



PROCUREMENT JUSTIFICATION FORM (PJF)

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 intranet site (Forms page) for additional instructions.

PART I: OVERVIEW			
Department Office/Division/Program:	Maine Human Rights Commission		
Department Contract Administrator or Grant Coordinator:	Amy Sneirson		
(If applicable) Department Reference #:			
Amount: (Contract/Amendment/Grant)	\$ \$10,000	Advantage CT / RQS #:	CT 94H 20191007*1230
CONTRACT	Proposed Start Date:	12/31/2022	Proposed End Date: 12/31/2023
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:	Lighthouse Designs & Consulting, Inc., Albany, NY ("LCD")		
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			
Check the box below for the justification(s) that applies to this request. (Check all that apply.)			
<input type="checkbox"/>	A. Competitive Process	<input type="checkbox"/>	G. Grant
<input checked="" type="checkbox"/>	B. Amendment	<input type="checkbox"/>	H. State Statute/Agency Directed
<input checked="" type="checkbox"/>	C. Single Source/Unique Vendor	<input type="checkbox"/>	I. Federal Agency Directed
<input type="checkbox"/>	D. Proprietary/Copyright/Patents	<input type="checkbox"/>	J. Willing and Qualified
<input type="checkbox"/>	E. Emergency	<input type="checkbox"/>	K. Client Choice
<input type="checkbox"/>	F. University Cooperative Project	<input type="checkbox"/>	L. Other Authorization

Please respond to ALL of the questions in the following sections.

PART III: SUPPLEMENTAL INFORMATION

1. Provide a more detailed description and explain the need for the goods, services or grant to supplement the response in Part I.

The MHRC needs ongoing CRM design, testing and feature implementation of CiviCase CRM, a proprietary software that the provider built for MHRC for case processing. In addition to building MHRC's CiviCase, LCD is one of a limited few vendors in the country with extensive experience developing CiviCRM and working as a contributing member in the Civi online community supporting continuous open source product development.

2. Provide a brief justification for the selected vendor to supplement the response in Part II. Reference the RFP number, if applicable.

The MHRC sought and received a General Fund appropriation of \$10,000 per year in FY2020 to implement a web-based internal database system that will also provide a secure portal for parties to access, file, 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, as suitable for meeting MHRC's needs. MHRC identified LCD as a vendor with demonstrated expertise and commitment to sustaining the open-source CiviCRM platform, which ensures that the MHRC database systems will have ongoing operation and support. MHRC also determined that LCD was highly qualified and experienced in developing CiviCRM for community development (see <https://civicrm.org/partners-contributors>).

MHRC's CiviCRM platform was originated and developed by LCD. This additional funding is to allow LCD to continue their work designing, extending, testing, implementing, and managing this system.

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

MHRC identified a zero-license fee for a CRM that is accessible, extensible, intuitive, and can be developed and maintained on an existing agency-owned cloud platforms within a small budget. At the time of development, there were no other license-free alternatives available for \$10,000 that would 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 MHRC's information technology budget. This is an extremely economical 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 that are critical for the MHRC are built into Civi, such as accessibility for low- to no-vision users as well as offers of 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 CiviCase CRM open-source case management project. MHRC anticipates the need for ongoing support on implementation, customization, and working with the application from LCD, a Civi subject-matter expert, as we built out our public web portal. At this time, it continues to be in the best interests of the MHRC and those we serve to continue the vendor relationship as we continue build-out of existing systems, feature development, product integrations, and maintenance. MHRC follows the state competitive bidding processes and procedures, if a sole source waiver is required.

PART III: SUPPLEMENTAL INFORMATION

As necessary, MHRC will follow state procurement policies for justification of sole source provider on this project.

PART IV: AMERICAN RESCUE PLAN ACT (ARPA) / MAINE JOBS & RECOVERY PLAN (MJRP)

Does this request utilize ARPA/MJRP funds?

Yes – If Yes, please attach the approved Business Case(s).

No – If No, proceed to Part V.

PART V: APPROVALS

The signatures below indicate approval of this procurement request.

Signature of requesting Department's Commissioner (or designee):	<i>Amy M. Sneirson</i>		
Typed Name:	Amy M. Sneirson	Date:	12/15/2022
Signature of DAFS Procurement Official:	<small>DocuSigned by:</small> <i>Thomas Paquette</i>		
Typed Name:	<small>249502C7B71A49A...</small> Thomas Paquette	Date:	12/20/2022