

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, Bureau of Unemployment Compensation	
Department Contract Administrator or Grant Coordinator:		Patricia O'Brien, Deputy Director	
(If applicable) Department Reference #:			
Amount: (Contract/Amendment/Grant)	\$142,750.00	Advantage CT / RQS #:	CT 12A 20200603*3670
CONTRACT	Proposed Start Date:	6/3/2020	Proposed End Date: 6/30/2024
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:		Tovuti Boise, ID	
Brief Description of Goods/Services/Grant:		Create a virtual training environment.	

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
X	E. Emergency		K. Client Choice
	F. University Cooperative Project		L. Other Authorization

PART III: SUPPLEMENTAL INFORMATION
Please respond to ALL 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 bureau is currently in the process of substantially increasing its size and hopes to more than double its staffing over the next four months. This is a result of the dramatic increase in unemployment as a result of COVID19. Although the bureau has a small training and support unit within the system support division, it was apparent that the original model of in person training of groups of new staff of 10-12 people was not realistic with our onboarding model for the near future. As a result, we identified the need to create a virtual training environment. The environment will originally be propagated with materials to train three groups of staff; UI

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Eligibility Agents, that provide direct service to the unemployed and man the 1-800 number in the claims centers; the Claims Adjudicators who determine non-monetary determinations and Accounting Specialists, who will determine additional monetary eligibility for PUA (Pandemic Unemployment Assistance) claimants who are unable to provide traditional 1040 schedules needed to determine if they are eligible for a higher monetary weekly benefit amount.

After this initial focus, the classifications within the bureau that have large amounts of staff associated with them will have training tracks created within the Tovuti environment.

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

In identifying the potential vendors in the virtual training realm, we reached out to two consultants that the department had engaged through CSG consulting that had a multi-year contract with the bureau during the ReemployME project. Both consultants had several years of experience in training and facilitation. They identified the top tools in this realm, and we began setting up demonstrations of each tool to determine which one would be the best fit for the department's needs.

We reviewed demonstrations of the following; Tovuti, Product #1, Product #2 and Product #3.

Product #1 is geared to enhancing the user experience while performing tasks in an existing system to users already trained on how to use a system and is not tailored to training new users. It is more of a productivity tool, although interesting to the department in a broader sense, did not meet the needs for the virtual training environment we were seeking.

Product #2, a K-12 online education provider had the capacity to create a training platform we are seeking; however, this would have been a new venture for them and is not currently within their wheelhouse.

Product #3 offers a superior product that is a one time, per user, product purchase. Based on the number of users we have that will need access to the training materials, Product #3 is not a cost-effective product for us.

We have opted to use Tovuti, it provides robust training platform that includes prebuilt course templates, unlimited administrator access, and providing services to upload our existing training materials, in the time frame we require. It allows administrators to create more than 40 different types of interactive and gamified training modules, from interactive video to flash cards to memory matching games and more. Once trained, DOL staff within the Trainig and Support Unit (TSU) would be the administrators. Tovuti will train the TSU staff and that cost is in the proposal.

It will allow us to import PDFs, PowerPoints, Videos, SCORM files and allow us to pull in more than 4000+ pages of already created curriculum specific to ReEmployME system. It allows us to pull in pre-built courses that USDOL has had created by a quasi-nonprofit on several UI specific tracks; Leadership, Adjudication, Fraud Investigation, etc. It will also allow us to hold video classes through Tovuti's built-in live classroom (video conference) to hold live classes. This will be extremely helpful with staff in several locations throughout the state.

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

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The vendor selected gave us a substantial discount after negotiations took place by our project manager.


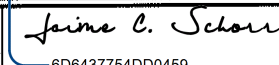
4. Describe the plan for future competition for the goods or services.

The Tovuti platform is hosted on Amazon Web Services. The AWS Tovuti set up is highly redundant and failover capabilities. In addition, they utilize elasticity for auto-scaling as needed to eliminate downtime concerns due to common resizing requirements.

We are seeking a four-year agreement for these services. At the 3-year mark we will look at a competitive bid process for these services. We are assuming that at that time, the bureau will not be under the workload duress it is currently experiencing and will be able to prepare a RFP.

If there is an enterprise system in place in the 3rd year of this agreement, we will come up with a transition plan to transition to that vendor.

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:	LAURA A. FORTMAN	Date:	7/10/20
	<small>DocuSigned by:</small>		
Signature of DAFS Procurement Official:			
	<small>6D6437754DD0459...</small>		
Printed Name:	Jaime C. Schorr	Date:	7/10/2020