

State of Arkansas
Government Services Portal
RFI-2025-02
Template O-1 - Written Questions

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. The Prospective Contractor may add as many lines as needed. The State 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.

1	General		Can you confirm whether a contract will be awarded based on this RFI, or if a formal RFP will be released following the review of submissions?	No award will be issued from the RFI. RFI response will be used to inform a potential future solicitation for the described services.
2	General		What evaluation criteria will be used to assess submissions in response to the RFI or any subsequent RFP?	RFI responses are not evaluated.
3	General		Is there a preference or expected level of involvement for Arkansas-certified Minority Business Enterprises (MBEs) or Women-Owned Small Businesses (WOSBs) in the execution of this project?	No.
4	General		Will there be any specific points awarded for Arkansas-based vendors or vendors with AR certifications like MBE and WOSB?	No.
5	General		The RFI advises adhering to the page limits specified in the Information Response Packet, but the packet doesn't seem to include any directions on length. Is there a page limit for the response?	No.
6	Opening Date		We would like to request an extension of 7 business days on the due date.	Date changes are in effect. Please see revised RFI.
7	Budget		What is the anticipated budget for the Government Services Portal project?	The State has determined this information is not needed for bidders to provide a response to the RFI.
8	Pricing		<p>Please clarify. RFI section 1.6 says "requesting information on how to establish a general price sheet" and "specific pricing for these services shall not be submitted." However, the RFI Response document asks for:</p> <p>A. Provide the estimated cost of a proposed solution, including but not limited to:</p> <ol style="list-style-type: none"> 1. Initial implementation cost. 2. Total cost over seven (7) years. 3. Maintenance and support for the term of a 7-year contract. 4. Projected recurring costs 	The State is seeking to understand the potential cost of a solution including implementation as well as maintenance and support of the solution. The State is seeking estimated for budgeting and planning purposes, not an actual specific cost for the project.
9	General		Would you elaborate whether the approach is to modify / upgrade the existing wordpress portal https://portal.arkansas.gov/ or build the next stage of the services that the residents can consume post a SSO?	Integration with the existing portal arkansas.gov is not required.
10	General		If it is latter (answer to the question above), have the services, required to be built, already been identified? Can you provide a list of services?	The initial set of services has been identified in the RFI.
11	General		It appears the ask is only to develop & maintain the portal. Is the Experience Design for the portal services already done? If yes, would the state be willing to provide access to these documents?	Experience design is expected to be part of the scope of the proposal.

12	General		Can you please provide the technologies that the current ATAP, ARSTAR & OCSE MyCase applications are built on?	For the purposes of this RFI , the specific interface technology will not be disclosed. However, it is anticipated that industry standard webservices would be used for any required integrations.
13	Portal Features	2.1	Please explain how the information will be organized to “provide a single, secure, online access point for organized information”	The Government Services Portal will serve as a centralized, secure entry point, designed to provide citizens with seamless access to various state services through a user-friendly interface that provides personalized services on any device.
14	Portal Features	2.1	What (if any) features and functionality would the portal provide beyond the stated objective of securing centralized access to other DFA services?	The initial set of services has been identified in the RFI.
15	Portal Features	2.1.A	What user experience (UX) standards should be followed to ensure accessibility, such as WCAG (Web Content Accessibility Guidelines) compliance.	In regard to user experience, the state seeks to obtain information in regard to best practices in use by industry bidders as a result of the RFI.
16	Portal Features 2.1.A.	Overall Government Services Portal solution, and e	What does managing enrollment look like?	It is the intent of this RFI for potential bidders to provide the State options on how best to manage enrollment, and to use this information to draft an RFP's requirements.
17	General Requirements and Scope	2.1.A, 2.1.C	Are there specific standards and requirements that must be met for integrating other Arkansas state departments with the Government Services Portal?	Standards and requirements for integration with the portal will be department specific.
18	General Requirements and Scope	2.1.B	Does the Department prefer specific technology, platform, or cloud service providers for the portal?	For the purposes of this RFI, the specific technology, platform, or cloud service providers for the portal are to be determined. The goal of this item within the RFI is to gain information regarding potential bidders capabilities for the proposed system.
19	General Requirements and Scope		What payment provider is currently being used?	Credit card payments are handled by ACI for taxes and INA for DSMV
20	Portal Features	2.1.D	What are the specific requirements for the secure payment feature of the portal? Are multiple payment gateways expected to be supported?	NACHA requirements must be followed. The state is unsure of the necessity for multiple payment gateways.
21	Portal Features	2.1.D	Whether the portal is expected to support digital wallets in addition to standard payment gateways.	The State is unsure at this time of the necessity for multiple payment gateways.
22	Portal Features		How many agencies will require access?	The user base of the Government Services Portal is the general public.
23	Portal Features	2.1.E	Which services managed by DFA (e.g., ATAP, ARSTAR, MyDMV) will be prioritized for integration into the initial launch, what are the considerations for prioritization? and what timeline should be considered for each?	The State has not determined the priority and timeline of the services to be integrated.
24	Authentication and Security	2.1.E	Are there any personas other than citizens and state agency personnel (e.g. lottery retailers) that would need to access the portal? If so, would they need to be authenticated differently from the others?	Potentially. To be determined upon discovery.

25	Authentication and Security	2.1.E	Regarding Section 2.1, Item I: Can you clarify the statement, "The system must not be accessed from the continental United States"? Should this be interpreted as "from outside the continental United States"?	The statement should read: The system must not be accessed from outside the United States and its territories. Please see revised RFI.
26	Authentication and Security	2.1.E	Regarding Section 2.1, Item J: Does the state currently have a provider for two-factor or multi-factor authentication (2FA/MFA)?	The State anticipates that multifactor authentication services in relation to the services anticipated by this RFI would be included in bidder solution offerings subsequent to an RFP.
27	Authentication and Security	2.1.E	Can you clarify where any Personally Identifiable Information (PII), Protected Health Information (PHI), or HIPAA-regulated data would be stored?	All data will be hosted in a state-managed environment.
28	Portal Features	2.1.E	Is it safe to presume that the DFA services accessed through the portal are mutually exclusive, with no interdependencies around data and/or process?	No
29	Portal Features	2.1.E	Do you foresee any scenarios where the same user session on the portal might span access to more than one DFA service e.g. MyDMV and ARSTAR?	Potentially
30	Integration Requirements	2.1.E	Are there any scenarios that require long-lived transactions with data consistency across system boundaries e.g. for payment processing?	Potentially
31	Portal Features	2.1.E	Besides login and authentication, what if any parts of the current UX for each of the participating systems will need to adapt to access routed via the portal?	Access will be facilitated by the Arkansas Data Hub.
32	Integration Requirements	2.1.E, 2.1.F	Are there existing APIs for services like ATAP, ARSTAR, and OCSE MyCase to facilitate integration, and what customization level is expected for integrating these systems? If there are any middleware requirements for integration—will an integration platform be used, or will direct connections be established?	APIs and other integration methods can be made available for all participating systems via the data hub.
33	Integration Requirements	2.1.E, 2.1.F	If the existing services do not have APIs, assuming we are not aware of any modernization effort, can we recommend a custom integration approach.	APIs and other integration methods can be made available for all participating systems via the data hub.
34	Data Management	2.1.F, 2.1.G	What are the data privacy and compliance requirements for managing citizen data through the Government Services Portal, especially concerning the Arkansas Data Hub?	Data privacy and security requirements depend upon the relevant State and Federal regulations for the participating programs, the data included in the portal, the intended usage, and additional governance policies implemented by the Chief Data Officer, Chief Privacy Officer, and the Arkansas Data and Transparency Panel.
35	Technical and Infrastructure Requirements	2.1.F, 2.1.G	What are the expectations for system performance metrics, including response times, uptime, and load capacity requirements and any other non-functional requirements we should be considering?	The State seeks to obtain information in regard to best practices in use by industry bidders as a result of the RFI.
36	RFI Section 2		What solution is the Data Hub Hosted on?	The data fabric for integration with State systems is hosted on an on-premise private cloud environment.
37	RFI Section 2		Does the DATA hub contain AR drivers license information?	No.
38	Open		What public cloud provider currently being used for data storage and applications	Amazon Web Services.

39	Data Management	2.1.F	Could you provide an overview of the current architecture of the Arkansas Data Hub? What technologies and platforms are currently in use for master data management (MDM) and entity resolution?	The data hub supports a wide variety of standard interfaces for consuming and providing data including REST APIs, JDBC/ODBC, Apache Kafka, SQL, object storage (S3, etc.), SFTP, message queues (IBM MQ), and webhooks.
40	Data Management	2.1.F	Are there any specific integration standards or protocols (e.g., REST, SOAP, GraphQL etc.) for seamless integration with the Arkansas Data Hub?	The Arkansas Data Hub supports all modern integration protocols with REST, cloud storage, and ANSI-92 SQL being the the most common. Wherever possible, data schemas are abstracted into common, interoperable standards that are system-agnostic and reduce disruption from changes to underlying systems.
41	Data Management	2.1.F	How is the flow of data between participating systems and the Arkansas Data Hub expected to work? Will the portal act as a real-time data consumer and provider, or will batch processing also be involved?	The data flows will leverage a hub and spoke integration pattern leveraging Arkansas Data Hub services for federated data integration and processing wherever practical. Batch processing is supported as needed depending on participating system capabilities, historical retention, and performance requirements. The portal will act as a consumer and provider to the Arkansas Data Hub, and latency requirements will be defined based on participating systems needs.
42	Data Management	2.1.F	How should the portal handle changes and updates in master data? Should it push the changes directly to the Arkansas Data Hub, or is there a staging Data Lake for submitting updates?	The Arkansas Data Hub will serve as a global system of reference for cross-program master and reference data, which should be read and harmonized via data hub services.
43	Data Management	2.1.F	Can you provide more specifics on the data-sharing agreements and the role of the Arkansas Data Hub in this portal?	Data sharing and use agreements will be facilitated through the Arkansas Data Sharing Agreement with security, compliance, and governance controls implemented through the Arkansas Data Hub.
44	Data Management	2.1.F	What is the expected latency (if any) of the information available in the Data Hub versus each of the systems providing DFA services e.g. ARSTAR, MyDMV, etc.? Can any of the information displayed in the portal be locally “cached” in order to improve performance?	The latency requirements depend on the program. In regard to caching, the State seeks to obtain information in regard to best practices in use by industry bidders as a result of the RFI.
45	Data Management	2.1.F	Will the user credentials currently in place for each of the DFA services be replaced by a centralized user repository when access is enabled via the portal? Can any of the individual services be accessed without going through the portal?	The State anticipates that credentialing requirements would need to be established for each specific service to be accessible via the portal anticipated by this RFI as part of the work effort of a bidder under a contract for the solution.

46	Integration Requirements	2.1.F	With integration exchange being centralized in the Data Hub, will there also be a centralized repository for discovery, interface specs, access policies and consumption protocol for governance across the DFA service landscape?	This has not been determined at this time.
47	Integration Requirements	2.1.F	Does the state anticipate that applications would be built into the portal or would the applications be standalone with a lighter integration to the portal for user sign on and transaction payment?	This has not been determined at this time.
48	Integration Requirements	2.1.F	Are there expectations for integrating additional services beyond those listed in the RFI during the life of the contract?	Potentially
49	General Requirements and Scope	2.1.F	Can you elaborate on the integration requirements with the Arkansas Data Hub?	The Arkansas Data Hub supports all modern integration protocols with REST, cloud storage, and ANSI-92 SQL being the the most common. Wherever possible, data schemas are abstracted into common, interoperable standards that are system-agnostic and reduce disruption from changes to underlying systems.
50	2.1	The system must not be accessed from the continental United States.	Please confirm this or is it a typo?	The statement should read: The system must not be accessed from outside the United States and its territories. Please see revised RFI.
51	2.1		How many citizens are anticiapted on a daily, monthly, and yearly basis?	This information is not available.
52	Technical and Infrastructure Requirements	2.1.H	Could you clarify the hosting requirements, particularly the requirement for the system to be hosted and accessed within the continental United States, such as, Infrastructure has to be within your data center or can be deployed on a private cloud infrastructure?	The State is looking for best practices and industry standards as long as the solution is hosted solely in the United States and is not accessible from outside the United States.
53	Technical and Infrastructure Requirements	2.1.H	If you have private cloud infrastructure, can you provide which private cloud you are using, if you do not have one do you have a preference? If it already exists what is your current connectivity setup, if not do you have standards or requirements we have to consider	Amazon Web Services.
54	Technical and Infrastructure Requirements	2.1.H	Could you clarify if there are specific disaster recovery requirements, such as RTO and RPO targets, for the portal?	Disaster recovery requirements have not yet been determined.
55	Technical and Infrastructure Requirements	2.1.H	What type of monitoring tools or systems are currently in place and do we have the ability to recommend different monitoring tools?	The State seeks to obtain information in regard to best practices in use by industry bidders as a result of the RFI.
56	Technical and Infrastructure Requirements	2.1.I	RFI says "must not be accessed from the continental United States" , Are you suggesting "not be accessed from outside the continental United States"	The statement should read: The system must not be accessed from outside the United States and its territories. Please see revised RFI.
57	Authentication and Security	2.1.J, 2.1.K	Besides two-factor authentication, what other security standards or certifications are expected for the Government Services Portal, particularly for data handling and identity verification such as the one's listed below? FIPS 201-3 FICAM NIST SP 800-63	The State seeks to obtain information in regard to best practices in use by industry bidders as a result of the RFI.

58	Authentication and Security	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.	What is the current infrastructure and systems being used?	For the purposes of this RFI, the specific infrastructure currently in use would not be disclosed. The goal of this item within the RFI is to gain information regarding potential bidder support and update procedures in order to develop RFP requirements.
59	Implementation and Support	2.1.K	How will updates be managed for changes in federal and state mandates that affect the Government Services Portal?	This process has not yet been determined.
60	Portal Features	2.1.K	Will the portal need to incorporate (and update) specific business rules and design constraints (e.g. regulation, legislation, etc.) related to one or more of the participating systems?	Yes
61	Authentication and Security	1.2	Please clarify the meaning of application in "DFA envisions citizen access using the State's new mobile driver's license application". Does it mean the mobile driver's license itself is the authentication mechanism, or something else?	It is anticipated by the State that mobile drivers license credentialing will be one method of authentication into the portal but is not meant to be the only option.
62	Authentication and Security	2.1.M	How should non-mobile driver license holders authenticate securely, and what identity verification methods are recommended for users who create an account?	The State anticipates that additional identity management solutions used for the services anticipated by this RFI would be included in bidder solution offerings subsequent to an RFP.
63	Authentication and Security		Are there any existing standards or guidelines for interfacing with the State's mobile driver's license application (IDEMIA), and if so, could they be provided?	For the purposes of this RFI, the specific interface technology will not be disclosed. However, it is anticipated that industry standard webservices would be used for any required integrations.
64	Customer and Technical Support	2.1.N, 2.1.O	Can you clarify the expected service levels for technical support (24/7) versus customer support (specific business and extended hours)? How should the contractor ensure that escalations are managed efficiently?	Technical support 24/7 limited to application issues. Customer support would be limited to the times listed in the RFI
65	Customer and Technical Support	2.1.N, 2.1.O	How will support metrics be tracked and measured—such as average response time, resolution time, and customer satisfaction?	The State seeks to obtain information in regard to best practices in use by industry bidders as a result of the RFI.
66	Customer and Technical Support	2.1.N, 2.1.O	Is there an existing ticketing system for tracking support issues, or should a new one be implemented?	The State seeks to obtain information in regard to best practices in use by industry bidders as a result of the RFI.
67	Customer and Technical Support	2.1.N, 2.1.O	Regarding Section 2.1, Item O: Could you provide further clarification on the types of issues that end users might encounter and the type of support (e.g., call center, chatbot, etc.) that the vendor is expected to provide?	The State seeks to obtain information in regard to best practices in use by industry bidders as a result of the RFI.
68	Customer and Technical Support		Will a live chat be needed?	This RFI is intended to gain an understanding from potential bidders of their capability to support live chat functionality.
69	Page 4, Section 2.1 (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).	Are end customer queries website navigation/ technical queries OR queries regarding services offered (Permit renewal, payment related, ATAP, ARSTAR etc.)?	Current service response is provided on site 8-4:30 p.m. Department of Finance and Administration helpdesk at 1-888-389-8336. Monday-Friday 8AM-4:30PM.

70	Page 4, Section 2.1 (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).	How many agents provide end customer support? And what is the current delivery location(s)?	This RFI is intended to gain an understanding from potential bidders regarding their capability to support an online services portal available during the hours mentioned in the section.
71	Page 4, Section 2.1 (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).	What is the average monthly volume of queries by services (ATAP, ARSTAR, OCSE, MyDMV, Lottery Retail, Alcohol, Bev & Tobacco Control)	This information is not available.
72	Page 4, Section 2.1 (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).	What is the average monthly volume by different channels (phone, email, chat etc.)	This information is not available.
73	Page 4, Section 2.1 (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).	What is the average hand time of queries by different channels (phone, email, chat etc.)	This information is not available.
74	Implementation and Support	2.1.P	Could you provide more details about expectations for testing and training in advance of go-live? Is there a preferred training format, such as online or in-person?	In regard to testing and training, the State seeks to obtain information in regard to best practices in use by industry bidders as a result of the RFI
75	Implementation and Support	2.2	What specific timelines or phases should be anticipated for each stage of the deployment, especially in integrating existing DFA systems like ATAP, ARSTAR, and OCSE MyCase?	The State is unsure of the timeline and is seeking information to determine phases and timelines.
76	Project Management and Execution	2.3.A	What performance metrics will be used to evaluate the Contractor's system development, testing, and implementation phases?	Performance metrics for development, testing, and implementation phases have not yet been determined.
77	Project Management and Execution	2.3.A	We will recommend the standard KPIs and how frequently progress reports should be submitted? If you have a list of published key performance indicators (KPIs) that the Project Manager should use to monitor the project's progress and cadence, please let us know.	There is no published standard. The State seeks to obtain information in regard to best practices in use by industry bidders as a result of the RFI.