

Request for Information

RFI 02-108-24



State of Alaska
Department of Administration
Division of Motor Vehicles

Date Issued: September 6, 2023

AI CHATBOT

Introduction:

The Department of Administration (DOA), Division of Motor Vehicles (DMV), is seeking information from qualified vendors who provide artificial intelligence (AI) chatbot solutions.

Background Information:

The State of Alaska, DMV, is seeking information regarding AI chatbot solutions. The chatbot should be AI learning with natural language understanding and natural language processing (NLU/NLP) typical of Chat Generative Pre-trained Transformer (ChatGPT).

The chatbot should:

- Answer general frequently asked questions (FAQs).

Following customer authentication, the chatbot should provide:

- License specific information such as status, ignition interlock device (IID) end date, revocation reason and duration;
 - Path to reinstatement: link to ServiceNow (SN) catalog item for reinstatement, term of revoked or limited license, etc.
- Vehicle specific information such as registration expiration date, co-owner information, and lien information; and
- Case updates such as last message sent or packet status. An SN tie-in that would be developed on the SN side.

Chatbot Services:

- Renew or duplicate license;
- Renew or duplicate registration;
- Personalized plate (link to SN to order plate that requires document backup);
- Order placard;
- Temporary driver's license;
- Initiate cases: be another channel to initiate a case, possibly for temporary registration, exemption; and/or email follow-up or representative follow-up on all questions. All inquiries should have agent follow-up capability.

Chatbot Support:

- Knowledge articles for staff;
- Direct connect to call center agent with chat history;
- Ability for customer to request email follow-up; and
- Customer access to call center representative call back.

Chatbot Including:

- Administrator training access;
- Feedback, data analytics; and
- Technical support.

Response Information:

Responses must include the following:

1. Organization name, contact name, mailing address, phone number, and e-mail of designated point of contact;
2. Existing capableness and competence related to the services identified above to include answers to the RFI Questionnaire; and
3. Responses in PDF format, including any supplemental attachments.

RFI Questionnaire:

1. Provide a general fee arrangement and benchmark cost for your AI chatbot.
2. Provide a general overview of the product service experience with your AI chatbot.
3. How does your service integrate into DMV's existing web site? (Just a JavaScript applet in page headers/footers, etc.)
4. Is there a requirement to run any software on state servers other than the applet on the web pages?
5. How is the backend database, that drives responses, updated?
6. Does the chatbot integrate in any way (programmatically) with state information systems or is it completely self-contained? What integrations are required?
7. What performance guarantees do you include with your AI chatbot?
8. What if any jurisdictions have you provided an AI chatbot?
9. How are PII and PCI protected? How do you isolate your systems from state systems to reduce exposure in the case of a breach in your systems?

This RFI does not extend any rights to prospective vendors or obligate the state to conduct a solicitation or purchase any goods or services. DOA does not intend to award a contract from this RFI, nor will DOA be financially responsible for the preparation, or administration cost incurred to respond to this RFI. All costs associated with responding will be solely at the interested party's expense.

Procurement Officer contact information:

Interested parties must submit a written response by **September 18, 2023, at 12:00 Noon AKST**. Responses must be sent via email to: doa.oppm.procurement@alaska.gov

All questions must be in writing and emailed to: doa.oppm.procurement@alaska.gov

Attention: Lisa Trombi, Department Procurement Manager
Department of Administration, Division of Motor Vehicles
Office of Procurement and Property Management