

## State of Maine Procurement Justification Form

This form must accompany all contract requests and sole source requisitions (RQS) over \$5,000 submitted to the Division of Procurement Services.

INSTRUCTIONS: Please provide the requested information in the white spaces below. All responses (except signatures) must be typed; no hand-written forms will be accepted. See the guidance document posted with this form on the Division of Procurement Services website (Forms page) for additional instructions.

PART I: OVERVIEW				
Department Office/Division/Program:		Labor, Bureau of Unemployment Compensation (BUC)		
Department Contract Administrator or Grant Coordinator:		Patricia K. O'Brien, Deputy Director, BUC		
(If applicable) Department Reference #:		n/a		
Amount: (Contract/Amendment/Grant)	\$ 40,920.00	Advantage CT / RQS #:	<i>CT RA 20200701*0005</i>	
CONTRACT	Proposed Start Date:	5/1/2020	Proposed End Date:	4/30/2021
AMENDMENT	Original Start Date:		Effective Date:	
	Previous End Date:		New End Date:	
GRANT	Project Start Date:		Grant Start Date:	
	Project End Date:		Grant End Date:	
Vendor/Provider/Grantee Name, City, State:		J2 Cloud Services, LLC d/b/a eFax Corporate Los Angeles, CA		
Brief Description of Goods/Services/Grant:		eFax Services		

PART II: JUSTIFICATION FOR VENDOR SELECTION			
Mark an "X" before the justification(s) that applies to this request. (Check all that apply.)			
	A. Competitive Process		G. Grant
	B. Amendment		H. State Statute/Agency Directed
<b>X</b>	C. Single Source/Unique Vendor		I. Federal Agency Directed
	D. Proprietary/Copyright/Patents		J. Willing and Qualified
<b>X</b>	E. Emergency – Covid-19		K. Client Choice
	F. University Cooperative Project		L. Other Authorization

PART III: SUPPLEMENTAL INFORMATION
Please respond to ALL the following:
<b>1. Provide a more detailed description and explain the need for the goods, services or grant to supplement the response in Part I.</b>

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**PART III: SUPPLEMENTAL INFORMATION**

The Bureau of Unemployment Compensation (BUC) receives information from employers and claimants regarding unemployment and other Department of Labor (DOL) programs through various methods, one of them being fax. Considering the COVID-19 pandemic that was rapidly spreading across the nation, the BUC needed to respond quickly to this crisis and implement a process that would allow for the DOL to receive unemployment information if all staff were required to work remotely. The BUC established an electronic fax method, via email, that allowed for BUC employees working remotely to access/process incoming documents which were critical to paying benefits to the large number of unemployed individuals in the State of Maine.

**2. Provide a brief justification for the selected vendor to supplement the response in Part II.**

The department did some online research to identify vendors that could meet our needs. Given the time constraints and the urgency of this service, the Department narrowed down our review to two vendors that provided an electronic fax option.

The first vendor, RingCentral, was not initially responsive to our inquiries and when we did reach a customer service representative, the dialect was difficult to understand, and they appeared impatient with our numerous questions.

The second vendor, eFax Corporate/J2 Cloud, was contacted and was very responsive to our inquiry and understood the urgency of our request. They immediately emailed demo information and provided additional details of security options that would meet the needs of the Department. eFax Corporate/J2 Cloud was ultimately selected.

eFax Corporate/J2 Cloud was selected due to their ability to handle our high volume of documents, their confidence to ensure that our security/encryption requirements were met, and their ability to convert our current paper fax methods to electronic eFax quickly in preparation for the national pandemic crisis. eFax Corporate/J2 Cloud is in the United States and was aware of the similar issues facing many companies nationwide. They described various options available and assisted in guiding us to what would work best for the Department of Labor given the criticality of the documents being received. eFax/J2 Cloud had account representatives working remotely to support the State of Maine with this project during the COVID-19 crisis. eFax/J2 Cloud account Representative worked one on one with the Department of Labor as we set up the electronic fax capabilities and provided excellent customer service.

The Department of Labor was under tight time constraints. As a result of the pandemic and its effect on the businesses in Maine, resulting in massive shutdowns and high volumes of workers filing for unemployment in record numbers, the department was required to move quickly to ensure we had a process in place to service the tremendous growth in unemployment that was hitting the agency.

**3. Explain how the negotiated costs or rates are fair and reasonable; or how the funding was allocated to grantee.**

eFax Corporate/J2 Cloud rates are based on the number of fax pages received/sent in a month. Department of Labor reviewed 12-month contract rates for 15,000 pages, 30,000 pages, 45,000 pages, and 60,000 pages along with the potential charges for pages exceeding our monthly limit. DOL trended the incoming fax documents for two weeks in March and given the volume, we opted to select a 12-month contract for 60,000 pages/month with the required encryption/security for Department of Labor documents.

**4. Describe the plan for future competition for the goods or services.**

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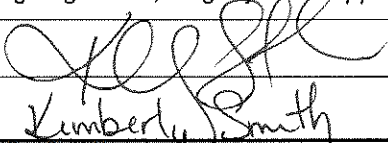
## PART III: SUPPLEMENTAL INFORMATION

There continues to be a need to move towards paperless operation in the Department of Labor in order to increase efficiencies and to allow for remote capabilities should the State of Maine have another pandemic or disaster which impacts our state. The Department of Labor will monitor the number of incoming fax pages over the next 12 months to determine our page/volume needs and will adjust as needed. If eFax Corporate/J2 Cloud service has proven to be beneficial to the BUC, we will look to continue with the Company, or if needed, research other entities offering similar services.

If our workload continues to remain high, and our need is a continued one, the Department of Labor will look for entities located within the United States that provide these services.

We have worked with the Division of Purchases to define a procurement process that works within the operational constraints of the department has at that time, realizing that we are not adding administrative support staff, but rather staff providing direct service to the citizens and employers in the State of Maine.

## PART IV: APPROVALS

<b>Signature of requesting Department's Commissioner (or designee):</b>	<i>By signing below, I signify that I approve of this procurement request.</i>		
			
<b>Printed Name:</b>	<i>Kimberly Smith</i>	<b>Date:</b>	<i>7/1/2020</i>
<b>Signature of DAFS Procurement Official:</b>	<i>Kathy Paquette</i>		
	<small>41C2BA36FAF44CD...</small>		
<b>Printed Name:</b>	Kathy Paquette	<b>Date:</b>	7/9/2020