DEPARTMENT OF VETERANS AFFAIRS

Justification for Limiting Sources (LSJ)
For
Limiting Sources (<SAT)

GSAM 538.7104-3

Acquisition Plan Action ID: [redacted]
PR IFCAP 2237: [redacted]
JOFOC Tracker No: [redacted]

1. **Contracting Activity:**
   Department of Veterans Affairs
   Network Contracting Office 19
   6162 S. Willow Dr. Suite 300
   Greenwood Village, CO 80111

   Organizational Activity:
   Department of Veterans Affairs
   Salt Lake City VA Medical Center
   500 Foothill Drive
   Salt Lake City, UT 4148-0001

2. **Description of Action:** The VA Salt Lake City Health Care System (SLCHCS) is requesting AudioCARE SMS Software licenses that enable Pharmacy Service to use automated telephone and text messaging functionality to send reminder notices regarding patients' prescriptions that need refilled, Ad-hoc communications and Patient Surveys, Wellness Health Messages, and Drug and Equipment Recalls. Applications included are Audio PREFILL, TM PREFILL, and TM COMMUNICATOR. Text messaging applications will also require the ACS-TM-BASE license includes 120,000 texts per year covering software and text messaging delivery fees for a base year plus 4 additional option year.

   Order against: ☒ FSS Contract Number: **47QTCA22D00CM**

Name of Proposed Contractor:	**Payton Merger Sub II, LLC**
Street Address:	**1025 Chapala ST**
City, State, Zip:	**Santa Barbara, CA 93101**
Phone:	**(610) 293-2160 x143**

3. **Description of Supplies or Services:**

   The estimated base plus four (4) options years total value of the proposed action is [redacted]

   The VA SLCHCS currently has integrated AudioCARE System Applications for both the pharmacy, Care in the Community (CITC) and Health Administration Service (HAS) for scheduling. The station is requesting a follow-on task order from the previous AudioCARE GSA Task Order# 47QTCA22D00CM 36C25924F0520 that provided AudioCARE AudioCOMMUNICATOR software license. This acquisition continues a prior enhancement to

the current system allowing for automated telephone and text messages for prescriptions needing refill and renewal. The software acquired under this effort needs to interoperate with VA's currently fielded AudioCARE software.

A TRM search was previously done using queries 'refill reminder', 'refill notification', 'refill medications', 'medication reminder', 'medication notification', and 'medication renewal' yielded only 2 results: ScriptPro Inventory Management (SIM) and DSS Diassyst. The SIM Communications Module, which is installed in retail pharmacies and provides for refill reminders is not available for Workflow sites (VA sites). SIM can offer no reminder refill functionality for the VA at this time. Diassyst is specific to diabetic populations. The required system enhancement needs to serve all ECHCS veterans, and not be limited to diabetic patients only. Payton Merger Sub II, LLC dba AudioCARE is nationally contracted for other products currently including Refill, Renewal, and RxReady. Texting packages purchased are shared by all applications that text. As mentioned above, no other company besides AudioCARE can provide the software.

Estimated period of performance requested is as follows:

Base Year:	5/20/2026 - 5/19/2027
Option Year 1:	5/20/2027 - 5/19/2028
Option Year 2:	5/20/2028 - 5/19/2029
Option Year 3:	5/20/2029 - 5/19/2030
Option Year 4:	5/20/2030 - 5/19/2031

The resulting contract will include RFO 52.217-8 – Option to Extend Services, and if exercised, the 52.217-8 option will be exercised at the same rates as those in effect under the contract at the time the contract is extended.

4. Authority:

Order Against FSS: Authority of the Multiple Award Schedule Program, Title III of the Federal Property and Administrative Services Act of 1949 (41 USC 251, et seq.); Title 40 USC 501, Services for Executive Agencies; and Section 803 of the National Defense Authorization Act of 2002 (PL 107-107) and implemented by GSAM 538.7104-3(b)(ii). Mark the applicable exception:

☒ **Only one source** is capable of providing the supplies or services required at the level of quality required because the supplies or services are unique or highly specialized; GSAM 538.7104-3(b)(ii).

5. Rationale/explanation to support cited authority:

VA SLCHCS has integrated AudioCARE System Applications for both the pharmacy, CITC, and HAS. Payton Merger Sub II, LLC dba AudioCARE is the small business developer and is the only provider of the required software licenses. All AudioCARE systems and applications are proprietary, and several have been issued US patents; therefore, no other company can provide the required software for these products. AudioCARE's representative, Lynn Booth's

email to the Contracting Officer (CO) confirmed that AudioCARE is sole distributor and there are no other authorized third-party dealers that can sell, service or support AudioCARE products.

6. Note that this determination satisfies the requirements of GSAM 538.7104-3(b)(ii).The requirement to prepare a written justification IAW RFO 6.104 does not apply to Federal Supply Schedules.

JOHN CHENG

Digitally signed by JOHN CHENG
Date: 2026.05.20 13:23:45 -06'00'

John Cheng
Contracting Officer
Western Tier, NCO 19, RPO-W