

Justification and Approval
For
Other Than Full and Open Competition

1. Contracting Agency: Defense Human Resource Activity- Procurement Support Office
4800 Mark Center Drive, Suite 07G12, Alexandria, VA 22350-1300

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.

3. Description of Supplies and Services: The Defense Manpower Data Center (DMDC) requires technical support services for the provision of end-user help desk and a wide array of information technology user support, identification and authentication, and physical access control services. These services are necessary to ensure the continuation of support activities until a full and open recomplete contract can be awarded. This bridge requirement will also facilitate the time necessary, should the awardee to the recompete be other than the incumbent, to execute a transition-in plan.

4. Description of Action:

A Firm Fixed Price (FFP) contract is planned with a total estimated value of [REDACTED]. The period of performance will include one 6- month base period and two 3-month option periods. FY12 Operating and Maintenance (O&M) funds are available in the estimated base period amount of [REDACTED].

5. Reason for Authority Cited:

A competitive solicitation for user support services was issued by GSA and the resulting award was protested in November of 2009. During the course of the protest, the requirement became obsolete and the acquisition was cancelled thereby resolving the protest in March 2011. However, GSA did not advise the requirement office that the protest had been resolved until May 2011. Additionally, the bridge contract issued by GSA, which expires 30 November 2011, does provide for the transition of services which is imperative for the size and scope of the new requirement. As a result, adequate lead time does not exist to properly prepare for a competitive acquisition of the new requirement. The incumbent be must be able to conduct necessary transition and knowledge transfer activities should the competed acquisition be awarded to a vendor other than the incumbent.

Serious adverse impacts to DoD support of overseas service members and dependents, and DoD civilian and contractor personnel will occur if the required services are allowed to lapse between the current bridge and the follow-on competitive award. These negative impacts are identified as loss of support for the following critical DoD applications:

- **Real Time Automated Personnel Identification System (RAPIDS)** - As the authoritative source and provider of DoD credentials (including the Geneva Conventions card), RAPIDS provides identification and benefits information for all DoD Service Members, Dependents, DoD Civilian and Contractor personnel supporting both CONUS and OCONUS locations. RAPIDS is the sole provider of these credentials for affected personnel supporting the DoD mission worldwide. RAPIDS support includes issuance of

Common Access Cards (CAC), which provides warfighters' and other DoD personnel logical access to workstations and physical access to DoD installations and workspaces.

- **Defense Biometric Identification System (DBIDS)** – Provides physical access control to U.S. installations through use of bar codes and biometric credentials. If not supported, the DoD would be unable to update and access data required to authenticate personnel requiring physical access to U.S. installations. Additionally DoD Law enforcement activities rely on DBIDS to ensure the security of DoD assets. Interruptions in DBIDS support constitute a serious security risk and increases DoD vulnerability to an unacceptable level.
- **Non –Combatant Evacuations Operations/Non Combatant Evacuation Tracking System (NEO/NTS)** – The DoD supports Department of State (DOS) in evacuating noncombatants, non-essential military personnel, and DoD civilian and contractors when security situations in host foreign nations deteriorate. A disruption of DMDC support to NEO/NTS activities will result in a severely diminished or loss of DoD capability to evacuate personnel when required.

Additionally a “long lead time” infrastructure component includes the establishment of Non-secure Internet Protocol Router Network (NIPRNET) connectivity, which can take up to nine (9) months to complete. Although many vendors may have NIPRNET connectivity established to meet DoD requirements while performing under other contracts, the NIPRNET connectivity in support of this contract is specific to this procurement. The incumbent is the sole entity with the capability to provide the specified services to the DoD with little or no impact to the DoD communities who require this support.

The incumbent is uniquely positioned to seamlessly continue User Support services to the programs identified above and has the pre-positioning of equipment and personnel necessary to maintain DoD/DoS ability to plan and conduct Non-Combatant Evacuation exercises and operations. This has the capability to establish infrastructure requirements specific to this procurement and critical to performing under this contract. Only the incumbent can immediately continue day to day User support operations and ensure no gaps in support and coverage. Specific knowledge possessed by the incumbent includes the following:

- Capability to immediately provide on-site hardware and software installation/upgrades for RAPIDS, DBIDS, and NTS systems
- Training for the RAPIDS, DBIDS and NTS applications and current NEO procedures
- DoD beneficiary support and issues currently affecting beneficiary communities
- Instantaneous support for RAPIDS, DBIDS, and NTS communications engineering
- Readily available program management support to RAPIDS and DBIDS sites

6. Effort to Obtain Competition: This requirement will be advertised on the FedBizOpps website (www.fbo.gov) as intent to award sole source. Interested sources will be directed to submit a capability statement which the Government will consider solely for the purpose of determining whether to compete the requirement.

7. Effort to remove barriers to/increase competition: At this time, only one vendor is able to perform the required bridge service contract. A separate full and open competition will be conducted for the follow-on contract to ensure maximum competition for the full period of performance.

8. Market Research: It is in the best interests of the Government to issue this bridge contract to the incumbent as the knowledge from the incumbent must be transferred along with appropriate training for a new contractor to be able to assume newly contracted duties. Full market research will be conducted for the follow-on competitive contract.

9. Interested Sources: Hewlett Packard (HP) is the incumbent and can provide the services described in this justification.

10. Other Factors: DMDC User Support requirements cover areas both within the continental US (CONUS) and outside of the continental United States (OCONUS). OCONUS activities are physically located in Germany and Korea. Due to the OCONUS support aspect of this requirement, any vendor who provides services in these OCONUS locations must be covered under a Status of Forces Agreement (SOFA). Foreign government SOFA processing times are beyond the control of the DoD, and average up to 120 business days to process.