

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF GENERAL SERVICES



Contracts & Procurement

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

CAPTION: FY20 Pilot Program to Implement a Software as a Service (SaaS) to Support DGS’s Staff and Third-Party Vendors with Daily and Seasonal Projects

AGENCY: Department of General Services (“DGS”)

CONTRACTOR: VERBOSITY INSIGHTS, LLC (“VERBOSITY”)

FINDINGS

1. AUTHORIZATION:

D.C. Official Code §2-354.04, 27 DCMR 1304 and 27 DCMR 4718

2. MINIMUM NEED:

The District of Columbia, Department of General Services, Contracts and Procurement Division, on behalf of the Office of the Chief Operating Officer seeks a Certified Business Enterprise contractor to provide a subscription for a software-as-a-service solution to collect data that reflects the ongoing efforts of staff and third party vendors with data on daily and seasonal projects, along with critical tasks, across the Department of General Services’ portfolio and acting on behalf of various client agencies.

The Contractor shall have a proven experience in improving operations by integrating mobile first technology solutions in a governmental agency in the District of Columbia. The Contractor shall have experience leveraging technology to improve Agency operations via a proprietary software platform with a set of fully integrated technical elements.

DGS seeks a technology partner to assist the agency in improving operations by integrating mobile first technology solutions in the following areas during the pilot period:

- A. Enhancement of the existing work order management tool(s) by integrating dynamic task routing via a crowdsourcing tool with geo-coded, photo-generated work orders and wayfinding capabilities.

- B. A module-based project and task management tool with automated workflows for specific projects and tasks determined by DGS.
- C. A mobile first site-entry management system for employees, visitors, and third-party vendors with data analytics.
- D. An integrated machine-readable optical labeling and imaging technology tool for tracking events and activities.
- E. A mobile first emergency and critical messaging system for notifying employees and constituent groups with select messaging and web content, via multiple communication channels.

3. ESTIMATED REASONABLE PRICE:

The estimated reasonable price is Two Hundred Thousand Dollars and Zero Cents (\$230,000.00).

4. FACTS WHICH JUSTIFY A SOLE SOURCE PROCUREMENT:

Background

The mission of the Department of General Services (DGS) is to elevate the quality of life for the District with superior construction, first-rate maintenance and expert real estate management. Furthermore, DGS has a commitment to transparency, accountability and accuracy for residents, stakeholders, and the City Council on the critical services performed by the Agency.

Current DGS priorities for FY 2020 within the Agency are the following, but not limited to:

- A. Improving Customer Service
- B. Improving Data Accuracy and Management
- C. Improving Communication

In short, being more responsive and accurate to client agencies, District residents, and the Council is a significant priority for DGS as the Agency is committed to the mantra of “Build It. Maintain It. Sustain It.”

In order to provide a high-level of service across the vast portfolio under DGS’ purview, the Agency requires innovative thinking and solutions for better integration of technology into the daily, weekly, monthly, quarterly, and annual business functions of the Agency. This increased coordination will increase the consistency of information being provided to District residents by DGS and its client agencies. The Agency also believes improved technology applications, via an integrated platform, within DGS will improve customer service to both our client agencies and the community at large.

During the pilot partnership, the Contractor must provide a fully integrated technology

solution on a proprietary SaaS platform shall provide DGS success in the following areas:

- A. Improved communication to internal government partners and external constituent groups.
- B. Improved efficiencies and tracking within the Agency on seasonal or ongoing projects and initiatives.
- C. Increased access to data and other key metrics.

Pilot Requirements:

Functioning as a true partnership with DGS and meeting the needs of the Agency’s core business functions during the pilot, the selected CBE firm shall possess the following technology components of their proprietary platform:

- A. A mobile first set of fully integrated web-based applications accessible from smartphones, tablets, and computers/laptops.
- B. The platform shall provide a responsive, mobile-first interface for all end users.
- C. The platform must be fully integrated with in-application camera and video integration.
- D. The platform shall possess a built-in SMS, email, phone, robocall and chat capabilities.
- E. The platform shall consist of either one robust product capable of meeting DGS’ needs or a series of interrelated and integrated product offerings within the platform.
- F. The platform shall allow for the mobile submission of incident reports.
- G. The platform shall possess the capability to allow for the geographic verification of a user's location.
- H. The platform shall demonstrate a process for automating tasks and assignments to users.
- I. The platform shall provide a bi-directional integration channel between existing DGS databases and systems via an application programming interface (API).
- J. The platform shall allow for senior management to view real-time visuals and reports on any device.
- K. The platform shall allow for DGS to digitally and geographically designate areas of potential tasks and allow for all tasks within the platform to be viewed on a map interface.
- L. The platform shall utilize an integrated machine-readable optical labeling and imaging technology tool for tracking events and activities.
- M. All platform upgrades and new features during the pilot period should be made available to DGS.

Pilot Professional Services:

DGS requires the CBE technology firm to offer a range of professional services to support the Agency during the pilot partnership. Professional services should include the following key areas with allocation of services and associated costs per professional services offering:

- A. **Trainings:** An allocation of in-application based training modules and sessions, led by senior instructors, specifically designed for each program and module being administered during the pilot period.
- B. **Justification:** Verbosity Insights, LLC, is the sole owner of the intellectual rights Mapperial software and platform with the following features:
- C. The Verbosity Insights, LLC, platform provides a mobile first set of fully integrated web-based applications accessible from smartphones, tablets, and computers/laptops.
- D. The Verbosity Insights, LLC platform provides a responsive, mobile-first interface for all end users.
- E. The Verbosity Insights, LLC, platform is fully integrated with in-application camera and video integration.
- F. The Verbosity Insights, LLC, platform possess a built-in SMS, email, phone, robocall and chat capabilities.
- G. The Verbosity Insights, LLC platform contains a series of interrelated and integrated product offerings within the platform.
- H. The platform will allow for the mobile submission of incident reports.
- I. The platform possesses the capability to allow for the geographic verification of a user's location.
- J. The platform possesses the capability to demonstrate a process for automating tasks and assignments to users.
- K. The platform possesses the capability to provide a bi-directional integration channel between existing DGS databases and systems via an application programming interface (API).
- L. The platform will provide senior management with the capacity to view real-time visuals and reports on any device.
- M. The platform will allow for DGS to digitally and geographically designate areas of potential tasks and allow for all tasks within the platform to be viewed on a map interface.
- N. The Verbosity Insights, LLC platform utilizes an integrated machine-readable optical labeling and imaging technology tool for tracking events and activities across DGS divisions.

5. CERTIFICATION BY DGS CHIEF OPERATING OFFICER

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

Date

Yohance Fuller
DGS Chief Operating Officer

**6. CERTIFICATION BY THE CONTRACTS AND PROCUREMENT
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 sole source notice of Intent to Award a Sole Source Contract was published in accordance with Section 404(c) of the District of Columbia Procurement Practices Reform Act of 2010 (D.C. Official Code §2-354.04) and 27 DCMR 1304 and that no response was received. I recommend that the Department of General Services, Chief Contracting Officer approve the use of the sole source procurement method for this requirement.

Date

Franklin Austin
Supervising Contracting Officer

**7. CERTIFICATION BY THE CHIEF, CONTRACTS AND PROCUREMENT/DGS
CHIEF CONTRACTING OFFICER:**

Based upon 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 §2-354.04 or 2-354.03). Accordingly, I determine that the District is justified in using the sole source method of procurement for this requirement.

Date

George G. Lewis, CPPO
Chief, Contracts and Procurement
DGS Chief Procurement Officer