



DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL SERVICES
OFFICE OF STATE PROCUREMENT SERVICES
 STATE OF MAINE

PROCUREMENT JUSTIFICATION FORM (PJF)

This form must accompany all contract requests and sole source requisitions (RQS) over \$5,000 submitted to the Office of State 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 Procurement Services intranet site (Forms page) for additional instructions.

PART I: OVERVIEW			
Department Office/Division/Program:		Bureau of Motor Vehicles, Secretary of State	
Department Contract Administrator or Grant Coordinator:		Patty Leighton, Director of Public Services	
(If applicable) Department Reference #:			
Amount: (Contract/Amendment/Grant)	\$ 5400.00	Advantage CT / RQS #:	20250515000000001716
CONTRACT	Proposed Start Date:	5/9/2025	Proposed End Date: 12/31/2025
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:		ACF Technologies, Inc.	
Brief Description of Goods/Services/Grant:		SMS messaging fees for the BMV online appointment system.	

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 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.	ACF Technologies, Inc. is the selected vendor providing the Q-Flow lobby management system currently used in all 13 Bureau of Motor Vehicles (BMV) branch offices. As part of this system, an online appointment booking feature enables customers to schedule visits at any branch location. The appointment system includes automated SMS functionality: customers receive confirmation and reminder text messages, and if an appointment is canceled, a cancellation confirmation is also sent. These SMS messaging services are essential for customer communication and appointment management. The BMV is invoiced by ACF Technologies, Inc. for the associated text messaging costs.
2. Provide a brief justification for the selected vendor to supplement the response in Part II. Reference the RFP number, if applicable.	ACF Technologies, Inc. is the current provider of the Q-Flow lobby management system, which is fully deployed in all 13 BMV branch offices. The appointment scheduling and SMS text notification services are built into the Q-Flow system and are essential to its functionality. Continuing with ACF ensures seamless operation, avoids compatibility issues, and takes advantage of an already integrated and proven solution. Their selection is justified based on existing system use, vendor-specific functionality, and operational continuity.
3. Explain how the negotiated costs or rates are fair and reasonable; or how the funding was allocated to grantee.	The SMS messaging fees from ACF Technologies are built into the existing Q-Flow system and follow standard per-message industry rates. The negotiated costs are reasonable given the system is already in use statewide, avoiding additional integration or development expenses.
4. Describe the plan for future competition for the goods or services.	The Bureau will conduct market research to identify qualified vendors. Should competition be viable, we will follow a formal solicitation process to ensure fair pricing and compliance with procurement policies.

PART IV: AMERICAN RESCUE PLAN ACT (ARPA) / MAINE JOBS & RECOVERY PLAN (MJRP)	
Does this request utilize ARPA/MJRP funds?	
<input type="checkbox"/> Yes, MJRP funds (023) – If Yes, please attach the approved Business Case(s).	
<input type="checkbox"/> Yes, ARPA funds (025) – If Yes, please be aware of the requirements from awarding federal agencies.	
<input checked="" type="checkbox"/> No – If No, proceed to Part V.	

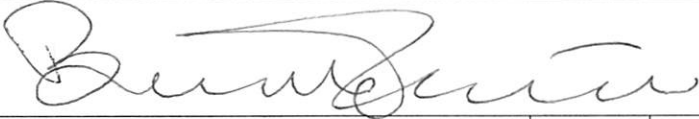

PART V: CONFLICTS OF INTEREST (COI); CONTRACT WITH THE STATE	
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Maine law contains Conflict of Interest statutes directed to State Departments, State Officers, and Employees Generally under MRS Title 5, §18 and §18-A, in harmony with MRS Title 17, §3104.

The requesting department signatory understands and acknowledges Maine's Conflict of Interest statutes.

PART VI: APPROVALS

The signatures below indicate approval of this procurement request.

Signature of requesting Department's Commissioner (or designee):			
Typed Name:	Bruno Inacio	Date:	5/15/25
Signature of DAFS Procurement Official:	<small>DocuSigned by:</small>  <small>EA613178102243C...</small>		
Typed Name:	Joseph Zrioka, IT Procurement Director	Date:	5/22/2025