate a change to this requirement that would necessitate a reprocurement action within the next year. Aspect Call Center hardware/software is proprietary to the manufacturer.

Aspect Software Solutions and Black Box Network Services are the only known authorized resellers of Aspect Call Center maintenance and support licenses. However, Black Box does not have on site field engineers that can meet the critical requirement for 2 hour onsite support with 24 X 7 coverage without subcontracting out to Aspect. Aspect has met and can continue to meet the full maintenance requirement for troubleshooting malfunctions, hardware replacement and health checks and the service support.

6. Effort to Obtain Competition: The current requirement is limited to authorized resellers of Aspect hard/software. CPMS will continue to monitor the marketplace to identify any new or addition reseller sources that may become available.

7. Effort to remove barriers to/increase competition: Future requirements will be evaluated on their own merit and, to the maximum extent practicable, shall be procured using full and open competition. If other vendors become available in the future, all such vendors will be included in the competition for support of this product.

8. Market Research:

Market research was conducted utilizing online resources such as GSA Advantage and contact with vendor sources. CPMS searched for vendors that provide support and product updates similar to those, which we have now. The maintenance must be provided by Aspect because no other certified vendors are available to provide the service.

9. Interested Sources: Aspect Software Solutions, GSA Schedule/Contract # GS-35F-0279V

10. Other Factors: CPMS renewed the annual maintenance last year under contract SP4705-10-P-0014 which expired October 16, 2010. Aspect GSA schedule contract includes 25% discount pricing for the required services/license.