

State of Maine Procurement Justification Form

This form must accompany ALL contract requests and sole source requisitions submitted to the Division of Procurement Services.

INSTRUCTIONS: Please provide the requested information in the white spaces below.

PART I: OVERVIEW

Department Office/Division/Program:		Department of Economic and Community Development	
Department Contract Administrator or Grant Coordinator:		Sharon L. Thomas	
(If applicable) Department Reference #:			
Estimated Contract or Grant Amount:	\$ 20,000	Advantage CT / RQS #:	CT 19A 202005 19000000003378
AMENDMENT	Original Start Date:		New Start Date:
	Original End Date:		New End Date:
GRANT	Project Start Date:		Grant Start Date:
	Project End Date:		Grant End Date:
ALL OTHER	Proposed Start Date:	5/4/20	Proposed End Date: 6/30/20
Vendor/Provider/Grantee Name, City, State:		L. L. Bean, Inc. 15 Casco Street Freeport, ME 04033	
Brief Description of Goods/Services/Grant:		The grantee provides call center staff to assist with unprecedented volume of business and citizen calls seeking assistance and clarification relating to Executive Orders issued during COVID-19 pandemic.	

PART II: JUSTIFICATION FOR VENDOR SELECTION

Mark an "X" before the justification(s) that applies to this request.

	A. Competitive Process		G. Grant
	B. Amendment		H. State Statute/Agency Directed
	C. Single Source/Unique Vendor		I. Federal Agency Directed
	D. Proprietary/Copyright/Patents		J. Willing and Qualified
X	E. Emergency		K. Client Choice
	F. University Cooperative Project		L. Other Authorization

PART III: SUPPLEMENTAL QUESTIONS

Please respond to ALL of the following questions.

1. Provide a more detailed description of the goods, services or grant to supplement the response in Part I.

The provider will return phone calls daily from a spreadsheet provided by the Office of Business Development. The Office of Business Development will provide guidance materials and make available a Microsoft teams portal so that provider staff may obtain answers to more complex questions.

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PART III: SUPPLEMENTAL QUESTIONS

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

The professional Call Center staff at L.L. Bean were selected for their professionalism and ability to communicate calmly under pressure. Phone calls to the Office of Business Development increased from 7-10 daily to 300-500+ during the release of information pertaining to the COVID-19 epidemic in Maine. The 1-800 line was shared with media as the one-stop for businesses and citizens. Calls became unmanageable within hours and recruitment for assistance was essential.

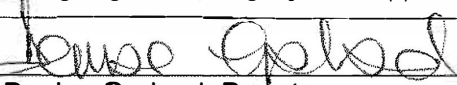
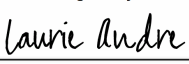
3. Explain how the negotiated costs or rates are fair and reasonable; or how the funding was allocated to grantee.

Department General Funds are allocated at a maximum contract cost of \$20,000. Call Center employee costs are \$25 per hour. Initial support for 5-6 employees will scale to 2 employees and be further eliminated depending on need.

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

The Department is working to update website information which will help to reduce in-coming phone calls.

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:	Denise Garland, Deputy Commissioner	Date:	5/14/20
Signature of DAFS Procurement Official:	DocuSigned by: 		
Printed Name:	A4D4AF6018C54EC... Laurie Andre	Date:	5/20/2020