

Request for Information

RFI 02-110-24



State of Alaska
Department of Administration
Division of Motor Vehicles

Date Issued: September 6, 2023

DMV SELF-SERVICE KIOSKS

Introduction:

The Department of Administration (DOA), Division of Motor Vehicles (DMV), is seeking information from qualified vendors who provide DMV self-service kiosks for customer use.

Background Information:

The State of Alaska, DMV, is seeking information regarding DMV self-service kiosks. Kiosks systems designed to be placed in high traffic areas where customers may access the kiosks to renew vehicle registrations, receive duplicate tabs and registrations, and access other DMV services.

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 self-service kiosk system.
2. Provide a general overview of the product service experience with your self-service kiosk system.
3. Provide any special software or hardware needs for your self-service kiosk system.
4. What performance guarantees do you include with your self-service kiosk system?
5. What if any jurisdictions have you provided a self-service kiosk system?
6. 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?
7. What have you done for other states and/or jurisdictions?
8. What features are in your kiosks that can't be included in a standard web application running in a browser? What is the advantage of your kiosk over a computer running on a web browser?
9. Is billing per transaction or is it a flat rate?
10. What types of transactions do you support? Renewals, new registrations, driver's license renewals, other services?
11. How do you ensure security at public locations for both physical security and information security?

12. Do you recommend hosting the back-end service on your servers/cloud infrastructure, or do you prefer the state hosts it themselves? Or do these kiosks talk directly to the state's system of record/database? If hosted on your servers, how is this billed?

13. How is device maintenance and upkeep performed? How is it billed? For Example, if the kiosk prints out paper registrations, who keeps the paper stocked?

14. How does software maintenance work? For example, if DMV's business processes or state law changes and the state needs to modify the questions we ask the customer in a vehicle renewal transaction, how do we get those changes integrated into the kiosk? How is the work for these changes billed? What is the typical implementation time for those changes?

15. How do your kiosks connect to a network? Is that connection included in your fee or is it paid for by the state separately?

16. How have your kiosks interfaced with state 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