



## PROCUREMENT JUSTIFICATION FORM (PJF)

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 intranet site (Forms page) for additional instructions.*

PART I: OVERVIEW				
Department Office/Division/Program:	DECD, Office of Business Development			
Department Contract Administrator or Grant Coordinator:	Charlotte Mace, Director Office of Business Development			
(If applicable) Department Reference #:	N/A			
Amount: (Contract/Amendment/Grant)	\$ \$20,000.00	Advantage CT / RQS #:	CT19A0428000000002972	
<b>CONTRACT</b>	Proposed Start Date:	Click or tap to enter a date.	Proposed End Date:	
<b>AMENDMENT</b>	Original Start Date:	<b>2/22/2021</b>	Effective Date:	1/1/2022
	Previous End Date:	<b>12/31/2021</b>	New End Date:	12/31/2022
<b>GRANT</b>	Project Start Date:	Click or tap to enter a date.	Grant Start Date:	Click or tap to enter a date.
	Project End Date:	Click or tap to enter a date.	Grant End Date:	Click or tap to enter a date.
Vendor/Provider/Grantee Name, City, State:		SaviLinx, Brunswick, ME		
Brief Description of Goods/Services/Grant:		Call Center support to assist with ongoing volume of communications from ME businesses due to DECD managing several ERG programs.		

PART II: JUSTIFICATION FOR VENDOR SELECTION			
Check the box below for the justification(s) that applies to this request. (Check all that apply.)			
<input type="checkbox"/>	A. Competitive Process	<input type="checkbox"/>	G. Grant
<input checked="" type="checkbox"/>	B. Amendment	<input type="checkbox"/>	H. State Statute/Agency Directed
<input checked="" type="checkbox"/>	C. Single Source/Unique Vendor	<input type="checkbox"/>	I. Federal Agency Directed
<input type="checkbox"/>	D. Proprietary/Copyright/Patents	<input type="checkbox"/>	J. Willing and Qualified
<input type="checkbox"/>	E. Emergency	<input type="checkbox"/>	K. Client Choice
<input type="checkbox"/>	F. University Cooperative Project	<input type="checkbox"/>	L. Other Authorization

Please respond to ALL of the questions in the following sections.

**PART III: SUPPLEMENTAL INFORMATION**

1. Provide a more detailed description and explain the need for the goods, services or grant to supplement the response in Part I.

As DECD is managing several Economic Recovery Grant Programs utilizing federal funding, including the second round of ME Jobs & Recovery Small Business Grants in April 2022, DECD needs assistance in responding to the volume of calls and emails that continue to come in from Maine businesses. During November 2021, DECD responded to 1,070 communications from the Business Answers and BizAwards email and phone messaging systems, five times the normal call and email volume for the team. Currently, DECD does not have the capacity to handle the call and email volume and complete its other work required by statute.

2. Provide a brief justification for the selected vendor to supplement the response in Part II. Reference the RFP number, if applicable.

SaviLinx has previously worked successfully with other State agencies (e.g., ME DOL) to provide call center support related to COVID-19. Based on positive feedback received from ME DOL and DECD's current experience, DECD hopes to continue achieving greater efficiencies in using this same vendor.

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

DECD proposes to continue using 2 hours of Savilinx call center support per week to help respond to calls and emails. This equals 10 hours per month. Savilinx is charging standard call center rates, and overtime costs will not be incurred as all calls and emails will be handled during regular business hours. Two (2) hours of SaviLinx call center support equates to approximately \$65.34, as well as a \$0.02 per minute Telecom Line Charge that SaviLinx typically charges. Overall, DECD will be paying under \$70 per day for call center support, which is reasonable.

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

When the global pandemic has ended, DECD will seek competitive bids for call center support. However once the pandemic has ended, it is unlikely DECD will need additional call center support, as the volume of calls and emails will return to normal.

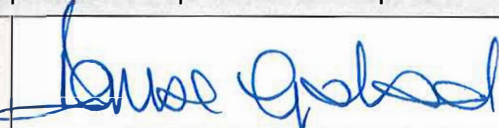

**PART IV: AMERICAN RESCUE PLAN ACT (ARPA) / MAINE JOBS & RECOVERY PLAN (MJRP)**

Does this request utilize ARPA/MJRP funds?

Yes – If Yes, please attach the approved Business Case(s).

No – If No, proceed to Part V.

**PART V: APPROVALS**

The signatures below indicate approval of this procurement request.		
Signature of requesting Department's Commissioner (or designee):		
Typed Name:	Denise Garland, Deputy Commissioner	Date: Click or tap to enter a date. 12-20-21
Signature of DAFS Procurement Official:	DocuSigned by: 	
Typed Name:	Click or tap here to enter text. Debbie Jacques	Date: Click or tap to enter a date. 1/7/2022