

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:		Maine Human Rights Commission	
Department Contract Administrator or Grant Coordinator:		Melody Piper	
(If applicable) Department Reference #:			
Amount: (Contract/Amendment/Grant)	\$ 10,000.00	Advantage CT / RQS #:	CT 94H 20191007*1230
CONTRACT	Proposed Start Date:		Proposed End Date:
AMENDMENT	Original Start Date:	10/14/2019	Effective Date:
	Previous End Date:	12/31/2021	New End Date:
GRANT	Project Start Date:		Grant Start Date:
	Project End Date:		Grant End Date:
Vendor/Provider/Grantee Name, City, State:		LIGHTHOUSE DESIGNS & CONSULTING, INC., ALBANY, NY	
Brief Description of Goods/Services/Grant:		The Maine Human Rights Commission ("MHRC" or "Department") needs CRM Design and Implementation.	

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
x	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

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 Maine Human Rights Commission ("MHRC" or "Department") needs ongoing CRM design, testing and feature implementation of CiviCase CRM a proprietary software built for MHRC for case management by the provider. In addition to building MHRC's CiviCase, the vendor is one of a limited few in the country with extensive experience developing CiviCRM and and working as a contributing member in the Civi online community supporting continuous open source product development.

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PART III: SUPPLEMENTAL INFORMATION

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

The MHRC requested and received a general fund appropriation of \$10,000 from legislature in FY2020 to implement a secure web portal that will also provide a secure portal for parties to access and track their case information. After careful consideration of many factors (limited budget, web accessibility requirements, security, existing infrastructure, CRM platform stability, and product extensibility) the MHRC identified CiviCRM an open-source platform to meet its needs. Additionally, MHRC identified LCD as a vendor with demonstrated expertise and commitment to sustaining the open source CiviCRM platform, as highly qualified and experienced CivCRM developer and community partner ([https://civicrm.org/partners-contributors.](https://civicrm.org/partners-contributors))

MHRC's CiviCRM platform was originally developed by LCD. This additional funding is to allow Lighthouse to continue their work in design, extending, testing, and implementation and management of this system.

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

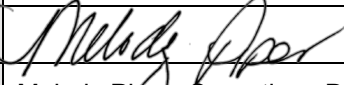
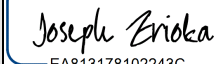
The MHRC identified a zero-license fee CRM that is accessible, extensible, intuitive, and can be developed and maintained on existing, agency owned cloud platforms within a small annual budget. At the time of development, there were no other licenses free alternatives available for \$10,000 that meet minimum accessibility and other agency requirements. CiviCRM was specifically funded and authorized by the legislature and its ongoing efforts continue to be authorized as part of the Commissions information technology budget. This an extremely fair and reasonable use of State resources. The Civi platform requires no licensing fees, is built on Drupal 8, (the same platform hosting much of www.maine.gov), and is compatible with and hosted on MHRC's existing FISMA compliant cloud server for a minimal monthly storage fee. Additional no cost features are built in accessibility for low to no vision users as well as offers built in language support.

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

At this time, LCD continues to play a key role in the MHRC CiviCRM CiviCase open-source case management project. The MHRC anticipates the need for ongoing support from LCD, a Civi subject matter expert, for implementation, customization, and working with the MHRC's Civi application. At at this time it continues to be in the best interests of the Commission to continue the vendor relationship as we continue feature development, open-source product integrations, and maintenance. MHRC follows the state competitive bidding processes and procedures, if a sole source waiver is required. As necessary, the MHRC will follow state procurement polices for justification of sole source provider on this project

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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:	Melody Piper, Operations Director	Date:	10/14/2021
	<small>DocuSigned by:</small>		
Signature of DAFS Procurement Official:			
	<small>EA813178102243C...</small>		
Printed Name:	Joseph Zrioka	Date:	10/28/2021