

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:		AOC/JB		
Department Contract Administrator or Grant Coordinator:		Gwen DeCicco		
(If applicable) Department Reference #:				
Amount: (Contract/Amendment/Grant)		\$ 6528.00	Advantage CT / RQS #:	20210317*0845
CONTRACT	Proposed Start Date:	3/12/21	Proposed End Date:	3/12/22
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:		Freshworks Inc., 2950 South Delaware st., 2 nd flr, San Mateo, CA 94403		
Brief Description of Goods/Services/Grant:		Help desk software		

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
X	C. Single Source/Unique Vendor		I. Federal Agency Directed
	D. Proprietary/Copyright/Patents		J. Willing and Qualified
	E. Emergency		K. Client Choice
	F. University Cooperative Project		L. Other Authorization

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

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PART III: SUPPLEMENTAL INFORMATION

This supports all our IT systems. This is the ticketing system for the MJB.

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

We historically have used this system for years but because of the new CMS, we have more users in our ticketing system and that has put us over the \$5000 limit.

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

We had priced out many other systems to land on this platform.

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

The MJB plans to continue to use Freshdesk as they remain competitive.

PART IV: APPROVALS

**Signature of requesting
Department's Commissioner
(or designee):**

By signing below, I signify that I approve of this procurement request.

Printed Name:

David Plourde

Date:

3/17/21

**Signature of DAFS
Procurement Official:**

DocuSigned by:

Justin Franzese

Printed Name:

Justin Franzese

Date:

3/18/2021