

**STATE OF ALASKA ITB # 2026-0200-0021 / 02-108-25
AMENDMENT ONE**

RETURN THIS AMENDMENT TO THE ISSUING OFFICE AT:



Department of Administration
Office of Procurement and Property Management
515 E Dahlia Ave. Ste 140
Palmer, AK 99645

THIS IS NOT AN ORDER

DATE AMENDMENT ISSUED: August 13, 2025

ITB NUMBER: 2026-0200-0021 / 02-108-25

ITB TITLE: DMV Agent Services Susitna (Trapper Creek)

ITB OPENING DATE AND TIME: August 22, 2025, 2:00 PM AKST

This amendment is being issued to provide questions and answers, and changes.

In order for your bid to be considered responsive this amendment, in addition to your original bid, must be received by the issuing office of the Office of Procurement and Property Management prior to the time set for the bid opening.

Taylor Ladner
Procurement Specialist
Email: doa.oppm.procurement@alaska.gov

NAME OF COMPANY

SIGNATURE

DATE

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Questions submitted by potential bidders and answers from the state:

Question 1: ITB Sec. 1.02 - Is the 300,000 to 367,500 estimate the total for the initial 2 years only or does it include the 3 optional renewal years as listed in Attachment 5?

Answer: The budget is for the total life of contract, all 5 years.

Question 2: Attachment 2, Appendix J, II.B.1 - What are accountable documents?

Answer: The accountable documents are defined the same as “accountable inventory”; refer to Appendix J-Contract Agent, page 1, Sec. I. General Provisions, B. Definitions, bullet number 1.

Question 3: Attachment 2, Appendix J, III.A.4 - Define the Division?

Answer: Division refers to Division of Motor Vehicles. See Change 1 below.

Question 4: Attachment 2, Appendix J, III.A.5 –

- We don't currently provide road skills/active driving tests, what would be the extra burden and
- is there any added financial aid/reimbursement for conducting driver's license skills tests for any or all classes of license?

Answer:

- Refer to Appendix J-Contract Agent, page 3, Sec. III Responsibilities of the Contract Agent, A. Personnel, bullet number 5. Failure to provide these services will result in suspension and/or termination of contract.
 - There are no added financial aid or reimbursements. It is included in the overall cost of the contract.
-

Question 5: Attachment 2, Appendix J, III.C.1&2 –

- Could it be bid for Talkeetna downtown?
- What are your location restrictions?
- What services would be mandatory starting approximately Oct 1?
- Is Training available between awarding and starting for all said services?

Answer:

- Yes, see Change 2 below.
 - DMV requests a reasonable distance from the area. As the areas are spread apart, we would want to make the final determination on if it is a reasonable location for serving the needs of that community. We would like to add that DMV services are provided for the exact cost the DMV provides them, which is mandated by statute.
 - The services required on October 1 is dependent on completed training courses with acceptable audit minimums being reached. DMV will work directly with the Contract Agent to ensure acceptable audit minimums are achieved before services are mandatory.
 - Basic Vehicle, CDL Issuance, and Non-Commercial Road Examiner courses are available before October 1. DMV will work directly with the Contract Agent to ensure acceptable audit minimums are achieved before the next tier of training.
-

Question 6: Attachment 2, Appendix J, III.D.3 –

- Does that mean on top of 'move-it' all originals and a 'Receipt for received batch work' form will be provided and mailed as well?
- Is this new?
- No more shredding or holding batch work locally for 3 months.
- Would this postage be reimbursable like titles sent to lien holders, referencing II.B.7?

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Answer:

- No, see Change 3 below.
 - No, see Change 3 below.
 - Only MOVEit uploads are required. There is no more requirement for a 'receipt of batch work' this is from an older process. Batch work must be held for 60 days prior to shredding so long as audits have been received from DMV.
 - Not applicable.
-

Question 7: Attachment 2, Appendix J, III.D.4 –

- We currently email supply/contract services. Is that the DMV warehouse?
- We no longer have a fax line, is it required to be faxed through an audio line? Or an app?

Answer:

- Yes, see Change 3 below.
 - No, see Change 3 below.
-

Question 8: Attachment 2, Appendix J, III.D.6 –

- Are we allowed to recoup ourselves in the form of credit card convenience fees or returned/bounced check fees?
- Similarly, if doing business downtown there's a sales tax, am I allowed to recoup sales tax from the customer, or would it be waived for providing state services, not sales?

Answer:

- No, see Change 2 below.
 - No, see Change 4 below.
-

Question 9: ITB Sec. 2.15 –

- What applies?
- No warranty implied for services already rendered.
- What do I maintain besides batch work if we are still retaining originals for audit?
- What parts?

Answer:

- None
 - Not Applicable
 - Only batch work needs to be maintained, and they must meet the requirements of the Partner Batch Work Retention Policy. Please see attached (Attachment 7 – Document Retention).
 - Not Applicable
-

Question 10:

- For services starting October 1st, how does the contract start?
- What would it look like?
- And for training?
- Contractually how much do I have to have done before October 1st should I be awarded the contract?

Answer:

- The contract starts by offering the services currently available.
- If no one is trained, DMV will begin by offering the earliest available training for basic services. From there, we will conduct initial audits. Once those audits are passed, we will then work towards upscaling to advanced transactions and offering those trainings.
- See above. Training will be offered as is on our training schedule and according to the current tier of training by each individual representative.
- DMV will begin training on the activation of the contract and based on onboarding documentation received for each individual employee.

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Question 11: I don't see a stipulation currently in the invitation to bid for a location like it used to be within so many miles of Trapper Creek, technically. But I don't see a stipulation for that. Currently in this contract, is that accurate?

Answer: See Change 2 below. DMV would request a reasonable distance from the area. As the areas are spread apart, we would want to make the final determination on if it is a reasonable location for serving the needs of that community.

Question 12:

- Does DMV collect bounced check fees or credit card merchant fees?
- Is that taken from somebody else or does DMV absorb those fees?

Answer:

- No.
 - DMV absorbs those fees, and we consider that a reasonable cost of doing business. DMV would not support a contractor charging any additional fees beyond the required DMV fees for any reason.
-

Question 13:

- Would there be language added on for not having credit card fees?
- I don't see the part where it says I have to charge what you're charging either.

Answer:

- Yes, see Change 2 below.
 - See Change 4 below.
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Question 14: Is there any way I can receive an e-mail with the requirements for a skills test if I wanted to develop one locally?

Answer: Yes, send the request to the procurement officer and the requirements will be provided.

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Changes to the ITB:

Change 1: Attachment 2 – Appendix J-Contract Agent, page 3: Section III. Responsibilities of the Contract Agent, A. Personnel:

REMOVE: bullet number 4:

The Contract Agent will notify the ~~Division~~ immediately of the resignation or termination of an Agent DMV Representative.

REPLACE: with the following for bullet number 4:

The Contract Agent will notify the **DMV** immediately of the resignation or termination of an Agent DMV Representative.

Change 2: ITB Section 2.01 Scope of Work, page 8:

REMOVE: bullet number 3 and 4:

3. The bidder must maintain a store front and have regularly scheduled business days and hours during which services under this contract are available to the public. The business hours required are between 7:00 AM and 7:00 PM Alaska Time, open a minimum of 20 hours a week, three days per week, and a minimum of two hours each day open. Changes to business days and/or hours may be made no more than once every three months and must be approved, in advance, by DMV. Office closure is permitted for a total of three weeks per year but no more than two consecutive weeks, and only one week between May 1 and August 31. One day office closures are counted as part of the three-week total. Office closures in excess of three weeks will result in a prorated reduction of the contract amount to the contract awardee.
4. The bidder shall be responsible for any and all losses or shortages in the proceeds and fees to be collected and for all costs of doing business including, without limitation, credit card fees, costs of collection of checks received without sufficient funds, other bad debts, taxes, and operating expenses.

REPLACE: with the following bullet number 3 and 4:

3. The bidder must maintain a store front **within reasonable distance of the Susitna Valley / Trapper Creek area, agreed to by DMV,** and have regularly scheduled business days and hours during which services under this contract are available to the public. The business hours required are between 7:00 AM and 7:00 PM Alaska Time, open a minimum of 20 hours a week, three days per week, and a minimum of two hours each day open. Changes to business days and/or hours may be made no more than once every three months and must be approved, in advance, by DMV. Office closure is permitted for a total of three weeks per year but no more than two consecutive weeks, and only one week between May 1 and August 31. One day office closures are counted as part of the three-week total. Office closures in excess of three weeks will result in a prorated reduction of the contract amount to the contract awardee.
 4. The bidder shall be responsible for any and all losses or shortages in the proceeds and fees to be collected and for all costs of doing business including, without limitation, credit card fees, costs of collection of checks received without sufficient funds, other bad debts, taxes, and operating expenses. **The bidder shall not collect additional fees to recoup costs of business.**
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Change 3: Attachment 2 – Appendix J-Contract Agent, page 5: Section III. Responsibilities of the Contract Agent, D. Financial:

REMOVE: bullet number 3 and 4:

3. ~~On the first day of the business week, a Receipt for Received Batch Work and supporting documents for all transactions processed in the preceding week must be mailed to: Division of Motor Vehicles, Contract Services, 4001 Ingra Street, Suite 101, Anchorage, AK 99503.~~
4. Complete a quarterly inventory report and fax to the DMV ~~warehouse~~.

REPLACE: with the following for bullet number 3 and 4:

3. **Refer to Partner Batch Work Record Retention Policy regarding the retention and disposal of physical batch work.**
 4. Complete a quarterly inventory report and fax **or email** to the DMV **Supply/Contract Services**.
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Change 4: ITB Section 2.01 Scope of Work, page 9:

REMOVE: bullet number 11:

The bidder must transfer funds collected on behalf of DMV with the procedures outlined in Appendix J – Contract Agent (Attachment Two) on a daily basis through the DMV's ALVIN system.

REPLACE: with the following for bullet number 11:

The bidder must provide DMV services for the exact cost, as required by statute, on behalf of DMV. DMV services are exempt from sales tax. The bidder must transfer funds collected on behalf of DMV with the procedures outlined in Appendix J – Contract Agent (Attachment Two) on a daily basis through the DMV's ALVIN system.



**STATE OF ALASKA DMV PARTNER SERVICES
PARTNER BATCH WORK RECORD RETENTION POLICY**

1) Purpose

The purpose of this Policy is to ensure that batch work is uploaded in compliance with the Business Partner contract Appendix B III.F.3 and Commissioned Agent agreement III.E.3 and to determine the period of time that physical batch work is retained by the offices.

2) Policy

This Policy represents the State of Alaska DMV Partner Services policy regarding the retention and disposal of physical batch work for Business Partners and Commissioned Agent offices.

3) Application

- "Batch Work" means all transactions and supporting documentation completed under a Batch Control Number.
- "Business Partner" or "Partner" is a business that has an Alaskan business license and operates its business in the State of Alaska, whose employees have been trained in accordance with DMV instructions to perform services and/or process transactions on behalf of DMV under the Contract.
- "Commissioned Agent" means the signatory government agency that is authorized to do all DMV transactions including Class D, M1, and all commercial class road tests, and to receive a commission for those services.
- "MOVEit" means a web-based application used to safely and securely transmit batch work electronically from Business Partner to DMV.

4) Procedure

Physical batch work is to be kept and securely stored until the audits for the corresponding month are completed. This will help in identifying any missing documents and correcting any recalls. Once the audits are done for a particular month, review and rectify any recalls before disposing of the physical batch work. It is crucial to make sure that all the missing documents from that time period have been uploaded to MOVEit. Therefore, physical batch work should not be disposed of until all the documents from that period have been accounted for.