

## 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	
Department Contract Administrator or Grant Coordinator:		Patricia O'Brien	
(If applicable) Department Reference #:			
Amount: (Contract/Amendment/Grant)	\$14,130,285.00	Advantage CT / RQS #:	CT 12A 20200403*2777
CONTRACT	Proposed Start Date:		Proposed End Date:
AMENDMENT	Original Start Date:	4/1/2020	Effective Date:
	Previous End Date:	3/31/2021	New End Date:
GRANT	Project Start Date:		Grant Start Date:
	Project End Date:		Grant End Date:
Vendor/Provider/Grantee Name, City, State:		SaviLinx Brunswick, ME	
Brief Description of Goods/Services/Grant:		The Provider shall provide customer service representatives to answer callers and provide basic unemployment 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
	E. Emergency		K. Client Choice
	F. University Cooperative Project		L. Other Authorization

PART III: SUPPLEMENTAL INFORMATION
Please respond to ALL of 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

As a result of the Covid-19 pandemic, this vendor has been assisting the unemployment claim centers by providing customer service representatives to answer phone calls and provide basic unemployment services. Due to the unprecedented number of individuals still needing assistance to file unemployment claims, the need for these services continues as unemployment rises.

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

The extension of the SaviLinx contract will allow for the same resources who already have been trained to continue the work of providing customer service representatives to answer phone calls and provide basic unemployment services. As a result of the 6-month extension, additional funds are being added to cover the extension period.

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

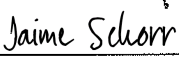
This remains the same as outlined in the original submittal.

SaviLinx proposal would cost the state approximately \$200,000/week or \$50/hour of customer service time. Included in that is the individual's salary and benefits, management oversight and other overhead. Additional costs for call center equipment will be passed through at cost. The department feels this is reasonable.

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

This is not intended to be an ongoing need after the end of the contract.

### 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>3/2/2021</i>
<b>Signature of DAFS Procurement Official:</b>	<small>DocuSigned by:</small> 		
<b>Printed Name:</b>	<small>6D6437754DD0459</small> <i>Jaime Schorr</i>	<b>Date:</b>	<i>3/30/2021</i>