

# 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>DHHS/DCM Contract Administrator:</b>	Chris Moiles	<b>Office/Division/Program of Contract Administrator:</b>	MCDC/Disease Prevention/WIC
<b>Est. Contract Amount:</b>	\$ 13,678.83	<b>Contract or RQS Number:</b>	RQS 10A 2019082*0246
<b>013-10A-014303-2074-5304</b>		<b>Purchasing Maine ID:</b>	
		<b>DHHS Agreement Number:</b>	CD0-20-4671
<b>Proposed Start Date:</b>	<b>10/1/2019</b>	<b>Proposed End Date:</b>	9/30/2020
<b>Vendor/Provider Name, City, State</b>	One Call Now a Onsolve Company 6450 Poe Ave., Suite 500 Dayton, OH 45414		
<b>Short Description of Good or Service:</b>	Unlimited text and voice message appointment reminders for WIC participants in English and other languages.		
<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>		<b>To be completed by the Division of Procurement Services</b> Posting dates on Division of <b>Procurement Services</b> website: From: <u>10/24/19</u> To: <u>10/30/19</u>	
<b>Notice of Intent to Waive Competitive Bidding Number:</b>		NOI# 1020191759	
<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.			
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;		
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>
<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;		

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	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.

One Call Now provides automated text and voice reminders to Women, Infants, and Children (WIC) participants in English and fifteen (15) other languages. This provider is the current resource with mapped configurations to the Maine SPIRIT MIS for participant call information and uses pre-recorded voice messages in multiple languages.

This service provides participants with reminders for certification, nutrition education and other WIC services. Additionally, participants can be notified when sites are closed due to weather events or other reasons and allows ad hoc messaging by staff for other reminders as needed as well as state wide survey links for annually required participant feedback about program operations. This service greatly reduces the use of staff time in making repeated calls and allows the utilization of staff time to provide services to participants.

**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.

Sufficient staffing, resources or expertise is not available within State of Maine's government or any other governmental entity.

**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**.

This service provides unlimited services to 17,000 households for .10 for data and .59 for the plan. Choosing another provider would require additional start-up costs in addition to the fees per household. The Department inquired about similar services from other providers. Those providers had similar rates for their services; however, they were not currently set up to the Maine MIS system which would incur additional costs.

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

The Department will RFP these services for a new contract start date of 10/1/2020.

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**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.

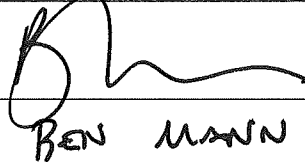
This provider was chosen as they were the only provider that is set up to have mapping capability to the Maine SPIRIT MIS. The provider is currently using telephone information from the MIS to generate text and voice messages to WIC participants. Additionally, One Call Now has been providing the Department with these services since 2017 and already has pre-recorded messages specific to the State of Maine and WIC program. The Department has inquired about similar services from other providers. Those providers had similar rates for their services; however, they were not currently set up to the Maine MIS system which would incur additional costs. Other providers were also unable to provide voice messages in the languages required by the program.

**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.

**Signature of requesting Department's Commissioner or Chief Executive (or designee within the Commissioner's Office):**

*By signing below, I signify that my Department requests, and I approve of, this Waiver of Competitive Bidding.*



**Printed Name:**

BEN MANN

**Date:**

10/11/19