

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:		Transportation/Maintenance & Operations/Maine State Ferry Service		
Department Contract Administrator or Grant Coordinator:		Joanne O'Shea		
(If applicable) Department Reference #:		N/A		
Amount: (Contract/Amendment/Grant)	\$ 14,315.00	Advantage CT / RQS #:	20200501000000001212	
CONTRACT	Proposed Start Date:	01/01/2020	Proposed End Date:	12/31/2020
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:		GATEWAY TICKETING SYSTEMS GILBERTSVILLE, PA		
Brief Description of Goods/Services/Grant:		Annual maintenance and support fees of the Ferry Ticketing system's hardware and 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

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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.

The Ferry System owns perpetual licenses to use Gateway Galaxy Ticketing. The system is used to allow ticket agents to reserve ferry rides for customers, using complex logic, to ensure that the ferry capacities are not exceeded, and to sell difficult to forge ferry tickets, using complex pricing strategies, schedules, and acceptance of all major forms of payment. This system will continue to operate, even when network, and/or phone, connectivity goes down, which has happened on the islands, and more remote ticket stations supported by the Maine State Ferry Service system. Ticketing, reservations, and ticket revenue management, are critical functions for the successful operation of the Maine State Ferry system, as mandated by state law. This waiver request is for the payment of the annual maintenance, and support fee, which covers the ticketing software, and proprietary hardware, ticket, and receipt printers integrated into the software.

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

As the software and hardware are proprietary, no other entity can provide support and maintenance services for this application system. (Where support or maintenance of non-proprietary components is needed, these are already provided by OIT or Ferry Services personnel.)

Without an IT ticketing system, it would be much more expensive for the Department to manage ticket sales and revenue between its 8 physically remote ticket offices, and impossible to manage reservations.

Discarding an IT system that we've already purchased ---and that meets our needs well and inexpensively -- to replace it with a non-proprietary system would violate State IT policy as well as being nonsensical and expensive. State IT policy prefers commercial off-the-shelf systems (which are usually proprietary) over custom-built systems, and prefers leveraging systems the State already owns over procuring additional systems. This policy is in place to enforce effective and efficient use of State IT resources and funds.

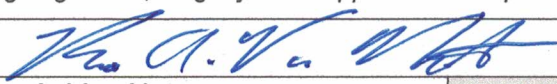

3. Explain how the negotiated costs or rates are fair and reasonable; or how the funding was allocated to grantee.

The Department did an in-depth assessment of its ticketing solution in 2010 to assess all options and costs and found that no viable alternative solutions were yet available. The annual costs for the licenses and support have remained the lowest of all MaineDOT COTS applications for at least the last 5 years although it is more complex than a number of those other systems, and must be aggressively maintained by Gateway to remain in compliance with secure credit card processing policies, and - unlike most of our systems - the fees include proprietary hardware support as well as software.

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

We continue to check the marketplace with each budget cycle to determine our direction for the next two years, assessing cost savings and functional opportunities.

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PART IV: APPROVALS		
Signature of requesting Department's Commissioner (or designee):	<i>By signing below, I signify that I approve of this procurement request.</i>	
		
Printed Name:	Bruce A. Van Note	Date: 4/8/2020
Signature of DAFS Procurement Official:	DocuSigned by: 	
	Printed Name:	Justin Franzose