

**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 Sexual Assault Prevention and Response Office (SAPRO) requires support services for the Department of Defense (DoD) Safe Helpline. The Helpline is a customized, national sexual assault secure online and telephone hotline that provides crisis intervention tailored to the unique needs of military sexual assault victims for members of the DoD community and Service members.

4. Description of Action: A firm-fixed price contract is planned for with a total estimated value of \$ [REDACTED]. The period of performance will include a 12-month base period and four 12-month options. FY13 Operating and Maintenance (O&M) funds are available for the base period in the estimated amount of \$ [REDACTED].

5. Reason for Authority Cited:

a. In February of 2004, the Secretary of Defense directed the Under Secretary of Defense for Personnel and Readiness, to review the way the DoD handles the treatment and care for victims of sexual assault in the military Services. Of particular concern, was how the Services provided such care in the combat theaters. SAPRO serves as the single point of accountability and oversight for sexual assault policy, provides guidance to the DoD components, facilitates the resolution of issues common to all military services and joint commands, is responsible for addressing these concerns, and provides the DoD Safe Helpline services.

b. DoD Instruction (DoDI) 6495.02, *Sexual Assault Prevention and Response Program Procedures*, dated March 27, 2013, requires the Services to utilize the DoD Safe Helpline as the sole DoD hotline to provide crisis intervention, facilitate victim reporting through connection to the nearest Sexual Assault Response Coordinator (SARC), and other resources as warranted. The goal of the Safe Helpline is to provide Service members additional channels where they can seek resources and crisis support securely and anonymously and that can facilitate reporting.

c. The incumbent contractor, the Rape, Abuse & Incest National Network (RAINN), is uniquely qualified to provide these services. Market research did not identify any other sources currently providing, nor with ability to readily obtain, the combination of unique expertise and capabilities critical for the successful performance of this requirement which includes:

(1) Delivery of a live, secure, confidential, anonymous, 24/7/365 worldwide crisis support service with the online, telephone, texting, mobile app, and live discussion forum capabilities with sexual assault resources and referral services.

(2) A secure technology platform, user interface, and a staff interface/support side that is customized to serve victims of crime – specifically victims of sexual assault and that can be continually enhanced and expanded to meet DoD changing/emerging needs; and from which Service members contacting the civilian hotline can be seamlessly connected to the DoD Safe Helpline.

(3) Technology that can pass a rigorous third-party security review process that ensures sexual assault survivors in the military the same secure and anonymous support provided to the civilian community. Other identified sources use off-the-shelf software that does not take into account the legal and privacy concerns of sexual assault victims, making their services insecure and subject to access by perpetrators and other third parties and leaving data trails vulnerable to subpoenas. RAINN's unique solution does not capture the IP address of its users, ensuring victims anonymity.

(4) The ability to capture complex data to perform quality control on staff and gather user demographic data while maintaining the anonymity and confidentiality of the caller/user; and to provide warm-handoff transfers, supervision support, and mandatory reporting compliance.

d. The DoD Safe Helpline is built on the National Sexual Assault Online Hotline platform which is proprietary to RAINN. RAINN is the sole owner of the online hotline technology and all facets of its implementation. Use of another source would require a significant re-creation of this new technology that would have to meet the current safety and security standards. The estimated cost would be significant, approximately \$3M, and three years in dedicated work. Not only would there be significant delays and cost impacts but there would be a major negative impact on the Department's Safe Helpline credibility and render the Safe Helpline services ineffective in critical support of sexual assault victims.

6. Effort to Obtain Competition: Market research was conducted and identified only the incumbent contractor that is capable of meeting the full requirement. To ensure no sources were overlooked, this requirement will be advertised on the FedBizOpps ([www.fbo.gov](http://www.fbo.gov)) with the intent to award on a sole source basis and any interested offeror will have the opportunity to submit a capability statement for the consideration by the Government.

7. Effort to remove barriers to/increase competition: SAPRO will continue to monitor the market place to identify any new sources that may become available that can meet this requirement. Prior to the exercise of any option periods, SAPRO will review the requirement and conduct a thorough market research to ensure that any/all barriers to competition can be identified/removed so that competition can be obtained to the maximum practicable extent

8. Market Research: Market research was conducted via internet search engines, vendor websites and contact/discussion with vendors and industry sources. While several sources were identified that could perform some of this requirement, only RAINN was found to have the resources and technical capabilities necessary to perform the full requirement.

9. Interested Sources: RAINN.

10. Other Factors. The current contract, H98210-10-C-0005, expires May 26, 2013.