



U.S. Department of Justice

Office of Justice Programs

Office of Administration

Washington, D.C. 20531

Task/Delivery Order Number: 15PTDD22F00000019

LIMITED-SOURCES JUSTIFICATION FOR FEDERAL SUPPLY SCHEDULE PROGRAM

Upon the basis of the following justification, I hereby approve the use of sources limited to fewer than those required in FAR 8.405-1, FAR 8.405-2, and FAR 8.405-3 pursuant to the authority of 41 U.S.C. 251 as implemented by FAR 8.405-6(a)(1)(i) (B). This acquisition is conducted under the authority of the Multiple-Award Schedule Program (FAR 8.401).

1. Identification of the agency and the contracting activity.

The Department of Justice (DOJ), Office of Justice Programs (OJP) Office of the Administration (OA), and Acquisition Management Division (AMD).

2. Nature and/or description of the action being approved.

This is a requirement for Verint ForeSee Software as a Service (SaaS) platform to provide customer satisfaction assessment and improvement services that shall include continued use of an econometric model customized for the designated websites utilizing Federal Supply Schedule (FSS) order through GSA Advantage for supplies and services. The contract type for these supplies is contemplated to be a firm fixed price.

3. A complete description of the supplies and/or services required to meet the agency's needs

Office of Justice Programs (OJP)/Office of Chief Information Officer (OCIO) is acquiring Verint ForeSee SaaS to continue to provide customer satisfaction assessment and improvement services. This software provides customer satisfaction assessment and improvement services utilizing the following services:

- Enterprise view for OCIO
- Desktop, mobile, email/newsletter, and feedback measurement for the following offices:

- OVC
- NIJ
- OJP
- BJA
- BJS
- OJJDP
- SMART
- NCJRS
- Replay support for all desktop measures
- Analysis support across the enterprise (SIR/UAR)

4. An identification of the LSJ rationale, and if applicable, a demonstration of the contractor's unique qualifications to provide the required supply or service.

FAR 8.405-6(b)- Only one source is capable of responding due to the unique or specialized nature of the work.

OJP/OCIO was using the Department of Interior's Blanket Purchase Agreement where the period of performance with options extended through 2025, OJP/OCIO received a renewal stop notice from Department of Interior, Federal Consulting Group on April 26, 2022 that the Verint ForeSee will no longer be offered and that the period of performance on this requirement will end on July 31, 2022. Therefore, due to timing, OJP/OCIO does not have enough time to consider other options and migrate its current data to a new platform. This software is extensively used on our public facing websites for the offices of OVC, NIJ, BJA, BJS, OJJDP, SMART, and NCJRS. It is also used on the main OJP public-facing website. This platform is a cohesive enterprise platform that offers seamless customer satisfaction assessment and improvement services. Market Research showed that only Verint is able to complete the order through GSA Advantage.

5. A determination by the ordering activity Contracting Officer that the order represents the best value consistent with FAR 8.404(d).

GSA has already determined the prices under the FSS contracts to be fair and reasonable pursuant to FAR 8.404(d). The contracting officer further determines that the anticipated price(s) are fair and reasonable based on prior acquisition history, comparison of the established prices under the contractors respective FSS contract and request of additional discounts.

6. A description of the market research conducted among schedule holders, and the results of the research, or a statement why market research was not conducted. A statement must be made that the supplies and services are available from the FSS.

Market research has been conducted for this acquisition in accordance with FAR Part 10 based on historical acquisition information, GSA Schedules and Internet research. The market research showed that only Verint could provide the ForeSee Software as a Service (SaaS) platform through the GSA Advantage. A search of additional acquisition

vehicles did not yield any additional sources that could possibly meet the Government's requirement.

7. Any other facts supporting the limited source justification.

N/A

8. A statement of the actions, if any, the agency will take to remove or overcome any barriers that led to restricted consideration before any subsequent acquisition for supplies and services is made.

Any subsequent requirements will be solicited and provided updated Market Research to seek additional providers of the ForeSee Software as a Service (SaaS) platform. The Government will continue to monitor the marketplace for changes that would enable future actions to be competed.

9. The ordering activity Contracting Officer's certification that the justification is accurate and complete to the best of the Contracting Officer's knowledge and belief and evidence that the supporting data that form a basis for the justification have been certified as complete and accurate by technical/program personnel.

Certification

Technical Representative:

I certify that the facts and representations under my cognizance, which are included in this justification and which form a basis for this justification, are complete and accurate.

Signature

Date

Contracting Officer:

I certify that this justification is accurate and complete to the best of my knowledge and belief. (Add the following and delete the "APPROVED BY" block below if this certification is also serving as approval: "Since this effort exceeds \$150K but does not exceed \$700K, this certification serves as approval.")

Signature

Date