

# STATE OF ALASKA

Department of Administration  
Office of Procurement and Property  
Management



## DMV Mobile App Request for Information

RFI# 02-109-24

Amendment One

September 15, 2023

**This amendment is being issued to provide:**

- 1) Questions and Answers;**
- 2) Remove and Replace; and**
- 3) Changes the response due date from September 18, 2023, to September 25, 2023.**

This Amendment is being issued for informational purposes only. This document does not need to be returned with your response.

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Department Procurement Manager  
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## Questions submitted by interested parties and answers from the State:

**Question 1:** What are the primary objectives of the mobile app?

**Answer:** To create a mobile solution where a person can download a DMV app onto their smartphone, create an account, and have access to all available DMV services.

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**Question 2:** Has DOA previously developed a mobile platform?

**Answer:** No.

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**Question 3:** Was any preliminary assessment or proof-of-concept undertaken prior to this initiative?

**Answer:** No.

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**Question 4:** Who is the intended user base for the mobile app (e.g., residents, businesses, specific user demographics)?

**Answer:** Residents and businesses.

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**Question 5:** Is there a user group that does not exist on the current website that needs to be also added to the mobile app?

**Answer:** No.

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**Question 6:** We understand that a hybrid resource model is acceptable, with the main project management led by U.S. based resources and offshore teams providing support as needed. Can you confirm this?

**Answer:** This information is not available.

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**Question 7:** Is there any onsite requirement for the key staff for this project?

**Answer:** This information is not available.

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**Question 8:** Is there an established budget for this project?

**Answer:** No.

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**Question 9:** If you can't disclose the specific budget, can you indicate the expected range, if the budget is in the range of \$300K - \$400K, \$500K - \$800K, under \$1M or between \$1.5M - \$2M?

**Answer:** Part of the purpose of this RFI is to get a pulse on estimated costs. At this point there is no set budget range.

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**Question 10:** Is there a specific timeline or deadline for the app's development and launch?

**Answer:** No.

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**Question 11:** What technical stack is envisioned for the myDMV app?

**Answer:** That information is not available.

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**Question 12:** (a) Can you list high-level functionalities and features or modules expected in the myDMV app?

(b) What features are required for the mobile application from the following list?

- i. User Registration and Profile Management
- ii. License Renewal
- iii. Registration Services
- iv. Appointment Scheduling
- v. Document Upload and Verification
- vi. Real-time Status Updates
- vii. Payment Integration
- viii. Information and FAQs
- ix. Notifications and Alerts
- x. Language Support and Accessibility
- xi. Feedback and Reporting
- xii. Geolocation Services
- xiii. Account Security
- xiv. Offline Functionality (if needed)
- xv. Integration with Other Government Services (if any)
- xvi. Push Notifications for Policy Updates
- xvii. Emergency Services Integration
- xviii. Data Analytics and Reporting
- xix. User Support and Help Center
- xx. Social Media Integration

**Answer:** (a) See response to Question 12 (b).  
(b) All of the things listed.

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**Question 13:** Is payment integration expected as part of the app?

**Answer:** No.

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**Question 14:** Do you want vendor suggestions for hosting solutions?

**Answer:** Yes.

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**Question 15:** What type of data does DMV intend to store or gather from the audience?

**Answer:** That information is not available.

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**Question 16:** Should the vendor provide a separate cost for hosting services?

**Answer:** Yes. If available, provide a general fee arrangement and benchmark cost.

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**Question 17:** Can you provide details regarding ADA requirements for the app?

**Answer:** Must be completely ADA compliant.

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**Question 18:** Can additional information about Compliance, Data Privacy & security be shared?

**Answer:** That information is not available.

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**Question 19:** Based on the RFI, do you expect a website application along with the myDMV app?

**Answer:** No.

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**Question 20:** What type of notifications are you looking to provide within the myDMV app?

**Answer:** Renewal reminders, office notices.

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**Question 21:** What are the expectations around app maintenance?

**Answer:** That information is not available.

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**Question 22:** What is the anticipated budget range for app maintenance?

**Answer:** No set budget at this time.

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**Question 23:** Is support expected only during business hours or on a 24/7 basis?

**Answer:** That information is not available.

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**Question 24:** Will L1 support be managed by DMV, with vendors providing only L2 & L3 support?

**Answer:** That information is not available.

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**Question 25:** Who will be responsible for the app's content writing?

**Answer:** That information is not available.

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**Question 26:** (a) What kind of training is expected, and for how many users?

(b) Is there a preference for onsite or virtual training?

**Answer:** (a) That information is not available.

(b) That information is not available.

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**Question 27:** Is there an expectation for vendors to undertake a research & discovery phase?

**Answer:** That information is not available.

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**Question 28:** Do you have a preference between cross-platform and native app development?

**Answer:** That information is not available.

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**Question 29:** Are there future plans to incorporate features like a mobile driver's license/wallet?

**Answer:** Yes.

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**Question 30:** Given the details needed for a comprehensive proposal, would a one-week extension for proposal submission be considered?

**Answer:** Yes.

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**Question 31:** Please confirm any implementation timeline DOA/DMV has established for the mobile project to launch the application.

**Answer:** No timeline set at this time.

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**Question 32:** Key staff/members resume from vendor (who would be working on this project) would need to be submitted for this RFI?

**Answer:** No.

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**Question 33:** What accessibility features and compliance standards (e.g., WCAG) will be integrated into the MyDMV mobile application to ensure its inclusive and usable by individuals with disabilities?

**Answer:** That information is not available.

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**Question 34:** (a) What mobile app development platforms and frameworks do you recommend for building the MyDMV application?  
(b) Why?

**Answer:** (a) That information is not available.  
(b) That information is not available.

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**Question 35:** Can you describe your approach to mobile app architecture, Design Strategy, including considerations for scalability, security, and maintainability?

**Answer:** That information is not available.

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**Question 36:** Can you provide insights into your design team's qualifications and experience, including any certifications or awards related to mobile application design and user experience?

**Answer:** That information is not available.

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**Question 37:** Do you have experience working with cross-platform design frameworks or tools that can help ensure the MyDMV mobile application is accessible and consistent across multiple mobile platforms (iOS, Android, etc.)?

**Answer:** That information is not available.

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**Question 38:** (a) Can you elaborate on your approach to creating a design system or style guide for the MyDMV mobile application?  
(b) And how it will facilitate a unified and visually appealing user experience?

**Answer:** (a) That information is not available.  
(b) That information is not available.

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**Question 39:** How will you handle user data and privacy concerns to ensure compliance with relevant regulations, such as GDPR or CCPA, if applicable?

**Answer:** That information is not available.

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**Question 40:** How will you ensure that the MyDMV mobile application maintains consistent branding and design elements with other State of Alaska digital services for a cohesive user experience?

**Answer:** That information is not available.

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**Question 41:** Can you provide examples of mobile applications you've developed, especially those similar in scope or industry to our project?

**Answer:** That information is not available.

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**Question 42:** (a) What is your experience in developing mobile applications for different platforms (iOS, Android, cross-platform).  
(b) And using various technologies?

**Answer:** (a) That information is not available.  
(b) That information is not available.

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**Question 43:** What is your preferred design & development methodology?

**Answer:** That information is not available.

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**Question 44:** What post-launch support and maintenance services are needed?

**Answer:** That information is not available.

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**Question 45:** How many existing DMV systems / databases does the app need to interface with?

**Answer:** That information is not available.

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**Question 46:** Are there any third-party services or APIs that the app should interact with?

**Answer:** Yes.

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**Question 47:** Are there specific design guidelines or branding requirements to follow?

**Answer:** That information is not available.

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**Question 48:** Do you have any wireframes or design ideas in mind?

**Answer:** That information is not available.

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**Question 49:** What security measures are necessary to protect user data and transactions?

**Answer:** That information is not available.

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**Question 50:** Are there any compliance requirements, such as GDPR or accessibility standards, that need to be addressed?

**Answer:** That information is not available.

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**Question 51:** How will user data be collected, stored, and managed?

**Answer:** That information is not available.

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**Question 52:** Are there data privacy considerations to be aware of?

**Answer:** That information is not available.

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**Question 53:** What types of notifications and alerts should the app support?

**Answer:** Renewal reminders, office notices.

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**Question 54:** How will users opt in or opt out of notifications?

**Answer:** That information is not available.

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**Question 55:** What are the testing requirements and expectations for the app? SAST, DAST, Penetration testing, etc.

**Answer:** That information is not available.

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**Question 56:** (a) How will user feedback and suggestions for app improvement be collected and addressed?  
(b) App store reviews or built in survey?

**Answer:** (a) That information is not available.  
(b) That information is not available.

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**Question 57:** Should the app be designed to be accessible to users with disabilities?

**Answer:** Yes.

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**Question 58:** Are there any legal or contractual agreements, such as procurement or vendor contracts, that need to be considered?

**Answer:** That information is not available.

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**Question 59:** Are you considering adding a mobile driver's license to this app?

**Answer:** Yes.

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## Changes to the RFI:

### Change 1:

**REMOVE: RFI, Procurement Officer contact information (page two):** 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](mailto:doa.oppm.procurement@alaska.gov)

**REPLACE: RFI, Procurement Office contact information (page two):** Interested parties must submit a written response by **September 25, 2023, at 12:00 Noon AKST.** Responses must be sent via email to: [doa.oppm.procurement@alaska.gov](mailto:doa.oppm.procurement@alaska.gov)

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**End of Amendment**