

# Request for Information

## 02-124-24



State of Alaska  
Department of Administration  
Division of Motor Vehicles

**Date Issued: March 20, 2024**

### DMV AGENT SERVICES – BARROW

#### **Introduction:**

The Department of Administration (DOA), Division of Motor Vehicles (DMV), is seeking information from qualified vendors who could provide DMV commissioned agent services in Barrow, Alaska.

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 from vendors who are qualified to provide DMV commissioned agent services in Barrow, Alaska. DMV services such as motor vehicle titles, registrations, registration renewals, issuing driver's licenses and identification cards, and conducting non-commercial road skill tests. Registrations include boat, snow machine, and motor vehicle registrations.

Commission agents are required to maintain a store front and have regularly scheduled business days and hours during which DMV services are available to the public. Business hours must be between 7 a.m. and 7 p.m. Office must be open a minimum of 20 hours, three days per week, and a minimum two hours each day open. In performing services, commission agents are required to comply with all federal, state, and local statutes, ordinances, regulations, and codes relating to the conduct of business and the operation of business premises, including the Americans with Disabilities Act.

#### **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;
3. Level of experience in providing customer service and services to the public including number of years' experience held; and
4. Responses in PDF format, including any supplemental attachments.

**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 May 1, 2024, at 2:00 PM AKST. Responses must be sent via E-mail to [doa.oppm.procurement@alaska.gov](mailto:doa.oppm.procurement@alaska.gov)

All questions must be in writing and emailed to [doa.oppm.procurement@alaska.gov](mailto:doa.oppm.procurement@alaska.gov)

Attention: Lisa Trombi, Department Procurement Manager

Department of Administration, Division of Motor Vehicles

Office of Procurement and Property Management