

## State of Maine Waiver of Competitive Bidding Request Form

**Form Instructions:** Please provide the requested information in the white boxes below. This form is to precede all contract requests that are not the direct result of a competitive bid process.

<b>Requesting Department's Contract Administrator:</b>	N. Marquis	<b>Office/Division/Program of Contract Administrator:</b>	DAFS/OIT
<b>Est. Contract Amount:</b>	\$88,990.00	<b>Contract or RQS Number:</b>	RQS 18B 20190709-025
<b>Proposed Start Date:</b>	7-1-2019	<b>Proposed End Date:</b>	6-30-2020
<b>Vendor/Provider Name, City, State:</b>	Microsoft Enterprise Services PO Box 844510 Dallas, TX 75284-4510		
<b>Short Description of Good or Service:</b>	Microsoft Professional Services		
<b>Please note, for transparency purposes, Waivers of Competitive Bidding will be publicly posted. Public postings are placed on the Division of Procurement Services website for a period of seven consecutive calendar days.</b>	<p style="text-align: center;"><b>To be completed by the Division of Procurement Services</b> Posting dates on Division of <b>Procurement Services</b> website: From: <u>7/24/2019</u> To: <u>7/30/2019</u></p>		
<b>Notice of Intent to Waive Competitive Bidding Number:</b>	NOI# 0720191266		
<b>1. Statutory Justification</b>			
State of Maine statute (5 M.R.S. §1825-B (2)) allows waivers of competitive bidding only for the specific reasons listed below. Please mark the appropriate box (X) next to the justification which applies to this specific request.			
<input type="checkbox"/>	A. The procurement of goods or services by the State for county commissioners pursuant to Title 30-A, section 124, involves the expenditure of \$2,500 or less, and the interests of the State would best be served;		
<input type="checkbox"/>	B. The Director of the Bureau of General Services is authorized by the Governor, or the Governor's designee, to make purchases without competitive bidding because, in the opinion of the Governor or the Governor's designee, an emergency exists that requires the immediate procurement of goods or services;		
<i>If citing the above justification for this Waiver of Competitive Bidding request, please have the requesting Department's Commissioner or Chief Executive (as the Governor's "designee") sign and date on the right.</i>	<i>By signing below, I signify as the Governor's designee there is an emergency that necessitates this non-competitive procurement.</i>		
	<b>Signature:</b>		
	<b>Printed Name:</b>	<b>Date:</b>	

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<b>X</b>	C. After reasonable investigation by the Director of the Bureau of General Services, it appears that any required unit or item of supply, or brand of that unit or item, is procurable by the State from only one source;
	D. It appears to be in the best interest of the State to negotiate for the procurement of petroleum products;
	E. The purchase is part of a cooperative project between the State and the University of Maine System, the Maine Community College System, the Maine Maritime Academy, or a private, nonprofit, regionally accredited institution of higher education with a main campus in this State involving: (1) An activity assisting a state agency and enhancing the ability of the university system, community college system, Maine Maritime Academy, or a private, nonprofit, regionally accredited institution of higher education with a main campus in this State to fulfill its mission of teaching, research, and public service; (2) A sharing of project responsibilities and, when appropriate, costs;
	<i>If citing the above justification for this sole source request, please note that the specific approval of the Governor's Office is required, in accordance with Executive Order 26 FY 11/12, "An Order to Enhance Competitive Bidding". The approval must be documented on DAFS/BGS/Division of Procurement Services "GOVCOOP" form, found here:  <a href="http://www.maine.gov/purchases/info/forms/govcoop.doc">http://www.maine.gov/purchases/info/forms/govcoop.doc</a>.</i>
	F. The procurement of goods or services involves expenditures of \$10,000 or less, in which case the Director of the Bureau of General Services may accept oral proposals or bids;
	G. The procurement of goods or services involves expenditures of \$10,000 or less, and procurement from a single source is the most economical, effective and appropriate means of fulfilling a demonstrated need.
	If a different authorization specifically allows for this non-competitive procurement, please provide that reference here:

**Please note that the following four points below (#2 through 5) all require a response.**

**2. Description of Specific Need**

Please identify, and fully describe, the specific problem, requirement, or need the resulting non-competitive contract would address and which makes the goods or services necessary. Explain how the requesting Department determined that the goods or services are critical and/or essential to agency responsibilities or operations.

The State of Maine is extensively vested in Microsoft products. After careful consideration regarding the direction and management of Microsoft's products, the Office of Information Technology (OIT) entered into an Enterprise Agreement for Microsoft's End User Suite (Office) which allows the State of Maine to use Office 365, Microsoft's Cloud Hosted Solution. Microsoft office products are used in the day-to-day business of the State of Maine employees. Many State of Maine agency applications are hosted on Microsoft's platform and use utilities supplied by Microsoft, some deemed critical to the agency's business requirements.

Due to the critical nature of many of the Microsoft applications (Outlook, SCCM, etc.), OIT relies on Microsoft's Premier Support Services (7x24), provided by this Agreement, to directly access Microsoft Third Tier Support personnel who provide immediate insight into issues, troubleshooting aid and

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problem resolution. This Professional Services Agreement also provides OIT access to Microsoft's Certified Software Engineers for planning, design and software implementation/delivery services on an as-needed basis for new Microsoft related initiatives.

An independent review of Microsoft's Premier Support Services Description and costs was done by Gartner's industry expert in this field.

### 3. Availability of other Public Resources

Please explain how the requesting Department concluded that sufficient staffing, resources, or expertise is not available within the State of Maine's government, or other governmental entities (local, other state, or federal agencies) external to the requesting Department, which would be able to address the identified need more efficiently and effectively than the identified vendor.

Maintenance and troubleshooting of Microsoft products used in the day-to-day operation of state services is critical. At times, the problems go beyond the expertise of OIT staff, requiring Microsoft proficiency to assist in problem resolution. Also, as the State of Maine refreshes its Microsoft technology, skilled Microsoft resources are often required to assist the State of Maine in the planning, configuration, deployment and technical training.

### 4. Cost

Since a waiver of competitive bidding is being requested for this procurement, please explain how the requesting Department concluded the negotiated costs, fees, or rates are **fair and reasonable**.

An independent review of Microsoft's Premier Support Services Description and costs was done by Gartner's industry expert in this field. This service is only provided by Microsoft.

### 5. Future Competition

Please describe potential opportunities which may be available to foster competition for these goods or services in the future.

When it is deemed third-party providers can deliver the same level of expertise and services, OIT will competitively bid for services.

**Please note that only one of the two points below ("Uniqueness" or "Timeframe") requires a response. Requesting Departments are not required to respond to both points.**

### 6. Uniqueness

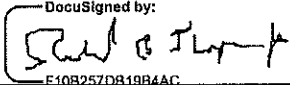
Please explain if the goods or services required are unique to a specific vendor. Describe the unique qualifications, abilities, and/or expertise of the vendor and how those particular unique factors address the specific need identified above. If the vendor has unique equipment, facilities, or proprietary data, also explain the necessity of these particular unique assets.


Microsoft is the owner and developer of solutions used in day-to-day State government operations. The State of Maine is heavily vested in the Microsoft Products. As the product owner, Microsoft Professional Services is in a unique position to provide the necessary expertise to assist the State of Maine in its continued migration to Windows 10 and Office 365 as well as troubleshoot and support Microsoft applications in use or hosted by OIT.

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**7. Timeframe (Complete only if B. is the Statutory Justification marked on Page 1)**

Please explain if time is of the essence and an emergency exists which requires the immediate procurement of goods or services. Describe the nature of this emergency, provide the date by which the goods or services must be delivered, and explain how that date was determined and its significance (i.e. impact if delayed beyond this date). Also, provide information as to how it was determined this vendor is the best option to address this time-sensitive procurement.

<b>Signature of requesting Department's Commissioner or Chief Executive (or designee within the Commissioner's Office):</b>	<i>By signing below, I signify that my Department requests, and I approve of, this Waiver of Competitive Bidding.</i>
<b>Printed Name:</b>	DocuSigned by:  E10B257DB19B4AC Richard B. Thompson
<b>Date:</b>	7/11/2019

DocuSigned by:  
  
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Frederick Brittain

7/10/2019