

Request for Information

RFI 02-109-24



State of Alaska
Department of Administration
Division of Motor Vehicles

Date Issued: September 6, 2023

DMV MOBILE APP

Introduction:

The Department of Administration (DOA), Division of Motor Vehicles (DMV), is seeking information from qualified vendors who provide MyDMV mobile applications.

Background Information:

The State of Alaska, DMV, is seeking information regarding DMV mobile applications that can be downloaded onto smartphones.

Mobile applications that can be designed to create a custom MyDMV mobile account experience for Alaska residents allowing them to have access to all their DMV needs at their fingertips. Saving time and skipping the trip to a DMV office by completing their license renewal, registration renewal, and other DMV services on their smartphones.

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. Please provide a general fee arrangement and benchmark cost for your DMV mobile application.
2. Are there Apple or Google licenses that need to be procured? If so, what is the general fee and benchmark cost for the licenses?
3. Provide a general overview of the product service experience with your DMV mobile application.
4. Provide any software or special software or hardware needs for your DMV mobile application.
5. What performance guarantees do you include with your DMV mobile application?
6. What if any jurisdictions have you provided a DMV mobile application?
7. 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?
8. What have you done for other states and/or jurisdictions?

9. What features are in your mobile application that can't be included in a standard web application running in a browser? What's the advantage of your app over a web app?
10. Do you recommend hosting the back-end service on your servers/cloud infrastructure, or do you prefer the states host it themselves?
11. If your mobile application uses push-notifications, how is that billed?
12. How is the application distributed to the public? Does your company have an Apple App and Google Play store developer account to distribute the application or do states need to buy those accounts?
13. How does software maintenance work? For example, if DMV's business processes or state law changes and we need to modify the questions we ask the customer in a license renewal transaction, how do we get those changes integrated in the mobile application? How is the work for these changes billed? What is the typical implementation time for those changes? Or do you propose developing the software and giving the source code to the state for maintenance?
14. How do you handle mobile device major OS version updates? For example, if Apple releases a new version of iOS that breaks your app, how do you handle compatibility updates?
15. How have your applications interfaced with state's systems of record/databases to push and pull data from customers? Have you developed those interfaces or was that work performed by state internal programmers?

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