

Request for Information

02-115-24



State of Alaska
Department of Administration
Division of Motor Vehicles

Date Issued: January 4, 2024

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.

This request for information (RFI) does not guarantee future work. The information gathered will aid the DMV in conducting market research to ascertain the availability of resources.

Background Information:

The State of Alaska (SOA), DMV is seeking information regarding DMV self-service kiosks which may include a pilot program. Kiosks that may be placed in high traffic areas in Alaska such as Anchorage, Juneau, or Palmer where customers may access the kiosks to accomplish DMV transactions such as renewing vehicle registrations, receiving duplicate tabs and registration certificates, or access to 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 below; and
- 3) Responses in PDF format, including any supplemental attachments.

RFI Questionnaire:

1. Solution Overview:
 - a. Provide a brief overview of your DMV self-service kiosk solution.
 - b. Highlight key features and capabilities.
 - c. Explain how your solution addresses the specific needs of a DMV setting.
2. Technical Specifications:
 - a. Hardware:
 - List the hardware components included in your self-service kiosk.

- b. Software:
 - Describe the software platform supporting your self-service kiosk.
 - Is the software customizable to meet specific DMV requirements?
 - How do software updates and maintenance occur?
 - What is the typical implementation time for those changes?
- c. Network:
 - How do your kiosks connect to a network? Is that connection included in your fee or is it paid for by the state separately?
 - 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?
- 3. Integration:
 - a. How easily does your solution integrate with existing DMV systems?
 - b. Can your kiosk interface with other government databases and systems?
- 4. Security and Privacy:
 - a. Outline the security measures in place to protect user data and transactions.
 - b. How is user privacy, such as PII and PCI, ensured during and after interactions with the kiosk?
 - c. How do you ensure security at public locations for both physical security and privacy?
- 5. User Experience:
 - a. Describe the user interface and user experience design.
 - b. Can the interface be customized to match the branding and requirements of our DMV?
 - c. Are there accessibility features for users with disabilities?
- 6. Maintenance and Support:
 - a. Detail the maintenance requirements for your kiosks.
 - b. What support options are available? How is this supported: if the kiosk prints out paper registrations, who keeps the paper stocked?
 - d. What is the typical response time for addressing issues or providing support?
- 7. Pricing Model:
 - a. Is billing per transaction or is it a flat rate?
 - c. Provide a general fee arrangement and benchmark cost for your self-service kiosk system.
- 8. Demonstration or Pilot:
 - a. Outline how you would conduct a demonstration and/or pilot for three kiosks.
 - b. Specify the duration and location option(s) for a demonstration and/or pilot for three kiosks.
- 9. Additional Information:
 - a. Is there any additional information or features you would like to highlight that were not covered in the questionnaire?
 - b. What types of transactions do you support?
 - Are the kiosks capable of registration renewals, new registrations, driver's license renewals, or other services?

10. References:

What if any jurisdictions have you provided a self-service kiosk system?

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 at the sole discretion of any interested party's expense.

Procurement Officer contact information:

Interested parties must submit a written response by January 15, 2024, at 2:00 PM AKST. Responses must be sent via E-mail 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