

**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 #:	CT94H20191007*1230
CONTRACT	Proposed Start Date:		Proposed End Date:	
AMENDMENT	Original Start Date:	10/14/2019	Effective Date:	12/31/2020
	Previous End Date:	12/31/2020	New End Date:	12/31/2021
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
	B. Amendment		H. State Statute/Agency Directed
<input checked="" type="checkbox"/>	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 continued CRM Design and Implementation.

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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 provide a 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 and experienced CiviCRM vendor that had been working at the NY State Senate for 6+ years (and other government entities on similar projects) as highly qualified and experienced, to build, test and deploy the foundation of the MHRC CRM portal.

CiviCRM was developed by Lighthouse and has been used by NY Senate and other State agencies to manage millions of constituent's complaints for at least 6 years. The Civi platform requires no licensing fees, is built on Drupal 8, can be hosted on MHRC's existing FISMA compliant cloud for minimal cost, and is accessibility for low to no vision users as well as offers built in language support.

This additional funding is to allow Lighthouse to continue their work in implementing 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, flexible and can be developed within a small annual budget. There are no other licenses free alternatives available for \$10,000 that meet minimum accessibility requirements. This is a service contract for design and implementation of a free platform. This is an extremely fair and reasonable use of State resources.

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

The State of NY is currently working with Lighthouse Consulting & Design, Inc., in this capacity 'Lighthouse' is a subject matter expert for implementation, customization, and working with CiviCRM open-source product integrations, see <https://civicrm.org/partners-contributors>. Lighthouse plays key role in the CiviCRM open-source project. They have both demonstrated expertise and commitment to sustaining CiviCRM.

Additional funding is needed to allow Lighthouse to continue their work in implementing this system.

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**PART IV: APPROVALS**

<b>Signature of requesting Department's Commissioner (or designee):</b>	<i>By signing below, I signify that I approve of this procurement request.</i>	
<b>Printed Name:</b>	<i>Melody Piper</i>	<b>Date:</b> <i>3-8-21</i>
<b>Signature of DAFS Procurement Official:</b>	<i>Jaime Schorr</i>	
<b>Printed Name:</b>	<i>Jaime Schorr</i>	<b>Date:</b> <i>3/10/2021</i>