# Request for Information
# 02-116-24

State of Alaska
Department of Administration
Division of Motor Vehicles

**Date Issued: January 16, 2024**

## TELE-DMV REMOTE WORKSTATIONS

### *Introduction:*

The Department of Administration (DOA), Division of Motor Vehicles (DMV), is seeking information from qualified vendors who provide TELE-DMV Remote Workstations.

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 TELE-DMV Remote Workstations. Due to the vast geographic area of Alaska, experience with local entities to house TELE-DMV Remote Workstations is preferred but not required. Workstations that allow DMV customers to visit a remote location and video conference with DMV staff working in established DMV office locations. The TELE-DMV Remote Workstation should include features such as:

- Touchscreen monitor;
- Signature-pad (dependent on whether software allows for touchscreen customer signatures);
- Low profile camera for high quality photo capture and video, keyboard, mouse;
- Duplex scanner, printer (scanned documents should be instantaneously available to DMV staff),
- Credit card payment device; and
- Remote internet solution such as Starlink.

The customer should not have access to the computer device beyond the software environment. The camera should be able to take pictures, with a virtual white background, for licensing purposes. There should be a queue that multiple workstations, in different geographic locations, feed into. A queue that would be accessible to DMV staff in any established DMV office.

### *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 TELE-DMV Remote Workstations.
    b. Highlight key features and capabilities.
    c. Explain how your solution addresses the specific needs of a DMV setting.
    d. Is your solution scalable or is there a minimum number of workstations that you recommend.

2. Technical Specifications:
    a. Hardware:
        - List the hardware components included in your TELE-DMV Remote Workstations.
    b. Software:
        - Describe the software platform supporting your TELE-DMV Remote Workstations.
        - 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?
        - Describe your customer queuing system for handling simultaneous customer interactions
    c. Network:
        - How do your workstations connect to a network? Considering the considerable remoteness of Alaska, please provide a satellite option. Is that connection included in your fee or is it paid for by the state separately?

3. 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 workstation?
    c. How do you ensure security at public locations for both physical security and privacy?

4. 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?

5. Maintenance and Support:
    a. Detail the maintenance requirements for your workstations.
    b. What support options are available? How is this supported: ie. who keeps the paper stocked?
    c. What is the typical response time for addressing issues or providing support?
    d. In your experience, do local partners require a fee to house these workstations?
        - If local partners require a fee, is that included in your fee or is it paid for by the state separately?

6. Pricing Model:
    a. Provide a general fee arrangement and benchmark cost for your TELE-DMV Remote Workstations.

7. Additional Information:
    a. Is there any additional information or features you would like to highlight that were not covered in the questionnaire?

8. References:
    What if any jurisdictions have you provided a TELE-DMV Remote Workstations?

**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 26, 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