



STATE OF ARKANSAS
DEPARTMENT OF TRANSFORMATION AND SHARED SERVICES
OFFICE OF STATE PROCUREMENT
501 Woodlane St., Ste. 220
Little Rock, Arkansas 72201-1023

REVISED REQUEST FOR INFORMATION
SOLICITATION DOCUMENT

Note: Changes to the RFI are indicated in red font

SOLICITATION INFORMATION			
Solicitation Number:	RFI-2025-02	Solicitation Issued:	September 24, 2024
Description:	Government Services Portal		
Department:	Department of Finance & Administration		

SUBMISSION DEADLINE AND DELIVERY OF RESPONSE DOCUMENTS			
Response Due Date:	November 15, 2024	Proposal Opening Time:	4:00 PM, Central Time
<p>Responses should be submitted in one of two ways:</p> <ul style="list-style-type: none">As an email attachment in standard document or pdf format to the TSS OSP Procurement Specialist email address listed below. Include the RFI Solicitation Number as the subject line.On a flash drive mailed in a sealed package to the following address (the outer packaging of mailed responses should be labeled with the TSS OSP Procurement Specialist's name and the RFI Solicitation Number): TSS Office of State Procurement 501 Woodlane Street Suite 220 Little Rock, Arkansas 72201			

TSS OFFICE OF STATE PROCUREMENT CONTACT INFORMATION			
TSS OSP Procurement Specialist:	Shane Phillips	Procurement Specialist's Direct Phone Number:	501-324-9322
Email Address:	Shane.Phillips@arkansas.gov	TSS OSP's Main Number:	501-324-9316
TSS OSP Website:	transform.ar.gov/procurement/		

SECTION 1 – OVERVIEW

1.1 GENERAL INTRODUCTION

The Office of State Procurement (OSP) is issuing this Request for Information (RFI) to obtain information from industry experts regarding a Government Services Portal and examples of pricing models within the industry.

Information gathered from this RFI may be used to:

- Learn about new technologies, innovations, and approaches to these services
- Make decisions about future project scope, program structure, and what might be reasonably asked of a potential contractor
- Gauge the level of qualified interest from potential contractors
- Potentially inform the development of a future formal solicitation

No contract will be awarded as a result of this RFI.

Responses will not be reviewed on a competitive basis, and OSP does not intend to establish or publish formal results. An organization's response to the RFI, or lack thereof, will have no impact on the evaluation of responses to any subsequent formal solicitation.

1.2 PROJECT OVERVIEW

The Department is interested in implementing a Government Services Portal to provide a single, secure, online access point for organized information. It is the intent of the Department to solicit a Contractor to develop, test, and implement the Government Services Portal. Contractor responsibilities would include, but not be limited to managing, supporting, overseeing the enrollment of the overall Government Services Portal solution, and establishing standards and requirements for Arkansas state departments and other entities that want to engage with the Government Services Portal program. DFA envisions citizen access using the State's new mobile driver's license application (provided by IDEMIA Identity & Security LLC) for online identity authentication while using the online services. Initial existing DFA online services that may be included in the portal are ATAP, ARSTAR and OCSE MyCase.

1.3 KEY FEATURES OF RESPONDENTS

- A. The State seeks information from qualified respondents who have knowledge of best practices in the industry and among public entities.

1.4 QUESTIONS REGARDING THE RFI

- A. TSS OSP is the sole point of contact on this RFI. Interested respondents should not contact the Department directly.
- B. Respondents should submit questions regarding this RFI to TSS OSP Procurement Specialist on page one (1) of the Solicitation document.
- C. Questions should be submitted using the *Template Q-1 Written Questions* file attached to the RFI posting and **must** be received by October 42, 2024.
1. For each question submitted, interested respondents should reference the specific RFI item number to which the question refers, if applicable.
- D. Submitted questions may be consolidated and responded to by the State, as deemed appropriate, on or about ~~October 28~~ November 1, 2024.
- E. The State may decline to answer submitted questions.

1.5 RESPONDING TO THE RFI

- A. Respondents should use the *Information Response Packet* to submit their responses.
- B. Respondents should prepare responses simply and economically, providing straightforward, concise descriptions of the solution(s) available, ~~adhering to the page limits specified in the Information Response Packet.~~

- C. The State **shall** have the right to use all ideas, or adaptations of those ideas, contained in any response received to this RFI. While responses to this RFI are optional, all knowledgeable parties are strongly encouraged to provide complete responses.
- D. The State may exercise the option to further discuss the details of submitted response with one or more respondents if it is determined to be in the best interest of the State, but responding or not responding to this RFI will not determine future partnerships.

1.6 PRICING MODEL

- A. The State is specifically requesting information on how to establish a general price sheet that could apply across multiple vendors so as to maximize competition and allow for adequate price comparison.
- B. Respondents should provide general pricing models, but specific pricing for these services **shall not** be submitted.

1.7 PROPRIETARY INFORMATION

- A. The release of public records is governed by the Arkansas Freedom of Information Act (Arkansas Code Annotated § 25-19-101 et. seq.).
- B. Submission documents pertaining to the RFI become the property of the State and are subject to the Arkansas Freedom of Information Act (FOIA).
- C. In accordance with FOIA, and to promote maximum competition, the State may maintain the confidentiality of certain types of information described in FOIA. Such information may include trade secrets and other information exempted from public disclosure pursuant to FOIA.
- D. Consistent with and to the extent permitted under FOIA, a respondent may designate appropriate portions of a response as confidential by submitting a redacted copy of the response.
- E. By so redacting information contained in the response, the respondent warrants that, after having received such necessary or proper review by counsel or other knowledgeable advisors, it has formed a good faith opinion that the portions redacted are not considered public records under FOIA.
- F. If a respondent deems part of the information contained in a response not to be a public record, the respondent should submit one (1) complete copy of the submission documents from which any proprietary or confidential information has been redacted in their response. Except for the redacted information, the redacted copy should be identical to the original copy, reflecting the same pagination as the original and showing the space from which information was redacted.
- G. The respondent is responsible for identifying all proprietary information and for ensuring the electronic copy is protected against restoration of redacted data.
- H. The redacted copy will be open to public inspection under the FOIA without further notice to the respondent. If the State deems redacted information to be subject to a public record request under FOIA, the State will endeavor to notify the respondent prior to release of the redacted record.
- I. The State has no liability to a respondent with respect to the disclosure of respondent's confidential or proprietary information ordered by a court of competent jurisdiction pursuant to FOIA or other applicable law.

SECTION 2 – RFI CATEGORIES

2.1 GENERAL REQUIREMENTS

- A. The Contractor **shall** provide Government Services Portal to provide a single, secure, online access point for organized information.
- B. The Contractor **shall** develop, test, and implement the proposed system.
- C. The Contractor **shall** provide all services related to the proposed system including but not limited to managing, supporting, overseeing the enrollment of the overall Government Services Portal solution, and establishing standards and requirements for Arkansas state departments and other entities that want to engage with the Government Services Portal program.
- D. The system **must** allow for payments to be completed for the tasks conducted in the portal with participating systems.
- E. The system **must** allow other Arkansas State departments to integrate with the online identity authentication to log in and use other government privileges through Government Services Portal. The initial services to be integrated are those managed by DFA and include: ATAP (AR Taxpayer Access Point), MyDMV, ARSTar, OCSE MyCase, Lottery Retailer Portal, and the AR Alcohol Beverage & Tobacco Control Permit Renewal & Fine Payment System.
- F. The system **must** be designed to integrate seamlessly with the Arkansas Data Hub. The Arkansas Data Hub will serve as the centralized integrated data system for all master data management, entity resolution, and integration services. The solution must be developed to utilize the Arkansas Data Hub as the primary exchange point for accessing and managing data from participating systems.
- G. The Contractor **shall** provide access to the system through a secure, web-based portal.
- H. The system **must** be hosted from within the continental United States.
- I. The system **must not** be accessed from **outside** the continental United States.
- J. The system **must** require two factor authentication for access.
- K. To maintain the most current federal and state statutes and mandates, the Government Services Portal infrastructure and system **must** be updated for all required upgrades/updates to participating systems, legislative changes, or federal and state standards.
- L. The system **must** allow for Arkansas drivers and State ID holders to use the mobile driver license as proof of identification for multiple purposes including as a login to validate authorization to access online state services
- M. The system **must** allow users that do not have a mobile driver's license to create an account to access online state services.
- N. The Contractor **shall** be responsible for providing Maintenance and Technical Support for the life of the contract. Technical Support **must** be provided to state employees by the Contractor for any questions and resolving any issues regarding the Government Services Portal 24/7.
- O. Customer support (end user) **must** be available during business hours (8:00 am-4:30 pm) as well as designated evening (until 8:00 pm M-F) and weekend hours (9:00 am-5:00 pm).
- P. The Contractor **shall** conduct testing and training for the Government Services Portal in advance of go-live.

2.2 TIMELINE

The Contractor's response **must** include a timetable that will include product configuration, deployment, testing, and acceptance.

2.3 PROJECT MANAGER

A. Contractor **shall** provide a Project Manager (PM) who is familiar with government services portal development and who is experienced in project management best practice methodology. The Project Manager's Responsibilities **shall** include but not be limited to:

- Serve as the main point of contact.
- Work with DFA project team to prioritize and plan the activities for the duration of the engagement.
- Establish lines of communication and frequency of reporting.
- Review and communicate the status of the project with periodic status reports and/or conference calls that highlight performance on planned tasks, as well as any issues or other areas requiring attention by DFA, state department, or Contractor.
- Monitor quality of the project and establish effective communications with state staff, while maintaining focused, high-quality effort through project completion.
- Create an implementation schedule with all necessary tasks and associated timelines.
- Attend any appropriate Contractor or State Planning meetings that require PM participation and provide follow-up Action Items.
- Generate project status report.
- Schedule resources for tasks associated with the project.
- Perform risk and issue management.
- Escalate any issues that may inhibit project progress to DFA Management.
- Project closeout and completion.