

**DETERMINATION AND FINDINGS
FOR
SOLE SOURCE PROCUREMENT**

CAPTION: Library Statistics Subscription

PROPOSED CONTRACTOR: Counting Opinions

PROGRAM AGENCY: DCPL Office of Communication

FINDINGS

1. Authorization:

D.C. Official Code §2-354.04, 19 DCMR §4320.7

2. Minimum Need:

The District of Columbia Public Library (DCPL) seeks the services of a Contractor to provide a self-managed platform specifically designed for libraries to capture data related to customer satisfaction via a survey processing system. This service will support the Martin Luther King Jr. Memorial Library and its 25 neighborhood libraries.

3. Estimated Reasonable Price:

\$ 9,400.00

4. Facts Which Justify Sole Source Procurement:

- A. The Counting Opinions platform is customized for library services (catalog, circulation, library programs, downloadables, etc.) that allow for customer satisfaction measurement and outcome measurement.
- B. The Counting Opinions platform is used by PLA and ALA for measurement of member libraries (including DCPL).
- C. The Counting Opinions platform is used by urban library systems across the country and world which allows for national and international comparison.
- D. Counting Opinions provides a specific survey for the libraries' Summer Reading Program across the country, which includes an "outcomes" survey available in whatever languages we chose.
- E. In consideration of the above, Counting Opinions is the only Contractor able to provide this library-specific platform.

5. CERTIFICATION BY THE INFORMATION TECHNOLOGY DEPARTMENT:

I hereby certify that the above facts are accurate and complete.

Date

Joi Mecks
Director of Communication

6. CERTIFICATION BY THE CONTRACT SPECIALIST:

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 notice of intent to award a sole source procurement was published in accordance with D.C. Official Code §2-354.04 and that no response was received. I recommend that the Chief Procurement Officer approve the use of the sole source method of procurement for this proposed action.

Date

Ameer M. Abdullah, Sr.
Contract Specialist

DETERMINATION

Based on the above findings and in accordance with the DCPL Procurement Regulations, 19 DCMR §4320.7 I hereby determine that the award of this sole source action for the services described herein is in the best interest of the District of Columbia Public Library.

Date

Diane Wooden
Chief Procurement Officer