

Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DIS. The Prospective Contractor may add as many lines as needed. DIS would strongly prefer the Prospective Contractor to ask multi-part questions as individual questions on separate lines.

Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Answer
1	Page 6, Paragraph 1, Section 2.2	Describe the funding model(s) your organization would require to provide these services.	Please confirm whether a fixed-fee funding model will meet State of Arkansas objectives for this question, or if the state prefers a Consumer Pays model.	DFA wants to know the model vendors use where they have implemented the mDL
2	Page 6, Paragraph 3, Section 2.3	Explain how the mDL solution would allow users to access DFA online services and any other state department’s online services as online identity authentication.	Please confirm whether "DFA online services and any other state department’s online services" utilize a single, centralized identity and access management system for single sign-on.	No
3	Page 6, Paragraph 5, Section 2.2	Provide in detail the different levels of support response times for the service incidents. Example: Critical, Major, and Minor incidents.	Please confirm whether State of Arkansas has SLA threshold requirements that must be met through this solution.	Not at this time. This is the intent of this RFI to receive examples of SLA's used in other mDL implementations in order to draft an RFP.
4	Page 6, Paragraph 6, Section 2.2	Describe how your organization would track and notify appropriate personnel of legislation that may impact the State’s e-government objectives.	Please provide the State’s e-government objectives which require notification to appropriate personnel of legislation if impacted by the solution.	The purpose of this element in the RFI would be to obtain information from the vendor community as to how they provide notification in relation to legislative or other governing requirement which would manifest in required system or end user app changes, or changes in mDL verifier processes.
5	Page 6, Paragraph 5, Section 2.3	Describe how this solution can be utilized by law enforcement and other mDL verifiers.	Please confirm whether the State envisions a separate mDL Verifier Mobile App for attended mDL App transactions to satisfy this requirement.	DFA wants to know the model vendors use where they have implemented the mDL
6	Page 7, Paragraph 4, Section 2.4	How would you ensure that mDL verifiers adhere to Department defined processes for onboarding and approval?	Please provide the if DFA has relevant Department defined processes for onboarding and approval.	DFA wants to know the model vendors use where they have implemented the mDL
7	Page 7, Paragraphs 1 & 4, Section 2.4	What is your technical and business solution for managing authorized verifiers? How would you ensure that mDL verifiers adhere to Department defined processes for onboarding and approval?	Please confirm whether an App holding an Arkansas mDL should respond at mDL Holder discretion to only authorized verifiers with response limited to readers and websites that have been pre-authorized by DFA. Is the desired usage limited to within the state ecosystem? Is over-the-internet usage restricted differently than in-person?	Yes, DFA wants to know how vendors have implemented this in other states. This would not be limited to AR.

8	Page 4, Paragraph 6, Section 1.8	Customer support must be provided by the Contractor for any questions and resolving any issues regarding the mDL and mDL App. Customer support shall be available 24 hours a day, 7 days a week, 365 days a year.	Please confirm whether the State intends to use state's existing first line support for end user inquiries regarding the mDL/mDL App and have the Contractor provide Level2-3 support 24x7x365 for issue resolution as required.	DFA wants to know how vendors are providing support to other states that have implemented the mDL
9	Page 6, Paragraph 2, Section 2.3	Describe your organization's approach to developing and maintaining a business plan.	Please confirm whether the State is looking for Contractor approach to maintaining a detailed project plan for the solution, or whether the State is looking for a Contractor approach to developing a business plan to outline recommended solution strategy, goals, and objectives for the State.	Contractor approach to developing a business plan to outline recommended solution strategy, goals, and objectives for the State. DFA wants to know what approach vendors have used for other states that have implemented the mDL
10	Page 8, Paragraph 1, Section 2.6	Describe how technical security works in your solution, for both mDL and online identity authentication for customers using DFA online services.	Since solution and product technical security details are best kept confidential to mitigate exploitation, can relevant portions of this response (not the entire response) be marked as confidential?	Contractors may submit a redacted version of their response for release in the event of a Freedom of Information Act Request.
11	Page 8, Paragraph 1, Section 2.6	Explain how your solution provides disaster recovery to prevent loss of services or data.	Can Disaster Recovery process be marked as confidential to mitigate exploitation?	Contractors may submit a redacted version of their response for release in the event of a Freedom of Information Act Request.
12	Page 2, Paragraph 1, Section 1.1 A	The State of Arkansas is issuing this Request for Information (RFI) as specified below. Responses are to be submitted by 12pm CST, 12/15/2023 as an e-mail attachment in Microsoft or Adobe format.	Please confirm any email file size limitations for this response.	We are unaware of any specific size limitations at this time. If you have difficulty submitting, please reach out to Shane Phillips at 501-324-9322 or Shane.Phillips@arkansas.gov
13			I am reaching out to respectfully request an extension for the posted due date. An extensive would allow responding vendors the opportunity to provide a full and comprehensive response allowing Arkansas DMV to make a fully informed decision as they look to implement mDL and all that encompasses for Arkansas citizens as well as monetization opportunities for state. We appreciate any consideration allowing for this extension.	We gave the most liberal deadline as possible with the timeline that we have established. Hopefully, you will be able to respond by the deadline which is December 15th.